

COMMUNITY AMBASSADOR JOB DESCRIPTION

The role of the Community Ambassador (CA) is to fulfill our mission of creating fans. As a member of the store leadership team, the CA builds relationships within our communities that in turn drives people into our restaurants. The CA plays a key role that requires an active presence and support within our community on a daily basis. While in this position, the CA will learn all functions of the crew and shift manager positions.

Responsibilities of CA include (and not limited to):

- **Leadership by example**

- Practice proper time reporting (i.e., punches in and out accurately).
- Arrive to work on time, in the proper work attire, and ready to work.
- Is neat and well-groomed for every shift and in proper work attire.
- Demonstrate a helpful, positive attitude at all times to guests and team members.
- Understand and adhere to all safety, sanitation, and administrative procedures.
- Provide complete and timely communication to other employees throughout the shift.
- Is prepared to conduct weekly maintenance duties.
- Complete all assigned tasks and duties requested by managers.
- Hold self and team accountable for consistently meeting all quality, service and cleanliness standards
- Build effective relationships with peers and management.
- Proactively seek personal learning and development opportunities for self-improvement
- Deliver on key business drivers: Quality, Accuracy, Hospitality, Cleanliness, Speed of Service, Value, and People
- Consistently deliver top results in Secret Shop, Steritech, and Contact Reports
- Fully execute and follow all systems, processes and standards

- **Achieving Results**

- Love Drops to our communities
- Engaged with our community and building relationships
- Active presence in the restaurant
- Take on expanded role of Dining Room Engagement 2 - 3 times a week
- Working with the MP to create a "land and expand" grassroots marketing plan to drive sales growth
- Executing the "land and expand" plan
- Create and maintain list of top 100 influencers in the local market
- Track #community connections/week & #influencer impacts from the week (referrals, fundraisers, orders)
- Track redemptions and respond to donation requests
- Monitor and report on effectiveness of campaigns
- Assist the MP in the execution of the store business plan and drive transaction growth

QUALIFICATIONS:

- Minimum 18 years of age
- Open availability
- Demonstrated energetic, enthusiastic and hands-on leadership style
- Strong analytical, prioritizing, interpersonal, problem-solving & time management skills
- Strong verbal and written communication skills in English
- Collaborative skills and ability to work well within a team
- Ability to work in a fast-paced and deadline-oriented environment
- The use of a personal vehicle is required for community related work. Mileage is reimbursed.
- Outside sales or previous marketing experience is a plus.

