

**Student Internship Position Description  
Facility Management – BGSU Ice Arena**

**Position Summary**

This individual will assist with the facility management, special events and program development of the Ice Arena within the Department of Recreation and Wellness.

**Main Purpose of the job:** The purpose of this position is to assist with efficient facility operations, policy and rules enforcement, special event staging and the development of future programming. Additional duties include learning management software, basic equipment operations, and supervision of student staff.

**Primary responsibilities**

- Regular use of CLASS facility management and point-of-sale software.
- Assist with facility/group rentals, including proper staffing levels and event set up.
- Review success of current programs.
- Development/Implementation of future programs.
- Design marketing plan to target the teenage population.
- Assemble general marketing information about Ice Arena for publication.
- Assist and make recommendations regarding the purchase of retail products carried in the Pro (Skate) Shop.
- Assist in facility and equipment risk management evaluations and safety inspections.
- Provide excellent customer service and maintain positive relations and rapport with customers of the Ice Arena.
- Familiarity with and competence in Ice Arena policies and procedures.
- Learn and demonstrate the mission of Recreation and Wellness.
- Assist with Falcon Hockey game day operations.
- Maintain on-line customer scheduling.

**Additional Experience:** This position provides a flexible atmosphere allowing intern the opportunity to create an experience that directly meets his/her personal interest and developmental needs.

**Key duties of the job (tasks performed regularly)**

- Assist with daily administrative cash operations.
- Assist with event planning and management during event.
- Assist Student Supervisor with student employee scheduling and management.
- Gain basic knowledge in retail/inventory within the Pro (Skate) Shop.

**Basic Qualifications**

- Computer software skills
- Strong customer service skills, including interpersonal and presentation abilities
- Excellent writing skills
- Excellent communication skills
- Attention to detail
- Recreation facility management knowledge (higher education experience preferred)

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