

# True North Sports + Entertainment is looking for outgoing, positive, and motivated individuals to join our team.

**Event Supervisor's** perform a wide range of duties to ensure a Superior Patron Experience.

## What to be excited for in this role:

- Work closely with a large team of dedicated employees to ensure smooth events, and provide professional and friendly customer service.
- Lead and manage assigned event staff before, during, and after events.
- Hold pre-event meetings with assigned staff ensuring all information pertaining to the event is communicated and that staff are fully prepared.
- Communicate regularly with Event Coordinator regarding staffing, other needs, and event related issues.
- Assist front line staff in resolution of patron issues as required, and resolving escalated matters when possible.
- Attend to all patron or staff injury situations in assigned area, recording detailed notes on prescribed forms and liaising with Event Coordinator, EMS and security as required.

## What we need from you:

- Good working knowledge of customer service and crowd control requirements are an asset. (Preference given to persons with prior event experience in a large venue).
- The ability to work as a member of a dedicated team, placing the goals of the team and organization at the forefront at all times.
- Excellent interpersonal and communication skills.
- Ability to effectively lead and manage staff by providing support and guidance.
- Strong problem solving and decision-making skills
- Willingness, ability, and availability to work evenings and weekends regularly as required for events and hockey games. (Must be able to commit to working 60% of events at Bell MTS Place).
- Ability to multitask during stressful situations.
- Be of good physical condition to conduct a variety of physically challenging duties, including standing and walking for long periods of time.
- Must be able to stand/walk for long periods of time.
- Must complete Smart Choices (formerly Serving it Safe) course as outlined by Liquor and Gaming Authority of Manitoba (LGA).
- Must be licensed or licensable under Provincial Security Guards legislation.
- Must possess up-to-date first aid/ CPR / AED training.
- Must complete non-violent crisis intervention training within 6 months from start date.

*To apply for this position please email your resume to [hr@tnse.com](mailto:hr@tnse.com).*

*Please include **Event Supervisor** in the subject line.*

*Closing date: Sunday, June 24*

**We thank all that apply, however, only those selected for interview will be contacted. No phone calls please**



**MANITOBA'S  
TOP EMPLOYERS**

**TrueNorth**  
SPORTS + ENTERTAINMENT

**BURTON  
CUMMINGS  
THEATRE**

