

MARS LAKEVIEW ARENA
Position Description

POSITION TITLE: Arena Manager

REPORTS TO: Mars Lakeview Arena Board

SALARY RANGE: \$45,000 - \$55,000 based on education and experience

JOB DURATION: Fulltime 12-month Position / At-Will Employment

BENEFITS: This position provides a competitive benefits package.

POSITION SUMMARY: Responsible for the overall operation of the Mars Lakeview Arena. Responsibilities include, but are not limited to, overseeing all ice-making operations, supervision of all full- and part-time staff, revenue generation, budget control, scheduling ice time, maintenance and general daily upkeep of the arena.

AREAS OF RESPONSIBILITY:

- Provide excellent customer service to arena users, including The College of St. Scholastica, Marshall School, the Duluth Figure Skating Club, and others.
- Work directly with arena staff encouraging collaborative efforts to consistently evolve and improve programming efforts.
- Establish and maintain strong communication ties with renters, potential renters, staff, suppliers and local associations.
- Hire, train, supervise, evaluate, and schedule arena staff.
- Establish and maintain standards of operation, including written policies and procedures for daily operation.
- Ensure overall safety standards for employees and users of the arena.
- Develop an annual budget and maintain accounting records as required, including revenue and expenses, payroll, inventory, facility use and cash control.
- Develop and maintain long range facility use planning.
- Coordinate schedules between major user groups, and provide contracts, agreements and permits to ensure conformance with arena bylaws.
- Develop and execute a marketing plan for ice rental sales, advertising sales, programs and special events opportunities. This includes soliciting advertisements, and maintaining website and social media sites.
- Develop user policies and enforcement for programs, leagues, participants, facility and spectators.
- Oversee special events such as during ice shows, college and high school hockey games, tournaments, and public skating. As needed, provide event management staff for user groups, including site manager, public address announcer, scorekeeper, goal judges, ticket sales, concession stand personnel, etc.
- Researches facility energy efficiency and clean technology trends.
- Work with arena staff to develop and maintain a quality maintenance and custodial schedule, and forecast long term maintenance projects.

- Maintain an arena and grounds that is clean and aesthetically appealing.
- Oversee the management of the concession stand.
- Prepare informational quarterly reports to the Mars Lakeview Arena Board.
- On-call for Arena emergencies.
- Perform other duties as assigned.
- Applicants must be available to work between the hours of 8:00 a.m. – 4:30 p.m. (hours may vary and will be on-call for emergencies). Must be available some evenings, weekends and holidays.
- Able to work in a diverse environment as our staff, patrons, students and their families come from a variety of cultures.

QUALIFICATIONS & SKILLS

- 2 years consecutive related experience
- Excellent verbal and written communication skills
- Critical thinking skills and the ability to problem solve
- Excellent accuracy, attention to detail, and customer service
- Ability to work independently and be flexible in meeting the needs of the facility
- Strong organizational skills: ability to establish and manage multiple priorities without losing focus
- Ice making experience
- Knowledge of building maintenance and cleaning practices and ability to carry out tasks in these areas
- Basic understanding of building mechanical systems

PHYSICAL REQUIREMENTS

- Some lifting and carrying required of objects up to 100 lbs.
- Majority of day is spent standing or walking
- Working conditions include exposure to cold and noise
- Climbing of stairs, ladders, and other objects is often required, along with the need to bend, reach and kneel

PREFERRED EDUCATION AND EXPERIENCE

- 3-5 years of work experience

HOW TO APPLY: E-mail cover letter, resume, and a list of 3 professional references to:

Rosemary Milczark
 Executive Assistant, Marshall School
rmilczark@marshallschool.org