



Security Department

Position: Security Ambassador

Reports to: Security Director

The following skills/requirements are a MUST:

- Exhibits professionalism, logical thinking, ability to perform tasks assigned during shift.
- Strong customer service experience
- Computer proficiency
- Excellent verbal skills along with a professional appearance and demeanor
- Develops and maintains positive working relationships with others.
- High School diploma preferred

Job duties include but are not limited to the following:

- Open doors for all members and guests. Familiarize members by name and greets them in that manner.
- Offer assistance to any member or guest. For instance, if they have luggage, suggest to the guest that they leave their luggage with you and that you will see that it gets to its destination in a timely fashion.
- Clean your surroundings using proper cleaning materials.
- Maintain the sign-in log book for all guests.
- Follow all company policies and procedures; report accidents, injuries, and unsafe work conditions to manager.
- Maintain awareness of undesirable persons on the property.
- Welcome and acknowledge all guests, anticipate and address guests' service needs, assist individuals with disabilities, and thank guests with genuine appreciation.
- Speak with others using clear and professional language, and answer telephones using appropriate etiquette.
- Stand, sit, or walk for an extended period of time or for an entire work shift. Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance.
- Enforce the dress code policy.
- Perform other reasonable job duties as requested by Supervisors.