

# Wheaton Ambassador Supervisor

## Responsibilities:

The Wheaton Ambassador Supervisor reports to the Director of Event Services to ensure Wheaton Ambassadors have necessary tools, instruction, and coverage to complete job responsibilities within the “**COVID-Safe, Thunder-Strong**” plan.

## Functions:

1. Review job functions as needed with each Ambassador.
2. Convey a spirit of hospitality for Ambassadors to model.
3. Review the weekly schedule with each Ambassador to ensure coverage.
4. Ensure Ambassadors have an adequate supply of face masks.
5. Ensure Ambassadors are on station per their assigned schedule at the beginning of each shift and continually throughout shift.
6. Reassign stations as necessary to ensure adequate building coverage.
7. Cover station in absence of an Ambassador to ensure building coverage where necessary.
8. Retrieve and report documentation received from Ambassadors from interactions with students, faculty or staff who are unwilling to comply with **COVID-Safe, Thunder-Strong** safety protocols.
9. Ensure Ambassadors are reporting their hours worked daily in Banner.
10. Provide daily updates of concerns to the Director of Event Services and Assistant Director of Event Services.
11. Ensure the golf cart has adequate supply of gas and is free from debris and secured and ready for the next shift.
12. Suggest program improvements, if needed, to enhance safety and efficiency.

## Skills and Experience:

Strong interpersonal skills; ability to communicate clearly, graciously yet firmly, when needed.

Commitment to supporting **COVID-Safe, Thunder-Strong** safety protocols.

Customer service background or experience in hospitality industry preferred.

Prior supervisory or managerial experience preferred.

Ability to stand or walk throughout 4-8-hour shift

Willingness to work outside, even in inclement weather

Requires access to a smartphone (for time reporting and daily communication with supervisor)

This is a part time, temporary position: mid-August until September 11, 2020

**To Apply: <https://form.jotform.com/202125135624141>**