



General Manager

Armstrong Arena – Plymouth, MA, Hetland Arena – New Bedford, MA & Driscoll Arena – Fall River, MA

The **General 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. Must work closely with the FMC Maintenance team, Programming team and Senior Management to accomplish these objectives. The General Manager shall be assigned to oversee the operations of multiple FMC facilities. This will include a split of shift coverage and administrative duties. Administrative duties shall include, payroll, hiring, performance management, scheduling, training. Shift Coverage duties shall include, ice maintenance, PMs, policy enforcement.

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

Full-time position overseeing operations in our Plymouth, MA; New Bedford, MA; and Fall River, MA facilities.

Preferred Skills and Qualifications

- Minimum 5 years' experience in the operation and/or management of ice arena facilities with at least 2 years in a supervisory capacity.
- Skating or hockey skills and experience supporting program efforts preferred.
- Certification in Ice Arena Management, Operations, or Programming issued by iAIM, USIRA or ORFA preferred.
- Must be a self-starter with ability to analyze situations and develop solutions to problems with minimal supervision.
- Must possess strong organizational skills with the ability to prioritize multiple tasks and manage time effectively.
- Ability to develop "out of the box" ideas for increasing facility usage, sales and controlling costs.
- Must possess outstanding interpersonal skills to motivate and lead a team.
- Ability to communicate effectively both verbally and in writing, with a variety of individuals and groups, interested in recreational matters, representing different interests.
- Flexibility to work varying hours especially as seasons and service needs change.
- Must have a valid Driver's License and comply with the safety regulations regarding operation of an ice resurfacer and ice edger.

Benefits: Eligible for medical, dental, vision, 401K and earned time after eligibility period is met.

Compensation: Base pay range: \$75,000 - \$85,000 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!