

Parks and Recreation

Seasonal Ice Ribbon Manager

FLSA Status: *Non-Exempt*

General Definition of Work

The City of Westfield is seeking seasonal Ice Ribbon Managers working for the Grand Junction Plaza Ice Ribbon. The incumbent will serve as Ice Ribbon Manager for the Parks and Recreation Department and is responsible for a variety of general programs and office support duties.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Oversees day-to-day operations at the Grand Junction Plaza Ice Ribbon, ensuring smooth and efficient functioning of all aspects of the facility.
- Serves as the primary point of communication with all Ice Ribbon staff and serves as a role model for the team.
- Oversees Ice Ribbon staff and ensures that they are adequately trained.
- Manages training, scheduling, and reviews timesheets for Ice Ribbon staff.
- Assists in maintaining the Ice Ribbon and all associated equipment.
- Assists in inspecting general condition of facilities and equipment to help ensure participant's safety. Reports safety concerns to direct supervisor.
- Check-in attendees that have pre-purchased session tickets.
- Provides attendees with ice skates.
- Monitors Ice Ribbon to ensure the safety of skaters and enforces rules and regulations.
- Assists in setting up arrangements for facility use, explains proper use of Ice Ribbon facilities and equipment, and performs basic custodial duties.
- Attends events and functions at the Ice Ribbon to open and lock up the facility and monitors proper usage and maintenance of the facilities and equipment.
- Provides a high level of customer service to all renters, participants, and visitors while promoting a positive and welcoming atmosphere.
- Responds to citizen concerns regarding facility operations and programs, including rule interpretation and competition results.
- Responds quickly to emergencies, taking decisive action and involving additional assistance as needed to ensure the safety and well-being of all individuals in the facility.
- Performs other duties as assigned.

Knowledge, Skills and Abilities

Ability to establish and maintain effective working relationships with businesses, volunteers, and the general public; Demonstrates excellent written and verbal communication skills; Demonstrates sound organizational, coordinating, and interpersonal skills; Proficient in running point of sale operating systems with an ability to train and coach other staff members; Proven job reliability, diligence, dedication, and attention to detail; Ability to multi-task; Enthusiastic personality interested in providing exemplary

customer service in a fast-paced environment; Strong understanding for importance of job execution is necessary along with taking responsibility for decision making; Ability to add to a supportive team environment; Must be flexible with working evenings, late nights, weekends, and holidays; Willingness and ability to work outside in various weather conditions; Ability to pass a comprehensive background check.

Education and Experience

High school diploma or GED preferred. 2 plus years of related work experience preferred. Personnel management experience is preferred.

Physical Requirements

This work requires the frequent exertion of up to 20 pounds of force; heavy lifting requirement up to 75 pounds; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires standing, walking, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting; work requires close vision, ability to adjust focus, depth perception and color perception; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; operating machines and observing general surroundings and activities; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Valid driver's license in the State of Indiana.

CPR certification training for adults and pediatrics or ability to obtain within one (1) month of employment.

AED First Aid certification or ability to obtain within one (1) month of employment.

*If CPR certification and/or AED First Aid certification is needed, costs may be covered by City of Westfield.