

JOB DESCRIPTION – PART TIME Operations Supervisor



Facility Name:	VENUWORKS OF CEDAR RAPIDS
----------------	----------------------------------

JOB INFORMATION

Job Title:	Operations Supervisor	Department:	Maintenance
Reports To:	John Kuddes, Operation Manager	FLSA Status:	Exempt <input type="checkbox"/> Non Exempt <input checked="" type="checkbox"/>
Prepared By:	Janna Graber, Human Resources Specialist	Date Prepared:	9/1/2015
Approved By:	Sharon Cummins	Approved Date:	9/4/2015

SUMMARY

Responsible for event preparation and general maintenance of the Cedar Rapids Ice Arena. This individual supervises the activities of part time custodial and operations personnel including setup/tear down crews within the building.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Provides leadership and support to Operations staff.
2. Assist Manager in the training of Operations personnel.
3. Open and close building per required shift.
4. Responsible for seeing that all shift job responsibilities are completed at closing.
5. Performs housekeeping and maintenance of facility inside and outside.

OTHER DUTIES AND RESPONSIBILITIES include but are not limited to the following:

1. Operates Zamboni or Olympia machines to maintain ice conditions in the Arena.
2. Operates Edger to maintain ice conditions in Ice Arena.
3. Maintain organization of tools and cleaning supplies, and informs Operations Manager if items are needed.
4. Housekeeping and trash removal: areas are to be done on a daily basis. (Office, seating areas, rest rooms, locker rooms, players benches, concourse, lobbies, front entrance) the concession stand and kitchen if asked by Food and Beverage Manager.
5. Open register for each shift.
6. Maintain accurate register count and drops.
7. Answer incoming calls and direct as needed to the appropriate person.
8. Respond to customer concerns with a positive attitude and resolve as quickly and quietly as possible.
9. Supervisor will report any misconduct to the Operations Manager or other full time Manager on Duty.
10. Help with skate rental as needed.
11. Supervisor must check off items completed and sign end of day report for the Operations Manager.

SUPERVISORY RESPONSIBILITIES

Employee will supervise other part-time operations staff employees, and is responsible for the overall direction and coordination of these employees during the Supervisor's shift. Employee will carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Employee is responsible for event-by-event training of employees; praising and correcting behavior of staff under their supervision.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

JOB DESCRIPTION – PART TIME

Operations Supervisor



Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Must possess the capacity to develop and train subordinate personnel and skilled and semi-skilled employees, including permanent, part time and temporary operations staff.
2. Must be skilled in the operation and maintenance of equipment and general use of handyman tools.
3. Must have thorough knowledge of cleaning materials and equipment.
4. Must have the ability to express ideas effectively orally and in writing.
5. Must have a comprehensive familiarity with various aspects of entertainment facility production and maintenance, including custodial, materials and handling, work scheduling and event set up/tear down.
6. Considerable knowledge of occupational hazards and safety precautions applicable to building equipment maintenance and repairs.
7. Ability to work a varied schedule under diverse conditions and according to sometimes stringent time schedules. Hours worked for this position will vary due to the demands of the event schedule, operational changeovers/conversions and other related activities that are part of the operation of the venues. The schedule will include a mix of day, night and weekend hours.

EDUCATION and/or EXPERIENCE

1. High School diploma, GED or equivalent.
2. Ability to operate light machinery, such as ice resurfer, fork lift and scrubber.
3. Ability to operate applicable computer programs to accomplish essential functions of the job.

CERTIFICATES, LICENSES, REGISTRATIONS

1. Must possess current, valid driver's license and a current working home telephone with a number that can be accessed by building management personnel for business purposes.
2. Willingness to obtain necessary certifications and licenses.

LANGUAGE SKILLS

1. Ability to speak and understand English.
2. Ability to write and maintain routine records and reports.
3. Ability to deal effectively and courteously with venue patrons, clients and co-workers.
4. Ability to interpret and work from sketches, diagrams, technical orders and manufacturer's manuals and specification handbooks.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to remember previously learned material such as specifics, criteria, techniques, principles, and procedures; ability to grasp and interpret the meaning of material; ability to use learned material in new and concrete situations; ability to break down material into its component parts so that its organizational structure can be understood; ability to recognize casual relationships, discriminate between behavior mechanisms, and identify elements that are relevant to the validation of a judgment; ability to put parts together to form a new whole or proposed set of operations; ability to relate ideas and formulate hypotheses; ability to judge the value of material for a given purpose on the basis of consistency, logical accuracy, and comparison to standards; ability to appraise judgments involved in the selection of a course of action; ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decision based on best and most important choice.

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 position.

1. While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk or hear.
2. The employee frequently is required to stand, walk, sit, and use hands to finger, handle, or feel.
3. The employee is occasionally required to climb or balance and stoop, kneel, crouch or crawl.

JOB DESCRIPTION – PART TIME

Operations Supervisor



4. The employee must regularly lift and/or move up to 50 pounds and frequently lift and/or move up to 100 pounds.
5. Specific vision abilities required by this job include close vision, distance vision, color vision 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 functions.

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all-inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:		Date:	
------------------------	--	-------	--