

Northwest Arena Position Description

Title: Director of Programming

Reports To: General Manager

Department: Administration

Status: Salaried Exempt

Last Updated: 06/12/2017

I. Position Summary

The Director of Programming is a key management position reporting to the General Manager and responsible for the coordination of all aspects of Arena hockey, including aggressive ice rentals, community programming, and food and beverage service. This position is responsible for tactical planning to increase revenue and optimize customer service for the Arena through the implementation of current programming and the creation of new self-sustaining programming. Having a wide-variety of high quality, well organized programs and events is of critical importance to the financial and programmatic success of the Arena. Supervision of ancillary staff may be required.

II. Duties and Responsibilities

- a) Serves as a liaison between the local hockey and figure skating programs and Arena to coordinate programming needs.
- b) Assists with administrative management of additional Arena programs including but not limited to figure skating instructional programming and events, leagues and special events.
- c) Schedules Arena facilities for hockey associations, figure skating groups, community groups, and others.
- d) Develops and implements future self-sustaining programming and/or events.
- e) Develop evaluations and assessment plans for current and future programming.
- f) Assists with the coordination of all aspects of facility rentals, food and beverage, and day of event activities.
- g) Provides excellent customer service through positive relationships and rapport with all stakeholders.
- h) Assists with the development and implementation of Arena policies and procedures.
- i) Oversees the daily operations of the organization's food service function.
- j) Assists in the development of budgets to achieve overall budget targets and drive change where necessary to achieve results.
- k) Monitors inventory levels and purchases food and beverage, kitchen equipment, and other supplies as needed.
- l) Establishes quality standards for foods and maintains cleanliness of the facilities in accordance with state and local regulations.
- m) Provides information to and answers questions from formal program feedback and customer input summaries.
- n) Oversees ancillary staff as appropriate.
- o) Utilizes positive human resources policies and practices that encourage employee engagement to work at the best of their abilities by providing opportunities for professional and personal development where appropriate.
- p) Utilizes technology effectively and efficiently to improve productivity and customer outreach, communication, and connectivity.
- q) Assures compliance with applicable safety, public, health and employment laws and regulations.
- r) Works collaboratively with other Arena managers and key customer leaders on operational goals to enhance and improve the Arena.
- s) Performs other assignments and duties requested by the General Manager.

III. Education and Experience Requirements

Bachelor's Degree in business, hospitality management, sports management, communications or related field and two (2) years of experience in ice related sports and activities or entertainment/programming management.

OR

Associate's Degree in business, hospitality management, sports management, communications or related field and four (4) years of experience in ice related sports and activities or entertainment/programming management.

V. Skills and Abilities

- Impeccable integrity, character and attention to detail;
- Outstanding written and oral communications;
- Proficient knowledge of hockey, figure skating and ice related programming including USA Hockey and US Figure Skating.
- Ability to work independently and to prioritize work requests;
- Knowledge of and ability to operate standard office software sufficient to manipulate data, draft reports, and maintain records;
- Interpersonal skills sufficient to exchange and/or convey information, receive and give direction, and maintain effective working relationships;
- Utilize good judgment at all times and maintains strict confidentiality in all corporate and proprietary matters

VI. Working Conditions and Environmental Hazards

The position requires frequent exposure to normal levels of office noise; and limited exposure to moderate levels of peripheral noise from maintenance or ice equipment.

VII. Physical Requirements

Assignments are non-repetitive in nature and require investigation and much independent judgment. Some assignments require intense investigation and interpretation. About 25% of the day requires strict visual contact with the material worked with. A moderate degree of physical coordination is required to perform the work (no significant lifting).

VIII. Contacts

Position requires internal contacts with the General Manager, Director of Finance, Director of Sales and Sponsorship, Maintenance Manager and other staff. External contacts include community stakeholders, partnering organizations, sponsors, customers, suppliers, subcontractors, and media.

IX. How to Apply

Interested candidates should send resume and cover letter to Craig Hinderleider via email at craig.hinderleider@northwestarena.com or via USPS:

Northwest Arena (ATTN: Craig Hinderleider)

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