



Varsity Event Coordinator

Part-time Student Position

Trent Athletics & Recreation Department

Supervisor:	Athlete Development Coordinator, Varsity Event Coordinator
Hours of Work:	Event and schedule operate according to the Varsity Home Schedule Primarily Evening and Weekends
Term:	August 2021 – April 2022
Rate of Pay:	\$14.25/hour

Trent Work Study Eligibility: Students receiving OSAP and who meet eligibility under the Trent Work Study Program (TWSP) will be given priority consideration for this position, however all students are encouraged to apply. For TWSP eligibility requirements, please visit the Financial Aid website at <http://trentu.ca/financialaid/work.php>.

ABOUT TRENT ATHLETICS & RECREATION:

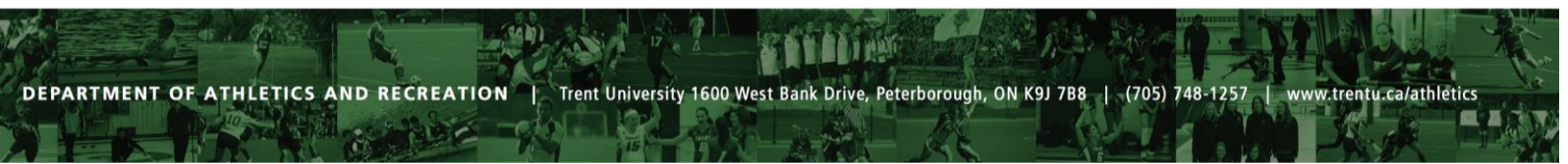
Dedicated to excellence, Trent Athletics & Recreation is committed to providing opportunities for Trent students and the community at large to become involved in a wide range of recreational, sport and leadership activities, at all levels, with the objective of encouraging and developing a healthy lifestyle.

ABOUT THE POSITION:

The Athletics Department is a vibrant and energetic place. We are looking for individuals to join our student engagement and special events team, who are **passionate about delivering an exceptional guest experience** to Trent students and members of the community. This position provides you with an opportunity to learn and develop skills that you can take forward to future employment.

This position has been updated to include new responsibilities, with attention to health and safety for all members of our campus community. The Excalibur proudly represent Trent University in inter-university competition in USports, Ontario University Athletics (OUA) and Canadian University Field Lacrosse Association (CUFLA) events. We are looking for energetic and organized individuals to join our varsity events team, who are **passionate about delivering an exceptional guest experience**. Our Varsity Events staff are the “face” of the department, providing service to and interacting with Trent students, community members, visiting university athletic teams and general public.

As a Varsity Home Event Coordinator you will be responsible for supporting and overseeing the scheduled varsity home games. This person will have some experience and knowledge of the sports we offer: Soccer, Lacrosse, Rugby, Volleyball, Rowing, and Curling, and affiliated organizations (OUA and CUFLA). The Coordinator will be familiar with the Trent Athletic Centre including facility set up, program support and event management. This role will include supporting the Varsity Events Team including: camera operator,





social media support and photography, front house reception, statistics and scorekeeping. We offer training sessions and support to ensure the success of our events.

Primary responsibilities:

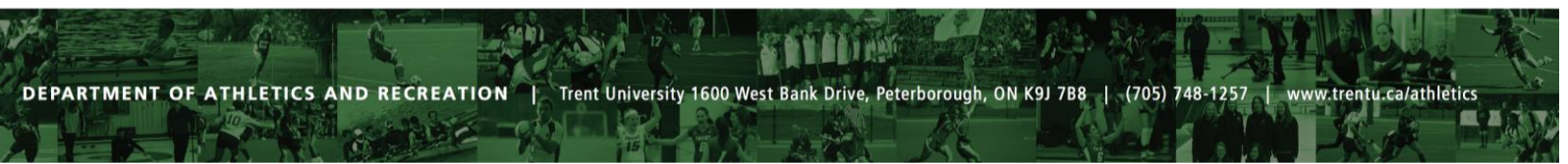
- Work with the Athlete Development Coordinator to ensure that all CUFLA and OUA event regulations including videos, statistics and reports are completed as required.
- Work in conjunction with other staff including Varsity Events Team to produce an enjoyable sport experience for participants, competitors, spectators and community.
- Coordinate and administer staffing for all varsity events.
- Arrive as scheduled to assist with game day equipment set up and clean up.
- Support publicity and generate awareness of all games to Trent students and community.
- Assist in promotional initiatives during games.
- Assist in administrative duties associated with varsity operations.
- Ensure team and student-athlete information is gathered and accurately shared through all communications.
- Ensure communications of Digital Communications Officer are on time and accurately reflect the Excalibur brand
- Duties may include: equipment and facility set up, managing social media accounts, camera operation, tracking statistics, coordinating activities in between games, front line reception, handling petty cash, contacting media, writing press releases, submitting statistics, etc.
- Comply with all Trent University and Athletics & Recreation Department policies and processes (including dress code) and participate in all mandatory training.

Responsibilities:

- Ensure that each customer receives outstanding service by providing a friendly environment, which includes proactively greeting, acknowledging and re-approaching every customer, maintaining solid product knowledge and all other aspects of customer service
- Keeping informed on the most current Excalibur varsity sport news
- Ensuring customer concerns are resolved timely, accurately and professionally
- Recognizing and monitoring safety and security issues
- Greet clients warmly as they enter the Athletics Centre and Justin Chiu Stadium
- Develop and maintain rapport with clients
- Review daily on-shift/game day task check list and attend to those items
- Comply with policy and regulations (including dress code)
- Other tasks as assigned.

Qualifications:

- Must be a Trent student. Priority consideration will be given to students receiving OSAP and who are eligible for the Trent Work Study Program, however, all students are encouraged to apply.





- Outgoing and personable with the ability to communicate with associates and guests
- Ability to follow instructions and cooperate with other team members
- Ability to work in a fast paced environment
- Ability to problem-solve
- Self-motivated, punctual and responsible
- Strong understanding of customer needs
- Excellent customer service abilities
- Flexible schedule which includes shifts on evenings, weekends & holidays
- Willingness to work as part of a team, providing additional shift coverage as needed

Training and Certifications Required – All training must be complete prior to starting first shift and the cost of training is the responsibility of employee.

- Police Record Check
- First Aid/CPR and AED
- Ministry of Labour Health and Safety Worker Awareness Training
- Workplace Violence and Harassment Training
- WHMIS (Workplace Hazardous Materials Information System Training)
- AODA Customer Service Training
- AODA – Integrated Accessibility Standards Regulation Training
- Information Security and Privacy Training
- Concussion Awareness Training
- Trent University COVID Training

To Apply:

All applications must include a cover letter and resume that can be e-mailed to varsity@trentu.ca (Microsoft Word or Adobe PDF). Please note your full name and the position title in the subject line of your e-mail (i.e. First and Last Name – Position Title).

Trent University is actively committed to creating a diverse and inclusive campus community and encourages applications from all qualified candidates. Trent University offers accommodation for applicants with disabilities in its recruitment processes. If you require accommodation during the recruitment process or require an accessible version of a document/publication please contact varsity@trentu.ca.

While Trent Athletics & Recreation Department appreciates all applications, only those applicants considered for an interview will be contacted.

