

# Convention Center Authority

**Position Title:**                     Ambassador I                    

<b>Position #:</b>	06986
<b>Salary Grade:</b>	CA 01
<b>Effective Date:</b>	7/1/2006
<b>Revision Date:</b>	2/1/2017

<input type="checkbox"/> <b>Exempt</b>
<input checked="" type="checkbox"/> <b>Non-Exempt</b>

<input type="checkbox"/> <b>Full-Time</b>
<input checked="" type="checkbox"/> <b>Part-Time</b>
<input type="checkbox"/> <b>Seasonal</b>

Indicate Employee Type
<input type="radio"/> Administration
<input type="radio"/> Sales/Marketing
<b>Event &amp; Facility Operations</b>
<input checked="" type="radio"/> <b>Event Services</b>
<input type="radio"/> Communications
<input type="radio"/> Building Services
<input type="radio"/> Facility Services
<input type="radio"/> Safety

**POSITION SUMMARY:** In a few sentences, briefly describe the primary function and purpose of position.

Under the direction of the Guest Experience Manager greets all individuals and assist with any questions regarding the facility, events or City of Nashville; must demonstrate willingness to interact with all staff and patrons using tact and courtesy; must present a professional, business like image to customers, prospects, and the public; assist other departments as may be required.

**PRINCIPAL POSITION RESPONSIBILITIES/DUTIES:** Below is a list of major tasks beginning with the most important for which the position is responsible. Also included is the estimated percentage of time spent on performing the tasks. This is suggested, but not required for Exempt positions. Also identified is how critical the task is to the position, with 1 being the least important, 5 being the most important.

RESPONSIBILITIES/DUTIES	
1.	Greets & directs guests and provide event information
2.	Answers questions and provides information about restaurants, hotels, transportation, parking, local attractions, and local events.
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	<b>Perform additional duties as assigned.</b>

**Job Evaluation Factors (Check all that apply)**

<b>Formal Education</b> <small>(Minimum Required)</small>	<input checked="" type="checkbox"/> H.S. Diploma or GED preferred <input type="checkbox"/> Vocational or Technical School required <input type="checkbox"/> Associate's Degree preferred	<input type="checkbox"/> Bachelor's Degree preferred <input type="checkbox"/> Education/Experience Equivalent <input type="checkbox"/> Other:
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<b>Minimum Experience</b> <small>(Minimum Required)</small>	<input checked="" type="checkbox"/> None <input type="checkbox"/> Other: _____ <input type="checkbox"/> One to three years <input type="checkbox"/> Three to five years	<b>Impact On Budget</b> <input type="checkbox"/> Contributory <input type="checkbox"/> Direct <input type="checkbox"/> Other:
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<b>Decision Making</b> <small>(level of direction &amp; supervision)</small>	<input checked="" type="checkbox"/> Little independent judgment required <input type="checkbox"/> Judgment/discretion to make independent decisions within guidelines <input type="checkbox"/> Establish Policy & Procedures <input type="checkbox"/> Other:
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<b>Problem Solving</b> <small>(Typical level encountered over extensive period of time)</small>	<input checked="" type="checkbox"/> By reporting and/or talking to supervisor <input checked="" type="checkbox"/> Choices defined in standard work procedures/policies <input type="checkbox"/> Methods chosen before in similar situations <input type="checkbox"/> Identification and analysis of diverse problems <input type="checkbox"/> Complex, varied and only mildly related to those seen before <input type="checkbox"/> Requires understanding/evaluation of impact upon the MCC <input type="checkbox"/> Other:
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<b>External Contacts</b>	<input type="checkbox"/>	External communication is minimal
	<input checked="" type="checkbox"/>	Regular contact with general public
	<input type="checkbox"/>	External contacts involving difficult formal negotiations
	<input type="checkbox"/>	Effectively deal with diverse groups and organizations
	<input type="checkbox"/>	Other:

<b>Supervisory Responsibility</b> <small>(Typical level encountered over extensive period of time)</small>	<input checked="" type="checkbox"/>	None
	<input type="checkbox"/>	Authority limited to direction of temporary employees only
	<input type="checkbox"/>	Orient/train others; may act in a lead capacity
	<input type="checkbox"/>	Provide leadership/direction to staff on event related issues
	<input type="checkbox"/>	Supervise multiple functions, with full responsibility for effective operation & results
	<input type="checkbox"/>	Overall responsibility to provide direction and guidance
	<input type="checkbox"/>	Other:
Number of Direct Reports: 0		

<b>Job-Related Knowledge</b> <small>(knowledge of...)</small>	<input checked="" type="checkbox"/>	Basic skills in oral/written communication	<input type="checkbox"/>	Microsoft Publisher
	<input type="checkbox"/>	Microsoft Word	<input type="checkbox"/>	AutoCad
	<input type="checkbox"/>	Microsoft Excel	<input type="checkbox"/>	Financial Management
	<input type="checkbox"/>	Microsoft PowerPoint	<input type="checkbox"/>	Administrative principles/practices
	<input type="checkbox"/>	Microsoft Access	<input type="checkbox"/>	Computers
	<input type="checkbox"/>	Microsoft Outlook	<input checked="" type="checkbox"/>	Other: Multi-line phones

**WORKING CONDITIONS/PHYSICAL EFFORT: (Check all that apply)**

**Working Conditions**

**Physical Effort**

- |                                                             |                                                              |                                                                             |                                                 |
|-------------------------------------------------------------|--------------------------------------------------------------|-----------------------------------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Office, computer room              | <input checked="" type="checkbox"/> High noise environment   | <input type="checkbox"/> Typically sitting at a desk or table               | <input type="checkbox"/> Lifting 11-25 lbs      |
| <input type="checkbox"/> Service Areas                      | <input type="checkbox"/> High dust, dirt, grease environment | <input type="checkbox"/> Typically standing or walking                      | <input type="checkbox"/> Lifting 25 lbs or more |
| <input checked="" type="checkbox"/> Flexible work schedules | <input type="checkbox"/> Exposure to moving machinery        | <input type="checkbox"/> Bending, crouching, stooping                       | <input type="checkbox"/> Using Power Tools      |
| <input type="checkbox"/> Valid TN Driver's License          | <input type="checkbox"/> Exposure to chemicals               | <input type="checkbox"/> Running, climbing                                  | <input type="checkbox"/> Using Pallet Jack      |
| <input type="checkbox"/> Travel Required                    | <input type="checkbox"/> Outdoor exposure to weather         | <input checked="" type="checkbox"/> Intermittently sitting/standing/walking | <input type="checkbox"/> Using Utility Carts    |
| <input checked="" type="checkbox"/> Exposure to Customers   | <input type="checkbox"/> Requires Pre-employment Physical    | <input type="checkbox"/> Climbing ladders/scaffolds                         | <input type="checkbox"/> Using Forklift         |
|                                                             |                                                              | <input checked="" type="checkbox"/> Lifting 10 lbs or less                  | <input type="checkbox"/> Driving NCC Vehicle    |

Team Member Print  
Name/Date \_\_\_\_\_

Date: \_\_\_\_\_

I have read and understand the job requirements.

Team Member Signature \_\_\_\_\_

Supervisor Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Copies to: Team Member  
Department Director  
Personnel File

**Ambassador I**

For HR Use Only (Do not write below this line):