



## PART-TIME JOB DESCRIPTIONS



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## OPERATIONS, CONVERSIONS

### JOB DESCRIPTION

#### PRIMARY OBJECTIVE

*All team members of Senators Sports & Entertainment are held accountable for creating raving fans.*

The Conversions team works together to ensure that all equipment and operational tasks are properly performed to guarantee the success of every event held at Scotiabank Place.

#### ESSENTIAL FUNCTIONS

##### Essential Raving Fans Responsibilities and Accountabilities

- Seeks ways to enhance the fan experience in unexpected ways
- Empowered to say YES, creating raving fans of Senators Sports & Entertainment
- Knows and lives SSE's mission everyday through service, teamwork, continuous improvement, change, and fun
- Obsessed with client satisfaction, asking, "How can I exceed your expectations today?"
- Maintains consistency in attitude and behavior, exceeding expectations
- Works to make a specific impression on our clients. That impression is that of someone who is Wowed, Overly Satisfied and a Raving Fan
- Approaches all tasks with a "can-do" attitude understanding that there is no other kind of attitude
- Notices and accurately interprets what clients are feeling, based on their words, tone of voice, expressions, and other nonverbal behavior
- Takes a personal interest in clients by asking about their concerns, interests, family, hobbies, etc. to develop relationships.
- Presents a cheerful, positive manner
- Takes ownership and sees the client's need through from beginning to end
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence

##### Ongoing

- Perform ice making tasks as required
- Operate light equipment such as ice resurfer, forklifts, lift platforms, loaders, and cleaning equipment
- Responsible for the assembly and disassembly of event equipment, such as tables, chairs, risers, staging, and booths
- Install and remove dashers, glass and temporary flooring on ice surface
- Assist with custodial duties including dusting, sweeping, mopping, and vacuuming when required
- Complete minor repairs on ice surface, dasher boards, safety shields, and all other equipment
- May be called upon for in-game Ice Crew duties

**Periodic**

- Perform other duties as required from time to time at the request of the Operations Supervisor

**Health & Safety Responsibilities and Accountabilities**

Responsible for ensuring that all areas covered by Occupational Health & Safety Act ("OHSA") are adhered to, specifically:

- Working in compliance with the provisions of the OHSA regulations and internal policies and procedures
- Using or wearing protective equipment, devices or clothing when required
- Reporting any missing or defective equipment or protective device which could endanger himself or herself or another team member
- Reporting any contravention of the OHSA regulations or Senators Sports & Entertainment policies and procedures

**QUALIFICATIONS**

- Must be physically able to do heavy lifting and comfortable working at heights
- Must be able to lift 50 lbs.
- Strong skating skills a definite asset
- Possess knowledge of materials, equipment, and methods used in custodial work
- Effective oral and written communication skills
- Knowledge of occupational hazards and standard safety precautions.
- Familiar with tools and maintenance equipment
- Must be willing and available to work a varied schedule, including evenings, weekends, and holidays

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## JOB DESCRIPTION

### PRIMARY OBJECTIVE

*All team members of Senators Sports & Entertainment are held accountable for creating raving fans.*

The Custodial position is responsible for ensuring that the premises, both inside and out, of Canadian Tire Centre are immaculately maintained at all times.

### ESSENTIAL FUNCTIONS

#### Essential Raving Fans Responsibilities and Accountabilities

- Seeks ways to enhance the fan experience in unexpected ways
- Empowered to say YES, creating raving fans of Senators Sports & Entertainment
- Knows and lives SSE's mission everyday through service, teamwork, continuous improvement, change, and fun
- Obsessed with client satisfaction, asking, "How can I exceed your expectations today?"
- Maintains consistency in attitude and behavior, exceeding expectations
- Works to make a specific impression on our clients. That impression is that of someone who is Wowed, Overly Satisfied and a Raving Fan
- Approaches all tasks with a "can-do" attitude understanding that there is no other kind of attitude
- Notices and accurately interprets what clients are feeling, based on their words, tone of voice, expressions, and other nonverbal behavior
- Takes a personal interest in clients by asking about their concerns, interests, family, hobbies, etc. to develop relationships.
- Presents a cheerful, positive manner
- Takes ownership and sees the client's need through from beginning to end
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence

#### Ongoing

- Sweeping, scrubbing, and mopping of floor areas
- Wiping, scrubbing, and scouring all wall surfaces
- Vacuuming and shampooing carpet areas
- Cleaning glass doors, and windows
- Cleaning and polishing metal surfaces and elevators
- Responsible for picking up litter from the building, and building grounds
- Emptying waste baskets and trash receptacles

**Periodic**

- Perform other duties as required from time to time at the request of the Custodial Supervisor

**Health & Safety Responsibilities and Accountabilities**

Responsible for ensuring that all areas covered by Occupational Health & Safety Act ("OHSA") are adhered to, specifically:

- Working in compliance with the provisions of the OHSA regulations and internal policies and procedures
- Using or wearing protective equipment, devices or clothing when required
- Reporting any missing or defective equipment or protective device which could endanger himself or herself or another team member
- Reporting any contravention of the OHSA regulations or Senators Sports & Entertainment policies and procedures

**QUALIFICATIONS**

- Must be physically able to do heavy lifting and comfortable working at heights
- Must be able to lift 50 lbs.
- Possess knowledge of materials, equipment, and methods used in custodial work
- Effective oral and written communication skills
- Familiar with tools and maintenance equipment
- Must be willing to work a varied schedule, consisting mostly of evenings, weekends, and holidays

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<b>Job Description</b>
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***Primary Objective***

This is a front line position responsible for providing exceptional customer service to Canadian Tire Centre clients by serving them in a courteous and efficient manner.

***Essential Functions***

**Ongoing**

- Serve menu items to customers in a courteous and efficient manner, making sure that each customer receives the proper change.
- Responsible for ensuring that your work area is kept in an orderly fashion
- Maintain Aramark Sports & Entertainment standards regarding cash handling, sanitation, and safety.
- Perform opening and closing duties as required.
- Keep work area and equipment clean and organized.
- Ensure your cash is balanced at the end of your shift.

***Job Specifications***

**Knowledge and skills**

- Friendly, courteous attitude
- Previous cash or food and beverage experience
- Able to work flexible hours (evenings, weekends, holidays)
- Able to work under pressure
- Effective interpersonal and oral communication skills
- Must have neat appearance and be well groomed
- Bilingualism is not required but would be an asset
- Must be able to attain Smart Serve certification

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<b>Job Description</b>
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***Primary Objective***

This is a front line position responsible for providing exceptional customer service to Canadian Tire Centre clients by serving them in a courteous and efficient manner.

***Essential Functions***

**Ongoing**

- Serve menu items to customers in a courteous and efficient manner, making sure that each customer receives the proper change.
- Responsible for ensuring that your work area is kept in an orderly fashion
- Maintain Aramark Sports & Entertainment standards regarding cash handling, sanitation, and safety.
- Perform opening and closing duties as required.
- Keep work area and equipment clean and organized.
- Ensure your cash is balanced at the end of your shift.

***Job Specifications***

**Knowledge and skills**

- Friendly, courteous attitude
- Previous cash or food and beverage experience
- Able to work flexible hours (evenings, weekends, holidays)
- Able to work under pressure
- Effective interpersonal and oral communication skills
- Must have neat appearance and be well groomed
- Bilingualism is not required but would be an asset

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**Sports & Entertainment  
Runner / Cook**

**Job Description**

**Primary Objective**

Prime responsibility is to prep food items and keep stock levels at assigned number.

**Essential Functions**

**Ongoing**

- Prepare food items according to Aramark quality and consistency guidelines.
- Keep condiment stands clean and full at all times.
- Assist cashiers in filling the customer orders.
- Ensure your work location is kept clean and orderly at all times.
- Related duties as assigned by your Stand Manager.

**Job Specifications**

**Knowledge and skills**

- Friendly, courteous attitude
- Able to work flexible hours (evenings, weekends, holidays)
- Able to work under pressure
- Effective interpersonal and oral communication skills
- Must have neat appearance and be well groomed
- Experience not necessary but is considered an asset

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**Sports & Entertainment  
Concession Stand Manager**

<b>Job Description</b>
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***Primary Objective***

This is a front line position responsible for the overall operation and supervision of staff in a designated location.

***Essential Functions***

**Ongoing**

- Supervise employees engaged in preparing and serving food items, as well as those employees performing sanitation functions.
- Train workers in methods of performing duties and coordinate work of employees to promote efficiency of operation.
- Requisition supplies and equipment to maintain adequate inventory levels.
- Ensure 100% customer satisfaction.
- Enforce all Aramark policies, i.e. meals, uniforms, breaks, health and safety, alcohol, etc.
- Ensure designated location is fully stocked, merchandised, and open according to set deadlines.
- Related duties as assigned by your supervisor.

***Job Specifications***

**Knowledge and skills**

- Friendly, courteous attitude
- Previous cash and food and beverage experience
- Previous supervisory experience
- Able to work flexible hours (evenings, weekends, holidays)
- Able to work under pressure
- Effective interpersonal and oral communication skills
- Must have neat appearance and be well groomed
- Bilingualism is not required but would be an asset

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**Sports & Entertainment  
Food & Non-alcoholic Drink Vendor**

**Job Description**

**Primary Objective**

This is a front line position responsible for providing exceptional customer service to Canadian Tire Centre clients by serving them in their seats in a courteous and efficient manner.

**Essential Functions**

**Ongoing**

- Walking up and down the stands and serving menu items to customers in a courteous and efficient manner, making sure that each customer receives the proper change.
- Maintain Aramark Sports & Entertainment standards regarding cash handling, sanitation, and safety.
- Perform opening and closing duties as required.
- Ensure your cash and inventory is balanced at the end of your shift.

**Job Specifications**

**Knowledge and skills**

- Friendly, courteous attitude
- Physically fit and able to carry over 30lbs
- Previous cash or food and beverage experience is considered as asset
- Able to work flexible hours (evenings, weekends, holidays)
- Able to work under pressure
- Effective interpersonal and oral communication skills
- Must have neat appearance and be well groomed
- Bilingualism is not required but would be an asset

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**Sports and Entertainment**  
**Premium Seating Department – Canadian Tire Centre**  
**Premium Seating Catering Manager / Supervisor**

**JOB DESCRIPTION**

The **Premium Seating Manager / Supervisor** is responsible for a designated Suite Level as assigned by the Director of Premium Seating. Ensuring quality service to all suites in your assigned area and exceeding all guest expectations is a goal we work to achieve. You are expected to delegate work duties to the Suite Attendants and Runners to assist you in fulfilling these obligations.

