

Phoebe T. Manchester

337 Barnes Street
Pittsburgh, Pennsylvania 15221
603-731-8596
findphoebe@gmail.com

ARENA EXPERIENCE

Director of Facility Operations

2012—2014

Pittsburgh Ice Arena, New Kensington, Pennsylvania

Responsible for operations of two-sheet ice facility in the Pittsburgh area, including overseeing extensive building renovations in 2013. Performed and oversaw maintenance of two Olympia ice resurfacers, HVACR equipment (including ice plant), fire and safety equipment, building cleaning and repairs. Maintained ice surfaces, boards, glass, and scoreboards. Hired, trained, scheduled, and terminated employees. Instituted preventative maintenance programs for machinery; created log books for machinery, ice resurfacers, and ice surfaces, fire and safety equipment. Also worked as the hockey director.

Manager, Penguins Pond

Oct. 2011—Jan. 2012

Magic Ice USA, Pittsburgh, Pennsylvania

Manager of seasonal outdoor ice arena used for public skating, private rentals, and hockey games and practices. Oversaw staff of eight to ten workers on daily shifts. Responsible for daily operations, ice maintenance and ice resurfacer maintenance. Trained Zamboni drivers and skate sharpeners, assisted with scheduling.

Assistant Manager

2010—2012

Iceoplex at Southpointe, Canonsburg, Pennsylvania

Assisted in managing the facility for daytime/evening shifts, facility includes an ice rink and a inline/turf surface. Helped oversee a staff of five to eight workers. Also responsible for ice resurfacing, ice maintenance, and light building maintenance. Trained Zamboni drivers and skate sharpeners. Responsible for creating ice maintenance guidelines for Zamboni drivers and reviewing building safety procedures.

Rink Manager, New England College

2002—2007

New England College; Henniker, New Hampshire

Five years' experience managing a rink on a college campus. Responsible for all aspects of rink management and maintenance, scheduling for the college and local youth hockey, high school, and independent programs. Trained and supervised student ice resurfacer drivers. Responsibilities included:

- scheduling ice time
- ice installation and painting
- ice maintenance
- ice removal
- rink budgeting
- rink purchasing
- working with vendors
- rink equipment maintenance and repair
- building maintenance
- ice resurfacer driver training
- ice resurfacer driver scheduling
- ice resurfacer maintenance
- implementing safety and emergency plans
- training skate sharpeners and maintaining skate sharpening machine

Ice Technician and Maintenance Worker

2000—2002

Edora Pool and Ice Center; City of Fort Collins, Colorado

- Responsible for ice maintenance and repair
- Ice resurfacer operation and maintenance
- Removal and installation of boards and glass for various arena programs
- Building maintenance and skate sharpening

Director of Operations

1997—1998

Big Bear Ice Arena; Denver, Colorado

- Responsible for all building, machine, and ice maintenance of a two-sheet facility including working with HVACR subcontractors
- Trained, scheduled, and managed ice resurfacers drivers
- Ice installation and removal
- Purchasing and working with vendors
- Cleaning and upkeep of building

Ice Technician and Maintenance Worker

Summers 1996, 1997

Dartmouth College; Hanover, New Hampshire

- Worked as ice resurfacers driver for ten weeks of summer camp
- One of two drivers for the summer
- Responsible for ice maintenance and repair

ADDITIONAL WORK EXPERIENCE

Head Women’s Hockey Coach, Chatham University

2007—2010

Chatham University, Pittsburgh, Pennsylvania

Led the program to its first win in over 6 years in first season at the helm. Improved to 5-19-1 in the second season. Brought in 14 new players in first recruiting season. Responsible for all aspects of coaching and managing an NCAA Division III varsity hockey program.

Head Women’s Hockey Coach, New England College

2002—2007

New England College, Henniker, New Hampshire

Head coach of a young program with marked improvements in team accomplishments each year, including trips to the conference finals in 2006. Compiled a record of 50-52-5 in four years after inheriting a program that was 1-11 in its first year of competition. Responsible for all aspects of coaching and managing an NCAA Division III varsity hockey program.

CERTIFICATIONS AND MEMBERSHIPS

Certified Ice Technician (CIT) through Serving The American Rinks (STAR) and Ontario Recreation Facilities Association (ORFA)

2004
Recertified 2012

Completed courses in:

- Basic refrigeration
- Ice maintenance equipment operation
- Ice making and painting
- Operations and Risk Management
- Programming Marketing and Promotion

Serving The American Rinks (STAR) member

2002 – present

Ontario Recreation Facilities Association (ORFA) member

2014

North American Rink Conference and Expo Attendee

2012, 2013, 2014

USA Hockey Master Coaching Certification

2003

EDUCATION

Colorado State University 2000 – 2002
Master of Science Candidate in Health and Exercise Science with concentration in exercise physiology and nutrition. All coursework for this degree is complete. Requirements for thesis are not complete.

University of Calgary, Canada 1998 – 2000
Course work in the Faculty of Kinesiology

Dartmouth College 1992 – 1996
Bachelor of Arts - Major in Studio Art

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August 18, 2014

To Whom It May Concern:

I'm writing to express my interest in the position of Assistant Director Campus Recreation, Bird Ice Arena at the Ohio University. I have extensive experience working in ice arenas, spending the majority of the last twenty years working in ice rinks in some capacity. I have also worked in a college athletics for ten years with eight of those years spent as an NCAA head coach.

For the last two years, I have worked as the operations manager for a two-sheet ice hockey facility in Pittsburgh. In this capacity, I was in charge of all building operations and maintenance and oversaw a staff of 20-30 employees. I was responsible for hiring, training, scheduling and dismissing employees, as well as completing payroll and working within budgets. I was also in charge of the maintenance of the building and grounds, as well as the HVAC and ice making equipment. I have experience in all facets of ice rink operation, including ice making, ice maintenance, and ice removal. My goal as an operations director is to always provide a safe venue with a fantastic sheet of ice and outstanding customer service.

In addition to my operations experience, I spent several years in collegiate athletic departments. I spent eight years as the head coach of an NCAA Division III ice hockey program. During my tenure at New England College, I was responsible for the management of the on-campus ice arena, and oversaw many student workers. I enjoy working in a university setting because of the sense of community that is pervasive on campus. I also enjoy interacting with students as they go through the journey of their college years -- the energy and enthusiasm that they bring to each day is contagious and entertaining!

Thank you for taking the time to review my qualifications. If I can provide you with any additional information, please feel free to contact me via the email address or phone number above.

Sincerely,

Phoebe Manchester