



Guest Experience Associate

For more than 131 years and four generations, J.C. Newman Cigar Co. has handcrafted the world's finest cigars in the heart of Tampa's historic Ybor City. Our factory, El Reloj, is the last operating hand-rolled cigar factory in the United States—a living landmark where more than 25,000 guests from around the world visit each year to experience Tampa's cigar heritage.

In late 2026, we will open three new hospitality experiences inside a beautifully restored 1910 building across the street from El Reloj: **Elaine's**, a classic American restaurant with continental and local influences serving breakfast, lunch, and dinner; **Stanford's Cigar Club**, a premium cigar lounge built around an exclusive barrel-aged spirits and reserve red wine program; and **The Inn at El Reloj**, eleven beautifully appointed guest rooms upstairs from Elaine's. Together with our private events programming on both sides of the street, they form the El Reloj District, a hospitality destination unlike anything else in Tampa.

We are seeking a personable and knowledgeable Guest Experience Associate to help deliver an exceptional and memorable experience for every visitor. This role is ideal for someone who enjoys storytelling, hospitality, and sales while representing one of Tampa's most historic companies.

Why You Will Love This Role

- Work in a nationally recognized historic Tampa landmark
- Be part of the oldest family-owned premium cigar company in the United States
- Share the story of Ybor City and the art of cigar making with guests from around the world
- Contribute to a unique and memorable Tampa experience for visitors

Who You Are

You are enthusiastic, personable, and passionate about delivering outstanding customer experiences. You enjoy connecting with people, telling stories, and helping guests discover something unique about Tampa's cigar history.

You likely bring:

- High school diploma required; college degree preferred
- Strong verbal communication skills with clear speaking and proper enunciation
- Ability to read, write, and speak English; bilingual English/Spanish is a plus
- Passion for hospitality, guest service, and sales
- A friendly and professional demeanor with strong interpersonal skills
- Flexibility to work evenings, weekends, and special events as needed
- A polished and professional appearance at all times

What You Will Do

As a Guest Experience Associate, your primary focus is creating an engaging and welcoming environment for guests visiting the factory, museum, and store. You will help bring the history of Tampa's cigar industry to life while assisting guests with tours, purchases, and educational experiences, and representing the Newman family legacy and Tampa's cigar heritage.

You will be:

- Creating memorable guest moments that generate positive word-of-mouth and strengthen the J.C. Newman brand
- Leading and facilitating guest experiences at the factory, including guided tours, hand-rolling classes, Cigar 101, tobacco tastings, and future educational experiences
- Knowledgeable about company history, cigar manufacturing, museum exhibits, and merchandise, and performing other duties as assigned by management
- Operating the point-of-sale (POS) system to accurately and efficiently process customer transactions, including purchases, discounts, returns, and applicable payment methods, while maintaining a high standard of customer service
- Ensuring store displays remain fully stocked, organized, and visually appealing
- Resolving guest questions and concerns using interpersonal communication while being professional and having a positive attitude
- Discussing, recommending, and selling cigars and other Factory Store merchandise
- Providing guests with helpful information about the El Reloj District, nearby attractions, local activities, and directions, while operating the passenger elevator when needed

Physical Requirements & Work Environment

- Ability to lift, push, pull, and carry up to 15 pounds
- Hospitality-focused environment with frequent guest interaction
- Standing and walking for extended periods during tours and guest assistance
- Schedule flexibility based on tours, events, and visitor demand

Benefits That Support You

We offer a competitive benefits package including medical, vision, and dental coverage, a 401(k) savings plan with company match, company-paid life and short-term disability insurance, company-sponsored long-term disability, paid time off, and more.

Ready to Join Us?

If you're passionate about hospitality, take pride in creating exceptional guest experiences, and are excited to be part of a growing team, we'd love to hear from you. Please submit your resume and a brief note sharing your experience and why you're interested in joining the J.C. Newman team to hr@jcnewman.com or apply online at www.jcnewman.com/careers.

J.C. Newman Hospitality Co. is proud to be an Equal Opportunity Employer. We are a drug-free workplace and conduct pre-employment drug screening.