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## Arena Manager

Smead Arena – Springfield, MA

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The Arena Manager is responsible for delivering a high quality, well-maintained facility, focusing on ice quality, operations, safety, fiscal health and customer satisfaction. In addition they are responsible for developing a highly trained and customer focused staff that will help build customer loyalty and repeat business. The Arena Manager must work closely with the FMC Maintenance team, Programming team and Senior Management to accomplish these objectives. It is essential to this position to be regularly available during standard business hours as well as night, weekend and holiday hours to meet with staff, facility users and vendors and be present for routine and special events.

Full-time/Year-Round position to as soon as possible. Position will include evenings, nights and weekends.

Key roles and areas of responsibility will focus on operations/facilities management; staff management; programming and customer service.

**Qualifications:** A minimum 5 years' experience in the operation and/or management of ice arena facilities with at least 2 years in a supervisory capacity; experience supporting program efforts preferred; Certification in Ice Arena Management, Operations, or Programming issued by iAIM, STAR, or ORFA preferred; self-starter with ability to analyze situations and develop solutions to problems with minimal supervision, strong organizational skills with ability to prioritize multiple tasks and manage time effectively; outstanding interpersonal skills to motivate and lead a team; ability to develop "out of the box" ideas for increasing facility usage, sales and controlling costs; ability to communicate effectively both verbally and in writing; flexibility to work varying hours; must have a valid Driver's License.

**Disclaimer:** The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job. All offers are contingent upon passing a thorough background check including a CORI, SORI and National Criminal History Background check. FMC Ice Sports is an Equal Opportunity Employer.

To apply follow the link to complete an application:

<https://fmcicesports.clearcompany.com/careers/jobs/4e7e1b39-d580-2dd3-9ffe-95d43303c735/apply?source=1204972-CS-18149>

Why work at FMC Ice Sports? Click here: <https://youtu.be/h4tJGE4Lg0Q>

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