



**Goldstar Services**  
 8816 Foothill Blvd 103-118  
 Rancho Cucamonga, CA. 91730  
 909-710-0995

**Job Description:**

<b>Title:</b> Guest Services Ambassador (GSA)	<b>Position Number:</b> 008
<b>Reports to:</b> Field Manager	<b>Working Title:</b> GSA
<b>Cost Center:</b> Safety Services	<b>Bargaining Unit:</b> NA
<b>Status:</b> Nonexempt Part-Time	<b>Date Created:</b> 05/13/2021
<b>Job Code:</b> 061	<b>Hours:</b> 0 - 30.00
<b>Shift:</b> 1200- 1800: Wednesday-Sunday	<b>Revised:</b> 03/04/2024

**Position Summary:**

The Guest Services Ambassador’s (GSA) primary responsibility is to interact with individuals on the Pomona College Campus who frequent the Benton Museum of Art to encourage compliance with rules, regulations, and policies, that are designed to mitigate loss/damage of property and maintain a violence-free environment, under the supervision of the Associate Director/Registrar, and in collaboration with the Visitor Services Manager. The essential functions listed below are not intended to be an exhaustive list of all duties that may be assigned to this position, nor does it restrict the duties which may be assigned to this position if such duties reasonably relate to the position.

**Salary Range:**

	Minimum	Midpoint	Maximum
Hourly Rate	\$20	\$22	\$30

**Essential Job Functions:**

*The identification of essential functions below is not intended to be an exhaustive list of all duties that may be assigned to this position, nor does it restrict the duties which may be assigned to this position if such duties reasonably relate to the position.*

- |                                                                                                                                                                                                                                                                                                                                                                                                                                          | <u>% Effort</u> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <ul style="list-style-type: none"> <li>• Continually observe and monitor the interior public spaces of the facility by foot patrol and/or video surveillance as a deterrent to potential violations of the College’s and Museum’s rules, regulations, and policies (generally known as the organization’s ‘code of conduct’)</li> </ul>                                                                                                  | 90%             |
| <ul style="list-style-type: none"> <li>• Coach individuals whose behavior fails to meet the code of conduct, the law, and basic safety protocols, using Goldstar’s XYZ conflict management system, how to correct their behavior and explain the possible consequences for failing to adjust it. Assist Pomona College and the Benton Museum of Art personnel in processing individuals who refuse to correct their behavior.</li> </ul> | 10%             |

**Total Effort:** 100%

**Core Organizational Functions:**

- **Personal Achievement:** Sets and achieves personal goals to advance career-related skills, knowledge and abilities and demonstrate positive action to promote teamwork and interpersonal cohesiveness.
- **Resource Management:** Demonstrates personal accountability, discretion and sound judgment in using or managing Goldstar Services or its Client's resources.
- **Quality Improvement:** Strives for high quality performance and takes initiative to make improvements and deliver results. Provides recommendations for improvements that are timely, responsive and accurate.
- **Teamwork:** Builds effective relationships across work groups by treating partner client and Goldstar employees with courtesy, respect and inclusiveness; maintains a positive attitude and takes responsibility for assignments.
- **Customer Service:** Values and delivers high quality service to our client's consumers, employees and visitors through the effective application of quality interpersonal communication. Knows and complies with all customer service standards as outlined in the Goldstar Policies and Procedures Manual.
- **Trust and Confidence:** Demonstrates personal traits and characteristics to promote and maintain a firm belief and confidence in his/her honesty, integrity, reliability, competency and judgment.

**Required Qualifications:**

- The ability to read, write, and speak proper English
- Must be able to conduct sustained foot patrols and process interpersonal conflict
- Demonstrated ability to meet Goldstar's GSA job classification for minimum physical fitness standards
- No pre-existing conditions that would preclude the wearing of a face covering (COVID protocols) for up to eight hours a day if required

**Preferred Qualifications:**

- Experience working in a museum, or in a college environment
- Customer Service Experience
- Entrepreneurial Experience
- Safety/security experience

### Physical, Mental & Environmental Demands:

To comply with the Rehabilitation Act of 1973 the essential physical, mental and environmental requirements for this job are listed below. These are requirements *normally expected* to perform *regular* job duties. Incumbent must be able to successfully perform all of the functions of the job with or without reasonable accommodation

<b><u>Mobility</u></b>		<b><u>Agility</u></b> (F = Frequently, O = Occasionally, N = Never)	
Walking	25% of time	Bending	F
Running	0% of time	Climbing	O
Standing	70% of time	Crawling	O
Sitting	5% of time	Crouching	O
		Turning	O
<b><u>Strength</u></b>		Balancing	O
Carrying	up to 50 Pounds	Kneeling	O
Lifting	up to 50 Pounds	Twisting	F
Pulling	up to 80 Pounds		
Pushing	up to 80 Pounds	<b><u>Safety Equipment</u></b>	
		Seat Belt	Required
<b><u>Dexterity</u></b> (F = Frequently, O = Occasionally, N = Never)			
Fingering	F		
Handling	F		
Reaching	F		