Presale Supervisor

vbs apparel (also known as, Volleyball Stuff) is seeking a Presale Supervisor to lead and manage the Presale team during the 2026 Nationals event. Reporting to the Event Manager, the Presale Supervisor will oversee the coordination of presale activities. This role requires strong leadership, organizational skills, and the ability to manage multiple tasks in a fast-paced environment while providing excellent customer service.

Responsibilities:

- Manage and supervise the Presale team, assign tasks based on event demand and ensure efficient order collection while providing excellent customer service.
- Oversee the Presale order process and ensure proper tracking of orders.
- Provide exceptional customer service, addressing inquiries, concerns, and complaints related to Presale orders in a timely and professional manner.
- Enforce and make decisions on return/exchange policies as needed.
- Facilitate team breaks to ensure coverage and maintain efficient operations.
- Help with booth set-up and tear-down at the beginning and end of the event.

Qualifications:

- Previous supervisory experience in retail, sales, or event-based environments.
- Strong leadership and organizational skills.
- Excellent communication and customer service skills.
- Ability to multitask, prioritize, and remain calm in fast-paced environments.
- Proficient in basic computer skills for order tracking.
- Flexible schedule and availability to work during event hours.

Additional Notes:

- This position is temporary and will be active during the 2026 Nationals event which will be held at the BMO Centre, Calgary.
- Hours will vary depending on the event schedule.
- Physical requirements include standing for extended periods and light lifting.

Pay Rate & Availability:

Pay Rate: $25/hour

Required Availability: May 18-31 (7 to 10-hour shift each day), plus virtual or in-person training sessions in advance of the event to be scheduled following successful application (approximately 2 hours).

Estimated Total Hours: 126 hours (subject to change based on event schedule)

How to Apply:

Please submit your cover letter and resume to nationals@volleyballstuff.net with the position title in the subject line.

We appreciate all applicants; however, only those selected for an interview will be contacted.