

## Spectator Marshal

Commonwealth Stadium is recognized as one of the premiere open air, live entertainment venues in the world, and is home to the 14-time Grey Cup champion Edmonton Elks of the Canadian Football League. The venue regularly hosts sold out concerts, motorsport events and international sporting events in soccer and rugby as well as several amateur sporting and community events. As a Spectator Marshal, you will provide professional, courteous and friendly customer service to make the events at Commonwealth even more enjoyable. You will succeed in this role if you can perform all tasks in a respectful, inclusive and service-minded way.

With a focus on the City of Edmonton's Cultural Commitments to Safe, Helpful, Accountable, Integrated and Excellent, you will:

- Greet patrons in a friendly and courteous way as they enter the facility
- Direct patrons to gates and shortest lines for entry and bag searches
- Review credentials at access control points
- Answer questions and give directions to customers
- Watch the crowd for prohibited items and actions
- Enforce stadium rules and regulations
- Check the doors and gates and report any malfunctions
- Provide information regarding upcoming events, history and operations of the stadium
- Maintain safety of patrons, keep fire exits clear and report any unsafe conditions
- Other related duties as required

### Qualifications:

- Completion of Grade 12 or equivalent or higher
- Some experience providing customer service at a live entertainment venue or related experience
- Previous security services experience is an asset
- Proven ability to deal with the public and resolve conflict in a respectful and inclusive way
- Strong interpersonal and written/verbal communication skills, including the ability to understand and execute oral and written instructions and information
- Ability to make decisions and resolve conflict in difficult situations
- Excellent problem solving, judgment and negotiation skills
- Demonstrated ability to achieve results in the context of a respectful, inclusive and service-minded style
- Embrace the Cultural Commitments of Safe, Helpful, Accountable, Integrated and Excellent, and foster an environment that encourages others to do the same
- Applicants may be tested

The City of Edmonton's Cultural Commitments highlight where we are going as a corporation and define how we do our best work. Find out more here: <http://bit.ly/3bH2Ztv>

The City of Edmonton is committed to inclusive, respectful and equitable workplaces that represent the communities we serve. We continuously improve our systems, policies and practices to remove barriers and ensure our employees, in all their diversity, can succeed. We value applicants with a diverse range of skills, experiences and competencies, and encourage you to apply. To learn more, see the Art of Inclusion: Our Diversity and Inclusion Framework here: <https://bit.ly/3hd2d95>.

The City of Edmonton strives to provide reasonable access and accommodations throughout the application and selection process. If you would like to request an accommodation at any stage of the process, please contact [Employment@edmonton.ca](mailto:Employment@edmonton.ca)

COVID-19 Notice: The City of Edmonton has implemented a COVID-19 Vaccination Policy. Employees must be fully vaccinated against COVID-19 and provide proof of vaccination. Employees who cannot be fully vaccinated on the basis of a protected legal ground (e.g. medical, religious) may request an exemption. Please note that this policy applies to all employees, including new hires, and volunteers. If your application is successful, you will be asked to provide proof of vaccination or request an exemption.

For more information, please refer to our COVID-19 Vaccination Policy ([bit.ly/3IKwb6j](http://bit.ly/3IKwb6j)) and COVID-19 Vaccination Procedure ([bit.ly/39BICMt](http://bit.ly/39BICMt)).

***Successful candidates may be eligible for recall in the 2024 season***

***Up to 10 temporary part-time positions until Dec 31, 2023***

**Hours of Work:** 0 - 39 hours per week. ***Successful candidates must be available to work evenings, weekends and holidays from May to December.***

**Salary:** \$18.544 (Hourly)

**Talent Acquisition Consultant:** TD/SG

**Classification Title:** PS - Spectator Marshal

**Posting Date:** TBD

**Closing Date:** TBD

**Number of Openings (up to):** TBD - Temporary Part-time

**Union:** CUPE Local 30

**Department:** Community and Recreation Facilities

**Work Location(s):** Commonwealth Stadium, 11000 Stadium Rd Edmonton T5H 4E2

Visit [www.edmonton.ca/careers](http://www.edmonton.ca/careers) for information on how to apply