

CITY OF IRONWOOD

PAT O'DONNELL CIVIC CENTER MANAGER

General Summary

The Pat O'Donnell Civic Center Manager (Manager) is responsible for overseeing the year-round facility including scheduling, operations, safety, fiscal health, and customer satisfaction. The Manager will work closely with the Civic Center Board, City Manager, City staff and the various user groups. The Manager is required to invest the time necessary to ensure quality management along with year-round facility programming and ensure that established benchmarks and goals are achieved. It is essential to be regularly available during standard business hours as well as nights and weekends.

Supervision Received

Work is performed under the general supervision of the Civic Center Board.

Supervision Exercised

The Civic Center Manager supervises all employees of the Civic Center.

Essential Duties and Responsibilities

An employee in this position may be called upon to do any, or all, of the following: **Does Not** include **all** tasks employee may be expected to perform).

1. Maintain and increase year-round facility usage and profitability using a combination of sales, cost control measures and programing.
2. Develop a yearly budget for facility operations.
3. Provide monthly financial and operational reports to the Board of Directors.
4. Collect revenue and coordinate deposits with City staff.
5. Ensure proper financial controls.
6. Collect mail, process, and ensure proper action is taken
7. Ensure proper operation of concession activities.
8. Maintain Pat O'Donnell Civic Center Facebook page.
9. Promote and increase use of the facility
10. Always ensure excellent quality of ice.
11. Ensure the maintenance of the facility and equipment is consistent with industry best practices and manufacturer's guidelines.
12. Develop a preventative maintenance plan.
13. Maintain written maintenance records and all essential equipment.
14. Develop a long-term maintenance plan and capital improvement priorities.
15. Ensure equipment is maintained, refurbished, or replaced as needed.
16. Ensure janitorial and cleanliness activities are always at an excellent level.
17. Ensure facility meets all local, state, and federal safety and fire codes always.
18. Ensure emergency supplies are available and in good working order.
19. Ensure the security of the facility and its assets.

20. Evaluate staffing needs and effectiveness of current personnel including recruitment, hiring, training, and evaluations. Adjust the schedule and staffing as needed to ensure operational efficiency and customer service goals are met.
21. Make appropriate use of Community Service workers.
22. Coordinate volunteer activities.
23. Develop and update safety policies.
24. Ensure employees are fully trained.
25. Work directly with numerous user groups to schedule future or continuing ice/locker Room/meeting room times as well as parties, tournaments, and events.
26. Coordinate user groups, open skating, ice-related programs, and special events.

Minimum Qualifications

- Education and Experience

1. Graduate from high school education or GED equivalent
2. An associate degree (bachelor's degree preferred).
3. Two (2) years of management/supervisory experience (management of an ice rink facility is preferred).
4. Or equivalent combination of education and experience.

- Necessary Knowledge, Skills, and Abilities:

1. Thorough knowledge of equipment, facilities, materials, methods, and procedures used in operation of a year-round recreational facility (including an ice making system).
2. Personnel management, including hiring, supervision, evaluation, and training experience.
3. Marketing knowledge and skills.
4. Ability to work independently with strong self-motivation and effective time management skills.
5. Ability to comprehend and apply principals of accounting and finance.
6. Ability to develop budgets and business plans.
7. Ability to comprehend financial statements.
8. Experience with cash handling and daily cash reconciliation.
9. Experience with Microsoft Word and Excel.
10. Ability to communicate effectively both verbally and in writing with the Board of Directors, staff, user groups, and guests.
11. Ability and commitment to provide excellent customer service.

Other Requirements

1. Valid Driver's License.

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 regularly required to sit, stand, walk, talk, see, smell, crouch, crawl, bend, climb or balance, stoop, kneel, use hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms.

The employee must frequently lift and/or move objects weighing up to 75 pounds and occasionally lift and/or move objects more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus under a variety of light conditions.

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.

While performing the duties of this job, the employee works both indoors and outdoors. Work may be subject to inclement weather and other hazards including moving mechanical parts, high or precarious places, combustible materials, wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, extreme cold, extreme heat, and vibration. The noise level varies from quiet to loud.

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.