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## **Oaks Rink Skate Shop Attendant Job Description**

**Reports to:** Rink Manager, Supervisor, or Operations Director  
**FLSA:** Hourly  
**Approved By:** Chief Executive Officer, HR Manager, and Operations Director

### **Position Summary:**

As a Skate Shop Team Member, you are responsible for ensuring guests have a memorable skating experience at Oaks Park. We provide on-the-job training to assist you in the success of your position. You set the tone for each guest who visits Oaks Park and the Skating Rink through your attitude and by assisting with maintaining a fun and safe environment, as well as keeping the rink neat and looking great.

### **Essential Duties and Job Responsibilities:**

- Welcome and greet customers, answer questions, and provide excellent customer service to contribute to an overall memory-making experience.
- Answer phones.
- Take payments and post in the POS system (point of sale).
- Check for proof of payment.
- Hand out skates to guests as well as disinfect and return to racks.
- Work on skate repairs with proper tools.
- Make announcements over the PA system to guests as needed to inform guests of rink policies and rules.
- Assist with cleaning the lobby, rink, bathrooms, and café as needed.
- Assist with monitoring and reporting inappropriate guest behavior.
- Maintain safety standards at all times for our guests, yourself, and other rink/park employees.
- Inform Management or supervisors on duty of any significant concerns and problems.
- Perform other work as assigned, which may not be listed above. These duties may change with or without notice.

### **Qualifications:**

- Must be 14 years old or older.

### **Knowledge, Skills and Abilities:**

- Communicate and provide consistent, friendly, and helpful customer service to guests and all rink/park employees.
- Ability to follow all safety practices.
- Work independently and as part of a team.
- Able to be on time when scheduled.

**Physical Demands:**

- Constantly using hands for grasping and holding objects necessary for performing duties.
- Twisting and bending.
- Some heavy lifting may be required.

**Schedule:**

- MUST be available to work all shifts, days, evenings, weekends, and holidays. The rink operates all year, 6 days a week, with special parties on some Mondays. Some shifts start as early as 8:00 am and may end as late as 2:00 am.

**Wage:**

- This is a part-time position and is considered nonexempt, which means you are eligible for overtime pay when over 40 hours are worked in a given week. The starting wage is the City of Portland's minimum wage.

**Benefits:**

- At Oaks Park, some amazing employee perks include free rides and roller skating, discounts on food, REAP card (while supplies last), which allows an employee and a guest to visit several other Non-Profit venues within the state, along with a GREAT FUN atmosphere to work in.

Oaks Park welcomes people from all walks of life and is an inclusive workplace. We believe a great team makes the dream work! Oaks Park is a drug-free workplace, and a pre-employment drug screen and background check are required.

02/11/2026