



## **DOWNTOWN SPOKANE PARTNERSHIP Security Ambassador**

### **Job Description**

**Reports To:** Security Ambassador Director/Crew  
**Supervisor Effective:** Hire Date, 2023

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### **Position Overview**

Security 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 unarmed and 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, intervene and report disorder problems.

### **Essential Functions**

#### **Hospitality**

- Attend and participate in meetings as necessary to support all program activities.
- 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.
- Greet everyone with a friendly attitude and smile.
- Deliver information to businesses in regards to BID initiatives.
- Work with City Departments and other organizations to provide expertise and resources for work program activities.
- Collaborate daily with Social Service agencies to help determine and refer services to those in need to the people on the streets.

#### **Security**

- Provide a visible presence of authority on the street and to observe, report, intervene and prevent street disorders.
- In partnership with the Spokane Police Department, engage in problem solving to reduce the fear of crime and reduce street disorder.
- Apply current community policing and crime prevention strategies to identify stakeholders and focus efforts to reduce street disorder.
- Aid in communications among businesses and organizations within the BID.
- Provide information and direction to downtown users.
- Be unarmed and radio-equipped to communicate with Spokane Police Officers, Security Ambassador Supervisor, other Security Ambassadors, and other service agencies.

- Attend meetings as necessary to support all program activities.
- Work with City Departments and other organizations to provide expertise and resources for work program activities.
- Collaborate daily with Social Service agencies to help determine and refer services to those in need to the people on the streets.
- Attempt to stop offensive conduct whenever possible.
- Report criminal behavior to the Spokane Police Department.
- Engage in problem-solving and current community policing strategies.
- Maintain a daily log and file incident reports.
- Must obtain CPR and first aid certifications.
- Work with Department of Corrections to help monitor sex offenders and other high risk offenders within the BID boundaries.

### **Dress Code**

- Security Ambassadors must wear the recommended uniform at all times while on duty.
- Radio/Cell phone, pepper spray, and necessary equipment will be provided for each Security 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.

**Acknowledgment**

*I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor.*

*I have discussed any questions I may have had about this job description prior to signing this form.*

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*Employee's Signature*

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*Employee's Name (please print)*

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*Date*