

UW HEALTH JOB DESCRIPTION

GUEST SERVICES AMBASSADOR

Job Code: 410029	FLSA Status: Non-Exempt	Mgt. Approval: K. Calmese Walker	Date: 6.2018
Department: Guest Services-TAC/10417		HR Approval: K. Sawyer	Date: 6.2018

JOB SUMMARY

The Guest Services Ambassador reports to the Guest Services Manager and assumes full competency in one (1) of the three (3) domains of Guest Services described below while supporting other areas as needed on a limited basis. This position is very active and requires standing, walking, bending, kneeling, stooping, and crouching throughout the day.

Hospitality – Welcomes and serves patients, visitors, vendors and staff while covering patient experience related duties from Main Information Desk, Surgical Waiting and Clinic Waiting Areas. Serves as receptionist and point of contact for general information at The American Center. Actively supports the check-in and patient flow process. Directs or escorts patients and visitors to check-in and to clinic appointments, Overnight Care units, and other patient care areas using various tools. Monitors, and communicates wait times and delays to manage service recipient expectations.

Gift Shop – Ensures a positive retail experience for patients, families, staff, visitors, and all others with whom he/she interacts while maintaining a clean, well-stocked, and well organized store. Effectively conducts transactions and additional operational duties while managing shrinkage and loss.

Valet Warmly greets and provides valet parking service to patients, families, and visitors. Actively supports mobility assistance and wayfinding needs. Maintains valet service flows, equipment, and environmental safety. Ensures all valet service records are accurate and updated.

Associates are responsible for providing exceptional customer service to all patients, staff, visitors, and all others with whom he/she interacts.

MAJOR RESPONSIBILITIES

Basic Hospitality Duties (for All Ambassador Associates):

1. Provide quality customer service excellence.
2. Greet patients, families and visitors and make efforts to create a welcoming environment for guests.
3. Questions and complaints are responded to in a timely manner.
4. Manager or Hospitality & Support Services Coordinator is requested upon a problem, complaint, or question that employee cannot answer.
5. Provide guidance and leadership to student employees and volunteers
6. Recommend process improvements where applicable.
7. Provide information and directions to patients, families and visitors and other customers as needed.
8. Assists patients/families/customers with way finding or escort patients, families and visitors to designations as needed.
9. Assists with locating wheelchairs and other equipment as needed.
10. Navigate customers throughout building.
11. Transport patients to their destination as needed.
12. If required, arranges for patient and family shuttle service.
13. Serves as a representative of the American Center and UW Health in providing a positive first impression of the organization to patients and visitors.
14. Interacts with patients, families and visitors using communication and actions appropriate to a business environment.
15. Projects a positive image in dress and decorum.
16. Wears required uniform when performing job duties.
17. Identifies ways to improve service quality in area of responsibility. Participates in work groups and activities to identify, monitor and improve quality of services to the customer.
18. Participates in staff meetings and customer service training, but also independently seeks to enhance customer service by making suggestions according to departmental protocol to the Director or Hospitality & Support Services Coordinator and/or lead valet employee.
19. Maintains a respectful environment at all times for patients, visitors, volunteers, and staff.
20. Self-achievement and production are emphasized, along with the ability to exercise emotional intelligence and self-

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restraint when dealing with angry or frustrated persons.

21. Seeks guidance and direction from the Manager or Hospitality & Support Services Coordinator when encountering a situation or incident that is high profile, related to life/safety, or one which may impact customer or staff satisfaction.
22. Enforces the no-smoking policy at the entrance.

Information Desk and Waiting Areas Responsibilities:

- Provides clerical or technical assistance to hospital and clinics staff.
- Receives incoming phone calls and acts according to needs of callers.
- Coordinates special projects.
- Works alongside hospital and clinic staff to coordinate paging, messaging, and appointment check-in services.
- Provides direction/assistance to patients, visitors, and staff.
- Monitors waiting rooms and family notification communications.
- Arranges surgical consults for physicians and patient families.
- Coordinate deliveries and drop offs to and from the Information Desk.
- Facilitate vendor check-in/check-out process.
- Assist guests in the Surgical Waiting area by serving as communication link between Operating Rooms and families during surgery.
- Train and work cooperatively with team members and volunteers.
- Provide feedback to employees with recommendations for process improvement.
- Provide reports and feedback to management of individual results and recommended actions.

