



Position Description

Position Title:	Outdoor Rink Ambassador	Department	Recreation
Effective Date:	November 3, 2023	Revised:	N/A
Reports To:	Community Recreation Coordinator	Status:	Full-time Seasonal
Direct Reports:	None	Indirect Reports:	None

Position Summary / Main Purpose

Outdoor Rink Ambassadors are responsible for creating a positive atmosphere for all participants at the Perkinsfield, Lafontaine, and Wyevale rinks throughout the winter season. Outdoor Rink Ambassadors travel throughout the Township to support supervised skating times and to ensure patrons comply with rules and regulations.

Key Duties and Responsibilities

1. **Supervised Skating (40%)**
 - a. Monitor and regulate recreational skating activities, including enforcing the Skaters Code of Conduct and maintaining a safe number of skaters on the ice (upholding capacity numbers).
 - b. Keep general skating area free from hockey play.
 - c. Attend to any minor first aid issues that occur. Complete documentation of any issues or injuries that occur while on duty.
 - d. In the event of an Emergency, assist with the Emergency Evacuation of the skaters from the ice surface.
2. **Customer Service (30%)**
 - a. Act as an ambassador for the Township of Tiny, answering any question as needed.
 - b. Interact with staff, volunteers, and skaters in a positive and friendly manner.
 - c. Provide general direction and supervision to children, youth and adults.
 - d. Ensure that walkways and access points to the rinks are shoveled and cleared of snow. Shovel snow off the ice (under 5cm).
 - e. Evaluate ice conditions as well as boards, directing any concerns to the Parks Department immediately.
3. **Public Education (20%)**
 - a. Monitor rinks to ensure patrons are complying with posted regulations; informing patrons not in compliance of Township and Provincial expectations.
 - b. Recording and reporting any unsafe use of the facility.
4. **Data Entry and Reporting (10%)**
 - a. Perform record keeping tasks (i.e., number of participants and other required reports).
5. Required to work in compliance with the Occupational Health and Safety Act and regulations and all related Township policies and procedures.
6. Perform other related duties, as assigned, that are in accordance with job responsibilities



and/or necessary departmental or corporate objectives.

Working Relationships

Inside the Corporation:

- Work in collaboration with other outdoor rink ambassadors to ensure consistent level of service at all rinks.
- Develop and maintain professional relationships with other members of the Recreation Department and the Public Works Department.

Outside the Corporation:

- Interact with residents and non-residents who attend the outdoor rinks as patrons.

Education / Experience / Skills Training

- Good communication skills, problem solving, and ability to deal with conflict in a diplomatic manner
- Current Standard First Aid/CPR level C.
- Satisfactory Police Vulnerable Sector Check
- Ability to skate
- Must maintain a Class "G" Ontario Driver's licence with a good driving record.
- Bilingual in English and French (an asset)

Outcomes of Error

- The employee is directly responsible for the consequences of error up to the point of check or review, and must be able to work without supervision.
- Implications of error could include loss of goodwill, physical harm to residents, and loss of resource (i.e. damage to equipment).

Physical and Mental Demands

Physical Environment:

- Work is primarily outdoors, in cold weather.
- Requires working in inclement weather, and driving in snowy periods.

Physical Effort:

- Required to walk, skate, and stand for long periods.
- Driving from location to location, sometimes at night.
- Must be able to lift objects up to 30 lbs.

Sensory Demands:

- Visual and aural attention required when interacting with the public, supervising skating times.

Mental Demand (Stress):

- Some mental stress when dealing with the public and educating patrons about rink rules and regulations.



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- Judgement required to select appropriate course of action.
- May deal with difficult situations before they can be referred to others.

Working Conditions

- Hours vary; shifts include days, evenings, and weekends and are heavily weather dependent. Applicants must be available to work every Friday, Saturday and Sunday.
- Up to 40 hours per week, depending on ice conditions.
- Required to work alone.
- Driving from rink to rink in a Municipal vehicle.

Confidentiality

- May be privy to some confidential information.