

Job Title: Supervisor/Ice Rink Technician

Location: Mountain View Ice Arena, Vancouver WA

Job Type: Full-Time|Part-Time

Reports to: Operations Manager

Job Summary:

As a Supervisor, you supervise rink attendants, perform rink attendant duties such as rental skates and snack bar, manage guest relations, and oversee the concessions area. As an Ice Rink Technician, you will run the ice resurfacer, and perform skate sharpening, and assist with rink maintenance.

Essential Functions:

- **Supervise and Lead Staff:** Oversee the day-to-day activities of skating rink attendants, providing guidance, training, and support. Ensure staff follow operational procedures and safety guidelines.
- **Customer Service Excellence:** Lead by example in providing excellent customer service. Address guest concerns, inquiries, or complaints promptly and professionally.
- **Operational Oversight:** Ensure that all rink activities run smoothly, including skate rentals, rink sessions, and events. Monitor the condition of equipment and ice, ensuring a safe and enjoyable experience for guests.
- **Ice Machine Operation & Maintenance:** Operate and maintain the ice resurfacing machine (Zamboni or similar equipment), ensuring the ice surface remains in optimal condition for skating. This includes ice cutting and resurfacing, adjusting the machine as necessary.
- **Skate Sharpening:** Perform skate sharpening for guests and staff as needed. Ensure that rental skates are properly maintained for safety and comfort.
- **Concessions Area Management:** Oversee the concessions area, ensuring that food and beverage services run smoothly. Supervise staff working in the concessions, manage inventory, ensure food safety and cleanliness, and handle cash transactions.
- **Safety Monitoring:** Regularly inspect rink conditions and monitor guest behavior to ensure safety protocols are followed. Enforce rink rules and address any unsafe actions immediately.
- **Conflict Resolution:** Resolve any guest conflicts or issues effectively, ensuring a positive and safe environment for everyone. Escalate situations to rink management as necessary.
- **Equipment and Facility Maintenance:** Ensure that the rink, skate rental area, and surrounding facilities are well-maintained and clean. Assist with setup and takedown of rink barriers, signs, and other equipment.
- **Staff Support:** Help staff with tasks or questions throughout shifts.
- **Training and Development:** Provide on-the-job training for new rink attendants, and ensure all staff are up-to-date on rink policies, safety guidelines, and customer service expectations.

- **Cash Handling and Reporting:** Oversee financial transactions related to ticket sales, skate rentals, concessions, and other services. Ensure accuracy in cash handling and report any discrepancies to management.
- **Event Support:** Help with special events, themed nights, or private bookings, ensuring a seamless experience for guests and event organizers.
- **First Aid and Emergency Response:** Respond to any medical emergencies or accidents. Provide basic first aid or summon medical assistance as needed.
- Other duties as required

Physical Requirements:

- **Standing and Walking:** Must be able to stand or walk for extended periods, often on hard surfaces, while overseeing operations and interacting with staff and guests.
- **Lifting:** Ability to lift and carry up to 80 pounds, including hockey goals, skate equipment, rink maintenance tools, or food and beverage supplies for concessions.
- **Bending/Stooping:** Ability to bend, kneel, or stoop, clean areas of the rink, pick up items from the floor, or move hockey goals onto and off of the ice surface.
- **Dexterity:** Must be able to operate skate sharpening equipment, handle cash transactions, assist in maintaining rink cleanliness.
- **Repetitive Movements:** Will be required to perform repetitive tasks, such as sweeping the rink, assisting with skate rental processes, or handling food orders.
- **Alertness and Quick Reaction:** Ability to quickly react to emergencies or safety concerns, ensuring the well-being of guests and staff.

Requirements:

- High school diploma or equivalent; additional education or certification in first aid or leadership is a plus.
- At least 1–2 years of experience in a customer service or supervisory role, preferably in a skating rink or recreational setting.
- Driver's license (Commercial license not required).
- Excellent communication skills, with the ability to interact effectively with staff, guests, and management.
- Ability to stay calm and focused in high-pressure situations.
- Basic skating skills are preferred but not required.
- Experience operating an ice resurfacer or willingness to be trained. Certification or prior experience with ice machine cutting is a plus.
- Skate sharpening experience or willingness to train in skate maintenance.
- Experience in managing or overseeing food and beverage services.
- Must be flexible with work hours, including evenings, weekends, and holidays.

Compensation & Benefits:

- Competitive hourly wage.
- Free or discounted skating passes for employees.