



Glacier Ice Rink Job Description

POSITION:	GUEST SERVICES SUPERVISOR
REPORTS TO:	Program Services Director
STATUS	Seasonal part-time, non-exempt position
SCHEDULE:	Average of 15-20 hours per week, primarily weekends, evenings, and holidays. Position is seasonal, running from September through May.
SALARY:	\$16-\$19 per hour, depending on qualifications
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 oversees the front-line operations of the skate shop (admissions desk), skate guards, and concessions. This position ensures that staff provide a safe, enjoyable experience for Glacier Ice Rink guests through the delivery of exceptional customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversees and performs daily operations of the skate shop, including admission process, cash register operation, skate rental distribution/collection and supervision of activities.
- Ensures proper execution of public sessions, user group rentals, birthday parties and private ice rentals based on rink standards.
- Works with Program Services Director to create and cultivate a friendly, guest-oriented service culture to ensure guest satisfaction.
- Trains and supervises seasonal rink attendants and skate guards to enforce all rink policies in a friendly and professional manner.
- Monitors staff productivity and provides constructive feedback, coaching, and support.
- Understands and can explain all of Glacier Ice Rinks programs and policies.
- Handles customer complaints and/or difficult situations in person or over the phone.
- Monitors the ice and surrounding areas to ensure a safe and fun environment for participants and spectators.
- Responds to emergency situations and assists skaters in distress.
- Inventories and orders items for skate shop and concessions as needed.
- Sharpens rental skates and patrons' skates and trains staff on process.
- Ensures the overall cleanliness of the skate shop, the lobby, and other areas of the rink.
- Acts as manager on duty in the absence of other managers.
- Performs additional duties as required.

QUALIFICATIONS

- High school diploma or above.
- Strong customer service and communication skills
- Supervisory experience preferred.
- Team player able to deal with fast-paced, stressful environment.
- Confident ice-skating ability and interest in hockey and/or skating is preferred, but not necessary.
- Experience with standard computer programs and cash register operations.
- Current first aid/CPR certification or ability to obtain within 30 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 (rink is between 40-50 degrees). Noise level can become loud at unpredictable times.