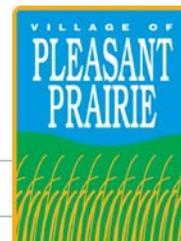


VILLAGE OF PLEASANT PRAIRIE

Job Description



| | | | |
|----------------------|---|--|--|
| Division/Department: | Recreation/Ice | | |
| Location: | Pleasant Prairie IcePlex, 9900 Terwall Terrace, Pleasant Prairie, Wisconsin | | |
| Job Title: | LEARN-TO-PLAY HOCKEY INSTRUCTOR | | |
| Reports to: | Ice Operations Director/Recreation Director | Salary: | \$7.75 up to \$17.50/hour |
| Type of position: | <input type="checkbox"/> Full-time <input type="checkbox"/> Regular Part-time <input checked="" type="checkbox"/> Part-time | <input type="checkbox"/> Seasonal <input type="checkbox"/> Intern | <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt |

JOB SUMMARY

The primary purpose of the Hockey Instructor is to provide outstanding service through warm interactions. The responsibilities of this position are to provide safe and effective instruction to the program participants, members, and guests of the IcePlex and the citizens of our community. Employees in this classification represent the Recreation department in a professional manner, while instructing and monitoring program participants for enjoyable and appropriate fitness/leisure activity.

CORE JOB RESPONSIBILITIES

1. Implement course/activity plans that utilize safe and proper form, technique, progression, as well as positive evaluation practices of all participants.
2. Be skilled and knowledgeable in the program area with which you will be instructing, while executing reputable practices and principles from within the specific discipline or program.
3. Facilitate proper education and fundamental understanding of the discipline/program to all participants.
4. Monitor participants for appropriate safety and adjust teaching to accommodate various levels.
5. Maintain records of class attendance and report data to immediate supervisor.
6. Maintain positive working relationship with immediate supervisor, IcePlex/RecPlex co-workers and all patrons of the facility.
7. Promote a teamwork attitude and support the overall goals of the Recreation Department.
8. Provide a positive and enjoyable environment for class participants, interacting in a pleasant and professional manner.
9. Maintain a safe and clean program area.
10. Conduct participant evaluations and surveys each session.
11. Assume full responsibility of program area and equipment during class time, ensuring that equipment is stored neatly in a proper place, doors locked and any keys returned.
12. Perform regular checks of all program equipment for quality and safety, while reporting immediately any concerns about equipment, or recommendations for repair or replacement, to your immediate supervisor.
13. Enforcement of all program policies and procedures.
14. Ensure safety of patrons in the facility and be prepared to take charge in an emergency situation if necessary. Report any emergencies to the Supervisor/Coordinator/Director immediately.
15. Attend regularly scheduled staff meetings and mandatory training sessions.
16. Record attendance and hours on time sheet properly.
17. Must be positive, energetic, enthusiastic, and motivational.
18. Must enjoy contact with the public, and consistently remember that first impressions are important with every personal contact.
19. Must be able to work efficiently, compassionately and with empathy for those people who have special needs and requirements due to age or other cognitive or physical disability.

BEHAVIOR STANDARD

Maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers and management.

Triangulation: This is one of the most serious employee offenses. Triangulation is simply having an "issue" with someone and talking about it with somebody else. Conflict is to be expected and people are going to have issues with people. It's just human nature. So here is how we have agreed as a team to handle it at the RecPlex. If you have an issue with someone, talk about it with them directly! Have the conversation. Don't just fail to express something and talk about it behind their back.

Conscious Contributor: Being a person that waits to be told what to do rather than motivating yourself to find a place to make a contribution. If you are not proactive, it's your problem not your supervisor's. Remember, it is our company and there is always something to do that will help the team and the RecPlex grow. If you think this is not something you can accomplish, it may be time to find somewhere else to work.

EDUCATION/CERTIFICATION REQUIREMENTS

Level 1: \$7.75 - \$9.69/hour

- Must be at least 16 years of age.
- Must have played a minimum 2 years of house hockey or equivalent
- Ability to perform continuous physical activity.
- Must be able to effectively communicate in one-on-one interactions, as well as in group settings, and by phone.
- Must be able to effectively communicate with the public and disseminate information with confidence.

Level 2: \$9.00 – \$11.25

- Must be at least 18 years of age.
- Must have played a minimum 4 years of house hockey or equivalent.
- Minimum 1 year of coaching experience.
- Ability to perform continuous physical activity.
- Must be able to effectively communicate in one-on-one interactions, as well as group settings, and by phone.
- Must be able to effectively communicate with the public and disseminate information with confidence.

Level 3: \$11.20 - \$14.00

- Must be at least 21 years of age.
- Must have played a minimum of 4 years of travel hockey.
- Minimum 2 years of coaching experience.
- Ability to perform continuous physical activity.
- Must be able to effectively communicate in one-on-one interactions, as well as group settings, and by phone.
- Must be able to effectively communicate with the public and disseminate information with confidence.

Level 4: \$14 - \$17.50

- Must be at least 21 years of age.
- Must have played a minimum of 6 years of travel hockey/high school/college hockey.
- Minimum 4 years of coaching experience.
- Ability to perform continuous physical activity.
- Must be able to effectively communicate in one-on-one interactions, as well as group settings, and by phone.
- Communicate with the public and disseminate information with confidence.
- Must possess USA Hockey Coaching Certification - Level 2 or higher.

LICENSE OR CERTIFICATIONS

- Basic First-Aid, CPR, & AED certification required

JOB REQUIREMENTS/WORK ENVIRONMENT

- This position requires basic knowledge and understanding of program/class you are instructing, as well as, injury prevention and safety procedures as they relate to the specific program. Instructors must provide positive coaching using comprehensive verbal descriptions and applicable physical demonstrations. Effective communication skills are imperative.
- A safe and clean indoor environment will be provided, on one of the two ice rinks. This position requires adequate muscle strength for pushing, pulling, lifting, and participation in continuous activity for a minimum of one hour at a time. The Program instructor I must be able to tolerate the cool temperatures that are consistent in an ice arena environment.
- Introduce yourself to the class at least 2 times, once at the beginning and again at the end of each class.
- Respond in a friendly, patient, and responsive manner when dealing with participants, parents or patron inquiries, comments or complaints.
- Project a professional and helpful manner when addressing the safety, welfare and concern of members, guests, and the general public.
- Communicate with the goal of creating trust and mutual respect with all participants, as well as any person you may come in contact with while employed by the Village of Pleasant Prairie.
- Always dress professionally and to fit the program you are instructing. Maintain clean and functional athletic shoes/skates while teaching.
- All uniforms will be clean and in good condition (no holes).
- No visible body piercing, except ears, or tattoos.
- Demonstrate professionalism by arriving a minimum of 15 minutes prior to scheduled class time.
- Consistently follow all policies and procedures.
- It is your responsibility to find a substitute, when needed, if unable to teach a class. Must inform supervisor within 24 hours of any changes in teaching schedule.
- Must be able to safely and effectively use equipment that is applicable to the program with which you are instructing.
- Hours are set by the IcePlex Operations Director and will vary with some evening and weekend work required.

VILLAGE OF PLEASANT PRAIRIE IS AN EQUAL OPPORTUNITY EMPLOYER