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## Position: Clean & Green Ambassador Lead

**JOB POSTING ACTIVE:** JANUARY 1-21, 2024

Apply online at [DowntownSpokane.org/employment](https://DowntownSpokane.org/employment). Applications are reviewed as received and selected candidates will be contacted directly. No walk-ins.

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**About DSP:** The Downtown Spokane Partnership (DSP) is dedicated to the creation of a dynamic, vibrant, livable, and sustainable Downtown. As a private, 501c(6) not-for-profit organization, the DSP serves as Spokane's central city advocate focused on economic and community vitality initiatives. As the manager of the Downtown Spokane Business Improvement District (BID) since 1995, the DSP provides supplemental programs and enhanced services in the 80-block area that includes nearly 1,500 property owners and business tenants. To learn more about the DSP, visit [DowntownSpokane.org](https://DowntownSpokane.org).

**About the Position:** The Clean & Green Ambassador Lead is responsible for supporting company programs that proactively improve the public's experience in downtown Spokane, enhance the public realm and mitigate the issues within the boundaries of the BID. With support, the Clean & Green Ambassador Lead provides field supervision of Clean & Green Ambassadors that ensure sidewalks, curbs and other public areas in the BID are clean and free of litter, trash, debris, graffiti 7-days-a-week. The Clean & Green Ambassador Lead also supports planning and implementation landscaping, beautification and public realm enhancement initiatives while monitoring and reporting any observed issues or concerns.

**Reports To:** Vice President, Safe & Clean Programs  
**Starting Salary Range:** \$22-\$25/hr (DOE)  
**Classification:** Non-Exempt, Full Time (40 hours per week)

**Employee Benefits\*:**

- 100% Employer paid Health, Vision, and Dental Insurance
- 100% Employer paid Long Term Disability & Life Insurance
- EAP benefits and employee wellness incentives
- 12 paid holidays off annually
- 80 hours of accrued vacation plus accrued Washington sick leave
- Simple IRA with employer-paid 3% match
- \$50 monthly transportation/parking stipend
- Uniform stipend
- Bonus eligibility

*\*Some benefits subject to full time classification and waiting/probationary periods.*

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**Responsibilities & Duties:** Essential responsibilities of this position include but are not limited to:

Supervise Clean & Green Operations:

- Identify daily work goals and objectives to address conditions that adversely impact the downtown area or those living, working, or visiting the area.

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**Supervise Clean & Green Operations Cont'd:**

- Oversee Clean & Green Ambassadors, including abatement of litter and graffiti, cleaning and sanitation of sidewalks and alley entrances, snow removal in crosswalk ramps, and planting and maintenance of garden planters and hanging baskets.
- Coordinate fleet maintenance and management, including supplies, trucks, UTV, radios, mobile phones, uniforms, etc.
- Ensure that Clean & Green Ambassadors have the necessary equipment and supplies to perform their duties.
- Resolve customer complaints via phone or email.
- Support development of Clean & Green Ambassador schedules to ensure adequate staffing to meet daily needs.
- Assist with recruiting, hiring, selecting, orienting, and training employees, and developing personal growth opportunities.
- Manage Clean & Green Ambassador training programs and maintain necessary records.
- Monitor Clean & Green Ambassador activities to ensure performance standards and productivity levels are maintained, including compliance with safety regulations.
- Provide regular coaching, motivation and initiate corrective action to ensure desired performance is achieved.
- Assist VP of Safe & Clean Programs in conducting formal performance evaluations and monthly reporting of activities.

**Day-to-Day Clean & Green Ambassador Duties:**

- Remove trash and other forms of debris on assigned routes by sweeping and picking up litter from sidewalks, curbs and other areas of public spaces, report trash dumping in public rights of way (such as sofas and appliances, etc.) and keep sidewalks and crosswalks clean and clear in all weather conditions through sweeping, power washing, leaf removal, and snow removal.
- Locate, remove and/or paint over graffiti on publicly accessible buildings, sidewalks and street fixtures.
- Plant, water, and maintain downtown sidewalk planters and hanging baskets seasonally.
- Utilize radios and mobile phones to report and document daily activities.
- Report and document disturbances, graffiti, vandalism, and other observed criminal activity, safety hazards, etc., including referrals to City Code Enforcement or the Spokane Police Department.
- Greet and engage with members of the public, including with visitors, students, workers, residents, and businesses in various settings.
- Support installation and removal of seasonal decorative elements that enhance downtown, such as banners and signs, lighting, temporary furniture, etc.
- Provide additional uniformed presence and assistance at downtown events.
- Participate in regular training and development.

*Other duties may be requested/assigned.*

**About You:** This position requires attention to detail in carrying out daily assignments, documentation and communication. The right candidate can easily establish rapport and connections with individuals and groups, is a team player, and has a nimble mindset.

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**Qualifications:**

- Passion for downtown Spokane with exceptional work ethic and ability to exemplify DSP core values: Collaborative, Innovative, Diverse.
- Display sound judgment and ability to maintain professional decorum under pressure.
- Capable of giving and following instructions and completing assignments thoroughly and with a positive attitude.
- Experience working in a fast-paced environment and an ability to work quickly and efficiently to problem solve with an ability to quickly adapt to changing circumstances.
- Good interpersonal skills with a willingness to work collaboratively as part of a team.
- Knowledge of downtown Spokane.

**Requirements:**

- Ability to learn/retain directions, facts, etc.
  - Minimum two (2) years' experience working in a related field, including PBID/BIA, government, landscaping, tourism, hospitality or other related industry.
  - Physical stamina to lift/push/pull heavy objects up to 50 lbs outdoors in all weather conditions as required, including standing/walking for up to eight hours per day.
  - Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
  - Ability to speak, read, write, and understand English effectively to complete job duties.
  - Capable of learning to operate simple power equipment and safely use cleaning chemicals and paint products.
  - Proficient with mobile phones, smart devices, radios and basic computer knowledge.
  - Flexibility in scheduling, including willingness to work weekends and/or some evenings.
  - Valid Driver's License with insurable driving record.
  - Pass background & drug screening.
  - Crisis Intervention and Basic First Aid/CPR Training. *(preferred)*
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*Downtown Spokane Partnership is an equal opportunity employer and is committed to inclusion and diversity. The DSP recruits, employs, trains, compensates, and promotes regardless of race, religion, color, national origin, sex, gender identity or expression, sexual orientation, disability, age, veteran status, and other protected statuses as required by applicable law. All employees must have permission to work in the U.S.; employment eligibility verification is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The DSP does not discriminate based on genetic information in its employment-related policies and practices, including coverage under its health benefits program.*