



Downtown Ambassador/On-Street Concierge

Position Type

Full-Time & Part-Time

Reports to

Assistant Project Manager

Summary/Objective

Are you looking to become involved in the hospitality or service industry? Want to learn about downtown Tampa businesses and see amazing events firsthand? Tampa's Downtown Partnership Guide positions allow you to become one with the Tampa community. From building connections with local businesses to helping individuals get directions, recommendations, and attending to stranded motorists – our Downtown Ambassadors respond to the community's various needs. Tampa Downtown Guides provide patrolling services while acting as passionate downtown ambassadors providing a welcoming and safe downtown environment.

Essential Functions

Must be outgoing, dedicated, demonstrate excellent customer service skills, positive attitude, organized, flexible, reliable, accepting of change with daily needs, professional and ethical, articulate, motivated.

Benefits/Perks

- Free Uniform & Uniform Shoes yearly
- Monthly Lunch & Learns
- Downtown Tampa Swag
- Monthly Staff Reward Program

Requirements

- Must pass a background and drug test
- Must be insurable
- Must have customer service experience
- High School Diploma or GED
- Ability to walk outdoors for entire shift
- Work three (3) week rotating shifts that include some early evening/weekends, with Fri-Mon (4 days) off every 3rd week
- Good verbal and written communication skills

Additional Preferred Skills:

- Bilingual a plus
- Valid Florida Driver's License

Work Environment / Physical Demands:

- Outdoor environment
- Occasionally lift up to 30lbs.

Full-Time Benefits

- Non-exempt, PTO accrual
- Forty (40) hour workweek (overtime available)
- Rotating three (3) week schedule, with some weekends / early evenings
- Fully paid benefit package and 401K



TAMPA DOWNTOWN PARTNERSHIP

The Tampa Downtown Partnership is a private, not-for-profit 501(c)(6) organization. It is a membership organization comprised of companies, organizations and individuals with a common goal of advancing downtown Tampa.

Through an annual contract with the City of Tampa, the Tampa Downtown Partnership administers the Special Services District. In addition to Tampa's Downtown Guides and Clean Team, the Partnership works to promote downtown through marketing, communication, marketplace development, planning, transportation coordination, beautification, and placemaking.

VISION

Tampa Downtown Partnership is the leader in fostering a vibrant, diverse 24-hour downtown neighborhood in which to learn, live, work and play.

MISSION

The strategic mission of the Tampa Downtown Partnership is to be the steward of Downtown Tampa, while cultivating effective public/private partnerships to facilitate catalytic physical and economic development.

GUIDING PRINCIPLES

The tactical efforts of the Tampa Downtown Partnership to implement our mission shall be:

- To improve the collective downtown community
- To be an active conduit of information, resources and intellectual capital between the public and private sectors
- To foster effective partnerships among members, local government and the downtown community
- To create and implement plans for Downtown that support the Partnership's stated vision
- To promote the vision for Downtown and TDP's membership in the community



IMPORTANT INFORMATION FOR APPLICANTS PLEASE READ BEFORE COMPLETING APPLICATION

Thank you for your interest in the Tampa Downtown Partnership’s Clean and Safe program(s). Through Tampa’s Downtown Guides and Clean Team we are committed to providing a cleaner, safer and friendlier environment to all who visit, work, and reside in Tampa’s Downtown.

- Completion of an application does not guarantee an applicant an interview or a position with the company.
- If you meet the criteria for an interview, and if there is an interest on our part, you will be contacted and scheduled for an interview. **PLEASE DO NOT CALL OR VISIT THE PARTNERSHIP OFFICE TO FOLLOW-UP ON YOUR APPLICATION.**
- Walk-ins or those without a scheduled appointment will not be interviewed.
- Application must be completed in full, with no missing data. Incomplete applications will not be accepted.

The Tampa Downtown Partnership and Clean and Safe programs operate as a drug free workplace. Additionally, all offers of employment are contingent on results of criminal background investigation, satisfactory reference checks, and a clean drug test.

**It is important for applicants to meet the qualifications required for the job.
Please read the below qualifications carefully to ensure you meet the required criteria.**

<u>JOB QUALIFICATIONS</u>	
<u>Tampa’s Downtown Guides</u>	<u>Tampa’s Downtown Clean Team</u>
HS Diploma or GED	HS Diploma or GED
Customer service experience preferred	Ability to work outdoors
Ability to work outdoors	Ability to walk long distances & hours
Ability to walk long distances & hours	Landscaping experience a plus
Articulate, outgoing, and a team player	Articulate, outgoing, and a team player
Flexible (some weekends and evenings)	Flexible (some weekends and evenings)
Valid Florida driver’s license a plus	Landscaping experience a plus
Good verbal & written communication skills	Valid Florida Driver’s License a plus
Bi-lingual a plus	

Please email your completed application to the attention of Julio Montalvo, Project Manager, at jmontalvo@tampasdowntown.com. Please, no phone calls or walk-ins.



TAMPA DOWNTOWN PARTNERSHIP

An Equal Opportunity Employer

EMPLOYMENT APPLICATION

Today's Date: _____

The Language used in this document does not create an employment contract between the employee and the Tampa Downtown Partnership. This document does not create any contractual rights or entitlements. The Tampa Downtown Partnership reserves the right to revise the content of this document, in whole or in part. No promises or assurances, whether written or oral, which are contrary to or inconsistent with the terms of this paragraph create any contract of employment.

