

Skating Rink Monitor

New England Botanic Garden at Tower Hill, PO Box 598, Boylston MA 01505 508-869-6111

Direct Manager:	Senior Operations Manager		
Department/Group:	Visitor Services	Job Category:	Non-Exempt Temporary Part-Time
Location:	Boylston, MA	Travel Required:	No
Salary or Rate Range:	\$18.18-\$18.54/hour	Apply at:	https://nebg.isolvedhire.com/jobs/
Date posted:		Posting Expires:	

New England Botanic Garden at Tower Hill believes diversity in nature promotes a healthy, vigorous garden. We believe that diversity among our staff promotes a healthy work environment and a vigorous organization. We recruit, employ, train, compensate and promote regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law. We believe in diversity of race, gender identity, sexual orientation, religion, ethnicity, national origin, ability, and all the other traits that make us unique. New England is an equal opportunity employer.

NEBG at Tower Hill does not require its staff to be vaccinated for Covid-19, but we urge everyone to receive an updated dose as they become available to protect themselves and each other.

Skating Rink Monitors are expected to carry out the responsibilities of the job in ways that support NEBG at TH's mission and to its commitment to creating a diverse and welcoming organization.

- Being welcoming to all staff and the public
- Be respectful of staff differences and preferences
- Use gender neutral communication styles
- Respect everyone's pronouns

Position Overview

Skating Rink Monitors are a group of temporary staff who help support NEBG's seasonal synthetic skating rink. Duties include maintaining a safe ice skating environment by monitoring the condition of the rink and the guests following safety protocol.

Responsibilities

- Patrols the rink and interacts with customers to ensure proper traffic flow, capacity, and safe skating
- Assist with maintenance of the skating surface by vacuuming and sweeping . Communicates with facilities for any spills that may require assistance.
- Maintains neat and orderly conditions of the rink and spectator deck
- Assist guests during incidents or falls and contact management when necessary
- Monitor safety conditions of the skating surface during inclement weather to make decisions regarding the status of the rink being open to the public

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Supervision and Training

Position will be supervised by the Senior Operations Manager. Day-to-day supervision will be provided by the Visitor Services Manager during the day and Manager on Duty (evening Night Lights only). Training will be provided.

Schedule

The skating rink visitor services position is seasonal, hourly, and non-exempt from overtime. Staff may work 2 to 5 shifts per week.

Examples of potential shifts include:

- Daytime shifts:
 - 9:30am-3:00pm (Nov 23 to Jan 5)
 - 9:30am-5:00pm (Nov 15 to Nov 22 and Jan 11 to Feb 23)
- Night Lights evening shifts:
 - 3:30pm-10pm (Nov 23 to Jan 5)

Education and Experience

- Must be at least 16 years old, those age 16-17 need to obtain and provide a work permit before beginning work.
- Must be able to ice skate and have your own skates
- Previous experience working for an ice rink preferred
- Experience working with the public is a plus.
- Must have reliable transportation to the Garden.

Physical Demands / Working Conditions:

- Must be able to stand for extended periods of time
- Must be able to work outdoors in all weather conditions.
- Must be able to use radio communications equipment and be able to access Shifts scheduling software from a computer or smartphone.

Note: Duties described above, other duties and physical demands have been identified as essential functions as required by the Americans with Disabilities Act.

Safety

- Works with an awareness of surroundings and vigilant to any possible threat to the safety of staff and the public, or to NEBG at TH property. Ensures all concerns are reported promptly.
- Reports all accidents and injuries immediately to an immediate supervisor and/or Chief Financial & Operations Officer, or designee.
- Complies with provisions of the current Employee Handbook, all published personnel policies, and the requirements of the job description.