



City of Ames Ice Arena Shift Leader

SALARY	\$17.56 - \$18.63 Hourly	LOCATION	515 Clark Avenue, Ames, IA, 50010, IA
JOB TYPE	Temporary	JOB NUMBER	26-PRIASL-01
DEPARTMENT	Parks and Recreation - Temporary & Part-time positions	OPENING DATE	06/26/2026
CLOSING DATE	Continuous	FLSA	Non-Exempt
BARGAINING UNIT/MERIT		RESIDENCY REQUIREMENT?	No

Centrally located in the heart of Iowa, Ames is a vibrant, progressive community with more than 66,000 residents providing an excellent quality of life. Home to Iowa State University, Ames offers year-round recreation opportunities, diverse cultural offerings, a stable economy, safe neighborhoods, and a high-achieving school district.

General Information

<https://www.youtube.com/embed/97rsAGfo1eQ?&wmode=opaque&rel=0>

The City of Ames has an exciting opportunity for Ice Arena Shift Leaders to join our Parks and Recreation Department!

Candidates interested in this opportunity can expect to work 20-40 hours per week, including days, evenings and weekends, July 2026 - September 2026.

Work Shifts:

Monday through Friday: Shifts run between 5:00 am and 1:00 am

Saturday and Sunday: Shifts run between 6:30 am and 1:00 am

Shift Leaders are directly responsible for assisting and supervising Cashiers; directly accountable to the Ice Arena Manager, and adjunctly accountable to the Recreation Superintendent and the Director of Parks & Recreation.

Posting is open until filled.

Examples of Essential Job Functions

Primary Responsibilities:

- Perform opening and closing procedures (unlocking/locking, POS startup, lights).
- Complete routine checks of equipment.
- Enforce rules and policies ensuring a safe facility.
- Maintain clean facility.
- Understand and use Point of Sale/Pass Management program and other required software.
- Complete nightly cash deposits.
- Delegate facility specific duties to Cashiers (i.e. post-game duties).
- Recognize and respond quickly and effectively to all emergencies.
- Operate facility specific equipment safely and efficiently (i.e. ice resurfacer, beverage cart, etc.).

Secondary Responsibilities:

- Ensure proper staffing levels for events by calling additional staff in or sending staff home.
- Complete required paperwork for record keeping (i.e. incident reports, cleaning checklist).
- Depending on facility, assist with food prep and food sales in concession stand.
- Contact vendors for supplies (i.e. pizza, cake, beverages, etc.).
- Assist Recreation Manager as needed (i.e. facility maintenance, staff scheduling, inventory control, etc.).
- Supervise patrons.
- Ensure building entrance is clean and maintained (i.e. snow removal).
- Other duties as assigned by the Recreation Manager.

Distributed Responsibilities:

- Assist Recreation Manager in training new Shift Leaders and Cashiers.

Each employee is expected to continually strive to bring shared values to life through our Excellence Through People organizational culture. ETP values include: committing to continuous improvement; inspiring creativity and innovation; being customer driven; making data-driven decisions; championing employee involvement; striving for excellence; having fiscal stewardship; acting with honesty and integrity; exhibiting leadership; choosing a positive attitude; respect and dignity for one another; promoting safety and wellness; and cultivating teamwork. For leaders, this includes creating a work culture that brings these values to life. For all employees, this includes maintaining a Total City Perspective. The purpose of ETP is to deliver exceptional services to the public at the best price, and for employees to experience an enjoyable and stimulating work environment.

Qualifications

Requirements:

- Must be at least 18 years of age.
- Recreational or related supervisory experience.

Experience:

- Cash handling, customer service, or retail experience preferred.

Licenses and Certifications:

- Valid driver's license is preferred but not required.
- Current AED/CPR certification or able to obtain within one month of employment.

Please attach your current CPR/AED certificate, if certified!

