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## Ice Arena Manager

**FLSA Status:** *Exempt*  
**Union Status:** *Non-Union*  
**Salary Range:** 116  
**Safety Sensitive:** *No*

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### General Definition of Work

The Ice Arena Manager performs complex skilled technical and administrative work planning, developing, implementing, coordinating, and supervising ice arena programs, supervising staff, overseeing facility operations, scheduling programs and events, and related work as apparent or assigned. Work is performed under the general direction of the Parks & Recreation Director. Continuous supervision is exercised over all personnel within the team.

### Supervision Received

Works under the general guidance and direction of Department or Division Director.

### Supervision Exercised

Provides close to general supervision to assigned staff, contractors, and volunteers.

### Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. A position may not include all of the duties listed and the listed examples are not an exhaustive list of the duties that may be found in a position of this class.*

### Essential Functions

- Prepares, justifies, and/or administers the budget for program areas; plans, administers, and monitors expenditures to ensure cost-effective support of programs and policies; assesses financial condition of an organization.
- Develops goals, documents performance, reviews, develops, and/or modifies work plans, methods, and procedures, determines work priorities.
- Provides work instruction, assists employees with difficult and/or unusual assignments, and encourages innovation.
- Resolves problems, mediates conflicts encountered during daily operations, determines appropriate solutions, and promotes teamwork. Encourages regular communication and informs staff of relevant business issues and their impact on the organization.
- Develops work schedules to provide adequate staff coverage and approves leave and timesheets. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.
- Provides performance feedback and formally evaluates the work of employees.
- Conducts hiring interviews and selects candidate(s) for job opening(s).
- Provides reward and recognition for proper and efficient performance.
- Assists staff to achieve performance standards and identifies opportunities for continual improvement and development to performance standards.
- Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.
- Ensures staff is attending training, including safety training on a regular basis.
- Recruits and selects program personnel; assigns, directs, trains, and inspects the work of staff; disciplines, coaches, counsels, and evaluates staff performance; develops staff schedules.
- Ensures adherence to City of Santa Fe policies and procedures.

- Develops and oversees all Ice Arena programs, classes, special events, rentals, and revenue generating activities; oversees program schedules, staffing levels, fees, and contracts.
- Oversees all Ice Arena purchasing including equipment, supplies, and maintenance items; monitors and tracks inventory; maintains records.
- Works closely with ice arena staff and Center management to develop and implement marketing and promotional strategies and materials with an emphasis on Ice Arena activities.
- Assists with development of measurement methods, records, and reports to evaluate center operations.
- Assesses Ice Arena activities to include conducting surveys, monitoring attendance, customer feedback, and program evaluations.
- Assists with center management and supervision, facility tours, community presentations, and promotional events.
- Prepares and monitors annual budget for Ice Arena operations; maintains operations within budget amounts and guidelines; recommends fees and charges for areas of responsibility.
- Develops operating procedures for maintenance of the Ice Arena, risk management guidelines including program safety information, and plans for long-range capital improvements and/or repairs.
- Attends professional conferences, seminars, workshops, and/or classes to remain current with required certifications, industry trends, and innovations in facility programming and administration.

### **Knowledge, Skills, and Abilities**

- Ability to maintain confidentiality.
- Ability to multi-task.
- Ability to develop and maintain a record management system.
- Ability to procure and maintain supplies and purchases.
- Ability to analyze and interpret various records and reports.
- Ability to resolve routine administrative problems and make standard adjustments.
- Ability to weigh circumstances leading to independent decisions involving accurate judgment.
- Ability to operate various types of standard office and accounting equipment such as 10-key calculator, keyboard, etc.
- Ability to operate personal computer (windows) in utilizing various programs to produce or compose formal documents, reports, and records.
- Ability to operate dictating equipment.
- Ability to communicate effectively verbally and in writing.
- Ability to develop effective working relationships with executive management, elected officials, supervisors, fellow employees, and the public.
- Ability to work under stress caused by deadlines and severe time constraints.
- Attention to Detail – Ability to be thorough when performing work and conscientious about attending to detail.
- Coaching – Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.
- Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.
- Customer Service – Ability to interact with customers in a friendly and professional manner, ability to work to resolve issues quickly and effectively, and is knowledgeable about products and services.
- Deciding and Initiating Action – Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.
- Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.
- Delivering Results – Ability to set high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.
- Interpersonal Skills – Ability to show understanding, respect, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relate well to different people from varied backgrounds and different situations.
- Knowledge of spelling, grammar, punctuation, and arithmetic.

