



# 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:

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# Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/03

## Gate Staff Supervisor - Toronto Blue Jays

**Job ID** 280280-en\_US-7717

**Web Address**

[https://careers.indigenous.link/viewjob?jobname=280280-en\\_US-7717](https://careers.indigenous.link/viewjob?jobname=280280-en_US-7717)

**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 and 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/>

<https://www.allinforequity.ca/> Are you interested in joining the Toronto Blue Jays Game Staff Team This is your chance.

The Toronto Blue Jays are looking for a Gate Staff Supervisor.

**OVERVIEW**

The Toronto Blue

Jays Organization is seeking individuals who have exceptional skills in customer service, leadership, and teamwork, and who thrive in working in a fast-paced environment. The Gate Staff Supervisor will manage a team of Gate Staff during Blue Jays home games as well as work collaboratively with co-supervisors to ensure consistent staff management. They are also responsible for providing directions to the Gate Staff team to ensure fans are receiving a high level of customer service upon entry. This individual will have the ability to efficiently problem solve, proactively react to employee, and fan needs, and provide professional guidance to all Gate Staff.

This is a role of leadership; supervisors are required to lead by example, embody our values and ensure their staff are similarly work to the highest standards.

Applicants must be available to work a minimum of 80% of all regular season home games, and 50% of any other events 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

- if:
- You have a passion for customer services
- You are hands-on and unafraid of taking on new challenges

&#160;&#160;&#160;You thrive in a fast-paced high-volume working environment&#160;&#160;&#160;&#160;&#160;You enjoy motivating, energizing and inspiring others&#160;&#160;&#160;&#160;**RESPONSIBILITIES**&#160;&#160;Lead and coach the Gate Staff team to ensure customer-centric approach during the entry process&#160;&#160;Monitor and proactively adjust staffing levels based on the requirement of each game/event&#160;&#160;Assist in managing the attendance program including effectively addressing tardiness and absences&#160;&#160;Ensure company standards and policies are upheld. i.e. all alcohol management policies, emergency procedures, ticket/admission policies, media regulations at Rogers Centre, etc. &#160;&#160;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&#160;&#160;Lead pre-game meetings with Gate Staff and ensure all pre-game inspections have been completed, including making sure staff are equipped with essential tools and resources to be successful&#160;&#160;Administrative duties including, but not limited to, completing incident reports, deployment records and staff reviews&#160;&#160;

style="font-family:Arial Narrow,sans-serif">Ensure ongoing and open communication with management with regards to events that occur during each game/homestand as well as provide feedback to ensure ongoing improvement.

Assist with recruitment, mentoring and professional development of Gate Staff team

Ability to work well and communicate with other staff and departments before, during and post-events

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 organizational and time management skills

Ability to react quickly to confrontational situations and diffuse conflict

Strong interpersonal, verbal, and written communication skills

Available to work 80% of all regular season home games and 50% of any other events

style="font-size:12.0pt"><span style="font-family:&#39;Arial Narrow&#39;, sans-serif"><Flexibility around availability on evenings and weekends prior to the start of the baseball season for hiring and training, including 1-2 nights a week and 1-2 weekends a month</span></li></li><li class="MsoNoSpacing"><span style="font-size:12.0pt"><span style="font-family:&#39;Arial Narrow&#39;, sans-serif"><Ability to work in a busy, fast-paced environment while standing/walking indoors/outdoors for 3-5 hour shifts</span></li></li><li class="MsoNoSpacing"><span style="font-size:12.0pt"><span style="font-family:&#39;Arial Narrow&#39;, sans-serif"><Successful candidates must 18 years of age or older</span></li></li></ul></p><p class="MsoNoSpacing"><span style="font-size:12.0pt"><span style="font-family:&#39;Arial Narrow&#39;, sans-serif"><Successful candidates must 18 years of age or older</span></li></li></ul></p><p style="text-align:justify"><span style="font-size:12.0pt"><span style="font-family:&#39;Arial Narrow&#39;, sans-serif"><b><u>WHAT WE OFFER TO YOU</u></b></span></span></p><ul style="font-size:12.0pt"><li style="font-family:Calibri, sans-serif"><span style="font-family:&#39;Arial Narrow&#39;, sans-serif"><span style="color:#20124"><Commitment to our team - we want you to succeed!</span></span></li></li><li style="font-family:Calibri, sans-serif"><span style="font-family:&#39;Arial Narrow&#39;, sans-serif"><span style="color:#20124"><Ongoing, hands-on training to help you develop your skills</span></span></li></li><li style="font-family:Calibri, sans-serif"><span style="font-family:&#39;Arial Narrow&#39;, sans-serif"><span style="color:#20124"><Excellent employee discount to use towards Jays gear</span></span></li></li><li style="font-family:Calibri, sans-serif"><span style="font-family:&#39;Arial Narrow&#39;, sans-serif"><span style="color:#20124"><A unique employment experience working for the only MLB team in Canada</span></span></li></li></ul></p><p><em>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<a

href=&quot;https://performancemanager4.successfactors.com//RCI/Rogers\_Recruitment\_FAQ.pdf&quot;&gt;Rogers

FAQ&lt;/a&gt;. &lt;/em&gt;&lt;/p&gt;&lt;p&gt;&lt;br&gt;&lt;b&gt;Schedule:&lt;/b&gt;&#160;Part  
time&lt;/p&gt;&lt;p&gt;&lt;b&gt;Shift:&lt;/b&gt; Variable&lt;/p&gt;&lt;p&gt;&lt;b&gt;Length of  
Contract:&lt;/b&gt; No Selection&lt;/p&gt;&lt;p&gt;&lt;b&gt;Work Location:&#160;&lt;/b&gt;1 Blue  
Jays Way (210), Toronto, ON&lt;/p&gt;&lt;p&gt;&lt;b&gt;Travel Requirements:&lt;/b&gt;  
None&lt;/p&gt;&lt;p&gt;&lt;b&gt;Posting Category/Function: &lt;/b&gt;Baseball / Stadium Operations  
&amp; Game Day Events&lt;/p&gt;&lt;p&gt;&lt;b&gt;Requisition ID:&lt;/b&gt;  
280280&lt;/p&gt;&lt;p&gt;&#160;&lt;/p&gt;&lt;p&gt;Posting Notes:&#160; Rogers Sports &amp;  
Media&lt;/p&gt;

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