



Event Staff: FirstOntario Concert Hall (Union Position)

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

Description:

FirstOntario Concert Hall 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 concerts, children's shows, dance recitals, comedy shows, musicals and convocations. You will bring with you a confident, friendly, and sociable personality that will be beneficial to creating an inclusive and amazing experience for all our guests. This position is great for students, a second job or 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.
- Be aware and enforce house rules.
- 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 work within union rules in a seniority environment.
- Must be 18+
- Experience in customer service and the ability to work independently.
- Must have a pleasant and outgoing personality with a positive attitude.
- Able to fill different roles such as front door, orchestra, balcony, and stationary positions.
- 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