

Missoula Area Youth Hockey Association

Job Description

Position: **RINK ATTENDANT**

Reports to: Guest Services Supervisor

Status: Seasonal, part-time, non-exempt position

Schedule: Average of 10-20 hours per week, primarily evenings, weekends and holidays during the peak season of November-March.

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

POSITION OVERVIEW

Rink Attendants, under the supervision of the Guest Services Supervisor, assist in providing a safe, enjoyable experience for Glacier Ice Rink patrons through the delivery of exceptional customer service. Rink Attendants perform a variety of functions including admission and skate rentals during public programs, skate sharpenings and supervision of on-ice skating activities. Rink Attendants provide information and ensure the safety of all guests by enforcing rink rules in a helpful, professional manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Skate Shop

- Greets patrons and handles admission process for public programs, private rentals and groups.
- Rings admissions, skate sharpenings and merchandise sales into cash register and processes payment.
- Distributes rental skates during public skate sessions and assists patrons with sizing questions and equipment use.
- Collects, organizes and stores rental skates after public skate sessions. Inspects skates for damage and informs supervisor of problems.
- Sharpens rental skates and patrons' skates to rink-established standards.
- Answers phone calls 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.
- Sells skate shop merchandise and punch cards, with a goal of increasing revenue.

Skate Guard

- Serves as on-ice monitor during public skating sessions and off-ice monitor during other public programs. Ensures patrons' safety by enforcing rink rules.
- Provides aid to skaters who fall and notifies supervisor if injury has occurred.
- Directs skaters off the ice during ice resurfacing. Makes announcements as necessary and assists driver by closing all doors along rink perimeter. Allows patrons back on ice when resurfacing is finished.
- Picks up trash and other items from rink perimeter after programs. Disposes of trash and puts lost items in lost and found bin.

General

- Performs general custodial duties to maintain cleanliness of entire facility, including lobby, bleachers, players' benches, outside sheet area and concession stand. Empties trash and recycling cans and restocks bathroom supplies as necessary.
- Keeps skate shop and concession areas clean and organized to maintain professional appearance.
- Completes established closing procedures at end of shift.
- Performs other duties as assigned.

QUALIFICATIONS

- Level of knowledge equivalent to high school or above.
- Strong customer service skills.
- Team player able to deal with fast-paced, stressful environment.
- Confident ice skating ability.
- Experience with standard computer programs and cash register operations.
- Ability to work flexible schedule, including nights, weekends and holidays.
- Current first aid/CPR certification or ability to obtain within 30 days of hire.
- Safe Sport certification through USA Hockey or ability to obtain within 30 days of hire

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

Starting wage is \$9 per hour with the potential for a raise.