

## **Job Description**

**Position:** Operations Technician  
**Reports To:** Operations Manager  
**Prepared By:** Brad Priest  
**Status:** Part-time  
**Prepared Date:** July 18, 2011

**Position Summary:** This position is responsible for maintaining the ice surface, its attendant structures, and the overall general maintenance support of the arena. Typically acting as the supervisor on duty, and the first point of contact for the entire organization, the Operations Technician must have an understanding of virtual organizational structures and a commitment to clear and ongoing communication internally and externally.

### **Responsibilities:**

- Compliance with well established preventative maintenance systems for all facility vehicles, equipment, and tools.
- Provide the maintenance for solid, safe, and clean ice surfaces.
- Use of ice edger regularly.
- Being available for all figure skating and hockey needs.
- Provide a clean and attractive environment encompassing a variety of janitorial duties.
- Removal of all trash from property.
- Responsible use of all cleaning equipment.
- Inspects and evaluates physical condition of facility.
- Assists Operations Manager in project planning and execution.
- Routinely inventories supplies and equipment.
- May supervise two or more part-time employees at any given time.
- Assumes administrative responsibilities in the absence of management.
- Answers inquiries and communicates information regarding organizational programs and facility policy; at times under stressful conditions which may require exceptional independent judgment and discretion.
- Makes quick, accurate observations, and exercises sound judgment. Must be willing and able to take decisive action in a variety of circumstances, including emergency situations.
- Positively interacts with all departments, vendors, clients, and guests of the facility to successfully accomplish facility objectives.
- Appropriately safeguards company property, access and assets.
- Other duties as assigned.

### **Knowledge, Skill and Ability:**

- Knowledge of supervisory practices and principles.
- Displays self-motivation.
- Demonstrates sound organizational, coordinating, and personal interface skills.
- Demonstrates excellent written and verbal communication skills.
- Proven job reliability, diligence, dedication, and attention to detail.
- Must be flexible with working nights, weekends, and holidays.
- A strong understanding for the importance of job execution is necessary along with taking responsibility for decision-making.

**SUPERVISORY RESPONSIBILITIES**

Carries out supervisory responsibilities in accordance with the organization’s policies and applicable laws.

**LANGUAGE SKILLS**

Ability to read and comprehend simple instructions, short correspondence and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**REASONING ABILITY**

Ability to solve practical problems and deal with variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**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 reach with hands and arms and talk or hear. The employee frequently is required to stand; walk; use hands to feel or handle; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee is occasionally required to sit. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and 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 duties.

While performing the duties of this job, the employee may be exposed to high, precarious places. The employee is frequently exposed to fumes or airborne particles. The employee is occasionally exposed to wet and/or humid conditions, moving mechanical parts, toxic or caustic chemicals, risk of electrical shock, and vibration. The noise level in the work environment is usually moderate.

Employee Signature\_\_\_\_\_

Print Name\_\_\_\_\_

Date\_\_\_\_\_