

**BGSU Recreation and Wellness
Student Employment Position Description**

Job Title: Skate Shop Manager

- A. Main Purpose of the job:** Provide superior front-line customer service and assist with the management of the Skate Shop and building activities and programs.
- B. Primary responsibilities or key duties of the job (tasks performed regularly):**
1. All duties assumed by a Skate Shop Attendant and Associate.
 2. Assist with assimilation and training of new Skate Shop employees.
 3. Have superior knowledge of facilities, services, and programs offered through the Ice Arena.
 4. Promote the mission of Recreation and Wellness.
- C. Additional duties (tasks performed occasionally):**
1. Skate fitting.
 2. Others duties as assigned.
- D. Basic Qualifications:**
1. All qualifications required by Skate Shop Attendant and Associate.
 2. Prior experience at the BGSU Ice Arena.
 3. Proven ability to provide superior customer service and leadership to maintain positive relations with Ice Arena patrons.
 4. Strong written and verbal communication skills.
 5. Ability to enforce all rules and regulations and resolve conflict.