

**Work Location:** Orlando Airport (MCO)

**Position:** Ambassador (Customer Service Team Member)

## About Keleusmatic Services

Keleusmatic Services is affiliated with Keleusmatic Technologies, Inc., which was incorporated in 2014. Our company is partnered with an established airport service provider to contribute a customer service team who will provide outstanding airport assistance and exceptional care. Our team strives to provide a world-class experience by ensuring every interaction with the diverse traveling public creates seamless moments that enhance their visit.

## About this Role

Ambassadors are customer service agents and seen as “brand ambassadors” within a fast-paced environment at Orlando Airport (MCO). Our ideal candidate will have experience in a customer service environment and possess strong oral communication skills. The work of each Ambassador can have a wide impact, so we are looking for candidates who aim to assist and exceed customer expectations while maintaining a positive attitude.

## Job Duties

- Provide the best customer service experience for the traveling public and airport guests.
- Utilize a variety of technology devices to assist airport guests with information requests.
- Provide up-to-date and accurate airport information and wayfinding at strategic locations.
- Have an awareness of airport operations and opportunities to help and assist.
- Maintain current level knowledge about MCO by attending training, shift briefings, and meetings with managers, supervisors, and airport stakeholders.
- Monitor airport terminal areas for conditions that compromise safety or security, and report issues to the appropriate airport agencies.
- Proactively assist passengers in emergency situations such as weather events, operational delays, and security level changes.
- Perform other customer service-related duties as assigned.

## Requirements

- Strong oral communication that includes exceptional listening skills, and the ability to have proficient conversations in English.
- One (1) year of customer service experience working in an airline, airport, transportation, hospitality, call center, or similar industry.
- Able to work cohesively with a diverse group of team members.
- Flexibility to work early mornings, late evenings, weekends, and Holidays.
- Able to speak fluently in any other language, such as Spanish, Portuguese, Arabic, Mandarin, German, French, or Japanese.
- Professional level experience using Microsoft Outlook and technology equipment.
- Ability to stand for long periods of time, rotate, bend, grasp, and pick-up items.
- Graduation from high school, possession of a GED, or equivalent certification.
- At least 18 years of age or older.

**What We Offer**

Ambassadors start at \$19.50 per hour.

- All full-time team members may participate in medical, dental, and vision insurance.
- All full-time team members are eligible to be enrolled in a matching retirement plan.
- Paid time off will be accrued and available after the first 60 days of employment.

**Additional Considerations**

Potential candidates must be able to provide necessary documentation for employment authorization. For work specifically at an international airport, candidates will be required to also provide necessary documentation to obtain clearance for an airport ID/badge, pass a background check, and drug screening post-offer of employment.

The position is seniority-based shift work, and schedules are four ten-hour (10) shifts each week.

Opening shift: 3:45 a.m. – 2:15 p.m.

Closing shift: 1:30 p.m. – 12:00 a.m.