

Job Description

Ambassador



UNIVERSITY HOSPITALS
TRUST

Job Title	Ambassador
Department	Guest Services
Reports To	Guest Services Operations Manager
Location	OKC ☒ Tulsa ☐ Other: _____
Type of Position	Full-Time ☒ Part-Time ☐ Intern ☐
Compensation	Salary ☐ Hourly ☒ Range: _____
Required Education	High School / GED ☒ Associate's ☐ Bachelor's ☐ Master's ☐
Experience	Bilingual English and Spanish required Minimum one year customer service experience required
Essential Employee This position supports critical facility functions and may require on-site presence during emergencies, inclement weather, or other operational disruptions.	
Patient Contact This position will have direct patient contact. Potential for exposure to various healthcare-related illnesses normally associated with a hospital environment.	
Working Environment Office-based position. While performing the duties of this job, the colleague is frequently required to sit, stand, walk, talk, or hear; uses hands to handle or touch objects or controls. The colleague must occasionally lift, push, or pull up to 50 pounds. Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.	

POSITION SUMMARY

Under the supervision of the University Hospitals Trust (UHT), the Ambassador serves as the first point of contact for patients, visitors, and guests at the entrance to UHT facilities, creating a welcoming environment while providing exceptional customer service, information, and wayfinding support. This role enhances the overall guest experience by ensuring visitors are guided efficiently, inquiries are addressed accurately, and assistance is provided promptly and professionally. Ambassadors also support facility operations through situational awareness, emergency response support, clerical duties, and maintaining organized service areas.

EXAMPLES OF WORK PERFORMED

Primary duties include, but are not limited to:

- Greet guests of the facilities with a smile – quickly and efficiently
- Direct guests to correct destination
- Transport/assist wheelchair and mobility challenged guests to various locations within that facility
- Answer telephone, screen and direct calls
- Relay messages appropriately
- Provide information to callers and guests of the facilities
- Provide general administrative and clerical support
- Prepare letters and documents as requested
- Maintain required logs - both manually and/or electronically
- Monitor various computer-based systems as requested

- Maintain a clean and neat information desk
- Provide feedback on guest experiences to supervisor
- Other duties as assigned

KNOWLEDGE AND SKILLS

Required

- Knowledge and skill in the use of basic office software system (i.e. Word, Excel, Outlook, Power Point)
- Able to identify and respond to emergencies at the facility calmly and professionally
- Skilled in effective communication (verbal and written) with staff, colleagues, associates and professional level guests of the facilities
- Skilled in basic de-escalation techniques
- Professional personal presentation
- Highly skilled in customer services
- Organized with attention to detail
- Proactive
- Reliable
- High stress tolerance
- Flexibility to work occasional Saturdays and holidays

REGULATORY & COMPLIANCE

This position is subject to compliance with Joint Commission (TJC), CMS, OSHA, and applicable state and federal regulations. The colleague in this role is expected to maintain current competency documentation as required by UHT policy.