SHAKOPEE
PARKS AND RECREATION

POSITION DESCRIPTION

TITLE: Ice Facilities Manager
CLASSIFICATION: Manager
DEPARTMENT: Parks and Recreation
REPORTS TO: Director of Parks and Recreation
STATUS: FT
PAY GRADE: 180
LAST REVISED: November 2025

SUMMARY

The Ice Operations Manager oversees the Shakopee Ice Arena and outdoor rinks, managing daily operations, staff, scheduling, and facility maintenance. This role coordinates ice time for schools, associations, clubs, and public programs while fostering community partnerships and sponsorships. The position also develops budgets, plans capital improvements, and ensures safe, efficient, and customer-focused facilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manage the day-to-day operations of the Shakopee Ice Arena and outdoor ice rinks.
- Supervise full-time and part-time arena staff, including hiring, training, scheduling, payroll, and performance evaluations.
- Assist the Parks and Recreation Director with the development, evaluation, and refinement of policies, procedures, operational standards, and fee structures related to areas of responsibility.
- Develop and implement short- and long-term facility plans to increase community use and rentals, improve operational efficiency, and enhance user satisfaction.
- Coordinate and schedule ice time for high school teams, youth hockey associations, figure skating clubs, leagues, rentals, and public programs.
- Oversee contracts, agreements, and partnerships related to arena use.
- Manage arena advertising and sponsorships, including securing new sponsors and ensuring contracts remain current and compliant.

- Maintain the ice surface, refrigeration system, dasher boards, and other arena equipment; coordinate preventive and corrective maintenance with internal staff and external contractors.
- Assist with preparation of the annual operating budget for indoor and outdoor ice arenas; monitor revenues and expenditures to ensure compliance with budget guidelines and city policies.
- Collaborate with internal departments, volunteers, community partners, vendors, and sponsors to promote programs, build partnerships, and support facility operations.
- Establish standards for daily cleaning and preventive maintenance of the building and equipment; identify and prioritize Capital Improvement Projects.
- Address and resolve customer concerns, inquiries, and complaints in a timely and professional manner.
- Develop and oversee all ice arena programs, classes, special events, rentals, and revenue-generating activities, including program schedules, staffing, fees, and contracts.
- Partners with the City Communications team to create and manage marketing and digital content.
- May present at council meetings as needed.
- Perform other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Strong written and verbal communication skills, including public speaking, report writing, and professional correspondence.
- Ability to read and interpret business publications, technical procedures, and regulations.
- Proficiency in Microsoft Office Suite (including Excel), recreation/municipal software, dashboard tools, and social media platforms.
- Skilled in operating standard office equipment and using web-based email, timesheet, and registration systems.
- Experience in recruitment, training, supervision, performance evaluation, and fostering a collaborative team culture.
- Strong leadership and organizational abilities with experience managing staff, budgets, and resources to achieve operational goals.
- Knowledge of ice arena operations, including refrigeration systems, ice maintenance, and facility management practices.
- Knowledge of safety standards, emergency procedures, and risk management practices specific to ice arenas and recreation facilities.

- Knowledge of program development, scheduling, and event management related to ice sports and community recreation.
- Demonstrated analytical and problem-solving skills to collect data, evaluate programs, and implement innovative solutions.
- Proven ability to assign, instruct, and prioritize staff work in alignment with organizational goals.
- Capacity to build and maintain positive, professional relationships with coworkers, supervisors, partners, and the public.
- Adaptability, creativity, and resourcefulness in managing multiple priorities and addressing community needs.
- Ability to mentor and inspire staff and volunteers to deliver high-quality programs and services.

MINIMUM QUALIFICATIONS

- Bachelor's Degree in recreation, leisure services, public administration, business administration or related field.
- 3 years of supervisory experience in ice arena operations
- Valid driver's license required.
- American Red Cross CPR, AED and First Aid certification or ability to obtain within 6 months of hire.
- Must know how to drive an ice-resurfacer machine.

DESIRED QUALIFICATIONS

- NRPA - Certified Park and Recreation Professional
- Certified Arena Manager
- Certified Arena Operator
- Certified Arena Programmer
- Certified Ice Rink Manager
- Certified Ice Technician

WORKING CONDITIONS

This position involves regular work near moving mechanical equipment and frequent exposure to the cold environment of an indoor ice arena, with occasional duties outdoors in varying weather conditions. The employee may be exposed at times to toxic or caustic chemicals and the risk of electrical shock. The typical noise level is moderate. The role

requires a flexible schedule, including frequent evening and weekend hours, to attend meetings, support events, and ensure the effective operation of programs.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to stand, walk, use hands to handle or operate objects, tools, or controls, and reach with arms and hands. The position occasionally requires climbing, balancing, stooping, kneeling, crouching, or crawling. Clear speech, hearing, and vision are necessary to communicate, follow instructions, and perform tasks using a computer screen. The employee must also be able to frequently lift and/or move objects weighing up to 50 pounds.