



Wintrust Winter WonderFest: Seasonal Guest Experience Ambassador

JOB SUMMARY

Step into the magic of Chicago's favorite holiday tradition! Navy Pier, Inc. is seeking enthusiastic and friendly part-time, seasonal Guest Experience Ambassadors to help create unforgettable memories for families at Wintrust Winter WonderFest and Navy Pier.

As a Guest Experience Ambassador, you provide exemplary, high-level customer service to guests, facility staff, and tenant partners, ensuring every visitor has a safe and enjoyable experience. You must be familiar with the procedures and policies related to guest experience and follow them at all times. A focus on making guests feel welcome and comfortable is extremely important for the global recognition of the People's Pier.

SEASONAL POSITION AVAILABILITY

- Wintrust Winter WonderFest operates from ***November 27, 2026 to January 3, 2027.***
- Must be available to attend paid orientation and training prior to event start date.
- Must be available to work on-site, in-person at Navy Pier, at least 15-20 hours per week, including nights, weekends, and holidays.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Customer Service & Communication

- Provide a friendly greeting as guests come to each department to enjoy Navy Pier and Wintrust Winter WonderFest activities.
- Welcome and interact positively with guests, sharing important information and directions about Wintrust Winter WonderFest experiences and other Navy Pier offerings.
- Communicate with guests by phone and with facility staff using two-way radios.
- Demonstrate kindness, professionalism, and courtesy in all interactions and communications with guests.
- Remain receptive to compliments, concerns, and complaints received directly from guests, with the expectation that such communications will be shared with management.

Operational Responsibilities

- Manage multiple tasks while maintaining a high level of customer service in a fast-paced, high-volume environment.
- Review and scan tickets for each guest using a hand-held scanner to verify individual tickets; redirect guests to appropriate areas for line management.



- Identify and communicate problems with equipment or event apparatus.
- Follow all safety and security policies.
- Assist with operational disruptions and emergency evacuations by following management direction, communicating clearly with guests, and safely redirecting them as needed.
- Assist in other locations and areas throughout Navy Pier and Wintrust Winter WonderFest activities as requested by the leadership team.
- Perform other duties as assigned.

EXPECTATIONS AND REQUIREMENTS

- Prior customer service and guest-facing experience.
- Ability to communicate effectively with team members, supervisors, and guests to ensure exceptional customer service and operational success.
- Arrive on time and ready to work for all scheduled shifts.
- Follow directions given by the Navy Pier & Wintrust Winter WonderFest Management team.
- Maintain a welcoming, inclusive, and respectful environment for all guests and team members, regardless of race, age, ethnicity, gender identity, religion, disability status, or language proficiency.
- Ability to hold and operate a hand-held scanner to review and scan guest tickets.
- Ability to stand at an assigned service location (2/3 of the time or more) and move throughout the facility as needed to perform job duties.
- Ability to occasionally move equipment weighing up to 50 pounds; may infrequently (less than 1/3 of the time) use a cart to assist a team member with moving supplies or equipment.

STARTING PAY RATE AND BENEFITS

- The starting pay rate for this position is \$17.50 per hour.
- In accordance with the Chicago Paid Leave and Paid Sick and Safe Leave Ordinance for Covered Employees: 1 hour of Paid Leave and 1 hour of Paid Sick and Safe Leave for every 35 hours worked

The preceding job description is not designed to be a complete list of all duties and responsibilities of this role, and Navy Pier, Inc. reserves the right to modify this role at its discretion.

Navy Pier, Inc. is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, creed, national origin, age, disability, veteran status, marital status, sex, sexual orientation, gender identity, or any other protected status under applicable law.