

Big Dreams Live Here™



Facts about Working at BC Place

2009



*Do you enjoy working with the public?
BC Place is the place to be! Apply and join our team of event professionals TODAY!*

FREQUENTLY ASKED QUESTIONS ABOUT WORKING AT BC PLACE...

What is it like working at BC Place?

BC Place is a fun and exciting place to work. BC Place is home of the BC Lions, special events, and the largest trade and consumer shows in Western Canada. We are very excited to be hosting the Opening and Closing Ceremonies of the Vancouver 2010 Olympic Winter Games and nightly medal presentations and festivals.

BC Place is a welcoming and respectful workplace. We believe in teamwork - together we provide exceptional customer service and guest experience.

What kind of work is available?

We are currently looking for individuals to join our event professional team; positions are available in Hosting, Housekeeping, First Aid, Security, Event Maintenance, Exhibitor Services and part-time skilled trades. Positions are event based and scheduled as needed. Please see the following page on positions available and additional information.

How often do I work, and what kind of availability is required of me?

All event staff work at Major Events (or Major Conversions for Event Maintenance) such as the football games and major spectator shows. In addition to these Major Events, employees will be scheduled based on their availability and seniority for work throughout the year. Depending on availability and seniority, our staff works from 75 hours to more than 1,500 hours a year. **The more available you are, potentially, the more shifts you will receive.**

For all First Aid, Hosting, Housekeeping and Security positions, you may pick from the two availability options:

1. Be available for Major Events Only, the major events are CFL football games, spectator events and concerts. A list of CFL football game dates is attached. Employees will be informed of other major event dates well in advance. A typical shift at a major event usually starts from 1715, ends at 2330, on a Friday or a Saturday.
2. Working all Major Events is mandatory. Additionally, be available for 3 days a week; a Saturday or Sunday is mandatory, and six (6) hours a day between 5:00am to midnight.

For Event Maintenance and skilled trades' positions, the minimum availability requirement is four (4) days per week; a Saturday or a Sunday is mandatory, and eight (8) hours a day between 5:00 am to midnight.

Do I get to work the 2010 Winter Olympics and Paralympics?

Working the 2010 Games will definitely be an once-in-a-lifetime experience. New hires before June 15 will have an opportunity to sign up to work the Games based on a set of guidelines and requirements (attached).

What is BC Place's hiring process?

Applications are carefully reviewed and assessed based on qualifications and experience. A phone screening is conducted to ensure the applicant understands the job expectations and availability requirements. Shortlisted individuals will be then contacted for an interview. Once satisfactory reference checks are completed, successful candidates will then be offered positions. Our biggest recruitment takes place, from February to May, before the CFL football season. And during the year, we will continue to recruit on an as needed basis.

Employment application forms are available at www.bcplacestadium.com/pdfs/jobapp.pdf. Submit your application to Human Resources at BC Place, 777 Pacific Blvd., Vancouver, BC, V6B 4Y8. Or to 604.661.3645 or email BCPlaceHR@bcpavco.com.

If I am a successful applicant, when do I expect my first shift?

Once you have accepted a position at BC Place, you will attend an orientation session. Attendance at this orientation is mandatory, and you will be paid. Exact date for the orientation has not been set at this time.

The first working shift is the first BC Lions home game of the Season. Tuesday June 23, 2009

What are the wages?

Hourly wages (effective June 1, 2009) for the positions are listed on the following page. Please note, for retention purposes, wages are paid 15% less for the first 100 hours of work or for twelve consecutive calendar months, whichever occurs first. After 100 hours of work or twelve consecutive calendar months, wages will revert to the listed rate, plus a retro-payment of the 15% difference on the hours worked from the initial date of hire.



POSITIONS AVAILABLE:

Event First Aid, starting at \$14.88 per hour

Responsibilities:

- Responding and attending to injuries and accidents;
- Administering first aid;
- Investigating and completing incident reports as required;
- Performing other related duties as required.

Qualifications & Requirements:

- Valid Occupational First Aid certificate Level 3; or equivalent.
- Strong communication skills;
- Valid driver's license;
- Fluent in English, with additional language(s) an asset.

