

Position: General Manager

Long-Term Career Path: This position is intended to develop into a Chief Operating Officer (COO) role within 1-2 years, providing a unique opportunity for an accomplished operations leader to advance into executive leadership through demonstrated success.

Company: Twin Rinks | Stamford, CT

Compensation & Benefits

- Base Salary: **\$125,000 - \$130,000**
- Performance-Based Bonus Opportunity
- Total Compensation Potential of approximately **\$200,000**
- 401(k)
- Medical Benefits (50% employer contribution)
- Paid Time Off
- Professional Growth Opportunities
- Potential to join Ice Management Group and to engage in broader industry consulting initiatives

About Stamford Twin Rinks

Founded in 1996, Stamford Twin Rinks is Fairfield County's premier ice sports and recreation facility. The complex features two NHL regulation-sized ice rinks, a synthetic practice rink, fitness center, pro shop, restaurant and café operations, event space, and a wide variety of hockey, skating, dance, training, and recreational programs. Twin Rinks has established a reputation for delivering exceptional customer experiences while serving thousands of athletes, families, and community members annually.

In addition to overseeing Stamford Twin Rinks, the General Manager will have the opportunity to participate in projects undertaken by **Ice Management Group (IMG)**, a specialized consulting organization that advises clients on ice rink development, facility design, operational strategy, and manages client ice rinks.

Why this Opportunity?

This role offers the opportunity to lead one of the Northeast's premier ice sports and recreation facilities while partnering directly with ownership to drive growth, innovation,

and operational excellence. The position combines executive leadership, business management, and community impact, creating a unique opportunity for a highly motivated and entrepreneurial leader

Position Summary

Twin Rinks is seeking an experienced, hands-on General Manager to lead all aspects of facility operations, business performance, customer experience, and team leadership.

This individual will serve as a strategic and operational partner to ownership, overseeing multiple business units while driving revenue growth, operational excellence, employee engagement, and customer satisfaction.

For a high-performing individual who demonstrates strong leadership, operational success, and the ability to scale the business, this opportunity would provide a fast-track career path to Chief Operating Officer (COO) within 1-2 years based on success. While the initial focus will be on mastering and improving the current operation, this position offers significant long-term growth potential within the organization.

The ideal candidate is a strong business leader who understands how sales, marketing, operations, customer service, finance, and facility management work together to create a successful and growing organization. They must be highly personable, organized, approachable, and capable of motivating teams while building strong relationships with employees, customers, vendors, and community partners.

Key Responsibilities

Business & Operational Leadership

- Provide staff leadership and motivation for all day-to-day operations across Twin Rinks.
- Oversee the hockey, figure skating, public skating, and facility departments; manage the overall administration of the business.
- Develop, with the department heads, the annual action plan and identify capital needs details.
- Ensure operational efficiency, maximize scheduling effectiveness, and consistently offer a high-quality customer experience.

- Continuously evaluate business performance and identify opportunities for growth, profitability, and innovation.

Revenue Growth & Business Development

- Develop action plans to improve profitability and operational efficiency
- Drive revenue growth through efficient ice scheduling, proper pricing, improved programming, special events and tournaments, and advertising sales.
- Collaborate with ownership on growth strategies and long-term business planning.
- Enhance marketing initiatives across digital, community, and traditional channels.

Financial Management

- Manage budgets, forecasting, and financial performance reports.
- Analyze revenue, expenses, margins, and business trends.
- Ensure sound understanding of financial decision-making across all departments.

Team Leadership & Culture

- Lead, coach, develop, and inspire department managers and administrative staff.
- Foster a positive, customer-focused, team-oriented culture.
- Build trust and credibility with employees at all levels of the organization.
- Motivate teams through strong communication, collaboration, accountability, and recognition.
- Listen actively, seek to understand challenges, and help employees achieve success.

Customer & Community Engagement

- Maintain Stamford Twin Rinks' reputation for exceptional customer service.
 - Build relationships with customers, coaches, sponsors, vendors, and community organizations.
 - Address customer concerns professionally and effectively.
 - Serve as an ambassador for the organization throughout the community.
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Qualifications & Experience

Required

- Bachelor's degree or equivalent experience.
- 7+ years of progressive leadership experience in operations, hospitality, recreation, sports management, entertainment, fitness, country club, community services, or related industries.
- Proven experience managing multiple business functions simultaneously.
- Demonstrated success leading teams, improving performance, and driving business growth.
- Strong financial and operational management skills.
- Excellent communication, organizational, and problem-solving abilities.
- Proficiency with Microsoft Office, Excel, and business software systems.

Preferred

- Experience overseeing multi-department operations.
- Background in sports, recreation, hospitality, or membership-based businesses.
- Experience developing marketing, sales, customer engagement, or business development initiatives.
- Exposure to facility management, events, food service, or retail operations.

Leadership Characteristics

The successful candidate will be:

- A highly personable and relationship-oriented leader.
- A strong listener who seeks to understand before taking action.
- Organized, detail-oriented, and highly accountable.
- Capable of motivating, coaching, and uplifting employees.
- Entrepreneurial and comfortable working in a fast-paced environment.
- Customer-centric with a commitment to service excellence.

- Results-driven while maintaining a positive and collaborative leadership style.
 - Able to balance strategic thinking with hands-on execution.
 - Comfortable making decisions and taking ownership of outcomes.
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