

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE: ARENA SUPERVISOR**  
**DEPARTMENT: GENERAL SERVICES- PUBLIC PROPERTIES**  
**REPORTS TO: ARENA MANAGER**

**DATE: 7/18**

**JOB SUMMARY:**

Under the direction of the Arena Manager, assists in the operation of the Municipal Arena. Primary focus is customer and vendor service, building and ice maintenance, supervision of part time staff. Responsible to help drive revenue through programs like the roller skating session.

**ESSENTIAL JOB FUNCTIONS:**

Capable of working extended hours including nights, weekends, and holidays as necessary.

Positively interacting with customers.

Ice resurfacing.

Building maintenance including cleaning and snow removal.

Monitoring Refrigeration Equipment.

Assisting in scheduling of events.

Collection of admission fees.

Maintaining records for compliance with laws, regulations and city policies and practices.

Overseeing off-ice events including load-ins and load-outs.

Oversee and promote the roller skating sessions in the spring & summer.

Effectively manage part time staff.

Scheduling of part time staff to ensure appropriate coverage for arena operations.

Ensuring good customer service is being provided by staff.

Payroll Entry into ERP system.

Responsible for event scheduling with a focus on revenue generation for enterprise fund.

Handles the Building Management Control System (BMCS)

Responsible for Pro Shop Operations: managing stocking; inventory control; accounting; etc.

Snack Bar Operation to include overseeing stocking; inventory control; accounting; staffing.

Responsible for social media marketing in concert with the Communication Coordinator: Splash Page; Facebook; etc.

Other duties as assigned by Arena Manager.

**MATERIAL AND EQUIPMENT USED:**

Ice Resurfacers	Ice Edger	Computer	Telephone	Calculator
Various power tools	Custodial materials	Various hand tools		

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

High School Diploma or GED; Two years of related experience and or training in the public assembly industry required

**Licenses and Certifications:**

Valid State of New Hampshire Operator's License.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Standard methods, materials and equipment used in building maintenance and the operation of a multi-functional indoor arena.

Cash handling and balancing.

Scheduling and managing staff to include conflict resolution and prioritization of tasks.

Excellent customer service skills to establish and maintain effective working relationships and promote positive public relations with the facility's renters, promoters and patrons.

Knowledge of effective programming a plus.

**Mental and Physical Abilities to:**

Communicate effectively, both orally and in writing.

Basic principles of accounting.

Perform duties while intermittently sitting, standing, walking or stooping.

Occasionally lift light or heavy objects up to 50 lbs.

Use of tools or equipment requiring a high degree of dexterity.

**Working Conditions:**

Work is performed in an ice arena where the employee may be exposed to noise, dust, dirt, grease, and machinery with moving parts, contagious or infectious disease, irritating chemicals, and cold or inclement weather.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act.