

Acting Tournament Director

Department: On-site event management

Reports To: Event manager

Grade/Level: Service Assistant

Work Schedule: Varies – (weekends)

Amount of Travel Required: No travel required for local events

POSITION SUMMARY

Acting tournament directors (ATD's) are on-site managers assigned to individual arenas. These are the individuals who set up and work at the assigned ice arena for the course of an event for the purpose of collecting and transmitting scores to other ATD's and to the event manager for posting the game results online. In addition, ATD's keep everything running on time and well organized, while following proper confidentiality and safety procedures and standards.

DAILY RESPONSIBILITIES

Check teams in and distribute mementos upon arrival at the arena. Make sure locker rooms are assigned, score keepers and referees are accounted for and ready to begin on time. Collect scores and update standing boards on a timely basis.

Determine tie breakers and notify teams about their placement in consolation, semi-finals, and final games. Run the award ceremony when necessary and distribute pay to the event staff when necessary.

POSITION REQUIREMENTS

Experience: Knowledge of general hockey event procedures, customer service, employee relations, or comparable experience. Knowledge of the organizational aspects of the sport of hockey and / or other sports background.

Communication - Articulate information in a way that can be easily understood by employees and customers. Actively listen to fellow employees, coaches, and managers.

Customer Service - Exhibits a professional demeanor toward others. Serves and assists others in a prompt and effective manner while following company procedures.

Have ability to identify problems, find solutions and make sound decisions that reflect Big Bear's Code of Ethics.

Be self motivated, well-organized, and have ability to prioritize, multi-task and adhere to deadlines while working efficiently and independently with minimal supervision.

Maintain willingness to perform tasks assigned by supervisors.

Adjust positively to change in direction or assignment.

Accepts responsibility for his/her choices and decisions.

Cooperates well with a variety of personalities and individuals and participates in a professional manner to accomplish the business goal.

Certificates and Licenses: ATD certification in Member Service (required within 30 days)

Computer Skills: Basic knowledge of Microsoft Office (Outlook, Excel, Word), and Internet