

AdventHealth Center Ice
FIGURE SKATING/BUSINESS SERVICES



FIGURE SKATING Coordinator

Job title: FIGURE SKATING COORDINATOR

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

Division/Department: Figure Skating

Reports to: SKATING DIRECTORS/DIRECTOR OF BUSINESS SERVICES

☒ **Full-time**
☐ **Part-time**

☐ **Exempt**
☐ **Non-Exempt**

Overview:

The Figure Skating Coordinator provides friendly customer service and management of skating programs and camps, supporting other staff in the department, including the Skating Director. The coordinator will be interacting with parents and children and answering questions regarding programming and performing program registration system management.

The Figure Skating Coordinator provides administration support to Learn to Skate and Figure Skating programs and camps. This role has two main purposes, the first is a customer service position with skaters and parents, and the second purpose is to support the Skating Director with administrative tasks. The person in this position is expected to be friendly and welcoming when interacting with customers and have the ability to work efficiently in a collaborative team environment.

Duties and Responsibilities:

- Greet and assist customers with all skating programs and camps.
- Working with the Skating Director to assist with program administration.
- Creation and maintenance of skating programs and camps registrations in rink management software.
- Assisting customers with program information or registrations in-person or via email.
- Responsible for ensuring class or camp spaces are set up, clean, and organized.
- Oversee the inventory and organization of program materials.
- Ensure attendance records and membership spreadsheets are completed.
- Supporting other department staff members
- Assist with weekly program social media posts.
- Assist with injuries and fill out incident reports.
- Ability to function in emergency situations without panicking.
- Promote additional sales of Learn to Skate and Figure Skating classes and camps.
- Assist skaters with tying skates if applicable or if asked by manager.
- Provide assistance to all customers, when necessary, as well as set the standard for proper behavior.
- Be polite and courteous to all customers. Assure that all customers are treated uniformly and with respect.
- In case of a staffing emergency, the Learn to Skate Coordinator may be asked to assist on the ice.
- Knowledge of all rules and policies regarding rink safety, to include passing a written test administered by AdventHealth Center Ice.
- Other duties as assigned or designated by a manager.

Required Knowledge and Essential Skills:

- CPR, AED, SafeSport, and First Aid Trained (courses will be administered by the AHCI, if not certified).
- Facility Safety Procedures.

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- Great communication skills.
 - Ability to function in emergency situations without panicking.
 - Formal Figure Skating experience.

Minimum Qualifications:

- Minimum of 18 years of age.
- Dedication to excellent customer service and pride in the facility.
- Prior experience working with children is necessary.
- Must maintain an active SafeSport certification.
- Skating skills are required.
- Reliable transportation is required.
- Weekends and flexible availability.
 - a. Availability for Tuesday/Thursday afternoons
 - b. Availability for Saturday/Sunday mornings
 - c. Availability for Summer Camps Monday-Friday 8:30-3:30pm

Physical Requirements:

- Must be able to be on your feet for several hours.
- Must be able to lift items weighing 50+ lbs.

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.

(*) 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. 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.*