



Cohere Partners, Inc.

JOB DESCRIPTION: 2/17/2023

TITLE:	Ambassador	FLSA STATUS:	Non-Exempt
DEPARTMENT:	Community Engagement	CLASS:	Administrative -Part-time
REPORTS TO:	Welcome Center Manager	LOCATION:	Delta Coves - Bethel Island, CA

SUMMARY

Ambassadors for Delta Coves are responsible for sharing the authentic story of the California Delta with sales center visitors and prospective homebuyers. Ambassadors will provide a warm, welcoming, professional approach while utilizing their experience, skills, and exceptional communication abilities with all who are interested in learning about the community. Specifically, Ambassadors will share the community plan, lifestyle vision, private amenity plan and other details that set Delta Coves apart from any other place to live. They will also work closely with builder sales representatives to ensure a positive, high touch homebuying experience.

Ambassadors should expect to work a flexible schedule that includes evenings, weekends and holidays, and contribute to the success of events, programs and other prospect and resident engagement experiences. 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

- Introduce sales center visitors to Delta Coves' lifestyle and amenities through personal and/or shared experiences that are in alignment with community brand pillars.
- Provide accurate and up-to-date information on the overall project, attributes of the California Delta and greater Bethel Island community.
- Assist potential buyers in identifying builder products that fit their stated criteria; when possible, make a warm hand-off to builder sales representatives.
- Utilize established technology and systems to share information and capture prospect data via registration protocol.
- Conduct community tours, including introduction to Delta Coves' private resident amenity, Island Camp.
- Assist with planning and execution of special events targeting specific stakeholder groups such as real estate representatives.
- Maintain thorough knowledge of Delta Coves' builder partners, their products, floor plans and related information; regularly tour the community to ensure you are aware of construction progress of homes, neighborhood parks and other amenities.



- Stay up to date on regional news, area development and items of importance to the community; share information with the team to ensure everyone is informed.
- Maintain accurate and up-to-date prospect information in CRM system.
- Execute special marketing projects as assigned.
- Maintain files in an orderly manner; monitor and maintain collateral and office supply inventory.
- Maintain traffic reports on a weekly, monthly, quarterly and yearly basis.
- Answer phones and route calls appropriately; receive deliveries.
- Work collaboratively with all members of the Delta Coves Community Life team to deliver an exceptional customer service experience to all stakeholders.
- Perform light cleanup of sales center; tidy and reset furniture as needed throughout the day to maintain a clean and neat appearance; wipe down tables and chairs as necessary; ensure bathroom is stocked and clean.
- Maintain CPR, First Aid and AED certifications.

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, hospitality, sales or similar profession
- Highly articulate in verbal and written communication
- Proficient with Microsoft Office applications and database management tools
- 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
- Flexible and adaptable
- Fun!

KNOWLEDGE | EXPERIENCE

- Experience in customer service, hospitality, sales or similar discipline.
- Proficiency Microsoft Office Suite; familiarity with database management tools
- Knowledge of residential real estate and/or home building is desirable, but not required.



WORK ENVIRONMENT AND PHYSICAL DEMANDS

The Ambassador should expect to:

- Ambassadors should expect to work a flexible schedule, including evenings, weekends and some holidays.
- Most work performed by Ambassadors will be outdoors and may require being in and around water.
- Ambassadors must be comfortable being on feet for long periods of time and able to lift at least 30 pounds on a frequent basis

OPERATING PRINCIPALS

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.
- Work collaboratively with the community to promote a governance 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.