



Crowd Management Services
A division of Starplex Corporation

AMBASSADOR CLASSIFICATION

JOB DUTIES AND EXPECTATIONS

Job duties, titles and positions change with venues for our Ambassador Classifications; basic essential functions are required of all positions. This list is not inclusive and the supervisor/manager will orientate employees prior to each placement at an event.

Position Summary

Crowd Management Services position is responsible for meeting guests in a courteous manner. Smile, make eye contact and be approachable by guests at all times. Staff are responsible for “protecting the fun.”

Essential Functions

Employees must be respectful, courteous, pleasant, helpful, and attentive at all times.
Must present a professional demeanor and attitude at all times.
Must be clean and neat with acceptable hygiene standards.
Must be punctual, maintain an excellent attendance record, work shifts with minimal advanced notice.
Must have excellent customer services skills and the ability to work with a variety of personality types.
Must be able to deal with irate and/or demanding customers and employees in an effective manner.
Must be able to work in chaotic environments with high stress and possibly intoxicated patrons.
Must have the ability to maintain a high level of confidentiality.
Must have the ability to communicate with a variety of personality types with limited English.
Must be able to read, write and communicate in English.
Must be able to listen to and understand when assisting in problem solving.
Must have excellent vision to include monitoring surroundings for safety and security.
Must have the physical stamina to function in a positive manner, in a dynamic, demanding work environment.
Must have the ability to demonstrate a high degree of flexibility, respond to priorities and schedules that change frequently, and to meet commitments.
Must be able to work in varying weather conditions, extreme heat in excess of 90 degrees or freezing below 0, slight rain, heavy winds, torrential down pour.
Must be able to work in various work environments, flat hard surfaces, rocky, steep hills, wet grounds, grass areas, steep stairs, heights, dust and dirt.
Must be able to lift up to 25 pounds numerous times throughout the shift when needed in set up positions.
Must be able to work within areas of excessive noise levels for extended periods.
Must be able to sit, stand, and/or walk for up to 12 hours per shift
Employees must not gossip or burden to or about other employees.
Employees must adhere to the Code of Conduct, Employee Ethics Policy and agree to abide by it.
Employees shall be truthful and honest in all things pertaining to the performance of their job duties and in communications with staff.

Other Functions

This job description identifies the essential functions of the job, but does not necessarily include all the tasks the employee may be asked to perform.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge, abilities and experience would be:

Education/Technical Training/Professional Experience

High School education or equivalent.
State Licenses as determined by position to include driver’s license, OLCC, DPSST, WSDOL, Flagger etc.
Previous experience in customer service oriented environment.

Limitations and Disclaimer

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

Not all positions have the availability for possible modifications to reasonably accommodate individuals with disabilities. CMS will take reasonable care in evaluating positions for possible modifications. Some requirements may exclude individuals who pose a direct hazard or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently.

TASK ANALYSIS/PHYSICAL DEMAND

In an 8 hour day, the employee would normally perform the following functions:

	Never	Seldom	Occasionally (1-3 hours)	Frequently (3-6 hours)	Continually (6-8 hours)
Sit			X		
Stand/Walk					X
Standing on slope/incline					X
Bend and/or Stoop				X	
Crawl and/or Climb		X			
Kneel/Squat		X			
Push/Pull		X			
Hand/Wrist work			X		
Grasping			X		
Extreme Weather Hot					X
Extreme Weather Wet/Cold					X
**Atmosphere Difficult in Breathing					X
***Loud Noise					X
****Fouling (Bad) Smells				X	
Fine Motor Skills		X			
Reaching above shoulder		X			
Lifting and/or carrying		X			
Up to 20 lbs		X			
21 to 40 lbs		X			
11 – 75 lbs		X			
Over 75 lbs		X			

*Never indicates an upper limit to the requirements or when the worker never does something.

**May be required to stand in smoking area, traffic exhaust area or semi-enclosed exhaust area.

***May be asked to stand directly in front of large speaker systems. (Protective Equipment Recommended)

****May be required to monitor portable toilets, restrooms, and various smells from indoor/outdoor patrons.