

## UW HEALTH JOB DESCRIPTION

### GUEST SERVICES AMBASSADOR

Job Code: 410029	FLSA Status: Non-Exempt	Mgt. Approval: S. Arneson	Date: November 2023
Department: Guest Services		HR Approval: S. Whitlock	Date: November 2023

#### JOB SUMMARY

The Guest Services Ambassador will engage with all individuals entering the facilities with energy and enthusiasm and set a positive tone for an outstanding guest experience. This position is responsible for the smooth flow of patients and visitors at all designated entrances of UW Health locations navigating them throughout the facility.

#### MAJOR RESPONSIBILITIES

- Serve as the first point of contact for patients and visitors entering the facilities to provide a remarkable patient and family experience.
- Complete the health screening questions with patients and visitors or direct them to area-specific health screening workflows.
- Enforce visitor policies and food and beverage guidelines.
- Provide wayfinding information and help guide patients and visitors to their destinations.
- Escort patients and visitors to registration, clinics, waiting areas, inpatient units, etc. using wheelchairs and other mobility devices.
- Maintain orderly storage of supplies and keep the entrance areas neat and organized.
- Clean equipment in accordance with Infection Control policy.
- Help to create standard work, improve processes within the role, and be flexible with other duties as assigned.
- Warmly greet our patients, visitors, and staff to create a welcoming environment.
- Engage by being friendly, showing care, and making connections.
- Ask health screening questions clearly to patients and visitors while wearing proper Personal Protective Equipment.
- Follow health screening policies and workflows.
- Offer wayfinding assistance to patients and visitors by providing information and directions to their destinations.
- Aid in mobility assistance to and from their destination ensuring patient safety, comfort, and privacy.
- Anticipate guest needs, respond rapidly, and own issues until it is resolved.
- Embrace diversity and be inclusive.
- Foster continuous improvement and promote cross-functional teamwork.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

#### JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent.
	Preferred	
Work Experience	Minimum	
	Preferred	Customer service experience, administrative support, retail, or related experience.
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Ability to be organized and flexible in response to changing demands.</li> <li>• Ability to ensure a high level of a patient, visitor, employee, and external customer satisfaction.</li> <li>• Ability to maintain the information confidential in nature.</li> <li>• Ability to make appropriate and timely decisions.</li> <li>• Ability to multi-task and work at a rapid pace.</li> <li>• Ability to read and interpret documents such as safety rules, procedure manuals, and short correspondence and memos.</li> <li>• Ability to teach basic skills and techniques to peers.</li> <li>• Ability to travel and work at other UW Health hospitals and clinics in Dane county.</li> <li>• Ability to use and recognize medical terminology.</li> <li>• Ability to work independently or as part of a team with little supervision.</li> <li>• Basic communication skills and working knowledge of the English language.</li> </ul>

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- Effective organizational and planning abilities.
- Resourceful in problem solving.
- Willingness to use initiative and handle extra duties as needed.

### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally, and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b>	<b>Negligible</b>
<b>X Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible-10#</b> or constant push/pull of items of negligible weight
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
List any other physical requirements or bona fide occupational qualifications:			

**Note:** The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.