

## Ice Arena Operations Assistant Job Description

**TITLE:** Ice Arena Operations Assistant

**ROLE:**

- Ice Arena (IA) Operations Assistant (OA) is responsible for the front-line operations, customer service, and safety within the Ice Arena by providing quality customer service with knowledge of facility offerings.
- An OA may rotate through three sub-positions: Counter Worker, Guest Service, or Ice Aide.
- Within this position an Operations Assistant is responsible for assisting Operations Specialists and Operations Supervisors while on shift.

**SUMMARY OF RESPONSIBILITIES:** IA Operations Assistant will maintain an orderly environment by keeping the facility organized and clean. An Ice Arena OA is required to maintain a regular cleaning schedule for the entire facility and take the initiative to stay busy by finding additional tasks to complete. An Ice Arena OA will distribute appropriately sized rental skates to customers during a scheduled public skate session. Other duties assigned, but not limited to, include processing payments while managing a register at the Skate Rental or Snack Bar counter; answer telephone calls from customers seeking programming information; register customers for IA programs; respond to medical/urgent situations.

**\*Please refer to the bottom of this job description to view more detailed examples of job responsibilities and how they align to your personal & professional development.**

**PAY RATE:** \$10.10 per hour with opportunities to earn promotion and higher pay rate.

**TYPICAL WORK SCHEDULE AND HOURS:**

- An IA Operations Assistant is traditionally scheduled Monday through Friday, anytime between 3:00pm-Midnight and Saturdays and Sundays any time between 7:00 a.m. – 11:00 p.m.
- Shift lengths will vary depending on availability, but typically range from 4 hours to 8 hours.
- The student work schedule is posted every Tuesday for the upcoming Sunday through Saturday work week. Time off requests are due no later than Monday evening.
- An IA Operations Assistant is required to work a minimum of 15 per week, which equates to roughly 2-3 shifts per week.
- Student employees can work a maximum of 28 hours (domestic) and 20 hours (international) for all campus jobs.
- IA student employee work hours begin in August and finish in April and are expected to be available over Thanksgiving weekend and throughout the university winter break.

**APPEARANCE AND DRESS:** The Operations Assistant will be clean and neatly attired while on duty. A RecWell staff shirt and nametag (provided) to be worn as the primary outer layer, as well as khaki / jeans bottoms with no rips or holes and closed-toed shoes when in the building. IA jackets are made available for student employees during their shift as work conditions sometimes will reach cooler temperatures.

**SUPERVISOR(S):** Associate Director, Ice Arena, Competitive Sports, and Outdoor Facilities

**MINIMUM QUALIFICATIONS:**

- Must possess strong customer service skills.
- Work both independently and collaboratively with others in diverse working groups to achieve common goals.
- Strong verbal and written communication skills with coworkers, supervisors, and all RecWell patrons & guests.
- Ability to positively create a welcoming environment for all and maintain a positive attitude at work.
- Functions and communicates effectively and respectfully within the context of varying beliefs, behaviors, orientations, identities, and cultural backgrounds.
- Demonstrating an articulation of one's own personal and professional goals, strengths, and weaknesses, and how this work experience will be a growth opportunity.
- Ability to address conflict in a professional manner through problem-solving and critical thinking.

**HOW TO APPLY:** Interested candidates must apply through Handshake.

**QUESTIONS?** Contact Jim Underwood at [junderw3@kent.edu](mailto:junderw3@kent.edu)

**SUMMARY OF THE ICE ARENA:** The Ice Arena, built in 1970, is a family-friendly facility serving both the university community and outlying communities. There is one ice surface: the Competition Rink, measuring 200' x 85'. Recreational skating ([Public Skates](#), [College Late Night Skate](#), [Learn to Skate](#), and [Learn to Play Hockey](#)), figure skating, ice hockey, birthday parties and private rentals are just a few things offered at the Ice Arena. The arena has a multipurpose meeting room, skate sharpening and snack bar. The Ice Arena is home to the [Kent State ACHA Division 1 and 3 club hockey](#) teams and the [Kent State club figure skating](#) team. The arena also serves as home for three local high school teams and a youth hockey program with over 10 teams.

