

Classification

Nonexempt

Position Type

Full-Time - 40-hour workweek, PTO accrual, Fully paid benefit package and 401k
Part-Time

Reports to

Maintenance Project Manager

Summary/Objective

Tampa's Downtown Ambassadors serve as walking concierges and goodwill representatives that play a key role in facilitating a welcoming and memorable experience in our Downtown. From building connections with local businesses and helping Downtown patrons get directions to removing litter and debris from our streets – our Downtown Ambassadors respond to the community's various needs to provide a cleaner, safer, and more friendly environment for workers, residents, and visitors to Downtown Tampa.

Essential Functions

- Act as on-street concierge personnel and acknowledge Downtown visitors, workers, and residents.
- Answer questions and provide directions, recommendations, parking, and event information to Downtown patrons.
- Communicate with Downtown business owners, manager, and staff to share information and provide general assistance.
- Maintain a high level of customer service and professionalism.
- Utilize iPads and mobile app to track hazards, code violations, maintenance and equipment issues, daily completed tasks, and other related data.
- Assist with loading/unloading of equipment on work vehicles.
- Perform weed eradication.
- Remove graffiti and unauthorized signage displayed on public infrastructure.
- Collect litter and debris within assigned area(s).
- Emptying of trash receptacles.
- Utilize various lawn/gardening equipment to maintain and beautify assigned area(s).
- Clean and maintain all equipment.
- Maintain a neat and presentable appearance.
- Assist stranded motorists with flat tires and/or dead car batteries, as needed.
- Assist with special projects, as needed.

Competencies

- Strong ability to engage and connect with the public in a friendly and hospitable manner
- Ability to walk outdoors for entire shift
- Ability to work individually and as part of a team
- Ability to efficiently use technology and various landscaping tools
- Ability to follow instructions and retain information
- Strong verbal and written communication skills
- Strong customer service or hospitality skills
- Strong attention to detail

Requirements

- Valid Driver's License
- Pass a background and drug test
- Insurable
- High School Diploma or GED
- Experience with lawn/gardening equipment

Additional Preferred Skills

- Bilingual a plus
- Knowledge of Downtown Tampa

Work Environment

While performing the duties of this job, the employee is regularly exposed to outdoor weather conditions, and vehicular, bike, and pedestrian traffic. The noise level in the work environment is usually moderate. May also be exposed to human and/or animal waste.

Physical Demands

While performing the duties of this job, the employee must be able to occasionally lift up to 30 pounds of weight and be able to walk for long periods of time; and conform to the outdoor elements (heat, cold, rain or shine).

Position Type/Expected Hours of Work

This position is available in both full-time and part-time with varying shifts. The full-time work schedule includes a five day work schedule, either Wednesday through Sunday or Friday through Tuesday.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.