



CITY OF AMES
invites applications for the position of:
Ice Arena Manager

An Equal Opportunity Employer

SALARY: \$56,340.34 - \$81,359.62 Annually

OPENING DATE: 10/07/19

CLOSING DATE: 10/21/19 05:00 PM

GENERAL INFORMATION:

The City of Ames Parks & Recreation Department has an exciting opportunity available for the position of Ice Arena Manager!

Under the direction of the Recreation Superintendent; develops, delivers, and implements a variety of recreation programs for people of all ages and abilities; provides on-site supervision during Ice Arena operation; responsible for the daily operation of the Ames/ISU Ice Arena. This position includes day, evening, and weekend hours.

Relocation expenses may be covered.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS:

Examples of Essential Job Functions: Assists Recreation Superintendent in delivery of recreation programs and services related to the Ames/ISU Ice Arena. Schedules ice arena rentals; oversees operations for college and high school hockey games; maintains facility and recommends building and equipment improvements; supervises facility, temporary staff, and daily operations; and leads revenue generation efforts. Implements and/or coordinates recreation programs; evaluates recreation programs through participant and employee evaluations. Hires, trains, schedules, and provides work direction to temporary staff and volunteers; serves as primary communicator between temporary staff in the field, program participants, facility users and the Recreation Superintendent; responsible for being on-site during programs and making on-site decisions as necessary; acts in the absence of temporary Recreation staff; greets public; handles concerns; answers questions; anticipates services needed and makes needed arrangements for services; communicates rules of conduct. Follows and recommends policies, procedures, standards for programs, safety, and fiscal control. Assists with cash and inventory control; purchases supplies and inventory; monitors expenditures within assigned budget; recommends budget items; performs housekeeping, routine maintenance and program support; participates in cross-functional groups; prepares and disseminates promotional materials; maintains necessary records and submits required reports; responds to calls of an emergency nature after hours.

Each employee is expected to continually strive to bring shared values to life through our Excellence Through People organizational culture. ETP values include: committing to continuous improvement, inspiring creativity and innovation, being customer driven, making data-driven decisions, championing employee involvement, striving for excellence, having fiscal stewardship, acting with honesty and integrity, exhibiting leadership, choosing a positive attitude, respecting one another, promoting safety and wellness, and cultivating teamwork. For leaders, this includes creating a work culture that brings these values to life. For all employees, this includes maintaining a Total City Perspective. The purpose of ETP is to deliver exceptional services to the public at the best price, and for employees to experience an enjoyable and stimulating work environment.

Other Job Functions: May lead or instruct activities as requested; performs related work to support the organization; monitors general condition of facility and responds to any defects or damages. Other duties as assigned.

QUALIFICATIONS:

To be considered, please attach your resume, college transcript, and relevant certifications.

Required:

Education and Experience:

- A Bachelor's degree in recreation, sports management, or related field and one year of experience in a

recreation environment. An equivalent combination of education and experience may be considered.

Licenses and Certificates:

- Must possess a valid Iowa Driver's License within 30 days of hire date.
- Current in CPR and First Aid certifications or able to obtain within 60 days of hire date. (Candidates not possessing these certifications may still apply; the city will provide and pay for certification courses.)
- Ability to obtain ServSafe Food Safety Manager Certificate and Certified Ice Rink Manager (NARCE).

Preferred:

- Three years of experience in an ice arena setting and/or facility management.
- ServSafe Food Safety Manager Certificate.
- Ice arena operations experience.
- Concessions, inventory, facility rentals, and cash handling experience.
- Experience with RecTrac.
- Professional experience with social media.
- Experience with capital improvement projects
- Experience with ice programming including special events, sports, and activities.
- Certified Ice Technician
- Certified Ice Arena Manager

Knowledge, Skills, and Abilities Necessary to Perform Essential Functions: General knowledge of recreation programming and ice arena operations; awareness of skills, rules and procedures related to various recreation activities, athletic programs, instructional classes and special events; knowledge of CPR, first aid and general safety practices. Some knowledge of machinery associated with assigned duties. Knowledge of customer service principles and practices; proficiency with PCs and computer software applications; knowledge of the principles and practices of supervision.

Skill in leading and instructing participants of all ages in recreation programs; excellent interpersonal skills, excellent oral and written communication skills, problem solving and leadership skills. Skill in planning, supervising, and evaluating the work of subordinate staff.

Ability to plan, set up, and conduct recreation programs. Ability to take initiative and work with little direct supervision; ability to work independently and in a teaming environment; ability to establish and maintain effective working relationships; ability to prepare and maintain accurate records; ability to estimate supplies and equipment for facility/program operation; ability to plan and supervise the work of subordinates.

SUPPLEMENTAL INFORMATION:

Residency Requirement:

The hired candidate is required to live within a 12-mile radius of Ames City Hall (515 Clark Ave., Ames, IA, 50010) within 6 months of starting employment.

