

Missoula Area Youth Hockey Association

Job Description



Job Title: **Operations Manager**

Reports to: Executive Director

Status: Regular full-time, exempt position

Supervises: Seasonal rink attendants and skate guards

Schedule: Average of 35 hours per week, with additional hours during the peak winter season and reduced hours during the off season. **Weekends and holidays are required.**

POSITION OVERVIEW

Under direction from the Executive Director, the Operations Manager helps ensure the successful delivery of Glacier Ice Rink programs and a safe, enjoyable experience for rink patrons. The manager oversees the front-line operations of the skate shop and concessions areas and ensures exceptional customer service from all staff. The manager generates revenue through merchandise and punch card sales, group sales and birthday parties and supervises rink attendants. S/he assists with facility and hockey operations as needed and serves as manager-on-duty in absence of other managers. Resolves patron and staff issues as necessary, while maintaining a helpful, professional demeanor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Skate Shop Operations

- Oversees daily operation of skate shop, including admission process, cash register operation, skate rental distribution/collection and supervision of activities.
- Works with Finance Manager to set and ensure compliance of cash handling policies and procedures among rink staff.
- Sharpens rental skates and patrons' skates and trains staff to sharpen based on rink-established standards. Maintains system for ensuring rental skates are sharpened and maintained. Relays need for purchase of new skates and skate sharpening supplies to Executive Director.
- Orders and sells apparel and merchandise, with a goal of increasing revenue. Monitors inventory and reorders as necessary.
- Serves as primary administrator for Dash software and POS system. Troubleshoots problems and contacts Dash when necessary, to resolve issues. Registers patrons for programs and trains staff in usage of software. Develops and maintains appropriate operating procedure manuals.
- Provides information to patrons, both in-person and over phone, about rink activities and schedule. Maintains thorough knowledge of rink programs to recommend appropriate programs to best meet customers' needs. Ensures team members are adequately informed of rink activities.
- Schedules locker rooms for all rink programs based on master schedule.
- Helps market public programs through social media channels and internal signage. Helps develop and execute promotions and events.

- Solicits and books birthday parties, groups, field trips and private rentals. Ensures proper execution of all activities, including on-ice instruction as needed.
- Serves as on-ice monitor during public skating sessions and off-ice monitor during other public programs if needed. Ensures safety of all patrons by enforcing rink rules and resolving issues in a professional manner.
- Provides first aid for minor injuries during any on-ice activity and follows emergency protocols for severe injuries. Maintains first aid kit and ensures AED is operational.
- Keeps skate shop and lobby areas clean and organized to maintain professional appearance.

Concession Operations

- Oversees operation of concession stand including inventory, food delivery and profitability.
- Monitors concession inventory and orders product on regular basis to ensure adequate selection and quantities.
- Develops and maintains relationships with food service vendors.
- Oversees operation of food service equipment such as pizza oven, drink machines, pretzel warmer, etc. Works with vendors or Maintenance Supervisor to fix problems.
- Maintains knowledge of health codes and trains staff on proper health procedures.
- Maintains clean and sanitary kitchen and eating areas and ensures entire area is properly cleaned at end of day.

Personnel Management

- Interviews, hires and terminates, if necessary, seasonal rink attendants and skate guards.
- Trains, manages and motivates staff and conducts performance evaluations.
- Maintains regular communication with staff and sets standards for exceptional customer service delivery.
- Develops weekly employee schedules in Orbital Shift that ensure adequate facility coverage while adhering to budget standards.
- Enforces staff personnel policies and resolves personnel issues and conflicts.
- Schedules and conducts staff meetings and training classes as needed.
- Ensures staff are SafeSport and first-aid certified.

Other Duties and Responsibilities

- Works with Facility Manager to enact emergency plans and training for staff and volunteers.
- Manages TVS, computers, internet and phone system for facility and works with vendors to ensure proper operation. Provides IT support for staff.
- Supervises facility staff in absence of Facility Manager and serves as manager on duty in absence of other managers.
- Helps oversee and maintain the facility, including skate shop, concession stand, lobby, locker rooms, bathrooms and surrounding grounds.
- Performs ice resurfacing, light maintenance and custodial duties during shift if needed.
- Performs other duties as assigned.

QUALIFICATIONS

- High school diploma or above. Bachelor's degree preferred with course work in sports management, recreation, business or marketing.
- Three years of supervisory experience.
- Customer service or food service background preferred.
- Experience with social media and/or graphic design a plus.
- Experience with standard computer programs and cash register operations.
- Highly organized with ability to thrive in fast-paced environment.
- Strong communication skills and decision-making ability.
- Ability to perform duties with limited supervision.
- Confident ice skating ability.
- Ability to work flexible schedule, including nights and weekends.
- Current first aid/CPR certification or ability to obtain within 90 days of hire.
- Employment is contingent upon completing background check and SafeSport training through USA Hockey.

WORKING CONDITIONS:

This position involves sitting, standing, walking, stooping, lifting, carrying, pushing, and pulling. Work functions are performed on or around an ice surface which exposes the employee to cold temperatures and potential for injury while skating. Job may require lifting 20-50 pounds.

SALARY

\$35,000-\$40,000 per year with health insurance benefits and discounted programs.