



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: PROGRAM FACILITATOR, SUPERVISOR – KIDS' WORLD

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
- Share relevant information with staff including weather conditions, program changes, notable exhibits, etc.
- Be the point of contact for any issues that may arise in Kids' World including lost children, customer complaints, programs on schedule, and customer assistance
- Assist stage performers and program providers as needed
- Provide information to guests about exhibits in an enthusiastic and informative manner
- Answer questions from guests regarding the exhibits, programming, attractions, facilities, and services
- Ensure that program areas are properly maintained, on schedule, and presentable always
- Assist in maintaining a cleaning schedule for Kids' World



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- Assist with opening and closing procedures for Kids' World
- Comfortable working and interacting with crowds, children of all ages, and in a variety of weather.

Qualifications

- Available to work all 18 days of the fair (August 16th – September 2nd, 2024), including evenings and weekends
- Available to assist in setting up the fair if needed (August 9-August 16)
- Able to attend Mandatory Orientation Session(s)
- Problem solving skills in addition to advanced customer service interaction
- Advanced knowledge of problem-solving skills in addition to advanced customer service interaction
- Valid G2 or G licence is required
- Please note, this is an outside venue. Must be comfortable working in the sun, wind, rain, and humidity. Must be able to move efficiently across
- Ability to walk for extended periods of time
- Excellent communication and conflict mediation skills
- Required to dress in appropriate uniform
- Ability to stand for extended periods of time

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!



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