

# *PROSPECTIVE EMPLOYEE INFORMATION*



# WHO WE ARE

- We are a part of the City-For-Champions initiative.
- We are a multi-purpose arena with 6 full-time staff members, 5 interns, and approximately 60 student and part-time staff members.
- We are home to the Colorado College Tiger Hockey team.
- We are home ice to several community groups, high schools, organizations consistently.
  - Colorado Springs Amateur Hockey Association
  - Legends Hockey League
  - NORAD Hockey League
  - Academy District 20 High Schools
  - Woodland Park Hockey Association
  - Woodland Park High School
- We host many Colorado College campus events on the ice (floor cover), on the concourse, and in the Chapman Room.
- We have many events open to the public such as public skates and stick & puck.



# ED ROBSON ARENA FULL-TIME STAFF



**COLIN BAILEY**  
EXECUTIVE DIRECTOR



**ELIZABETH CLARK**  
ASSOCIATE DIRECTOR



**HOLDEN ECKHOUT**  
ASSISTANT DIRECTOR OF OPERATIONS



**KELLY MCCOMMONS**  
DIRECTOR OF TECHNICAL  
SERVICES & VIDEO PRODUCTION



**NICK WINKELBLECH**  
HEAD ICE TECHNICIAN



**DON MOFFATT**  
ARENA OPERATIONS  
COORDINATOR



# WHY WORK HERE

- One of the largest student employers on campus
- Flexible hours in a non-traditional work environment
- Great networking opportunities
- Convenient on-campus location
- Opportunity for advancement



# WHY WORK HERE



# OPPORTUNITIES

Ed Robson Arena's staff is split into multiple categories of work:

1. Social Media & Content Creation Intern
2. Event & Arena Operations Intern
3. Front Desk Arena Specialist
4. Event Arena Specialist
5. Weekly Ice Technician
6. Game Day Ice Technician

You are not required to work in just one category. If you're able to work in multiple areas, it is encouraged!



# SOCIAL MEDIA & CONTENT CREATION INTERN

THIS POSITION IS RESPONSIBLE FOR CONTENT CREATION AND THE DAY-TO-DAY MANAGEMENT OF ED ROBSON ARENA SOCIAL MEDIA ACCOUNTS TO ATTRACT, COMMUNICATE, AND ENGAGE WITH ALL AUDIENCE MEMBERS. THIS POSITION WILL ALSO SUPPORT THE PROMOTION OF CC MEN'S TIGER HOCKEY AS ASSIGNED, WHILE ALSO HAVING THE OPPORTUNITY TO EXPAND ON OTHER CREATIVE SKILLS SUCH AS ON-CAMERA SEGMENTS, VIDEO, PHOTOGRAPHY, OR GRAPHIC DESIGN.

## ***PREFERRED QUALIFICATIONS***

- • PHOTOGRAPHY AND GRAPHIC DESIGN EXPERIENCE;
- • DEMONSTRATED MEASURABLE SUCCESS IN SOCIAL MEDIA ENGAGEMENT GROWTH AT THE COLLEGIATE LEVEL;
- • DEMONSTRATED ADVANCED KNOWLEDGE OF SOCIAL MEDIA ANALYTICS



# EVENT & ARENA OPERATIONS

THIS POSITION WILL ASSIST ARENA STAFF IN THE COORDINATION AND OPERATION OF ALL EVENTS HELD WITHIN THE ARENA AND PLAYS AN INTEGRAL ROLE IN THE OPERATIONS DEPARTMENT AND THE SELECTED INDIVIDUAL WILL OBTAIN UNPARALLELED EXPERIENCE. THE CANDIDATE WILL GAIN VALUABLE SKILLS IN EVENT AND FACILITY OPERATIONS. CANDIDATES MUST BE AVAILABLE FOR EVENING AND WEEKEND EVENTS AND COMPLY WITH COLLEGE, CONFERENCE, AND NCAA RULES AND REGULATIONS.

## ***THE PERSON IN THIS POSITION WILL***

- Assist with the coordination and supervision of the successful operation of all home intercollegiate athletic contests, and internal and external revenue generating contracted events held in Ed Robson Arena.
- Work with arena operations staff to coordinate setup needs.
- Respond to emergencies or issues in a timely manner, ensuring all aspects of events are implemented according to plan and by Ed Robson Arena policies and standards.
- Assist with supervision of part-time staff consisting of students and community members, including day-to-day operations of facility activities, hiring/training and scheduling staff for events.
- Work closely with other campus departments such as Facilities Services, Campus IM/Recreation, Safety and Parking Services.
- Perform general office duties.

