



Special Event Ambassador

Community Ambulance

Overview:

Working under the supervision of the Director of Special Operations, Special Event Ambassadors are non-medical personnel that play an integral part in event operations while providing a friendly, welcoming environment for guests. Special Event Ambassadors help with large scale events as well as community events.

Essential Duties and Responsibilities:

- Assist with day-of Special Event preparations including but not limited to; Special Event set up/break-down, check-in and registration of event attendees at the first aid room(s).
- Direct guests to various locations around the venue, answer general questions and assist guests with any inquiries about the event.
- Interact professionally with co-workers, vendors and customers.
- Be knowledgeable about Safety and Emergency protocols and procedures that align with the emergency action plans, specific to the venue.
- Perform other tasks as assigned by the Director of Special Operations or their assignee.
- Provide Special Event attendees with accurate information about venue layout.
- Maximize guests experience with excellent customer service.

Qualifications:

- Reliable transportation
- Must possess knowledge of the fundamentals of organization and professionalism.
- Previous Employment or experience that may aid in working Special Events desired.
- Able to work in various environments including but not limited to; excessive loud noise, large crowds, casinos/hotels, arenas etc.
- Interest in hospitality, customer service and/or Special Event Medicine desired.
- Must be reliable, energetic, punctual, honest and friendly.
- Hold a desire to interact with other staff and guests from diverse backgrounds while being courteous, respectful and patient.
- Must possess excellent communication skills and act with diplomacy and tact.
- Able to move or stand for long periods of time.
- Ability to work independently or with others as necessary.
- Must be 18 years or older for certain Special Events, if between the ages of 16-17 may need parent or guardian consent.
- CPR and First Aid courses encouraged, but not required.

Time Commitment:

Special Event Ambassadors are asked to work a minimum commitment of two or more shifts per month, as shifts are available. Special Event Ambassadors shifts vary and may take place in the evening or on weekends, with the length of shift varying.

Training:

All Special Event Ambassadors will participate in New Hire Orientation. Special Event Ambassadors will receive on-the-job training and instructions as soon as they start their first shift as well.

Physical Requirements of Job:

Physical Skills: Normally assigned to work in diverse environments where there may be exposure to dust, dirt, and noise. Must be able to stand or sit for long periods of time. While performing the duties of this job the employee is frequently required to sit/stand; talk and hear; use fingers, hands and arms to handle, reach and/or operate basic event equipment, objects, tools or controls. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl; and taste or smell. The employee may occasionally lift and/or move up to 20 pounds and occasionally lift and/or move, with help, up to 100 pounds.

Visual Activity: Able to see and discriminate detail in written documents and messages from a computer screen, tablet or on paper. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Auditory Activity: Good skills to distinguish sounds in normal conversation levels.

Sensory Activity: Normal motor skills required, such as being able to type using a computer keyboard or the ability to drive an automobile.

Verbal Activity: Ability to communicate clearly with a variety of employees, event attendees, families, co-workers, and public groups.

Additional Information:

Reports To: Director of Special Operations

Classification: Non-exempt