

## **Job Description - Brand Ambassador**

### **At Your Gate ©**

At Your Gate © is looking for outgoing, ready to rock, brand ambassadors to promote the coolest thing to hit airport terminals to date! Personal Shoppers for weary travelers! Or Another set of hands for airline and airport employees!!

If you have experience in the restaurant, retail, and customer service industries, we have an immediate opening for a Brand Ambassador for **San Jose International Airport** location. Yep, that's right – you will be working in the airport terminals, helping customers with our new app, and providing top of the line service. Traveling can be wearisome... but you could be just the right person to take the drain out of hassles in the airport, layover hangovers, and more. The right candidate will love the thrill of a challenge, the excitement of working in a team, and the drive of tackling new ideas and marketing, and providing absolute top end customer service.

You'll have the opportunity to be creative in getting the word out about At Your Gate ©. We'll provide you with all the factoids you'll need, but your energy and personality is really what is going to sell, not to mention word of mouth is always the best. Think of yourself as a concierge, without all the formalities.

### **Responsibilities of the Brand Ambassador:**

- Interact at on-site with customers in order to promote products and services and increase sales.
- Deliver online orders
- Impact sales results by performing mobile app demonstrations and developing, supporting and executing field marketing and segment activities.
- Provide project support to ensure campaign success.
- Publicize campaign to raise awareness and drive high levels of users by targeted audience.

### **The Brand Ambassador must clearly demonstrate the following qualities:**

- 1-2 years' experience or training in sales, marketing, customer service, sales, marketing, promotional marketing, or communications preferred.
- Be able to hurdle and hustle through the airport to deliver online orders easily, professionally, and smoothly. Be prepared to put on some miles, we do a lot of walking!
- Attention to detail and strong customer service.

The Brand Ambassador must have:

- Great interpersonal skills

- Time management/Organizational skills
- Competitive, driven
- Strong work ethic
- Ability to work in a high-energy environment

**Other Requirements:**

- Must be outgoing and vibrant – you enjoy interacting with people
- Must be professional – you'll be the face of At Your Gate ©
- Must be an effective communicator – you'll be paving the way for the public to learn of this awesome service.

\$17.75/hr plus tips - Part Time

**Supervisor**

At Your Gate © , your in-airport personal shopper and delivery service, is looking for rock star Supervisors to help lead our operations for our airports.

Our teams deliver orders, promote the brand, and act as feel-good ambassadors for the airport.

In addition to our focus on customer service, our supervisors will need to be able to think fast and problem solve under pressure. Restaurant or Hotel Management, High Volume Maitre d', Expeditor experience will be a good fit

At Your Gate © Supervisors must possess these qualities, traits and skills:

- Exceptional Time Management and Organizational skills
- Extreme guest satisfaction and customer service minded
- Impeccable written/verbal communication skills
- Natural born Leader/Management experience
- Ability to learn new concepts and train others
- Understanding of food time/temperature holding/food quality
- Exceptional computer skills
- Great interpersonal skills
- Competitive, driven, trendy-minded mentality
- Strong work ethic

- Ability to work in a high-energy environment
- Trustworthy and Reliable
- Other Requirements:
- Must be outgoing and vibrant – you enjoy interacting with people
- Must be professional – you'll be the face of At Your Gate ©
- Must be an effective communicator – you'll be paving the way for the public to learn of this awesome service.
- Open availability

Job Type: Part-time/ Full time available

Come join our growing company. There is ample opportunity for growth. We are looking for the next great leaders for SJC!