## ***PREFERRED QUALIFICATIONS***

- Enrolled full-time pursuing a Bachelor's degree in Sport Management or related field;
- prior experience in athletic administration, events or hospitality; experience with event coordination, setup and teardown; experience in training, scheduling, and supervising
- Strong desire to pursue a career in athletics or venue management; proficient in Microsoft Office programs.



# ARENA SPECIALIST POSITIONS

## **FRONT DESK ARENA SPECIALIST**

- Greet customers and guests; provide direction and facility information
- operate point of sale system and receive payments from daily users
- Open and close arena
- Manage locker room use
- Actively participate in the upkeep of the facility
- Stay up to date on any new desk procedures, locker rooms requirements, and schedule changes.
- Required to work 1 shift per week (at minimum)

## **EVENT ARENA SPECIALIST**

- Be able to serve in the role you are assigned at events and on game days.
- Greet customers and guests; provide direction and facility information
- Open and close arena
- Manage locker room use
- Stay up to date on all game day entry rules, seating areas, directions within the arena, bathroom and concession's locations, elevators, access points, etc.
- Required to commit to CC Hockey Game Days and other Robson events one month in advance.



# ICE TECHNICIAN POSITIONS

## **WEEKLY ICE TECHNICIAN**

- Complete Zamboni and ice maintenance training and appraisal with Head Ice Technician.
- Create and maintain quality ice surface for all skating constituencies.
- Make sure all user groups have what they need on the ice: pucks, dividers, nets, etc.
- Customer service oriented: Be communicative, helpful, and welcoming to people you encounter in the building. If you get a question you don't know, do what you can to find an answer as soon as possible.
- Stay up to date on any new ice procedures, facility requirements, and schedule changes.
- Required to work 1 shift per week (at minimum).

## **GAME DAY ICE TECHNICIAN**

- Be able to serve in the role you are assigned on game days.
  - If you are unable to skate proficiently, complete training on how best to serve in other roles on a game day (moving nets, shoveling at entrances, etc.)
- Be customer service oriented: Be communicative, helpful, and welcoming to people you encounter in the building.
- Stay up to date on any new ice procedures, game day procedures, facility requirements, and schedule changes.
- Required to commit to CC Hockey game days one month in advance.



# WORK REQUIREMENTS

- Front Desk Arena Specialists & Weekly Ice Technicians are required to work a minimum of 1 shift per week and 1 block break each year (1 or more shifts during block break).
- Event Arena Specialists & Game Day Ice Technicians are required to commit to CC Hockey game days and other Robson Events one month in advance.
- All groups are required to find someone to cover their assigned shift and are still responsible for that shift if no one covers it barring an emergency, illness, or other serious matters.



# EXPECTATIONS

- Show up on time and prepared for each shift.
- Wear appropriate attire (ask questions if you're unsure).
- Stay up-to-date on all arena policies but especially the areas that you are working in.
- Be customer service oriented: welcome people to the arena and be communicative, alert, and helpful.
- All employees are expected to be attentive and professional during their shift regardless of the amount of traffic through the arena at that specific time. Guests shouldn't walk by the desk without being greeted.



# APPLICATION & HIRING PROCESS

- **CC Students**

- Please take the time to apply to either the Arena Specialist position or the Arena Operations/Ice Tech position on Handshake using your SSO login.
- Once you've applied and been selected as a candidate, someone from our staff will reach out to schedule a meeting with you.
- If you are selected to be hired, you will need to make an appointment with the CC Office of Student Employment to complete the necessary hiring paperwork.
- Once you've completed that step, let us know so that we can submit the hiring paperwork needed on our end.
- After all paperwork has been submitted and approved, we will set up a start date with you directly.

- **All Other Applicants**

- Please take the time to apply to either the Arena Specialist position or the Arena Operations/Ice Tech position on <https://employment.coloradocollege.edu/postings/search>.
- Once you've applied and been selected as a candidate, someone from our staff will reach out to schedule a meeting with you.
- If you are selected to be hired, you will receive an email from Human Resources to complete a background check and other paperwork.
- Once background check has passed, paperwork submitted, and offer approved, we will set up a start date with you directly.



## WHERE ARE THEY NOW?

- Many of our former employees have gone on to get outstanding full-time jobs. Here are just a few of the places where you can find former members of the Ed Robson Arena team:
  - USA Boxing
  - Colorado College Tiger Athletics



# CONTACT US

Need or want more information?

Contact us at  
[robsonarena@coloradocollege.edu](mailto:robsonarena@coloradocollege.edu).

