



## C'mon Engagement Ambassador

**Summary:** Engagement Ambassadors facilitate Museum exhibits and programs and ensure a quality visitor experience for both adults and children. The ideal candidate for this position has energy, enthusiasm and prior experience working with children as well as understands the importance of quality customer service. Engagement Ambassadors MUST be willing to work weekends and holidays. All positions are part-time (15-29 hours/week). All Engagement Ambassadors are hired at Level 1.

**Reports to:** Visitor Services Manager

### Level 1- Major Duties (\$10.00/hour)

- Dynamically interacts with guests while circulating in an assigned zone
- Greet guests while presenting a welcoming and comfortable atmosphere
- Conducts short activities, leads daily programs such as Pop-up programs, Little Learners, Let's Get Active, Surprise Activity, and Curious Kids activities on a regular basis, and/or other programs as assigned.
- Maintains Museum floor and exhibits, including light housekeeping duties in the exhibits to ensure they are clean and reset
- Assists with general crowd control and provides visitors with directions and advisement on areas to visit in the Museum
- Is up to date on museum procedures, policies and events
- Answers guests questions or refers them to the appropriate staff person
- Communicates any customer issues to the Visitor Services Manager, Exhibits Manager or Executive Director or manager on duty for immediate attention and resolution
- Have dependable attendance with respectful and enthusiastic attitude
- Light janitorial duties as needed

### Level 2- Major Duties (\$10.50/hour)

- All Level 1 duties
- Trained to teach Field Trip Classes and/or Art Gallery Tours
- Works one special night a month, Tuesdays from 5-7 pm
- May develop new short programs, toddler programs, or exploration carts as assigned with assistance and supervision by Coordinators and Managers
- Has the ability to begin cross training within the Guest Services department (Front Desk, Museum Gift Store, Garden Café)

### Level 3- Major Duties (\$11.00/hour)

- All Level 1 and 2 duties
- Certified to train other Engagement Ambassadors on at least two categories of interactions: short activities, daily programs, art studio programs, accessibility programs or Curious Kids activities and/or other programs as assigned
- Works closely with the Programs department to help develop new programs and activities as assigned



### **General Qualifications**

- High school degree preferred
- Flexible schedule; **Must be able to work weekends and holidays**
- Ability to engage with children and adults in a welcoming energetic, friendly, and professional manner
- Ability to react appropriately in a fast-paced environment
- Ability to stand and walk around for extended periods of time
- Ability to bend, kneel and lift up to 25 pounds
- Bilingual not necessary but appreciated
- Must pass a background check and be fingerprinted. Employment is contingent upon clear background check.

### **Changing Levels**

- A candidate must be in a level a minimum of three months before moving to a new level
- In order to be certified in a type of interaction, the staff member must know at least two different programs in their two categories and be observed twice by the supervisor.
- A limited number of positions may be open in any level at a given time. Promotion to the next level is not guaranteed and candidates must be able to do ALL duties in the level as well as have supervisor's recommendation to move up

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

### **To Apply:**

Please send cover letter, resume and three references: [hrjobs@cmon.org](mailto:hrjobs@cmon.org) or mail to: HRJobs 15080 Livingston Road, Naples, FL 34109

### **No phone calls please.**

C'mon is an Equal Opportunity Employer (EOE) in compliance with all Federal, Florida State and local ordinances, including Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act of 1967, the Vietnam Era Veterans Readjustment Assistance Act of 1974, the Americans with Disabilities Act of 1990, and the Genetic Information Nondiscrimination Act of 2008.