

ICE CENTER SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: This class has the responsibility of Coordinating, planning and scheduling various events and programs held at the SUNY Broome Ice Center. The incumbent assists in overseeing the work of Ice Center Assistants and student workers under the direction of the Ice Center Operations Manager, works with a high level of independence and complex responsibilities. This role works closely with Facilities, Public Safety, vendors, and community organizations. Does related work as required.

TYPICAL WORK ACTIVITIES:

Maintains positive relationships with skaters, teams, coaches, and community partners while responding to inquiries regarding Ice Center programs, rentals, events and while resolving customer concerns in a professional manner;

Monitors ice quality and coordinates resurfacing schedules-ensuring rink cleanliness, safety standards, and operational readiness, including operation of Zamboni (Ice resurfacing machine) and other rink equipment;

Provides feedback to the Operations Manager with Ice Center needs for hiring, training, and supervising staff, including front desk attendants and event support personnel;

Uphold Ice Center policies, performs opening and/or closing procedures, including cash handling and securing the facility;

Supports the coordinating and promoting of daily ice rink schedules, including public skating, lessons, leagues, rentals, and special events;

Collaborates with Ice Center staff regarding Ice Center events and assists with planning and scheduling of various events and programs, may serve as point of contact for events;

Coordinates logistics for events including staffing, equipment, set up/teardown, catering, and vendor access;

Prepares Ice Center event layouts and ensures compliance with safety regulations;

Assists in Ice Center risk management procedures and incident reporting;

Ensures compliance with health and safety standards, emergency procedures, facility regulations and campus policies;

Assists in the maintenance of registration records and Ice Center scheduling system-supports the tracking of Ice Center attendance and assists in preparation of participation reports as needed;

Assists with creating and managing Ice Center staff schedules;

Complies with OSHA standards.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of ice rink operations and safety;
Good knowledge of refrigeration systems;
Good knowledge of effective supervision;
Strong customer service skills;
Strong organizational skills;
Ability to stand for extended periods of time;
Ability to lift up to 50 lbs.;
Ability to work in colder environments;
Ability to work varied shifts-nights and weekends;
Ability to establish and maintain effective working relationships with staff and center users;
Ability to communicate effectively both orally and in writing

MINIMUM QUALIFICATIONS:

- A) Possession of a Bachelor's Degree and one year of ice rink experience in a leadership role.
- B) Possession of an Associate's Degree and three years of ice rink experience in a leadership role.
- C) Graduation from high school or possession of an equivalency diploma and five years of ice rink experience in a leadership role.

NOTE: Your degree must have been awarded by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of education. If your degree was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

SPECIAL REQUIREMENTS AT TIME OF APPOINTMENT: Possession of a valid appropriate level Motor Vehicle Operator's License.