

**Union Arena Community Center**  
**80 Amsden Way**  
**Woodstock, Vermont 05091**



## **FACILITY & OPERATIONS SPECIALIST**

### **CONTACT INFO:**

Send a cover letter, resume and references to:  
EJay Bishop, Executive Director  
Union Arena Community Center, 80 Amsden Way, Woodstock, VT 05091  
[ejay@unionarena.org](mailto:ejay@unionarena.org) Phone: (802) 457-2500

### **GENERAL INFO:**

Union Arena Community Center is a year-round sports and event facility that operates as an ice rink from October to March and approximately 4 weeks in the summer. The arena also hosts and runs community events, trade shows, concerts, and athletic programs whenever possible when the ice is out. Union Arena Community Center is owned by Woodstock Union High School, where it is located, and run by the independent non-profit management corporation called Union Arena, Inc. Union Arena Community Center's mission is to be efficiently managed, offer quality diverse opportunities, and be sustainable. Now in its nineteenth year of operation, the arena is recognized as a prominent ice facility in Vermont and the Northeast and a premier event location in the Upper Valley region. The facility's website is [www.UnionArena.org](http://www.UnionArena.org).

### **JOB DESCRIPTION**

Title:	Facility & Operations Specialist
FLSA Classification:	Non-Exempt
Compensation:	Compensation package starts at \$41,500, which includes HRA health benefits. Potential for additional compensation based on experience.
Time frame:	Position is open until filled.

### **POSITION SUMMARY**

The Facility & Operations Specialist position is responsible for assisting the Executive Director and Assistant Director in running the arena to ensure superior operations, safety, fiscal health, and customer satisfaction. Direct responsibilities include maintenance of the building and equipment, performing necessary janitorial duties, resurfacing, maintaining the ice surface, monitoring operating systems, and responding to customer needs. This is a full-time position that requires flexible work hours.

### **DUTIES & RESPONSIBILITIES**

- Facilitate all ice operations and always ensure excellent quality of ice.
- Maintain entire facility, identify concerns & facilitate repairs as needed.
- Ensure all operating systems and all equipment receive scheduled maintenance.
- Maintain outstanding cleanliness of all internal and external areas of the facility.
- Help ensure the safety of all customers and employees.
- Procurement of supplies & materials as needed.
- Help hire, schedule, train, and manage part-time seasonal staff and volunteers.
- Help develop and maintain strong relationships with facility user groups and ensure that they have a satisfying experience.
- Ensure that the facility is opened and closed at the scheduled times.

- Respond to customer and visitor needs in a courteous and efficient manner; be professional, welcoming, and informed on all arena activities.
- Operate within the annual budget and support UA Board initiatives, including events and fundraising outreach.
- Hours of work need to be flexible based on the arena schedule from season to season with possible day, night & weekend shifts.

## **EXAMPLES of WORK PERFORMED**

Tasks may include:

- Operate the ice resurfacers and other rink equipment (i.e., edger, floor machine & small tractor) and perform regular ice maintenance as needed.
- Monitor & maintain the refrigeration plant and all other equipment in the facility.
- Maintain all logbooks required.
- Organize and manage ice-in and ice-out and transition the facility for different uses and seasons.
- Perform regular custodial duties throughout the building.
- Make minor repairs throughout the facility as needed using power and hand tools.
- Order cleaning supplies, paper products, materials for repairs and projects, equipment parts, etc.
- Remove snow and maintain a safe environment around the facility as needed.
- Help to monitor & update safety policies, implement, and ensure staff is fully trained.
- Sharpen skates and occasionally work at arena POS during various events and programs.
- Assisting the Executive Director and Assistant Director as needed with other related work as assigned.

## **REQUIRED KNOWLEDGE, SKILLS and ABILITIES**

- Able to take the lead on projects and work independently.
- Have excellent organizational skills and attention to details.
- Outstanding customer service skills with the ability to interact and to establish effective relationships with customers and the general public.
- Experience managing people with the ability to establish and maintain effective work relationships and train and motivate subordinate workers.
- Ability to perform the physical requirements of the job, this may include lifting heavy objects, climbing, bending, twisting and other physical tasks.
- Comfortable on ladders and small lifts.
- Comfortable working in all weather conditions and temperatures
- Strong knowledge of rink operations and equipment and ability to supervise and train operations staff.
- Computer literacy including the ability to use Microsoft Office programs, experience with EZFacility a plus.
- Strong hockey knowledge and background a plus.

## **RECOMMENDED QUALIFICATIONS**

**EDUCATION:** Minimum high school diploma; Vocational-technical training a plus; a two or four-year degree from an accredited college or university with emphasis on facility management, mechanical engineering a plus; experience in the construction trades or other related fields a plus.

**EXPERIENCE:** Ice rink experience including facility management a plus. Driving an ice resurfacers and maintaining ice a plus.

**OTHER:**

- A valid driver's license
- Must pass a background check
- Subject to approval from the WUHS School Board
- CPR and First Aid
- ORFA/STAR or comparable certifications a plus