Kent State Ice Arena
Student Counter Worker/Ice Aide Job Description

Requirements:

• Bureau of Criminal Investigation Background Check
• American Red Cross Standard First Aid & CPR/AED-PR Certification
• Bloodborne Pathogen Training
• Effective organizational and time management skills.
• Effective interaction and communication skills with staff members and patrons.
• General knowledge of the facility, policies and procedures, and amenities available to members and guests.
• Ability to work under pressure and respond appropriately to emergency situations
• Demonstrate leadership ability.
• Demonstrate basic hockey and figure skating knowledge.
• Must pass a skating skill evaluation.

Responsibilities:

The Student Counter Worker/Ice Aide's main responsibility is to hold a high standard of quality customer service at the KSU Ice Arena. Responsibilities include, but are not limited to, the following:

• Adhere to all policies and procedures set forth in the Ice Arena Staff and Department Manual.
• Provide quality customer service to all patrons.
• Effectively respond to all emergency situations and provide care as needed.
• Complete all necessary paperwork and training inherent to the position, such as completing training checklists and attending all mandatory training events within the department.
• Perform Ice Aide duties when required.
• Maintain regular cleaning schedule for the Skate Rental and Concession areas.
• Assist with general upkeep and cleanliness of the facility, such as opening and closing procedures and spring shutdown.
• Attend monthly staff meetings.
• Assist the Facility Supervisor and Student Manager as needed.
• Other responsibilities include; cash handling and food preparation.
• Perform other job related tasks as assigned.

Hours: Assigned work hours are based on availability and seniority. Hours are set each semester and during break periods by the Ice Arena Manager. Minimum hours = 15.

Appearance and Dress: The Student Counter Worker will be clean and neatly attired while on duty. A departmental staff shirt, khaki pants, and nametag will be worn at all times. When working as an Ice Aide a yellow jacket (provided), sweatshirt or other appropriate cold weather attire, radio and First Aid pack must be worn.

Supervisor: The Student Counter Worker/Ice Aide will report to Ice Arena Management, Graduate Assistants, Facility Supervisor, or other designated supervisors.