Event Hosting, starting at \$13.72 per hour

Responsibilities:

- Greeting and directing guests and the public in a friendly and courteous manner;
- Providing exemplary customer service to guests and the public;
- Practicing proactive measures to manage crowds, prevent/diffuse the risk of confrontation & monitor enforcement of responsible alcohol management;
- Ensuring work area is clean prior to guest arrival;
- Monitoring cleanliness and safety for assigned area;
- Assisting with Event Evacuation should building evacuation be necessary;
- Performing other related duties that might include scanning tickets, working in a seating section to ensure a happy & safe experience, running an elevator, watching emergency exits, responding to guest inquiries and others as required.

Qualifications & Requirements:

- Strong customer service skills with previous experience dealing with the public;
- Ability to be assertive when dealing with difficult situations and large crowds;
- Friendly and courteous with strong communication skills;
- Fluent in English, with additional language(s) an asset.

Event Security, starting at \$14.88 per hour

Responsibilities:

- Crowd Management by enforcing Stadium policies, procedures and Stadium Code of Conduct to protect the safety and well-being of all guests;
- Practicing proactive measures to prevent/diffuse the risk of confrontation and to maintain safety habits and standards;
- Maintaining "high visibility" by continuous patrol of all areas to which the public has access;
- Responding to any potential life threatening medical emergencies or emergencies of any nature;
- Providing customer service by greeting guests and assisting patrons in a courteous manner;
- Ensuring that only authorized staff and guests are permitted access to the building;
- Enforce responsible alcohol management;
- Assisting with Event Evacuation should building evacuation be necessary; and other duties as required.

Qualifications & Requirements:

- Physically fit to handle assigned tasks;
- Professional, calm and flexible disposition;
- Excellent communication and conflict resolution skills;
- Completion of BST 1 and BST 2 is an asset;
- Valid driver's license an asset;
- Fluent in English, with additional language(s) an asset.

□ **Event Housekeeping, starting at \$13.72 per hour**

Responsibilities:

- Maintaining the cleanliness of washrooms, concourses, seating areas, entrances and other areas as assigned;
- Providing exemplary customer service to guests and the public;
- Requires physically demanding work, including mopping, sweeping, cleaning with approved chemicals, garbage/waste collection, stocking supplies, extensive walking;
- Performing other related duties as required.

Qualifications & Requirements:

- Previous janitorial experience with knowledge of WHMIS;
- Physically fit to handle assigned tasks;
- Friendly and courteous;
- Valid driver's license an asset;
- Fluent in English, with additional language(s) an asset.

□ **Event Maintenance, starting at \$16.37 per hour**

Responsibilities:

- Working in all aspects of building/field conversions from one event to another (ie football, tradeshow, concerts)
- Assisting with event set-up and operation during move-ins and move-outs (set ups and tear downs)
- Operating various machines and equipment, may include forklift, scissorlift etc.
- Providing minor repair and general labour as required.

Qualifications & Requirements:

- Valid forklift operator's certificate;
- Ability to follow instructions;
- Physically fit and able to handle assigned tasks;
- Valid driver's license an asset.

□ **Part-time Skilled Trades, starting at \$29.01 per hour**

Responsibilities:

- Working in various aspects of building maintenance in specialized trades including plumbing, carpentry, electrical, HVAC, telecommunications, and mechanical;
- Setting up temporary services for trade and consumer shows and special events;
- Operating various machines and equipment, may include forklift, scissor lift and boom lifts, etc.;
- Providing repair and maintenance as required.

Qualifications & Requirements:

- Current BC Certificate of Qualification in specialized trade(s), or Interprovincial trade certificate, or Red Seal;
- Up-to-date knowledge in trade standards and safety regulations and practices;
- Experience in building maintenance;
- Ability to follow instructions and work under minimal supervision;
- Physically fit and able to handle assigned tasks;
- Valid driver's license.

□ **Exhibitor Services (exempt)**

Responsibilities:

- Providing exceptional customer service to exhibitors, ensuring exhibitors feel welcome and that they leave with a long lasting positive impression of BC Place;
- Acting as a point of contact and resource for exhibitor services and support;
- Responding to concerns from guests, contacting housekeeping or operation staff when exhibitors report problems;
- Performs cashier duties and other related duties as required.

Qualifications & Requirements:

- High level of customer service aptitude, proven track record of excellent customer service;
- Strong knowledge of computer applications;
- Fluent in English, with additional language(s) an asset.



