



**POSITION: ADMINISTRATIVE ASSISTANT/CUSTOMER SERVICE TEAM LEADER**

Amelia Park Arena is seeking a full-time Administrative Assistant/Customer Service Team Leader. Applicants must have strong communication skills, a positive attitude, a customer-centric approach, great organization skills an ability to serve as a face of the Arena. Position is primarily Monday to Friday with some nights/weekends/holidays required as well.

**Position reports directly to the General Manager.**

**Responsible for all administrative duties including, but not limited to:**

- Collaborate with part-time bookkeeper on all financial responsibilities
- Accurately account for all revenues and expenses for the Arena
- Operate and balance accounts
- Assist with payroll operations
- Serve as the Office Manager
- Intake and organization of all incoming registrations for Amelia Park Arena leagues and programs
- Provide support to the Director of Marketing and Sales
- Provide administrative support for all events and fundraising
- Provide leadership to Front Desk/Customer Service staff
- Assist with staff scheduling
- Supervise and manage Arena inventory
- Assist General Manager with concession operations- including management of menu, ordering of supplies, food, and beverages
- Provide support for all fundraising activities, including outreach, programs, and other work as needed
- Other projects as directed by the General Manager

**Preferred Qualifications:**

Microsoft Office Suite

QuickBooks Pro or similar finance software (preferred but not required)

Max Galaxy (preferred but not required)

**Experience:**

Relevant experience 1 year (preferred)

Customer Service experience: 1 year (preferred)

High School Diploma or higher

**Job Type:** Full-time

**Salary:** Based on experience and qualifications

**Benefits:**

- Health Insurance
- Paid vacations
- IRA options available
- Long term disability

Review of applications will begin on August 14 and will remain open until filled

Interested candidates should send resume, cover letter, and references to:

Dan French, Amelia Park Arena General Manager

Email: [DFrench@AmeliaParkArena.org](mailto:DFrench@AmeliaParkArena.org) Office: (413) 485-4594 Cell: (603) 381-5428

*Amelia Park Arena is a 501(c)3 nonprofit community arena & garden located in Westfield, MA. The mission of Amelia Park Arena is to provide youth and families, regardless of race, color, age, national origin, gender, creed, or economic status, the opportunity of access to a quality recreational facility, in an attractive, well-run environment.*