



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/03

Seasonal Assoc Luxury Suite - Toronto Blue Jays

Job ID	243641-en_US-2783	
Web Address	https://careers.indigenous.link/viewjob?jobname=243641-en_US-2783	
Company	Rogers	
Location	Toronto, ON	
Date Posted	From: 2021-07-27	To: 2050-01-01
Job	Type: Full-time	Category: Telecommunications

Description

<p>At Rogers, we connect Canadians to a world of possibilities and the memorable moments that matter most in their lives. Every day we wake up with one purpose in mind. To bring loved ones together from across the globe. To connect people to each other and the world around them. To help an entrepreneur realize their dream. A sports fan celebrate a special moment.
Because we believe connections unite us, possibilities fuel us, and moments define us.<p>As we grow our team, the well-being of our team members remains our top priority. To ensure the health and safety of our team members, including those in the recruitment process, our team members are temporarily working from home.<p>Department Overview:Within the Ticket Sales & Service department, Executive Suites is a fast-paced team focused on driving revenue and delivering exceptional, premium experiences for guests at Toronto Blue Jays games.
The team aims to consistently deliver upscale, success-driven events, with the mission of making our clients the hero and assisting them in achieving a return-on-objectives. We strive to develop a long-term, mutually beneficial relationship with our clients and become a staple in their ongoing hospitality strategy.<p>
<p>Role Overview:The concierge position represents the Executive Suites team as the first and lasting impression for our suite guests. The concierge role
serves as the main point of contact for both guests and staff on Rogers Centre's suite levels during Toronto Blue Jays Baseball games and all other non-baseball events.<p>
<p>
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Responsibilities

- Represent the Toronto Blue Jays & Executive Suites team with professionalism
- Engage in guest-facing game day service, including greeting guests, assisting with ticket support and resolving guest issues
- Provide consistent and superior service in all dealings with guests
- Support game day set-up, such as preparing suites for guests
- Work closely with security and ticketing staff to support a safe, efficient and welcoming entry experience for guests
- Greet guests in an upbeat, professional and friendly manner
- Assist guests with ticket support and other service resolutions during their entry experience
- Correspond with suite catering staff and respond to inquiries about tickets or general stadium information in a positive and efficient manner
- Maintain a strong knowledge of the stadium, event details, service processes and available support staff

Must have the ability the make decisions independently in response to service issues or in support of both suite guests and staff

Employ an outgoing, proactive, organized and caring approach in response to all guests

needs

Ensuring fans are adhering to COVID-19 health and safety policies and procedures

Be knowledgeable on the stadium cleaning protocols, assisting with sanitizing high touch areas and bringing larger cleanliness concerns to the attention of the facilities team

Ensure application of WE CARE services principles in all interactions with fans

Be a safety ambassador by following and enforcing all public health guidelines for the health and safety all Rogers Centre employees and fans

Other duties as required

Up to 2 years of proven customer service and/or related experience is required

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style="font-style:normal">
style="font-family:'Arial Narrow', sans-serif">Ability to function in a fast-paced environment and effectively multi-task with attention to
detail
style="font-family:'Arial Narrow', sans-serif">
style="font-style:normal">
style="font-family:'Arial Narrow', sans-serif">Ability to think critically and strategically to both proactively and reactively solve service
issues
style="font-family:'Arial Narrow', sans-serif">
style="font-style:normal">
style="font-family:'Arial Narrow', sans-serif">Strong written and verbal communication skills
style="font-family:'Arial Narrow', sans-serif">
style="font-style:normal">
style="font-family:'Arial Narrow', sans-serif">Friendly and professional demeanor
style="font-family:'Arial Narrow', sans-serif">
style="font-style:normal">
style="font-family:'Arial Narrow', sans-serif">Ability to connect with suite guests and manage difficult
conversations
style="font-family:'Arial Narrow', sans-serif">
style="font-style:normal">
style="font-family:'Arial Narrow', sans-serif">Ability to work independently
style="font-family:'Arial Narrow', sans-serif">
style="font-style:normal">
style="font-family:'Arial Narrow', sans-serif">Knowledge of baseball and passion for the Blue Jays

style="font-family:'Arial Narrow', sans-serif">
style="font-style:normal">
style="font-family:'Arial Narrow', sans-serif">Ability to work outside of typical business hours, including evenings and weekends, is required given the Toronto Blue Jays and Rogers Centre event schedule
 </p> The Toronto Blue Jays will continue to follow guidelines from municipal, provincial, and federal public health authorities and will implement the most up to date measures for the safety of our employees and fans. These measures may be adjusted, but we anticipate that they will include physical distancing, face coverings, health screenings, and COVID-19-specific health and safety training.</p> Part time</div></div>Shift: Variable</div></div>Length of Contract: 4 Months</div></div>Work Location: 1 Blue Jays Way (210), Toronto, ON </div></div>Travel Requirements:

None

Posting Category/Function: Baseball / Stadium Operations
& Game Day Events

Requisition ID: 243641

Together, we'll make more possible, and these six shared values guide and define our work:

- Our people are at the heart of our success
- Our customers come first. They inspire everything we do
- We do what's right, each and every day
- We believe in the power of new ideas
- We work as one team, with one vision
- We give back to our communities and protect our environment

What makes us different makes us stronger. Rogers has a strong commitment to diversity and inclusion. Everyone who applies for a job will be considered. We recognize the business value in creating a workplace where each team member has the tools to reach their full potential. At Rogers, we value the insights and innovation that diverse teams bring to work. We work with our candidates with disabilities throughout the recruitment process to ensure that they have what they need to be at their best. Please reach out to our recruiters and hiring managers to begin a conversation about how we can ensure that you deliver your best work. You matter to us! For any questions, please visit the [https://performancemanager4.successfactors.com/RCI/Rogers+Inbox+FAQ+April+2019+----+UPDATED_+\(002\).pdf](https://performancemanager4.successfactors.com/RCI/Rogers+Inbox+FAQ+April+2019+----+UPDATED_+(002).pdf)

Rogers FAQ

Media

For more information, visit Rogers for Seasonal Assoc Luxury Suite - Toronto Blue Jays