



Rink Manager

Job Description

POSITION TITLE: Rink Manager

REPORTS TO: C.E.O.

CLASSIFICATION: Full Time, Exempt

REVISED: January, 2018

APPROVED BY OWNERSHIP ON: Jan 2, 2018

SCOPE:

Reporting to the C.E.O., the Rink Manager is responsible for the overall performance of the McKendree Metro Rec Plex ("Rec Plex") in the utilization of the two Ice Rinks to ensure superior scheduling, operations, safety, fiscal health, and customer satisfaction in various capacities. As well as business development including but not limited to Learn to Skate program, corporate relationships, membership growth, professional relationships, advertisement sales, paid memberships, and special event promotions.

This is accomplished thru direct marketing, e-marketing, face to face marketing or any other suitable means to reach the Rec Plex's target audience.

The Ice Rink manager will be responsible for creating the relationships and developing the scheduling that allows both sheets of Ice to be utilized at the rate set forth by the C.E.O.

The Rink Manager will work with managers and personnel of the Rec Plex facility. In a cooperative environment the Rink Manager will work with the Marketing Manager to accomplish any number of utilization needs for the facility. The Rink Manager will also work closely with the Member Services Director in staffing needs for the South Lobby as well as customer service oriented training.

As the Rink Manager you will work closely with the Operations Manager to complete various tasks and reach goals as set forth by the C.E.O.

The Rink Manager will make certain the Rec Plex operates within all policies and procedures adopted by the ownership and or the Laws of the State of Illinois.

Perform any additional duties as may be assigned.

ACCOUNTABILITIES:

Financial/Operational Results:

- Working with the C.F.O. C.E.O. and Operations Manager the Rink Manager will monitor the McKendree Metro Rec Plex, expenses, and revenues incurred by the facility in the area of Ice Rinks and dry floor and special event expense and revenue on a daily, weekly, monthly and yearly basis and continually monitor the budget.
- Promote products or services to potential customers within the agreed budget as approved by the ownership.
- When necessary write detailed reports for the review by ownership.
- Track daily, weekly, monthly and yearly Ice revenue figures.
- Assist the C.F.O. in quarterly/annual budget projections.
- Grow new leads by converting site traffic through call to action, landing pages, and lead generation content as well as answering email traffic and questions.
- Assist or create other Departments customer out reach programs.
- Report Progress on customer out reach programs.
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Administration:

- Over sight of the facilities Learn to Skate program, reaching goals as set forth to match budget for the facility. The oversight includes reporting to the C.E.O. on certifications for skate instructors, marketing of the learn to skate program, any other aspects that may be requested by report.
- Scheduling of the Ice Rink staff.
- Scheduling of the utilization of both Ice Rinks
- Scheduling of Youth Association time and tournaments
- Attract tournaments to the facility both Youth tournaments and High School tournaments.
- Create and Administer special programs such as broomball and private lessons at the facility.
- Provide direction for collateral, web, product packaging, and other visual communications media for the company.
- Investigates and resolves complaints or inquiries from direct reports and patrons or business relations concerning the utilization of the Ice Rinks of the facility; deals appropriately with confrontational situations.
- Provides administrative support by answering questions, maintaining correspondence with other divisions or agencies; interfaces with community groups, and actively promotes the facility thru the community through speaking assignments, guest appearances etc.

Leadership:

- Effectively use this position's authority to ensure the long-term best interest of the Facility is the highest priority. Set the "Tone at the Top" by exemplifying high expectations of both the Ice Rink Manager position and its direct reports.
- Effectively evaluate the personnel reporting to the Ice Rink Manager, report to C.E.O. on findings of the evaluation for personnel that need additional training or additional duties/promotion.
- Customer service is a priority, this will be accomplished with a welcoming atmosphere with a priority on customer satisfaction.
- Recognize opportunities for Net revenue at the Ice Rinks create a plan and after approval implement the plan to realize the opportunity
- Must enforce rules and Policies to staff.
- Responsible for Inventory placed within the Ice Rinks
- Point Person in the event collection efforts are required from organizations or individuals that utilized the Ice Rinks.
- Lead from the top on the appearance of the facility requiring a clean and functional facility this is all areas of the facility.
- Insure building security
- Communicate with various cross-functional teams within each department and in other divisions to properly administer various programs and procedures.

COMPETENCIES:

Adaptability:

- Able to adjust quickly to different work situations and remain composed under pressure and in stressful situations.
- Must be willing to work evenings, weekends, and holidays as needed.

Change Management:

- Must embrace change and see change as opportunity. Must be willing to express and support management's and the ownerships ideas to affected staff.

Strategic Direction:

- Understand overall strategies and the implementation of those strategies.

Motivation:

- Able to motivate others to work with customers and to sell products.

Management:

- This individual must be able to work in a team oriented setting, working towards a common goal for all and have the ability to set targets, develop action plans, and measure results against the defined target goals.

Negotiation Skills:

- Must be able to understand key issues involved with negotiating. Must be able to listen, and approach negotiation from a “win-win” standpoint.

Oral/Written Communication:

- The ability to express thoughts and ideas in a clear and concise manner, both orally and in written form to a variety of audiences and to all levels of staff.

Sales Skills:

- The potential to understand and effectively apply selling techniques to open, develop and close a sale; must be able to create interest in a product and actively cross-sell other products and services. It is also essential that these sales skills or tactics be transferred to underlying personnel of the Facility.

EDUCATION AND SPECIAL REQUIREMENTS:

- Five to Ten years experience in a related field.
- Prior management experience.
- This job requires skills needed in a typical office environment. This includes computer skills as well as utilization of office equipment.