



EMPLOYMENT TRAINING PROGRAM

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+ with autism or a developmental disability, into the workforce. The program leverages a proven recruitment method connecting businesses with well-qualified candidates who are on the autism spectrum or have developmental disabilities.

JOB TITLE: USHER

Company: City of Mississauga

Type of Role: Part-Time

Location: Mississauga

Deadline to apply: September 23rd, 2024

Job Title:	Usher	Hourly Pay:	\$17.09 - \$18.92 / Hour
Job Type:	Part-Time	Hours of Work:	Up to 40 Hours / Week
Posting Date:	N/A	Closing Date:	September 23 rd , 2024
Fixed Term:	Ongoing		

Overview:

Responsible for greeting patrons, providing consistent customer service, directional assistance and responding to general inquires and also required to ensure a safe and comfortable environment for all patrons. Perform general custodial maintenance duties.

Here is what you will do:

- Greet patrons, scan tickets, verify credentials, distribute programs and other giveaways as required
- Assists patrons to find their seats, including those with disabilities and special needs
- Ensure all patrons have appropriate tickets for their seating location
- Respond to general inquires
- Provides directional assistance and guidance to amenities throughout the facility
- Ensure safety of patrons at all times throughout the performance



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- Ensures a safe environment at all times including ready response for public safety by evacuations for fire, bomb or other threats and medical emergencies
- Ensure a clean and safe environment is maintained throughout the facility and monitor emergency exits.
- Reports unsafe conditions or situations to supervisory staff
- General custodial maintenance of the venue
- Maintains clear and safe pathways for patrons in and out of the facility.
- Monitors patron conduct and report any unruly behaviour to supervisory staff
- Enforces Front of House standard operating procedures including, but not limited to latecomer entry, food & beverage, recording video, and camera prohibition.
- Performs crowd control management functions; control lines, entrance overcrowding
- Ensures patron compliance with facility policies
- Provides assistance in emergency situations such as patron health issues, safety hazards, or evacuations.
- Essential duties of this position includes standing for extended periods of time, walking, bending, climbing stairs and lifting.
- Work environment can include a low lite and/or high noise location.
- Reads, understands and abides by the City's Divisional Standards, Corporate Policies and Procedures
- Performs other related duties as required.

Qualifications

- Must be 16 years of age or older
- Secondary school diploma
- Hold a valid Emergency First Aid Certificate / CPR"B" certification
- Smart Serve Certification is highly recommended.
- Demonstrate excellent customer service and communication skills in a fast-paced, high pressure environment
- Able to work independently as well as with a team
- Familiarity with the City of Mississauga and tourist attractions considered an asset.
- Must be able to work flexible/late hours, including weeknights, weekends and holidays.

Application Process:

The first step in the recruitment process is for interested candidates to register with the Jake's House Employment Training Program. [Click here](#) to register as a candidate, and someone will be in touch with you to schedule a get to know you call, and then support your application process.

If you are already registered with Jake's House, please email jobs@jakeshouse.ca with the company name and role you wish to apply for, and a copy of your resume.



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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 any questions to jobs@jakeshouse.ca

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

We look forward to hearing from you!