



Position Description: Customer Experience Ambassador

Status: Casual Part-time

Department: Marketing & Communications

Reports to: Customer Experience Lead

Organization: West Campus Development Trust

West Campus Development Trust

Are you recognized for your energy, people skills, organization and resourcefulness? Are you regularly getting noticed for being a good listener, multi-tasker and a flexible problem solver? If that's you, we want you on our growing team!

West Campus Development Trust is looking for a part-time Customer Experience Ambassador who will represent [University District](#) at the Discovery Centre – a central hub for community connections where we showcase the neighbourhood, home options for purchase and rent, retail plans, project progress and community event programming. This is where visitors can meet, connect, learn, experience and explore University District and how *life works here!*

Who We Are:

The West Campus Development Trust (the Trust) is a small, independent organization created by the University of Calgary to lead the planning and development of one of Calgary's most exciting inner-city redevelopment sites. The Trust team is leading the development of 200 acres of land into a vibrant, sustainable mixed-use urban community that integrates with the University while harmonizing with the surrounding communities. In achieving this vision, the project will help support the University's initiatives by providing an additional source of revenue that will be directed towards their endowment fund.

Job Summary

Reporting to the Customer Experience Lead, the Customer Experience Ambassador is the welcoming face to the Discovery Centre. The perfect candidate will be a customer focused, friendly, outgoing, patient, energetic, team player and enjoy meeting new people. The Customer Experience Ambassador is the first point of contact for our visitors. You'll oversee and create a memorable experience for all guests who come to the Discovery Centre and ensure an exceptional level of service that will drive leads and generate sales for our homebuilder partners and future retailers.

Who we are looking for:

- "Always ready-to-help" mentality – a resourceful and pro-active team player that can overcome objections and problem solve on the spot.
- Enthusiastic engager – you enjoy interacting and have a desire to leverage your energy and confidence to make a positive customer connection
- Tech savvy – you're comfortable with computers, internet, iPads, Microsoft office
- Natural public speaker – presenting to groups and one-on-one is easy for you

- Statistics tracker – keeping detailed records of visitors, questions, enquiries, and monitoring this data for trends is instinctive for you because you're curious
- Experience with developing and coordinating events, monitoring and posting on social media and exploring new ways to engage with our audience
- Someone who is enthusiastic to become a University District Champion - provide information on home options, project plans, retail opportunities and answer general questions about the district
- You have knowledge with or an interest in real estate sales processes
- You are keen on details and can ensure seamless execution for events held in the Discovery Centre
- A great communicator with diplomacy – you can relay important and or sensitive information to appropriate stakeholders
- You love to collaborate
- Can work evenings and weekends

The deadline to apply is February 21, 2018 Please send your cover letter and resume to careers@wcdt.ca. Please put "Application: Customer Experience Ambassador (Your Name)" in the subject line. Note: only applicants selected for interviews will be contacted. We are committed to workplace diversity and inclusion, and thank all applicants in advance.

For more information about West Campus Development Trust, visit our website at www.wcdt.ca