**Reports to:** Director of Premium Services – Aramark Sports and Entertainment

**Essential Functions:**

- Must attend all events and help conduct informative pre-event briefings to all assigned staff.
- Ensure Employee Lineup, meeting information, and all Memos are posted prior to staff arriving.
- Conduct full opening inventory, ensuring that all par stock levels are correct. Review and organize all Pre-orders for kitchen set-up, chafer requirements, and special requests.
- Coach all Suite team members to provide the highest level of guest service.
- Ensure all Food and Beverages have been distributed to the Suites in a timely manner.
- Delegate to all staff to productively complete all food and beverage orders accurately.
- Manage staff throughout evening and ensure proper staffing levels during all peaks of operation.
- Conduct Suite visits during the evening to ensure complete guest satisfaction.
- Complete thorough event logs and submit to Director of Premium Services to discuss challenges or issues that occurred.
- Complete all paper work, including inventories, waste sheets, suite discrepancy forms, in house transfers, Suite lineups, runner updates etc.

**Qualifications:**

- Must be available to work all events.
- Previous management/supervisory experience.
- High energy and ability to work in a fast pace environment.
- Strong interpersonal skills and innovative thinker.
- Bilingualism is an asset.

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**Sports and Entertainment**  
**Premium Seating Department – Canadian Tire Centre**  
**Suite Attendant**

**Job Description**

The **Suite Attendant** is responsible for providing a high-level of service to our Suiteholder's during all events scheduled at **Canadian Tire Centre**. Your goal will be to enhance the Suite experience and exceed the guest expectations. Along with providing excellent food and beverage service, you are expected to be fully knowledgeable and aware of all the Suite promotions, monthly features, and any other building sponsorship deals, that exist in the facility.

**Reports to:** Director of Premium Seating

**Essential Functions:**

- Must be available to work all events and attend all pre-event briefings.
- Review and organize all pre-orders, catering requests, and event particulars pertaining to your assigned Suites.
- Ensure suite is properly set up and ready for Guests arrival. During event clean, replenish stock, and provide guest service.
- When guests arrive introduce yourself and verify Company Name, contact for the evening, Method of payment. Record all information in your book for later reference.
- Determine level of service that is required. If no pre-order, solicit food requests, dessert cart, and set up separate bills if required.
- Service suites all evening pouring beverages and offering food.
- Complete and verify that Customer Summary is completed correctly and accurately.
- Close down Suite completely verifying inventory and closing procedures.

**Qualifications:**

- Previous Sales Experience.
- Experience in the Catering industry.
- Guest service oriented.
- Available to work all events.
- Strong organizational skills.
- High energy and ability to work in a fast pace environment.
- Strong interpersonal skills.
- Bilingualism is an asset.
- Smart Serve Certification.

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**Sports and Entertainment  
Premium Seating Department – Canadian Tire Centre  
Suite Runner**

**Job Description**

The **Suite Runner** is primarily responsible for delivering all food and beverages to the Suiteholder's during the Event. Along with your primary responsibility you assist the Suite Supervisors in all of the Pre-event and Post-event duties.

**Reports to:** Premium Seating Catering Manager

**Essential Functions:**

- Must be available to work all events and attend all pre-event briefings.
- Ensure Suite stock is properly delivered and reviewed.
- Assist Suite Attendants when requested.
- Close down Suite completely verifying inventory and closing procedures.
- Ensure that the order is complete prior to verifying with the chit checker. Provide Chit Checker with Suite number, your name, and time, and deliver order. Check to make sure you are in the right suite when delivering stock.
- If delivering beverages, put in fridge. All hot food must be placed in a chafer (check to ensure it is lit), and dips left on the side.
- When arriving back to the pantry, hand in your chit to the chit checker.

**Qualifications:**

- Must be a Team Player
- Must be 18 years or older.
- Smart Serve Certification.
- Guest service oriented.
- Available to work all events.
- Strong organizational skills.
- High energy and ability to work in a fast pace environment.
- Strong interpersonal skills.
- Bilingualism is an asset.

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**Sports and Entertainment**  
**Premium Seating Department – Canadian Tire Centre**  
**Suite Attendant Assistant**

**Job Description**

The **Suite Attendant Assistant** is responsible for providing a high-level of service to our Suiteholder's during all events scheduled at **Canadian Tire Centre**. Your goal will be to help enhance the Suite experience and help exceed the guest expectations. Along with providing excellent food and beverage service, you are personable, professional and eager to please.

**Reports to:** Director of Premium Seating

**Essential Functions:**

- Must be available to work all hockey games and attend all pre-event briefings.
- Working with the Suite Attendant, review and organize all pre-orders, catering requests, and event particulars pertaining to your assigned Suites.
- During event help clean, replenish stock, and provide guest service.
- When guests arrive, assist Suite Attendant and introduce yourself to guests. Record all information in your book for later reference.
- Service suites all evening pouring beverages and offering food.
- Help close down Suite completely verifying inventory and closing procedures.

**Qualifications:**

- Experience in the Catering industry.
- Guest service oriented.
- Available to work all events.
- Strong organizational skills.
- High energy and ability to work in a fast pace environment.
- Strong interpersonal skills.
- Bilingualism is an asset.
- Smart Serve Certification.

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**Sports and Entertainment**  
**Premium Seating Department – Canadian Tire Centre**  
**Suite Runner**

**Job Description**

The **Suite Runner** is primarily responsible for delivering all food and beverages to the Suiteholder's during the Event. Along with your primary responsibility you assist the Suite Supervisors in all of the Pre-event and Post-event duties.

**Reports to:** Premium Seating Catering Manager

**Essential Functions:**

- Must be available to work all events and attend all pre-event briefings.
- Ensure Suite stock is properly delivered and reviewed.
- Assist Suite Attendants when requested.
- Close down Suite completely verifying inventory and closing procedures.
- Ensure that the order is complete prior to verifying with the chit checker. Provide Chit Checker with Suite number, your name, and time, and deliver order. Check to make sure you are in the right suite when delivering stock.
- If delivering beverages, put in fridge. All hot food must be placed in a chafer (check to ensure it is lit), and dips left on the side.
- When arriving back to the pantry, hand in your chit to the chit checker.

**Qualifications:**

- Must be a Team Player
- Must be 18 years or older.
- Smart Serve Certification.
- Guest service oriented.
- Available to work all events.
- Strong organizational skills.
- High energy and ability to work in a fast pace environment.
- Strong interpersonal skills.
- Bilingualism is an asset.

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**Sports and Entertainment**  
**Premium Seating Department – Canadian Tire Centre**  
**Club Bell Event Supervisor**

**JOB DESCRIPTION**

The **Club Bell Supervisor** is responsible for a designated Client Base as assigned by the Director of Premium Seating. Ensuring quality service to all Victory Suites, Loges, and Clubseat holders and exceeding all guest expectations is a goal we work to achieve. You are expected to delegate work duties to the Suite Attendants, Servers and Runners to assist you in fulfilling these obligations.

**Reports to:** Club Bell Manager - Aramark Sports and Entertainment

**Essential Functions:**

- Must attend all events and help conduct informative pre-event briefings to all assigned staff.
- Ensure Employee Lineup, meeting information, and all Memos are posted/discussed prior to staff arriving.
- Conduct full opening inventory, ensuring that all par stock levels are correct. Review and organize all Pre-orders for kitchen set-up, chafer requirements, and special requests.
- Coach all team members to provide the highest level of guest service.
- Ensure all Food and Beverages have been distributed in a timely manner.
- Delegate to all staff to productively complete all food and beverage orders accurately.
- Manage staff throughout evening and ensure proper staffing levels during all peaks of operation.
- Conduct Suite / Loges visits during the evening to ensure complete guest satisfaction.
- Complete thorough event logs and submit to Club Bell Manager to discuss challenges or issues that occurred.
- Complete all paper work, including inventories, waste sheets, suite discrepancy forms, in house transfers, Suite lineups, runner updates etc.

**Qualifications:**

- Must be available to work all events.
- Previous management/supervisory experience.
- High energy and ability to work in a fast pace environment.
- Strong interpersonal skills and innovative thinker.
- Bilingualism is an asset.

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**Sports and Entertainment**  
**Premium Seating Department – Canadian Tire Centre**  
**Club Bell Cashier**

**Job Description**

The **Club Bell Cashier** is responsible for servicing the Club Guests with beverage inquiries during the event. Your job is to work with the Premium Supervisors and Suite Attendants / Servers in providing fast and efficient service to our Premium clients. A complete consolidation of Sales information is completed at the end of the evening and provided to the Management team.

**Reports to:** Club Bell Manager

**Essential Functions:**

- Data entry of all beverage sales.
- Answering frequent calls pertaining to guest needs and any other query.
- Processing all orders from both guests and Suite Attendants.
- Working with Supervisors & Manager's to ensure guest needs are taken care of in a timely manner.
- Finalizing of all Customer Summaries.
- Consolidation of sales reports.
- Balancing of cash and credit card batches.

**Qualifications:**

- Previous computer experience.
- Guest service oriented.
- Available to work all events.
- Strong organizational skills.
- High energy and ability to work in a fast pace environment.
- Strong interpersonal skills.
- Bilingualism is an asset

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**Sports and Entertainment**  
**Premium Seating Department – Canadian Tire Centre**  
**Club Bell Victory Suite Attendant**

**Job Description**

The **Suite Attendant** is responsible for providing a high-level of service to our Suiteholder's during all events scheduled at **Canadian Tire Centre**. Your goal will be to enhance the Suite experience and exceed the guest expectations. Along with providing excellent food and beverage service, you are expected to be fully knowledgeable and aware of all the Suite promotions, monthly features, and any other building sponsorship deals, that exist in the facility.

**Reports to:** Club Bell Manager

**Essential Functions:**

- Must be available to work all events and attend all pre-event briefings.
- Review and organize all event particulars pertaining to your assigned Suites.
- Ensure suite is properly set up and ready for Guests arrival. During event clean, replenish stock, and provide guest service.
- When guests arrive introduce yourself and verify Company Name, contact for the evening, Method of payment. Record all information in your book for later reference.
- Determine level of service that is required.
- Service suites all evening pouring all beverages and help out with food service.
- Complete and verify that Customer Summary is completed correctly and accurately.
- Close down Suite completely verifying inventory and closing procedures.

