



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

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# Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/04/17

## Workplace Ambassador

**Job ID** 52-51-B6-A7-08-17

**Web Address**

<https://careers.indigenous.link/viewjob?jobname=52-51-B6-A7-08-17>

**Company** BGIS

**Location** Hamilton, Ontario

**Date Posted** From: 2020-06-24 To: 2020-07-24

**Job** Type: Full-time Category: Miscellaneous

**Languages** English

### Description

Contract Length -Between 2 to 8 months with the possibility to become permanent

#### SUMMARY

The role of the Workplace Ambassador will support the ongoing re-occupancy and modified use of common building areas and the flow of people in and out of buildings as part of the building operations team. In this role, the lobby Ambassador is an important resource to provide a visible contact point for building occupants, provide information on where to go to access work areas where new queuing procedures are in place, provide additional sanitization of high touch areas like door handles, counters, and common area seating, provide observational reporting on the effectiveness of physical distancing measures and protocols to the operational team and client to drive continual improvement in new building access procedures. You will work with a team of professionals delivering property management services. This role will support the key differentiator of the organization – it’s people, by enabling a culture of high-performance teams.

#### Location details:

220,000 square feet of fully modernized and renovated space, operates 5 days a week

Number of employees vary from building to building

Space could include an onsite cafeteria, main entrance, multipurpose rooms, event space, games room, lobby areas, onsite fitness center, customer center and more

#### KEY DUTIES & RESPONSIBILITIES

##### Client Support

Support customers, visitors and employees in a friendly, knowledgeable and courteous manner at all times

Support a positive occupant and visitor experience in designated lobby/service areas – welcoming employees, assisting with inquiries/questions around way-finding and other frequently asked questions

Provide direction to support effective queuing in entries and elevators and other building common areas during high traffic periods (for example building entry at beginning and end of day and common eating or food vendor areas during break times).

Supports the awareness of the directives and protocols to maintain social distancing

Conduct walk-throughs of common lobby spaces to perform frequent sanitization of high touch surfaces in lobbies including doors, counters, benches or other seating as required

Track and report on pinch-points and high-volume times to inform occupant communications and refining of entry and exiting procedures

Provide guests with special instructions as required by client policy and procedures and report any new frequently asked questions to the operations team.

Have extensive knowledge of the workplace “ technology, meeting rooms, multi-purpose and shared spaces, amenities and places of interest, and be able to communicate these confidently and articulately to employees and guests

Use operational knowledge of the facility to provide swift resolution of any challenges experienced by employees or guests

Eventually could submit work orders for maintenance, or janitorial issues, to ensure timely response and tracking for continuous improvement

Ensure workplace health and safety guidelines are followed and report any violations or near-misses to Manager/Client/BGIS partners

## **KNOWLEDGE & SKILLS**

Lobby Ambassador must be Bilingual French (fluent in both written and verbal communication)

This role requires the Lobby Ambassador to work on-site Monday to Friday (during business hours)

College diploma with 1-3 years of job-related experience, ideally in a Corporate or Tourism/Hospitality environment in a concierge, host or reception role

High level of people skills - service-oriented, customer-focused and a can-do attitude

Able to exercise sound judgment, make decisions, provide direction, work with a high level of confidentiality and discretion

Strong written and verbal communication skills

Strong computer skills, including MS Office (Word, Excel, PowerPoint, MS Teams)

Pro-active, approachable, and solution-based

Ability to handle multiple priorities and work under pressure

Strong organization skills

Licenses and/or Professional Accreditation

Clean criminal record check

Basic knowledge of health and Safety Legislation and regulatory requirements

Other

Note that BGIS has implemented several safety measures and orientation during the current pandemic designed to educate, coach and protect team members and the general public from COVID-19.

## **How to Apply**

You can apply online, click [Apply Now!](#)