

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Ice Arena Manager	Job Code: 3230
Date: February 1, 2016	EEO Code: PR
FLSA Designation: Exempt	Civil Service Status: Covered (Unclassified)

DEFINITION: This is administrative, planning, and management work with responsibility to organize and direct all aspects and staff of the Peaks Ice Arena and its associated programs.

CLASSIFICATION STANDARDS: The single position allocated to this class is responsible to the Director of Parks and Recreation and performs all tasks under his/her very general direction. The work of this class is distinguished by its comprehensive oversight of the daily operations and programs of the Peaks Ice Arena.

ESSENTIAL DUTIES: Oversee and direct the activities, programs, schedule, maintenance, concessions, and employees of the Peaks Ice Arena; evaluate cost effectiveness of arena programming including ice hockey, figure skating, indoor soccer, public skating; and other relevant programs; identify program successes and deficiencies and make needed improvements; develop and implement programming goals; assess the recreational needs of the community and add, delete, or expand arena programming as needed; oversee arena operations including monitoring the condition of equipment, ice sheets, and indoor soccer fields and arranging for needed repairs or replacements; assess arena needs and recommend improvements; oversee contractors as directed; maintain master schedule of the arena and ensure adequate staff coverage for all programs; oversee arena security and ensure that patrons have appropriate and timely access.

Supervise, plan, and coordinate the work of assigned personnel and ensure work is completed accurately and efficiently; make staffing decisions including hiring, firing, and reassigning staff; identify, evaluate, and resolve personnel concerns; conduct performance evaluations and enact discipline or employee recognition as needed; oversee and direct the recruitment, training, and development of assigned personnel; ensure subordinate compliance with the City's and the department's personnel policies and procedures; supervise record maintenance and review all reports, logs, work records, and documentation of subordinates; develop and manage safety programs for assigned personnel, including the coordination of all applicable risk management issues; implement policy changes; ensure subordinates adhere to all rules and regulations.

Develop and manage the arena budget, including oversight of the purchasing and expenditure processes; maintain equipment inventory; establish appropriate accounting procedures for the receipt and handling of revenue; establish efficient check-in procedure; oversee customer service efforts to ensure a positive experience for patrons; direct, develop, and implement marketing strategies for the facility and its programs; maintain cooperative relationships with schools, patrons, and community resources; ensure overall compliance with applicable ordinances and local, State, and Federal regulations; ensure appropriate documentation of program activities; prepare and present a variety of records, statistical reports, and administrative summaries on program activities and performance; may perform other related duties as needed.

MINIMUM REQUIREMENTS: **A)** Bachelor's degree in Business or Public Administration, Recreation Management, Physical Education, or a related field; and four (4) years of professional experience in recreation program management or a closely related field; or **B)** an equivalent combination of education, training, and/or experience [substituting each one year of post-secondary education/training for six months of experience].

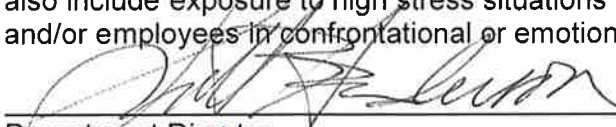
License(s). A valid, lawful driver's license is required. Must obtain certification as a Parks and Recreation Professional (National Recreation and Parks Association) within one year of hire date.

SELECTION FACTORS: *Knowledge of:* laws, codes, rules, and regulations governing the position; management principles and practices as they pertain to recreation facilities and programs; ice maintenance processes and techniques; the principles and practices of municipal government; modern supervisory techniques; basic English composition, spelling, and grammar; budget preparation and administrative process; basic accounting and revenue handling procedures; the operations, functions, and terminology common to the work. *Skill in:* dealing with stressful situations firmly, tactfully, and with respect for individual rights; observing and remembering detail; preparing clear, concise, and informative reports and presentations; finding solutions to complex problems; organizing assigned work and developing effective work methods; handling personnel issues and coaching employees. *Ability to:* conduct effective performance appraisals; conduct oneself ethically and continually demonstrate high moral character; drive motor vehicles in a safe manner; organize arena-related programs, classes, and special events; organize leagues, tournaments, game schedules, and tournament brackets; analyze the value and cost effectiveness of activities and programs; recognize potential and actual dangers and determine proper courses of action; perform work with speed and accuracy; exercise independent judgement; maintain a high level of discipline and morale amongst assigned staff; communicate effectively both verbally and in writing; deal with the public in a pleasant, courteous, and calm manner in all circumstances; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, patrons, and the general public; demonstrate a high level of commitment to principles of customer service.

TOOLS AND EQUIPMENT USED: Computer terminal, basic office machines, basic software and word processing programs, department specific software, telephone, safety clothing and equipment, skate sharpening equipment, ice resurfacing machines, ice-making equipment, and a motorized vehicle.

PHYSICAL DEMANDS: Must assume a seated position at a computer desk for extended periods of time while maintaining concentrated attention to details. Requires ability to walk on slick surfaces.

ENVIRONMENTAL FACTORS: Work location is primarily inside with decreased room temperatures and exposure to ice resurfacing machines, slick surfaces, and large crowds. Position includes occasional exposure to loud noises, and hazardous chemicals. Position may also include exposure to high stress situations or environments, including contact with the public and/or employees in confrontational or emotionally charged circumstances.



Department Director

2/1/16

Date



Mayor/Chief Administrative Officer

2/2/16

Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.