



Job Description

Business: Indoor Sports Facility

Job Title: Operations Assistant

Reports To: Director of Operations and Operations Managers

Hours Per Week: Part Time Internship - Average 10 hours per week - 200 hours per indoor season

Operations:

- Responsible for the delivery of services provided at the facility
- Ensure areas of responsibility run productively and efficiently, always attempting to minimize downtime
- Ensure rentals, leagues and all programs are running on time and in an efficient manner during business hours
- Customer Service; answer phones, assist guests with customer service needs including team/player registration and payment
- Provide a safe environment for all customers, guests and employees
- Maintain proper sanitation standards that meet federal and state regulations
- Present the facility to the public with exceptional cleanliness and in an organized, well maintained fashion at all times

Administration:

- Assist in creating schedules for tournaments, leagues and rentals to maximize revenue and customer satisfaction
- Post schedules, score updates and any other facility information online
- Customer Service; answer phones, assist guests with customer service needs including team/player registration and payment
- Grow customer database; renew returning/annual customers

Skills and Attributes:

- Highly and self motivated with a desire to be successful
- Excellent verbal communication skills
- Ability to organize and prioritize tasks
- Positive attitude and great work ethic
- Ability to work well within a team environment
- Flexibility to work weekends and nights
- Assist in all areas when needed

Requirements:

- Sport Management Major Preferred
- Nights and Weekends - November through April
- Internship may be completed for credit hours

**** Sahlen Sports Park is only looking to fill 2 internship positions for the 2017/18 indoor season (Nov-April)**