



Tournament Convenor

Job Summary

The Tournament Convenor is responsible for ensuring that all aspects of tournaments held at the Bell Sensplex are executed properly.

Main Responsibilities

Ongoing

- Supervise all aspects of tournament execution including:
 - Ensuring all games start on time (refs & teams ready, staff in position)
 - Ensure all staff are executing their roles to a high standard and submitting “wow moment” stories each shift
 - Regular cash-flow monitoring and depositing
 - Reconciling part-time staff cash-in and cash-out
 - Prizing distribution
 - Preparation of tournament materials in advance of tournament (office work)
 - Tournament desk is kept organized and a display is in place
 - Standings boards are kept up to date
 - Standings files are kept up to date & reconciled
 - Player of the game tracking kept up to date
 - Gamesheets organized and properly filled out
 - Gamesheets returned and filed properly
 - Suspensions issued and enforced according to the code of discipline
 - Manage content of tournament website to ensure it is kept up to date and accurate (including troubleshooting any errors with service provider support staff)
 - Prepare and post news postings regularly on tournament website
 - Post updates only as directed to @BellSensplex Twitter account
 - Monitor BSP Tournaments mail-box and Twitter mentions/direct messages
 - Round robin standings finalized quickly and accurately and playoff teams posted and notified by phone within 1 hr of last game of evening at each division
 - Send regular updates to tournament coordinators throughout event
 - **Contact Tournament Coordinators with ANY major issues**
 - **Contact Tournament Coordinators when any questions arise that have not been fully explained previously**
- Dealing with players, coaches, and minor hockey executives on a regular basis and as specific issues arise
- Prepare post-event wrap-up including actual staff hours worked
- Ensure relevant information is communicated accurately and timely to all event participants
- Ensure all policies & procedures as outlined by the sanctioning body of each tournament are followed with 100% accuracy
- Dealing with difficult people on a regular basis
- Responsible for following policies & procedures set out by the Programs Manager and Capital Sports Management Inc., and for ensuring all part-time staff do the same
- Other duties as requested by Tournament Coordinators or Programs Manager

Health & Safety Responsibilities and Accountabilities

Responsible for ensuring that all areas covered by Occupational Health & Safety Act (“OHSA”) are adhered to, specifically:

- Working in compliance with the provisions of the OHSA, regulations and internal policies and procedures
- Using or wearing protective equipment, devices or clothing when required
- Reporting any missing or defective equipment or protective device which could endanger himself or herself or another team member
- Reporting any contravention of the OHSA, regulations or Senators Sports & Entertainment policies and procedures



Training

Responsible for completing on-line training modules including, but not limited to:

- Accessibility for Ontarians with Disability (AODA)
- AODA, the Integrated Accessibility Standard
- Back & Lifting Safety Training
- Ontario Supervisor Health & Safety Awareness
- Ontario Worker Health & Safety Awareness
- Workplace Hazardous Materials Information System
- Violence and Harassment in the Workplace

May also be required to attend on-site training sessions as scheduled (eg. customer service).

Job Requirements

- Able to work flexible hours (evenings, weekends, holidays)
- Familiar with the rules of hockey (experience as a player, coach, or referee in organized minor hockey as asset)
- Previous customer service experience
- Excellent communication skills (written and oral)
- Able to work under pressure
- Strong work ethic
- Bilingualism is an asset
- Team player

To apply, please submit your resume to employment@sensplex.ca.

Please reference **Tournament Convenor** and **location** you are applying for in the subject line.