

EMPLOYMENT OPPORTUNITY

Guest Experience & Premium Seating Associates

At Events East Group, we proudly manage and operate the Halifax Convention Centre, Scotiabank Centre and Ticket Atlantic. Our facilities and the events we attract are platforms for prosperity. Whether we're attracting large delegations or hosting an elite group of athletes for an international competition, we are a catalyst for new opportunities and connections between Nova Scotia and the world.

We are now inviting applications for the positions of Guest Experience & Premium Seating Associates with our Guest Experience Team. Reporting to the Guest Experience Manager, Associates are responsible for maintaining a high level of engagement with clients, guest and visitors at Events East Group facilities.

Role Description:

The Guest Experience and Premium Seating Associates play an integral role in creating event experiences at Events East Groups facilities. The Guest Experience team plays a key role in shaping our guests' experience at every touchpoint on their journey, responding to inquiries and requests in a timely and professional manner with a focus on delivering a premium experience for our most important clients. This team also provides way finding information to guests and the public and provides tourism highlights and recommendations for our city and the province of Nova Scotia. This team of associates also monitors compliance to current venue policies and monitors guest activity for safety and soft security considerations, escalating as appropriate.

REQUIREMENTS:

Education & Experience

- Grade 12
- Customer service experience
- Standard First Aid, preferred
- Equivalent combination of education, skills, knowledge, and experience may be considered.

Technical Skills & Abilities

- Enjoy working in a fast paced, busy environment with variable conditions including, noise, heights, and dark/dim lighting.
- High comfort level dealing and engaging with different types of clients, guests, VIPs, and the ability to handle challenging social interactions.
- Demonstrates an understanding of sensitivity to the diversity of patrons and staff.



- Broad knowledge of tourism, hospitality sector of Halifax, including local shops, attractions, events, and restaurants, considered an asset.
- The ability to professionally liaise with critical Event Operations teams and support other departments when requested.
- High level of comfort using technology on a daily basis for various tasks such as running reports from booking system, utilizing email as a form of correspondence with colleagues and clients, updating reporting spreadsheets, using Microsoft Teams, providing mobile ticketing support as required, etc.

Physical Demands:

- May be required to work long shifts 10 - 12 hours, including evenings, weekends, and holidays.
- Long periods of standing; ability to move up and down stairs multiple times while on shift.
- Required to move and work throughout two facilities and cover a large footprint of event space

Given the nature of our operating environment, the requirements of our clients, and the importance of public confidence in the safety of the service we provide, it is critical that Events East and its employees take any and all precautions to protect against the spread of COVID-19. Please take note Events East requires all employees to be fully vaccinated against COVID-19.

Events East is committed to a workforce that is free of discrimination, values diversity and is representative, at all job levels, of the people we serve. We encourage applications from qualified African Nova Scotians, racially visible persons, women in non-traditional positions, persons with disabilities, Aboriginal persons and persons from the LGBTQ+ community. We encourage applicants to self-identify.

Applicants are advised testing may be a component of the selection process. Any applicant invited to participate in testing or an interview and who requires an accommodation should discuss their needs, in confidence, with the Recruiter when selected.

TO APPLY: Please send resume and references to: jobs@eventseast.com with **ASSOCIATES** in the subject line.

Competition will remain open until positions are filled

For further information, please visit our website at www.eventseast.com