**Qualifications:**

- Previous Sales Experience.
- Experience in the Catering industry.
- Guest service oriented.
- Available to work all events.
- Strong organizational skills.
- High energy and ability to work in a fast pace environment.
- Strong interpersonal skills.
- Bilingualism is an asset.
- Smart Serve Certification.

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**Sports and Entertainment  
Premium Seating Department – Canadian Tire Centre  
Club Bell Runner**

**Job Description**

The **Runner** is primarily responsible for food and beverage service to the Club Bell Guests during the Event. Along with your primary responsibility you assist the Suite Supervisors in all of the Pre-event and Post-event duties.

**Reports to:** Club Bell Manager

**Essential Functions:**

- Must be available to work all events and attend all pre-event briefings.
- Ensure Suite stock is properly delivered and reviewed.
- Assist Suite Attendants when requested.
- Close down Department completely verifying inventory and closing procedures.
- Ensure that all orders are complete and verified.

**Qualifications:**

- Must be a Team Player
- Must be 18 years or older.
- Smart Serve Certification.
- Guest service oriented.
- Available to work all events.
- Strong organizational skills.
- High energy and ability to work in a fast pace environment.
- Strong interpersonal skills.
- Bilingualism is an asset.

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**Premium Seating Department – Canadian Tire Centre**  
**Club Bell Server**

**Job Description**

The **Club Bell Server** is responsible for providing a high-level of service to our Guests during all events scheduled at **Canadian Tire Centre**. Your goal will be to help enhance the overall experience and help exceed the guest expectations. Along with providing excellent food and beverage service, you are personable, professional and eager to please.

**Reports to:** Club Bell Manager

**Essential Functions:**

- Must be available to work all hockey games and attend all pre-event briefings.
- Previous Serving experience
- During event help clean, replenish stock, and provide guest service.
- When guests arrive, introduce yourself to guests. Record all information in your book for later reference.
- Service dining sections all evening pouring beverages and offering food.
- close down of section completely verifying inventory and closing procedures.

**Qualifications:**

- Experience in the Catering industry.
- Guest service oriented.
- Available to work all events.
- Strong organizational skills.
- High energy and ability to work in a fast pace environment.
- Strong interpersonal skills.
- Bilingualism is an asset.
- Smart Serve Certification.

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**Sports and Entertainment**  
**Premium Seating Department – Canadian Tire Centre**  
**Club Bell Mixologists**

**Job Description**

The **Mixologist** is responsible for providing a high-level of service to our Suiteholder's during all events scheduled at **Canadian Tire Centre**. Your goal will be to help enhance the Suite experience and help exceed the guest expectations. Along with providing excellent beverage service, you are personable, professional and eager to please.

**Reports to:** Club Bell Manager

**Essential Functions:**

- Must be available to work all hockey games.
- Working with the Team to provide excellent guest service.
- Knowledgeable in preparing drinks, specialty cocktails etc.
- Ability to provide fast and efficient service.
- POS experience as well as running tabs.

**Qualifications:**

- Mixology Course or previous Bartending Experience
- Experience in the service industry.
- Guest service oriented.
- Available to work all events.
- Strong organizational skills.
- High energy and ability to work in a fast pace environment.
- Strong interpersonal skills.
- Bilingualism is an asset.
- Smart Serve Certification.

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## SECURITY, GUEST SERVICES

### JOB DESCRIPTION

#### PRIMARY OBJECTIVE

*All team members of Senators Sports & Entertainment are held accountable for creating raving fans.*

As Security of Canadian Tire Centre you assume the role of tour guide, communicator, decision-maker, and promoter of positive experiences. You are frequently changing hats and finding solutions that will create raving fans for life. This is a front line position responsible for ensuring all customers, internal and external, of Canadian Tire Centre enjoy a congenial and safe atmosphere during their visit.

#### ESSENTIAL FUNCTIONS

##### Essential Raving Fans Responsibilities and Accountabilities

- Seeks ways to enhance the fan experience in unexpected ways
- Empowered to say YES, creating raving fans of Senators Sports & Entertainment
- Knows and lives SSE's mission everyday through service, teamwork, continuous improvement, change, and fun
- Obsessed with client satisfaction, asking, "How can I exceed your expectations today?"
- Maintains consistency in attitude and behavior, exceeding expectations
- Works to make a specific impression on our guests. That impression is that of someone who is Wowed, Overly Satisfied and a Raving Fan
- Approaches all tasks with a "can-do" attitude understanding that there is no other kind of attitude
- Notices and accurately interprets what clients are feeling, based on their words, tone of voice, expressions, and other nonverbal behavior
- Takes a personal interest in clients by asking about their concerns, interests, family, hobbies, etc. to develop relationships.
- Presents a cheerful, positive manner
- Takes ownership and sees the client's need through from beginning to end
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence

##### Essential Position Responsibilities and Accountabilities

Ensure that all guests receive extraordinary customer service by:

- Being responsible for pro-active crowd management during events, with an emphasis on crowd activities
- Admitting customers who possess the proper ticket or identification to the facilities;
- Assisting customers with seating issues;
- Being responsible for ensuring that all customers adhere to the building policies;
- **Monitoring guests' alcohol consumption, and ensuring all guests maintain a state of soberness**
- Monitoring smoking areas during intermissions

- Providing assistance to and communicating with other Guest Services team members
- Dealing with disruptive guests, which may involve escorting them from the building or requesting assistance from on duty Police Officers
- Completing a Raving Fan report at the conclusion of every shift, detailing “Wow” fan experiences of the event

### **Health & Safety Responsibilities and Accountabilities**

Responsible for ensuring that all areas covered by Occupational Health & Safety Act (“OHSA”) are adhered to, specifically:

- Working in compliance with the provisions of the OHSA regulations and internal policies and procedures
- Using or wearing protective equipment, devices or clothing when required
- Reporting any missing or defective equipment or protective device which could endanger himself or herself or another team member
- Reporting any contravention of the OHSA regulations or Senators Sports & Entertainment policies and procedures

### **QUALIFICATIONS**

- Minimum 1 year previous customer service experience
- Must be 19 years of age or older
- Possess a valid Security Guard License, as required by the Private Security and Investigative Services Act 2005, Ontario Ministry of Community Safety and Correctional Services
- Possess a valid “Smart Serve” certificate, or be prepared to receive certification prior to the first worked shift
- Must be mature, even-tempered and outgoing
- Able to work flexible hours (evenings, weekends, holidays)
- Able to work under pressure
- Effective interpersonal, and oral communication skills, bilingual would be an asset
- Must be able to assess situations and ensure the proper course of action is implemented
- Able to walk/stand for extended periods of time, including stairs, and comfortable with heights
- Team player

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## USHER / TICKET TAKER, GUEST SERVICES

### JOB DESCRIPTION

#### PRIMARY OBJECTIVE

*All team members of Senators Sports & Entertainment are held accountable for creating raving fans.*

As an Usher / Ticket Taker of Canadian Tire Centre you assume the role of tour guide, communicator, decision-maker, and promoter of positive experiences. You are frequently changing hats and finding solutions that will create raving fans for life.

#### ESSENTIAL FUNCTIONS

##### Essential Raving Fans Responsibilities and Accountabilities

- Seeks ways to enhance the fan experience in unexpected ways
- Empowered to say YES, creating raving fans of Senators Sports & Entertainment
- Knows and lives SSE's mission everyday through service, teamwork, continuous improvement, change, and fun
- Obsessed with client satisfaction, asking, "How can I exceed your expectations today?"
- Maintains consistency in attitude and behavior, exceeding expectations
- Works to make a specific impression on our clients. That impression is that of someone who is Wowed, Overly Satisfied and a Raving Fan
- Approaches all tasks with a "can-do" attitude understanding that there is no other kind of attitude
- Notices and accurately interprets what clients are feeling, based on their words, tone of voice, expressions, and other nonverbal behavior
- Takes a personal interest in clients by asking about their concerns, interests, family, hobbies, etc. to develop relationships.
- Presents a cheerful, positive manner
- Takes ownership and sees the client's need through from beginning to end
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence

##### Essential Position Responsibilities and Accountabilities

Ensure that all guests receive extraordinary customer service by:

- Interpreting guests needs
- Admitting those who possess the proper ticket or identification to the facilities
- Being responsible for ensuring that all customers adhere to the building policies and have great experience
- **Monitoring guests' alcohol consumption, and ensuring all guests maintain a state of sobriety**
- Escorting guests in wheelchairs as needed, using elevators
- Completing a Raving Fan report at the conclusion of every shift, detailing "Wow" fan experiences of the event

### **Health & Safety Responsibilities and Accountabilities**

Responsible for ensuring that all areas covered by Occupational Health & Safety Act (“OHSA”) are adhered to, specifically:

- Working in compliance with the provisions of the OHSA regulations and internal policies and procedures
- Using or wearing protective equipment, devices or clothing when required
- Reporting any missing or defective equipment or protective device which could endanger himself or herself or another team member
- Reporting any contravention of the OHSA regulations or Senators Sports & Entertainment policies and procedures

### **QUALIFICATIONS**

- Displays a positive and outwardly friendly attitude
- Ability to listen, articulate ideas, and respond in an empathetic and clear manner to all guests
- Possess a valid “Smart Serve” certificate, or be prepared to receive certification prior to first shift worked
- Able to work flexible hours (evenings, weekends, holidays)
- Able to work under pressure
- Able to walk/stand for extended periods of time, including stairs, and comfortable with heights
- Excellent problem solving skills
- Effective interpersonal, and oral communication skills; bilingual would be an asset

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## Parking, Cashier

### JOB DESCRIPTION

#### PRIMARY OBJECTIVE

This is a front line position, responsible for delivering exceptional customer service to all guests using the parking facilities of Canadian Tire Centre.

#### ESSENTIAL FUNCTIONS

##### Ongoing

- Ensure guests receive courteous prompt attention
- Responsible for collecting parking fees from vehicles as they enter the appropriate parking lots
- Responsible for cash floats, parking tickets and reconciling at the end of each shift

##### Qualifications

- Must possess a good mathematical aptitude which will enable cash transactions to be accurately completed
- Previous cash handling experience
- Able to work with minimum supervision
- Excellent communication skills
- Bilingualism is an asset
- Must be willing to work a varied schedule, including evenings, weekends, and holidays

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## Parking, Lot Attendant

### JOB DESCRIPTION

#### PRIMARY OBJECTIVE

This is a front line position, responsible for safely directing automobiles to appropriate parking spaces within the Canadian Tire Centre parking lots.

