

**AdventHealth Center Ice**  
**SALES & BUSINESS DEVELOPMENT**



**GUEST SERVICES ASSOCIATE**

**Job title: GUEST SERVICES ASSOCIATE**

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

**Division/Department: SALES AND BUSINESS DEVELOPMENT**

**Reports to: DIRECTOR OF GUEST SERVICES/GUEST SERVICE MANAGER**

Full-time  
 Part-time

Exempt  
 Non-Exempt

**Overview:**

Under the direction of the AHC I Guest Services Manager, Guest Services Associates will be responsible for customer service and POS operation at the front desk. Duties will include Active Network registrations, admissions, and memberships, etc.

**Major Tasks, Responsibilities, and Accountability:**

- Answering telephone calls and customer service
- Maintain all supplies and print materials including all marketing brochures
- Keeping lobby clean and safe
- File and organize paperwork

**Required Knowledge and Essential Skills:**

- Prior experience in customer service
- 5+ years of prior customer service experience is preferred
- Experience with a POS system
- Excellent computer proficiency (MS Office – Word, Excel, and Outlook)
- Flexible work schedule: Must be able to work mornings, nights and weekends.
- Ability to work both independently and as a group
- Strong written and verbal communication skills
- Strong conflict resolution and de-escalation skills

**Minimum Qualifications:**

- Experience with a POS system
- Ability to work with minimum supervision
- Ability to be flexible with their schedule and adjust to facility
- Must be able to handle a busy environment
- Must have great customer services skills

**Physical Requirements:**

- May need to stand on feet for long hours at a time

**Required Training:**

- Facility Orientation
- SafeSport, CPR, AED, and First Aid Training
- Attend all Facility Safety Program Training (in-house/as determined)

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### **Duties and Responsibilities:**

- Greet all customers with a welcoming attitude and professionalism.
- Maintain a clean, organized, and professional workspace at all times.
- Answering phone calls
- Answer questions in a courteous way
- Maintain all marketing supplies and request any supplies needed
- Document all incident reports
- Coordinate crowd control
- Make sure that you are knowledgeable about programs and fees
- Any other task or responsibility as assigned by a manager
- Utilize ActiveNet registration software to enroll customers in programs and activities accurately.
- Assist with the setup and breakdown of major programs and special events.
- Continuously develop knowledge of all programs, services, and events offered within the facility.
- Respond to and manage minor incidents professionally, completing detailed incident reports as required.
- Process payments for private rentals, fundraisers, birthday parties, public skate sessions, and other scheduled programs.
- Assign locker rooms in compliance with SafeSport policies and organizational guidelines to ensure a safe and appropriate environment for all participants.
- Must be able to work under pressure and meet deadlines while maintaining a positive attitude and providing exemplary customer service.
- Enforce facility policies and procedures to ensure a safe and positive experience for all guests.

### **Minimum Qualifications:**

- Bachelor's degree in digital design, graphic design, or a related field or sufficient applicable industry experience.
- Must be a proactive team player with excellent interpersonal skills.
- Must be able to communicate professionally and effectively with management, subordinates, and customers.
- Must maintain an active SafeSport certification.
- Must have the availability to work nights, weekends, and holidays if needed.

### **Benefits:**

- Complimentary public skating admissions
- Complimentary Learn to Skate classes
- Half off for Stick & Pucks
- 10% off at TopShelf Sports Lounge