

Job Posting

Position Title: Lead, Guest Experience
Department: Guest Experience
Status: Part-time, hourly
Reports to: Manager, Guest Experience
Location: Langley Events Centre
Hourly Rate: \$20.50

Organization Overview:

Ten Feet Sports and Entertainment Ltd. (TFSE) manages and operates Langley Events Centre (LEC), a prominent home of participation and spectator opportunities in sports, entertainment, and events in B.C. We are dedicated to recruiting, hiring, and developing individuals with the skills, experience, and passion to contribute to the continued success and growth of our organization in one of the most unique and exciting employment environments available.

LEC Overview:

Located within the Township of Langley's developing Arts, Sports, and Entertainment District, LEC features an arena bowl (5,276 seats for hockey), banquet hall, triple gymnasium (2,000 seats), double gymnasium (1,000 seats), fieldhouse, meeting rooms, dedicated gymnastics facility, retail, sport medicine, and sport organization offices, all next to the adjoining Willoughby Community Park. This unique multi-purpose and simultaneous event facility proudly hosts International, National, Provincial, Regional, and local community championships and events. Inspired by World Class facilities throughout North America, the LEC strives to provide a first-class experience for amateur and professional participants and spectators alike.

Position Overview:

Reporting to the Manager, Guest Experience, the Lead, Guest Experience provides oversight for Guest Experience Representatives in an assigned area for the duration of a game or event. The Lead, Guest Experience will be friendly, outgoing, and strive to enhance our customers' experience while at Langley Events Centre. This position is entirely event driven and as a result we require evening, weekend and some holiday availability.

Primary Duties and Responsibilities:

- Attend event briefing and deploy staff to their assigned positions
- Redeploy staff throughout an event to ensure adequate coverage and service levels
- Provide guidance and support to staff as needed within assigned areas (ie. Ticket Office, Ticket Scanners, Ushers)
- Assist staff with issues in their assigned areas and deploy additional resources as required (ie. Security, Emergency Response Lead, Management)
- Provide customer service to all guests of Langley Events Centre
- Manage breaks for staff as needed
- Ensure assigned areas are properly cleared at the conclusion of an event or game
- Complete required reports for any incidents that occur during shift and submit to Event Lead
- Other duties as assigned

**Skills and Abilities:**

- Become proficient in all aspects of Langley Events Centre, its emergency procedures, and its home teams
- Excellent leadership and communication skills
- Excellent customer service skills
- Team oriented
- Quick thinking and 'can-do' attitude
- Ability to work independently with minimal supervision
- Fully proficient in spoken and written English with a second language considered an asset

Qualifications:

- Willingness to complete a Police Information Check required
- Valid Basic First Aid, CPR-C, and AED Certification, or equivalent will be required to be maintained during employment
- Demonstrated leadership abilities required
- Customer service experience required

HOW TO APPLY:

Interested individuals are asked to submit a resume and cover letter detailing your skills and experience via email: careers@tfse.ca.

This position will remain open until filled. We thank all applicants for their interest, however only those selected for an interview process will be contacted.