#### ESSENTIAL FUNCTIONS

##### Ongoing

- Ensure guests receive courteous prompt attention.
- Responsible for directing automobiles to vacant parking locations.
- Responsible for ensuring the safety of vehicles and their contents.

##### Qualifications

- Able to work with minimum supervision
- Excellent communication skills
- Must be physically able to stand for long periods of time
- Endure cold temperatures
- Bilingualism is an asset
- Must be willing to work a varied schedule, including evenings, weekends, and holidays

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## Parking, Valet Driver

### JOB DESCRIPTION

#### **PRIMARY OBJECTIVE**

This is a front line position, responsible for safely driving customer's automobiles to appropriate parking spaces, within the Canadian Tire Centre parking lots and retrieving upon the customer's request.

#### **ESSENTIAL FUNCTIONS**

##### **Ongoing**

- Ensure guests receive courteous prompt attention
- Responsible for safely driving guests' automobiles to vacant parking locations
- Responsible for ensuring the safety of vehicles and their contents during events

##### **Qualifications**

- Able to work with minimum supervision
- Excellent communication skills
- Must be a minimum of 21 years old
- Possess a valid drivers license, and good driving record
- Able to operate a manual transmission well
- Must be willing to work a varied schedule, including evenings, weekends, and holidays

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## GAME-DAY & EVENT SALES ASSOCIATE (Canadian Tire Centre)

### JOB DESCRIPTION

#### PRIMARY OBJECTIVE

*All team members of Senators Sports & Entertainment are held accountable for creating raving fans.*

Game-Day & Event Sales Associate is a front line position, responsible for delivering exceptional customer service while successfully completing merchandise sale transactions at our Canadian Tire Centre location.

#### ESSENTIAL FUNCTIONS

##### **Essential Raving Fans Responsibilities and Accountabilities**

- Seeks ways to enhance the fan experience in unexpected ways.
- Empowered to say YES, creating raving fans of Senators Sports & Entertainment.
- Knows and lives SSE's mission every day through service, teamwork, continuous improvement, change, and fun.
- Obsessed with client satisfaction, asking, "How can I exceed your expectations today?"
- Maintains consistency in attitude and behaviour, exceeding expectations.
- Works to make a specific impression on our clients. That impression is that of someone who is Wowed, Overly Satisfied and a Raving Fan.
- Approaches all tasks with a "can-do" attitude, understanding that there is no other kind of attitude.
- Notices and accurately interprets what clients are feeling, based on their words, tone of voice, expressions, and other nonverbal behaviour.
- Takes a personal interest in clients by asking about their concerns, interests, family, hobbies, etc. to develop relationships.
- Presents a cheerful, positive manner.
- Takes ownership and sees the client's need through from beginning to end.
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence.

##### **Ongoing**

- Offer the highest level of customer service to internal and external guests
- Ensure merchandise is neatly and properly displayed at all times
- Ensure merchandise turnover based on sales targets
- Operations of cash registers and daily balancing, cash control
- Responsible for inventory control

### **Health & Safety Responsibilities and Accountabilities**

Responsible for ensuring that all areas covered by Occupational Health & Safety Act (“OHSA”) are adhered to, specifically:

- Working in compliance with the provisions of the OHSA regulations and internal policies and procedures
- Using or wearing protective equipment, devices or clothing when required
- Reporting any missing or defective equipment or protective device which could endanger himself or herself or another team member
- Reporting any contravention of the OHSA regulations or Senators Sports & Entertainment policies and procedures

### **QUALIFICATIONS**

- Previous retail experience
- Able to transfer high energy into sales
- Able to work flexible hours (evenings, weekends, holidays)
- Able to work under pressure
- Effective interpersonal and oral communication skills
- Bilingualism would be an asset
- Able to work 300 – 350 hours per season
- Team Player

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## GAME-DAY SILENT AUCTIONEER (Canadian Tire Centre)

### JOB DESCRIPTION

#### PRIMARY OBJECTIVE

*All team members of Senators Sports & Entertainment are held accountable for creating raving fans.*

The Game-Day Silent Auctioneer is responsible for assertive selling of auction merchandise through the concourse at Ottawa Senators home games. Candidate must be outgoing, personable, vocal, energetic and willing to engage customers.

#### ESSENTIAL FUNCTIONS

##### **Essential Raving Fans Responsibilities and Accountabilities**

- Seeks ways to enhance the fan experience in unexpected ways.
- Empowered to say YES, creating raving fans of Senators Sports & Entertainment.
- Knows and lives SSE's mission every day through service, teamwork, continuous improvement, change, and fun.
- Obsessed with client satisfaction, asking, "How can I exceed your expectations today?"
- Maintains consistency in attitude and behaviour, exceeding expectations.
- Works to make a specific impression on our clients. That impression is that of someone who is Wowed, Overly Satisfied and a Raving Fan.
- Approaches all tasks with a "can-do" attitude, understanding that there is no other kind of attitude.
- Notices and accurately interprets what clients are feeling, based on their words, tone of voice, expressions, and other nonverbal behaviour.
- Takes a personal interest in clients by asking about their concerns, interests, family, hobbies, etc. to develop relationships.
- Presents a cheerful, positive manner.
- Takes ownership and sees the client's need through from beginning to end.
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence.

##### **Ongoing**

- Responsible for set up and maintaining auction stands
- Performing inventories and settling cash sales at the conclusion of the event
- Approaching customers to encourage bids and overseeing bidding process
- Offer the highest level of customer service to internal and external guests
- Maintain a professional attitude and appearance
- Product knowledge and stock replenishment
- Responsible for inventory control



### **Health & Safety Responsibilities and Accountabilities**

Responsible for ensuring that all areas covered by Occupational Health & Safety Act (“OHSA”) are adhered to, specifically:

- Working in compliance with the provisions of the OHSA regulations and internal policies and procedures
- Using or wearing protective equipment, devices or clothing when required
- Reporting any missing or defective equipment or protective device which could endanger himself or herself or another team member
- Reporting any contravention of the OHSA regulations or Senators Sports & Entertainment policies and procedures

### **QUALIFICATIONS**

- Previous sales experience
- Able to transfer high energy into sales
- Outgoing
- Able to work flexible hours (evenings, weekends, holidays)
- Able to work under pressure
- Effective interpersonal and oral communication skills
- Bilingualism would be an asset
- Able to work home games and events at Canadian Tire Centre
- Team Player

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## WAREHOUSE ASSISTANT MANAGER, THE SENS STORE (Canadian Tire Centre)

### JOB DESCRIPTION

#### PRIMARY OBJECTIVE

*All team members of Senators Sports & Entertainment are held accountable for creating raving fans.*

The primary duties of the Warehouse Assistant Manager are a combination of: shipping, receiving, tagging, stacking, loading and unloading trucks, picking and packing of merchandise.

#### ESSENTIAL FUNCTIONS

##### Essential Raving Fans Responsibilities and Accountabilities

- Seeks ways to enhance the fan experience in unexpected ways
- Empowered to say YES, creating raving fans of Senators Sports & Entertainment
- Knows and lives SSE's mission everyday through service, teamwork, continuous improvement, change, and fun
- Obsessed with client satisfaction, asking, "How can I exceed your expectations today?"
- Maintains consistency in attitude and behavior, exceeding expectations
- Works to make a specific impression on our clients. That impression is that of someone who is Wowed, Overly Satisfied and a Raving Fan
- Approaches all tasks with a "can-do" attitude understanding that there is no other kind of attitude
- Notices and accurately interprets what clients are feeling, based on their words, tone of voice, expressions, and other nonverbal behavior
- Takes a personal interest in clients by asking about their concerns, interests, family, hobbies, etc. to develop relationships.
- Presents a cheerful, positive manner
- Takes ownership and sees the client's need through from beginning to end
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence

##### Ongoing

- Ensuring that received shipments are correct in amount, sizes, quality and correct embroidery (quality control).
- Ensuring all stores have proper product distribution (quantity and sizes) to support merchandising standards, sales and promotions
- Maximizes revenue at all locations via the movement and consolidation of product.
- Utilize Microsoft Dynamics RMS (Retail Management System) to track inventory levels, receive merchandise and create transfers.
- Ensures transfers are picked, packed, and shipped in accordance with designated cut-off times.
- Schedules distribution of merchandise to achieve distribution objectives and meet store requirements.
- Responsible for inventory control.
- Ensures that all stored material is organized and clearly identified.

- Offer the highest level of customer service to internal and external guests and co-workers.
- Adhere to all Company work and warehouse safety regulations.
- Maintain a clean and safe warehouse.
- Light to medium lifting.

### **Health & Safety Responsibilities and Accountabilities**

Responsible for ensuring that all areas covered by Occupational Health & Safety Act (“OHSA”) are adhered to, specifically:

- Working in compliance with the provisions of the OHSA, regulations and internal policies and procedures
- Using or wearing protective equipment, devices or clothing when required
- Reporting any missing or defective equipment or protective device which could endanger himself or herself or another team member
- Reporting any contravention of the OHSA, regulations or Senators Sports & Entertainment policies and procedures

### **QUALIFICATIONS**

- Previous warehouse experience.
- Able to work flexible hours (evenings, weekends, holidays).
- Able to work under pressure.
- Work at a fast pace and under deadlines.
- Effective interpersonal and oral communication skills.
- Basic knowledge of Microsoft Dynamics RMS (Retail Management System) an asset.
- Bilingualism would be an asset.
- Team Player
- Demonstrated lead-worker or supervisory skills
- Adhere to the Vision, Mission and Values Statement of Senators Sports and Entertainment.

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## PROGRAM VENDOR (Canadian Tire Centre)

### JOB DESCRIPTION

#### PRIMARY OBJECTIVE

*All team members of Senators Sports & Entertainment are held accountable for creating raving fans.*

The Program Vendor is responsible for aggressively selling programs in a program stand at Senators games. Candidate must be outgoing, personable, vocal, energetic and willing to engage customers.

