



Game Operations (Usher / Court Ops)

POSITIONS AVAILABLE: 5

REPORTS TO: Team Lead

WAGE: \$14.35/hour - Part-time, Hourly

ENTITY: Spectra Venue Management, Mattamy Athletic Centre

CONTACT: Robert Langridge - robert.langridge@ryerson.ca

A passion for the sport and entertainment industry is key for these positions. You will be face to face with customers, representing the venue, and play a key role in the client experience. Get hands-on, behind the scenes, experience and find out what it takes to put together a professional sporting event. Game Operations staff will be trained in customer service and setup and teardown. These positions will typically work a minimum of 10 hours each week but may require more or less as the season schedule dictates.

QUALIFICATIONS:

- Passion for sport (Basketball, Hockey, Volleyball).
- Experience in customer service an asset.
- Available to work a flexible schedule including evenings, and weekends.
- Outgoing personality, confident and self-described team player.
- Must be able to work in a team environment.
- Able to comfortably lift up to 15 lbs.

FUNCTIONS:

- Work OUA and USports games (exhibition, regular season and playoffs) as scheduled.
- Assist in game-day setup and teardown.
- Perform pre-game/post-game tasks as assigned.
- Handle guest service type inquiries as needed.
- Greet and assist customers as they enter the venue.
- Scan tickets and count One Card Swipes during game.
- Attend paid mandatory training and development sessions.

