

VILLAGE OF PLEASANT PRAIRIE

Job Description



Division/Department:	Ice/Recreation		
Location:	IcePlex is located in Prairie Springs Park at 9900 Terwall Terrace, Pleasant Prairie		
Job Title:	SKATEGUARD		
Reports to:	Ice Operations Director/Recreation Director	Salary:	\$7.25/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 purpose of this position is to provide and maintain safe operations of the IcePlex for the general public, program participants and guests of the IcePlex and the citizens of our community. This position is to provide alert and active supervision of adults and children utilizing the IcePlex, and specifically those in the rink areas. Skate Guards are to politely, but firmly, enforce all rink rules and policies in order to prevent accidents or emergency situations, and ultimately ensure the safety of all skaters and patrons. Skate Guards perform daily rink checklists; uphold all facility use policies and standards for cleanliness to assist in providing a neat, aesthetically pleasing ice rink environment at all times. Skate Guards must develop a positive rapport with rink users of all ages and interests. Employees in this classification must represent the IcePlex, RecPlex and the Village in a professional and courteous manner while instructing and monitoring the ice rinks.

CORE JOB RESPONSIBILITIES

1. Alertly and actively supervise the rink and surrounding areas. Ability to visually monitor rink area; verbally communicate.
2. Assist members and guests with questions or concerns.
3. Immediately intervene in any emergency situation or potentially hazardous situation.
4. Be fully comfortable with using any of the IcePlex's rescue or safety equipment.
5. Ability to ice skate proficiently.
6. Perform appropriate first aid and emergency care when an accident occurs.
7. Promote skating programs through direct contact and interaction with rink users.
8. Be familiar with the rink and skating program schedule on a daily basis.
9. Contact the IcePlex Operations Director, Facilities Director, or Manager on Duty if there is a problem with rink maintenance you are not qualified to handle alone.
10. Keep the rink area neat and clean; ensure there are clear walkways around perimeter of rink, pick up, straighten and wipe down furniture, place litter in cans, put rental skates in their storage bins after wiping down and disinfecting them etc.
11. Complete daily cleaning checklists.
12. Be familiar with rink walkthrough standards and conduct visual rink inspections throughout shift; note any discrepancies with standards and inform supervisor.
13. BE ALERT.
14. Participate in required first aid, CPR, and AED training.
15. Keep accurate and detailed records of accident and incident reports. Ability to properly fill out incident and accident reports.
16. Must respond to all accidents and incidents immediately and in a professional manner.
17. Work and communicate favorably, enthusiastically, and effectively with supervisors and co-workers to achieve all department and Village goals.
18. Read the Communication Log Book each and every day you work. This will relay new information, policies and procedures for all of the rink staff.
19. Must not have any prior convictions, or while employed a criminal conviction relating to sexual assault, abuse, theft or any convictions related to contributing to the delinquency of a minor, or if the employee is a minor any convictions for the illegal use of alcohol or drugs.
20. Other responsibilities as assigned. Skate Guards are responsible for the safety and health of all individuals in the building, paying especially close attention to those on the ice.
21. Enforce all rink rules and regulations while being polite, fair, firm, and consistent.
22. Position yourself in a place to properly observe all areas of responsibility with appropriate posture.
23. Skate Guards are NOT to talk or visit with friends while on duty.
24. Conversations with other guards should be limited to rink related topics and kept to a minimum.
25. No reading, eating, chewing gum or tobacco products, or drinks are allowed on the ice.
26. Pick-up trash and empty drink containers
27. Check the locker rooms for unapproved use and inappropriate behavior.
28. Cleaning tasks and light maintenance are required of all Skate Guards. The rink area should be sparkling clean and well maintained at all times.
29. Other duties may be assigned.

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

- Must be at least 16 years of age.
- Must be trained and certified in AED, CPR and First Aid techniques.
- Previous experience as a Skate Guard preferred.

JOB REQUIREMENTS/WORK ENVIRONMENT

- Uniform will be worn at all times while on duty.
- All uniforms will be clean and in good condition (no holes).
- No visible body piercings or tattoos.
- Nametags must be worn at all times for staff identification.
- Work is performed in an indoor ice rink environment with exposure to cool temperatures and humidity, as well as slippery surfaces. The work requires long periods of attentiveness, skating, standing, sitting, pulling, pushing, reaching, carrying, cleaning, visual monitoring, verbal and written communication, hearing, moving about rink area, moderate lifting (15-50 lbs), heavy public contact and exposure to stressful and emergency situations.
- Hours will be set by the IcePlex Operations Director and may vary with day, evening, weekend and holiday work required.

VILLAGE OF PLEASANT PRAIRIE IS AN EQUAL OPPORTUNITY EMPLOYER

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