#### ESSENTIAL FUNCTIONS

##### **Essential Raving Fans Responsibilities and Accountabilities**

- Seeks ways to enhance the fan experience in unexpected ways
- Empowered to say YES, creating raving fans of Senators Sports & Entertainment
- Knows and lives SSE's mission everyday through service, teamwork, continuous improvement, change, and fun
- Obsessed with client satisfaction, asking, "How can I exceed your expectations today?"
- Maintains consistency in attitude and behavior, exceeding expectations
- Works to make a specific impression on our clients. That impression is that of someone who is Wowed, Overly Satisfied and a Raving Fan
- Approaches all tasks with a "can-do" attitude understanding that there is no other kind of attitude
- Notices and accurately interprets what clients are feeling, based on their words, tone of voice, expressions, and other nonverbal behavior
- Takes a personal interest in clients by asking about their concerns, interests, family, hobbies, etc. to develop relationships.
- Presents a cheerful, positive manner
- Takes ownership and sees the client's need through from beginning to end
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence

##### **Ongoing**

- Responsible for aggressively selling programs
- Performing inventories and settling/balancing cash sales at the conclusion of the event
- Offer the highest level of customer service to internal and external guests
- Maintain a professional attitude and appearance
- Product knowledge and stock replenishment
- Responsible for inventory control
- Lifting and moving boxes of reasonable weight

### **Health & Safety Responsibilities and Accountabilities**

Responsible for ensuring that all areas covered by Occupational Health & Safety Act (“OHSA”) are adhered to, specifically:

- Working in compliance with the provisions of the OHSA regulations and internal policies and procedures
- Using or wearing protective equipment, devices or clothing when required
- Reporting any missing or defective equipment or protective device which could endanger himself or herself or another team member
- Reporting any contravention of the OHSA regulations or Senators Sports & Entertainment policies and procedures

### **QUALIFICATIONS**

- Previous sales experience
- Able to transfer high energy into sales
- Outgoing
- Able to work flexible hours (evenings, weekends, holidays)
- Able to work under pressure
- Effective interpersonal and oral communication skills
- Bilingualism would be an asset
- Able to work home games and events at Canadian Tire Centre
- Team Player

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## RETAIL ASSOCIATE (Carlingwood Shopping Centre)

### JOB DESCRIPTION

#### PRIMARY OBJECTIVE

*All team members of Senators Sports & Entertainment are held accountable for creating raving fans.*

Retail Associate is a front line position, responsible for delivering exceptional customer service while successfully completing merchandise sale transactions at our Place d'Orléans and/or Carlingwood Mall locations.

#### ESSENTIAL FUNCTIONS

##### Essential Raving Fans Responsibilities and Accountabilities

- Seeks ways to enhance the fan experience in unexpected ways.
- Empowered to say YES, creating raving fans of Senators Sports & Entertainment.
- Knows and lives SSE's mission every day through service, teamwork, continuous improvement, change, and fun.
- Obsessed with client satisfaction, asking, "How can I exceed your expectations today?"
- Maintains consistency in attitude and behaviour, exceeding expectations.
- Works to make a specific impression on our clients. That impression is that of someone who is Wowed, Overly Satisfied and a Raving Fan.
- Approaches all tasks with a "can-do" attitude, understanding that there is no other kind of attitude.
- Notices and accurately interprets what clients are feeling, based on their words, tone of voice, expressions, and other nonverbal behaviour.
- Takes a personal interest in clients by asking about their concerns, interests, family, hobbies, etc. to develop relationships.
- Presents a cheerful, positive manner.
- Takes ownership and sees the client's need through from beginning to end.
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence.

##### Ongoing

- Offer the highest level of customer service to customers
- Ensure merchandise is neatly and properly displayed at all times
- Operate cash registers
- Responsible for daily cash balancing

### **Health & Safety Responsibilities and Accountabilities**

- Responsible for ensuring that all areas covered by Occupational Health & Safety Act (“OHSA”) are adhered to, specifically:
- Working in compliance with the provisions of the OHSA regulations and internal policies and procedures
- Using or wearing protective equipment, devices or clothing when required
- Reporting any missing or defective equipment or protective device which could endanger himself or herself or another team member
- Reporting any contravention of the OHSA regulations or Senators Sports & Entertainment policies and procedures

### **QUALIFICATIONS**

- Previous retail experience
- Able to work flexible hours (evenings, weekends, holidays)
- Able to work under pressure
- Effective interpersonal and oral communication skills
- Bilingualism would be an asset
- Able to work 10- 20 hours per week
- Team Player

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## TICKET SELLER, BOX OFFICE (Canadian Tire Centre)

### JOB DESCRIPTION

#### PRIMARY OBJECTIVE

*All team members of Senators Sports & Entertainment are held accountable for creating raving fans.*

Tickets Sellers are responsible for ensuring all customers of Capital Tickets experience a congenial and positive experience when they purchase event and/or hockey tickets at the Canadian Tire Centre Box Office and/or at Capital Tickets Regional Client Box Offices.

#### ESSENTIAL FUNCTIONS

##### Essential Raving Fans Responsibilities and Accountabilities

- Seeks ways to enhance the fan experience in unexpected ways
- Empowered to say YES, creating raving fans of Senators Sports & Entertainment
- Knows and lives SSE's mission everyday through service, teamwork, continuous improvement, change, and fun
- Obsessed with client satisfaction, asking, "How can I exceed your expectations today?"
- Maintains consistency in attitude and behavior, exceeding expectations
- Works to make a specific impression on our clients. That impression is that of someone who is Wowed, Overly Satisfied and a Raving Fan
- Approaches all tasks with a "can-do" attitude understanding that there is no other kind of attitude
- Notices and accurately interprets what clients are feeling, based on their words, tone of voice, expressions, and other nonverbal behavior
- Takes a personal interest in clients by asking about their concerns, interests, family, hobbies, etc. to develop relationships.
- Presents a cheerful, positive manner
- Takes ownership and sees the client's need through from beginning to end
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence

##### Ongoing

- Use ticketing software to sell tickets for Capital Tickets events
- Provide accurate information in response to in-person and over the phone customer inquiries
- Operate and balance cash
- Deal with high customer volume particularly during events
- Maintain a secure working environment for cash and tickets
- Perform basic clerical work (filing and sorting)



**Periodic**

- Fill in as Call Centre Operator as required
- Other related responsibilities as required

**Health & Safety Responsibilities and Accountabilities**

Responsible for ensuring that all areas covered by Occupational Health & Safety Act (“OHSA”) are adhered to, specifically:

- Working in compliance with the provisions of the OHSA regulations and internal policies and procedures
- Using or wearing protective equipment, devices or clothing when required
- Reporting any missing or defective equipment or protective device which could endanger himself or herself or another team member
- Reporting any contravention of the OHSA regulations or Senators Sports & Entertainment policies and procedures

**QUALIFICATIONS**

- Minimum 1 year previous customer service experience
- Able to work flexible hours (evenings, weekends, holidays)
- Able to work under pressure
- Excellent interpersonal and oral communication skills
- Previous experience handling cash transactions – count, accept and distribute cash accurately
- General computer knowledge (keyboard skills, familiarity with a variety of software programs)
- Bilingualism an asset
- Team Player

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## CALL CENTRE, CALL CENTRE OPERATOR

### JOB DESCRIPTION

#### PRIMARY OBJECTIVE

*All team members of Senators Sports & Entertainment are held accountable for creating raving fans.*

The Call Centre Operator is responsible for ensuring all customers of Capital Tickets experience a congenial and positive experience when they purchase event and/or hockey tickets.

#### ESSENTIAL FUNCTIONS

##### Essential Raving Fans Responsibilities and Accountabilities

- Seeks ways to enhance the fan experience in unexpected ways
- Empowered to say YES, creating raving fans of Senators Sports & Entertainment
- Knows and lives SSE's mission everyday through service, teamwork, continuous improvement, change, and fun
- Obsessed with client satisfaction, asking, "How can I exceed your expectations today?"
- Maintains consistency in attitude and behavior, exceeding expectations
- Works to make a specific impression on our clients. That impression is that of someone who is Wowed, Overly Satisfied and a Raving Fan
- Approaches all tasks with a "can-do" attitude understanding that there is no other kind of attitude
- Notices and accurately interprets what clients are feeling, based on their words, tone of voice, expressions, and other nonverbal behavior
- Takes a personal interest in clients by asking about their concerns, interests, family, hobbies, etc. to develop relationships.
- Presents a cheerful, positive manner
- Takes ownership and sees the client's need through from beginning to end
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence

##### Ongoing

- Use ticketing software to sell tickets for clients
- Provide accurate information in response to customer inquiries
- Responsible for direct interaction with customers both inbound and outbound via telephone, mail, email, etc
- Responsible for reconciling daily activities
- Perform basic clerical work (filing and sorting)
- Obtain TICO certification (training and first exam fee provided by Capital Tickets)
- Other duties as required

**Periodic**

- Fill in as Box Office Ticket Seller as required
- Other related responsibilities as required

**Health & Safety Responsibilities and Accountabilities**

Responsible for ensuring that all areas covered by Occupational Health & Safety Act ("OHSA") are adhered to, specifically:

- Working in compliance with the provisions of the OHSA regulations and internal policies and procedures
- Using or wearing protective equipment, devices or clothing when required
- Reporting any missing or defective equipment or protective device which could endanger himself or herself or another team member
- Reporting any contravention of the OHSA regulations or Senators Sports & Entertainment policies and procedures

**QUALIFICATIONS**

- Minimum 1 year previous customer service experience
- Able to work flexible hours (evenings, weekends, holidays)
- Able to work under pressure
- Excellent interpersonal and oral communication skills, bilingualism an asset
- General computer knowledge (keyboard skills, familiarity with a variety of software programs)
- Team Player

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## OPERATIONS, ICE CREW

### JOB DESCRIPTION

#### PRIMARY OBJECTIVE

*All team members of Senators Sports & Entertainment are held accountable for creating raving fans.*

The Ice Crew is responsible for ensuring that the ice surfaces at the Bell Sensplex (Ottawa West) and/or Richcraft Sensplex (Ottawa East) are properly maintained, and for general maintenance and cleaning in and around the facility.

