

RINK ATTENDANT JOB DESCRIPTION

GENERAL JOB DESCRIPTION: Under the supervision of the Recreation Director, the Recreation Supervisor and the Shift Manager, this position is responsible for assisting the Shift Manager in the completion of the daily tasks designed to ensure and maintain a safe and welcoming environment at the Metropolis skating rink. The job functions will include the following:

- Ensure that the Shift Manager can drive the Zamboni on and off the ice safely and assist the Shift Manager with ice preparation.
- Add extra water to maintain ice as scheduled.
- Participate in keeping all areas of the facility neat, clean and safe at all times. These duties include sweeping and mopping the rink restrooms, locker rooms, shower areas, lobby, meeting rooms, bleachers and removing trash, changing lights, cleaning rink glass, etc.
- Making sure all entrances are clear and safe of debris and snow.
- Offer excellent customer service to all patrons. Greet customers with a smile and respond to their needs in a kind and courteous manner.
- Handle all phone inquiries in the same kind and courteous manner.
- Sharpen skates. Full training in this area will be provided.
- Sell rink related items. These items include tape, skate laces, mouth guards, etc.
- Process all cash received accurately.
- Operate the scoreboard. Training will be provided.
- Assist the Shift Manager with closing the facility.
- Be available to work nights and weekends.

SKILLS REQUIRED:

- Must be able to work well in a team environment.
- Must be able to take direction from the Shift Manager and complete all tasks as assigned.
- Must have the ability to recognize problems as they arise and bring them to the attention of the Shift Manager.
- Must be able to assume a positive and active role at the rink, even while working under potentially stressful conditions (weather, upset or injured participants, etc.).

- Must have the ability to be firm with participants when necessary to ensure the safety and well being of all participants, facilities and equipment. An ability to interact and communicate well with others is essential.
- Ability to understand and carry out verbal and/or written instructions efficiently and effectively.
- Be able to follow safety guidelines and exercise good judgment in all aspects of responsibility.
- Must be physically strong enough to lift and move heavy objects, such as hockey nets.