

Job Posting

Position Title: Guest Experience Representative
Department: Guest Experience
Status: Part-time, hourly
Reports to: Manager, Guest Experience
Location: Langley Events Centre
Hourly Rate: \$18.25

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 Guest Experience Representative will be able to operate within several roles during events. These roles include ticket scanning, customer service, usher duties, and ticket sales. The Guest Experience Representative will be friendly, outgoing, and strive to enhance our customers' experiences 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:

- Provide excellent customer service to all guests of LEC
- Answer questions related to the event(s) and/or the building
- Become proficient with LEC ticketing system in order to sell and process ticket orders
- Use scanning equipment to validate event tickets
- Provide direction and seating assistance related to the event
- Display responsible work habits
- Engage with customers in a friendly and outgoing manner
- Other duties as assigned

Skills and Abilities:

- Become proficient in all aspects of Langley Events Centre, its emergency procedures, and its home teams
- Excellent customer service skills
- Team oriented
- Quick thinking and 'can-do' attitude
- Ability to work independently with minimal supervision
- Physically able to carry out the duties of the position



SPORTS AND
ENTERTAINMENT

- 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
- Customer service experience 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.

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.