



LAKE HOUSE-ICE ATTENDANT

Position:	Ice Attendant
Department:	Lake House
Reports to:	Lake House Manager & Lake House Supervisors
Location:	Lake House & Buchanan Ponds
Status:	Seasonal
Hourly Wage:	\$13.65-\$17.61 hourly

Nature of Work

Under the direction of the Lake House Manager and Lake House Supervisors, the Ice Attendant position is responsible for monitoring activity at the Lake to prevent accidents, providing assistance as needed, as well as collecting fees for various activities and providing customer service to all patrons.

Essential Functions

- Cautions skaters regarding unsafe areas
- Assists skaters with accidents and administers first aid, as needed
- Must possess a highly defined focus towards both internal and external guest service
- Maintains order at skating rink areas
- Computes and collects fees for skate rental
- Operates cash register
- Adhere to safety requirements
- Instructs patrons on rules and regulations while skating at the lake
- Ability to handle problem areas and conduct oneself in a mature, professional manner, with an emphasis on customer service
- Ability to work under minimal supervision
- Assists in cleaning and maintaining the cleanliness of the facility and the surrounding area
- Cleans and keeps skates organized
- Collect fees for all the various activities
- Proper data collection and entry into the computer
- Situational awareness - responsible for knowing what is in the building and going on around you at all times
- Know current seasons brochure information
- Reads and records total shown on cash register tape and verifies against cash on hand at the end of the shift
- Provides prices and describes features of activities for which money is received
- Additional duties as assigned

Management & Supervisory Duties

- Supervise the activity and the safety of the visitors using skates on the ice rinks

Illustrative Examples of Duties

- Inspects lake and ponds for unsafe conditions and reports any concerns to the supervisor/coordinator on duty
- Adhere to safety requirements
- Monitors skate rink activity
- Greets patrons and responds to customer questions and/or directs them to the person who can answer the question



Skills

- Customer Service skills
- Basic mathematical skills
- Excellent verbal skills to communicate well with fellow employees and customers

Knowledge

- Knowledge of District staff, classes and activities
- Knowledge of website

Abilities

- Ability to handle problems areas and conduct oneself in a mature, professional manner, with an emphasis on customer service
- Ability to operate a cash register
- Ability to work under minimal

Required Training, Experience & Qualifications

- Current CPR and First-Aid certification within two (2) weeks of hire.

*Please note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with this job.

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