



Varsity Event Staff

Part-time Student Position

Trent Athletics & Recreation Department

Supervisor:	Athlete Development Coordinator
Hours of Work:	Events 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.

Primary Responsibilities:

This position reports to the Athlete Development Coordinator and receives leadership from the Varsity Event Coordinator.



Responsibilities include:

- Ensure that Trent students and community members receive an outstanding customer service experience by providing a friendly and welcoming environment. This includes proactively greeting every individual and maintaining knowledge of programs, services, and processes
- Work in conjunction with other staff including Varsity Events Team to produce an enjoyable sport experience for participants, competitors, spectators and community.
- Arrive as scheduled to assist with game day facility and event set up and tear down.
- Generating awareness of all games to Trent students, including assisting in in-game initiatives.
- Duties may include: equipment and facility set up, tracking statistics, event access control and front line reception, field and crowd management, managing social media accounts, camera operation, and general game support.
- 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
- Maintain varsity equipment and uniforms quality of the Athletics Centre and keep front lobby, desk and storage area neat and clean; perform washroom and change room checks and do spot cleaning as needed. Clean and sanitize exercise equipment and associated touchpoints. Use cleaning and sanitizing materials in accordance with University health and safety policies.
- Comply with policy and regulations (including dress code)
- Share innovative ideas and suggestions to help improve team performance.
- Comply with all Trent University and Athletics & Recreation Department policies and processes (including dress code) and participate in all mandatory training.

Qualifications:

- Must be a Trent student. Priority consideration will be given to students who are eligible for the Trent Work Study Program, however, all students are encouraged to apply.
- Ability to work 10 hours per week (when events are live), predominantly evenings and weekends
- Excellent customer service experience; outgoing and personable with the ability to communicate with associates and guests
- Ability to follow instructions and cooperate with others in a fast paced environment
- Ability to problem-solve
- Self-motivated, punctual and responsible
- Willingness to work as part of a team, providing additional shift coverage as needed

Role Specific Qualifications:



The Varsity Event Staff is comprised of various specific roles, which may require specific experience, expertise or skillsets. Note that these positions still require attention to overarching primary and general responsibilities of Event Staff. These roles include:

- Statistician – Thorough knowledge of sport rules needed, specific to sport you are stating. This applies to the sports of Soccer, Rugby, Field Lacrosse and Volleyball. Experience as participant or statistician at club/high school or higher in each sport considered an asset.
- Game Announcer – Comfort using a microphone and speaking to large groups. Experience specifically within a live environment considered an asset.
- Score Clock Operator – Knowledge of score clock operation and associated technologies.
- Livestream Production Crew – basic understanding of

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.