

JOB PROFILE

Job Title General Manager	Department Ice Skating Center	FLSA Status Exempt (FT)
Reports to Chief Executive Officer	Prepared By Director of HR	Date April 23, 2012

JOB SUMMARY

The General Manager (GM) serves as the leader of the day to day operational activities of the Pasadena Ice Skating Center. The GM's principal responsibilities are to advise, recommend and assist in the formulation of the overall Facility objectives, policies and plans. The GM provides leadership for building a culture that is consistent to the Company's vision, mission and values.

JOB SCOPE & ESSENTIAL FUNCTIONS

Specific Responsibilities

- Maintain accountability for all income and expenditures related to the facility.
- Provide budget forecasts for all expenses, including personnel, related to the facility quarterly.
- Establish appropriate controls to assure security of revenue and expenditures.
- Establish performance standards for the staff, evaluate performance of each employee against the established standards and make recommendations to improve standards.
- Assure that the maintenance of the building, grounds and equipment are clean and in proper condition appropriate for a first-class facility.
- Approve maintenance expenditures in accordance with approved operational budget.
- Review the design and preparation of contract forms for professionals (Instructors, Teachers, Coaches, etc.).
- Review the design and preparation of contract forms for concessionaires (if applicable).
- Review contract forms for use in and/or all parts of the facility for activities such as Hockey Leagues, Figure Skating, Contract Hockey, Broomball, special events, exhibitions and shows.
- Review Sport Shop inventory, pricing and setup (if applicable).
- Review Food Service and Vending pricing and setup.
- Develop advertising, promotions and public relations and ongoing marketing strategies.
- Review preparation of brochures and other printed promotional materials.

- Expand program formats and schedules for skating school, private lessons, group functions, private skating uses, hockey leagues, skating special events, and exhibitions.
- Ensure that all activities relating to PCOC administrative policies and procedures are being adhered to by the Ice Skating Center employees.
- Conduct interviews and hire staff for all positions.
- Provide discipline notifications as required for violations of work practices, safety and quality standards.
- Conduct terminations according to established company policy.
- Provide training and leadership on professional standards for employees who interface with the public.
- Participation in local business community associations, meetings and groups where these have value to advancing PCOC's/Ice Skating Center's goals.

ROLE COMPETENCIES

- Decision Making /Judgment:** Recognizes problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, use consensus when possible, communicates decisions to others.
- Product Knowledge:** Knows and explains product features/benefits, understands/sells the full product line, understands/responds to the competition, applies market knowledge.
- Budgets/Cost Control:** Plans for and uses resources efficiently, always looks for ways to reduce costs, creates accurate and realistic budgets, tracks and adjusts budgets, contributes to budget planning.
- Customer Focus:** Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for soliciting customer problems, ensures commitments to customers are met, solicits opinions and ideas from customers, responds to internal customers.
- Interpersonal Skills:**Has good listening skills, builds strong relationships, flexible/open minded, negotiates effectively, solicits performance feedback and handles constructive criticism.

QUALIFICATIONS

Education/Training:

- BS degree in Business, Parks and Recreation, or other related field, or equivalent work experience (10+ years of progressive management experience in an Ice Rink)
- Industry certifications and training a plus

Knowledge/Skills/Abilities:

- Excellent verbal and written communication skills
- Proficient computer skills – Excel, Word and PowerPoint, Publisher, Outlook
- Operational experience in the hospitality is a plus
- Strategic view of business processes as well as ability to direct tactical execution

Work Experience:

- Minimum of 5 years' experience in management of 20 or more employees