- Knowledge of accounting principles and practices, including the keeping of financial accounts, records, and the preparation of reports/presentations.
- Knowledge of computer software, including word-processing, spreadsheets, and special applications.
- Knowledge of modern office practices and procedures and equipment.
- Knowledge of the rules and regulations related to the tasks performed.
- Skill in effective verbal and written communication and interpersonal relations, and experience in interacting with the public.
- Learning – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.
- Planning and Evaluating – Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.
- Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.
- Resilience – Deals effectively with pressure; remains optimistic and persistent, even under adversity. Recovers quickly from setbacks.
- Skill in mathematical computations.
- Skill in establishing and maintaining effective working relationships with State, Federal, and other local officials, elected officials, and City residents.
- Skill in the operation of PC Computer, calculator, fax machine, copy machine, telephone.
- Teaching Others – Helps others learn through formal or informal methods; provides resources to help teach others; acts as a mentor.
- Thinking Strategically – Thinks strategically and promotes best practices and leading-edge ideas.
- Writing – Writes in a clear, concise, and organized manner for the intended audience.
- Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

### **Education Requirement**

Bachelor's degree in recreation management, business management, communications, public administration or closely related field.

### **Experience Requirement**

Five (5) years of professional management experience in the operation and programming in a community or recreation center, three (3) years of which must have been in a supervisory capacity.

### **Education and Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education. Additional appropriate education may be substituted for the minimum experience requirements.

### **Licensure and Certifications**

- Must possess a valid driver's license.
- Certification in parks and recreation management preferred.

### **Special Requirements**

- Obtain and maintain a City of Santa Fe driving permit within three (3) months of hire.
- Obtain First Aid, CPR, and AED certifications within six (6) months of hire.

### **Physical Requirements**

- Frequent exertion of up to 10 pounds of force and occasional exertion of up to 25 pounds of force.

- Requires speaking or hearing and using hands to finger, handle or feel, requires sitting, standing, walking, stooping, kneeling, crouching, or crawling, reaching with hands and arms and lifting.
- Standard vision requirements.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly.
- Hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound.
- Work requires preparing and analyzing written or computer data, using of measuring devices, operating motor vehicles and observing general surroundings and activities.

### **Working Environment**

- Work occasionally requires exposure to environmental conditions.
- Work is generally in a moderately noisy location (e.g., business office, light traffic).
- Requires attendance at evening meetings and special project deadlines outside the normal workweek.
- Some travel to off-site locations is required.

### **EEO/ADA Compliance**

The City of Santa Fe is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

### **Veterans' Hiring Initiative**

Pursuant to City of Santa Fe Resolution No. 2013-079, the City of Santa Fe Human Resources Department has implemented a Veterans' Hiring Initiative policy in order to provide opportunities for veterans who meet or exceed the minimum qualifications for city employment to obtain City employment. The Governing Body does not guarantee that a veteran shall be hired for the position being applied for, only that the veteran will be given an interview; and, it does not intend to supersede or modify any collective bargaining agreement that is currently in place with the City of Santa Fe.

Job applicants who are veterans with an honorable discharge from the military or are members of the National Guard or Reserve who have successfully completed basic training, must use the Veterans' Certification Form to identify themselves and then must attach a copy of their DD214 or DD215 and/or their proof of current Active, Guard or Reserve enlistment in order to certify their status for the position in which applying for.

### **Applications must be submitted online at:**

<https://cityofsantafenemployees.munisselfservice.com/employmentopportunities/default.aspx>

Resumes will not be accepted in lieu of the city application form, unless the position status is at-will. When required of the position, high school diploma/GED, college degree(s), certification(s), or license(s) must be attached at the time of submission of the application. Each applicant is considered only for the current vacancy indicated on the application submitted. It is the responsibility of the applicant to monitor any future openings and to submit a separate application for each position. Incomplete applications will not be considered. Applications become public record upon receipt and may be made available for public inspection upon request. Pre-placement physical exams, and drug and alcohol screenings are required for some positions.

This job announcement is not intended to be inclusive of all functions, responsibilities and qualifications associated with the position, however, representative of the essential job functions and typical criteria considered necessary to successfully perform the position. This position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the position change.

### **Acknowledgment**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

I have read and understand the above job description. I verify that I meet the requirements and am able to perform the duties and responsibilities on this job description.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature