



### **Event Staff: FirstOntario Centre**

Department: Events  
Type: Part Time, Casual (variable days, evenings, weekends)  
Immediate Supervisor: Event Services Supervisor  
Approximate Start Date: January 2022

#### **Description:**

FirstOntario Centre is an Industry leader in providing memorable experiences to the Greater Hamilton Area. Be a part of our Event Staff team where you will work an array of events such as sporting, major concerts, children's shows, and exhibitions. You will bring with you a confident, friendly, and sociable personality that will be beneficial to creating an inclusive and positive experience for all our guests. This position is great for students, as a second job, or for retired individuals. Apply to join our team!

#### **Responsibilities:**

- Welcoming, scanning in and reading ticket information to guests with directional assistance.
- Being pro-active and directing patrons to seats and building amenities such as washrooms, elevators, concessions etc...
- Following building procedures and policies and knowledge of evacuation procedures.
- Assist patrons with disabilities and ensuring their experience in the venue is exemplary.
- Addressing any issues pertaining to a patron's enjoyment while in the venue and communicating to Supervisor/Management.
- Monitoring guest conduct and alcohol consumption.
- Filling out Incident and events reports.
- Must be confident in line-management and gate & crowd control.
- Performing all duties requested by the Supervisor and Management team.
- Must wear full uniform attire and report to all scheduled shifts.

#### **Qualifications:**

- Must be available for at least 70% of all events occurring within each month.
- Must be over the age of 18.
- Experience in customer service and the ability to work independently.
- Must have a pleasant and outgoing personality with a positive attitude.
- Maintaining a calm demeanor in high stress situations and loud environments that can be fast paced, often-challenging and constantly changing.
- Able to be on feet for long periods of time and ability to walk up and down stairs.

- Excellent interpersonal and communication skills.
- Must be able to work in a variety of environmental conditions, inside and outside and in low lighting.
- Demonstrated ability to work independently and responsibly in a team environment as well as excellent judgment and decision-making skills
- Must be open to evenings, weekends, and holiday shifts as required.
- Covid-19 Vaccinations will be required for this position.

**Contact Information:**  
**Scheduling@coreentertainment.ca**