Please complete this application in ink.

PERSONAL INFORMATION

Name:		
Mailing Address: If different, also list physical address:		
City:	State:	Zip code:
Day Phone:	Evening/Cell Phone:	
E-mail Address:		

POSITION DESIRED

Date Available To Start:	Desired Salary: \$ _____ /Per Hour or Annually	
Position Applied for:	Desired Shift: Full-time <input type="checkbox"/> Part-time <input type="checkbox"/>	
How did you learn of this position? (social media, friend, current TDP employee, website, etc.)		

GENERAL INFORMATION

Are you legally authorized to work in the United States?		YES <input type="checkbox"/>	NO <input type="checkbox"/>
Have you ever worked for or applied to this company before?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If yes, when?
If so, in what position?			

EDUCATION BACKGROUND

<i>Check all that apply:</i> One of the following is required	High School Diploma <input type="checkbox"/>	GED <input type="checkbox"/>	College <input type="checkbox"/>
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DRIVER'S LICENSE

Do you possess a valid Florida driver's license?	Yes <input type="checkbox"/>	No <input type="checkbox"/> (Explain)
Issuing State:	DL Number:	
Expiration Date:	Class:	

EMPLOYMENT HISTORY - *list only the last five years, starting with the most recent*

Employer:	Phone:	()	
Address:	Supervisor:		
Job Title:	Starting Salary:	\$	Ending Salary: \$
Responsibilities:			
From:	To:	Reason for Leaving:	
May we contact your supervisor for a reference?		YES <input type="checkbox"/>	NO <input type="checkbox"/>
Employer:	Phone:	()	
Address:	Supervisor:		
Job Title:	Starting Salary:	\$	Ending Salary: \$
Responsibilities:			
From:	To:	Reason for Leaving:	
May we contact your supervisor for a reference?		YES <input type="checkbox"/>	NO <input type="checkbox"/>
Employer:	Phone:	()	
Address:	Supervisor:		
Job Title:	Starting Salary:	\$	Ending Salary: \$
Responsibilities:			
From:	To:	Reason for Leaving:	
May we contact your supervisor for a reference?		YES <input type="checkbox"/>	NO <input type="checkbox"/>
Employer:	Phone:	()	
Address:	Supervisor:		
Job Title:	Starting Salary:	\$	Ending Salary: \$
Responsibilities:			
From:	To:	Reason for Leaving:	
May we contact your supervisor for a reference?		YES <input type="checkbox"/>	NO <input type="checkbox"/>
Employer:	Phone:	()	
Address:	Supervisor:		
Job Title:	Starting Salary:	\$	Ending Salary: \$
Responsibilities:			
From:	To:	Reason for Leaving:	
May we contact your supervisor for a reference?		YES <input type="checkbox"/>	NO <input type="checkbox"/>

SPECIAL SKILLS - *Please list any special skills, job experience, or knowledge you may have that better qualifies you for this position (i.e. second language, computer skills, management experience, leadership skills, etc.)*

REFERENCES - Please list three professional references, *other than relatives and close friends.*

Full Name:	
Company & Address:	
Daytime Phone:	
<hr/>	
Full Name:	
Company & Address:	
Daytime Phone:	
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Full Name:	
Company & Address:	
Daytime Phone:	

Acknowledgment of Terms and Conditions of Application

Thank you for applying for a position with the Tampa Downtown Partnership. It is important that you read this information carefully and fully understand it before you sign it. This application is not an employment contract. If an employment relationship is established, you have the right to terminate your employment at any time, and the Partnership retains a similar right. If hired, employment is conditional (temporary) pending final approval, satisfactory references, background check, and clean drug testing, and successful completion of an introductory period which can be extended at the discretion of the Partnership.

As a condition of my employment, I understand that I will be required to undergo drug and/or alcohol screening and a criminal background check to ascertain my suitability for employment for which I am being considered. Furthermore, I understand that work schedules and requirements vary and I may be required to work overtime, weekends, evenings, or other arrangements.

I consent to the release of information to authorized officers, agents, and/or employees of the Tampa Downtown Partnership which may include, but not be limited to, information concerning my past and present work; including my official personnel files; attendance records; evaluations; educational records including transcripts; military service; law enforcement records; and/or any personnel record deemed necessary. I further release the organization, educational entity, present and former employers, law enforcement organization, and all third parties from any and all claims of whatever nature that I may have as a result of any inquiry or response given to such inquiries made in connection with my application for employment.

I affirm, agree, and understand that all statements on this form are true and accurate. Any misrepresentation, falsification, or material omission of information or data on this application may result in exclusion from further consideration or, if hired, termination of employment. If I have requested herein that my present employer not be contacted, an offer of employment may be conditioned upon acceptable information and verification from such employer prior to beginning work.

I hereby acknowledge that I have read and fully understand the conditions set forth on this application.

Signature of Applicant _____ Date: _____

EMAIL COMPLETED APPLICATION TO JMONTALVO@TAMPASDOWNTOWN.COM