



# Security Ambassador

The Ivy Hotel - Baltimore, MD

## POSITION SUMMARY:

Welcome to one of the most challenging and rewarding positions within The Ivy Hotel. As an Ivy Hotel Security Ambassador you are professionally and personally responsible for the welfare and safety of all hotel guests, visitors, V.I.P.'s, and Ivy Hotel staff members. Additionally, as Security Ambassador, it will be your responsibility to maintain the highest level of security as it applies to the physical property of The Ivy Hotel, guests, visitors, and staff members. All property, such as buildings, vehicles, interior furnishings, equipment, guest luggage, and so on, are to be closely monitored and securely kept in order to protect these valuable items from theft, vandalism, and damage.

Regarding the actual Ivy Hotel buildings and surrounding area; maintaining sound physical security of The Ivy Hotel buildings and campus grounds, coupled with unsurpassed alertness and attentiveness, is the key to achieving the highest level of safety and security for all persons and property in or around The Ivy Hotel campus grounds. It is the fundamental undertaking of all security personnel to exceed all expectations toward this important endeavor.

As the title suggests, a Security Ambassador provides more than security, the Security Ambassador is more than likely the first staff member a guest or visitor meets upon arrival to The Ivy Hotel, and the last staff member they encounter when they depart. As an "Ambassador," it is the endeavor of Ivy Hotel management that the guests' first and last impressions, be exceptional and memorable; so, the right candidate for the position of Security Ambassador will possess the following attributes: professional, neat and well groomed, courteous and respectful, friendly, discreet and confidential. Lastly the proper candidate for this position will have the ability to look someone in the eye while initiating a proper greeting and then maintain a comfortable and polite conversation while in the presence of a guest or visitor. The Security Ambassador will often be called upon to valet cars, carry luggage, or any other type of hospitality duty, in order to assist concierge with guest needs. However, the primary duties of the Security Ambassador will be to stand at the hotel and restaurant entrance, and to properly greet guests and visitors upon their arrival.

## DUTIES & RESPONSIBILITIES INCLUDE:

- Stand outside Ivy Hotel and Magdalena Restaurant entrance/exit; provide security to Ivy Hotel guests, visitors, staff members, campus buildings, and guest/Ivy Hotel property
- Greet all guests, restaurant patrons, and visitors upon arrival
- Assist guests with luggage to their rooms promptly when checking in and upon checking out
- Assist guests by taking luggage to the curb to meet their transportation
- Provide guests with answers to general questions, and assistance when necessary
- Possess knowledge of the Mount Vernon community and Baltimore City to assist guests with information on special events (sporting, theater, movies, entertainment, and restaurants)



- Oversee and assist valet when they are busy, and cover in their absence
- Submit all lost and found articles accompanied by a Lost and Found report
- Escort Ivy Hotel staff members to their vehicles, located within the Ivy Hotel campus

**PHYSICAL REQUIREMENTS:**

- Ability to stand outside, 8+ hours, in all weather conditions
- Able to lift 50 lbs.
- Ability to kneel and/or bend at the waist

**ADMINISTRATIVE REQUIREMENTS:**

- Must possess a valid driver's license
- Multi-Lingual is a plus
- Willingness to work flexible hours, including weekends and holidays