

Faculty of Kinesiology and Physical Education, Intercollegiate Program  
University of Toronto

**POSITION TITLE**      **Assistant, Merchandise, Apparel and Ticketing Operations**

Faculty:                      Kinesiology and Physical Education

Pay Range:                 \$20/hour, 35 hours per week

Classification:            USW Casual,

Contract Start Date    August 6, 2019

Contract End Date      Dec. 2, 2019

Under the general supervision of the Assistant Manager, Merchandise, Apparel & Ticketing Sales, the incumbent provides support to the intercollegiate and high performance program. This position will work closely with coaching, student and intercollegiate staff to support the administrative tasks required to outfit Sport and Rec programs, Varsity Blues teams. The successful candidate will also assist with servicing the ticketing and concessions portfolio.

Working in a fast-paced, energetic team environment, the incumbent will be detailed oriented and deliver accurate, effective and efficient customer service while projecting a welcoming, positive and professional image for the Varsity Blues program and the University of Toronto.

**DUTIES**

- Assist with the recruiting, hiring, training and management of student staff for ticketing and concessions operations.
- Liaise with head coaches, assistant coaches, team managers and/or athletes to determine apparel and uniforms needs for the 2020/2021 season.
- Responsible for all steps within the production of apparel and including: consultation, branding review, budgeting approval, delivery management, inventory and quality control.
- Assist with the management of operation of Varsity Blues merchandise, concessions and ticketing sales. This will include inventory management, accurate reporting and researching best practices within the industry.
- Participate and represent the revenue generation portfolio at team meetings with various stakeholders within the Sport and Recreation department.
- Other duties as assigned.

## **QUALIFICATIONS**

**Education:** College Diploma in administration or equivalent combination of education and experience.

**Experience:**

1. Experience in marketing and branding, preferably in a sports related field.
2. Experience in retail and cash handling is an asset, with a focus in apparel, food services and/or box office sales.

**Other:**

3. Must be available weekends to supervise the ticketing and merchandise operations at ticketed intercollegiate games or special events,
4. Have a basic understanding of all Varsity sports offered at the University, in order to identify with the needs and requests of the team.
5. Ability to deliver high quality work in an environment of overlapping and time-sensitive tasks. Attention to detail is required.
6. Ability to successfully function in a position driven by competing demands and frequent interruptions.
7. Ability to work with diverse groups of people with excellent interpersonal and communication skills.
8. Ability to exercise initiative, discretion and good judgment.
9. Demonstrated excellence in oral/written communication.
10. Valid driver's license is an asset

**Deadline to apply: July 26, 2019**

**Please apply to:**

Ivan Canete

Assistant Manager of Merchandise, Apparel & Ticketing Sales

University of Toronto

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