Gift Shop:

- Help patients, families, associates, visitors on the sales floor, at the cash register, and over the phone
- Assist director or Hospitality & Support Services Coordinator with inventory maintenance, ordering product, entering merchandise into POS system, pricing and displaying merchandise
- Create visually appealing and organized merchandising displays
- Reconcile cash drawer at end of day
- Regularly clean and organize merchandising displays and other areas of the Gift Shop

Valet:

- Initiates parking transaction by approaching vehicle, greeting patient, families and visitors and explaining services.
- Assists patients, families and visitors in and out of vehicles and in and out of the facility.
- Assists patients, families and visitors with belongings as needed.
- Drives and operates motor vehicles with standard or automatic transmission. (Automobiles, trucks, minivans, golf carts, etc.)
- Parks and retrieves vehicles from designated parking location.
- Manages and records valet parking transactions; secures keys, issues valet claim checks, logs in car by make, license number, claim ticket and expense.
- Reports all accidents immediately according to proper procedure.
- Maintains security of vehicles and keys.
- Assists with developing and updating training materials
- Uses radio communication devices effectively and promptly responds to radio requests and instructions.
- Arranges for transfer of keys to security at close of business hours.
- Assumes job duties related to vehicle dispatching upon request.
- Assists patients, families, and visitors with vehicle starting and locked vehicles.
- Assists Security Department during routine inspections, disasters, and emergencies as assigned.
- Assists Emergency Department with patient vehicle relocation as needed.
- Demonstrates safe and exceptional driving skills.
- Problem solves issues and complaints relative to valet parking issues.
- Independently or as directed by the director or Hospitality & Support Services Coordinator works to resolve issues for customers within scope of decision-making jurisdiction (arrange for duplication of lost keys, assist with unlocking cars, etc.) Refers issues to appropriate resources to assist with problem resolution.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

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JOB REQUIREMENTS			
Education	Minimum	High School Diploma or equivalent.	
	Preferred		
Work Experience	Minimum	One-year experience in a retail environment (for gift shop responsibilities)	
	Preferred	Previous driving experience (for Valet responsibilities); One-year professional experience in a healthcare setting.	
Licenses & Certifications	Minimum	Valid Driver's License (for Valet responsibilities)	
	Preferred		
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Must be 21 years of age to drive a UW Health Fleet vehicle, and must be 25 years of age to drive a UW Health vehicle rated for 15 or more passengers. Knowledge of basic to intermediate accounting and financial practices (gift shop) Excellent customer service abilities. Ability to establish and maintain effective working relationships with coworkers, department administrative staff, interdepartmental contacts and the general public. Ability to communicate effectively both verbally and in writing. Resourceful in problem solving. Ability to be organized and flexible in response to changing demands. Ability to handle a high volume of work under pressure. Ability to make appropriate and timely decisions. Ability to maintain information confidential in nature. Ability to self-direct to accomplish the coordination and decision-making responsibilities of the position with minimal supervision. Typing/keyboarding skills. Ability to use and recognize medical terminology. Thorough knowledge of traffic regulations (for Valet responsibilities) Thorough knowledge of safety precautions to be followed while operating a motor vehicle (for Valet responsibilities) 	
AGE SPECIFIC COMPETENCY (Clinical jobs only)			
Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.			
Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,			
	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)
JOB FUNCTIONS			
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
PHYSICAL REQUIREMENTS			
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
X Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds.	Up to 20#	Up to 10# or requires significant walking or	Negligible or constant push/pull of

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	Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.		standing, or requires pushing/pulling of arm/leg controls	items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:		Associates need to be able to walk a minimum of 15K steps per day, lift 18-20 lbs and carry at least 20-50 feet from one point to another, and bend at the hip more than 90 degrees on a constant basis in order to get in and out of vehicles.		

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.