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Job Opportunity | PFC Game Day Crew

MULTIPLE ROLES AVAILABLE - ALL LISTED BELOW

Position Title:	Game Day Crew Member
Department:	Business Operations
Immediate Supervisor:	Director Operations
Start Date:	January, 2026
Term	Casual - Event Days

The Club

Pacific FC is a founding member of the Canadian Premier League (CPL) and set to kick off its 8th season of professional soccer on Vancouver

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Island. Playing out of the 6000 seat Starlight Stadium in Langford, Pacific FC boasts the best sporting atmosphere on the Island with engaged fans and exciting play. The 2021 CPL Championship winning organization is always looking to bring on talented new staff to grow our organization.

The Role

Our Game Day Crew is the heartbeat of Starlight Stadium on match days. You are the first face fans see at the gates and the last friendly wave they see when they leave. We are looking for reliable, energetic, and customer-service-oriented individuals to ensure our match day operations run smoothly. From scanning tickets to setting up the stadium and assisting fans, you play a critical role in delivering a professional and safe sporting environment.

**THERE ARE MULTIPLE MATCH DAY POSITIONS AVAILABLE -
PLEASE SEE BELOW FOR ROLES & DETAILS**

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Youth Partner Club Lead (1)- Vacant

Youth Partner Club Assistant (1)- Vacant

Role Summary:

YPCL - Lead all communication and coordinate with Youth Partner Club match day experience.

Key Responsibilities:

- Provide communication and planning for Match Day Youth Takeover Experience
- Oversee & lead youth partner club on-field experience.
- Supervise youth staff and volunteers
- Manage schedules, check-in, and parent communication
- Ensure child safety policies are followed

Assistant Role Summary:

Supports the Youth Partner Club Lead on Match Day.

- Assist YCTL with check-in, supervision, and engagement
 - Setup equipment for match day club partner participants
 - Coordinate match day timeline to ensure smooth operation

Assets in these roles: Childcare experience, CPR/First Aid certification

Youth Program/Player Ambassador Lead (1)

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Role Summary:

Coordinates and organizes player ambassador involvement in match day activations and experiences. Supports the Match Day Coordinator.

Key Responsibilities:

- Welcome all participants and parents to the match day experience
 - Scan in tickets and work to solve any last minute issues that arise
 - Organize and ensure proper participant numbers
 - Distribute player ambassador uniforms
 - Provide clear instructions for the match day timeline and expectations
 - Ensure player ambassadors and parent/chaperones are informed, supported, and on schedule
 - Coordinate with the Match Day coordinator to ensure a flawless pregame procession.
 - Engage positively with youth participants (ages 5-11)
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Ball Kid Lead (1)- Vacant

Role Summary:

Supervises all Ball Kids on match day.

Key Responsibilities:

- Welcome all participants and parents to the match day experience
- Scan in tickets and work to solve any last minute issues that arise

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- Organize and ensure proper participant numbers
- Distribute Ball Kid Crew uniforms
- Provide clear instructions for the match day timeline and expectations
- Ensure Ball Kid Crew participants and parent/chaperones are informed, supported, and on schedule
- Coordinate with the Match Director to ensure match positions.
- Engage positively with youth participants (ages 11-15)
- Manage Ball Kids during warm-ups and match
- Coordinate with Match Day Coordinator to ensure compliance with match officials and assist to solve any issues during the match.

Ball Kid Assistant (1)- Vacant

Role Summary:

Supports the Ball Kid Lead.

Key Responsibilities:

- Assist with retrieval, positioning, compliance, instruction, and supervision

Gate/Ticket Scanning Lead (3)

Role Summary:

Oversees ticket scanning operations at stadium entry gates.

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Key Responsibilities:

- Supervise ticket scanners
 - Assist with any scanning or entry issues
 - Liaise with security and operations leadership
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Ticket Scanners (8)

Role Summary:

First point of contact for fans entering the stadium.

Key Responsibilities:

- Scan tickets accurately and efficiently
 - Provide friendly and professional customer service
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50/50 Sales Person (4)

Role Summary:

Sells 50/50 tickets throughout the stadium.

