

# ***VISITOR SERVICES AMBASSADOR***



## ***JOB OVERVIEW:***

AREA15 is seeking outgoing, approachable, charismatic and engaging individuals to join our Visitor Services Team. The Visitor Services Ambassador role is designed to shatter expectations, fulfill the basic human need for connection and to help narrate the visitor's journey into the extraordinary.

Ambassadors will be highly visible and will often be the first point of contact for our visitors. They are responsible for greeting visitors and assisting them with any of their needs and questions while on (or off) property, providing only the best in customer service.

Ambassadors will help raise brand awareness and complete a variety of tasks ranging from promoting products, experiences, events and services on site to implementing marketing campaigns at off-site events.

We strive to have an open-minded, inclusive, diverse and hard-working team of employees that come together every day to provide joy and delight to our guests, partners and co-workers.

Ultimately, we expect each employee to personify AREA15 itself: Authentic. Engaged. Uninhibited. Welcoming. Visionary.

## ***RESPONSIBILITIES AND DUTIES:***

- Work with the Visitor Services Manager on a daily basis to understand and convey all marketing and sales messaging and initiatives
- Play a role in the narrative of AREA15, guiding visitors in their journey throughout the space and discovery of AREA15's special access opportunities
- Identify interest and understand customer needs and requirements, and seek to provide timely and positive resolutions
- Acts in various capacities including: Greeter/Floater, Brand Ambassador, Hospitality Agent, Tour Guides, Street Team Member and Promoter. Ambassadors will be expected to be flexible and fulfill any of these responsibilities at any given time.

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## ***RESPONSIBILITIES AND DUTIES (CONTINUED)***

- Assists in visitor arrival by maintaining crowd control via ticketing lines, ensuring timely entries for experience ticket holders and explaining our ticketing & check-in process to walk-in guests. Ambassadors will be available throughout the property for directions and visitor questions.
- Answers main office lines as needed, providing customer service support and directing calls as appropriate
- Lead groups of up to 10 people on daily tours of AREA15. Be able to speak to the history of the project and its current services and offerings
- Promotion of AREA15 and its services: distributing brand product samples, brochures, flyers, etc., to various events and in support of on-site ticket sales at AREA15
- Represent AREA15 at off-site promotional and community events (i.e. Tradeshows, Convention, Festivals and more)
- Report on demonstration-related information (interest level, questions asked, number of samples/flyers distributed etc.)

## ***QUALIFICATIONS & SKILLS***

- High School degree or related experience in brand marketing, communications, promotion or sales
- Exceptional customer service, excelling in verbal communication and in-person conversational skills
- Ability to understand visitor needs and handle different types of personalities
- Strong listening, communication, presentation and social skills
- Must be outgoing and engage new visitors to AREA15
- Demonstrate and provide information on AREA15 and its experiences
- Be authentic in your enthusiasm for AREA15
- Have a talent for relationship-building and storytelling, willing to dress in costume on occasion
- Must be able to stand for long periods of time and in various weather conditions
- Must have valid driver's license and willing to travel if needed

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## ***ABOUT AREA15***

AREA15, located minutes from the Las Vegas Strip, is the world's first purpose-built experiential entertainment complex offering live events, immersive activations, monumental art installations, extraordinary design elements, unique retail, ground-breaking technology, bars and eateries and much more. With a growing collection of dynamic destinations including [Dueling Axes](#), [Emporium](#), [Lost Spirits Distillery](#), Oddwood Bar, Wink World, The Beast, a culinary experience by Todd English, and anchor experience, Meow Wolf's Omega Mart, AREA15's is an ever-changing art, retail and entertainment destination attracting locals and tourists of all ages.

For more information visit [www.AREA15.com](http://www.AREA15.com) and follow on Instagram and Twitter: @AREA15Official; Facebook: [AREA15LasVegas](#) and YouTube: [AREA15](#).

AREA15 is an equal opportunity employer and values diversity. We are committed to complying with all federal, state and local laws providing equal opportunities and all other employment laws and regulations.

**TO APPLY, PLEASE FILL OUT OUR [EMPLOYMENT APPLICATION FORM](#) AND ENTER "VISITOR SERVICES AMBASSADOR" AS THE POSITION YOU ARE APPLYING FOR.**

