



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: 2024/05/05

Support Supervisor - Toronto Blue Jays

Job ID	280242-en_US-7687	
Web Address	https://careers.indigenous.link/viewjob?jobname=280242-en_US-7687	
Company	Rogers	
Location	Toronto, ON	
Date Posted	From: 2022-12-02	To: 2050-01-01
Job	Type: Full-time	Category: Telecommunications

Description

<p>Come play a key role in building the future of Sports & Media! Everyone wants to be part of a transformational team – and that’s exactly what we’re building at Rogers Sports & Media. A team that innovates and a team that wins.</p><p>At Rogers Sports & Media we are committed to creating and growing teams that are digital-first, fast-moving and bold-thinking and are focused on delivering impact with everything they do. Our impressive collection of assets includes media properties, sports teams, sports events & production, venues, e-commerce platforms and a close connection with our Connected Home and Wireless team. Collectively, we touch 30 million of Canadians every month!</p><p>Not only is our business strong, but so is our culture. We genuinely care about each other and working in an environment that allows each of us to bring our best authentic selves to work. That starts with our firm commitment to a diverse, inclusive and safe workplace. We’re also dedicated to giving back by using our media megaphone to help Canadians who need it most. Our team is All IN on diversity and inclusion – find out more at www.allinforequity.ca</p><p>Are you interested in joining the Toronto Blue Jays Game Staff Team This is your chance. </p><p>The Toronto Blue Jays are looking for a Support Supervisor</p><p><p>OVERVIEW</u></p><p><p>The Toronto Blue Jays Organization is looking for individuals who have exceptional skills in customer service, leadership, and teamwork, and thrive in a fast-paced, high energy environment. Overseeing different teams based on need, this role is cross trained on managing varying event/game day roles including Usher and Gate Staff. </p><p><p>Support Supervisors are flexible, adaptable and customer service focused. They have the ability to efficiently problem solve, proactively react to employee and fan needs, and provide professional guidance to Usher or Gate Staff. Support Supervisors are responsible for the direction of the team they are managing at each event/game, ensuring fans are receiving a high level of customer service including, but not limited to, ensuring fans are admitted in a welcoming and secure manner and ensuring fans are being accurately, safely, and efficiently seated. They work collaboratively across a peer group to ensure consistent staff management. </p><p><p><span style="font-family:'Arial Narrow',

sans-serif">This is a leadership role; supervisors are required to lead by example, embody our values and ensure their staff are similarly working to the highest standard. </p></p>
<div class="MsoNoSpacing"><div style="font-size:12.0pt"><div style="font-family:'Arial Narrow',
sans-serif">Applicants must be available to work a 90% of non baseball events (i.e. concerts), and 40% of all regular season home games, including evening, weekends and holidays as required. Usher Supervisors are also expected to arrive 45-60 minutes prior to gates open for briefings. Prior to the season, Usher Supervisors should be available for 1-2 nights a week and 1-2 weekends a month between December and April for season preparation work. </p></p>
<div class="MsoNoSpacing"><div style="font-size:12.0pt"><div style="font-family:'Arial Narrow',
sans-serif">This is a part-time contract position from December to November with the possibility of extension. </p></p>
<div class="MsoNoSpacing"><div style="font-size:10.0pt"><div style="font-family:Arial,
sans-serif"><div style="color:black"><div style="font-size:12.0pt"><div style="font-family:'Arial Narrow',
sans-serif">This role may be for you if:</p></p>
<div class="MsoBodyText2"><div style="font-size:10.0pt"><div style="font-family:Arial,
sans-serif"><div style="color:black"><div style="font-size:12.0pt"><div style="font-family:'Arial Narrow',
sans-serif">You have a passion for customer services</div></div></div></div>
<div class="MsoBodyText2"><div style="font-size:10.0pt"><div style="font-family:Arial,
sans-serif"><div style="color:black"><div style="font-size:12.0pt"><div style="font-family:'Arial Narrow',
sans-serif">You are hands-on and unafraid of taking on new challenges</div></div></div></div>
<div class="MsoBodyText2"><div style="font-size:10.0pt"><div style="font-family:Arial,
sans-serif"><div style="color:black"><div style="font-size:12.0pt"><div style="font-family:'Arial Narrow',
sans-serif">You thrive in a fast-paced high-volume working environment</div></div></div></div>
<div class="MsoBodyText2"><div style="font-size:10.0pt"><div style="font-family:Arial,
sans-serif"><div style="color:black"><div style="font-size:12.0pt"><div style="font-family:'Arial Narrow',
sans-serif">You enjoy motivating, energizing and inspiring others</div></div></div></div>
<div class="MsoNoSpacing"><div style="font-size:12.0pt"><div style="font-family:'Arial Narrow',
sans-serif"><u>RESPONSIBILITIES:</u></p></p>
<div align="center"><div style="text-align:center"><div style="font-size:12.0pt"><div style="font-family:'Arial Narrow',
sans-serif">Lead and coach different teams to ensure customer-centric approach at all times</div></div></div></div>
<div class="MsoNoSpacing"><div style="font-size:12.0pt"><div style="font-family:'Arial Narrow',
sans-serif">Assist in monitoring and proactively adjusting staffing levels based on the requirements each game</div></div>
<div class="MsoNoSpacing"><div style="font-size:12.0pt"><div style="font-family:'Arial Narrow',
sans-serif">Assist in managing the attendance program including effectively addressing tardiness, absences and monitoring break times</div></div>
<div style="font-size:12.0pt"><div style="font-family:'Arial Narrow',
sans-serif">