Knowledge, Skills, and Abilities:

- Ability to work a flexible schedule.
- Ability to maintain an exceptional level of safety.
- Ability to demonstrate strong decision-making skills, initiative, dependability, organization, enthusiasm, leadership, and a desire to serve the public.
- Ability to communicate positively with public.
- Ability to maintain a professional demeanor (calm and courteous) at all times while on site.

- Ability to maintain a professional appearance (staff coat, khaki pants, and closed-toe shoes) at all times while on site.
- Ability to understand, appreciate and embody the City of Ames Core Values.

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Supplemental Information

Physical & Environmental Characteristics:

Required Physical Activities: Climbing, balancing, stooping, kneeling, crouching, reaching, walking, pushing, pulling, lifting, finger dexterity, grasping, talking, and hearing.

General Physical Characteristics: The work involves intermittent periods of standing and sitting with sitting 25% of the time (includes using a computer); standing (but not walking) 25% of the time; standing and walking 50% of the time; frequently lifting objects under 10 pounds; occasionally lifting objects from 10 to 25 pounds; infrequently lifting objects from 25 to 50 pounds; and infrequently lifting objects over 50 pounds.

Vision Requirements: The minimum standard for use with those whose work deals largely with preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small defects or parts, operation of machines (including inspection), and measurement devices.

Environmental Conditions: The work is performed primarily indoors with some work performed outside. Some exposure to extreme cold, heat, wet and/or humid conditions, dirt/dust, and other environmental conditions.

Selection Process:

The selection process consists of an evaluation of education and experience, interview, and completion of a motor vehicle record check and criminal background check, which includes a sex offender registry check. All candidates will be notified by email of their application status.

NOTE: Preference may be given to applicants possessing qualifications above the minimum.

Posting is open until filled.

E-Verify Process:

The City of Ames participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each applicant's Form I-9 to confirm work authorization. All candidates who are offered a position with the City of Ames must complete Section 1 of Form I-9 along with the required proof of their right to work in the United States and proof of their identity on their first day of employment. Please be prepared to provide required documents on your first day of employment. For additional information regarding acceptable documents for this purpose, please contact Human Resources at 515-239-5199 or go to the US Citizenship and Immigration Services web page at:

<http://www.uscis.gov>.

NOTE: Applicants with disabilities may submit requests for ADA testing or interview accommodations to the Human Resources Department prior to the test or interview.

The City of Ames is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, age, religion, sex, sexual orientation, gender identity, genetic information, ancestry, national origin, marital status, disability, or protected veteran status and will not be discriminated against. Inquiries can be directed to the Human Resources Department at 515-239-5199.

Employer

City of Ames

Address

515 Clark Ave

Ames, Iowa, 50010

Phone

515-239-5199

Website

<http://www.cityofames.org/jobs>

Ice Arena Shift Leader Supplemental Questionnaire

***QUESTION 1**

Are you at least 18 years of age?

- Yes
 No

***QUESTION 2**

Are you a member of a long-term user group (ISU Men's or Women's Hockey, Ames Minor Hockey Association, Ames Figure Skating Club, or Adult Hockey League)? If yes, which one?

***QUESTION 3**

If selected, what date would you be available to start?

***QUESTION 4**

Are you available to work July through September?

- Yes
 No

***QUESTION 5**

How many hours per week are you available to work?

***QUESTION 6**

What days are you available to work? (select all that apply)

- Sunday

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

***QUESTION 7**

What shifts are you most available to work? (select all that apply)

- Weekday mornings (5am-8am)
- Weekday evenings (4pm-1am)
- Weekends (anytime)

***QUESTION 8**

Are you AED/CPR certified? (Please attach your current CPR/AED certificate, if certified.)

- Yes
- No

***QUESTION 9**

Do you have a valid driver's license? (This is preferred but not required.)

- Yes
- No

***QUESTION 10**

Please describe your recreational or related supervisory experience.

***QUESTION 11**

Please describe any cash handling, customer service, or retail experience you have.

*** Required Question**