

CULTURE RICH AMBASSADOR

- **DEPARTMENT:** COMMUNITY & EVENT PROGRAMMING
- **LOCATION:** LAGOS
- **JOB TYPE:** INTERNSHIP (UNPAID & PAID)
- **JOB RATE:** COMMENSURATE WITH EXPERIENCE

DIRECT REPORT: PROGRAM MANAGER

SUMMARY: *As Hosts, creates an environment focused on providing the ultimate guest experience while providing a positive and authentic experience. Builds client and vendor relationships in harmony with ensuring guests are comfortable and willing to come back. Performs administrative functions where applicable.*

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Serves as the face of the organization delivering excellent guest service to internal and external customers in line with Culture Rich's mission, culture, philosophies and values.
- Maintains professionalism from initial call or visit to end of call or conclusion of visit tracking and reporting and issues or guest recommendations.
- Assist Program Manager and other CR Ambassadors in developing project plans, defining roles and responsibilities and the scope of work for each project with input from sponsors, project leaders, , and functional groups.
- Will take and retrieve messages for various personnel.
- Participate in activities needed to support the management functions of the team.
- Perform other related duties incidental to the work described herein.

QUALIFICATIONS/ REQUIREMENTS

- Outgoing personality with committed passion for providing excellent guest/customer service.
- Excellent oral and written communication skills with the ability to present in one-on-one settings and/or small group scenarios
- Strong analytical, problem solving, and negotiation skills.
- Willingness to travel
- Excellent organizational, planning, prioritization, and interpersonal skills.

The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the associate a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change so, too, may the essential functions of this position.

EDUCATION/TRAINING

- At least one year experience in a customer service setting preferred
- Training will be provided.

CULTURE RICH is an equal opportunity employer. We seek talented, result-driven individuals who strive for excellence. Candidates interested in this opportunity should submit their resume to **info@soculturerich.com** for consideration.



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