



Position Title:	Rink Manager / General Manager
Location:	Pittston, Pennsylvania
Reports to:	Owner
Job Category:	Operations
Job Status/Type:	Full Time/Exempt
Travel:	Limited travel may be required for seminars, training or other site visits.
Industry:	Sports Facility

Overview: The General Manager (GM) is responsible for managing all aspects of the Revolution Ice Centre. GM is responsible for overseeing the sales and marketing of the operations as well as the physical plant including all mechanical and power supply areas. Responsible for supervising and assisting in all aspects of the ice field maintenance and ice related matters. Negotiates, organizes, and schedules all ice time and initiates contract process with renters. GM works closely with the hockey teams, skating clubs, and internal personnel to identify new revenue opportunities and oversee all revenue related activities; sells, markets, and schedules all ice time.

Operations

1. Develop and maintain relationships with primary user groups including the junior teams, high school user groups, colleges, adult leagues, youth hockey groups, figure skaters and others.
2. Maintain and increase facility usage and profitability using a combination of sales, cost control measures and program building.
3. Hire, train and oversee the Rink staff. Evaluate staffing needs and effectiveness of current personnel including recruitment, hiring, training, and annual evaluations.
4. Develop yearly budget for Rink operations.
5. Maintain the calendar of usage for individual areas of the venue including the ice sheet, the turf, meeting rooms and general use areas. Schedule all of the regular user groups in a way that promotes the most harmony possible between the user groups while balancing the financial needs of the venue.
6. Manage the contractors responsible for maintaining the mechanical infrastructure in the building including the ice plant.
7. Respond to alarms and develop preventative maintenance programs to keep infrastructure running well into the future.
8. Make sure that there is additional inventory for all mechanical parts for the Zamboni and Compressors just in case there is a breakdown.
9. Make sure that the rink is in compliance with SDS and all chemicals are updated.



10. Responsible for the care and maintenance of the ice rink, including building ice surfaces, painting, resurfacing, edging, and depth check.
11. Responsible for the cleanliness, maintenance and upkeep of all furniture, equipment, locker and meeting rooms, and general areas inside and outside of the venue. This includes supervision of outdoor maintenance including grass cutting and snow removal.
12. Develop of all programs for youth and adult such as camps, clinics, in-house league(s), learn to skate, learn to play hockey, OTHC, special programs and entertainment programming to maximize revenue generation in the venue.
13. Responsible for maintaining LiveBarn Broadcasting
14. Assist with on-ice hockey instruction as needed for house league, clinics, learn to skate, learn to play hockey or camps.
15. The venue operates with customer surge periods. Assist staff with skate rentals, ice resurfacing and edging, trash removal as needed.

Advertising / Sponsorship

1. Meet the annual advertising and sponsorship goals for the rink as outlined in the operating budget.
2. Promote facility usage, programs and events with local schools, colleges, universities, non-profits, etc.

Financial

1. Develop policy recommendations, changes in rental pricing and other programs for approval and implement same.
2. Make sure that all ice rentals and contract ice are billed on a monthly basis and paid on time.
3. Responsible for creating online registration and groups through EZFacility as well as making sure that all clients are paid.
4. Assist office staff with registrations and payments

Customer Service

1. Provide exceptional customer service to ALL customers.
2. Create a welcoming environment for all guests and user groups through a combination of personal customer service, staff training and doing the right thing.
3. Enforce policies and procedures to ensure the safety of all guests and user groups. Attend regular Safety Committee Meetings and take an active role in these meetings.

Physical and Other Requirements



1. Standard work hours are 11:00am to 8:30pm EST, 5 days per week. Work is required on weekends with days off during the week.
2. Employee will work in a flexible office and sport facility environment setting.
3. Candidate for this position must be able to operate business machines and computers typically used in this industry.
4. Possess a valid Driver's License with no restrictions on driving privileges is required.
5. Maintain SafeSport clearance
6. Maintain PA Child Clearance and FBI Clearance

Working Conditions

- Ability to work late evenings and weekends.
- Ability to travel on and off site.
- Heavy lifting required (75 pounds and over).

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.

All applications should apply through <https://app.smoothhiring.com/apply/REV0021-5BUZ?ps=ref>