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| Job title | Event Captain |
| Reports to | <i>Al Green Theatre Booking Coordinator & MNjcc Bookings Coordinators</i> |
| Department | <i>Bookings</i> |

Job Purpose

A member of day-of event team, the event captain is responsible for the overall logistics of the event. Their primary function is to uphold policy and procedure, ensure the overall safety of the patrons, as well as manage the traffic flow and maintain room capacity.

Primary Duties and responsibilities

Patron Management

- Ensure safety of patrons including leading emergency evacuations; informing patrons of MNjcc/AGT policy and ensuring those policies are upheld
- Address patron questions and concerns
- Resolve conflict as necessary
- Address and assist with accommodation requests, feedback or concerns

Event Management

- Manage traffic flow of events
- Control capacity
- Track attendance numbers
- Liaise between client and facilities/cleaning and other event staff
- Facilitate deliveries
- Ensure set up is complete and to the satisfaction of the client
- Assist in set up and execution of food and drink service
- Perform bar duties as required and enforce SmartServe/SOP restrictions
- Oversee and assist with event clean up
- Assist with room set ups as needed

Event Captain Job Description

Patron Safety

- Lead emergency evacuations
- Lead lock down procedures
- Lead blackout procedures
- Administer first aid as necessary

Represent Management of the MNjcc

- Remain onsite during events
- Uphold building policy
- Liaise with security staff
- Enforce code of conduct
- Field patron/client concerns or complaints

Write Reports

- Write detailed FOH event report for each shift (including information on event; staff hours, behaviour and punctuality; patron count; cleanliness of venue; any other relevant areas)
- Write and file detailed incident reports as required (i.e. injury, theft, harassment)

Secondary Duties and Responsibilities

Patron Management

- For events involving alcohol service, ensure patrons are leaving the event in a safe and appropriate manner

Event Management

- Registration or sign in of guests
- Ensure client access times are adhered to
- Complete room turnaround, including upcoming set ups, after event clean up as needed
- Assist Al Green Theatre FOH Supervisor with staff meal break rotation, including relieving the FOH Supervisor

Financial Responsibilities

- Cash handling, balancing float, and sales reconciliation as required (including ticketing, merchandise, food/drink, etc.)

Bona Fide Occupational Requirements

N/A

Qualifications

- Experience in customer service/front line public relations is required.
- Experience in special events is required.
- Food/Drink service experience and Smart Serve certification is required.
- First Aid & CPR certification is required (training will be provided).



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The MNjcc is committed to accessibility for people with disabilities. Please let us know in advance if you have any particular accommodation needs. Contact: inclusion@mnjcc.org; (416) 924-6211 x330



The Miles Nadal Jewish Community Centre is a dynamic hub in downtown Toronto. We provide opportunities for people of all ages and backgrounds to be active, to learn, to connect and to participate in a wide range of cultural experiences. Rooted in Jewish values, the MNjcc is open to all.



Event Captain Job Description

- Human Resources training as mandated by the Ontario Government (training will be provided).
- Ability to remain calm under pressure
- Ability to say no if needed
- Strong logistics skills
- Quick problem solving skills
- Ability to take initiative
- Thrives in a fast paced environment
- Strong leadership skills
- Ability to legally work in Canada/Ontario/for the MNjcc
- Clear/no relevant information from a VSS check/Criminal Reference Check

Working Conditions

- Fast-paced work environment
- Shift work
- Late hours may be required

Physical Requirements


- Ability to stand for long periods of time
- Ability to climb stairs
- Ability to carry up to 30 lbs

Competencies

- Team player
- Strong attention to detail
- Adaptable
- Strong multi-tasking ability

Direct reports

N/A

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| Approved by: |  |
| Date approved: | <i>April 21, 2017</i> |
| Reviewed: | <i>April 21, 2017</i> |
| Employee Signature: | |
| Date Signed: | |

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