

Thunderbird Park & Stadium Operations Staff - Spring Summer & Fall Winter 2018

Job Type: Part Time (29 hrs/wk or less)

Number of Openings: 6

Job Description:

NOTE: This posting is for the upcoming Spring/Summer and Fall/Winter 2018 semesters. Please indicate in your cover letter if you are applying for Spring/Summer, Fall/Winter or both.

POSITION SUMMARY

ROLE SUMMARY

This role will provide first-class customer service to students, faculty, staff, varsity teams, community users, and rental groups visiting Thunderbird Park and Stadium. As a first point of contact at one of UBC Athletics and Recreation's on-campus facilities, operations staff are required to assist facility patrons with booking questions, safety protocols, equipment requests and cleanliness issues in a professional manner. As our patrons are often first-time visitors to the university campus, it is essential the successful candidate is welcoming and knowledgeable of campus way-finding, group rental inquiries, and event protocols.

DESCRIPTION OF DUTIES

Thunderbird Park Facility Operations Staff assist in the daily operations of Thunderbird Park and Stadium, as well as with varsity and major event management. These duties include:

- Providing exceptional customer support to facility users and guests who are visitors to Thunderbird Park and Stadium
- Answering customer inquiries by phone and in person
- Upholding and enforcing facility policies and procedures
- Acting as a communication liaison with coaches, facility users, and athletes
- Assisting with organization and preparation for varsity team practices and major events happening in Thunderbird Park and Stadium
- Supporting varsity home games and third-party events with facility and event management duties
- Lifting and moving heavy objects as required (up to 50lbs)
- Checking inventory of facility equipment and maintaining equipment
- Minor maintenance and cleaning tasks as necessary to ensure a safe sporting facility
- Attending all mandatory staff meetings
- Performing other duties as necessary

DEPARTMENT OVERVIEW

Athletics and Recreation strives to create a healthy, active and connected community where each person is at their personal best and proud of their UBC experience. We focus our efforts and resources on delivering engaging, dynamic programs that increase involvement in sport and

recreation for everyone. We provide unique and exciting student learning opportunities that foster personal growth, skill-building, and leadership development. We create high quality, community building events where people can connect, have fun, and get involved with UBC, recreation, and varsity sport.

SUPERVISION RECEIVED

This position reports directly to the Operations Coordinator, Thunderbird Park and Stadium. The employee works under a set of policies and procedures and is expected to defer to the supervisor when any judgment or decision making outside these parameters is required. The role maintains regular contact with the supervisor through email, phone and in-person interactions.

QUALIFICATIONS

Ideal candidates would be willing to work outside in all types of weather and continually provide great customer service. Hard-working, independent individuals who can manage multiple locations of sporting events at one time should consider themselves a great fit for the role. Passion for field sports (football, baseball, soccer etc.), either as a player or a fan, would be an asset.

KNOWLEDGE, SKILLS, EDUCATION & EXPERIENCE

- Current or returning UBC Student (any level of degree or program)
- Previous experience with facility supervision and/or athletics an asset
- Must have a valid driver's license and be legally valid to drive in Canada
- Willing to obtain First Aid certification
- Willing to work outdoors
- Able to work evenings and weekends
- Able to work both independently and in a team environment
- Must be detail-oriented, specifically in an environment where safety is crucial
- Able to learn quickly, and exercise sound judgment to solve problems based on training provided
- Able to lift heavy objects of approximately 50lbs
- Excellent written and oral communication
- Enthusiastic, organized, and responsible

TRAINING & ORIENTATION

All staff will receive the following training:

- Job specific orientation: both online learning and in-person sessions
- Emergency First Aid and CPR/AED training
- Detailed facility tour and orientation
- In-person training/mentoring assistance and job shadowing from current student staff
- Vehicle operations training
- Training overview and competency testing
- WHMIS training
- Building Emergency Response and Worksafe in-person training and orientations
- Access and Diversity training workshops on equity and inclusivity
- Preventing and Addressing Workplace Bullying & Harassment

APPLICATIONS SUBMISSION REQUIREMENTS

All applicants must submit a Cover Letter, Resume, and Class Schedule for the upcoming term. If you do not have a class schedule for the next term ready when you apply, please note this your cover letter. Applicants that fail to complete this will not be considered.

Job Location:
Vancouver, Canada

Hours Per Week:
10-20

Job Sector:
Operations

Job Nature:
On-Campus (UBC Vancouver) Job

Additional Documents (**preferred**)
Cover Letter, Class Schedule

Experience Level:
Current Students in an Undergraduate Program, Current Students in a Masters Program, Current Students in a Phd Program, Graduated with an Undergraduate Degree, Graduated with a Graduate Degree (Masters or Phd)

ID: 849866

Reference:

Speakman, Cara. "Thunderbird Park & Stadium Operations Staff - Spring Summer & Fall Winter 2018." *UBC Careers Online*, 1 Mar. 2018, ubc-csm.symplicity.com/students/index.php/pid769086?mode=form&id=c02900fbbd86a5fbe100103a03d73237&expired=1&s=jobs&ss=leads.

