

Summary:

The Shuttle Ambassador is part of the Guest Services department and reports to the Shuttle Supervisor(s) and Director of Guest Services. The individual must like working with people, confident, upbeat, positive, action-oriented, customer service oriented and hold a valid driver's license.

Applicants must be available to work from mid-May through mid-September and expected to work days, evenings, weekends and holidays.

Essential Duties and Responsibilities: (To include other duties that may be assigned.)

- To uphold Lakeside's Mission Statement, and to personally represent its goals and values at all times while on the Lakeside grounds.
- Act as an ambassador to Lakeside to all guests requiring shuttle service. You are the second face they will see during their visit.
- Be knowledgeable of the events and programs, and also the history and mission of Lakeside.
- Be responsible for the care and cleaning of their shuttle transportation. Will be sure vehicle is charged up for daily duties.
- Will follow the route for regular shuttle runs.
- Ask questions of the guests, find out what they enjoy doing and make suggestions.
- Show the guests where they can have their questions answered (e.g., Administration Office, Waterfront Information Center).
- Be familiar with the history of Lakeside
- Responsible for safely moving guests from the shuttle stops to the hotels and Hoover. Mack Mobile drivers will provide door-to-door shuttle service.
- Will be responsible for keeping cart or shuttle clean, restocking printed materials for guest use, and will follow procedure set for radio usage, charging of radios, charging of carts and fueling of shuttles. Those working at the start or end of shuttle service will be required to follow opening and closing procedures.
- Maintain open communication with other shuttle ambassadors on duty and employees of other departments.

Qualifications:

To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

High school graduate with the ability to work with the public and other employees. Must have a valid driver's license and be over the age of 18.

Language Skills:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to speak effectively with guests and co-workers.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Physical Demands:

While performing the duties of this job, the employee is regularly required to stand; walk; use hand to finger, handle, or feel; reach with hands and arms; stoop, climb or balance; specific vision, depth perception, and ability to adjust focus. Must be able to lift up to 50 pounds. Includes the use of machinery and equipment, such as golf cart, tram, shuttle, and mini-bus. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment:

While performing the duties of this job, the employee is regularly exposed to wet, cold, humid, hot, very hot, conditions and will be required to work outdoors. These characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Shuttle Ambassador Signature

___/___/___
Date

Director of Guest Services Signature

___/___/___
Date