

The Toronto Blue Jays are hiring for the 2025 season!

A Game Day position with the Toronto Blue Jays means contributing to an unforgettable fan experience throughout the ballpark. The fan experience means a commitment to providing best-in-class customer service for fans who travel from near and far to watch Canada's team. Our team members are resilient, innovative, and thrive in an environment where teamwork, accountability, and empowerment are at the forefront of every game day, concert, or event.

Join our winning team! We are seeking self-motivated, driven, and customer focused individuals to fill seasonal roles throughout our organization.

Our Interview Fairs will take place on January 18th and January 19th at the Rogers Centre.

Please note that these are seasonal roles aligned with the baseball and Rogers Centre events schedule, spanning from approximately **February to October 2025**. These positions are part-time contracts.

These roles may be for you if:

- You love the Toronto Blue Jays!
- You are committed to providing excellent customer service
- You are a master multi-tasker who thrives in fast-paced working environments
- You have exceptional problem-solving skills
- You have an interest in baseball and stadium operations
- You can work all 81 Toronto Blue Jays home games including evenings, weekends, and holidays as required

Interested in joining the team? **You can select up to three (3) roles of interest when applying.**

We are hiring for the following roles:

Access Support Team:

The Access Support Team is primarily responsible for assisting our fans with accessible needs through the delivery of wheelchair or walking escorts, in-game check-ins, and monitoring of accessible areas to avoid congestion and to allow an equal opportunity for fans to fully enjoy the game without interruption.

Activation Team Member:

The incumbent will work alongside the members of the marketing team to assist in the set-up, execution and tear-down of all Toronto Blue Jays and Rogers Centre events. This position reports to the Coordinator, Activation Team and works closely day-to-day with the Promotions & Events team, and Activation Team Leads.

Ballpark Experience Team:

The Ballpark Experience Team is made up of 2 teams: Usher and Gate Staff. These roles are focused on the fan experience, whether it's as a Gate Staff welcoming fans into the building and helping them scan tickets, or as an Usher directing fans to their correct seat and proactively monitoring an assigned section. These teams work closely together to ensure a positive fan experience. (You will be able to state your role preference in the interview.)

Ballpark Setup Operations Attendant:

As a Ballpark Setup Operations Attendant, you will play a crucial role in preparing event spaces to ensure a seamless and visually appealing environment for guests. This position requires attention to detail, physical stamina, and the ability to work collaboratively with the events team. Your responsibilities will include setting up furniture, arranging decorations, dismantling equipment and supporting the overall preparation of event spaces.

Elevator Operators:

As an Elevator Operator, you will play a key role in enhancing the fan experience. You'll be responsible for safely transporting guests to different levels of the stadium during events, while providing top-notch customer service. This position requires a warm, engaging personality and the ability to handle various situations independently.

Facility Services Attendants:

As a member of the Facility Services team, you will work to integrate our best practices for supporting the cleanliness and sanitization of the stadium during events. This involves all aspects of event cleaning, sanitizing, waste management, and inspections.

Fan Services Representatives:

Reporting to the Fan Services Supervisor, Fan Services Representatives will support fans in-person, by phone or email in shaping their experience at all Toronto Blue Jays home games and Rogers Centre concerts/events with any stadium or event-related inquiries or concerns they may have. As a Fan Services Representative, you will be committed to creating authentic, memorable experiences for thousands of fans by assisting them in shaping their experience based on their individual needs and wants. You will actively demonstrate our WE CARE values throughout all interactions with fans and your peers.

Field Operations Attendants:

Reporting to the Manager(s), Field Operations, the Field Operations Attendant is a general labour role that will assist with the installation and maintenance of the baseball field at Rogers Centre, ensuring it meets MLB standards. They will also assist in the installation of signage, backstop nets, foul poles, maintain stadium seats, and convert field for other events. The Field Operations Attendant will be part of a team working towards establishing a best-in-class field for the playing of Major League Baseball.

Group Space Usher:

The Group Space Ushers focus on the ticketed group spaces around the ballpark. They work closely with our ticketing team and Ballpark Experience Team to provide a positive fan experience for groups each game. They proactively connect with group leaders, building quick relationships, and uphold the ticket integrity of the space.

Retail Sales Associates:

Retail Sales Associates are essential in establishing Jays Shop as the leading destination for Toronto Blue Jays Official Team Merchandise, by providing best-in-class service to every fan encountered at Rogers Centre. In this role, you will be required to work across all retail outlets – the Flagship Jays Shop at Gate 5, Jays Shop at Gate 1, and Concourse Kiosks – for both home Blue Jays games and other events, such as concerts. Core functions include but are not limited to: building relationships with fans

and assisting them to generate club-revenue, operating a point-of-sale system, stock processing, visual merchandising, and general organization/maintenance of retail locations.

Security Guards:

If you enjoy being surrounded by baseball, this seasonal security guard position may be for you. The Toronto Blue Jays Organization is looking for individuals who have a willingness to assist fans in a polite, friendly manner, and have strong interpersonal communication skills. Candidates should have some experience working with people in a customer-service capacity. You will ensure a safe and friendly atmosphere for all guests and employees. Provide heightened security inspections upon entry to ensure a controlling influence at all entrances to Rogers Centre and throughout the facility. Security Guard candidates are required to have a valid Ontario Security Guard License and Smart Serve Certification.

50/50 GameDay Ambassadors:

Come play a pivotal role in Major League Baseball's biggest 50/50 program! 50/50 Game Day Ambassadors are primarily responsible for representing Jays Care Foundation, the charitable arm of the Blue Jays, and selling 50/50 raffle tickets to fans during Blue Jays home games.

Blue Jays has a strong commitment to diversity, accessibility and inclusion. Everyone who applies for a job will be considered. We encourage individuals from underrepresented groups to apply and join us in shaping the future of our club. Together, we will build a team that reflects the richness of the game and the communities that we represent.

Throughout the recruitment process, we are dedicated to working with candidates who have accessibility needs to ensure they have the necessary support to perform at their best. Questions regarding accessibility throughout the recruitment process can be directed to tbj.recruitment@bluejays.com.