



JAKE'S HOUSE EMPLOYMENT TRAINING PROGRAM

Jake's House Employment Training Program is an innovative, adaptable program that supports the integration of individuals aged 16+ years with autism or a developmental disability, into the workforce. The program is funded by the Ministry of Labour, Immigration, Training and Skills Development (MLITSD), and leverages a proven recruitment method connecting businesses with well-qualified candidates who are on the autism spectrum or have developmental disabilities.

JOB TITLE: GAMING GARAGE - SUPERVISOR

Company: Canadian National Exhibition (CNE)

Type of Role: Temporary

Location: Toronto

Deadline to apply: ASAP

About: The CNE, often affectionately referred to as The Ex, is Canada's largest community event and one of the top ten agricultural fairs in North America. With something for everyone, our event offers a wide variety of attractions and interactive entertainment experiences including: concerts, midway rides and games, shopping, exhibits, tech and gaming hubs, food and wacky treats!

Here is what you will do:

- Facilitate staff rotation schedule
- Ensure staff have arrived at their stations promptly and are taking scheduled breaks
- Be the point of contact for any issues that may arise in the Gaming Garage including lost children, customer complaints, technology issues, programs on schedule, and customer assistance
- Provide information to guests about exhibits in an enthusiastic and informative manner
- Answer questions from guests regarding the exhibits, programming, attractions, facilities, and services
- Assist in maintaining a cleaning schedule for the Gaming Garage
- Document participation and interest of the public at key areas and times throughout the 18-day fair.
- Ensure that program areas are properly maintained, on schedule, and presentable always



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- Comfortable working and interacting with technology and tools, specifically FIRST Robotics Competition scoring system, desktop gaming computers, and gaming consoles

Qualifications

- **Available to work all 18 days of the fair (August 16 – September 2, 2024), including evenings and weekends**
- Available to assist in setting up the fair if needed (August 10-August 16)
- Previous customer service or esports/robotics tournament experience is an asset
- Able to attend Mandatory Orientation Session(s)
- Advanced knowledge of technology and problem-solving skills in addition to advanced customer service interaction
- Problem solving skills in addition to advanced customer service interaction
- Able to co-ordinate 15+ staff
- Highly efficient and organized
- Reliable and enthusiastic
- Public Speaking Skills
- Able to work with minimal supervision
- Advanced customer service

Application Process:

The first step in the recruitment process is for interested candidates to apply to the role with Jake's House, by emailing your resume to jobs@jakeshouse.ca , with the title of the job in the subject line. Applicants will be shortlisted for participation in the next step based on a review of each applicant assessing the likelihood of fit for the roles for which we are recruiting.

FOR MORE INFORMATION

Please direct and questions to jobs@jakeshouse.ca

For more information about Jake's House, visit www.jakeshouse.ca

We look forward to hearing from you!