

Position: Pro Shop Attendant

Reports to: Pro Shop Manager

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Status: Part-time

Prepared Date: Feb. 1, 2015

Position Summary: This position is responsible for Pro Shop sales, providing common equipment related repairs (Skate Sharpening, Rivet Work, Cutting Sticks), and the overall general appearance of the Pro Shop. In Addition, Pro Shop Attendants are cross-trained as Operations Technicians. It is expected that Pro Shop Attendants fulfill Ops Tech shifts and duties when necessary. Pro Shop Attendants must have a strong understanding of all rink Operations, as they are generally the first point of contact for customers. Lastly, Pro Shop Attendants must have good communication skills and must be able to work individually as well as in a group setting.

Responsibilities:

- Oversees Pro Shop when Manager is not present.
- Helps Operations Technicians when necessary.
- Use of Skate Sharpener.
- Use of tools to perform equipment repairs and fixes.
- Providing a clean and attractive environment for all customers.
- Assist Pro Shop Manager in project planning and execution.
- Inventory supplies and equipment as directed by Manager
- Answering phone calls and providing knowledgeable information to customers
- Make quick decisions and exercise good judgment. Must demonstrate actions in a variety of circumstances, including emergency situations.
- Appropriately safeguard company property, access, and assets.
- Maintain an accurate drawer and display proper cash handling methods.
- Clean and organize Pro Shop every shift
- Other duties as assigned.

Knowledge, Skill and Ability:

- Knowledge of supervisory practices and principles.
- Display self-motivation
- Demonstrate sound organizational, coordinating, and personal interface skills.
- Proven job reliability, diligence, dedication, and attention to detail.
- Must be flexible with working nights, weekends, and some 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 _____