

## **Amusement, Events & Recreation Award 2010**

### **SHIFT SUPERVISOR POSITION – CANTERBURY OLYMPIC ICE RINK**

#### **Location: Canterbury Olympic Ice Rink NSW**

We are looking for a reliable, energetic and professional person to join our enthusiastic team.

Ideally, the successful candidate will display sound communication and customer service skills and be able to work in a fast paced, family, friendly environment.

Key areas of responsibility will be focused on daily operations, supervising staff, customer service and monitoring patron safety.

Work schedule may include nights, weekends and some Public Holidays as necessary to meet the needs of the business and our patrons.

#### **Duties and responsibilities:**

- Ensure the completion of daily tasks and activities are met.
- Provide and maintain a clean, safe and welcoming environment at all times.
- Offer excellent customer service to all patrons. Greet customers enthusiastically and respond to their needs in a kind and courteous manner.
- Accurate cash handling skills and accurate processing of payments using POS system.
- Monitor and action all phone inquiries in the same kind and courteous manner.
- Actively promote rink services and activities such as: skating programs, events, session times and Birthday Parties.
- Follow Rink Policies and Procedures at all times.
- Drive the Olympia ice resurfacing machine.
- Other duties and responsibilities as assigned from time to time.

#### **To be successful in this role you will need to have: (required)**

- Must be able to work well independently, and in a team environment.
- Strong organizational skills and time management. Ability to prioritize multiple tasks.
- Must be able to display a positive and active role under potentially stressful conditions. Adhere to safety guidelines and exercise good judgment in all aspects. E.g. the safety and well being of all patrons, facilities and equipment.
- Exceptional customer service and communication skills both verbally and in writing.
- Experience with cash handling and balancing.
- Must be physically strong enough to lift and move heavy objects up to 15kg. (I.e. Hockey Nets/Goals & LPG Gas Bottles).

- First Aid certificate.
- WWC (Working with Children Check)

The following would be beneficial but not essential:

- Previous experience in a management or supervisory role preferred
- A LOVE for all things ice skating.
- Have own transport
- Barista skills/certificate.
- Competent Ice Skating abilities.

Canterbury Olympic Ice Rink as an Employer:

The Ice Skating Club of NSW Co-Operative trading as Canterbury Olympic Ice Rink is a non profit entity which returns our income back into the operation of our ice rink. We are well known as the friendliest, best value rink in Sydney.

At Canterbury Olympic Ice Rink, we proudly boast that we have great ice and the most successful Learn to Skate programs such as Skate School and Ice Hockey Development School, with the best coaches around.

Visit our website: [www.canterburyolympicicerink.org.au](http://www.canterburyolympicicerink.org.au)

Please send resumes to [manager@canterburyolympicicerink.org.au](mailto:manager@canterburyolympicicerink.org.au)

Please note that only shortlisted candidates will be contacted.