

Job Description

Guest Services Supervisor



UNIVERSITY HOSPITALS
TRUST

Job Title	Guest Services Supervisor
Department	Guest Services
Reports To	Sr. 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 three years customer service experience required Minimum one year lead or supervisory experience required
Essential Employee This position supports critical facility functions and may require on-site presence during emergencies, inclement weather, or other operational disruptions. This position serves as the first tier for on-site presence in support of the Ambassador and Dispatch programs during said situations.	
Patient Contact This position will have direct patient contact while conducting floor rounding, training, and service recovery within UHT facilities. Potential for exposure to various healthcare-related illnesses normally associated with a hospital environment.	
Working Environment Primarily office-based with regular presence on the floor. 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 25 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 Guest Services Supervisor oversees the day-to-day operations of the UHT Ambassador and Dispatch programs, ensuring effective staffing, consistent service delivery, and adherence to established standard operating procedures across both programs. This role directly supervises the Lead Ambassador, Ambassador team and Dispatch team.

Success in this role depends on strong leadership, clear and effective communication, sound operational judgment, and the ability to manage competing priorities in a fast-paced environment while maintaining service standards and team accountability.

EXAMPLES OF WORK PERFORMED

Primary duties include, but are not limited to:

- Responsible for hiring and onboarding new Ambassador and Dispatch employees, which includes interviews and training
- Orders supplies and uniforms for the Ambassador and Dispatch programs
- Conducts weekly continuous quality improvement (CQI) meetings with the Ambassador and Dispatch teams
- Creates and edits standard operating procedures (SOPs) for the Ambassador and Dispatch Programs, in conjunction with the Sr. Guest Services Operations Manager

- Conducts weekly rounding with the Ambassador and Dispatch teams to ensure SOPs are followed and provides additional resources, if needed
- Conducts monthly audits of the Ambassador and Dispatch teams by utilizing predetermined key performance indicators
- Collects and reviews feedback provided by Ambassador and Dispatch staff to update or improve processes. Ensures good communication with staff on follow-up items
- Responsible for documenting Ambassador and Dispatch staff correspondence and disciplinary items
- Ensures all Ambassador and Dispatch operational logs/reports are kept up to date
- Second point of contact for service recovery within the Ambassador program; first point of contact for the Dispatch program
- Ensures support for Ambassador and Dispatch staff in the event of emergency situations
- Ensures Ambassador and Dispatch staff are aware of and prepared for special requests/event needs
- Responsible for creating a two-week schedule for Ambassador and Dispatch staff, as well as coordinating staff in the event of call outs, late arrivals, early departures and special event needs, in partnership with the Lead Ambassador
- Responsible for approval, denial and documentation of all Ambassador and Dispatch staff leave requests and time corrections
- Responsible for reviewing time punches for Ambassador and Dispatch staff to ensure accuracy and bringing trends to leadership's awareness
- Partners with the Lead Ambassador on daily coverage, escalations, and training needs for Ambassador team; solely responsible for Dispatch team
- Attends weekly meetings with the Sr. Guest Services Operations Manager to report on Ambassador and Dispatch program operations, including task updates, operational needs, metric review, and staff disciplinary items
- 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 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
- Submits ideas on continuous quality improvement
- Highly skilled in customer service
- 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.