



Oaks Rink Skate Shop Attendant Job Description

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

Position Summary:

As a Skate Shop representative, you are responsible for ensuring guests have a memorable skating experience at Oaks Park. We provide on the job training to assist you in the success of your position. 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:

- Welcome and greet customers, answer questions and provide excellent customer service to contribute to an overall memory making experience.
- Answer phones.
- Take payments and post in point of sale system (POS).
- Able to make correct change as needed.
- Check for proof of payment.
- Hand out skates to guests as well as disinfect and return to racks.
- Work on skate repairs with proper tools.
- Make announcements over PA system to guests as needed to inform guests of rink policies and rules.
- Assist with cleaning lobby, rink, cafe and bathroom with disinfectant.
- Assist with monitoring and reporting inappropriate guest behavior.
- Maintain safety standards at all times for our guests, yourself and other rink/park employees.
- Inform Management or supervisors on duty 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 14 years old or older.

Knowledge, Skills and Abilities:

- Communicate and provide consistent, friendly and helpful customer service to guests and all rink/park employees.
- Ability to follow all safety practices.

- Work independently and as part of a team.
- Able to be on time when scheduled.

Physical Demands:

- Constantly using hands for grasping and holding objects necessary for performing duties.
- Twisting and bending.
- Some heavy lifting maybe required.

Schedule:

- MUST be able available to work all shifts, days, evenings, weekends and holidays. The rink operates all year, 6 days a week, with special parties on some Monday's. Some shifts start as early as 8:00 am and may end as late as midnight.

Wage:

- This is a part-time 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 City of Portland minium wage.

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.