Key Responsibilities:

- Knowledge and awareness of Net Positive Football Society and the role the

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society plays in helping youth soccer initiatives

- Sell 50/50 tickets to fans
- Accurately handle electronic transactions
- Enthusiastically engage with and promote 50/50 jackpot

Requirement: Must be of legal age to sell

Stadium Setup Crew (Multiple Positions)- Vacant

Role Summary:

Provide physical setup and teardown of activation spaces at Starlight Stadium for PFC home matches. Creating a safe, organized, and match-ready venue.

Key Responsibilities:

- Assist with pre-match stadium setup, including:
 - Field-level equipment, banners, tents, Fan zone mini inflatable pitch, activations, and hospitality zones
 - Sponsor signage, stanchions, barricades, and wayfinding
- Support post-match teardown and storage of equipment
- Work collaboratively with Stadium Operations, Events, and Fan Experience teams
- Follow setup timelines, safety procedures, and leadership direction. **Physical**

Requirements:

- Ability to lift, carry, and move equipment
- Comfortable working on your feet for extended periods
- Willingness to work outdoors in varying weather conditions

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Ideal For:

- Individuals interested in event operations or stadium management

WHAT TO EXPECT ON MATCH DAY

- Shifts length will range from **3-8 hours**, depending on role
- Staff are required to arrive **several hours prior to kickoff** and remain through assigned post-match duties
- Roles involve standing, walking, and working outdoors in varying weather conditions
- Clear reporting structure with on-site leadership support
- Fast-paced, high-energy environment with a strong focus on teamwork and professionalism
- Some roles, including Stadium Setup Crew, may require **earlier arrival times** and **post-match teardown responsibilities**

All Match Day Crew positions operate under the direction of the **Match Director and Events & Fan Experience leadership**.

GENERAL QUALIFICATIONS (ALL ROLES)

- Must be **16 years of age or older**
- Strong interpersonal and verbal communication skills required

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- Confident, enthusiastic, and professional demeanor
- Commitment to customer service and teamwork
- Interest in sports, media, or event management is an asset
- Ability to work in a fast-paced, high-energy environment.
- Able to work flexible hours, extended event shifts, including **evenings, weekends, and holidays** corresponding with the PFC Home Schedule.
- Ability to work well on a team and independently.
- Exhibit sound judgment and decision-making skills.

BENEFITS OF JOINING THE MATCH DAY CREW

- Pacific FC branded match day shirt
- Staff discount on Pacific FC merchandise
- Discounted tickets for friends and family
- Opportunity to watch portions of the match
- Hands-on experience in professional sport and live event operations

WHAT YOU'LL DO AS PART OF GAME DAY CREW

- **Stadium Operations:** Assist with the setup and tear-down of match day infrastructure, signage, and activations within Starlight Stadium.
- **Access Control:** Welcome fans at the gates, efficiently scan tickets, and ensure a smooth flow of entry for thousands of guests.
- **Customer Service:** Act as a primary point of contact for fan inquiries regarding seating, stadium amenities, and game-day policies.

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- **Fan Experience:** Bring energy and professionalism to in-stadium activations and intermission activities.
- **Issue Resolution:** Maintain a high level of professionalism when handling customer service issues or directing fans to appropriate supervisors.
- **General Duties:** Perform other operational duties as assigned to support the match day environment.

Other Considerations

- Ideal candidates will be available to work during ALL Pacific FC home games at Starlight Stadium
- Must be able to legally work in Canada.
- Knowledge of Pacific FC and/or local soccer is beneficial but not required
- These roles do entail some physical activity including but not limited to: event set up, match activations and standing for long periods of time.

Wages

This role pays \$17.85-\$24/ hour. Wages are dependent upon position, relevant experience and certifications.

INTERESTED?

Think you'd be a great fit for the Pacific FC Community Crew? Send your resume to memberservices@pacificfc.ca with the subject line "Game Day Crew" and any specific role you are interested in and be sure to tell us a little bit about yourself. Only those selected for an interview will be contacted.

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