Civil Service:

The City of Ames is conducting a recruitment to establish a Civil Service eligibility list for this classification. The list will be valid for up to one year from the date of certification by the Ames Civil Service Commission and may be used to fill one or more vacancies in this classification. In addition, City of Ames Civil Service employees who have previously held Civil Service status in this classification and are interested in voluntarily demoting or laterally transferring into the current vacancy must submit their application by the deadline.

Physical and Environmental Characteristics:

Required Physical Activities: Climbing, balancing, stooping, kneeling, crouching, reaching, walking, pushing, pulling, lifting, finger dexterity, grasping, talking and hearing.

General Physical Characteristics: The work involves intermittent periods of standing and sitting with sitting 50% of the time (includes using a computer); standing (but not walking) 25% of the time; standing and walking 25% of the time; frequently lifting objects under 10 pounds; occasionally lifting objects from 10 to 25 pounds; infrequently lifting objects from 25 to 50 pounds; and infrequently lifting objects over 50 pounds.

Vision Requirements: The minimum standard for use with those whose work deals largely with preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small defects or parts, operation of machines (including inspection), and measurement devices.

Environmental Conditions: The work is performed mainly inside, but includes some outside. Some exposure to extreme cold, wet and/or humid conditions, dirt/dust, and other environmental conditions.

Equipment Used on the Job: Car, calculator, computer and related software, personnel policies manual, recreation equipment, telephone, audiovisual equipment, fax, copy machine, ice resurfacers, skate sharpener, and minor hand tools.

Selection Process:

The selection process consists of an evaluation of education, experience, scored supplemental questions, phone interview, predictive index assessment, on-site interview, and completion of a criminal background check, which includes a sex offender registry check and motor vehicle record check. All candidates will be notified by email of their application status. Depending on the number of qualified applicants the department may forgo phone interviews.

Candidates meeting the minimum qualifications (Preference may be given to applicants possessing qualifications above the minimum.) and scoring an average of 70% or greater on supplemental questions 6 through 8 in this application form will be invited to a phone interview. Candidates scoring an average of 70% or greater in the phone interview will be invited to participate in oral board interviews to determine Civil Service eligibility. The Civil Service Score will be determined by oral board interview.

E-Verify Process:

The City of Ames participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each applicant's Form I-9 to confirm work authorization. All candidates who are offered a position with the City of Ames must complete Section 1 of Form I-9 along with the required proof of their right to work in the United States and proof of their identity prior to starting employment. Please be prepared to provide required documents as soon as possible after the job offer has been made. For additional information regarding acceptable documents for this purpose, please contact Human Resources at 515-239-5199 or go to the US Citizenship and Immigration Services web page at: <http://www.uscis.gov>.

NOTE: Persons with disabilities must submit requests for ADA testing accommodations to the Human Resources Department prior to the application deadline.

The City of Ames is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, age, religion, sex, sexual orientation, gender identity, genetic information, ancestry, national origin, marital status, disability, or protected veteran status and will not be discriminated against. Inquiries can be directed to the Human Resources Department at 515-239-5199.

APPLICATIONS MUST BE FILED ONLINE AT:
<http://www.cityofames.org/jobs>

Job #19-3209-01
ICE ARENA MANAGER
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OUR OFFICE IS LOCATED AT:
515 Clark Ave
Ames, IA 50010
515-239-5199
hr@cityofames.org

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Ice Arena Manager Supplemental Questionnaire

- * 1. Please indicate your highest level of education.
 - Master's Degree
 - Bachelor's Degree
 - Associate's Degree
 - High School Diploma
- * 2. Please indicate your years of experience in ice arena management/supervision.
 - More than 3 years of experience
 - Three years of experience
 - Two years of experience
 - One year of experience
 - Less than 1 year of experience
- * 3. Please indicate all the certifications you currently possess.
 - CPR
 - First Aid
 - ServSafe Food Safety Manager
 - Certified Ice Technician
 - Certified Ice Arena Manager
 - Other
 - None of the above
- * 4. Have you attached your resume, college transcript, and certifications? If not you must submit a copy of this documentation before the closing date in order to be considered. (Fax: 515-239-5297 or email: hr@cityofames.org)
 - Yes No
- * 5. Please indicate your experience with (check all that apply):
 - Ice Arena Operations
 - Operating an Ice Resurfacer
 - Operating a Skate Sharpener
 - Concessions
 - Facility Rentals
 - Cash Handling (deposits, closing out drawers, etc.)
 - Staff Supervision
 - RecTrac
 - Professional Social Media
 - Capital Improvement Projects
 - Ice Programming including Special Events, Sports, and Activities.
- * 6. Please describe in detail the ice arena facilities you have managed. For each, provide a description of your role in the operation and describe the facility. Also, include the programs you conducted at these facilities.
- * 7. What does "customer driven" mean to you? Provide an example that supports your position.
- * 8. Please provide an example of a difficult decision you had to make in a recreation setting. What values guided your decision? Explain why these values were important to you while making this decision.
- * Required Question