

Job Posting: Downtown Ambassador

About the Position: Downtown Ambassadors are responsible for supporting company programs that proactively improve the public's experience in downtown Spokane, enhance the public realm and mitigate the issues that may hinder economic vitality within the boundaries of the BID. Ambassadors promote a positive downtown experience throughout the BID area on foot or e-bike 7-days-a-week and support positive, friendly, and helpful interactions with all members of the public. While providing information and assistance to citizens and visitors to the area, Ambassadors also monitor and report issues while supporting business and special events.

Responsibilities & Duties: Duties include but are not limited to:

- Greet and engage with members of the public, including with visitors, students, workers, residents, and businesses in various settings and all weather conditions.
- Respond to inquiries for general information regarding downtown activities and businesses (including governmental offices) as well as special events and programs.
- Provide a visible uniformed presence to enhance the feeling of safety, with a goal of deterring crime and discouraging negative or nuisance behavior.
- Offer safety escorts upon request from locations in the BID area to destinations within the BID.
- Visit with businesses in the BID, providing notification of important community information and events, and listening to and reporting any community related concerns.
- Provide additional uniformed presence and assistance at downtown events.
- Report and document disturbances, graffiti, vandalism, and other observed criminal activity, including referrals to City Code Enforcement or the Spokane Police Department, as appropriate.
- Promote a clean downtown by picking up and disposing of trash or litter while performing other duties. Report incidents of large item trash dumping in public rights of way (such as sofas and appliances, etc.)
- Support efforts to collect public surveys and data, distribute information and promote the BID.
- Utilize radios and mobile phones to document and report activity.
- Enhance understanding of the unhoused, disabled, mentally ill and transient street population to support outreach and assistance to appropriate resource providers.
- Participate in regular training and development.

Other duties may be requested/assigned.

About DSP: The Downtown Spokane Partnership (DSP) is dedicated to the creation of a dynamic, safe, vital, livable, and sustainable downtown as the basis of an economically healthy region. As a private, 501c(6) not-for-profit, DSP has served as Spokane's central city advocate and service provider since 1995. DSP strives to create an exciting, attractive and vibrant downtown Spokane primarily through the management of the Downtown Business Improvement District (BID), which provides supplemental programs and services to the nearly 1,500 property owners and business tenants in the 80-block district. A key service program is the deployment of Downtown Ambassadors to ensure a memorable and welcoming experience for everyone visiting downtown Spokane. To learn more, visit DowntownSpokane.org.

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.

Qualifications:

- Passion for downtown Spokane with exceptional work ethic.
- Tact, good judgment, and ability to maintain professional decorum under pressure.
- Strong verbal communication skills and demonstrated ability to convey information clearly.
- 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.
- Ability to employ appropriate de-escalation techniques calmly and sensitively.
- Familiarity of area geography and major downtown destinations, including government offices, community venues, arenas as well as popular restaurants, bars, and shops.

Requirements:

- Minimum high school education or equivalent with ability to learn/ retain directions, facts, etc.
- Minimum one year experience working in a related field, including PBID/BIA, tourism, hospitality, government law enforcement, or other service-related industry.
- Physical stamina to lift heavy objects and perform duties outdoors in all weather conditions, as required.
- Flexibility in scheduling, including willingness to work weekends and/or some evenings.
- Proficient with Mobile Technologies and Smart Devices.
- Pass drug screening.
- Crisis Intervention Training. *(preferred)*
- Basic First Aid/CPR Training. *(preferred)*

Pay & Benefits*:

Reports To: Public Space Services Director
Starting Salary Range: \$18.00/hr – \$18.50/hr
Classification: Non-Exempt, Full-Time

- Employer paid Health, Vision, and Dental Insurance
- Employer paid Long Term Disability & Life Insurance
- Simple IRA with a company-paid 3% match
- Flexible paid holidays, vacation & sick leave
- Transportation/parking stipend
- Uniform stipend

*Some benefits may be subject to waiting periods

To Apply:

Apply online at DowntownSpokane.org/employment. Position will remain open until filled. Please, no phone calls or walk-ins.

Downtown Spokane Partnership is an equal opportunity employer and is committed to inclusion and diversity. Downtown Spokane Partnership recruits, employs, trains, compensates, and promotes regardless of race, religion, color, national origin, sex, 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.