#### ESSENTIAL FUNCTIONS

##### **Essential Raving Fans Responsibilities and Accountabilities**

- Seeks ways to enhance the fan experience in unexpected ways
- Empowered to say YES, creating raving fans of Senators Sports & Entertainment
- Knows and lives SSE's mission everyday through service, teamwork, continuous improvement, change, and fun
- Obsessed with client satisfaction, asking, "How can I exceed your expectations today?"
- Maintains consistency in attitude and behavior, exceeding expectations
- Works to make a specific impression on our clients. That impression is that of someone who is Wowed, Overly Satisfied and a Raving Fan
- Approaches all tasks with a "can-do" attitude understanding that there is no other kind of attitude
- Notices and accurately interprets what clients are feeling, based on their words, tone of voice, expressions, and other nonverbal behavior
- Takes a personal interest in clients by asking about their concerns, interests, family, hobbies, etc. to develop relationships.
- Presents a cheerful, positive manner
- Takes ownership and sees the client's need through from beginning to end
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence

##### **Ongoing**

- Edge ice before games
- Shovel snow away from exit doors
- Remove and replace hockey nets for Zamboni driver
- Ensure all ice pads are resurfaced according to facility schedules
- Perform weekly/daily maintenance on all ice pads
- Complete minor repairs on ice surface, dasher boards, safety shields, and all other equipment
- General maintenance and cleaning in and around the facility, such as picking up litter and emptying trash bins, cleaning dressing rooms and washrooms

**Periodic**

- Perform ice resurfacing duties from time to time by operating and driving the Zamboni
- Perform other duties as required from time to time at the request of the Superintendent

**Health & Safety Responsibilities and Accountabilities**

Responsible for ensuring that all areas covered by Occupational Health & Safety Act (“OHSA”) are adhered to, specifically:

- Working in compliance with the provisions of the OHSA, regulations and internal policies and procedures
- Using or wearing protective equipment, devices or clothing when required
- Reporting any missing or defective equipment or protective device which could endanger himself or herself or another team member
- Reporting any contravention of the OHSA, regulations or Senators Sports & Entertainment policies and procedures

**Training:**

Responsible for completing on-line training modules as required, including, but not limited to:

- Accessibility for Ontarians with Disability
- Back & Lifting Safety Training
- First Aid
- Ontario Worker Health & Safety Awareness
- Workplace Hazardous Materials Information System
- Violence and Harassment in the Workplace

May also be required to attend on-site training sessions as scheduled (eg. customer service).

**QUALIFICATIONS**

- Energetic and enthusiastic, with a positive attitude and a willingness to learn
- Must possess a valid driver’s license
- Must be physically able to do heavy lifting (50 lbs) and be comfortable working at heights
- Possess knowledge of materials, equipment, and methods used in ice resurfacing
- Knowledge of occupational hazards and standard safety precautions
- Familiar with tools and maintenance equipment
- Must be willing to work a varied schedule, including evenings, weekends, and holidays
- Must provide a clear Criminal Records Check
- Bilingual (French & English) an asset (preferred at Richcraft)

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## OPERATIONS, ZAMBONI DRIVER

### JOB DESCRIPTION

#### PRIMARY OBJECTIVE

*All team members of Senators Sports & Entertainment are held accountable for creating raving fans.*

Zamboni Drivers are responsible for ensuring that all ice surfaces at the Bell Sensplex (Ottawa West) and Richcraft Sensplex (Ottawa East) are properly maintained and floated.

#### ESSENTIAL FUNCTIONS

##### Essential Raving Fans Responsibilities and Accountabilities

- Seeks ways to enhance the fan experience in unexpected ways
- Empowered to say YES, creating raving fans of Senators Sports & Entertainment
- Knows and lives SSE's mission everyday through service, teamwork, continuous improvement, change, and fun
- Obsessed with client satisfaction, asking, "How can I exceed your expectations today?"
- Maintains consistency in attitude and behavior, exceeding expectations
- Works to make a specific impression on our clients. That impression is that of someone who is Wowed, Overly Satisfied and a Raving Fan
- Approaches all tasks with a "can-do" attitude understanding that there is no other kind of attitude
- Notices and accurately interprets what clients are feeling, based on their words, tone of voice, expressions, and other nonverbal behavior
- Takes a personal interest in clients by asking about their concerns, interests, family, hobbies, etc. to develop relationships.
- Presents a cheerful, positive manner
- Takes ownership and sees the client's need through from beginning to end
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence

##### Ongoing

- Responsible for operating and driving the Zamboni (ice resurfacing machine) and other motorized equipment
- Edge ice before games
- Shovel snow away from exit doors
- Ensures all ice pads are resurfaced according to facility schedules
- Ensures all ice pads are resurfaced according to facility standards
- Perform weekly/ daily maintenance on all ice pads
- Complete minor repairs on ice surface, dasher boards, safety shields, and all other equipment

**Periodic**

- Perform other duties as required from time to time at the request of the Operations Supervisor

**Health & Safety Responsibilities and Accountabilities**

Responsible for ensuring that all areas covered by Occupational Health & Safety Act (“OHSA”) are adhered to, specifically:

- Working in compliance with the provisions of the OHSA, regulations and internal policies and procedures
- Using or wearing protective equipment, devices or clothing when required
- Reporting any missing or defective equipment or protective device which could endanger himself or herself or another team member
- Reporting any contravention of the OHSA, regulations or Senators Sports & Entertainment policies and procedures

**Training:**

Responsible for completing on-line training modules as required, including, but not limited to:

- Accessibility for Ontarians with Disability
- Back & Lifting Safety Training
- First Aid
- Ontario Worker Health & Safety Awareness
- Workplace Hazardous Materials Information System
- Violence and Harassment in the Workplace

May also be required to attend on-site training sessions as scheduled (eg. customer service).

**QUALIFICATIONS**

- Minimum of 18 years of age
- Must possess a valid driver’s license
- Must be physically able to do heavy lifting and comfortable working at heights
- Must be able to lift 50 lbs.
- Possess knowledge of materials, equipment, and methods used in ice resurfacing
- Knowledge of occupational hazards and standard safety precautions
- Familiar with tools and maintenance equipment
- Must be willing to work a varied schedule, including evenings, weekends, and holidays
- Must provide a clear Criminal Records Check

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## ADULT LEAGUE TIMEKEEPER

### JOB DESCRIPTION

#### PRIMARY OBJECTIVE

*All team members of Senators Sports & Entertainment are held accountable for creating raving fans.*

Timekeepers are responsible for ensuring that all aspects of timekeeping and scorekeeping for games held at the Bell Sensplex (Ottawa West) and/or Richcraft Sensplex (Ottawa East) are executed properly.

#### ESSENTIAL FUNCTIONS

##### **Essential Raving Fans Responsibilities and Accountabilities**

- Seeks ways to enhance the fan experience in unexpected ways.
- Empowered to say YES, creating raving fans of Senators Sports & Entertainment.
- Knows and lives SSE's mission every day through service, teamwork, continuous improvement, change, and fun.
- Obsessed with client satisfaction, asking, "How can I exceed your expectations today?"
- Maintains consistency in attitude and behaviour, exceeding expectations.
- Works to make a specific impression on our clients. That impression is that of someone who is Wowed, Overly Satisfied and a Raving Fan.
- Approaches all tasks with a "can-do" attitude, understanding that there is no other kind of attitude.
- Notices and accurately interprets what clients are feeling, based on their words, tone of voice, expressions, and other nonverbal behaviour.
- Takes a personal interest in clients by asking about their concerns, interests, family, hobbies, etc. to develop relationships.
- Presents a cheerful, positive manner.
- Takes ownership and sees the client's need through from beginning to end.
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence.

##### **Ongoing**

- Responsible for timekeeping, scorekeeping, and playing music during games
- Responsible for retrieving spare jerseys if teams have conflicting jersey colors
- Ensuring any spare players sign a waiver
- Responsible to ensure players on score sheet are participating
- Responsible to act as a liaison between the league executive and league members (passing along information, etc.)
- Responsible for updating game statistics to the league's online scoring system on time and accurately
- Responsible for ensuring on and off ice problems are resolved professionally and according to league policy
- Responsible for picking up and dropping off score sheets at location designated by the Program Coordinator
- Other duties as assigned by the Program Coordinator



### **Health & Safety Responsibilities and Accountabilities**

Responsible for ensuring that all areas covered by Occupational Health & Safety Act (“OHSA”) are adhered to, specifically:

- Working in compliance with the provisions of the OHSA, regulations and internal policies and procedures
- Using or wearing protective equipment, devices or clothing when required
- Reporting any missing or defective equipment or protective device which could endanger himself or herself or another team member
- Reporting any contravention of the OHSA, regulations or Senators Sports & Entertainment policies and procedures

### **Training:**

Responsible for completing on-line training modules as required, including, but not limited to:

- Accessibility for Ontarians with Disability
- Ontario Worker Health & Safety Awareness
- Workplace Hazardous Materials Information System
- Violence and Harassment in the Workplace

May also be required to attend on-site training sessions as scheduled (eg. customer service).

### **QUALIFICATIONS**

- Able to work flexible hours (evenings, nights, weekends, holidays)
- Familiar with the rules of hockey (experience as a player, coach, or referee in organized minor hockey as asset)
- Previous customer service experience
- Excellent communication skills (written and oral)
- Able to work under pressure
- Strong work ethic
- Bilingualism is an asset
- Team player
- Responsible and Dependable

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## TOURNAMENT SERVICES

### JOB DESCRIPTION

#### PRIMARY OBJECTIVE

*All team members of Senators Sports & Entertainment are held accountable for creating raving fans.*

The Tournament Services position is responsible for ensuring that all aspects of tournaments held at the Bell Sensplex (Ottawa West) and/or Richcraft Sensplex (Ottawa East) are executed properly.

#### ESSENTIAL FUNCTIONS

##### **Essential Raving Fans Responsibilities and Accountabilities**

- Seeks ways to enhance the fan experience in unexpected ways.
- Empowered to say YES, creating raving fans of Senators Sports & Entertainment.
- Knows and lives SSE's mission every day through service, teamwork, continuous improvement, change, and fun.
- Obsessed with client satisfaction, asking, "How can I exceed your expectations today?"
- Maintains consistency in attitude and behaviour, exceeding expectations.
- Works to make a specific impression on our clients. That impression is that of someone who is Wowed, Overly Satisfied and a Raving Fan.
- Approaches all tasks with a "can-do" attitude, understanding that there is no other kind of attitude.
- Notices and accurately interprets what clients are feeling, based on their words, tone of voice, expressions, and other nonverbal behaviour.
- Takes a personal interest in clients by asking about their concerns, interests, family, hobbies, etc. to develop relationships.
- Presents a cheerful, positive manner.
- Takes ownership and sees the client's need through from beginning to end.
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence.

