

FACILITY OPERATIONS STAFF- DOUG MITCHELL THUNDERBIRD SPORTS CENTRE JOB DESCRIPTION

DEPARTMENT: *Doug Mitchell Thunderbird Sports Centre*
POSITION TITLES: **DMTSC Operations Staff**
POSITION TYPE: **Student Role, Part Time/Casual**

POSITION SUMMARY

This role will provide front line services to students, faculty, staff, and community users through the administration of hockey and skating programs, merchandise sales in the Centre's Proshop (retail store) and supervision of all three ice rinks located in the Doug Mitchell Thunderbird Sports Centre. As a first contact to one of UBC Athletics and Recreation's on-campus sport facilities, it is important that the ideal candidate assists our patrons in a knowledgeable and professional manner. As our facility patrons are often first time visitors to the university campus, it is essential the successful candidate gives clear and concise directions in campus way-finding, knows and educates the public of our daily ice programs and retail merchandise, and welcomes the public during third party events.

DESCRIPTION OF DUTIES

The Doug Mitchell Thunderbird Sport Centre Operations Staff are responsible for ensuring quality in all happenings in the building's three ice arenas and sport shop. This position has a wide range of duties of varying complexities that are vital to the UBC Athletics and Recreation department's vision of creating a healthy, active and connected community where each person is at their personal best and proud of their UBC experience. These duties include:

- Uphold and enforce facility policies and procedures. This is done by ensuring patrons are using the building properly as well as maintaining the cleanliness and safety of the facility.
- Answer customer inquiries via phone, e-mail, and in person
- Assistance with set up and take down of all major events at the arena including varsity games, concerts and other live events. These can range depending on the time of year at which a third party may book an event, but there is usually one per month.
- Serving as a venue liaison for varsity and other live events
- Registering customers for memberships and programs using CLASS software
- Process cash, debit, and credit card transactions accurately
- Merchandise counting and checking for accuracy and inventory control
- Filing and various administrative tasks
- Renting out skates and hockey equipment
- The ability and confidence to operate skate sharpening equipment as well as problem solve in order to repair equipment (instruction will be provided)
- Set-up signage for scheduled public sessions
- On-ice supervision; acting as the first aid attendant for public skating sessions
- Maintenance and cleaning tasks as required. These can include what is required in the equipment/facility daily checklist as well as any spills, messes or leaks that may arise from facility equipment or use.
- Administer sign-in protocol for drop-in programs and public skating sessions
- Attending all mandatory staff meetings
- Performing other duties as necessary

This role is integral to the operations and goals of the Department of Athletics and Recreation, including excellence in customer service, facility maintenance, and program management. Athletics and Recreation strives to create a healthy, active and connected community where each person is at their personal best and proud of their UBC experience. Our mission is to engage our community in outstanding sport and recreation experiences, to enable UBC athletes to excel at the highest levels, and to inspire school spirit and personal well-being through physical activity, involvement, and fun. To deliver on the mission we make decisions and prioritize work that will:

1. Increase participation
2. Deliver excellence on the national and world stage
3. Build school spirit
4. Nurture a strong sense of community
5. Cultivate an inspired workplace where staff are at their best

We focus our efforts and resources on delivering engaging, dynamic programs that increase involvement in sport and recreation and deliver performance success for the whole of our community. We provide unique and exciting student learning opportunities that foster

personal growth, skill-building, and leadership development. We create high quality, community building events where people can connect, have fun, and get involved with UBC, recreation, and varsity sport.

SUPERVISION RECEIVED

These positions report directly to the Doug Mitchell Thunderbird Sports Centre Operations Coordinator. These positions work under direct supervision both independently and in a team environment. The employee works under a set of policies and procedures and is expected to defer to the supervisor when any judgment or decision making outside these parameters is required. The role maintains regular contact with the supervisor through email, phone, and in-person interactions.

QUALIFICATIONS

Students looking to work in this position should be willing to give great customer service at all times. Students who would be a great fit for this position must be comfortable with initiating conversations with the public and work well in both team and independent roles. Those who are independent and are able to take on a leadership role should also find this position will come naturally to them. Working in the Doug Mitchell Thunderbird Sports Centre requires heavy lifting of equipment during third party events and daily maintenance of all three ice rinks in the facility. Someone who is also passionate about hockey or skating (either as a fan or player) and/or maintaining health and wellness through ice sports and would be an ideal candidate for this position.

KNOWLEDGE, SKILLS, EDUCATION AND EXPERIENCE

- Current or returning UBC Student (any level of degree or program)
- Skating ability is a requirement. Turning, stopping, and being able to move to an area that requires immediate first aid attendance on ice is necessary
- Previous experience in an office or retail environment is an asset
- Willing to obtain First Aid certification
- Able to work evenings and weekends
- Able to lift heavy objects of approximately 50lbs
- Able to work both independently and in a team environment
- Able to initiate, learn quickly, and exercise sound judgment to solve problems based on training provided
- Hockey specific knowledge regarding equipment rentals and /or sales is required
- Experience with CLASS Software an asset
- Must be responsible with cash; cash handling experience is an asset
- Must be detail-oriented
- Excellent problem solving skills
- Excellent written and oral communication
- Enthusiastic, organized, and responsible
- Classroom learning includes, but is not limited to: Biomechanics, Business management, Sport Administration, Sport Marketing

WORK PLACE SKILLS, PERSONAL DEVELOPMENT

By the end of the work term, the Operations staff member will have gained:

- An understanding of basic facility operation, risk management and facility administration
- Effective time management skills through prioritization of tasks and organization
- Enhanced computer skills and experience with CLASS software
- The ability to properly sharpen figure and hockey skates
- Experience working with the public, developing effective listening skills, providing the best customer service, and responding in a timely manner
- Experience dealing with conflict and developing constructive conflict resolution skills
- Experience processing cash, credit, and debit transactions
- Supervisory skills and the ability to exercise authority in a professional manner

APPLICATION SUBMISSION: All applicants must submit a Cover Letter, Resume, and Class Schedule for the upcoming term. If you do not have a class schedule for the next term ready when you apply, please note this your cover letter. Applicants that fail to complete this will not be considered.