
Ambassador (Part-time)

Company Overview

The Rockland Park Homeowners Association (RPHOA) is a not-for-profit corporation whose purpose is to manage, maintain, and operate the HOA amenities. The RPHOA owns, operates, and maintains **the Lodge**, a 4,750 sq. ft. exclusive community lifestyle centre situated on a 4-acre site. This main building serves as the primary entrance to the park and includes multi-use rooms, a kitchenette, gathering spaces, and family-friendly change rooms and showers. A secondary building, known as **the Chalet**, hosts the **Avi-Lanche concession**, which sells beverages, alcoholic beverages, and pre-packaged snacks. The exclusive park provides activities for all seasons, including an outdoor swimming pool with a 25-meter lap pool and a family-friendly zero-entry area, poolside cabanas, a year-round hot tub, playground, central fire pit and gathering area, casual skate/adventure trail, hockey rink, basketball and modular skateboard area, pickleball courts, and an amphitheatre.

The RPHOA fosters a unique environment characterized by a dedicated and highly skilled workforce grounded in mutual respect. Every employee contributes essential and measurable skills that support the organization's strategic goals. With a strong emphasis on safety, employees consistently meet and exceed quality standards in all activities to surpass the expectations of RPHOA's customers.

Position Summary

Are you passionate about delivering an exceptional customer experience to everyone who walks through the door? Do you thrive on exceeding expectations and building genuine connections? If so, we want **YOU** to join our Ambassador Team! As the first point of contact at our Ambassador Desk, you'll play a vital role in creating a welcoming environment for our residents. RPHOA Ambassadors engage with residents by validating memberships for entry, assisting with facility rental inquiries, processing annual encumbrance fee payments, responding to general inquiries, and completing program registrations.

Our part-time Ambassadors also have opportunities to fulfill shifts facilitating clubs, activities, and facility rental packages. In addition, Ambassadors may be scheduled to work shifts at the Avi-Lanche concession, where responsibilities include preparing specialty hot and cold beverages, serving beer, wine, and coolers, and selling pre-packaged snacks. Reporting directly to the Lead Ambassador, this is a permanent part-time position paid at an hourly rate. Shifts vary and may include weekday evenings and weekends, with a monthly schedule provided two weeks prior to the start of each month.

Key Responsibilities

- Provide RPHOA patrons with an exceptional customer experience in the following capacities: registering for programs, issuing new cards, processing annual encumbrance payments, administering point of sales, answering facility rental questions and completing bookings, event registration and other requests
- Be the initial point of contact for RPHOA residents/patrons at the ambassador desk, over the phone, and via email, always responding in a professional and courteous manner, finding the answer when unknown
- Facilitate the RPHOA entrance gate by scanning all membership cards for entrance upon their arrival, to ensure accurate records of facility usage

- Be an effective ambassador for the RPHOA by actively promoting program, club, activity, and event participation
- Facilitate and manage facility rental packages, including hosting themed birthday parties and ensuring a fun, organized, and positive experience for party participants.
- Work scheduled shifts at the Avi-Lanche concession, preparing specialty hot and cold beverages, responsibly serving beer, wine, and coolers, and selling pre-packaged snacks while providing excellent customer service.
- Effectively participate in the RPHOA Safety Program, including paperwork for incidents, accidents, first aid, and the working alone policy
- Answer the RPHOA main phone line and direct calls to the appropriate team member
- Assist residents to complete the appropriate forms in regards to park usage, equipment rentals, membership, etc.
- Enforce all Rockland Park Homeowner Association rules
- Process annual encumbrance fees according to designated procedures
- Facilitate clubs and value-add activities, as scheduled (such as movie nights, tween night, fire & friends Fridays etc.)
- Effectively communicate shift occurrences with other ambassadors in the “ambassador communication log”
- Any other duties as assigned by the RPHOA Leadership Team

Qualifications & Requirements

- Minimum 1 year of customer service experience in a fast-paced environment
- Due to alcohol service responsibilities, candidates must meet the legal age requirement of 18+.
- Outstanding customer service, written and oral communications skills
- Genuine connection builder
- Excellent organization and time management skills
- Strong attention to detail with accuracy and efficiency
- Working knowledge of Microsoft Office, experience working with Canva considered an asset
- Ability to work independently, and as part of a team
- CPR and First Aid Certification (or willing to obtain)
- Pro-Serve and Food Handlers Certification (or willing to obtain)

To Apply

Interested applicants are asked to email a resume and cover letter to the Lead Ambassador at admin@rocklandparkhoa.ca by February 15, 2026. In addition to your hourly wage expectation, the cover letter must include an answer to the following two questions.*

- 1) What work experience and qualifications do you have that makes you an eligible candidate for this role?
- 2) What measures would you take to ensure a top-notch customer experience for visitors at the RPHOA?

***Only applications that adhere to the instructions above will be considered for the role.**