

Pro Shop Technician — Part-Time

VISION

Everyone's Game

MISSION

Through our membership we promote:

SAFETY | LIFE SKILLS | INCLUSIVITY | DEVELOPMENT | ACCESS | FUN

For the enjoyment and success of all participants!

Position Overview

Hockey Calgary is looking for a friendly, reliable and hockey-minded individual to join our team at the **Hockey Calgary Pro Shop, located inside Max Bell Arena.**

This is a hands-on, customer-facing role that is ideal for someone who enjoys hockey, working with people and being part of a busy rink environment.

The **Pro Shop Technician** will assist customers with hockey equipment and merchandise sales, perform skate sharpening, and help ensure the Pro Shop is organized and ready to serve players, families and teams throughout the season.

POSITION: Pro Shop Technician

REPORTS TO: Coordinator, Pro Shop

LOCATION: Max Bell Arena, Calgary, AB

POSITION TYPE: Part-Time

START DATE: September 5, 2026

HOURS: Primarily weekends, with some weekday evening shifts

COMPENSATION: \$16/hour

Key Responsibilities

- Perform skate sharpening and ensure skates are properly prepared for customers
- Operate skate sharpening equipment safely and in accordance with established procedures
- Assist customers with hockey equipment, apparel, accessories and other Pro Shop products
- Provide friendly, knowledgeable and helpful customer service
- Help customers identify appropriate products based on their needs
- Operate the point-of-sale system and process cash, debit and credit transactions accurately

- Assist with customer inquiries, exchanges, returns and concerns in accordance with Hockey Calgary policies
- Maintain an organized, clean and well-stocked Pro Shop
- Receive, unpack and organize inventory as required
- Monitor product levels and communicate inventory needs to the appropriate staff
- Assist with pricing, merchandising and restocking
- Answer customer questions and provide basic hockey equipment guidance
- Follow all procedures related to cash handling, inventory, customer service and skate sharpening
- Maintain a safe and professional work environment for customers, staff and participants
- Support the overall operation of the Pro Shop and Hockey Calgary programs as required
- Perform opening and closing duties when scheduled

Qualifications & Skills

The ideal candidate will have:

- An interest in hockey and familiarity with hockey equipment
- Previous skate sharpening experience is considered an asset
- Previous retail or customer service experience is considered an asset
- Strong communication and interpersonal skills
- A friendly, approachable and professional manner
- Strong attention to detail, particularly when sharpening skates and handling transactions
- The ability to work independently and take initiative
- Reliability and punctuality
- The ability to work in a busy, fast-paced arena environment
- Basic computer and point-of-sale skills
- The ability to safely lift and move boxes and inventory as required
- The ability to stand for extended periods and perform physical tasks such as lifting, carrying, bending and stocking merchandise
- Availability to work primarily weekends, with some weekday evening shifts

Previous hockey knowledge and skate sharpening experience are considered assets. Training will be provided to the successful candidate, including skate sharpening and Pro Shop procedures.

Schedule & Availability

This is a part-time position with the majority of hours occurring on **weekends**, particularly during hockey season. Some **weekday evening shifts** will also be required.

Flexibility and availability during peak hockey times, tournaments and other busy periods will be considered an asset.

The successful candidate must be comfortable working a variable schedule based on arena and Pro Shop requirements.

What We Offer

- Paid training, including skate sharpening training
- A fun and hockey-focused work environment
- The opportunity to work directly within the hockey community
- Flexible part-time hours
- Experience in hockey retail and operations
- The opportunity to develop valuable customer service and equipment-related skills

How to Apply

If you are reliable, personable and passionate about hockey, we would love to hear from you.

Please submit a resume and a brief note outlining your interest in the position and any relevant hockey, retail, customer service or skate sharpening experience.

Resumes must be submitted to:

Candace Kourounis

candace.kourounis@hockeycalgary.com

Application Deadline: August 31, 2026

Start Date: September 5, 2026

Hockey Calgary is committed to creating a welcoming and inclusive environment for all employees and customers.