



NOW HIRING for 2021-2022 Seasonal positions (temporary): Supervisors, Skate Monitors, Skate Hosts/Greeters, and Cashiers for our **Old Town Temecula Holiday Ice Rink** from **December 8th, 2021 to January 2nd, 2022**.

Location: 41902 Main Street, Temecula, CA 92590

Ice-America will be producing **Temecula On Ice!** Skaters and non-skaters alike are encouraged to apply for this fun and exciting event designed to engage the community during the holiday season! The following are the positions that we are currently seeking fun, enthusiastic men and women for:

SUPERVISORS: Oversee all aspects of customer support to continuously heighten the guest experience by providing unparalleled service. This position requires strong knowledge of hospitality and customer service, the ability to multitask and the ability to manage the performance of all employees. Occasionally act as manager on duty and supervise entertainers, skate monitors, cashiers, and maintenance staff as needed. Ability to work with various levels of management as well as working with other departments. Ability to work in a fast-paced environment with excellent written and verbal communication. Having some of the following experience is a bonus:

- Ice skating (hockey or figure skating)
- Customer service
- Office Management

Compensation: Starting at \$16/hour - DOE

SKATE MONITOR: Experienced figure/hockey skaters, 16yrs & older. Applicants **MUST** be trained skaters, have their own skates and the ability to skate up to six hours per day. Your resume **MUST** include your ice skating background to be considered. This is an **ON ICE** position. Must have strong customer service skills.

Compensation starting at \$15

SKATE HOSTS & GREETERS: 16yrs & older. Duties of the position include: monitoring on-ice safety and ensuring all patrons are following the code of conduct, passing out and re-shelving skates in the rental skate area, and helping patrons have a positive experience by smiling and maintaining a positive attitude, assisting in the office as required, working the greeter/waiver stand as required, assisting patrons in the skate lace area, assisting with ice maintenance as required, and other duties as assigned by the manager and assistant managers.

Compensation starting at \$15

Duties for all positions include, but are not limited to:

- Interacting with customers daily and being able to offer solutions to every customer's needs.
- Enforcing the code of conduct while looking to engage customers with a memorable experience.
- High attention to detail and strong problem-solving skills are required.
- Assisting customers with their online waiver on site and checking them in on an iPad.
- Maintaining the cleanliness of the skate rink and surrounding area.
- Handing out rental skates, showing customers how to wear them properly, and storing them properly.
- Following clear instructions given by the manager or supervisor on duty.

Submission requirements:

- E-mail your resume to: **temeculaonice@gmail.com**
- Subject Line: List which position you are submitting for: Supervisor, Skate Monitor, Skate Host, or Cashier.