



Oaks Rink Session Supervisor Job Description

Reports to: Rink Manager and Operations Director
FLSA: Hourly
Approved By: Chief Executive Officer, HR Director, Operations Director, Rink Manager

Position Summary:

As the rink session supervisor, you will oversee the rink session operations of the skating facility for safety and guest satisfaction. You will need to be available during all business hours, as well as nights, weekends, and holidays. You set the tone for each guest who visits Oaks Park and the Skating Rink through your attitude and assisting with maintaining a fun and safe environment as well as keeping the rink neat and looking great.

Essential Duties and Job Responsibilities:

- Assist with creating a welcoming environment for guests and staff.
- Responsible for ensuring guests have a memorable skating experience.
- Greet customers, answer questions, and provide excellent customer service to contribute to an overall memory-making experience.
- Ensure dress code, employee handbook policies, and procedures are followed.
- Ensure session guest rules and policies are being followed.
- Ensure employees are performing their duties.
- Work with skate sales and skate repairs.
- Ensure accurate entries on the rental skate repair log.
- Able to correct and handle inappropriate guest and staff behaviors.
- Always maintain safety standards for our guests, yourself, and other rink/park employees.
- Respond to customer first-aid calls.
- Inform upper Management of any significant concerns and problems.
- Perform other work as assigned, which may not be listed above. These duties may change with or without notice.

Qualifications:

- Must be 18 years old or older.
- Able to perform basic skating.
- Excellent verbal and written communication.

Knowledge, Skills, and Abilities:

- Knowledge and skills in managing and motivating employees.
- Supervising employees.
- Demonstrated leadership abilities.
- Skating rink experience preferred but not required.
- Provide consistent, friendly, and helpful customer service to guests and all rink/park employees.
- Able to use a point-of-sale system.
- OLCC and food handlers permit must obtain within 30 days of hire.
- Ability to follow all safety practices.
- First Aid certification preferred, will train for certification.
- Work independently and as part of a team.

Physical Demands:

- Constantly using hands for grasping and holding objects necessary for performing duties.
- Twisting and bending.
- Heavy lifting may be required.

Schedule:

- MUST be able available to work all hours and all shifts, days, evenings, weekends, and holidays and may be more than 40 hours a week. The rink operates all year, 6 days a week, with special parties on some Mondays.

Wage:

- This is a part-time full-year position and is considered nonexempt, which means you are eligible for overtime pay when over 40 hours are worked in a given week. Starting wage is \$17.95 an hour.

Benefits:

- At Oaks Park, some amazing employee perks include free rides and roller skating, discounts on food, REAP card (while supplies last), which allows an employee and a guest to visit several other Non-Profit venues within the state, along with a GREAT FUN atmosphere to work in.

Oaks Park welcomes people from all walks of life and is an inclusive workplace. We believe a great team makes the dream work! Oaks Park is a drug-free workplace and pre-employment drug screen and background check are required.