

Columbus Parks and Recreation Department

Position Description

Position Title: Hamilton Community Center & Ice Arena Site Supervisor

Date: November 26, 2018

Department: Parks and Recreation

Reports to: HCCIA Manager and Customer Service Specialist

Supervises: 10 Part Time Employees

Summary of Functional Responsibilities:

Supervise activities by carrying out duties assigned by HCCIA Manager and Customer Service Specialist. Must be able to represent the Parks Department with the highest level of integrity and respect for our customers and be knowledgeable on the programs and events held at the arena.

Specific Duties of the Position:

- Take money for events and rentals
- Register for classes and take reservations for rentals
- Proficiently handle in the absence of the HCCIA Customer Service Specialist the following *supervisory* items (not a complete list):
 - Supervise the facility, admissions staff and skate guards during public sessions and events
 - Schedule part-time staff for concessions, office staff and skate guards
 - Supervise facility during hockey games and involve HCCIA Manager as needed
 - Facilitate or assist with the facilitation (depends on activity) of the various programs which may include (but is not limited to) helping to get equipment ready, participants in proper equipment, and events starting and ending on time, provide/administer First Aid (training will be provided)
- Proficiently handle in the absence of the HCCIA Customer Service Specialist the following *administrative* items (not a complete list):
 - Accurately handle registrations and the collection of payment for our programs and events (phone and in-person) utilizing RecTrac, our registration software system.
 - Create the part-time staff weekend reports and submit to proper staff
 - Create the HCCIA Park Board report and submit to the Director of Sports Programs staff monthly
 - Create the monthly punch card calendars
 - Make contact with registered participants (and parents when necessary) to alert of any changes and/or cancellations to programs
 - Learn the basics of RecTrac, our registration software system, in order to be able to print rosters, attendance worksheets, send mass emails, generate reports, etc. (training will be provided)
 - Schedule small and large ice time (with HCCIA Manager or HCCIA Customer Service Specialist approval)
 - Schedule and finalize contracts and payments for room and ice rentals (with HCCIA Manager or HCCIA Customer Service Specialist approval)
 - Assist with inventory of concessions, Coca-Cola and Pro Shop items
- Proficiently handle in the absence of the HCCIA Customer Service Specialist the following *social media and web* items (not a complete list):
 - Update the HCCIA portion of the Parks website with program information, cancellations, etc.
 - Add events to the Parks Department calendar on the website
 - Keep the Google, RecTrac and other internal calendars accurate and updated
 - Help promote events through Facebook posts/events and local marketing avenues (contacts for whom to contact locally and examples of produced content will be provided)

Education and Experience:

- Basic knowledge of skating and/or ice sports is preferred
- Must be at least 18 years of age
- High School degree or GED required
- Must be able to handle basic financial transactions, balance multiple cash drawers and complete all appropriate cash journal paperwork accurately.

Judgment:

- Must be good at problem solving and making decisions (sometimes under pressure) concerning activities when HCCIA Manager and HCCA Customer Service Specialist is not present.

Relationships Responsibility:

Must be able to work with customers (internal & external) to keep service at the highest standard possible. This includes phone, email and social media contact. Must have exemplary customer service skills for communication amongst management, Parks Department staff and maintenance staff.

Working Conditions:

Exposure to more than ordinary conditions given the cold nature of being on the ice; however, the office is typical office conditions.

Classification of Job:

This is a part-time position with no more than 1559 hours per year and does not provide any benefits.