



# Example of Guest Services Associate Job Description

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Our innovative and growing company is searching for experienced candidates for the position of guest services associate. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for guest services associate

- Database and information maintenance support
- File drawer assignment support
- Reception coverage support
- Clean out fridge on Friday afternoon
- Directly oversee and manage performance of a team of multi level full-time Guest Services Ambassadors, Grades 2 - 4
- Serve as a consistent resource and Subject Matter Expert (SME) to the Guest Services team in all functional areas, with the ability to step in to support guest and check in processes if needed
- Oversee (at least) one supplemental Guest Services Ambassadors Team Committee while leading from behind and driving impactful results
- Plan and supervise cross-functional training of team members
- Collaborate with peer two Associate Managers to ensure consistency and alignment across buildings to ensure we function and win as a ONE team
- Complete quarterly Internal Communication reviews to ensure strong communication across stakeholders groups

## Qualifications for guest services associate

- Must present a clean, well groomed, professional appearance at all times
- Must be able to perform physical tasks such as lifting, pushing moving

- Must be able to accommodate all customer areas in various locations of the hospital
- Must be able to perform physical tasks such as lifting, pushing, moving patients, wheelchairs, , Lift up to 25 pounds occasionally
- Experience supporting cloud based systems & A/V equipment a plus
- A special affinity for working with customers and a minimum of one year work experience in customer service