

## Job Posting

**Position Title:** Facility Attendant  
**Department:** Facility Operations  
**Status:** Part-time, hourly  
**Reports to:** Associate Director, Facility Operations  
**Location:** Langley Events Centre

### 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 Associate Director, Facility Operations, the Facility Attendant will provide excellent customer service to all LEC clients and guests, provide on-site event assistance, conduct minor maintenance as required, and display proficiency with LEC event capabilities.

### Primary Duties and Responsibilities:

- Room set up for meetings and events
- Exhibit proficiency in room and venue capabilities in order to do impromptu site inspections for prospective clients
- Review facility schedule to determine the requirements for activity set-up
- Adhere to established customer service standards
- Listen to customer complaints with empathy and act appropriately with an empowered and customer service driven response
- Ensure FF&E are in good working order and stocks are replenished
  - Report any deficiencies to supervisor
- Check room set up in advance of meetings and events to ensure client instructions are met and LEC standards are adhered to
- Initiate emergency procedures if required
- Act as a point of contact between clients and other staff
- Other duties as assigned

### Skills and Abilities:

- Excellent customer service skills
- Team oriented
- Quick thinking and 'can-do' attitude
- Ability to work independently with minimal supervision



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- Must be able to work varied shifts, including mornings, afternoons, weekends, and holidays
- Physically able to carry out the duties of the position
- Fully proficient in spoken and written English with a second language considered an asset

**Qualifications:**

- Willingness to complete a Police Information Check required
- Valid First Aid Level 1, CPR, and AED Certification, or equivalent will be required to be maintained during employment
- Knowledge of audio-visual equipment and/or technical setup is an asset

**HOW TO APPLY:**

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