



Glacier Ice Rink Job Description

POSITION:	GUEST SERVICES ASSOCIATE
REPORTS TO:	Operations Manager
STATUS	Seasonal part-time, non-exempt position
SCHEDULE:	Average of 10-20 hours per week, including evenings, weekends and holidays. Position is seasonal, running September thru March.
NOTE:	This position may be extended or renewed on an annual basis depending on the organization's needs and employee performance.

POSITION OVERVIEW

Guest Services Associates assist in providing a safe, enjoyable experience for Glacier Ice Rink patrons. This position performs a variety of functions including public program admissions and skate rentals, concession stand operations and supervision of on-ice activities. Associates provide information to guests and enforce rink rules in a helpful, professional manner. Performs general custodial duties to ensure rink cleanliness.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greets patrons and handles admission process for public programs, private rentals and groups.
- Distributes rental skates during public skate sessions and collects and organizes after sessions.
- Sharpens rental skates and patrons' skates to rink-established standards.
- Answers phone calls and provides information to patrons about rink activities and schedule.
- Serves as on-ice monitor during public skating sessions and off-ice monitor during other public programs. Ensures patrons' safety by proactively enforcing rink rules in a positive, professional manner.
- Responds to emergency situations and assist skaters in distress.
- Prepares and serves basic concession food, including packaged items, hot dogs, nachos, drinks, etc. while adhering to proper health codes.
- Performs general custodial duties to maintain cleanliness of entire facility.
- 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 and interest in hockey and/or skating is preferred, but not necessary.
- Experience with standard computer programs and cash register operations.
- Ability to work flexible schedule, including nights, weekends and holidays (at least two shifts per week).
- 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. Noise level can become loud at unpredictable times. Job may require lifting 20-50 pounds.

SALARY

Starting wage is \$14 per hour, with discounted hockey and skating programs.