

Missoula Area Youth Hockey Association Job Description



Job Title: **FACILITY OPERATIONS MANAGER**

Reports to: Executive Director

Status: Regular, full-time, exempt position

Supervises: Maintenance Supervisor and seasonal facility technicians

Schedule: Average of 40 hours per week, with additional hours during the peak winter period and reduced hours during the off season. Includes evenings, weekends and holidays.

Benefits: Eligible for health insurance and PTO accumulation as outlined in employee handbook

POSITION OVERVIEW

Reporting to the Executive Director, the Facility Operations Manager collaborates with the Business Operations Manager to ensure the seamless delivery of Glacier Ice Rink programs and a safe, enjoyable experience for patrons. This role involves overseeing back-of-house operations and managing ice and facility maintenance, facility staff, and building cleanliness. As a hands-on position, flexibility in availability, including nights, weekends, and holidays, is essential, especially during the peak period of November-March.

DUTIES AND RESPONSIBILITIES

Facility Management

- Lead day-to-day operations including ice and building maintenance, facility cleanliness and equipment upkeep. Work with internal and external customers to ensure their facility needs are met.
- Supervise and execute ice resurfacing activities to maintain high-quality ice surfaces and timely delivery of programs. Oversee seasonal ice sheet installation and removal.
- Coordinate the operation and maintenance of all facility equipment, such as ice resurfacers, edger, scoreboards, skate sharpener, phone system, internet, televisions, etc.
- Manage general building maintenance and custodial duties to uphold optimal facility conditions.
- Ensure safety regulations and implement procedures to safeguard staff and patrons.
- Direct off-season facility improvements and construction projects.

Staff Management

- Recruit, train, and supervise all full-time and seasonal facility staff.
- Conduct performance evaluations and provide ongoing feedback and training to staff members.
- Develop weekly employee schedules that ensure adequate facility coverage within budgetary constraints.

Budget Management

- Develop and manage budgets for facility operations, maintenance, and capital improvements.
- Monitor inventory and authorize purchases of facility materials and supplies.

Other Duties and Responsibilities

- Enforce rink rules and address patron issues professionally and courteously.
- Develop and enact emergency plans and staff/volunteer training.
- Serve as manager on duty in the absence of other managers and oversee staff accordingly.
- Perform additional duties as assigned.

MINIMUM QUALIFICATIONS

- High school diploma or specialized training in electrical or mechanical functions.
- Experience in facilities maintenance or heavy machinery/mechanical operations.
- Strong leadership, time-management, and customer service skills.
- Ability to work flexible hours, including nights, weekends, and holidays. Tolerance for working in a cold environment.
- Sound decision-making capabilities and the capacity to thrive in a fast-paced, stressful environment.
- Current first aid/CPR and SafeSport certification or ability to obtain within 60 days of hire.

PREFERRED QUALIFICATIONS

- Bachelor's degree in business or recreation management.
- Three or more years of experience in the operation of an ice arena or recreational facility, with at least two years in a supervisory capacity.
- Knowledge of ice facility operations including refrigeration systems and ice resurfacers.
- Interest and/or participation in hockey or skating activities is a plus.