



**Cohere Partners, Inc.**

**JOB DESCRIPTION: 6/27/2022**

<b>TITLE:</b>	<b>Ambassador</b>	<b>FLSA STATUS:</b>	<b>Non-Exempt – Full-time</b>
<b>REPORTS TO:</b>	<b>Director, Community Engagement</b>	<b>LOCATION:</b>	<b>Easton Park - Austin, TX</b>

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Ambassadors for Easton Park will actively support community values and visions and philosophies, while demonstrating a style of support and organization that allows residents needs to be met with high level of satisfaction. Ambassadors will provide a warm, welcoming, professional approach while utilizing their experience, skills, and exceptional communication abilities with all Easton Park stakeholders. Ambassadors will monitor use of private resident facilities, adjacent grounds and community center activities during specified times.

Ambassadors set the tone for customer service, hospitality and stakeholder interactions and model the qualities of neighborliness and inclusion. As an integral member of the Community Life team, Ambassadors will contribute to the success of events, programs and other resident engagement experiences, all of which are designed to recreate a sense of community and lifestyle that sets Easton Park apart from any other place to live.

Ambassadors should expect to work a flexible schedule that includes evenings, weekends and holidays. Ambassadors will be provided with a schedule at the beginning of each month for the current month, as well as scheduled on an as-needed basis, without any minimum guaranteed hours per week.

**PRIMARY RESPONSIBILITIES**

- **Serve as “first responder” and “gate keeper” for facilities and team, answering questions, providing assistance and responding to needs quickly and accurately.**
- **In a community engaging fashion, promote and inform residents of current and upcoming clubs, classes, programs, events; assist with registration as appropriate.**
- **Handle customer service needs with a friendly and caring – yet assertive – demeanor, following community standards and facility guidelines; must be comfortable approaching residents who may not be following policies; capable of handling escalated situations.**
- **Showcase amenities and programs to visitors through tours.**
- **Monitor interior and exterior spaces, including facility grounds, pool and adjacent areas, regularly throughout the day with a specific focus on the pool during (high traffic) season.**



- Assist with events, programs and activities as requested.
- Assist with administrative functions, including but not limited to updating community bulletin boards; event calendars; hard copy materials; displays; data entry and database systems; inventory and ordering; printing reports, etc.
- Serve as primary point of contact for individuals and groups renting or otherwise utilizing amenities for specific functions. Explain rules; provide information and review rental checklist with responsible resident; ensure area is properly set for the event; assist with set-up as necessary; inspect area post event to ensure renter's compliance with policy.
- Perform light cleanup; tidy and reset amenity furniture as needed throughout the day to maintain a clean and neat appearance; wipe down tables and chairs as necessary.
- Submit work orders and follow up as necessary.
- Must be able to lift at least 30 pounds, stay on feet for long periods of time, physically able to complete execution of duties.

#### **KNOWLEDGE | ATTRIBUTES**

Key attributes for a successful Ambassador include, but are not limited to the following capabilities, qualifications and performance skills:

- Education or experience in customer service, recreation programming, recreation facilities oversight or similar background
- Passion for people and ability to engage in authentic, meaningful ways
- Collaborative; predisposed to partnership and teamwork
- Personable, tactful and diplomatic
- Ability to handle tense interactions with poise
- Predisposition to problem-solving
- Flexibility and adaptability
- Fun!
- Ability to work in a team environment and on multiple projects simultaneously.

#### **OPERATING PRINCIPLES**

In furtherance of our mission team members will:

- Instill a sense of fun and enthusiasm into everything we do.



- Encourage a dynamic collaboration between internal and external stakeholders.
- Exercise tact, diplomacy and fair-mindedness in all interactions while providing exceptional customer service.
- Reflect a work style based on inclusiveness, mutual respect, consensus-building and responsiveness to changing needs and opportunities.
- Embrace the vision, goals and aspirations of Cohere

**Cohere is an equal opportunity employer and considers all qualified applicants equally without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability status.**