

JOB DESCRIPTION	<u>JOB TITLE:</u> RINK AMBASSADOR
	Job Location: <i>AdventHealth Center Ice</i> Reports to: Guest Services Manager/Director Guest Services Function Area: Sales & Business Development Type: Part Time

Job Title: RINK AMBASSADOR

This individual is responsible for providing a safe and enjoyable experience for all customers participating in Public Skate, Learn to Skate, Birthday Parties, and Private Parties at AdventHealth Center Ice.

He/she must understand all rules and responsibilities of maintaining a safe ice environment at AHCI. This individual must be willing to enforce such rules and take appropriate steps to correct the situation, including asking an individual to leave the ice surface. This person must be trained on all basic first aid procedures (training provided by AHCI). He/she must be customer focused and very friendly. They must be able to work both independently and in a team environment.

MAJOR TASKS, RESPONSIBILITIES AND ACCOUNTABILITY

- During Public Skating and Learn to Skate, issues skates and monitors/maintains the skate rental counter
- Supervises skating activities to ensure safe operation
- Administers first-aid as required
- Maintains cleanliness of the lobby and rink which includes sweeping, cleaning, trash, and other custodial duties

REQUIRED KNOWLEDGE AND ESSENTIAL SKILLS

- CPR, AED and First Aid Trained
- Facility Safety Procedures
- Good communication skills
- Ability to assume supervisory position, over peers and older customers during skating sessions.
- Ability to function in emergency situations without panicking.

MINIMUM QUALIFICATIONS

- Minimum of 16 years of age
- Must be able to skate proficiently and be able to skate forwards and backwards
- Dedication to excellent customer service and pride in the facility

PHYSICAL REQUIREMENTS

- Must be able to lift items up to 50 pounds
- Must be able to be on your feet for several hours
- Must be able to skate for up to two hours at a time

REQUIRED TRAINING

- Facility Orientation
- SafeSport, CPR, AED and First Trained (courses will be administered by AHCI, if not certified)
- Attend all Facility Safety Programs (in-house/as determined)

DUTIES AND RESPONSIBILITIES

- Maintain all rental skates, assuring they are in required condition by sharpening, replacing old, worn, or broken laces, and replacing missing insoles.
- First Aid training (courses will be administered by the AdventHealth Center Ice, if not certified). Rules and regulations set forth by AdventHealth Center Ice to ensure the safety of our customers. A test will be administered by AHCI to verify there is a clear understanding of all rules and regulations.
- Monitor all skating participants and intervene where behavior is not conducive to maintaining a safe environment. Ability to assume supervisory position, over peers and older customers during skating sessions.
- Ability to function in emergency situations without panicking.
- Maintain a safe and controlled skating environment for all customers of the AdventHealth Center Ice.
- Know when to “draw the line” between promoting goodwill and maintaining proper safety and proper conduct (i.e. removing a customer from the ice).
- Dispense skates to participants as needed and cater to the customers’ wishes concerning the appearance and condition of the skates.
- Maintain the cleanliness of all public areas including flooring around the ice surface, lobby areas, party rooms, mezzanine, and the restrooms (men and women), and skate rental area.
- Provide assistance to all customers when necessary, as well as set the standard for proper behavior both on and off the ice.
- Answer all questions regarding skating and skates. (Do not say “I don’t know,” find an answer for the question. Customers see you as the present authority on the subject!).
- Provide customers with skates when renting and assist them with determining the proper size (i.e. hockey skates being smaller than standard shoe size).
- Be polite and courteous to all customers. Assure that all customers are treated uniformly and with respect.
- Knowledge of all rules and policies regarding rink safety
- All other duties as designated or assigned by a manager.

DISCLAIMER

This job description is not an employment agreement or contract. This job description indicates in general terms, the type and level of work performed as well as the typical responsibilities of employees in this classification. The duties described are not to be interpreted as being all-inclusive to any specific employee. Management reserves the rights to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Nothing in this position description changes the at-will employment relationship existing between the Institution and its employees.

(*) *The Florida minimum hiring age is 14 years of age and all positions involving children under 19 years of age will fall under the **State of Florida** and **Federal Fair Labor Standards Act (FLSA)** regarding child labor laws. The AdventHealth Center Ice is an **Equal Opportunity Employer**.*

All hiring decisions are based solely on the applicant's qualifications for the position(s).

*In addition, the AdventHealth Center Ice hiring process includes the successful completion of a **background** check.*