##### **Ongoing**

- Responsible for timekeeping, scorekeeping, and announcing
- Responsible for selecting player of the game awards
- Responsible for accurately entering all live game incidents into tournament website in real time
- Sells tournament passes & programs at the guest services desk and provides general event information
- Answers questions and deals with customers' concerns in a professional manner
- Performs tournament registration desk tasks, such as checking teams in, preparing prizes for distribution, and updating the tournament stats and standings website and boards posted in arena
- Assists with the distribution of tournament prizes
- Other duties as assigned by the Tournament Coordinators

### **Health & Safety Responsibilities and Accountabilities**

- Responsible for ensuring that all areas covered by Occupational Health & Safety Act (“OHSA”) are adhered to, specifically:
- Working in compliance with the provisions of the OHSA, regulations and internal policies and procedures
- Using or wearing protective equipment, devices or clothing when required
- Reporting any missing or defective equipment or protective device which could endanger himself or herself or another team member
- Reporting any contravention of the OHSA, regulations or Senators Sports & Entertainment policies and procedures

### **Training:**

Responsible for completing on-line training modules as required, including, but not limited to:

- Accessibility for Ontarians with Disability
- Ontario Worker Health & Safety Awareness
- Workplace Hazardous Materials Information System
- Violence and Harassment in the Workplace

May also be required to attend on-site training sessions as scheduled (eg. customer service).

### **QUALIFICATIONS**

- Able to work flexible hours (evenings, weekends, holidays)
- Familiar with the rules of hockey (experience as a player, coach, or referee in organized minor hockey as asset)
- Previous customer service experience
- Attention to detail (accuracy a must!)
- Excellent communication skills (written and oral)
- Able to work under pressure
- Strong work ethic
- Bilingualism is an asset
- Team player

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## SKATING INSTRUCTOR

### JOB DESCRIPTION

#### PRIMARY OBJECTIVE

*All team members of Senators Sports & Entertainment are held accountable for creating raving fans.*

This position is responsible for the planning and execution of on-ice skating instruction for all CSMI run skating programs (e.g Sparty Learn 2 Skate Program, Adult Learn 2 Skate, etc.), either in a lead or supporting role, and for ensuring the safety, care and enjoyment of participants in these programs.

#### ESSENTIAL FUNCTIONS

##### **Essential Raving Fans Responsibilities and Accountabilities**

- Seeks ways to enhance the fan experience in unexpected ways.
- Empowered to say YES, creating raving fans of Senators Sports & Entertainment.
- Knows and lives SSE's mission every day through service, teamwork, continuous improvement, change, and fun.
- Obsessed with client satisfaction, asking, "How can I exceed your expectations today?"
- Maintains consistency in attitude and behaviour, exceeding expectations.
- Works to make a specific impression on our clients. That impression is that of someone who is Wowed, Overly Satisfied and a Raving Fan.
- Approaches all tasks with a "can-do" attitude, understanding that there is no other kind of attitude.
- Notices and accurately interprets what clients are feeling, based on their words, tone of voice, expressions, and other nonverbal behaviour.
- Takes a personal interest in clients by asking about their concerns, interests, family, hobbies, etc. to develop relationships.
- Presents a cheerful, positive manner.
- Takes ownership and sees the client's need through from beginning to end.
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence.

##### **Ongoing**

- Responsible for ensuring the safety, enjoyment and care of the participants
- Follow the on ice program set out by the Head Instructor
- Responsible for following policies and schedules set out by the Head Instructor (e.g. signing in and out procedures, schedule of activities, etc)
- Responsible for engaging the participants in a fun, enjoyable and educational skating experience
- Other duties as assigned by the Head Instructor

### **Health & Safety Responsibilities and Accountabilities**

Responsible for ensuring that all areas covered by Occupational Health & Safety Act (“OHSA”) are adhered to, specifically:

- Working in compliance with the provisions of the OHSA, regulations and internal policies and procedures
- Using or wearing protective equipment, devices or clothing when required
- Reporting any missing or defective equipment or protective device which could endanger himself or herself or another team member
- Reporting any contravention of the OHSA, regulations or Senators Sports & Entertainment policies and procedures

### **Training:**

Responsible for completing on-line training modules as required, including, but not limited to:

- Accessibility for Ontarians with Disability
- Ontario Worker Health & Safety Awareness
- Workplace Hazardous Materials Information System
- Violence and Harassment in the Workplace

May also be required to attend on-site training sessions as scheduled (eg. customer service).

### **QUALIFICATIONS**

- Able to work flexible hours
- Able to work under pressure and adapt to changing environments
- Must be comfortable and enjoy working with children
- Previous skating experience at a high level
- Skate Canada certified instructor (or equivalent certification)
- Professional demeanor
- Must be at least 18 years of age
- Strong teaching skills
- Excellent communication skills (written and oral)
- Strong work ethic
- First-Aid Training an asset
- Bilingualism is an asset
- Team player
- Must provide a clear Police Records Check for Service with the Vulnerable Sector

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## CONCESSION CASHIER

### JOB DESCRIPTION

#### PRIMARY OBJECTIVE

*All team members of Senators Sports & Entertainment are held accountable for creating raving fans.*

Concession Cashier is a front line position responsible for providing exceptional customer service to Bell Sensplex and Richcraft Sensplex guests by serving them in a courteous and efficient manner.

#### ESSENTIAL FUNCTIONS

##### Essential Raving Fans Responsibilities and Accountabilities

- Seeks ways to enhance the fan experience in unexpected ways
- Empowered to say YES, creating raving fans of Senators Sports & Entertainment
- Knows and lives SSE's mission everyday through service, teamwork, continuous improvement, change, and fun
- Obsessed with client satisfaction, asking, "How can I exceed your expectations today?"
- Maintains consistency in attitude and behavior, exceeding expectations
- Works to make a specific impression on our clients. That impression is that of someone who is Wowed, Overly Satisfied and a Raving Fan
- Approaches all tasks with a "can-do" attitude understanding that there is no other kind of attitude
- Notices and accurately interprets what clients are feeling, based on their words, tone of voice, expressions, and other nonverbal behavior
- Takes a personal interest in clients by asking about their concerns, interests, family, hobbies, etc. to develop relationships.
- Presents a cheerful, positive manner
- Takes ownership and sees the client's need through from beginning to end
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence

##### Ongoing

- Serve menu items to customers in a courteous and efficient manner, making sure that each customer receives the proper change.
- Responsible for ensuring that the concession counters, equipment, and tills are kept in an orderly fashion.
- Maintain Bell Sensplex standards regarding cash handling, sanitation, and safety.
- Perform opening and closing duties as required including recording of inventories and completion of stock requisitions
- Keep work area and equipment clean and organized.
- Ensure your float is balanced at the end of your shift.

### **Health & Safety Responsibilities and Accountabilities**

Responsible for ensuring that all areas covered by Occupational Health & Safety Act (“OHSA”) are adhered to, specifically:

- Working in compliance with the provisions of the OHSA regulations and internal policies and procedures
- Using or wearing protective equipment, devices or clothing when required
- Reporting any missing or defective equipment or protective device which could endanger himself or herself or another team member
- Reporting any contravention of the OHSA regulations or Senators Sports & Entertainment policies and procedures

### **Training**

Responsible for completing on-line training modules as required, including, but not limited to:

- Accessibility for Ontarians with Disability
- Back & Lifting Safety Training
- First Aid
- Ontario Worker Health & Safety Awareness
- Workplace Hazardous Materials Information System (WHMIS)
- Violence and Harassment in the Workplace

May also be required to attend on-site training sessions as scheduled (eg. customer service).

### **QUALIFICATIONS**

- Friendly, courteous attitude
- Previous fast food experience an asset
- Able to work flexible hours (evenings, weekends, holidays)
- Able to work under pressure
- Effective interpersonal and oral communication skills
- Must have a neat appearance and be well groomed
- Bilingualism would be an asset
- Strong willingness to learn various aspects of Sensplex food services
- Team Player

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## FOOD AND BEVERAGE, SERVER

### JOB DESCRIPTION

#### PRIMARY OBJECTIVE

*All team members of Senators Sports & Entertainment are held accountable for creating raving fans.*

The Server is responsible for serving the patrons of Stanley's Restaurant in the Bell Sensplex (Ottawa West) and/or Richcraft Sensplex (Ottawa East) in a pleasant and professional manner.

#### ESSENTIAL FUNCTIONS

##### **Essential Raving Fans Responsibilities and Accountabilities**

- Seeks ways to enhance the fan experience in unexpected ways
- Empowered to say YES, creating raving fans of Senators Sports & Entertainment
- Knows and lives SSE's mission everyday through service, teamwork, continuous improvement, change, and fun
- Obsessed with client satisfaction, asking, "*How can I exceed your expectations today?*"
- Maintains consistency in attitude and behavior, exceeding expectations
- Works to make a specific impression on our clients. That impression is that of someone who is Wowed, Overly Satisfied and a Raving Fan
- Approaches all tasks with a "can-do" attitude understanding that there is no other kind of attitude
- Notices and accurately interprets what clients are feeling, based on their words, tone of voice, expressions, and other nonverbal behavior
- Takes a personal interest in clients by asking about their concerns, interests, family, hobbies, etc. to develop relationships.
- Presents a cheerful, positive manner
- Takes ownership and sees the client's need through from beginning to end
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence

##### **Ongoing**

- Responsible for taking customers' food and beverage orders.
- Assist with set up and clean ups.
- Ensure that all sections under their control are promptly serviced in a friendly and professional manner.
- Respond to patrons' inquiries.
- Provide and maintain your own float and provide correct cash-out to Manager/ Supervisor at shift end
- Maintain a clean working area.



