



## **Icon Experiences, LLC.**

### Retail Operations Ambassador - Job Description

**Position Title:** Retail Operations Ambassador (Part-Time)

**Company:** Icon Experiences, LLC. - The Capital Wheel & The Carousel at National Harbor

**Industry:** Entertainment/Theme Parks & Regional Attractions

**Hours Per Week:** 14-28 per week

**Compensation:** Hourly, to be discussed during onset of employment

#### **Description:**

The Retail Operations Ambassador is responsible for helping carry out retail and refreshments sales operations in the heart of National Harbor (National Plaza). National Harbor is a popular tourist destination just outside the Nation's Capital (Washington, D.C.) with over 28 million visitors annually. In addition to conducting sales around several locations at the harbor, retail ambassadors also assist in additional key areas, including The Capital Wheel and The Carousel. This position allows retail ambassadors the opportunity to learn and practice guest-service and selling-skills while working alongside fellow team members and engaging with guests.

#### **Roles & Responsibilities:**

- Providing quality experiences while being friendly, approachable, and guest-service minded with a strong dedication for enthusiastically assisting guests.
- Work and communicate effectively with fellow ambassadors to provide quality products to guests of the National Harbor Entertainment District.
- Absorbing and sharing knowledge of various retail products, along with answering questions and providing clarification to guests on product functions and pricing.
- Resolving guest issues as well as meeting guest needs and communicating with management when challenges arise.
- Ensure guest areas are visually clean, presentable, and meet Icon Experiences brand standards.
- Working efficiently to ensure guests are served in a timely manner and that queues/wait times are kept to a minimum.
- Dedication to following quality control and inventory practices, including testing a wide array of products.

#### **Qualifications:**

- Prior experience with sales and product up-selling is preferred.



- Prior experience in hospitality or Theme Parks & Attractions industry (or other equivalent industries) highly desirable, however not a determining factor alone for employment.
- Having open availability for scheduled shifts (including opening and closing shifts, weekends, holidays, and nights).
- Ability to lift, push, and pull up to 55 pounds at various times throughout an operating day.
- Working in both indoor and outdoor environments, with exposure to extreme weather conditions such as warm and cold temperatures, rain etc.
- Ability to effectively learn point of sale register systems for processing transactions.
- Ability to stand for long periods of time.
- Able to bend and stoop to assist with cleaning areas surrounding retail carts.
- Effective use of multi-tasking and organizational capabilities.
- Flexibility to assist in various locations as needed indicated by key leadership of Icon Experiences.
- Ability to meet the demands of the job, including being present at the time of a scheduled shift and working until the end of the shift.
- Commitment to meeting satisfactory performance with a positive attitude.
- Candidates may be currently in or have recently completed High School, actively pursuing an Associate's or Bachelor's degree or other equivalent.
- Position contingent upon successful completion of Retail Sales Operations Training