

ICE CENTER ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This class has the responsibility for assisting in the day-to-day operations of the SUNY Broome Ice Center. The incumbent will be required to operate and make minor repairs to equipment and control various utilities within the center. Work is performed under the supervision of higher-level Ice Center employees. Some leeway is allowed for the exercise of independent judgment in carrying out assignments. Does related work as required.

TYPICAL WORK ACTIVITIES:

Assists with day-to-day operations of the ice rink, including public skating lessons, figure skating and private rentals;

Ensure the safety of patrons by monitoring rink activities and enforcing all safety rules and guidelines, ensuring compliance with health and safety standards, emergency procedures and campus standards;

Completes incident/accident reports and reporting facility safety issues to the Office of Public Safety.

Monitors and maintains the quality of the ice surface and rink conditions. Operates the Zamboni (ice resurfacing machine) and other rink equipment;

May also perform routine repair or maintenance on Ice Center equipment including use of skate sharpener;

Assists in planning and organizing rink events, programs, and skating lessons including issuing, fitting, and collecting rental skates and related equipment;

Maintains cleanliness and orderliness of facility, locker rooms, and rental areas, including setting up, adjusting, and breaking down equipment and facilities for skating programs, athletic events, rentals, and special events in the Ice Center;

Handles customer inquiries, complaints, and incidents in a professional and timely manner, referring to a supervisor when necessary;

Supports the maintenance of information on digital platforms by assisting with updates, such as business hours, events, and emergency closings;

Communicates information to management relative to the safe and secure operation of the Ice Center;

ICE CENTER ASSISTANT (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of ice rink safety;
Working knowledge of closed loop refrigeration systems;
Good customer service 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 follow oral and written instructions;
Ability to communicate effectively and respectfully to management, staff and center users.

MINIMUM QUALIFICATIONS:

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

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.