



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.Link's 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.

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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

Come play a key role in building the future of Sports & Media! Everyone wants to be part of a transformational team & that's exactly what we're building at Rogers Sports & Media. A team that innovates and a team that wins. 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! 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 <https://www.allinforequity.ca> & www.allinforequity.ca

Are you interested in joining the Toronto Blue Jays Game Staff Team This is your chance.

OVERVIEW

The Toronto Blue Jays are looking for a Support Supervisor

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.

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.

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.

This is a part-time contract position from December to November with the possibility of extension.

This role may be for you

- You have a passion for customer services
- You are hands-on and

unafraid of taking on new challenges

You thrive in a fast-paced high-volume working environment

You enjoy motivating, energizing and inspiring others

RESPONSIBILITIES:

Lead and coach different teams to ensure customer-centric approach at all times

Assist in monitoring and proactively adjusting staffing levels based on the requirements each game

Assist in managing the attendance program including effectively addressing tardiness, absences and monitoring break times

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

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

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

Administrative duties include, but are not limited to, completing incident reports, deployment records and staff reviews

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

Assist with recruitment, mentoring and professional development of different staffing teams

Actively communicates with other staff and departments before, during, and post-events/games

QUALIFICATIONS:

Demonstrated leadership skills including motivating and coaching teams

Exceptional customer service skills with a focus on creating positive fan experiences

Minimum 2 years in a customer service role

1-2 years supervisor or leadership role experience an asset

Excellent problem solving, judgement and negotiation skills

Able to collaborate effectively at all levels in the organization

Excellent organization and time management skills

Ability to react quickly to confrontational situations and diffuse conflict

Strong interpersonal, verbal, and written communication skills

Available to work 85% of all non-baseball events scheduled in a calendar year

Available to work a minimum of 30%, or as needed, Blue Jays regular season scheduled home games

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

Successful candidate must be 18 year of age or older

WHAT WE OFFER TO YOU

Commitment to our team - we want you to succeed!

Ongoing, hands-on training to help you develop your skills

Excellent employee discount to use towards Jays gear

A unique employment experience working for the only MLB team in Canada

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_Recruitment_FAQ.pdf

Rogers
FAQ

Schedule: Part time

Shift: Variable

Length of Contract: No Selection

Work Location: 1 Blue Jays Way (210), Toronto, ON

Travel Requirements: None

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

Requisition ID: 280242

Posting Notes: Rogers Sports & Media

For more information, visit Rogers for Support Supervisor - Toronto Blue Jays