



TORONTO ARROWS R.F.C.

Toronto Arrows Game Day Operations Staff

Established in 2018, the Toronto Arrows Rugby Football Club is Canada's first and only professional rugby union team.

Competing in Major League Rugby, the team is equipped to compete against top-tier North American professional club teams, providing emerging Canadian talent with enhanced and more frequent opportunities to hone their skills at an elite level.

The Toronto Arrows offers staff and volunteers the opportunity to work alongside industry professionals, gain experience in various aspects of game day operations, as well as the chance to work in a great team atmosphere. The Toronto Arrows will also show ongoing support to those volunteers who are hoping to forge a career in professional sports.

The Toronto Arrows are currently looking for energetic, motivated, and hardworking individuals to fill some game day operation roles for the 2023 MLR home season.

Location:

York Lions Stadium (4700 Keele St., North York, ON, M3J 1P3)

Compensation:

\$ 18.00 / hour

Dates:

- Saturday, April 8, 2023 @ 12:30pm – 9:30pm
- Saturday, April 15, 2023 @ 2:30pm – 11:30pm
- Sunday, April 23, 2023 @ 12:30pm – 9:30pm
- Friday, May 12, 2023 @ 3:30pm – 12:00am
- Thursday, May 18, 2023 @ 3:30pm – 12:00am
- Saturday, June 3, 2023 @ 3:30pm – 12:00am
- Sunday, June 11, 2023 @ 12:30pm – 9:30pm
- Saturday, June 17, 2023 @ 3:30pm – 12:00am

(Note that another date will be required for training)

(Note that times are approximate and are subject to change).





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Positions Open:

- Merchandise Staff:
 - Enthusiastically and promptly greet and interact with our fans in an accommodating and respectful manner; attending to their needs to deliver the ultimate fan experience in a fast-paced environment.
 - Maintain the appearance and organization of the sales floor through general cleaning and restocking merchandise; ensure all merchandise is displayed in a visually appealing and profitable manner.
 - Completing sales transactions using a Point of Sale (POS) system.
 - Other duties as required.
 - *This position is ideal for a candidate with retail experience.*
- Venue Operations:
 - Set-up and tear-down of all game-day equipment and activations.
 - Assist all other departments as required to ensure that the game-day experience is a success.
 - Other duties as required.
- Food and Beverage Operations:
 - Provides a pleasant drinking experience to customers.
 - Serves drinks while maintaining a clean and sanitary bar area.
 - Attends to the detail and presentation of each order.
 - Ensures that all individuals served are of legal drinking age.
 - Maintain bar inventory and supplies.
 - Maintain inventory and stock levels.
 - Other duties as required.
- Barbacks / Porters:
 - Ensure that bar areas are clean and well maintained.
 - Replenish and restock the bars.
 - Assist with the set-up and tear down of the bars.
 - Assist bartenders during rushes.
 - Other duties as required.
- Ticketing Operations:
 - Greet all guests entering York Lions Stadium in a friendly manner.
 - Ensure that all tickets are scanned upon entry to the stadium.
 - Read tickets carefully to provide accurate directions to seating sections.
 - Provide a high-quality customer service interaction with all fans which will set the tone for the overall entertainment experience.
 - Work efficiently in a team environment to minimize wait times and congestion at the gates.





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- Ensure that all tickets are scanned.
- Directing guests through the stadium.
- Maintaining crowd flow and ensuring proper entry to the stadium as well as VIP areas

Position Requirements:

- Exceptional verbal communication and customer service skills
- A strong work ethic and great attitude
- Ability to work irregular hours including nights, weekends, and some holidays.
- Stand, sit, walk, push, pull, lift, grasp, or bend up to 8 hours at a time.
- Lift up to 30 lbs. occasionally, 20 lbs. frequently, and 10 lbs. constantly
- Demonstrated proficiency and interest in operations and events.
- Ability to work all Matches.
- Candidates must be comfortable standing for long periods of time and all-weather conditions.

If you are interested or have any questions, please contact Melissa Webster at mwebster@torontoarrows.com with a copy of your resume.

Please reference “2023 Game Day Staff – Your Name” in the subject line. The Toronto Arrows thank you for your interest in being a part of our team. Only those candidates selected for an interview will be contacted.