

Missoula Area Youth Hockey Association

Job Description

Job Title: **GUEST SERVICES SUPERVISOR**

Reports to: Assistant Operations Manager

Status: Part-time, seasonal non-exempt position (mid-August through late-June)

Supervises: Seasonal rink attendants and skate guards

Schedule: Average of 20-24 hours per week, with additional hours during the peak winter season (November-March). Includes weekends, evenings and holidays.

Note: This position may be extended or renewed on an annual basis depending on the organization's needs and employee performance.

POSITION OVERVIEW

The Guest Services Supervisor, under the supervision of the Assistant Operations Manager, ensures a safe, enjoyable experience for Glacier Ice Rink patrons through exceptional customer service. The supervisor oversees the front-line operations of the skate shop (admissions desk) and helps hire, train and schedule seasonal rink attendants and skate guards. Helps with promotional events and marketing activities and assists with facility operations as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Skate Shop Operations

- Oversees and performs daily operations of the skate shop, including admission process, cash register operation, skate rental distribution/collection and supervision of activities.
- Works with Business Manager to set and ensure compliance of cash handling policies and procedures among staff.
- Orders and sells apparel and merchandise, with a goal of increasing revenue. Monitors inventory and reorders as necessary. Helps establish and enforce process to ensure inventory shrinkage is minimized.
- Registers patrons for youth and adult hockey programs on-site through MaxGalaxy software. Helps train staff to register players and answer questions.
- Answers phone and provides information to patrons 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.
- Ensures proper execution of birthday parties and group rentals.
- 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 aid for minor injuries during any on-ice activity and follows emergency protocols for severe injuries.
- Sharpens rental skates and patrons' skates and trains staff on process. Ensures that rental skates are sharpened and maintained on a regular basis.
- Keeps skate shop and lobby areas clean and organized to maintain professional appearance.

Personnel Management

- Hires, trains and supervises seasonal rink attendants and skate guards.
- Maintains regular communication with staff and sets standards for exceptional customer service delivery.
- Develops weekly employee schedules that ensure adequate 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

- Helps develop and execute promotional events and markets programs to customers through internal channels.
- Serves as manager on duty in absence of other managers.
- Helps with concession stand and/or facility operations as needed.
- Performs other duties as assigned.

QUALIFICATIONS

- High school diploma or above.
- Strong leadership, time-management and communication skills.
- Two or more years of supervisory experience, with a customer service and/or marketing background preferred.
- Experience with graphic design or social media a plus.
- Experience with standard computer programs and cash register operations.
- Confident ice skating ability and interest in skating/hockey preferred.
- Ability to perform duties with limited supervision.
- Ability to work flexible schedule, including weekends, evenings and holidays.
- 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

\$13-\$16 per hour, depending on qualifications.