



RECREATION FACILITIES STAFF – ICE RINK

Salary Range: Level 2

DEFINITION

Recreation Facilities Staff provide operational support to and are the front-line ambassadors of Town recreation facilities including the Mammoth Ice Rink.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Site Coordinator(s), Assistant Site Coordinator(s), and Recreation Supervisors.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Duties may include but are not limited to:

- Provide a safe and enjoyable environment for patrons.
- Operational duties including reception, cashier, snack and beverage sales, answer phone calls, handle customer queries, rink attendant/guard.
- Accept payment of fees; prepare and issue receipts; maintain records and files.
- Monitor and maintain facility and restroom cleanliness, security, and safety.
- Ensure patrons know and obey rules.
- Lead and participate in various recreational activities such as sports and games.
- Assist with special events such as the Haunted Rink Skate Party.
- Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Information on facility's summer camp programs and special events.
- Rules and safety procedures at the particular facility.
- Cash handling procedures.
- Principles of effective customer service.
- Occupational hazards and standard safety precautions.

Ability to:

- Engage with the public and act as a positive role model for patrons.
- Understand and carry out written and oral instructions.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Provide a high level of customer service.

- React with good judgment in an emergency situation and follow established procedures for handling patron or staff injuries.
- Work an irregular schedule including evenings, weekends, and holidays.
- Be present and available for work.

Experience and Training:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

No education requirements.

Experience:

Some experience in recreational/child related activities, customer service, and cash handling is preferred.

Licenses:

Possession of, or ability to obtain upon hire, a current Cardiopulmonary Resuscitation (CPR)/First Aid certificate is required. Must be able to pass an appropriate background check prior to the hire date.

TOOLS AND EQUIPMENT USED

Personal computer, including central point of sale software, telephone, copy machine, fax machine, and various recreational equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk, sit, stand, and talk or hear. The employee is frequently required to use hands to finger, handle, or feel objects, tools or controls; and reach with hands and arms. The employee is frequently required to stoop, kneel, crouch or crawl, and occasionally required to climb stairs or ladders.

Due to the physical nature of the position, the employee is occasionally required to lift, carry, push, pull, and/or move up to 100 pounds with assistance in order to perform safety procedures when required. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in writing, orally or in diagram form and analyze and resolve problems involving a variety of situations, using standard industry and departmental processes and/or procedures. Ability to define problems, collect data, establish facts, and articulate valid conclusions, and interpret an extensive variety of regulatory or technical instructions.

WORK ENVIRONMENT

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to operate motor vehicles and foot pedals, is frequently exposed to machinery and electricity. The employee may occasionally be required to operate power tools. The employee is frequently exposed to outside weather conditions, which may include extreme hot, cold, windy, and other seasonal conditions. The employee is occasionally exposed to wet and/or humid conditions, and occasionally exposed to chemicals and fumes associated with general cleaning operations, although safety equipment such as face masks are provided.

The noise level in the work environment is usually quiet while inside and moderately noisy when in the field.

GENERAL

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The Town reserves the right to revise or change classification duties and responsibilities as the need arises. The description does not constitute a written or implied contract of employment.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.