



Cohere Partners, Inc.

JOB DESCRIPTION: 8/18/2022

TITLE:	Front Desk Ambassador	FLSA STATUS:	Non-Exempt-Full-Time
DEPARTMENT:	Operations		
REPORTS TO:	Executive Director	LOCATION:	San Marcos, Texas

Summary

Ambassadors for Kissing Tree will actively support Cohere values, while demonstrating trust, reciprocity, spirit, while creating a legacy that allows residents needs to be met with a high level of satisfaction. Ambassadors will provide a warm, welcoming, professional approach while utilizing their experience, skills, and exceptional communication abilities with all Kissing Tree 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 Cohere team, Ambassadors will contribute to the success of events, programs, and other resident engagement experiences, all of which are designed to create a sense of community and lifestyle that sets Kissing Tree 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.

SCOPE

- 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 and volunteer opportunities; 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 updating community event calendars; hard copy materials; displays; data entry and database systems; inventory and ordering; printing reports, etc.
- Assist residents with check-out/check-in of recreation equipment and ensure that all resources are in good repair, report disrepair to appropriate manager for action.
- 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.

KNOWLEDGE | EXPERIENCE

- Education or experience in customer service, recreation programming, or similar background
- Must be comfortable approaching residents who may not be following policies, capable of handling escalated situations.
- Passion for people and ability to engage in authentic, meaningful ways
- Personable, tactful, and diplomatic
- Ability to handle tense interactions with poise
- Predisposition to problem-solving

OPERATING PRINCIPLES

In furtherance of our mission team members will:

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