

Job Description

Job Title:	Arena Coordinator
Department:	Athletics & Recreation
Reports To:	Senior Manager, Facilities and Events
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	June 2020

Primary Purpose

The Arena Coordinator at the Columbia Icefield (CIF) is responsible for the day-to-day operations, maintenance and leadership within the University's athletic and recreation facility. The staff is responsible for establishing a student leadership team that operates the arena providing for high levels of customer service and oversight of the safety for programs and services within the space.

Key Accountabilities

Building Oversight

- With direction from the Senior Manager, Facilities and Events, this position ensures the Arena proper is utilized as per facility plans and within health and safety parameters for the space.
- Performs the opening and closing procedures for the building, ensuring that all equipment and facilities are in proper working order and secured appropriately at end of day. Confirms procedures and operating instructions for opening the exterior doors and clearing the building from users/activity as per facility schedules.
- Daily responsibilities for maintaining the ice surface for programming including operating the ice-resurfacing equipment, ice edger as well as the boards system. Work with Plant Operations to maintain appropriate ice temperatures for year-round operations. No requirement to maintain a refrigeration plant.
- Responsible for providing safe and clean environment including locker rooms that change owners' multiple times a day.
- Completes daily walk-throughs in order to confirm working order of all spaces and equipment.
- Requests repairs, maintenance or replacement of building elements in order to uphold building and service standards.
- Works with the Coordinator, Equipment Services to manage inventories such as Intramural uniforms. Interacts with programmatic area managers and coordinators (Fitness, Conditioning, Therapy, Interuniversity) to confirm appropriate setups, takedowns and operations.
- Works with Business Operations unit to identify best practices and concerns in facility allocations and scheduling.
- Assists with the development of best practices for transitions of space to minimize 'down-time' for users.
- Organizes and plans preventative maintenance shutdowns and inspections with the Senior Manager, Facilities and Events.
- Interacts with Custodial staff in order to maintain healthy spaces that avoid any disease or bacteria development.
- The staff member has direct interactions with other University non-athletic staff including Plant Operations, Central Stores and Campus Police.
- Rotates with other Facilities staff to provide coverage in other buildings as needed, including scheduled On-Call duties

Customer Service

- Collaborates with Business Operations unit to determine best practices for student staff

Job Description



- Use of customer service software (Fusion) to interact with members including support transactional services (purchases, refunds, etc.)
- Responds to customer service issues that are escalated by student staff.

Student Leadership

- Provides leadership to nurture the development of staffing teams comprised of students.
- Collaborates with other Building Coordinators on a frequent basis to hire, schedule, train and evaluate students to cover the customer service stations in all building operations.
- Develops student leader to take responsibility for elements providing for applied leadership opportunities including training and scheduling for our student staff.
- Works with student leader to populate and update iWork scheduling software.

Health and Safety

- Trains staff on relevant health and safety standards and procedures, including the safe operations of the ice resurfacing machine, fuel usage and storage, physical guards and PPE.
- Executes and creates Emergency Action Plans including when the building is utilized in 'day-to-day' or 'large event' modes.
- Follows up on incidents and incident reports with Associate Director, Business Operations and Senior Manager, Facilities & Events to determine necessary adjustments.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- College Diploma (preferable in recreation or leisure areas) or equivalent combination of education and/or experience will be considered
- Ontario Driver's license class G or higher required
- Standard First Aid required

Experience

- 3-5 years of athletic and recreation facility experience working in an arena, preferably within a University environment.
- 3-5 years operating, basic trouble shooting and maintaining ice resurfacing machines such as an Olympia.
- 3-5 years experience in using edging machine to achieve a consistent even surface throughout ice pad.
- 3-5 years experience in ice-making and maintaining good quality ice.

Knowledge/Skills/Abilities

- Excellent interpersonal and customer service skills, including exemplary poise, tact and diplomacy
- Knowledgeable and experienced in general building maintenance and the proper use of maintenance equipment
- Computer proficiency, particularly in Word, Outlook, Excel and PowerPoint as well as general scheduling software
- Ability to learn and apply new information and technical skills
- Ability to work in a fast-paced environment with demonstrated ability to juggle multiple competing tasks and demands
- Ability to work as part of a team

Nature and Scope

Job Description



- **Contacts:** This position will work with internal stakeholders that service and work with the Department including Central Stores and Plant Operations. External stakeholders would be suppliers and service contract relationships.
- **Level of Responsibility:** This position is required to hire and train student staff, developing them in a student-leadership model. This position is an expert in ice operations including making and removing ice as well as maintaining an optimal ice pad for competitive sports. The positions will act as a mentor and will be responsible for influencing and coaching students as they learn to work within this environment.
- **Decision-Making Authority:** This position will be responsible for operational decision making within the scope of pre-approved budgets.
- **Physical and Sensory Demands:** This position may be required to carry or move facility equipment including hockey nets and maintenance equipment. Carts exist for most other pieces of equipment. This position will spend significant amount of time working on the ice surface where helmets must be worn due to increased risk of a slip. This position will be required to clean rink boards and glass which requires reaching overhead and use of a ladder. Cleaning is done between programming breaks, reducing risk to fatigue.
- **Working Environment:** This position is based in an office but must be mobile to complete inspections of the athletic facilities. There will be exposure to the cold due to the nature of the rink environment. Risk to cold remains low with proper PPE such as department issued jackets, and relatively short periods of exposure. Steel toe boots are required to be worn at all times. The position is responsible for being in attendance for high attended events and as such may see disruption to personal life as athletic events can take place on evenings and weekends. This role is responsible for service and as such difficult conversations can result as a result of disagreeable situations. Preferable hours of work are daytime but could vary.