

Position: **HOCKEY OPERATIONS DIRECTOR**
Department: Programs
Reports To: Executive Director
Status: Exempt

SUMMARY

Responsible for the development, implementation and supervision of all Pettit National Ice Center hockey programs and maintaining Facility ice schedules and contracts.

QUALIFICATIONS

- ◆ Strong hockey background
- ◆ USA Hockey certified
- ◆ Experience in conducting hockey clinics
- ◆ Experience coordinating hockey tournaments
- ◆ At least 2 years of supervisory experience
- ◆ PC knowledge; proficiency in Microsoft Word and Excel, as well as ice scheduling software
- ◆ Strong organizational skills with a close attention to detail
- ◆ Customer service expertise
- ◆ Ability to coordinate multiple tasks
- ◆ Leadership ability
- ◆ Proven conflict resolution and problem solving skills
- ◆ Strong interpersonal, verbal and written communication skills

SUPERVISES

Programming assistant, Coaches, Scorekeepers, Referees, and Officials

SUPERVISED BY

Executive Director

AVAILABILITY

Expected to be available as needed during staff meetings, facility operation, programs and special events.

JOB RESPONSIBILITIES

Hockey Programs

- ◆ Plan and assist with execution of PNIC Hockey development program, house and travel leagues, clinics and tournaments
- ◆ Schedule games for adult and youth hockey leagues
- ◆ Determine the number of appropriate participants in each of the PNIC Hockey programs and leagues
- ◆ Responsible for the administration of the Hockey Development program including camps (in-house and contract)

- ◆ Responsible for the administration of Pick-up Hockey and Hockey Skills sessions
- ◆ Participate as liaison to USA Hockey, WAHA, WIAA and other hockey associations deemed important to the success of the PNIC
- ◆ Communicate with parents and Hockey players to promote the PNIC Hockey programs
- ◆ Plan and direct Hockey tournaments
- ◆ Provide information for upcoming leagues, tournaments and events
- ◆ Prepare drafts and evaluation of players to develop equal teams
- ◆ Discuss and demonstrate coaching methods and techniques, as well as providing on-ice training for instructors, coaches and program participants
- ◆ Create evaluation criteria in order to assess the quality of PNIC Hockey programming
- ◆ Perform public relation functions such as visiting schools and community organizations to recruit new participants for the PNIC Hockey programs
- ◆ Assist the Marketing Department in creating a marketing strategy for the PNIC Hockey programs and the creation of materials necessary to promote such programs

Scheduling and Sales

- ◆ Solicit new business and renew established contracts to promote maximum ice usage
- ◆ Maintain ice schedule to correspond with user contracts
- ◆ Assist with planning and development of seasonal ice usage
- ◆ Manage and maintain contracts in conjunction with PNIC computer scheduling program
- ◆ Work with and assist accounting in development of procedures to facilitate efficient and system for accounts payable.

Supervisory

- ◆ Supervise, plan, assign, direct work tasks, reward and discipline employees, address complaints and resolve problems for all the staff
- ◆ Manage enrollment and instructor scheduling to maximize income
- ◆ Ensure all staff provide high quality, friendly, and courteous customer service to all PNIC patrons to maintain a world class experience

Miscellaneous

- ◆ Prepare annual budget and maintain hockey programs within budget
- ◆ Conduct hockey clinics
- ◆ Develop and implement new Hockey events, lessons, competitions, etc.
- ◆ Assist and communicate on a continuous basis with all departments
- ◆ Perform all other duties required or assigned and adhere to all PNIC policies/procedures