

Union Arena Community Center
80 Amsden Way
Woodstock, Vermont 05091
Info@unionarena.net



RINK MANAGER

GENERAL INFORMATION

Union Arena Community Center is a year-round sports and event facility that operates as an ice rink from October to March and approximately 5 weeks in the summer. The arena is designed to host and run community events, trade shows, concerts, and athletic programs during the rest of the year. Built in 2003, the Arena is recognized as one of the most attractive ice facilities in the Northeast. In 2022, Union Arena became the first Net-Zero rink in the United States.

POSITION SUMMARY

The rink manager oversees daily operations, managing staff, maintaining the ice and facility, handling scheduling for events and public use, and overseeing customer service and safety. Key responsibilities include budget management, staff recruitment and training, ensuring equipment functionality and safety compliance, and promoting the rink to maximize utilization. This leadership role requires strong organizational, problem-solving, and customer service skills.

RESPONSIBILITIES

Facility & Ice Rink Operations

- Under the direction of the Facilities Manager and in tandem with business goals
 - Develop and sustain facility schedules which are fiscally sound and best meet the community needs.
 - Ensure excellent quality of ice.
 - Ensure entire facility and equipment receive regularly scheduled maintenance.
 - Ensure outstanding cleanliness of all internal and external areas of the facility.

Customer Satisfaction & Community Relationships

- Develop and maintain strong relationships with facility user groups and their experience.
- Maintain a positive relationship with Woodstock Union High School.
- Foster new relationships and user groups.

Administrative & Personnel

- Ensure that all employees are appropriately trained, with an emphasis on a positive attitude, safety, strong work ethic, teamwork, and excellent customer service.
- Sustain policies and job descriptions and other documentation to accurately reflect the day-to-day business.

Safety

- Ensure all safety regulations are followed.

- Ensure all employees are appropriately versed in the required safety features of the facility.
- Ensure all decisions about safety are made with the best interest of our customers in mind.

Financial Health

- Ensure Union Arena operates in a financially responsible manner.
- Responsible for annual operating budget.
- Develop sponsorship and advertising opportunities.
- Support UA Board initiatives and prep board meeting materials and agenda.

DESIRED QUALIFICATIONS

- 7-10 years of progressive experience in rink, arena operations and/or community recreation management
- Strong understanding of ice-related programming (e.g., hockey, figure skating, public skates), non-ice event operations (e.g., expos, corporate rentals) a plus.
- Demonstrate success in client relationship management, contract negotiation, non-profit management.
- Excellent leadership skills with experience managing teams, vendors, and part-time/seasonal staff.
- Financial acumen, specifically in the 501(c)3 area, with the ability to analyze data, forecast revenue, and make data-driven decisions.
- Exceptional organizational, communication, and problem-solving skills, with the ability to manage multiple priorities.
- Proficiency with facility management systems – EZfacility and quickbooks a plus
- Willingness to work flexible hours, including evenings, weekends, and holidays, based on seasonal peak schedule needs.

SALARY & BENEFITS

- \$68,000 to \$75,000 based on experience
- Available Health Care Plan
- Available PTO

Interested applicants should send resumes to info@unionarena.net or apply online at <https://unionarena.net/employment>