



Tournament Services

Job Summary

The Tournament Services position is responsible for ensuring that all aspects of ice hockey tournaments held at the Bell and Richcraft Sensplex are executed properly.

Main Responsibilities

Ongoing

- Responsible for timekeeping, scorekeeping, and announcing
- Sells tournament passes & programs at the admission desk
- Answers questions and deals with customers' concerns in a professional manner
- Performs tournament office tasks, such as checking teams in, preparing prizes for distribution, and updating the tournament website
- Assists with the distribution of tournament prizes
- Other duties as assigned by the Tournament Coordinator

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 an 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 Services** and **location** you are applying for in the subject line.