



Opening Date: 2/26/2018  
Closing Date: Open Until Filled

**Vacancy Announcement #19-15**  
**Building Ambassador-Casual**  
Casual Definition - On call employee used on an as-needed basis

**SALARY: NEGOTIABLE**

**DC Residents Preferred**

EVENTS DC

Engage, Excite, Entertain.

Events DC is the face of conventions, sports, entertainment and cultural events within our nation's capital. As the official convention and sports authority for the District of Columbia, Events DC leverages the beauty, history and diversity of the most powerful city in the world to attract and promote an extensive variety of events, resulting in amazing experiences for residents and visitors alike, and generating economic and community benefits for the city.

Our success comes by focusing on divisions that reflect three lines of business: Conventions and Meetings, Sports and Entertainment, and Special Events, where we make a range of strategic investments in the region's marquee sports, entertainment and cultural properties. Each division is driven by the desire to bring stellar events to Washington, DC by providing superior customer service to our clients and visitors.

SUMMARY DESCRIPTION

WCCA Building Ambassadors play an important role in ensuring that guests and visitors receive world class service while visiting the new state-of-the-art Walter E. Washington Convention Center. The incumbent is responsible for providing a variety of guest services for the Walter E. Washington Convention Center which include responding to requests for information and services; directing guests to appropriate destinations; and providing administrative support at the Guest Relations kiosks. The work is further characterized by functions such as gathering and analyzing information, communicating and interacting with others. WCCA Building Ambassadors are expected to be well informed regarding events and activities of the Convention Center, and they must have the ability to exercise independent judgment, working under general supervision.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment.

- Responsible for responding to requests for information and services.
- Responsible for greeting and welcoming visitors; determining the nature of their inquiries/questions or request for services; providing directions and/or escorting visitors to their appropriate destinations in the building.
- Responsible for gathering and analyzing information; communicating and interacting with others.
- Performs a variety of other tasks and duties assigned.

SKILLS, KNOWLEDGE AND ABILITIES

- Ability to demonstrate emotional stability during periods of tension and stress while carrying out assigned duties.
- Ability to recognize emergency situations and to direct prompt and effective corrective measures.

- Ability to comprehend and follow verbal and written directions.
- Ability to speak clearly and concisely.
- Ability to establish and maintain harmonious and effective working relationships with supervisors, staff and Center guests.
- Ability to work in a fast multi-task environment.
- Ability to work flexible hours, including days, evenings, nights, weekends and holidays.
- Ability to exercise independent judgment and to work with little or no supervision.

#### **MINIMUM QUALIFICATIONS**

- High School diploma or equivalent.
- Six (6) months of responsible experience performing general public contact work, customer relations, or retail sales.
- Ability to speak clearly and concisely.
- Neat and professional appearance.
- Excellent customer service skills.
- Ability to work a flexible schedule, including days, nights, weekends and holidays.
- Ability to walk extended distances and climb stairs to access the interior and environs of the Center.

#### **DESIRABLE QUALIFICATIONS**

- Experience in hospitality, public contact, and community relations or customer service field.
- Work experience with Microsoft Office Suite or comparable software programs.

**In an effort to protect our environment from paper waste all candidates must apply on-line on our website:**

**<http://careers.wcsa.com/employment/application.aspx>**

Computers are available in the Labor and Contractor Office (Access Control) at 1116 7th Street NW  
Monday – Tuesday and Friday – 7:00 a.m. – 11a.m.  
Wednesday and Thursday – 8:30 a.m. – 3:00 p.m.

**Washington Convention & Sports Authority T/A Events DC  
Human Resources Department  
801 Mount Vernon Place, NW  
Washington, DC 20001**

**All candidates will be considered without regard to race, color, religion, sex, age, national origin, marital status, disability or sexual orientation.**