



ICE ARENA SUPERVISOR

The Ice Arena Supervisor's primary work is to provide excellent customer service under the purview of the Conservancy. This position reports to the Facilities Manager of the Conservancy. The schedule includes evenings, weekends, and holidays as required by the skating program schedule. Part-time and full-time positions may be available. Seasonal and year-round opportunities may be available.

The listed requirements are not inclusive of all duties, and others may be assigned by the Conservancy, within reason. The typical hourly rate for this position is \$24 / hour; Supervisors may be offered a different hourly rate based on experience and ability to take on additional skilled duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The Ice Arena Supervisor is responsible for providing high-quality customer service in a safe, fun, and encouraging environment for participants of all ages and skill levels. Ice Arena Supervisors are responsible for assigning tasks to other employees, planning breaks, and leading by example. They are responsible for controlling entry to the facility, handling payments, and providing detailed information about ice arena programming. Driving is required. They must have excellent communication skills and the ability to engage with people of all ages, experience, and backgrounds. You will be responsible for the following:

- Greet guests in a friendly and professional manner.
- Accurately handle cash, check, credit card, and tap payments.
- Provide accurate and detailed information about ice arena programming.
- Communicate effectively with customers, coworkers, and supervisors.
- Supervise other employees during the course of a shift.
- Maintain a clean workspace and general maintenance of rental skates.
- Monitor and respond to unsafe behavior, accidents, or hazards.
- Follow all uniform codes as required by management.
- Perform general cleaning duties as assigned.

The above-listed position requirements are not inclusive of all duties and others may be assigned by management, within reason.

Minimum Qualifications:

The Ice Arena Supervisor is expected to possess the following skills, abilities, and qualifications:

- Must be 18 years of age or older.
- A valid CA driver's license and strong driving experience.
- Strong customer service skills.
- Basic cashiering skills.
- Must keep up with current ice arena programming in order to provide clear and detailed information to customers.
- Ability to work with children, teens, and adults of varying skill levels and backgrounds.
- Reliable, punctual, and team-oriented.
- CPR, First Aid, and additional training to be provided as required by management.
- Clearance of background check as needed.
- Clearance of drug testing as needed.

Preferred Qualifications:

- Recreational experience with figure skating or hockey skating.
- The ability to understand and speak other languages is helpful.

Physical Requirements:

- Ability to stand for extended periods.
- Ability to stand, bend, kneel, and reach for rental skates.
- Ability to lift and move equipment up to 25 pounds.
- Ability to work in a cold ice arena environment.

HOW TO APPLY

Please submit a resume and cover letter to pscott@ybgardens.org. Electronic applications only. Please include "Ice Arena Supervisor - [Your Name]" in the subject header.

ADDITIONAL INFORMATION**Benefits**

Yerba Buena Gardens Conservancy offers eligible employees a generous benefits package including medical, dental, and vision care; short-term disability and life insurance; pretax commuter benefit; and a 403b retirement program with employer matching contribution.

Covid-19 Vaccination

Yerba Buena Gardens is a City and County of San Francisco property. All Conservancy employees, as well as sub-contracted staff, are required to be fully vaccinated. Proof of vaccination is required.

Equal Opportunity

The Conservancy is an equal opportunity employer and does not discriminate on markers of age, national origin, ethnicity, race, religion, ability, sexual orientation, gender, or political affiliation.

The Mission

The Yerba Buena Gardens Conservancy's mission is to provide arts, culture, recreation, and nature in beautiful, accessible, welcoming spaces for everyone through stewardship and collaboration.

The Work

Program, operate, maintain, and improve the publicly owned open spaces, facilities, and amenities, cultural facilities, and related components of San Francisco's Yerba Buena Gardens, working in conjunction with the Garden's nonprofit cultural organizations, commercial tenants and the City and County of San Francisco, for civic and public benefit and enjoyment by all visitors and residents.

The Gardens

Yerba Buena Gardens is a civic treasure in downtown San Francisco with more than five million annual visitors. As the centerpiece of the City's cultural, historic, convention and visitor district, and part of the rapidly growing Yerba Buena neighborhood, Yerba Buena Gardens is an urban oasis of cultural organizations, landscaped lawns, extensive public art, dining, cafés, programs and amenities for all ages and abilities, and award-winning architecture built above and around Moscone Convention Center. With five acres of landscaped space, the Gardens hosts the Yerba Buena Gardens Festival with

more than 100 free performances annually and is home to the Dr. Martin Luther King, Jr. Memorial and Fountain, Yerba Buena Center for the Arts, the Children's Creativity Museum, Yerba Buena Ice Skating and Bowling facilities, South of Market Child Care, historic LeRoy King Carousel, as well as a children's area with a sensory garden and playground. It is a place rooted in inclusivity where all can come to relax, celebrate, rejuvenate, and be inspired. We think of the Gardens as the soul of downtown.

Structure & Governance

The Conservancy is governed by a Board of Directors representing a cross-section of community members, civic leaders, and City appointees. The City/County of San Francisco provides oversight as landlord, auditor, and technical advisor. The Board of Directors hires the Executive Director of the Conservancy.

Organizational Culture

The Conservancy is staffed by a small, efficient team who work collaboratively with contractors, consultants, the Board, the community, and the City and County of San Francisco to accomplish the work of the organization. Being curious, multidisciplinary, team-oriented, while also questioning the status quo toward continuous improvement are keys to success in the organization. The Conservancy thrives through our high-performing, participatory, and fun-loving work environment.

The Conservancy is five years old and as such is well poised to define what the Gardens can and should be. As we grow, we include all our community in showing gratitude for the opportunity vested in us to coalesce around enlivening an oasis in the middle of the downtown San Francisco concrete jungle. We are operationally well-funded and to complete the capital projects we are well positioned to deliver.