



## Who we are

The future is bright for tennis in Canada, and you will be right in the middle of it all at Tennis Canada! A national sport organization with a mission to lead the growth of tennis in Canada and a vision to become a world-leading tennis nation, Tennis Canada seeks to grow participation across Canada and develop champions on the international stage. Tennis Canada also owns and operates the Rogers Cup presented by National Bank tournaments in Toronto and Montreal, two of the best-run sporting events in the world which annually bring the globe's best tennis players to Canada. In recent years, Canadian tennis has seen historic achievements, with players reaching Grand Slam finals and record high world rankings, and participation and interest on the rise. Join us as we look to build on this exciting momentum and produce even greater results. We are a team of innovators, who are passionate about our work and pursue excellence together every day.

## What we are looking for

### **Consumer Service Representative (CSR)**

Get a head start in a VERY competitive sports industry! Rogers Cup is a world-class event and Tennis Canada is extremely well known as a world-class organization that produces world-class people. This is an excellent opportunity for anyone interested in a career in the sports and entertainment industry. Join a competitive, dynamic and fast-paced team for the hottest sporting event in the summer.

Team members are responsible for the processing and delivery of all ticket orders for the Rogers Cup, as well as handling customer issues. CSRs will handle incoming sales calls and assist the Stadium Sales team, Corporate Sales teams and other Tennis Canada departments with administrative support as it relates to Rogers Cup ticketing. Some of your responsibilities are:

- Organize and execute packaging and delivery of tickets through customized ticketing system;
- Answer customer inquiries in an efficient and professional manner;
- Handle incoming sales calls in a positive and effective manner while recognizing new business, corporate and up-sell opportunities;
- Assist all sales departments including sponsorship, corporate and group sales.

## Who you are

- Strong interpersonal and organizational skills;
- Advanced knowledge of Microsoft Office and computer literacy;
- Ability to work and excel under pressure, in a fast-paced and challenging environment;
- Commitment to service excellence and customer satisfaction;
- Support a team environment and adhere to the Stadium Sales department's objectives, goals and mandates;
- Sales experience (asset);
- Fluency in one or more languages other than English (asset).

## Working conditions

Must be able to work share of evening and weekend shifts as well as all nine (9) days of the tournament.

- Temporary position, from April 29 – August 14, 2019;
- Location is Aviva Centre at York University;



- Availability to work Monday to Friday, 8:30 a.m. to 5:00 p.m.;
- Some evening and weekend shifts required;
- Extended hours will occur during the tournament (August 3-11, 2019).

### **Compensation**

- Base wage plus commission;
- Complimentary meals during the tournament;
- Official tournament clothing;
- Complimentary parking and facility usage at Aviva Centre;
- Tickets to Rogers Cup as outlined in our annual employee staff policy.

### **What's in it for you**

- Be part of a dynamic organization that makes a difference across Canada;
- Get in the game! Join the Rogers Cup team;
- Be part of an innovative, vibrant and passionate team;
- Join the organization that sets the standard and always strives for excellence.

### **Interested?**

Applications for this position will be accepted until February 8, 2019 at 3:00 p.m. EST.

Send us your resume at [tickets@tenniscanada.com](mailto:tickets@tenniscanada.com) & please quote job# **TCCSR19**.

**Only qualified applicants will be contacted.**  
[www.rogerscup.com](http://www.rogerscup.com)