sans-serif">>Ensure company standards and policies are upheld, such as all alcohol management policies, emergency procedures, ticket/admission policies, media regulations at Rogers Centre, etc.

</li class="MsoNoSpacing">>Stay on top of all game day activities, related events and initiatives throughout the stadium and communicate necessary information to staff in an effective manner</li class="MsoNoSpacing">>Lead pre-game/pre-event meetings with different teams and ensure all pre-game/pre-event inspections have been completed including making sure staff are equipped with essential tools and resources to be successful</li class="MsoNoSpacing">>Administrative duties include, but are not limited to, completing incident reports, deployment records and staff reviews</li class="MsoNoSpacing">>Ensure ongoing and open communication with management with regards to events that occur during each game/event as well as provide feedback to ensure ongoing improvements</li class="MsoNoSpacing">>Assist with recruitment, mentoring and professional development of different staffing teams</li class="MsoNoSpacing">>Actively communicates with other staff and departments before, during, and post-events/games</p><p class="MsoNoSpacing"> </p><p class="MsoNoSpacing"> </p><p class="MsoNoSpacing">><u>QUALIFICATIONS:</u></p><p align="center" style="text-align:center"> </p></li class="MsoNoSpacing">>Demonstrated leadership skills including motivating and coaching teams</li class="MsoNoSpacing">>Exceptional customer service skills with a focus on creating positive fan experiences</li class="MsoNoSpacing">>Minimum 2 years in a customer service role</li class="MsoNoSpacing">>1-2 years supervisor or leadership role experience an asset</li class="MsoNoSpacing">>Excellent problem solving, judgement and negotiation skills</li class="MsoNoSpacing">>Able to collaborate effectively at all levels in the organization</li class="MsoNoSpacing">>Excellent organization and time management skills</li class="MsoNoSpacing">>Ability to react quickly to confrontational situations and diffuse conflict</li class="MsoNoSpacing">>Strong interpersonal, verbal, and written communication skills</li class="MsoNoSpacing">>

sans-serif">Available to work 85% of all non-baseball events scheduled in a calendar year</li class="MsoNoSpacing">

sans-serif">Available to work a minimum of 30%, or as needed, Blue Jays' regular season scheduled home games</li class="MsoNoSpacing">

sans-serif">Ability to work in a busy, fast-paced environment while standing/walking/climbing stairs indoors/outdoors for 3-5 hour shifts

sans-serif">Successful candidate must be 18 years of age or older

<p style="text-align:center"> </p>

sans-serif">WHAT WE OFFER TO YOU

<ul style="font-family:sans-serif">Calibri,

sans-serif">Commitment to our team - we want you to succeed!

sans-serif">Ongoing, hands-on training to help you develop your skills

sans-serif">Excellent employee discount to use towards Jays gear

sans-serif">A unique employment experience working for the only MLB team in Canada

<p>sans-serif">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 https://performancemanager4.successfactors.com//RCI/Rogers_Recruitment_FAQ.pdf</p>

<p>sans-serif">Schedule: sans-serif">Part time
sans-serif">Shift: Variable
sans-serif">Length of Contract: No Selection
sans-serif">Work Location: 1 Blue Jays Way (210), Toronto,
sans-serif">Travel Requirements: None
sans-serif">Posting Category/Function: Baseball / Stadium Operations & Game Day Events
sans-serif">Requisition ID: 280242
sans-serif">Posting Notes: Rogers Sports & Media</p>

For more information, visit [Rogers for Support Supervisor - Toronto Blue Jays](#)