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| JOB DESCRIPTION | JOB TITLE: Evening Facility Supervisor | |
|  | Job Location: Utah Olympic Oval Reports to: UOO Evening Facility Mgr Function Area: UOO Business Ops | Position Code: 765 Pay Grade: 8 Type: Full Time/Hourly |

Job Title: Evening Facility Supervisor

\$12 - \$14 Hour DOE

Major Tasks, Responsibilities and Accountability

Oversee Nights/Weekend Facility Operations

- Supervise Staff Productivity in all departments
- Have knowledge on all departments, how each department operates and expectations of staff.
- Serve as Manager on duty for all facility activities
- Make decision on all venue issues during shift.
- Be visible to all venue employees and public, be available to answer questions and resolve problems.
- Make decisions on all emergency situations such as fire, serious medical injuries, bomb threats, robbery, etc.
- Resolve building operation issues
- Contact proper authority when necessary
- Have authority to terminate employees at any time
- Ensure facility standards are met at all times
- Ensure facility checklists are completed each shift

Assist Guest Services Manager


- Manage guest services department including cashiers, skate rental, skate guards, ice access, weight room access
- Schedule all Guest Services staff accordingly
- Verify all Guest Services hours
- Assist Guest Services Manager in Budgeting
- Follow all accounting policies
- Conduct Bi-weekly/monthly staff meetings with Guest Services employees
- Gift shop ordering, receiving, displaying, and inventories
- Concessions ordering, receiving, displaying and inventories

Assist Operations Manager

- Supervise Ice Maintenance staff
- Ensure ice schedule is maintained
- Ensure facility is free of hazards (icy walks, snow, spills, damage)
- Clean any trash and spills
- Report any damage
- Report any alarms
- Troubleshoot maintenance issues
- Ensure proper security

Expectations

- Proper dress, manners, and appearance
- Communicate with proper authority and all departments
- Ensure all employees follow department expectations
- All Managers on duty will support all other Manager on Duty (MOD)s and their decisions
- Guest Service MODs will act as Guest Service supervisor while on duty and will follow supervisor exceptions in addition to MOD expectations

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Required Knowledge and Essential Skills

- 4+ years of customer service experience
- 2+ years proven supervisory experience
- 2+ years retail experience, including receiving, displaying merchandise and performing physical inventories preferred
- Excellent communication skills and a friendly personality
- Ability to develop and maintain strong rapport with both internal and external customers
- World with the public and office administration to ensure high levels of customer satisfaction
- Proven organizational skills and detail orientated
- Computer proficient with Microsoft Office software: Point of Sale software a plus
- Strong problem solving skills and ability to handle high volume customer service activity in a professional manner
- Must enjoy working in a team environment
- Self Starter attitude
- Ability to manage multiple tasks effectively and efficiently
- Must be able to consistently meet deadlines and demonstrate accuracy and thoroughness
- Ability to calculate figures and amounts such as rates, discounts and percentages

Minimum Qualifications

- A valid Drivers License
- Minimum 18 years of age
- Flexible work schedule, may need to work late and weekend hours

Environmental Job Requirements

- While performing the duties of this job, the employee regularly works near moving mechanical parts (printer, copier, fax machine)
- Noise level in the work environment is usually moderate

Physical Requirements

- Must occasionally lift or move up to 20 pounds
- Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus
- Hearing – to converse with others in a normal conversation
- While performing the duties of this job, the employee is regularly required to sit or stand, walk, use repetitive wrist movements, reach with hands and arms, climb stairs, balance, stoop, kneel, crouch or twist

Required In-House Training

- UAF Orientation
- Sexual Harassment
- Drug & Alcohol
- Hazardous Communications Program

This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of the job description at any time without prior notice.