



ICE ATTENDANT

Position:	Ice Attendant
Department:	Lake House & Buchanan Ponds
Reports to:	Recreation Supervisor-Outdoor Programming, and Facility Specialist Outdoor Recreation Specialist, and Recreation Supervisor-Programs
Location:	Lake House & Buchanan Ponds
Status:	Seasonal
Hourly Wage:	\$12.56-\$15.09 hourly

Nature of Work

Under the direction of the Recreation Supervisor-Outdoor Programming and Facility Specialist, the Ice Attendant position is responsible for monitoring activity at the lake and/or Buchanan Ponds to prevent accidents, providing assistance as needed, as well as collecting fees for various activities and providing customer service to all patrons.

Essential Functions

- Cautions skaters regarding unsafe areas
- Assists skaters with accidents and administers first aid, as needed
- Must possess a highly defined focus towards both internal and external guest service
- Maintains order at skating rink areas
- Computes and collects fees for skate rental
- Operates cash register
- Adhere to safety requirements
- Instructs patrons on rules and regulations while skating at the lake or ponds
- Ability to handle problem areas and conduct oneself in a mature, professional manner, with an emphasis on customer service
- Ability to work under minimal supervision
- Assists in cleaning and maintaining the cleanliness of the facility and the surrounding area
- Cleans and keeps skates organized
- Collect fees for all the various activities
- Proper data collection and entry into the computer
- Situational awareness - responsible for knowing what is in the building and going on around you at all times
- Know current seasons brochure information
- Reads and records total shown on cash register tape and verifies against cash on hand at the end of the shift
- Provides prices and describes features of activities for which money is received
- Additional duties as assigned

Management & Supervisory Duties

- Supervise the activity and the safety of the visitors using skates on the ice rinks

Illustrative Examples of Duties

- Inspects lake and ponds for unsafe conditions and reports any concerns to the supervisor/coordinator on duty
- Adhere to safety requirements
- Monitors skate rink activity



- Greets patrons and responds to customer questions and/or directs them to the person who can answer the question

Skills

- Customer Service skills
- Basic mathematical skills
- Excellent verbal skills to communicate well with fellow employees and customers

Knowledge

- Knowledge of District staff, classes and activities
- Knowledge of website

Abilities

- Ability to handle problems areas and conduct oneself in a mature, professional manner, with an emphasis on customer service
- Ability to operate a cash register
- Ability to work under minimal

Required Training, Experience & Qualifications

- Current CPR and First-Aid certification within two (2) weeks of hire.

*Please note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with this job.

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