

# Town of Wolfeboro, NH

**POSITION: Pop Whalen Arena Operations Staff**

**DEPARTMENT: Parks & Recreation**

## GENERAL SUMMARY

The Pop Whalen Arena is a town owned and operated Ice Arena in Wolfeboro, NH. It is home to the Kingswood High School and Brewster Academy hockey teams, Back Bay Youth Hockey and numerous adult leagues. It is open daily for lap skating, stick practice and public skating and offers some of the lowest ice rental rates in the state in a clean, well lit and pleasant setting. The Arena Operation staff have a variety of responsibilities ranging from Front End customer service, selling tickets and season passes, janitorial duties, sharpening skates, running the skate rental program, snow removal and operating the Zamboni and other arena maintenance equipment. These positions will be part time (15-32 hours/week) and generally work evening and weekend shifts.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide friendly and professional customer service to the over 55,000 annual visitors to the Arena. Must be familiar with basic computer programs, cash register operation and ticket and pass sales.
- Answer questions from the public and attend to the needs of rink visitors.
- Operate the Zamboni to provide a high-quality skating service to the customers of the Arena.
- Operate other ice maintenance equipment as needed.
- Provide thorough janitorial service throughout the rink, including bathrooms, to ensure a positive customer experience.
- Snow removal.
- Set up and take down for Special Events.
- Perform basic carpentry and maintenance projects.
- Other duties as assigned.

## DESIRED MINIMUM QUALIFICATIONS

### **Education and Experience**

- High School graduate or at least 18 years of age preferred.
- Ability to operate a computer and cash register.

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

- Must possess valid Driver's License with clean driving record.
- A friendly demeanor and genuine interest in working with the public.
- Ability to use hand tools and provide basic janitorial and maintenance tasks.
- Ability to use a variety of hand tools and lift heavy loads up to 75 lbs.

## SUPERVISION EXERCISED

None.

## TOOLS AND EQUIPMENT USED

Town Vehicles, two-way radios, sports equipment, maintenance equipment, first aid equipment and other materials required to perform a task.

## PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and see. The employee must regularly stoop, bend, crouch or crawl; climb several flights of stairs, lift and/or move up to 75 pounds. This position requires **heavy manual labor** for periods of up to 10 hours at a time.

Interested applicants should email a resume and cover letter to Parks and Recreation Director Christine Collins at [parksdirector@wolfeboronh.us](mailto:parksdirector@wolfeboronh.us) or mail materials to Parks and Recreation, PO Box 629, Wolfeboro, NH 03894.

**External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

Approved By: \_\_\_\_\_

Date: \_\_\_\_\_