



General Manager, Babson Skating Rink

Location: Babson Park, MA

The General Manager is responsible for managing all aspects of the Babson Skating Center. Responsible for overseeing the Skating Center physical plant including all mechanical and power supply areas associated with keeping skating rink, and property leased, running in a proper and efficient manner. Responsible for supervising and assisting in all aspects of the ice field maintenance and ice related matters, including ensuring regular and proper maintenance of ice resurfer and other vehicles and equipment, maintenance of property surrounding ice, and working with Facilities Service department regarding dehumidifiers, compressors, etc. Negotiates, organizes, and schedules all ice time and initiates contract process with renters.

Key Responsibilities:

Manages the daily operation and staff of the Babson Skating Center including but not limited to scheduling, maintenance, event management, developing ice rink policies, and working closely with the Associate Director to monitor operating budgets.

Oversees and manages scheduling and marketing of all ice time as well as related notification to users regarding dates and payment schedules.

Works closely with the Associate Athletics Director, Internal Operations, to identify new revenue opportunities and oversee all revenue related activities; sells, markets, and schedules all ice time and initiates renter contracts. Reports regularly on facility activities and operations.

Oversees operation of a busy Learn to skate USA program.

Maintains and coordinates all aspects of the mechanical and power supply and ensures timely and necessary maintenance.

Coordinates the purchasing needs of the skating center, monitoring and tracking usage of all materials, equipment and supplies.

Coordinates all outside service vendors and secures the best possible situation for the skating center related to physical plant services.

Oversees and supervises game management as needed for all varsity ice hockey contests and other events.

Responsible for the mechanical maintenance of the ice resurfer, the rink truck, and other vehicles and ice related equipment as necessary.

Responsible for ensuring proper ice field maintenance and maintenance and cleaning of areas surrounding ice such as boards, glass, and bench area.



Oversees and assists in the general maintenance and cleanliness of the skating center including the lobby, officials room, shower and bath, locker room, bleachers (over and under), outer snack bar area, and other areas as assigned.

Establishes and maintains relationship with regional and national rink associations related to the Skating Center.

Manages public relations between customers and rink management.

Oversees the Skating Center Snack Bar and vending machine and is responsible for Board of Health issues, staffing, inventory, maintenance, recycling and daily housekeeping.

Monitors the banks for Public Skating and Games; goes to the bank when money needs to be changed.

Works closely with all members of the skating center in a team effort on other duties and projects as assigned.

Assumes additional responsibilities as required.

Supervises:

Program Manager, Skating Center

Assistant Manager, Skating Center

Operations Assistant

Supervisor, Snack Bar

Snack Bar Attendant(s)

PT Rink Operators

Education Requirements:

Minimum Level of Education Required is a Bachelor's Degree.

Position Knowledge/Skills & Abilities Requirements:

At least 3-5 years of experience.

Strong communication skills, particularly oral communication (ability to communicate by telephone).

Project management expertise.

Strong attention to detail.

Ability to work with all constituencies.

Ability to perform vehicle maintenance.

Creates an environment where direct reports have the freedom and security to take initiative; deals with complexities with resilience, resourcefulness, and optimism; and appreciates open mindedness, creativity, and agility in thought and tactics.



Embraces ideas and changes created by all community members.

Works independently to solve problems; looks for opportunities to take on responsibility; takes thoughtful risks; and effectively acts on new and ongoing initiatives, objectives, and solutions to gain sought-after results.

Anticipates and effectively handles change; demonstrates willingness to try new skills and challenging tasks; and is flexible in changing conditions.

Working Conditions:

Ability to work late evenings and weekends.

Ability to travel on and off campus. Must have had a valid unrestricted U.S. Driver's License for one year, and maintain throughout employment an insurable (as determined by the College's insurer's criteria) or a satisfactory driving record; must successfully complete and pass the College's vehicle training program within the first 60 days of employment; annual or more frequent review of employee's driving record based on the College insurer's criteria; and safety training as required by management.

Heavy lifting required (75 pounds and over).

May be required to work when the College is closed during snow emergencies.

Additional Experience, Skills & Abilities:

Knowledge of ISI and or USFSA programs and levels preferred.

Knowledge of NCAA Hockey protocols and procedures preferred.

Knowledge of facility scheduling software preferred.

US Ice Rink association CIT or CRA certification preferred.

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