



TITLE: Event Cleaners

REPORTS TO: Supervisor of Events

LOCATION: City of Guelph – Sleeman Centre

JOB FUNCTIONS:

- Provide excellent customer service to all patrons and employees
- Greet all Fans in a welcoming and friendly manner, consistently maintaining a winning attitude
- Conduct regular inspections of assigned and deployed positions; ensuring the safety of all Fans at all times
- Clean and maintain areas such as concourse floor, stairways, washrooms, elevators and such by using the appropriate cleaning equipment
- Assist with maintaining safe environment throughout Sleeman Centre at all times
- Act as ambassador for the City of Guelph, representing such in a professional manner at all times
- Empty waste containers and dispose waste in designated areas
- Ensure that the best Fan Services practices are followed at all times while attending to all job functions
- Maintain the facility to the expectation of the Fans at all times – continue to strive to exceed Fans expectations at all times
- Work at a consistent pace throughout event specific timeline attending to the various areas of the facility as they require attention
- Assist Fans with special needs/ requests that require additional services
- Adhere to all City of Guelph and Sleeman Centre service standards and policies, including Health and Safety
- Work in compliance with the provisions of the Occupational Health and Safety Act
- Able to pay close attention to detail
- Work with enthusiasm and professionalism as a member of operations team at all times
- Work within the specifications of supervisor or assigned supervisory staff at all times
- Wear assigned uniform in a professional and well-kept manner
- Perform any additional tasks as assigned

QUALIFICATIONS:

- Able to work flexible and sometimes demanding schedules (including: nights, weekends, and holidays) on a consistent and scheduled basis.
- Ability to perform basic housekeeping functions and operate various cleaning equipment.
- Excellent customer service skills.
- Able to follow instructions, policies and procedures and operate cleaning equipment.
- Must be able to perform physical work (e.g. walking, climbing stairs and standing for long periods of time).

- Able to maintain good working relationship with co-workers.
- Excellent communication skills (oral and written).
- Possession of valid Standard First Aid and CPR Certification is an asset.
- Experience in event related environment is an asset.

PAY RATE: \$10.25-\$10.65

TITLE: Rink Attendant

REPORTS TO: Supervisor of Events

ENTITY: City of Guelph – Sleeman Centre

JOB FUNCTIONS:

- Be prepared to greet all Fans in a welcoming and friendly manner, consistently maintaining a winning attitude when working in Front of House areas
- Assist with maintenance of ice (shoveling, moving nets, etc.) during hockey events and operating associated equipment as required
- Patrol facility looking for facility issues, safety hazards, or improper departmental operations, ensuring the safety of all Fans at all times
- Assist with pre-event operations, including preparing all areas of the facility in advance of event start and gate opening
- Assist with maintaining safe environment throughout the facility at all times
- Act as ambassador for the City of Guelph, representing such in a professional manner at all times
- Empty waste containers and dispose waste in designated areas
- Ensure that the best Fan Services practices are followed at all times while attending to all job functions
- Maintain the facility to the expectation of the Fans at all times – continue to strive to exceed Fans expectations at all times
- Perform general cleaning/ maintenance as assigned throughout each event (ie. sweeping, mopping, vacuuming, washroom/ dressing room cleaning, show shoveling and set-up/ break down of specific event requirements)
- Assist Fans with special needs/ requests that require additional services
- Adhere to all City of Guelph and facility service standards and policies, including Health and Safety
- Work in compliance with the provisions of the Occupational Health and Safety Act
- Able to pay close attention to detail
- Work with enthusiasm and professionalism as a member of operations team at all times
- Work within the specifications of supervisor or assigned supervisory staff at all times
- Wear assigned uniform in a professional and well-kept manner
- Perform any additional tasks as assigned

QUALIFICATIONS:

- Able to work flexible and sometimes demanding schedules (including: nights, weekends, and holidays)
- Able to attend work on a regular and consistent basis as scheduled as such
- Knowledge of basic operational functions, including affiliated roles & responsibilities
- Excellent customer service, client relations, interpersonal and communication skills
- Experience in event related environment is an asset
- Able to understand and comprehend all policies and procedures as they relate to the work being performed
- Able to follow instructions and operate various related cleaning equipment
- Must be physically fit to perform all essential duties/ requirements associated with this job
- Able to maintain good working relationship with co-workers
- Able to communicate effectively both verbally and in writing in English

- Must be able to be on feet for extended period of time
- Possession of valid Standard First Aid and CPR Certification is an asset

PAY RATE: \$10.25-\$10.65

Position Title: Event Personnel Team Member

Reports to: Event Services Team Leaders, Supervisor of Events

Location: City of Guelph – Sleeman Centre

JOB DUTIES:

- Provide excellent customer service to all patrons and employees.
- Greet all Fans in a welcoming and friendly manner, consistently maintaining a winning attitude.
- Conduct regular inspections of assigned and deployed positions; ensuring the safety of all Fans at all times.
- Assist with maintaining safe environment throughout Sleeman Centre at all times.
- Act as ambassador for the City of Guelph.
- Inform Fans of seat locations and provide assistance where needed.
- Retrieve and verify Fans' tickets, as required.
- Operate a ticket scanner and follow ticket scanning protocol as outlined in team training
- Assist Fans with special needs/ requests that require additional services.
- Work in compliance with the provisions of the Occupational Health and Safety Act and adhere to all City of Guelph and Sleeman Centre service standards and policies.
- Able to pay close attention to detail.
- Work with enthusiasm and professionalism at all times.
- Perform any additional tasks as assigned.

QUALIFICATIONS:

- Customer service experience and/or training is an asset.
- Knowledge of event services and affiliated roles & responsibilities.
- Able to work flexible and sometimes demanding schedules (including: nights, weekends, and holidays).
- Excellent customer service, client relations, interpersonal and communication skills.
- Experience in event related role is an asset.
- Must be accurate and detail oriented.
- Must be physically fit to perform all essential duties/ requirements associated with this job (e.g. standing and walking for long periods of time).
- Strong knowledge of Alcohol Control Policies in event driven industry is an asset.
- Possess or be willing to obtain a valid Smart Serve Certification.
- Possession of valid Standard First Aid and CPR Certification is an asset.

PAY RATE: \$10.25-\$10.65