

**AdventHealth Center Ice**  
**Sales & Business Development**  
**RINK AMBASSADOR**



**Job title: RINK AMBASSADOR**

**Work Location: AdventHealth Center Ice (AHCI); Wesley Chapel, Florida**

**Division/Department: Sales & Business Development**

**Reports to: GUEST SERVICES DIRECTOR**

☐ Full-time

☐ Part-time

☐ Exempt

☐ Non-Exempt

**Overview:**

The Rink Ambassadors are some of the most important people in the ice arena. Our Rink Ambassadors are there to provide safety, entertainment, customer service, and education about the rink and our programs. They are available to help our customers at any time during any ice session.

Rink Ambassadors represent the first impression a customer has of our team's professionalism and culture. They are a major part of our introduction to ice skating and often influence a lifelong love of skating at the rink.

The Rink Ambassador must understand all rules and responsibilities of maintaining a safe ice environment at AHCI. They must be willing to enforce the rules and take appropriate steps to correct any unsafe situations. This person must be trained in all basic first aid procedures (training provided by AHCI). He/she must be extremely customer-focused and very personable. They must be able to work both independently and in a team environment.

**Duties and Responsibilities.**

Our Rink Ambassador position is a multi-faceted role to include the following: -

This individual is responsible for providing a safe and enjoyable experience for all customers participating in Public Skates, Learn to Skates, Birthday Parties, Private Parties, Theme Skates, Field Trips and Group Skates at AdventHealth Center Ice. (Further details and descriptions below). Our team of Rink Ambassadors must be able to wear many hats and fill many different roles within the rink.

- Maintain rental skates by sharpening blades, replacing laces or insoles, and ensuring overall good condition.
- Complete First Aid training provided by AdventHealth Center Ice, if not already certified. Demonstrate knowledge of all facility rules and regulations through a required assessment.
- Monitor all skating participants and intervene where behavior is not conducive to maintaining a safe environment. Ability to assume authoritative position, over peers and older customers during skating sessions.
- Remain calm and effective during emergencies while maintaining a safe, controlled skating environment.
- Balance customer service with safety by knowing when to promote goodwill and when to enforce improper conduct.
- Maintain the cleanliness of all public areas including flooring around the ice surface, lobby areas, party rooms, mezzanine, restrooms and skate rental area.
- Help all customers, when necessary, as well as set the standard for proper behavior both on and off the ice.
- Provide customers with skates when renting and assist them with determining the proper size (i.e. hockey skates being a size smaller than standard shoe size etc.).
- Provide excellent customer service by being polite, courteous and answering questions about skates and skating.
- Maintain visibility of the entire ice surface. Continuously skating around the rink or stationing yourself in one area where you can see the entire rink and can respond as needed.
- Be approachable, you should exemplify friendly body language and be willing to assist all skaters when needed.
- All other duties as designated or assigned by management.

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## **Rink Ambassadors are utilized during any of the following programs & events:**

### **Public Skates:**

These sessions are open to the public at certain times throughout the day. No matter the ice-skating skill level, our Public Skate sessions are for anyone who wants to recreation skate, cool off and have some fun! These are for individuals or small and large groups to include the whole family and friends. We have group discounts and a family 4-pack special! We offer skate rentals of all sizes and skate aids to rent as needed.

### **Learn to Skate**

Our Learn to Skate program offers upbeat and interactive classes that provide the fundamentals for recreational or competitive figure skating and ice hockey. We follow a structure that promotes skill development to help the athletes progress to figure skating or hockey. Offering three main programs, IC's Snowballs, IC's Skate School, and IC's Hockey Superstars 101, we strive to help our skaters achieve their goals. Lastly, we follow the Learn to Skate USA nationally recognized program that is endorsed by US Figure Skating and USA Hockey.

From the first steps on the ice to mastering advanced techniques, and from children to adults, our program offers a curriculum for everyone. Our Learn to Skate program offers a dynamic system where athletes progress at their own rate and focus on development based on the ABCs of basic athleticism: Agility, Balance, Coordination, and Speed. Upon completion of the program, athletes can confidently advance to more focused areas of skating.

### **Birthday Parties & Private Party Events**

Our Birthday Party options are customizable for every child's individual and unique style. Our Rink Ambassadors events crew works hard to ensure each party is hassle free for organizers, and that each guest has fun from start to finish. Let our Rink Ambassador team of party coordinators handle the next birthday or group celebration for you or your loved one and you will find out that we are 'more than an ice rink'. We have 4 private party rooms that can be combined to accommodate any size party as well as our large multi-purpose room venue that can run smaller group parties simultaneously.

### **Theme Skate Events**

Our rink ambassador team helps create a welcoming and energetic atmosphere for themed skates by engaging with guests, encouraging participation, and promoting the theme of the event. They should serve as a friendly point of contact, helping answer questions, guiding guests, and ensuring everyone feels included on and off the ice. Additionally, ambassadors are responsible for upholding safety standards while enhancing the overall guest experience through enthusiasm and professionalism.

### **Field Trips & Large Group Events**

Field trips at AdventHealth Center Ice are a great way to provide a "cool" opportunity for all ages and groups. We offer different packages, customizing each experience for groups to skate and enjoy our facility. Our field trips are catered towards any type of school group, including public, private, charter, and homeschool groups as well as church groups, alumni groups and college and university clubs etc.

### **Fund Raisers**

Fundraisers at AdventHealth Center Ice provide a nice way to escape the Florida heat while raising money for a chosen cause. Ice skating provides an entertaining, yet unique experience while also making people feel good about raising funds for a cause. We value our relationships with the community and work diligently towards helping those with a purpose.

### **Large Rink Events**

Many local businesses and corporate sponsors book large events on one or more of our premium ice rinks and/or our off-ice options at AdventHealth Center Ice, the largest ice sports facility in the Southeast! Our state-of-the-art facility

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features five ice rinks, including: one Olympic-Sized rink, three NHL-Sized Rinks and one mini rink that features glow-in-the-dark lighting

#### **Required Knowledge and Essential Skills:**

- CPR, AED and First Aid Trained
- Facility Safety Procedures
- Good communication skills
- Ability to function in emergency situations without panicking.

#### **Minimum Qualifications:**

- Minimum of 18 years of age
- Must be able to skate proficiently - able to skate forwards, backwards, and stop.
- Dedication to excellent customer service and pride in the facility

#### **Physical Requirements:**

- Must be able to lift items up to 50 pounds
- You 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)

#### **Benefits:**

- Employee discount

#### **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 right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodation 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.*

*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.*