



Position- Operations Ice Technician & Supervisor
Facility Name-DCU Center
Location- Worcester, Massachusetts 01608

POSITION: Operations Ice Technician & Supervisor
DEPARTMENT: Operations
REPORTS TO: Director of Operations
FLSA STATUS: Exempt

Summary

SMG, the leader in privately managed public assembly facilities, has an excellent and immediate opening for a Full Time Operations Ice Technician & Supervisor for SMG/DCU Center. The Operations Ice Technician & Supervisor responsible for the daily activities required to run, maintain, and service the facility and the events by performing the following duties personally or through subordinate supervisor: prepares and maintains facility ice floor for all hockey practices, hockey games and other ice events as needed and also for outside skating rink in downtown Worcester. Supervisor must be capable of driving a Zamboni and also assists, supervises and coordinates activities of workers engaged in the Housekeeping & Changeover / Set Up departments. Position also supervises and schedules all aspects of operations, interfacing with engineering, building and grounds, technical services, including ADA compliance, public safety and security.

Essential Duties and Responsibilities

Include the following. Other duties may be assigned.

- Oversee installation of ice, which includes freezing floor; painting base color, lines and logos; and building up the ice sheet. Prepare ice for all practices, games and other ice events at DCU Center and the city's outdoor skating rink on the Common.
 - Duties include: removing debris, checking ice depth, scraping, edging, resurfacing ice and maintenance of spectator netting
- Operate and maintain the ice re-surface and ice-edger equipment. Repair and build ice.
- Interface with Hockey tenant, Ice rental groups & the Oval on the Common outdoor rink.
- Oversee daily housekeeping/custodial, Set up, changeover, tear down employees and tasks assigned to completion
- Must be familiar with techniques for repairing and building ice around hockey goals and other areas that lose ice
- Maintain glass and dasher walls including quick changes to broken hockey shields, maintain ice and lay water as needed, monitor temperature and humidity levels
- Prepare and cover ice for events that require a regular floor surface
- Operate and control some equipment via computers
- Oversee, assist and direct employees who assist with installation and maintenance of ice
- Respond to visual and audible alarms from building automation and life safety systems
- Work extended and/or irregular hours including nights, weekends and holidays, as needed

Supervisory Responsibilities

Employee will carry out supervisory responsibilities in accordance with SMG's policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding; disciplining employees in conjunction with Human Resources; addressing

complaints and resolving problems. Scheduling of employees and payroll data input.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- A high school diploma or GED and at least one year ice floor and facilities operations experience a must
- Maintain the proper operation of ice resurfacing and maintenance equipment, housekeeping equipment and change over equipment
- Completion of accredited courses from an ice making technology school is considered a strong plus; or an equivalent combination of education and experience
- Current driver's license is required

Skills and Abilities

- Use and properly care for ice equipment, including ice resurfacing and ice-edger with multiple manual controls, gears and foot pedals
- Ability to Properly Operate, Maintain and Drive a Zamboni
- Read and interpret documents, procedure manuals, floor plans, assignment sheets, safety rules, operating and maintenance instructions for all areas of the department
- Possess any licenses, certificates or training required by company, local, state or national authorities for the operation of the equipment found in the facility in all areas of the department
- Demonstrate knowledge in the practice and procedures related to all areas of custodial, event set up, tear down & change overs
- Demonstrate knowledge in the practice and procedures related to ice installation, preparation and maintenance; typical methods and techniques for maintaining, repairing and building ice; and treatment of water and hydraulic equipment
- Possess a thorough understanding of the operational procedures, facility capabilities, industry terminology, event-related services, and technical requirements for all the types of events anticipated at the facility
- Work independently, exercising judgment and initiative
- Organize and prioritize to meet deadlines
- Work effectively under pressure and/or stringent schedule and produce accurate results
- Follow oral and written instructions and communicate effectively with others in both oral and written form
- Maintain an effective working relationship with clients, employees, exhibitors, patrons, tenants and others encountered in the course of employment
- Remain flexible and adjust to situations as they occur
- Knowledge of computers & programs

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 regularly required to move around the facility; to stand for long hours during events; talk and hear. This position may require work inside or outside of the building, as needed by events.

Note

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

TO APPLY:

Please go to the Employment page of [dcucenter.com](https://www.dcucenter.com) and apply thru the job-specific link:

<https://www.dcucenter.com/about-dcu-center/employment/>

To be considered for any open position, you must complete the application process completely through the link provided. Applicants that need reasonable accommodations to complete the application process may call 508-929-0114.

Nicole Murray
HR Manager
DCU Center
50 Foster Street
Worcester, MA 01608

Accepting applications from 5/22/18 until filled.

SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities and protected Veterans to apply. VEVRAA Federal Contractor