

DMB® *Community Life*

DMB Community Life, Inc.

JOB DESCRIPTION

Title: Ambassador	FLSA Status: Non-Exempt Part-Time
Reports to: Community Engagement Manager	Location: Centerra – Loveland Colorado

JOB DESCRIPTION

Ambassadors for The Lakes at Centerra will actively support community values, vision, and philosophies, while demonstrating a style of support and organization that allows residents needs to be met with a high level of satisfaction. Ambassadors will provide a warm, welcoming, professional approach while utilizing their experience, skills, and exceptional communication abilities with all Centerra stakeholders. Ambassadors will monitor use of private resident facilities, adjacent grounds and community center activities during specified times.

Ambassadors set the tone for customer service and stakeholder interactions and model the qualities of neighborliness and inclusion. As an integral member of the Community Life team, Ambassadors will contribute to the success of events, programs and other resident engagement experiences, all of which are designed to create a sense of community and lifestyle that sets Centerra apart from any other place to live.

Ambassadors should expect to work a flexible schedule that includes evenings, weekends and holidays. Ambassadors will be provided with a schedule at the beginning of each month for the current month, as well as scheduled on an as-needed basis, without any minimum guaranteed hours per week.

PRIMARY RESPONSIBILITIES

- Serve as “first responder” and “gate keeper” for facilities and team, answering questions, providing assistance and responding to needs quickly and accurately.
- In a community engaging fashion, promote and inform residents of current and upcoming clubs, classes, programs, events and volunteer opportunities; assist with registration as appropriate.
- Handle customer service needs with a friendly and caring – yet assertive – demeanor, following community standards and facility guidelines; must be comfortable approaching residents who may not be following policies; capable of handling escalated situations.
- Showcase amenities and programs to visitors through tours.
- Monitor interior and exterior spaces, including facility grounds, pool and adjacent areas, regularly throughout the day with a specific focus on the pool during (high traffic) season.
- Assist with events, programs and activities as requested.
- Assist with administrative functions, including: updating community event calendars; hard copy materials; displays; data entry and database systems; inventory and ordering; printing reports, etc.
- Assist residents with check-out/check-in of recreation equipment and ensure that all resources are in good repair; report disrepair to appropriate manager for action.
- Serve as primary point of contact for individuals and groups renting or otherwise utilizing amenities for specific functions. Explain rules; provide information and review rental checklist with responsible resident; ensure area is properly set for the event; assist with set-up as necessary; inspect area post event to ensure renter’s compliance with policy.

- Ensure that all residents and guests are adhering to the established facility use agreement; monitor residents and guests; as necessary, check access card and match with photo identification to verify access rights; respectfully and with high courtesy work with residents and their guests to resolve infractions.
- Collect items left by residents; store lost items in the lost and found; retrieve and return to owner as necessary.
- Perform light cleanup; tidy and reset patio, pool deck, pool umbrellas and amenity furniture as needed throughout the day to maintain a clean and neat appearance; wipe down tables and chairs as necessary. Take down umbrellas when windy.
- Visually inspect the pool to ensure proper clarity and cleanliness; notify manager of any items that would require immediate attention.
- Assist with trash and recyclables collection in and around the amenity. Move large trash and recycle bins to the curb on assigned days.
- Submit work orders and follow up as necessary.
- Maintain CPR, First Aid and AED certifications.
- Must be able to lift at least 30 pounds, stay on feet for long periods of time, physically able to complete execution of duties.
- Must be able to work evenings, weekends and holidays.

KNOWLEDGE | ATTRIBUTES

Key attributes for a successful Ambassador include, but are not limited to the following capabilities, qualifications and performance skills:

- Education or experience in customer service, recreation programming, recreation facilities oversight or similar background
- Passion for people and ability to engage in authentic, meaningful ways
- Collaborative; predisposed to partnership and teamwork
- Personable, tactful and diplomatic
- Ability to handle tense interactions with poise
- Predisposition to problem-solving
- Flexibility and adaptability
- Fun!

DMB COMMUNITY LIFE OPERATING PRINCIPLES

In furtherance of our mission team members will:

- Instill a sense of fun and enthusiasm into everything we do.
- Encourage a dynamic collaboration between internal and external stakeholders.
- Exercise tact, diplomacy and fair-mindedness in all interactions while providing exceptional customer service.
- Reflect a work style based on inclusiveness, mutual respect, consensus-building and responsiveness to changing needs and opportunities.
- Embrace the vision, goals and aspirations of DMB Community Life, Inc.

ABOUT CENTERRA

Centerra, a master-planned community in Loveland, Colorado, is quiet neighborhoods, wetlands and wildlife and nearby cafés, shops and stores. But what makes Centerra remarkable is our commitment to the natural environment and sustainability. An easy local and regional commute: Centerra is a transit-oriented development with local bus service as well as iBustang rapid transit on I-25 along the Front Range. With a mission of restoring nature, the High Plains Environmental Center is a community gem that offers special programs for kids, a community garden and more.

Earth-friendly practices such as dark sky lighting and recycled building materials. Larimer County's top 10 employers are a quick, 15-minute-or-less commute from Centerra.

Centerra attracts people seeking that sweet spot of peace and pizzazz: a beautiful home in a quiet neighborhood, outdoor adventure, new friends, healthy and thoughtful living. It is also is a forward-thinking business environment with sustainability and stewardship of the environment as key objectives. With 275 acres of open space woven throughout the community, businesses find Centerra is the perfect balance between thoughtful development and nature. It's a synchronicity that attracts and retain employees.

DMB Community Life, Inc. is an equal opportunity employer.