

Missoula Area Youth Hockey Association

Job Description

Job Title: SKATE SHOP SUPERVISOR

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

Supervises: Seasonal rink attendants and skate guards

Schedule: Average of 25-30 hours per week, with additional hours during the peak winter season (November-March). Includes evenings, weekends and holidays.

POSITION OVERVIEW

The Skate Shop Supervisor ensures a safe, enjoyable experience for Glacier Ice Rink patrons through the delivery of rink programming and exceptional customer service. The supervisor oversees the front-line operations of the skate shop, with an emphasis on profitability. Generates revenue through merchandise and punch card sales; solicits and schedules groups, birthday parties and field trips and helps hire, train and schedule seasonal rink attendants and skate guards. Assists with facility 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 and performs daily operations of the skate shop, including admission process, cash register operation, skate rental distribution/collection and supervision of activities.
- Works with Accounts 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 through rink 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.
- Helps market public programs and makes suggestions for improvements.
- Solicits and schedules groups, field trips and private rentals. Ensures proper execution of activities, including on-ice instruction as needed.
- Schedules birthday parties and manages birthday party execution, including room set-up, payment, food delivery and room clean-up.
- 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

- Helps hire, train and supervise 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 works with supervisor to resolve 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

- Serves as manager on duty in absence of other managers.
- Helps with concession stand and/or facility operations as needed.
- Performs light custodial duties to maintain a clean facility.
- 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 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 nights, weekends 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.