



UNIVERSITY OF TORONTO
FACULTY OF KINESIOLOGY & PHYSICAL EDUCATION

EVENT OPERATIONS ASSISTANT, TICKETING

Are you looking for challenging, meaningful work in a supportive and diverse environment? Are you looking for a career at one of Canada's top employers? Work where the world comes to think, discover and learn. Consider a career at the University of Toronto.

The University of Toronto is strongly committed to diversity within its community and especially welcomes applications from racialized persons / persons of colour, women, Indigenous / Aboriginal People of North America, persons with disabilities, LGBTQ persons, and others who may contribute to the further diversification of ideas.

Deadline: Wednesday, July 23, 2025

Number of Positions: 1

Rate of Pay: \$25/Hour

Position Start Date: August 18, 2025

Position End Date: December 8, 2025

Number of Hours per week: Up to a maximum of 20 hours per week, depending on operational needs

Classification: USW Casual

Summary:

About Us:
The University of Toronto's Faculty of Kinesiology and Physical Education is a global leader in advancing knowledge on physical activity and health through cutting-edge research, exceptional academic programs, outstanding recreation programs, and unparalleled interuniversity and high-performance sport opportunities across its three campuses. In achieving this vision, the Faculty is guided by values of integrity, respect, equity and diversity. The University of Toronto's Varsity Blues program is Canada's largest and one of the most successful athletic programs in the country, and the University ranks 1st in Canada and 4th globally in sports subjects by QS World Rankings. For more information, please visit:
<https://kpe.utoronto.ca/>

Your Opportunity:
The University of Toronto's Faculty of Kinesiology and Physical Education is seeking an Event Operations Assistant, Ticketing. Reporting to the Manager, Events and Engagement and under the supervision of the Ticketing

	<p>Coordinator, the incumbent provides event planning and operational support, with a focus on box office operations to all Faculty of Kinesiology and Physical Education events.</p> <p>Working in a fast-paced, team-oriented environment, the incumbent will deliver reliable, efficient, and detail-focused support while projecting a welcoming, positive, and professional image of the Faculty, Varsity Blues program, and the University of Toronto.</p> <p>Key Responsibilities:</p> <ul style="list-style-type: none"> • Support the planning, coordination, and execution of events for the Faculty of Kinesiology and Physical Education, including intercollegiate games and championships. • Logistical responsibilities include processing ticket sales and exchanges accurately and efficiently using the ticketing system. Assist with event promotions by distributing information and answering questions about upcoming events. • Act as the primary liaison for the on-site team, supporting live event operations and coordinating post-event wrap-up with a focus on detail and quality. • Coordinate with on-site team to ensure smooth entry and seating of patrons. • Support administrative tasks such as preparing reports, updating databases, and maintaining inventory of tickets and supplies. • Handle customer service requests from fans and guests by providing timely, courteous, and accurate information, resolving concerns, and ensuring a positive experience throughout all interactions. • Provide detailed information about seating options, event schedules, and venue policies. • Assist with event staffing needs by helping to coordinate schedules, support training sessions, and provide general guidance to work-study and other event staff during shifts. Other duties as assigned.
Minimum Qualifications:	<p>Education: Completion of a post-secondary diploma or degree in Event Management, Sport Management, Recreation, Hospitality, Business Administration, or a related field or an equivalent combination of education and relevant experience.</p> <p>Experience:</p> <ul style="list-style-type: none"> • 1 year of relevant experience in event coordination, administration, or operations support, preferably in a post-secondary, intercollegiate or sports-focused environment, or hospitality setting.

	<ul style="list-style-type: none"> Recent graduates with relevant co-op, internship, or volunteer experience may also be considered. Experience with ticketing and box office operations. Skilled in retail POS systems, cash handling, and delivering excellent customer service. <p>Other:</p> <ul style="list-style-type: none"> Delivers high-quality, detail-focused work while managing competing demands, tight deadlines, and frequent interruptions. Comfortable working in dynamic environments and available for a flexible schedule, including evenings and weekends. Exercises discretion, good judgment, and takes initiative in problem-solving and decision-making. Demonstrated excellence in written and verbal communication, with the ability to work effectively with diverse groups. Works well in team settings with a collaborative approach and a willingness to take on responsibility and grow leadership capabilities.
Method of Application	<p>Resume and cover letter to be emailed to: kpe.events.team@utoronto.ca</p> <p>Subject line should include title of position and your name.</p> <p>Format: Event Operations Assistant, Ticketing – “Your Name”</p>
Contact Information:	kpe.events.team@utoronto.ca
Date Posted:	Monday, July 14, 2025