

	Position Title:	Customer Service Ambassador
	Department:	Artemis Connected
	Reports To:	Head of Operations
	Supervises:	N/A
	Classification:	Exempt

OVERALL JOB PURPOSE

Working under the direction of the Head of Operations the central focus of the Customer Service Ambassador is to provide customer service excellence to every homeowner they interact with. This role involves actively building positive relationships within the communities they work while being able to actively problem solve as needed.

ESSENTIAL FUNCTIONS

- Providing an exceptional level of customer service by working with homeowners in master-planned communities via phone, email and face-to-face interaction
- Assisting in planning, promoting and hosting 2-3 community lifestyle events annually for each community in portfolio
- Hosting monthly welcome meetings for new homeowners in each community
- Partnering with community management team to successfully resolve issues for homeowners, serving as a liaison
- Regular visits to portfolio of master-planned communities in the metro Tampa area
- Regular and consistent attendance is expected and a necessary component to the job
- Performs other duties as assigned

NON -ESSENTIAL FUNCTIONS:

- Back-up for teammates as needed, covering for others in their absence and ensuring overall team service excellence
- Ensures professional skills are continuously improved by actively participating in internal/external development opportunities
- Lifting and carrying large equipment/boxes over 5 lbs.
- Bending and stooping to utilize necessary office equipment
- Participation in team building and other activities

QUALIFICATIONS AND EXPERIENCE:

- Minimum of 1 year experience working in customer service or hospitality
- Strong customer focus with an emphasis on problem solving and issue resolution
- Strong Communication skills, both verbal and written
- Strong Organizational skills
- Proficient in Microsoft Office Products
- Working knowledge of Microsoft Excel, Word, Smartwebs and Caliber software are a plus

PHYSICAL DEMANDS:

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.

- Work is performed in a temperature controlled office environment or travel via vehicle
- While performing the duties of this job, the employee is required to ambulate, sit and/or stand in various intervals throughout the work shift
- The employee may occasionally lift and or carry up to 20 lbs.
- Employee may use computer, phone, copier and other office equipment in the course of a day
- While performing the duties of this job, the employee is occasionally required to use hand to handle, touch and use tools, reach with hands and arms, bend, stoop, twist, lift, reach, push, pull, grasp, balance, talk, hear, and ambulate during the course of employment
- Specific vision ability required by the job include close vision, distance vision, peripheral vision, depth perception and an ability to adjust focus
- Employee may be required to travel for business purposes

WORK ENVIRONMENT:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing this job, the employee is exposed to weather conditions prevalent at the time. This may include, warm, hot or cold temperatures. The noise level in the work environment should be moderate most of the time.

WORK SCHEDULE:

Employee will be required to work the agreed upon hours presented in the offer letter. Schedule may vary based on business demands and may require a combination of office hours as well as work performed after hours and/or weekends.

ACKNOWLEDGEMENT:

This description reflects management’s assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned. I have received, reviewed and fully understand the job description for [Customer Service Ambassador](#). I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name _____

Date _____

Employee Signature _____