

Babson College, Babson Skating Center
Wellesley, MA
Assistant General Manager, Babson Skating Center

The Assistant General Manager provides operational oversight of the Babson Skating Center, with a primarily focus of the physical plant, ice maintenance, equipment/heavy machinery, and ensures all areas are properly maintained to foster a safe working environment. Responsible for supervising, training, and assisting in all aspects of the ice maintenance and ice related matters, including regular and proper maintenance of machinery and associated equipment.

WHAT YOU WILL DO

- Hires, supervises, trains, and evaluates all part-time operations assistants and rink attendants related to ice maintenance and use of equipment, ensuring a standard quality of work is maintained or exceeded by all staff.
- Creates, communicates, and oversees policies and proper use of machinery and ice-related equipment to ensure safe working conditions for all staff.
- Maintains and coordinates all aspects of the mechanical and power supply and ensures timely and necessary maintenance.
- Responsible for ensuring proper ice maintenance (e.g., depth, temperature, quality, etc.) is maintained, and creates evaluation, reporting, and review mechanisms to ensure all staff maintain determined specifications.
- Purchases, monitors, and tracks inventory and usage of all materials, equipment, and supplies related to the ice and physical plant services.
- Coordinates the service of, and manages the relationships with, outside vendors and Babson Facilities Management and Planning offices (e.g., plumbing, electricians, etc.).
- Assists in the oversight of game management for MIAA, Babson College hockey games, and other special events. Serves as primary oversight when the General Manager is unable to attend varsity contests.
- Identifies and participates in continued education (i.e., certifications, conventions, etc.) for the ice rink industry.
- Recommends trainings, certifications, and continued education for all skating center staff.
- Assists the General Manager in scheduling and marketing of all ice time as well as related notification to users regarding facility protocols, reservation details, payment schedules and accounts receivable.
- Assists the General Manager in the day-to-day financial aspects of the Skating Center, and actively monitors the cash banks within the facility.
- Assumes additional responsibilities as required.

YOUR TEAM WILL INCLUDE

- Operations Assistants (5-10 seasonal)
- Rink Attendants (5-10 seasonal)
- Student workers (10-20)

WHAT EDUCATION AND SKILLS YOU WILL NEED

- Bachelor's degree.
- At least 3-5 years of experience in a rink or other similar facility.
- Experience managing staff.
- Strong communication skills, (written, verbal and in goal/expectation setting).

- Strong computer skills including proficiency in Microsoft Office (Word, Excel, Access, PowerPoint).
- Strong interpersonal skills.
- Facilitates a culture of inclusion and belongingness for all staff members and visitors, with an emphasis on developing programs that reach a diverse skating community.
- Ability to work independently and to communicate by email and telephone.
- Creates an environment where direct reports have the freedom and security to take initiative; deals with complexities with resilience, resourcefulness, and optimism; and appreciates open mindedness, creativity, and agility in thought and tactics.
- Embraces ideas and changes created by all community members.
- Works independently to solve problems; looks for opportunities to take on responsibility; takes thoughtful risks; and effectively acts on new and ongoing initiatives, objectives, and solutions to gain sought-after results.
- Anticipates and effectively handles change; demonstrates willingness to try new skills and challenging tasks; and is flexible in changing conditions.

HOW AND WHERE YOU WILL WORK

- Ability to work late evenings and weekends.
- Heavy lifting required (50 pounds and over).
- May be required to work when the College is closed during snow emergencies and holidays.
- All Babson College faculty and staff authorized to work on campus must be fully vaccinated against COVID-19, [including any appropriate boosters](#). Proof of vaccination upon hire is required or within 21 days of becoming eligible for a booster. Contact [Human Resources](#) for medical accommodation or religious exemption requests.

ADDITIONAL SKILLS YOU MAY HAVE

- Ability to perform vehicle maintenance preferred.
- Knowledge of facility scheduling and point-of-sale software preferred.
- Knowledge of ISI and or USFSA programs and levels preferred.
- Knowledge of NCAA Hockey protocols and procedures preferred.
- US Ice Rink association CIT or CRA certification preferred.

Link to job description and application: https://babson.wd1.myworkdayjobs.com/en-US/Staff/details/Facility-Manager--Babson-Skating-Center_R0012001-1?q=skating