### **Health & Safety Responsibilities and Accountabilities**

Responsible for ensuring that all areas covered by Occupational Health & Safety Act (“OHSA”) are adhered to, specifically:

- Working in compliance with the provisions of the OHSA regulations and internal policies and procedures
- Using or wearing protective equipment, devices or clothing when required
- Reporting any missing or defective equipment or protective device which could endanger himself or herself or another team member
- Reporting any contravention of the OHSA regulations or Senators Sports & Entertainment policies and procedures

### **Training**

Responsible for completing on-line training modules as required, including, but not limited to:

- Accessibility for Ontarians with Disability
- Back & Lifting Safety Training
- First Aid
- Ontario Worker Health & Safety Awareness
- Workplace Hazardous Materials Information System (WHMIS)
- Violence and Harassment in the Workplace

May also be required to attend on-site training sessions as scheduled (eg. customer service).

### **QUALIFICATIONS**

- Must be 18 years of age
- Possess a valid “Smart Serve” certificate, or be prepared to receive certification prior to the first worked shift
- Must be punctual, dependable and flexible to work evenings, weekends, and holidays
- Ability to work under pressure and take initiative in a fast paced environment
- Positive attitude and a willingness to learn
- Must have a neat appearance and be well groomed
- Experience with touch-screen point-of-sale system an asset
- Willingness to commit menu to memory including preparation techniques
- Team Player

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## FOOD & BEVERAGE, BARTENDER

### JOB DESCRIPTION

#### PRIMARY OBJECTIVE

*All team members of Senators Sports & Entertainment are held accountable for creating raving fans.*

The Bartender position is responsible for providing outstanding bar service to customers of Stanley's Restaurant in the Bell Sensplex (Ottawa West) and Richcraft Sensplex (Ottawa East).

#### ESSENTIAL FUNCTIONS

##### Essential Raving Fans Responsibilities and Accountabilities

- Seeks ways to enhance the fan experience in unexpected ways
- Empowered to say YES, creating raving fans of Senators Sports & Entertainment
- Knows and lives SSE's mission everyday through service, teamwork, continuous improvement, change, and fun
- Obsessed with client satisfaction, asking, "*How can I exceed your expectations today?*"
- Maintains consistency in attitude and behavior, exceeding expectations
- Works to make a specific impression on our clients. That impression is that of someone who is Wowed, Overly Satisfied and a Raving Fan
- Approaches all tasks with a "can-do" attitude understanding that there is no other kind of attitude
- Notices and accurately interprets what clients are feeling, based on their words, tone of voice, expressions, and other nonverbal behavior
- Takes a personal interest in clients by asking about their concerns, interests, family, hobbies, etc. to develop relationships.
- Presents a cheerful, positive manner
- Takes ownership and sees the client's need through from beginning to end
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence

##### Ongoing

- Responsible for bar set-up and teardown, as well as opening and closing stock inventories.
- Provide safe and responsible alcohol service.
- Provide customers with friendly and professional service.
- Prepare drinks according to bartending standards.
- Adhere to and follow all Liquor Licensing Laws.
- Maintain a clean working area.
- Complete opening and closing inventories and requisitions

### **Health & Safety Responsibilities and Accountabilities**

Responsible for ensuring that all areas covered by Occupational Health & Safety Act (“OHSA”) are adhered to, specifically:

- Working in compliance with the provisions of the OHSA regulations and internal policies and procedures
- Using or wearing protective equipment, devices or clothing when required
- Reporting any missing or defective equipment or protective device which could endanger himself or herself or another team member
- Reporting any contravention of the OHSA regulations or Senators Sports & Entertainment policies and procedures

### **Training**

Responsible for completing on-line training modules as required, including, but not limited to:

- Accessibility for Ontarians with Disability
- Back & Lifting Safety Training
- First Aid
- Ontario Worker Health & Safety Awareness
- Workplace Hazardous Materials Information System (WHMIS)
- Violence and Harassment in the Workplace

May also be required to attend on-site training sessions as scheduled (eg. customer service).

### **QUALIFICATIONS**

- Must be 19 years of age
- Possess a valid “Smart Serve” certificate, or be prepared to receive certification prior to the first worked shift
- Effective interpersonal and oral communication skills
- Must be punctual, dependable and flexible to work evenings, weekends, and holidays
- Ability to work under pressure and take initiative in a fast paced environment
- Positive attitude and a willingness to learn
- Must have a neat appearance and be well groomed
- Bartending experience an asset
- Team Player

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## FOOD & BEVERAGE, LINE AND PREP COOK

### JOB DESCRIPTION

#### PRIMARY OBJECTIVE

*All team members of Senators Sports & Entertainment are held accountable for creating raving fans.*

The Line/Prep Cook is responsible for preparing various food products in both the main kitchen and express kitchen for the Restaurant and Concessions at the Bell Sensplex (Ottawa West) and Richcraft Sensplex (Ottawa East).

#### ESSENTIAL FUNCTIONS

##### Essential Raving Fans Responsibilities and Accountabilities

- Seeks ways to enhance the fan experience in unexpected ways
- Empowered to say YES, creating raving fans of Senators Sports & Entertainment
- Knows and lives SSE's mission everyday through service, teamwork, continuous improvement, change, and fun
- Obsessed with client satisfaction, asking, "*How can I exceed your expectations today?*"
- Maintains consistency in attitude and behavior, exceeding expectations
- Works to make a specific impression on our clients. That impression is that of someone who is Wowed, Overly Satisfied and a Raving Fan
- Approaches all tasks with a "can-do" attitude understanding that there is no other kind of attitude
- Notices and accurately interprets what clients are feeling, based on their words, tone of voice, expressions, and other nonverbal behavior
- Takes a personal interest in clients by asking about their concerns, interests, family, hobbies, etc. to develop relationships.
- Presents a cheerful, positive manner
- Takes ownership and sees the client's need through from beginning to end
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence

##### Ongoing

- Maintains a clean and safe work area adhering to food safety and health standards.
- Ensures food ingredients are stored in their designated area and rotated in the proper manner.
- Prepares all items in accordance with approved recipe cards
- Handles and cleans kitchen equipment carefully and safely to prevent damage or injury.
- Works efficiently and effectively to gather, wash, cut, season, cook, and store quality ingredients.
- Performs a variety of butchering tasks, such as trimming, and cutting.
- Prioritizes and organizes tasks for speed and quality assurance.
- Ensures requisitions are filled out for following days par-stock requirements
- Reports directly to Kitchen Manager/Chef and Food & Beverage Manager
- Performs other kitchen duties as required.

### **Health & Safety Responsibilities and Accountabilities**

Responsible for ensuring that all areas covered by Occupational Health & Safety Act (“OHSA”) are adhered to, specifically:

- Working in compliance with the provisions of the OHSA regulations and internal policies and procedures
- Using or wearing protective equipment, devices or clothing when required
- Reporting any missing or defective equipment or protective device which could endanger himself or herself or another team member
- Reporting any contravention of the OHSA regulations or Senators Sports & Entertainment policies and procedures

### **Training**

Responsible for completing on-line training modules as required, including, but not limited to:

- Accessibility for Ontarians with Disability
- Back & Lifting Safety Training
- First Aid
- Ontario Worker Health & Safety Awareness
- Workplace Hazardous Materials Information System (WHMIS)
- Violence and Harassment in the Workplace

May also be required to attend on-site training sessions as scheduled (eg. customer service).

### **QUALIFICATIONS**

- Minimum 2 years kitchen experience
- Effective interpersonal and oral communication skills
- Must be punctual, dependable and flexible to work evenings, weekends, and holidays
- Ability to work under pressure and take initiative in a fast paced environment
- Positive attitude and a willingness to learn
- Supervision and direction of kitchen attendants
- Must have a neat appearance and be well groomed
- Team Player

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## FOOD & BEVERAGE, KITCHEN DISHWASHER AND ATTENDANT

### JOB DESCRIPTION

#### PRIMARY OBJECTIVE

*All team members of Senators Sports & Entertainment are held accountable for creating raving fans.*

The Kitchen Dishwasher and Attendant is responsible for maintaining the kitchen's cleanliness and sanitation and assisting chef and line cooks as required at Stanley's Restaurant in the Bell Sensplex (Ottawa West) or Richcraft Sensplex (Ottawa East).

#### ESSENTIAL FUNCTIONS

##### **Essential Raving Fans Responsibilities and Accountabilities**

- Seeks ways to enhance the fan experience in unexpected ways
- Empowered to say YES, creating raving fans of Senators Sports & Entertainment
- Knows and lives SSE's mission everyday through service, teamwork, continuous improvement, change, and fun
- Obsessed with client satisfaction, asking, "*How can I exceed your expectations today?*"
- Maintains consistency in attitude and behavior, exceeding expectations
- Works to make a specific impression on our clients. That impression is that of someone who is Wowed, Overly Satisfied and a Raving Fan
- Approaches all tasks with a "can-do" attitude understanding that there is no other kind of attitude
- Notices and accurately interprets what clients are feeling, based on their words, tone of voice, expressions, and other nonverbal behavior
- Takes a personal interest in clients by asking about their concerns, interests, family, hobbies, etc. to develop relationships.
- Presents a cheerful, positive manner
- Takes ownership and sees the client's need through from beginning to end
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence

##### **Ongoing**

- Maintain a clean and safe work area adhering to food safety and health standards.
- Ensures food ingredients are stored in their designated area and rotated in the proper manner.
- Handles and cleans kitchen equipment carefully and safely to prevent damage or injury.
- Assist chef/ line cooks with pre-preparation of food product and re-stocking as required.

### **Health & Safety Responsibilities and Accountabilities**

Responsible for ensuring that all areas covered by Occupational Health & Safety Act (“OHSA”) are adhered to, specifically:

- Working in compliance with the provisions of the OHSA regulations and internal policies and procedures
- Using or wearing protective equipment, devices or clothing when required
- Reporting any missing or defective equipment or protective device which could endanger himself or herself or another team member
- Reporting any contravention of the OHSA regulations or Senators Sports & Entertainment policies and procedures

### **Training**

Responsible for completing on-line training modules as required, including, but not limited to:

- Accessibility for Ontarians with Disability
- Back & Lifting Safety Training
- First Aid
- Ontario Worker Health & Safety Awareness
- Workplace Hazardous Materials Information System (WHMIS)
- Violence and Harassment in the Workplace

May also be required to attend on-site training sessions as scheduled (eg. customer service).

### **QUALIFICATIONS**

- No previous experience required, training is provided
- Effective interpersonal and oral communication skills
- Must be punctual, dependable and flexible to work evenings, weekends, and holidays
- Ability to work under pressure and take initiative in a fast paced environment
- Positive attitude and a willingness to learn
- Must have a neat appearance and be well groomed
- Team Player

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