



HAMPTON ROADS
Convention Center



Hampton Roads Convention Center Ambassador

Job Description

Department: Events

Job Title: Ambassador

Reports To: Director of Sales & Events

FLSA: Part-Time Hourly, Non-Exempt

Position Summary:

The Ambassador is responsible for participating in the day-to-day functions of providing directions, building facilities information, and offer hospitality and tourist assistance. May serve in different capacities for special events and routine daily building functions. Interact with clients, facility staff, in-house concessionaires, and related personnel.

Major Responsibilities:

- * Insure highest level of customer service.
- * Work in Guest Services Areas providing directions, building facilities information, and event information.
- * Provide information on local features such as shopping, dining, nightlife, sports, and tourism attractions.
- * Maintain the appearance of the Guest Services Areas and its brochures, maps, magazines, menus, and other hospitality publications.
- * Notify respective personnel when Guest Services Areas literature needs replenished.
- * Serve as an usher, greeter, and/or ticket taker for special events.
- * Complete tasks including copying, faxing, and printing.
- * Assist in the checking out or issuing of wheelchair, cart rental and bag check.
- * Use a two-way radio for communication with management, public safety, and staff.
- * Due to the cyclical nature of the hospitality industry, may be required to work varying schedules including evenings, weekends, and holidays to accommodate business and client needs in the facility

* Must have the ability to interact with guests in a friendly, courteous and polite manner. This will include initiating contact with guests within 10 feet -- i.e. smiling, saying "Good Day" or offering assistance needed.

* Must feel comfortable when around large groups or speaking to a guest, as needed

* Understands the importance of providing customer service and in understanding of "The Magic is in the Details"

* All other duties as assigned.

Knowledge, Skills & Abilities:

- . Should know and understand the fast pace of a large convention center.
- . Basic computer skills required, and the ability to maneuver the internet.
- . Ability to read and understand schedules and maps.
- . A minimum of six months in customer service.
- . Must have a professional appearance and passion for customer service.
- . Excellent oral, written and interpersonal skills.
- . Speak and interpret the English language fluently.

Physical Requirements:

Position requires mobility.

Position requires prolonged periods of standing on feet, sitting, and walking.

Ability to go up and down stairs.

Occasional bending and stooping.

Frequent talking and listening.

Ability to lift up to 50 pounds.

The knowledge, skills, and abilities maybe acquired through a combination of formal schooling, self-education, prior experience, or on-the-job training. SMG is an Equal Opportunity Employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VERRA Federal Contractor.