

TOWN OF STOWE, VERMONT JOB DESCRIPTION

JOB TITLE:	Arena Attendant
SUPERVISOR:	Arena Superintendent
PAY GRADE:	8
FLSA STATUS:	Non-Exempt

PURPOSE OF JOB

The Arena Attendant ensures the smooth, efficient operation of the arena through adherence to schedules, rules and regulations, and ensuring a safe, clean environment for facility visitors. The position performs a wide range of duties necessary to operate and maintain the Stowe Arena. Shifts require nights, weekends and holidays.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Works under the administrative direction of the Arena Superintendent, and in conformance with applicable State and Town laws, rules and regulations.

Opens and closes the arena.

Welcomes guests. Provides exceptional customer service at all times. Responds by telephone and in person to public inquiries on Arena rules, regulations and use in a courteous and professional manner.

Supervises the arena to ensure adherence to arena rules and regulations, as well as to scheduled ice times.

Acts as sales representative in the Arena pro shop providing product knowledge, sizing and pricing of inventory.

Sharpens skates, rents equipment, sells tickets and supplies and provides other services as needed including any other general facility requests.

Works with ice/turf rental groups to ensure a positive experience.

Supervises and greets skaters when necessary.

Performs custodial duties to maintain cleanliness of entire arena. Cleans locker rooms, bathrooms and other common areas after each use. Follows all work procedures and completes daily tasks such as:

- collect and remove all trash and recycling.
- thoroughly clean all bathroom and locker room fixtures.
- sweep/vacuum and mop all arena floors.

Assists with ice removal and turf installation and maintains ice and turf surfaces. Operates ice resurfacing machine (Zamboni) to provide high quality ice as scheduled for renters.

Performs point of sale transactions using cash register/computerized inventory system with fidelity and provides cash out records.

Performs tasks associated with setup/breakdown and operation of special events, daily Arena programs, meetings and athletic competitions, including high school hockey games, figure skating competitions, hockey tournaments, etc.

Operates a variety of hand tools, power tools and mechanized equipment including, but not limited to, drills, floor cleaning machine, vacuum, and skate sharpener.

Removes snow at all entry and egress doors, as well as walkways, parking lots and arena access road during and after snow fall events.

Maintains logs and required data and prepares reports to the Superintendent.

Promotes a safe and respectful work culture through positive role modeling and strong communication skills; immediately puts a stop to any speech or behaviors which are discriminatory or otherwise conveys disrespect to others.

Follows and ensures employees follow policies and procedures, monitors work environment and use of safety equipment to ensure safety of employees and other individuals; takes appropriate action to correct safety violations.

Works on special projects as assigned.

MINIMUM QUALIFICATIONS

A high school diploma, or equivalent, and valid Vermont driver's license required.

Customer service and building maintenance and cleaning experience are highly desirable. Experience operating a Zamboni preferred, or strong desire to learn.

Ability to act independently with little or no supervision.

Ability to operate efficiently and make sound and immediate decisions under pressure such as equipment malfunctions, conflict of interest between Arena users and public inquiries.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to exercise judgment in determining time, place and/or sequence of operations.

Human Interaction: Requires the ability to function in a team environment interacting with other employees and the general public.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information. Good verbal communications and interpersonal skills.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division.

Functional Reasoning: Requires the ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in solving problems.

ADA COMPLIANCE

Physical Ability: Tasks require the regular and, at times, sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling and crouching, and that may involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds).
Tasks may involve extended periods of time in a vehicle or working with vibrating equipment.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as humidity, temperature extremes, and noise or traffic hazards. Most work is performed in the field out of doors, at times during inclement weather and over rough and varied terrain. Some work must be performed at night or during early morning hours.

EMPLOYEE ACKNOWLEDGEMENT

I acknowledge that I have received a copy of this job description and understand the duties and expectations herein. This 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.

Employee Signature

Date