

## Operations Manager

The Great Falls IcePlex is a non-profit, seasonal ice facility operated by the Great Falls Community Ice Foundation (GFCIF) in Great Falls, MT. The IcePlex seeks a highly motivated individual to serve as Operations Manager. The Operations Manager works closely with the GFCIF Board to oversee the entire scope of the operation and reports directly to the GFCIF President. This position runs August through April with option to extend. Pay range is \$16-22/hour. Benefits are not included. This position has the potential to evolve into a year-round appointment with financial incentives based on performance and development of new initiatives by the Operations Manager that lead to significant increases in revenue. We are willing to train a promising candidate.

### QUALIFICATIONS:

#### • Required:

- Bachelor's degree in business or at least 4 years experience managing a business operation and supervising employees.
- Must be highly organized and able to prioritize multiple tasks.
- Must be able to work independently and possess strong self-motivation and effective time management skills.
- Must have excellent communication and people skills.
- Must be willing to perform other duties, work irregular hours, and assume added responsibilities as needed.
- Must be able to analyze problem situations and develop effective solutions, exercising good judgment consistent with the mission of the GFCIF.
- Must pass a background check.
- Will be subject to random drug testing; must pass.
- Must have valid Montana driver's license and provide own transportation.

#### • Preferred:

- Experience as a facility manager or equivalent, preferably as part of a non-profit organization.
- Ice rink experience, including knowledge of rink operations and equipment.
- Personnel management, including hiring, supervision, evaluation and training.
- Experience in preparing, reviewing and reconciling budgets.
- QuickBooks and/or accounting experience.
- Experience creating, marketing, fundraising, and building new programs. Grant writing and webpage management experience is an asset.

## **DUTIES AND RESPONSIBILITIES:**

### General

- Uphold a professional appearance and demeanor at all times.
- Communicate professionally verbally and in writing.
- Promptly respond to emails and phone calls.
- Immediate and complete reporting of all liability issues.
- Attend monthly GFCIF Board meetings and provide reports and updates related to facility operations.

### Facility Management

- Personnel – hire, train, schedule and supervise employees within a pre-determined budget. Ensure employees are adhering to policy and operating procedures. Make adjustments in the work schedule to ensure facility operates efficiently.
- Ice scheduling – work with numerous user groups to coordinate and schedule regular and one-time rentals, including events and tournaments, as approved by the GFCIF Board. Ensure up-to-date schedule is posted to the website.
- Perform staff duties as needed, including collecting admission fees and ice rental payments.
- Ensure adherence of all patrons and users to facility rules and regulations, and monitor and control access to restricted areas.
- Inventory -complete annual inventory of rental skates and rink supplies and equipment.
- Finances –collect, handle, and deposit money. Work with Treasurer to reconcile payments and manage annual finances. QuickBooks experience is an asset.
- Work with vendors to ensure facility has supplies / equipment needed to run efficiently and effectively.
- Work with GFCIF Board members to organize events to maximize revenue.
- Solicit Sponsorships. Maintain or increase profitability through sales strategies (e.g., ice sales, board advertisement sales, etc.) and cost control mechanisms (e.g., updated lighting, energy efficiency programs, etc.).
- Utilize specific computer applications including the Microsoft suite (e.g., Word, Excel, and Outlook) and ice rental scheduling software.

### Facility Appearance and Operations

- Ensure facility meets all local, state, and federal safety and fire codes at all times.
- Post and maintain facility signage.
- Ice – oversee the implementation and maintenance of high-quality ice surface.
- Building – maintain a clean and safe facility (interior and exterior); ensure the building, facilities, grounds, and machinery are kept clean and in good repair.
- Ensure emergencies supplies (e.g., first aid kits, fire extinguishers, etc.) are available and in good working order.
- Security – monitor facility security. Respond to alarms and emergency

situations at IcePlex. Report incidents within eight (8) hours to GFCIF President and submit a full incident report to GFCIF President within 48 hours.

- Equipment – oversee operations and maintenance of ice-making equipment, including compressor systems and ice resurfacing equipment.
- Work with GFCIF Board to identify and ensure completion of facility repair and improvement projects.

#### Customer Service

- Respond to all incoming facility communications, including emails, website inquiries, and telephone calls.
- Offer excellent customer service to all patrons; develop and maintain strong relationships with facility user groups; maintain public relations and patron satisfaction.
- Oversee the sharpening of rental and privately owned skates.
- Have thorough knowledge of and provide information regarding fees, programs, schedules, and rental information to customers.
- Create a welcoming atmosphere through staff training on customer service and care of physical environment.
- Enforce policies and rules to ensure the safety of all guests; intervene in situations related to public safety as necessary.
- Ensure ice user compliance with user agreements.

#### Physical Requirements

- Must be able to lift 50 pounds.
- Requires climbing, reaching, bending, pulling, and lifting. Some work is done on a slippery surface and in varying environments, including warm and cold temperatures.