

**Haverford Township
Job Description**

September 11, 2023

Department: Skatium
Position: Operations Associate
FLSA: Non-Exempt
Hours: 40 hours per week (various weekdays, weekends, evening shifts)
Hourly Rate: \$22.92 per hour (Skilled Specialist 1)

Applications are accepted until: Monday, September 25, 2023

To Apply: Obtain an employment application on the website or in person at 1014 Darby Road, Havertown, PA 19083, or through our job posting on Indeed.com.

Position Summary:

The primary focus of this full-time position is to provide general operational support to management and customer service to patrons at the Skatium. This position will assist in all facets of day-to-day administrative and operational tasks relating to an indoor ice skating facility providing a safe and enjoyable skating experience for our patrons and user groups.

Qualifications:

High School Diploma, GED, or its equivalent

Proficient in general ice skating skills and ability

Proficiency in computerized office environment including the Microsoft Office Suite of products (concentration in Word and Excel)

Applicants must possess and maintain a valid driver's license to operate Zamboni, for continued employment

Superior customer service skills as this position is highly involved with the public.

Professional in appearance, attitude and work products

Ability to work at a very fast pace with little supervision

Capable of successful passing of drug/alcohol screenings

Excellent verbal and written communication skills

Ability to work as part of a team and independently with self-directed and frequently changing priorities and to operate in efficient and organized manner with strong work ethic and initiative

Possess strong attention to detail, procedures and safety protocol

Ability to work all shifts: days, evenings, and weekends.

Supervision received:

Works under the direction of the Skatium Operations Manager

Essential functions:

Manage facility in absence of Skatium Operations Manager

Works with user groups in regards to scheduling and facility management

Operate ice re-surfacer and related equipment at scheduled times to maintain ice surface

Perform cleaning and custodial functions during each shift/day's operation, as needed

Provide supervision and direction to staff tasked in various aspects of customer service

Provide assistance to open/close Point of Service cash register with each shift, adhering to the cash handling policy

Open/close facility, as scheduled

Expected to pursue continuing education and certifications from professional organizations within the skating rink management industry

Perform other duties as assigned by the Operations Manager or his/her designee

Equipment:

Extensive use of:

- Personal and Network Computer Equipment
- Ice Re-surfacer (with training provided upon hiring)
- Point of Service Cash Register

Licenses, Registrations, or Certificates Required:

HS Diploma, GED or equivalent

Valid Driver's License

PA Criminal Background Check (applicant must obtain and provide prior to start date)

PA Child Abuse Clearance (applicant must obtain and provide prior to start date)

FBI Clearance (applicant must obtain and provide prior to start date)

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, talk, listen and to read, write and type. The employee is required to walk; drive, climb stairs; use hands to operate, finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee occasionally must lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is performed in a busy recreational facility. Climate is significantly cooler than a typical work environment and employee will be subject to frequent temperature changes. Work occasionally involves responding to angry, frustrated or upset individuals.

Antidiscrimination Policy:

It is hereby declared to be the public policy of Haverford Township to foster the employment of all individuals in accordance with their fullest capacities regardless of their race, color, religious creed, ancestry, age, sex, national origin, handicap or disability, use of guide or support animals because of the blindness, deafness or physical handicap of the user or because the user is a handler or trainer of support or guide animals, or because of a person's sexual orientation, gender identity or gender expression.