

**Title: Pro Shop Manager and Coach- Chaparral Ice (Austin, TX)**

**Date: 10/18/17**

**Hiring Manager: General Manager**

**Status: Full Time (Exempt with Benefits [Health, Dental, Life])**

**Salary: \$30,000-40,000 per year (based on certifications and experience)**

**Program Benefit: 100% discount on all programs plus free access to Private Lessons**

**\*\*\*Resume should be submitted to Ryan at [Ryan@atxsparta.com](mailto:Ryan@atxsparta.com)**



### **About Chaparral Ice**

Chaparral Ice is Austin's premiere ice facility located at the heart of Northcross Center. As the only NHL regulation-size rink and full-service pro shop open to the public in the city, the center caters to all skill levels across nearly every sport or show on ice. For over 20 years, Chaparral Ice has provided a first-class ice experience for the Austin community, no matter the activity. The center, now owned by Ryan Raya, has fostered a community of its own as a longstanding host of ice sports, from amateur hockey to its association with Cedar Park's Texas Stars. Today, the facility is a gathering place for communities of figure skaters, hockey fans, kids' camps and snow-shy Texans looking to escape the summer sun.

### **Links:**

<http://chaparralice.com/>

<https://www.facebook.com/chapiceaustin/>

<https://twitter.com/chapiceaustin>

### **POSITION SUMMARY:**

Chaparral Ice is looking to fill the Pro Shop Manager and Hockey Coach Dual role, an individual should demonstrate the following competencies:

- *Selling:* Able to promote and sell various items with a full understanding of what each product does and is, in order to communicate that with customers
- *Communication:* Able to interact professionally with colleagues, clients, and company personnel, able to clearly and effectively communicate information both orally and in writing
- *Training:* Able to clearly document company procedures and policies and train staff and employees on these company procedures and policies
- *Customer Service:* Ability to serve our customers respectfully and efficiently. Understand that the customer is our number one priority, and serving them is what will make us successful
- *Hockey Ability:* extensive background in hockey coaching and/or playing at NCAA/ Junior A/ Pro Level and ability to relate well to youth hockey players 3-18 years old, as well as learn how to use the products we sell (hockey as well as figure skating)

The successful candidate will be creative, highly motivated, organized and a team player with attention to detail and demonstrated ability to multi-task.

### **KEY RESPONSIBILITIES:**

#### Pro Shop (75% of time)

- Lead pro shop employees by example and by providing sales training that teaches them how to make a personal connection with customers
- Maintain on-line and social media presence including possible selling of new/ used equipment on internet marketplaces, including managing Pro Shop webpage
- Support the planning, ordering, receiving, and merchandising for the store
- Attain planned revenue and margin goals, while minimizing loss of product through theft

- Use data and forward-thinking market trends to determine what products to carry, price levels, and appropriate inventory levels through coordination with vendors/ reps
- Oversee ordering and receiving of products, including developing purchase orders
- Develop, plan and execute promotions and demonstrations of products
- Protect employees and customers by providing a safe and clean store environment
- Design and maintain all merchandising displays
- Work with HR to schedule, review, find, hire and train employees.
- Prepare Retail vending and supply orders including restocking
- Required to drive the ice resurfacers (currently an Electric Bear by Olympia) as needed
- Assist with customer service initiatives on event days
- Perform other duties and responsibilities as assigned.

#### Hockey Coach (25% of time)

- Under general supervision the hockey director, this position will be responsible for recruiting, coaching, and planning for various youth hockey teams.
- Instructs methods and strategies and coaches student-athletes in the sport.
- Coordinate with marketing efforts the way the team information will be reported to the media.
- Other coaching duties as required.

#### **QUALIFICATIONS:**

- Education/Experience: High School Diploma Required. 3 year of retail experience required. 2 years of management experience preferred.
- Computer Skills: Advanced Microsoft Office experience required.
- Driver's License: a valid driver's license required
- Background Check: pass coaching background check required
- Hockey Experience: USA Hockey Level 3 or above coaching certification and NCAA/ Junior A/ Pro playing/ coaching experience
- Ability to work nights, weekends and holidays in addition to traditional business hours, is required.
- Must be able to lift or move items weighing up to 75 pounds
- Excellent people and leadership skills; ability to interact professionally with internal/external partners at all levels in the organization.
- Online or e-Commerce experience and/ or bilingual Spanish/ English, a plus

#### **WORK ENVIRONMENT:**

The essential functions of this position are performed indoors and occasionally outdoors in the weather conditions prevalent at the time. The noise level in the work environment is usually moderate to loud during events and minimal during non-event times.

#### **EQUAL EMPLOYMENT OPPORTUNITY:**

Chaparral strongly supports equal employment opportunity for all applicants regardless of race, color, religion, sex, gender identity, pregnancy, national origin, ancestry, citizenship, age, marital status, physical disability, mental disability, medical condition, sexual orientation, genetic information, or any other characteristic protected by state or federal law.

#### **HIRING PRACTICES:**

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.

Applicants for employment in the U.S. must possess work authorization, which does not require sponsorship by the employer for a visa.