BC LIONS 2009 SEASON HOME GAMES

	<u>Date</u>	<u>Teams</u>	<u>Start Time</u>	<u>TV</u>	<u>Event #</u>
1.	Tuesday, June 23	BC Lions vs. Edmonton	7:00 PM		#33615
2.	Friday, July 10	BC Lions vs. Hamilton	7:30 PM	TSN	#33616
3.	Friday, July 24	BC Lions vs. Calgary	7:30 PM	TSN	#33617
4.	Friday, August 7	BC Lions vs. Saskatchewan	7:30 PM	TSN	#33618
5.	Friday, August 21	BC Lions vs. Winnipeg	7:30 PM	TSN	#33619
6.	Friday, September 4	BC Lions vs. Montreal	7:30 PM	TSN/RDS	#33620
7.	Saturday, September 19	BC Lions vs. Toronto	7:00 PM	TSN	#33621
8.	Friday, October 2	BC Lions vs. Saskatchewan	7:30 PM	TSN	#33622
9.	Saturday, October 31	BC Lions vs. Calgary	7:00 PM	TSN	#33623
10.	Friday, November 6	BC Lions vs. Edmonton	7:30 PM	TSN	#33624

Requirements for Participation in the 2010 Olympic and Paralympic Games at BC Place

The guidelines were developed to support games-time scheduling & accreditation (security clearance) requirements with consideration for health & safety and creating a positive experience for the workforce. In order to be eligible to work during the Gamestime period, staff must commit to these mandatory requirements as outlined below.

1) Shift Commitment & Scheduling

- a) Employees will be required to be available for the 17-day Olympic Gamestime period (February 12 to 28, 2010). In addition, Employees will also be required to be available for 2 rehearsal events prior to the Olympic opening ceremonies (exact dates of rehearsals to be advised, potentially Feb 8th and Feb 10th).
- b) The Opening ceremony rehearsal events will be mandatory for all staff committing to work the Olympic games.
- c) The Opening Ceremony event on February 12th will be mandatory for all staff committing to work the Olympic games.
- d) Staff will be scheduled for 12 additional shifts during the remainder of the Olympic period (Feb 13th – 28th).
- e) There will be up to 2 shifts available for the Paralympic Gamestime operational period. Only Employees who have committed to the Olympic period will be eligible to work during the Paralympic period.
- f) The standard shift length is between 8-12 hours, with a maximum of one shift per day. Employees will not be scheduled for more than 6 days in a row without a day off. Actual schedules will be provided in the latter part of 2009.
- g) All employees working during the Games will be scheduled centrally by VANOC in a manner consistent with other Gamestime staff working within the venue. Full time employees and all Housekeeping classifications will not be subject to VANOC scheduling. BC Place will continue to schedule full-time and housekeeping employees.

2) Security & Accreditation

Employees will be required to undergo an RCMP security screening to enable them to be accredited and therefore able to access the venue and work. Accreditation refers specifically to the RCMP background check.

3) No other workplace

Employees must select a single venue for assignment during Gamestime. If you are currently working in more than one venue which could be used for the Olympics during Gamestime, you must choose which venue to work in. For example if you work at both BC Place and GM Place (or the PNE), you will only be permitted to work at one of these venues during the Gamestime period.

4) Training

Employees must participate in training. Games training will be mandatory. You will be paid for any training you are scheduled for.

5) Direction of work

BC Place employees working during the Games will take direction from VANOC staff and volunteers who are authorized to do so. Any issues related to employee performance will be addressed by BC Place Human Resource staff. BC Place captains (including acting Captains) may be required to supervise volunteers.

6) Confidentiality

Employees who commit to working during the Olympics and Paralympics will be required to sign a confidentiality agreement. All information received about the Olympics and any observations made shall remain in strict confidence.

7) General Conditions

- a) Employees will wear the Games uniform while on shift. Uniforms will be supplied to Employees at no cost. Employees will be able to keep their uniforms after the Games.
- b) Employees will be required to perform roles as determined by VANOC.
- c) Employees working during the Games may be required to rotate through different assignments/areas within the function they have been assigned to.
- d) Employees will be entitled to meal vouchers and will be eligible to participate in reward & retention activities as per VANOC workforce guidelines.

8) New Employees

BC Place intends to recruit new employees in its commitment to maintain appropriate staffing levels. Those employees hired by mid June 2009 are eligible to participate in the Olympics and Paralympics.