2308 Stephens St.
Vancouver BC, V6K 3W8

April 2, 2018

Cara Speakman
Operations Coordinator, Thunderbird Park & Stadium
The University of British Columbia
Vancouver, BC V6T 1Z3

Dear Cara Speakman

My name is Joao Pedro Neves and I am writing to express my interest in the position of Facility Operations Staff. I am currently a fourth-year student and intend to graduate in 2018 with a Bachelor of Arts degree in economics and minor in commerce. Due to my previous work experience where managing and approaching people was integral to the roles success, I gained plenty of first-hand experience being the face of a well-known service. I understand how to increase the attractiveness of a service for the intended target audience, while also maintaining a good academic standard. I am a highly creative, determined and confident person who works well under stress both independently and within a team.

As a volunteer for the FIFA World Cup Media Center in Brazil, I worked as a front desk operator, accommodating media members and most importantly identifying their needs and acting on them quickly. During my time working at the quality department of IB Technology in Brazil, I researched company standards across the country in order to better advise my colleagues on the company's objectives and aims. While being part of this company I also supervised four different working stations in order to implement working standards in all of them. Through these experiences I have gained knowledge on how to maintain working stations, coworkers and customers delighted while learning of their needs and wants.

Over the past four years I have lived in two different UBC campuses that offered many student services, through this I have observed and learned the main weaknesses and strengths of the program. My main objective is to improve the system to better fit the needs of all students

and community members by providing efficient customer service and rapid problem solving. I also believe that my passion for sports will allow me to take this position beyond, as I strive for the best experience possible for our athletes and fans.

I am confident that my creativity, interest in professional growth and passion to meet new people, will make me an asset as a Facilities Operations Staff, while allowing me to gain valuable experience in the process. I've attached a resume with further information about my educational and extracurricular background. I look forward to hearing from you and further discussing this great opportunity. Thank you for your time and attention.

Sincerely,

A handwritten signature in black ink, enclosed within a thin black oval border. The signature is stylized, with the first letter being a large, looped 'J' and the last letter being a long, horizontal stroke.

Joao Pedro Neves

Encl: Resume

JOAO PEDRO NEVES

2308 Stephens St., Vancouver, BC V6K 3W8
jp.noronha.neves@gmail.com | 604.442.0648

Personal **Languages:** English, Portuguese and Intermediate Spanish
Interests: Sports, Organizing and running events, Finance, Wealth Management
Skills: Word, PowerPoint, Excel, Quip, Evernote, AutoCad

Education **UNIVERSITY OF BRITISH COLUMBIA, VANCOUVER SCHOOL OF ECONOMICS** *Vancouver, BC*
2014 - 2018
(expected) Bachelor of Arts; cumulative average: 75%
Relevant Courses: ECON339 Economics of Technological Change, ECON345 Money and Banking, ECON355 International Trade, ECON356 International Finance, COMM473 Business Finance

2013-2014 **CENTRO UNIVERSITARIO DE BRASILIA, ENGINEERING** *Brasilia, Brazil*
cumulative average: 80%

Certification Serving It Right, First Aid

Experience **BOSE CORPORATION** *Vancouver, BC*
2017-2018 **Sales Specialist**

- Approached customers in a friendly manner to satisfy needs.
- Sold over CAD\$3,000 daily and increased total store outcome
- Handled store transactions and a cash flow of CAD\$30,000 daily.
- Controlled inventory flow and forecasted future sales and orders

2017 **DARBY'S PUBLIC HOUSE** *Vancouver, BC*
Customer Service Representative

- Greeted customers at a friendly and professional manner
- Handled over CAD\$10,000 in cash flow daily
- Gave insightful tips on foods and drinks
- Served in an organized and paced manner

2017 **BBW INTERNATIONAL** *Vancouver, BC*
Event Staff

- Reported to management teams any issues regarding the organization of a specific event.
- Budgeted staff requirements and pay
- Led setup teams before conferences
- Treated patrons in a friendly and respectful manner

2017 **MANCHESTER SERVIÇOS** *Brazil*
Summer **Administrative Assistant**

- Developed measuring metrics to be applied across the companies
- Assisted CEO on daily duties
- Implemented cloud database in the company, for easy document access
- Managed current investments and researched future opportunities in order to diversify the portfolio
- Created business proposals and presented them to prospective clients.

2016 **SECURITY SATA** *Brazil*
Summer **Human Resources Intern**

- Helped during the hiring process, checking on employee documentations.
- Developed valuable contacts with other service companies.
- Implemented a meal plan card for all employees.
- Assisted on the translation of due diligence documents.
- Participated in board meetings in order to present new project ideas.

