



## JOB INFORMATION

<i>Job Code:</i>	145013
<i>Job Title:</i>	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

Provides exceptional service to guests, parents, staff, visitors, and vendors, meeting guest needs and ensuring positive experiences. Processes various parking and/or guest-processing transactions in a high-volume environment, and performs accurate cash balancing, if applicable. Reports necessary repairs or problems to the appropriate manager, ensuring issues and complaints are resolved quickly and efficiently.

## JOB QUALIFICATIONS:

### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		High school or equivalent	
	X	High school or equivalent	

### 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		1 year	in customer service
	X	3 years	in customer service, handling financial transactions in a high-volume environment.

### 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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Ability to balance figures and assemble and organize numerical data.
X		Ability to understand and apply policies and procedures.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Excellent written and oral communication skills.
	X	Experience with special events.

## 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
Processes various parking and/or guest-processing transactions in a high-volume environment, working quickly and accurately, with minimal supervision, using assigned devices. Records and reconciles transactions. Collects parking charges if revenue-control equipment is not in service or during special events, as required. Ensures the booth is neat, clean, and fully stocked with necessary forms and supplies (e.g., appropriate revenue envelopes, cash revenue). Reconciles funds with the manager. May perform mathematical transactions manually.				
Receives and processes reservations for special events. Provides appropriate answers and solutions for special event concerns and complaints. Interprets operating policies and procedures. Changes signage to appropriate messaging based on events and parking demand.				
Meets expectations of guests and/or partners, and provides best-in-class service. Provides information and directions, answers questions, and offers assistance to campus visitors. Identifies and prioritizes problems and issues related to service area. Resolves customer issues, complaints and problems in a quick, efficient manner to ensure a high level of customer satisfaction and quality service. Offers solutions, options and strategies to guests. Refers to appropriate person or department, as needed.				
Supervises parking structures and areas surrounding entrance booth. Contacts campus police to report vehicle or pedestrian accidents and other problems where DPS action is needed. Opens and closes lots or entrances for daily service and controls exits using revenue control equipment.				
Answers incoming calls and radio traffic at entrance booth. Reports problems, such as missing parking signs, equipment failures, needed repairs and other general maintenance needs to supervisor and/or designated staff. In the absence of department manager, supervises student workers and trainees. Assists department manager in training new staff.				
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 plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response		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 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

**Other Requirements**

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	efforts, and mobilize other staff members if needed.		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.