



GUEST EXPERIENCE AMBASSADOR

STATUS: Part Time (Non-Exempt)

WAGE: \$9.85/Hour

CORE EXPECTATIONS

- Strive for excellence in ways to entertain and ignite the fan experience in unexpected ways
- Know and live the Rose Quarter mission to create extraordinary moments for our guests, our events, and each other
- Approach all tasks with a “can-do” attitude understanding that there is no other kind of attitude
- Take ownership and see the guest’s need through, from beginning to end, empowered to say “YES”, to create extraordinary moments
- Present a cheerful, positive manner in all interactions
- Work to make a specific impression on our guests in an effort to create extraordinary moments in their experiences at the Rose Quarter

ESSENTIAL ACCOUNTABILITIES

Ensure that all guests receive extraordinary customer services by:

- Greet, provide directional assistance, and assist guests to their seats
- Be responsible for ensuring that all guests are aware of building policies
- Scan and read tickets for individual events
- Monitor guest interactions and provide assistance to create positive moments
- Monitor and report potential issues concerning the use of alcohol
- Assist with crowd flow
- Assist guests in emergency situations, which could include evacuations
- Assist guests with special needs
- Perform all assigned duties with a positive “can-do” attitude

POSITION QUALIFICATIONS & REQUIREMENTS

- Must be able to understand and communicate conversational English and follow verbal and written direction
- Minimum 1-year customer service experience preferred
- Able to work flexible hours (evenings, weekends, and holidays)

- Observe a 5:45pm call time for most events
- Work a minimum of twenty (20) shifts in a rolling 12-month period of time beginning on the first day of your employment.
- Effective interpersonal and oral communication skills

PHYSICAL REQUIREMENTS & WORK ENVIRONMENT

- 55% Standing/Walking; 45% Stair Climbing
- Frequent climbing of stairs; moving of barriers and boxes of handout materials up to 25 pounds.
- Majority of duties are performed in-house under controlled temperatures; some positions are located in inclement areas or outside on Rose Quarter property.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; balance; stoop; talk and hear. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

While performing the duties of the job, the employee may be exposed to weather conditions prevalent at the time. The noise level in the work environment is usually minimal with the exception of noise emitted during an event, which can be loud. Ear/hearing personal protection will be provided if exposed.

WORK SCHEDULES

Our business is event production and management. We schedule employees in relation to events booked at the Rose Quarter facilities and property, in both the Moda Center and Veterans Memorial Coliseum. Your schedule will be based on the needs of the business, your availability and the events scheduled at the Rose Quarter. As a result we cannot guarantee the number of hours you will be scheduled to work, or provide a “regular” work schedule.

Final offers of employment will be conditioned on a successful drug screening and an individualized assessment of background check results after a conditional offer is made.

As a member of this team you assume the role of campus facilitator, communicator, decision-maker and promoter of positive experiences. This position is responsible for ensuring all customers - internal and external - enjoy a safe atmosphere where we create extraordinary moments.

Our employees are committed to creating extraordinary moments and generations of passionate fans for events @ the Rose Quarter.

RoseQuarter.com

We are an equal opportunity employer committed to being champions of diversity in our organization and community.