

**Union Arena Community Center**  
**80 Amsden Way**  
**Woodstock, Vermont 05091**



## **ASSISTANT DIRECTOR**

### **CONTACT INFO:**

Send a cover letter, resume and references to:  
Gunther Sihler, Executive Director  
Union Arena Community Center, 80 Amsden Way, Woodstock, VT 05091  
Email: [gsihler@unionarena.net](mailto:gsihler@unionarena.net)  
Phone: (802) 457-2500  
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### **GENERAL INFO:**

Union Arena Community Center is a year-round sports and event facility that operates as an ice rink from October to March and approximately 5 weeks in the summer. The arena hosts and runs community events, trade shows, concerts, and athletic programs during the rest of the year. Now in its 21<sup>st</sup> year of operation, the Arena is recognized as one of the most attractive ice facilities in the Northeast and a premier event facility in central Vermont. In 2021, Union Arena became the first Net-Zero rink in the United States.

### **JOB DESCRIPTION**

Title:	Assistant Director
EEO Category:	Professional
Salary:	Hourly / Salaried based on experience
Time frame:	Position is open until filled

### **POSITION SUMMARY**

Assistant Director is responsible for assisting the Executive Director in all aspects of running the arena to ensure superior operations, safety, fiscal health, and customer satisfaction. The goal is for Union Arena Community Center to be extremely well run, offer diverse opportunities and be the friendliest and most attractive facility in Vermont.

### **DISTINGUISHING CHARACTERISTICS**

Must be a charismatic, versatile, motivated, energetic, organized and detail-oriented team player that enjoys working with people in a fun and fast-paced environment. This professional position will work closely with the Executive Director to determine areas of responsibility based on the successful candidate's strengths and the needs of the arena. This position requires a hands-on attitude and a willingness to assist wherever needed. This is a position that requires flexible work hours, including weekends and some holidays

## **EXAMPLES of POSSIBLE DUTIES & RESPONSIBILITIES**

- Serve as a 'face' of the Arena and as one of the primary representatives to the public and Arena guests
- Be professional, welcoming and informed on the Arena and its' activities
- Help with public outreach through the website, social media and other forms of marketing
- Assist in managing Customer Service staff, Concessions and Pro Shop
- Manage registrations and enrollments for Arena operated programming
- Support UA Board initiatives, including events and fundraising
- Help to develop policies and procedures
- Develop and maintain strong relationships with facility user groups
- Help ensure that users of the facility have a satisfying experience
- Assist in ensuring physical plant and equipment receives regularly scheduled maintenance
- Help maintain cleanliness of all areas of the facility
- Assist in the hiring, scheduling, training, and management of full-time, part-time and seasonal staff
- Help set and maintain facility schedules
- Help ensure excellent quality of ice
- Help ensure the safety of all visitors, customers and employees
- Help to develop, update, and implement safety policies, and ensure staff is fully trained
- Help prepare and manage annual operating budget
- Assist in the gathering and preparation of monthly and annual financial reports

## **EXAMPLES of POSSIBLE WORK PERFORMED**

Tasks may include:

- Scheduling events
- Operating and maintaining scheduling and registration software
- PR and marketing and assisting with writing press releases
- Website administration
- Maintaining and increasing corporate support and sponsorships
- Accounting/bookkeeping
- Working with present user groups and organizations and maintaining relationships
- Recruiting new user-groups
- Developing new programs, activities, and events
- Organizing and working with volunteers
- Organizing and supervising special events, sport leagues, tournaments and other programs that benefit the overall community
- Working at the Arena's POS during various events and programs
- Other related work as assigned by the Executive Director

## **REQUIRED KNOWLEDGE, SKILLS and ABILITIES**

- Outstanding customer service skills, positive demeanor and communication with the public, and the ability to establish effective working relationships with the community
- Experience managing people with the ability to train, motivate, and establish an effective work environment and maintain positive relationships.
- Ability to attract and work with a diverse variety of customers and groups
- Able to take the lead on projects and events and work independently
- Have excellent organizational skills, ability to multitask, and attention to details
- Experience with ice rinks, rink/arena programming, and operating/managing events
- Ability to successfully perform the physical requirements of the job
- Demonstrated experience with developing programs
- Experience with marketing & sponsorship development
- Experience with web design and administration
- Strong skills working with Microsoft Office programs
- Experience with QuickBooks Pro a plus
- Strong written communication skills
- Knowledge of rink operations and equipment, and ability to supervise and train Operations staff a plus
- Strong hockey knowledge and background a plus

## **RECOMMENDED QUALIFICATIONS**

**EDUCATION:** A four-year degree preferred with emphasis on recreation, sports and facility management or a related field.

**EXPERIENCE:** Experience in recreation, sports and facility management or a closely related field. Two plus years of ice rink experience including management a plus.

**OTHER:**

- A valid driver's license
- CPR and First Aid

## **WORK ENVIRONMENT**

Hours of work are generally traditional business hours with some night and weekend work as needed. Employees work closely with each other and assist in daily tasks to maintain a positive work atmosphere.