

Convention Center Authority

Position Title: Ambassador 2

Position #:	06755
Salary Grade:	
Effective Date:	7/1/2006
Revision Date:	

<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	<input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Seasonal
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Indicate Employee Type

<input type="radio"/> Administration
<input type="radio"/> Sales/Marketing
Event & Facility Operations
<input checked="" type="radio"/> Event Services
<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.

Responsibilities include greeting all individuals and assisting with any questions regarding the facility, events, or City of Nashville; giving tours of the Music City Center highlighting the art collection and sustainability initiatives; must demonstrate professional attitude toward fellow Guest Experience Ambassadors, staff and the public using tact and courtesy; present polished, uniformed professional image to customers and the public; assist other departments as required; must be observant, have engaging personality and excellent communication skills.

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.	Greet and assist patrons
2.	Answer incoming calls
3.	Provide assistance to other departments
4.	Assist in training Ambassador I positions
5.	Give tours of the Music City Center highlighting the art collection and sustainability initiatives
6.	
7.	
8.	
9.	
10.	Perform additional duties as assigned.

Job Evaluation Factors (Check all that apply)

Formal Education <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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Minimum Experience <small>(Minimum Required)</small>	<input checked="" type="checkbox"/> None <input type="checkbox"/> One to three years <input type="checkbox"/> Three to five years	<input type="checkbox"/> Other: _____	Impact On Budget	<input type="checkbox"/> Contributory <input type="checkbox"/> Direct <input type="checkbox"/> Other:
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Decision Making <small>(level of direction & 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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Problem Solving <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 NCC <input type="checkbox"/> Other:
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External Contacts	<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:

Supervisory Responsibility <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 checked="" 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		

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

Employee Print Name/Date _____

Date: _____

I have read and understand the job requirements.

Employee's Signature _____

Supervisor Print Name: _____

Date: _____

Supervisor's Signature: _____

Title: _____

Copies to: Employee
Department Director
Personnel File

Ambassador II

<p>For HR Use Only (Do not write below this line):</p>
