

**City of Minneapolis**  
Employment Services  
250 South 4<sup>th</sup> Street Room 100  
Minneapolis, MN 55415  
612/673-2282  
612/673-2508 Fax  
[www.minneapolismn.gov](http://www.minneapolismn.gov)

## **Guest Services Ambassador -(Temporary)**

**Open: Until a pool has been established, subject to close at any time.**

**\*Note: This is a temporary, intermittent-based position. Temporary employments do not receive any benefits through the City of Minneapolis.**

<b>Hourly</b>	<b>Step 1</b>	<b>Step 2</b>
<b>Salary:</b>	\$11.367	\$11.691

### **POSITION INFORMATION:**

Greeting the general public, providing hospitality information for events, meetings, conferences, conventions and other activities held at the Minneapolis Convention Center. Under the general supervision of the Guest Services Supervisor may be assigned to staff such functions as coat check, public information desk, badge checker, service desk and other related event services. Work with other Minneapolis Convention Center staff to ensure customer needs are being met. Perform routine cash handling and light clerical duties such preparing materials for mailing, making copies, or delivering messages. Perform activities either independently or as part of a team. Perform related work as required.

### **Job Duties:**

#### **A. Customer Service**

1. Greet, thank, and deal tactfully and courteously to all guest s, clients and other users of the Minneapolis Convention Center.
2. Provide exceptional customer service as guests arrive and depart the venue.
3. Enforce entrance/attendance/building use policies and procedures in a customer service oriented way.
4. Deal effectively with complaints and difficult customers.
5. Professional appearance and approach with a upbeat and warm manner

#### **B. Communication**

1. Answer informal questions in an accurate and tactful matter.
2. Accurately and courteously explain entrance/attendance/building use policies and procedures in a customer service oriented way.
3. Circulate through guest areas offering help and information to guests
4. Direct and assist guests with directions and event information regarding the Convention Center and the City of Minneapolis

#### **C. Cash Handling and other duties and assigned**

1. Perform routine cash handling
2. Knowledge of general office procedures
3. Organize coat check tickets to ensure timely retrieval of items
4. Must be able to lift or move luggage up to 50 pounds and hang coats on racks by lifting them to rack height
5. Keep work space organized, clean, and neat

### **REQUIREMENTS:**

#### **Education:**

High School Diploma or equivalent

#### **Preferred:**

Minimum of six (6) months of public contact experience including and/or supplemented by routine cash handling and light clerical experience. Specific high school or post-high school training relevant to the duties and responsibilities of these positions may be substituted for work experience. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

**OTHER SPECIFICATIONS:**

- Exceptional customer services skills
- Ability to communication both verbally and written in a professional manner
- Proficient English and math skills.
- Ability to maintain a high public image, positive attitude and demeanor.
- Ability to follow oral and written instructions and work with minimal supervision.
- Physical ability to stand and walk for extended periods of time.
- Ability to lift light to medium weight and perform manual tasks requiring physical strength.
- Ability to interact with fellow employees, clients, vendors and the public in a courteous, cooperative and professional manner.

**SELECTION PROCESS:**

Decisions concerning an applicant’s qualifications for this position will be based on information provided in application materials. Fill out the application form (electronic) as accurately and completely as possible. The following tests may be used: A rating of Training and Experience based on the contents of submitted application materials and/or an Oral Exam. At each step of the selection process, the department reserves the right to limit the number of applicants to be tested, as necessary.

**BACKGROUND CHECK:**

The City has determined that a criminal background check and/or qualifications check may be necessary for certain positions with this job title. Applicants may be required to sign an informed consent form allowing the City to obtain their criminal history and/or verify their qualifications in connection with the position sought. Applicants who do not sign the informed consent form will not be further considered for the position.

**Please send all application materials, resume/cover letters to:**

**Dates: Open until a pool is established, subject to close at any time.**

**Contact:** City of Minneapolis Human Resources Office

**Phone:** 612-335-6163

**Email Address:** [Sandra.Anderson@minneapolismn.gov](mailto:Sandra.Anderson@minneapolismn.gov)

**The City of Minneapolis is an Affirmative Action/Equal Opportunity Employer.**

<p><u>FOR OFFICE USE ONLY</u> Non Rep 3/14 MV/JL</p>
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### **IMPORTANT INFORMATION**

Please read this announcement carefully before completing your application form.

#### **BE COMPLETE**

An official City of Minneapolis employment application form must be submitted for City positions. The information you provide about your education and experience will be used to determine if you are qualified for the position and whether or not you will be invited to the test(s). Fill out your application completely, leaving no blanks. If transcripts, licenses or certifications are required you must include copies of these documents with your application. These documents will not be returned.

#### **QUESTIONS**

If you have questions about a position, call the Human Resources Office at (612) 673-2282.

#### **ELIGIBILITY FOR EMPLOYMENT**

The 1986 Immigration and Control Act require us to verify eligibility for U.S. employment. To view the Instructions for Employment Eligibility Verification and acceptable documents, please visit <http://www.uscis.gov/files/form/i-9.pdf>

#### **RESIDENCY REQUIREMENT**

You do not have to live in Minneapolis to apply; anyone who meets the requirements for a position can submit an application.

#### **AFFIRMATIVE ACTION POLICY**

The City of Minneapolis is an Affirmative Action/Equal Opportunity employer. The city hires and promotes without regard to race, creed, color, age, religion, sex, marital status, status with regard to public assistance, national origin, physical or mental disability or affectional preference. If you believe that this policy has been violated, you may call the City's Affirmative Action Divisions at (612) 673-2282 or (612) 673-2085.

#### **VETERAN'S INFORMATION**

For qualified veterans, who are able to provide the proper support documentation, ten (10) points (fifteen (15) points for disabled veterans) will be added to your test score. More information is provided on the application form.

#### **TESTING POLICY**

The City reserves the right to limit the number of people invited to test or to be invited to successive testing events.

#### **PERSONS WITH DISABILITIES**

The City encourages applications from persons with disabilities. Reasonable accommodation is available for testing and employment. The TTY number is (612) 673-2157. To arrange other types of test accommodation, fill in the confidential data form attached to the application form or call the telephone number listed on the job announcement. The job announcement is a general description of job duties. Essential and non-essential accommodations may be available for both essential and non-essential job duties.

#### **PHYSICAL EXAMINATION**

Appointment to some positions requires candidates to take medical examinations. These positions include Firefighter, Police Officer and others. A serious medical condition that prevents you from carrying out the duties of the position will cause you to be disqualified from that position. Some positions require a drug and alcohol test only.

#### **BACKGROUND INVESTIGATION**

Appointment to some positions will require that a background investigation be conducted for criminal history and/or qualification check. The job announcement will indicate if a check is required.

#### **WAGES AND BENEFITS**

The City's wage and benefits package is competitive with those offered by the private sector. The City provides health care, sick leave, dental and life insurance as well as retirement and survivor benefits. All permanent full time employees earn at least 12 days of vacation per year. There are 11 paid holidays per year.

#### **PROMOTIONAL OPPORTUNITIES**

The City encourages its employees to seek promotions to higher paying, more responsible positions. There may be training offered or training funds available for employees; check with your supervisors for available information.

CITY OF MINNEAPOLIS HUMAN RESOURCES  
250 SOUTH FOURTH STREET, SUITE #100  
MINNEAPOLIS, MN 55415-1339