



Brand Ambassador Job Description

Job Title: Brand Ambassador

Reports to: Director of Events

Department: Operations

FLSA Status: Non-Exempt

Supervisory Responsibility:

None

Position Summary:

This position will be responsible for providing outstanding customer service and follow our proven method to deliver memorable events and experiences. Our Brand Ambassadors are a group of charismatic, organized, and friendly hospitality professionals. Brand Ambassadors are outgoing and polished individuals who travel to amazing destinations to conduct on-site gifting events (Pop-Up retail-style shops) for our clients. This role is a per event, contract position and will be paid per event.

Essential Functions:

- Tireless work ethic— “Hell Yeah!” attitude
- Must maintain a positive “Can do” attitude, outgoing personality and be passionate about building strong relationships
- Organize all materials and supplies required onsite for event; coordinate outbound shipping and delivery of traveling booth.
- Conduct pre-event set up and merchandising of all product.
- Conduct detailed inventory activities before and after event.
- Proactively handle and troubleshoot any emerging problems on the event day.
- Engage consumers by developing a rapport in a short time through natural dialogue.
- Build relationships with client and anticipate and fulfill client requests and needs onsite.
- Conduct post-event wrap up, including close-out of inventory, packing of materials and return shipments of all items.

Additional Functions:

- May involve staying after business hours to assist with events, projects and/or meetings.
- Other duties as assigned.

Job Specifications:

- Interest in special events, promotions, and entertainment. Experience in hospitality industry (especially hotel or destination management) a plus.
- Must be able to travel 1 to 5 times a month, unusual hours including evenings, weekends and holidays as needed.



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- Must possess a valid passport.
- Must be personable, enthusiastic, and very outgoing, but maintain professional demeanor at all times. We work closely with executives from some of the largest companies in the world, and your appearance/demeanor must be polished, refined and energetic.
- Excellent communication skills, charismatic.
- Must be able to manage large crowds and stay in control.

Additional Requirements:

- Must be a minimum of 21 years of age
- Must pass all required background checks

Minimum Education and Experience:

- Must have High School Diploma or equivalent; Bachelor's Degree in Business, Marketing or Hospitality preferred
- Equivalent combinations of education and experience may be considered
- Knowledge and previous experience of the hospitality industry is a plus
- Positive attitude, people oriented, and results driven
- Exceptional communication skills (both oral and written)
- Must possess advanced computer skills, specifically Microsoft Office Suite (Outlook, Word, Excel and Power Point), Dropbox and internet navigation.
- Strong and effective analytical and problem-solving skills
- Must have flexibility to travel domestically and internationally
- Team player attitude is a MUST "all hands-on deck" mentality

Working Conditions:

- While performing the duties of this job, the employee is regularly required to perform grasping, talking, hearing, seeing and repetitive motions
- PHYSICAL DEMANDS: Must be able to lift, carry and balance up to 25 pounds (50 pounds with assistance), may include sitting or standing for extended periods of time, as well as stooping, bending over and/or crouching.
- This job operates in a professional environment.