

# CARI Complex /Bell Aliant Centre

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## ARENAS SUPERVISOR

**POSITION:** Arenas Supervisor

**RESPONSIBLE TO:** General Manager

**NATURE OF WORK:** This is responsible work in providing oversight to the CARI Complex's MacLauchlan Arena operations. It includes supervising and scheduling all Arena Technicians and working with all tenants and arena user groups to deliver safe and enjoyable programs and events in our Arena Operations.

*Note:*

*This job description reflects the general details considered necessary to describe the principal functions of the job identified and shall not be construed as a detailed description of all the work requirements that may be inherent in such classification.*

*Ensure that the confidentiality of CARI affairs is respected and always practiced.*

### **JOB INFORMATION AND RESPONSIBILITIES:**

- Work will be thirty-seven and a half (37.5) hours per week.
- Hours of work will vary subject to the facilities requirements.
- Assist the Administration and Scheduling Manager when needed in the scheduling of ice time for both arenas as well as the rental of meeting spaces, lounges, merchandise areas etc.
- Serve as the liaison with arena user groups, and the public on behalf of CARI, as required.
- Lead on all events hosted in the Arenas, principal liaison to all external event organizers and procures and manages all event related inventory.
- Responsible for booking and staffing bar services for all venue functions.
- Supervise the daily, weekly, monthly, and yearly maintenance of the arena refrigeration plant in co-

operation with the Facility Asset Manager and the Maintenance Technicians.

- Conduct hiring, shift scheduling, supervision, and performance management of all Arena Technician staff.
- Identify and implement training opportunities for all relevant staff.
- Work with the management team to identify areas to improve the day-to-day operation of the facility.
- Work with the Finance Manager to prepare operational budget requirements for arena operations.
- Work closely with the Management Team to identify all short and long-term capital projects within the arenas.
- Coordinate and maintain tools and equipment including ice resurfacing equipment.
- Lead the ice making operation, ice resurfacing and the general ice maintenance throughout the year according to the schedule.
- Work with the management team to identify areas to improve the overall customer experience.
- Make recommendations on policies and procedures for application in the Complex and ensure that all policies and procedures are adhered to as required to ensure a safe environment for staff and patrons.
- Address all customer service issues in a timely manner including proper recording of incidents as required.

**KNOWLEDGE AND ABILITIES:**

Ability to effectively deploy, supervise and manage performance of personnel.

Working knowledge of refrigeration systems.

Working knowledge of Occupational Health and Safety Act and ability to practice Occupational Health and Safety requirements.

A mechanical/electrical aptitude an asset.

Ability to work with users, tenants and the public in a polite and effective manner.

Must have effective oral and written communication skills and strong computer skills.

Must be able to work flexible hours based on the requirements of the Complex and the schedule of use, including evenings and weekends.

Ability to work effectively with other members of the Management team.

Must possess a valid P.E.I. driver's license.

**EDUCATION, TRAINING AND EXPERIENCE:**

Must have or willing to acquire all appropriate safety courses (i.e. WHMIS, CPR, First Aid, AED).

Willing to acquire the Arena Operations Certification.

Training and experience in refrigeration systems with Class B Refrigeration Ticket an asset.

Minimum Grade XII or equivalent.

Three (3) years' experience/training in staff supervision.

An equivalent combination of education and experience will be considered.

**SALARY ASSIGNED:**

55K to 60K

**Competition Closes – April 28, 2023**

**Email Resume to: [jobs@bellaliantcentre.ca](mailto:jobs@bellaliantcentre.ca)**