

Operations Manager

William Chase Arena – Natick, MA

The **Operations Manager,** reporting directly to the Arena Manager, will oversee operations including supervising and supporting all programs and services the facility provides. Routine maintenance and janitorial functions of the facility while it is open to the public, is required. Preventative maintenance tasks and shift coverage will include our Natick facility. This position will work alone and with other positions as required by the facility activities schedule. Work schedule may include nights, weekends and some holidays as necessary to meet the needs of our patrons and to complete job responsibilities.

Key areas of responsibility will focus on facility operations, staff coordination and customer service.

Preferred Skills and Qualifications:

- Minimum of two (2) years' work experience in an ice arena with some level of responsibility to the operations and maintenance functions, including knowledge of equipment.
- Must be a self-starter with ability to analyze situations and develop solutions to problems with minimal supervision.
- Ability to communicate effectively both verbally and in writing, with a variety of individuals and groups, interested in recreational matters, representing different interests.
- Ability to develop "out of the box" ideas for increasing sales and controlling costs.
- Must possess strong organizational skills with the ability to prioritize multiple tasks and manage time effectively.
- Flexibility to work varying hours especially as seasons and service needs change.
- Proven ability to work with and understand the needs of children of various ages and be committed to working with participants from a variety of backgrounds.
- Must have a valid Driver's License and comply with the safety regulations regarding operation of an ice resurfacer and ice edger.

Full-Time position.

Benefits: Eligible for medical, dental, vision, and earned time after eligibility period is met.

Compensation: Base pay range: $57,500 - $65,000 annually

*Eligible for annual increase of 2% - 4% based upon performance. Eligible for year-end discretionary bonus. Individual compensation packages are based upon various factors unique to each candidate. *

Interested applicants should apply online at https://fmcicesports.com/about-fmc/careers/

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.

Making our Community a Better Place Starts with You - Join our Team, Make a Difference!