



CAREER OPPORTUNITY

Position	Ice Coordinator
Reports To	Executive Director
Location	400 Kipling Ave. Etobicoke, ON M8V 3L1

About the MasterCard Centre

Lakeshore Arena (www.lakeshorearena.ca) is the home of The MasterCard Centre for Hockey Excellence, a 272,000 sq. ft. recreation facility consisting of three NHL and one Olympic size rinks. The MasterCard Centre is the official practice facility for the NHL's Toronto Maple Leafs and their AHL affiliate, the Toronto Marlies. The facility is also the home of the Hockey Hall of Fame D.K. (Doc) Seaman Hockey Resource Centre and Hockey Canada's Ontario Regional Office.

The MasterCard Centre has hosted many national and international events and is recognized as the premier ice facility in the Toronto Area and sets the standard for training and hockey performance worldwide. The MasterCard Centre also offers ice rentals, leagues, public skating, drop-in programs, tournaments and special events to the community.

Job Scope

Reporting to the Executive Director, the Ice Coordinator is an administrative position responsible for ice bookings and customer service with the goal of increasing facility revenue by maximizing the facility's usage through ice planning pertaining to ice contracts, spot rentals, tournaments, hockey camps and special events.

Key Duties and Responsibilities

Ice Bookings

- Work closely with the Executive Director to identify new customer opportunities for the facility, primarily focusing on customer acquisitions for contracts, tournaments, hockey camps, spot ice sales, special events and media opportunities
- Increase facility revenue through inbound and outbound initiatives that maximize ice bookings and facility rentals
- Execution and promotion of Public Programs (Public Skating, Shinny)

Customer Service

- Answer incoming calls and either direct callers to the appropriate department or respond to inquiries
- Take ownership of all customer relationships from initial point of contact
- Responsible for ongoing relationship development for the purpose of revenue maximization and long term business sustainability
- Provide face-to-face service and information for walk-in customers
- Provide feedback to the Executive Director other department Managers to ensure facility customers overall satisfaction

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Administration

- Maintaining the Ice Flow Sheets and financial records as they pertain to all ice bookings and meeting rooms
- Generate contracts with customers and ensure they are reviewed, signed and returned
- Generate and distribute daily facility schedules to operations staff and update when necessary
- Coordinate all dressing room assignments and special requests
- Maintenance of the customer database as it pertains to Ice Contracts and Spot Rentals
- Receiving all incoming deliveries
- Assist in the maintenance of the website content as required

Special Events & Media

- Provide facility information to media requests and potential film bookings
- Schedule and book facility media events
- Provide tours of the facility as requested

Other Duties as assigned

Qualifications & Education

- Customer service oriented
- Ability to communicate with customers concisely by phone and email
- Excellent organizational and time management skills
- Ability to multi-task and manage multiple priorities simultaneously
- Excellent listening skills to provide solutions
- Team player with service or hospitality industry experience
- Interested in working in an environment which is fast paced and always changing
- Maintains a culture of teamwork, mutual support and respect for all staff
- Adaptable and able to communicate effectively with both customers and staff
- Ability to work with high profile customers and contacts in a professional manner
- Proficient in MS Office applications.
- Post-Secondary school diploma or degree in business, marketing and/or recreation would be an asset
- Familiarity with ice booking software or database software is an asset.
- Experience in ice arenas, relating to hockey or other ice uses is an asset

Working Conditions

The position is based in an office environment but deals with customers in all areas of a large, recreation facility. The position interacts with all departments and tenants in the facility. The position requires attention to detail, organizational skills and the ability to both plan and adapt in a changing environment. A high degree of concentration and attention to detail is required.

The MasterCard Centre is a recreation facility and, as such, the successful candidate must be flexible in working some evenings and weekends as required by the needs of the business.

Key Relationships

- Executive Director
- Accountant
- Operations Supervisor & Operations Staff

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- Food & Beverage Supervisor & Staff
- MLSE
- Hockey Canada
- TDSB
- MasterCard
- Facility Tenants
- Facility User Groups
- City of Toronto Staff

Expressions of interest including resume and cover letter will be accepted until **Thursday August 11, 2016 at 4:30 p.m.** and should be sent electronically (only) to:

Mr. Graham Cocking
Executive Director, Lakeshore Arena Corporation
gcocking@lakeshorearena.ca

Information provided by or about candidates for this position will be used only for candidate selection. We thank each applicant for taking the time and effort to respond; however only candidates to be interviewed will be contacted.