#### **OTHER REQUIREMENTS AND EXPECTATIONS:**

- **Background Check:** Must obtain a background check outlined by the department prior to employment. All offers of employment at RecWell are contingent upon clear results of a thorough background check (will be provided upon hire at no cost). A plea of guilty to, a finding of guilty by a referee, jury or court of, or a conviction of any of the following shall disqualify an individual from being eligible for employment with Recreation and Wellness Services.
  - (1) A felony. (2) A sexual offense, as defined in chapter 2907 of the revised code. (3) An offense of violence, as defined in section 2901.01(A) (9)(a) of the revised code. (4) A theft offense, as defined in section 2913.01(K)(1) of the revised code. (5) A drug abuse offense, as defined in section 2925.01(G) of the revised code. (6) Substantially comparable conduct to (1) through (5) above, occurring in a jurisdiction outside the state of Ohio.
- **Standard Trainings:** Become certified in American Red Cross CPR/AED / FA for the Professional Rescuer, Mental Health AID Training, Bloodborne Pathogen Training, and other trainings as assigned (will be provided upon hire at no cost).
- **Department Trainings:** Attend all new hire orientation trainings, department (semesterly) and area trainings (monthly), and other trainings (in person and online) as needed.
- **Certifications:** Maintain all valid certifications that are required of your position and abide by FERPA / HIPPA.
- **Communication Expectations:** Adhere to communication deadlines and expectations set forth by your area supervisor or other professional staff members, including answering emails, text messages, and phone calls in a timely manner (24-48 hours).
- **Work Flexibility:** Ability to work a flexible schedule, including non-traditional work hours, and practice good time management skills.
- **Working Week Limit:** Abide by the hourly work week limit of 28 hours maximum per week in all on campus jobs combined. For international students, this number is 20 hours per week when classes are in session, and 28 hours per week when classes are not in session (summer, spring break, and winter break).
- **Emergency Response:** Ability to respond to an emergency, as outlined in the Emergency Action Plan.
- **Clean, Safe, Organized Workstation:** Maintain a clean, organized, and safe workstation and environment for student employees, patrons, and all others.
- **Policies and Procedures:** Abide by all other policies and procedures outlined by Recreation and Wellness Services, the Division of Student Affairs, and Kent State University.
- **Commitment and Congruency:** Commitment to Recreation and Wellness Services' mission, team culture, and values and aligning oneself with them.

#### **ABOUT RECREATION AND WELLNESS SERVICES:**

- **MISSION STATEMENT:** Recreation and Wellness Services is committed to providing equitable co-curricular experiences through a culture of learning, growth, and well-being in a supportive and welcoming environment.
- **TEAM CULTURE:** Well-being, Supportiveness, Flexibility, Inclusivity, Integrity, and Positive Attitude.
- **VALUES:** Belonging, Development, Integrity, Quality, and Safety.

**EQUAL OPPORTUNITY:** We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

**AVAILABLE RESOURCES:**

- [Kent State University Career Exploration and Development \(website\)](#)
- [How to Write a Resume \(website\)](#)
- [How to Write a Cover Letter \(website\)](#)

**NACE COMPETENCIES FOR A CAREER – READY WORKFORCE:** The [National Association of Colleges and Employers](#) developed a definition for career readiness and [identified eight key components](#) to prepare college students for a successful transition into the workplace. These are some more examples of how this position will allow you to grow in each of these competencies. Some examples are “Professionalism” and “Critical Thinking”. This position’s job responsibilities will allow you to grow in each of these competencies. Please see below. Please also visit [this link](#) to see how working in the department will allow you to grow in these skillsets.

Job Responsibilities	Career & Self Development	Communication	Critical Thinking	Equity & Inclusion	Leadership	Professionalism	Teamwork	Technology
<b>Job Responsibility 1:</b> Maintain an orderly environment by keeping the facility organized and clean.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Job Responsibility 2:</b> Maintain a regular cleaning schedule for the entire facility.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Job Responsibility 3:</b> Take the initiative to stay busy by finding additional tasks to complete during unsupervised time.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Job Responsibility 4:</b> Answering telephone calls or in-person questions from customers seeking program information.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Job Responsibility 5:</b> Processing payments through the IA point of sale system.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Job Responsibility 6:</b> Be a leader and role model for patrons and other staff while responding to medical or urgent situations.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Job Responsibility 7:</b> Communicate effectively with patrons, other employees, and supervisor.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>