2015 **EPS ENGINEERING, PROJECTS AND SERVICES** *Brazil*
Summer **Commercial Department Intern**

- Created financial proposals for public bidding for jobs such as: public brigade, maintenance, security guards and others.
- Researched for public biddings online and documented all that were participated.
- Conducted business analysis on the company's entire portfolio

2014-2015

IB TECHNOLOGY

Brazil

Financial Administration and Quality Department Intern

- Assisted in implementation of the ISO 9001 and ISO 14001.
 - Researched company standards in order to provide in depth explanations to employees regarding company functions.
 - Documented full monthly expenses into the system, consisting of detailed information of materials used on contracts.
 - Monitored 4 working stations around the city, in order to visualize and implement a working standard.
-

Volunteering

2014-15

FIFA

Brazil

Media and Ticketing Centre Representative

- Participated as a Volunteer of the FIFA 2014 World Cup Brazil and of the FIFA 2013 Confederations Cup Brazil.
- Assisted media members on and off the pitch, and inside the media enters.
- Controlled ticket will call for both the public and reporters.

2308 Stephens St. Vancouver BC, V6K 3W8

April 2, 2018

Visha Thamboo
Campus Recruiter
The University of British Columbia Vancouver, BC V6T 1Z3

Dear Visha Thamboo,

I hope you are doing well. I am in the process of seeking a position as a Thunderbird Park & Stadium Operations Staff at UBC Parks and Stadium and I am writing to ask if you could write me a reference letter.

I hold you with the outmost respect for providing me the chance to take a further look at UBC. As a recruiter you influenced me on my decision-making process when choosing colleges and were there for me throughout my university experience. I greatly value the friendship we have developed, and I believe you know me better than anyone on our beloved campus. I believe that the experiences I have gained in university will greatly benefit me on this job. If you can attest to the skills I attained while enrolled in my Economics program, such as responsibility, time management and passion, I would sincerely appreciate it and my application would be greatly enhanced.

I have attached an updated resume. Please do not hesitate to contact me at jpneves@hotmail.com or 604-XXX-XXXX if you have any questions or concerns or if you require any other materials you think would be helpful. Thank you for your consideration, and I look forward to hearing from you.

Regards,

A handwritten signature in black ink, enclosed within a hand-drawn oval. The signature is stylized, with the first letter being a large 'J' and the last letter being a long horizontal stroke.

Joao Pedro Neves

2308 Stephens St. Vancouver BC, V6K 3W8

April 2, 2018

Chantal Chau
Store Manager
Liquid Nutrition Ltd. Vancouver, BC V6T 1Z3

Dear Chantal Chau,

I hope you are doing well. I am in the process of seeking a position as a Thunderbird Park & Stadium Operations Staff at UBC Parks and Stadium and I am writing to ask if you could write me a reference letter.

During my time as a customer service specialist at Liquid Nutrition, I was able to greatly refine my communication, problem solving and customer service skills. These skills are necessary for the position I am applying for as an operations staff team member at UBC Parks & Stadium. If you can attest to my qualifications for employment, and the skills I attained while I was employed at Liquid Nutrition, I would sincerely appreciate it and my application would be greatly enhanced.

I have attached an updated resume. Please do not hesitate to contact me at jpneves@hotmail.com or 604-XXX-XXXX if you have any questions or concerns or if you require any other materials you think would be helpful. Thank you for your consideration, and I look forward to hearing from you,

Regards,

A handwritten signature in black ink, enclosed within a hand-drawn oval. The signature is stylized and appears to read 'JP Neves'.

Joao Pedro Neves

2308 Stephens St. Vancouver BC, V6K 3W8

April 2, 2018

Rahul Reddy
Store Manager
Bose Corporation Vancouver, BC V7Y 1K8

Dear Rahul Reddy,

I hope you are doing well. I am in the process of seeking a position as a Thunderbird Park & Stadium Operations Staff at UBC Parks and Stadium and I am writing to ask if you could write me a reference letter.

During my time as a sales specialist at Bose Corporation, I was able to greatly refine my communication, problem solving and customer service skills. These skills are necessary for the position I am applying for as an operations staff team member at UBC Parks & Stadium. I also learned how to deal with different cultures and be more organized while meeting sales targets. If you can attest to my qualifications for employment, and the skills I attained while I was employed at Bose Corporation, I would sincerely appreciate it and my application would be greatly enhanced.

I have attached an updated resume. Please do not hesitate to contact me at jpneves@hotmail.com or 604-XXX-XXXX if you have any questions or concerns or if you require any other materials you think would be helpful. Thank you for your consideration, and I look forward to hearing from you,

Regards,

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Joao Pedro Neves