



**Position Title:** Village Events Team Member

**Reports To:** Event & Village Experience Manager

**Department:** Marketing and Events

**Duration:** Starting May 13, 2026 (Part-Time (Weekends) in May and June | Full-Time in July and August | Part-Time in September and October (as needed))

### **ORGANIZATION OVERVIEW**

The Blue Mountain Village Association (BMVA) is a not-for-profit association with a vision to be the first-choice, year-round destination for those seeking personalized and authentic experiences that create lasting memories.

We do this by maintaining all common areas and facilities in the Blue Mountain Village, hosting award-winning festivals and events, marketing locally & internationally, decorating for each season, providing security, beautifying through landscaping, snow & garbage removal, offering shuttle service for members and guests, operating the Plunge Aquatic Centre, and maintaining key Village infrastructure. BMVA also liaises with all levels of government on behalf of its members to ensure that the Village and the region experience positive economic growth.

### **POSITION SUMMARY**

As a Village Events Team Member, your main responsibility is to support the Event & Village Experience Manager and Coordinator in delivering exceptional guest experiences throughout the Village. You will play a key role in event execution, guest communication, information services, creating memorable experiences and maintaining the overall cleanliness and presentation of the Village.

This role requires professionalism, enthusiasm, and a strong commitment to providing excellent service in a fast-paced, guest-facing environment.

### **ESSENTIAL FUNCTIONS**

- Assist with the setup, execution, and teardown of Village events and concerts, including but not limited to:
  - Entertainment load-ins/load-outs
  - Seating setup
  - Crowd control
  - Signage placement
  - Family-friendly activities
  - General customer service
- Provide front-line guest support at the Welcome Centre, delivering key messaging and exceptional customer service
- Maintain thorough knowledge of Village retailers, dining options, attractions, and the Apple Pie Trail
- Support the overall cleanliness and visual appeal of Village common areas
- Ensure that entertainers, vendors, and suppliers comply with all Village policies and safety protocols
- Assist in managing guest concerns and conflicts, following established resolution procedures
- Perform task-based support for the Events & Village Experience team as needed

### **EXPECTATIONS & COMMITMENTS**

- Maintain regular and punctual attendance as per BMVA standards
- Be available to work flexible hours, including weekends and holidays
- Abide by BMVA's Code of Conduct and approved fire and safety plans



- Participate in a safe and respectful work environment; violations may result in disciplinary action, up to and including termination

#### **SPECIFIC JOB KNOWLEDGE, SKILLS AND ABILITIES**

- Must be able to speak, read, write and understand the primary language(s) used in the workplace.
- Previous event experience an asset
- Requires excellent communication skills.
- Many tasks are performed independently.
- Desire to participate as part of a team and demonstrate self-confidence, energy and enthusiasm.
- Use effective listening skills.
- Manage time well, correctly prioritizing tasks.
- Ability to manage guest complaints.

#### **PHYSICAL DEMANDS**

- Must be comfortable working outdoors in varying weather conditions
- Ability to lift up to 20 lbs. occasionally
- Involves walking, standing, bending, lifting, and other physical tasks

#### **QUALIFICATION STANDARDS**

- Minimum Education: Grade 11
- Preferred Experience: 1+ year in customer service or events
- Valid GI driver's license (for operating a golf cart and/or gator during events)

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time.