



## **Guest Experience Associate**

The Guest Experience Associate delivers exceptional sales and service to in person guests as well as via phone, chat, and email. This position is usually the guest's first point of contact thus making it a critical role in representing 1440's mission, vision and values. The Associate provides a welcoming, effective, and efficient service, while anticipating and exceeding the guest's expectation.

### **Job Essentials**

- Excellent communication skills with an emphasis on active listening.
- Solid ability to learn and use new computer programs.
- Demonstrated success in problem solving and the ability to collaborate with others to find a solution.
- Must be able to follow safety and emergency protocols.
- Attention to detail and ability to handle multiple tasks.
- Willingness to take on responsibility within the framework of a team.
- A commitment to a flexible schedule that includes nights, weekends, and holidays.
- A passion for 1440 Multiversity's mission and values, as well as a strong desire for creating a welcoming guest experience.
- Previous work experience in hospitality preferred.
- Bilingual a plus.