



DOWNTOWN SPOKANE PARTNERSHIP Street Ambassador

Job Description

Reports To: Security Ambassador Director

Effective: February 2020

Position Overview

Street Ambassadors are ambassadors on behalf of the residents and business owners of downtown Spokane and its Business Improvement District (BID). The position requires a positive attitude and customer service-oriented approach. Ambassadors perform uniformed patrol services throughout downtown Spokane. The primary role of this position is to provide information and assistance to citizens and visitors to the area, as well as observe and report disorder problems.

Essential Functions

- Greet downtown visitors, residents, and workers with a friendly attitude and smile.
- Provide information and direction to downtown users.
- Be knowledgeable of Spokane history, sites of interest, local businesses, recreation activities, current entertainment, social services and other information to assist and direct shoppers, visitors and others.
- Maintain a daily log and file interactions.
- Aid in communications among businesses and organizations within the BID. Distribute information to businesses in regards to BID initiatives.
- Attend and participate in meetings as necessary to support all program activities.

Security Assistance

- Provide a visible presence of authority on the street and to observe and report street disorders.
- Apply current community policing and crime prevention strategies to identify stakeholders and focus efforts to reduce street disorder.
- Report criminal behavior to the Spokane Police Department.
- Be unarmed and radio-equipped to communicate with Spokane Police Officers, Security Ambassador Supervisor, other Security Ambassadors, and other service agencies.

Following a probation period, Street Ambassadors may be provided training and equipment to step into the role of a downtown Security Ambassador.

Dress Code

- Ambassadors must wear the recommended uniform at all times while on duty.
- Necessary equipment will be provided for each Ambassador.

Minimum Qualifications

Knowledge

- Familiar with the inner workings of City Government and the public process.
- Be knowledgeable of downtown Spokane (history, sites, businesses, entertainment, shopping, and social service agencies).
- Be familiar with security procedures and code of conduct.

Experience

- Background in customer service, security or a social service organization and have the ability to work with a diverse population.

Skills

- Excellent interpersonal, written communication and presentation skills.
- Ability to direct resources in a diplomatic and skilled manner.
- Organized and detail oriented.

Personal Attributes

- Have a very friendly and personable attitude.
- Aggressive and enthusiastic approach to problem solving and goal achievement.
- Ability to work under pressure and face the challenges of an organization undergoing substantial growth.
- Ability to be flexible.

Physical Attributes

- Ability to walk and stand for prolonged periods of time.
- Ability to tolerate diverse weather conditions.
- Ability to lift up to 50 pounds.
- Must pass drug test for hire.

Compensation

Hourly wage: \$15.00