



# Lead Guest Service Ambassador Job Description

## JOB INFORMATION

<i>Job Code:</i>	145014
<i>Job Title:</i>	Lead Guest Service Ambassador
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or resource workers.
<i>Job Family:</i>	Transportation/Parking
<i>Job Family Group:</i>	Auxiliary Services 1
<i>Management Level:</i>	7 Individual Contributor

## JOB SUMMARY

Coordinates and monitors guest-service booth operations to ensure best quality practices are met daily. Performs and supervises guest-service work in a fast-paced environment, ensuring guest needs are met in accordance with industry best practices. Develops and maintains open, positive, effective, and constant communication with university guests. Partners with management to accomplish team goals and communicate area needs with appropriate stakeholders.

## JOB QUALIFICATIONS:

### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		High school or equivalent	
	X	Bachelor's degree	

### Additional Education

**Check here if experience may substitute for some of the above education.**

Combined experience/education as substitute for minimum education

### Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		3 years	
X		2 years	in customer service, administration, or relevant fields.
X		1 year	in a management role.
	X	5 years	in customer service, handling financial transactions in a high-volume environment.
	X	2 years	in a leadership role, advising and counseling subordinate staff.

### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

Combined experience/education as substitute for minimum work experience

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Proven knowledge of parking operating procedures, layouts, configurations, and inventories.
X		Proven interpersonal, analytical, and oral and written communication skills.
X		Demonstrated experience interacting with communities of diverse cultures, backgrounds, and socioeconomic status, exercising diplomacy, tact, and discretion.
X		Ability to help foster environments of trust, collaboration, transparency, and accountability.
X		Proven organization and project management skills, able to successfully multitask and shift priorities.
X		Experience resolving conflicts, problem-solving, and encouraging partnerships.
X		Ability to understand and apply policies and procedures.
X		Excellent written and oral communication skills.
	X	Experience with special events.
	X	Experience in a university environment.
	X	Fluency in one or more language in addition to English (e.g., Spanish, Korean).

## Other Job Factors

- May be required to work weekends, evenings, and/or holidays.
- Must possess the ability to walk to and from work site while carrying departmental supplies and materials.
- Must be able to stand at-will, with the possibility of some work being performed outside the work site during inclement weather.

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Trains, supervises, coaches, and counsels guest service employees. Leads employees to comply with university and department policies and procedures. Provides consistent employee feedback, maintaining professional composure and confidentiality as appropriate. Resolves employee issues, escalating to senior leadership as necessary.				
Ensures department adherence to all applicable safety and loss-prevention procedures and best practices. Upholds image standards through regular checks and employee briefings. Disciplines department employees as necessary or appropriate.				
Follows up on work orders and resolves any complications efficiently and on time. Efficiently transitions shift handover to incoming lead by thoroughly communicating employee incidents and other area updates. Assists management with providing feedback on scheduling for operations.				
Successfully completes all required administrative functions in a timely manner. Assists employees with credit card and reservation handling duties and inventory reconciliation. Conducts regular supply inventory audits and oversees items needed for move-in/out (e.g., labels, envelopes, signage). Maintains and orders supplies for booths, field office, and other areas as needed.				
Demonstrates university's unifying values to achieve personal goals while benefiting employees and the university. Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics. Understands and promotes a safe work environment by adhering to all applicable policies, procedures, and guidelines.				

## Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			Yes

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.