



Driver Ambassador

Classification / Work Schedule: Nonexempt Full Time 40-hour
Salary Grade/Level/Range: \$15 per hour
Reports directly to: Hub to Hub Assistant Project Manager

Company/Program Overview:

The Tampa Downtown Partnership is a dynamic organization dedicated to promoting and enhancing the vitality of Downtown Tampa. As part of our commitment to improving transportation options and connectivity within the city, we are seeking skilled and experienced Driver Ambassadors to operate our new app-based transit service.

Job Summary/Objective:

As an Driver Ambassador, you will play a crucial role in supporting our organization's mission to enhance and promote a vibrant Downtown. Your primary responsibility will be to ensure efficient transportation of individuals between designated hubs in a four door EV within the Downtown region while being a friendly and inviting ambassador of Downtown.

Responsibilities:

- **Safe and Efficient Transportation:** Operate company-provided four door EV, adhering to all traffic laws and safety regulations, to transport passengers between various designated hubs within the Downtown Tampa service area.
- **Technology:** Understand and utilize app-based software to receive and accept ride requests, navigate hub locations, and track rides.
- **Customer Service:** Provide a friendly and professional experience for passengers during their journey, ensuring a positive and comfortable atmosphere throughout the ride.
- **Timely Hub Transfers:** Maintain a strict schedule and ensure timely arrivals and departures at each designated hub to facilitate seamless transportation services for our stakeholders and community members.
- **Vehicle Maintenance:** Perform routine visual inspections of assigned vehicles, reporting any mechanical issues or damage to the management promptly. Keep the vehicles clean, charged, and in excellent working condition.
- **Communication:** Effectively communicate with dispatchers, team members, and passengers to coordinate hub-to-hub transfers, report issues observed along route, and address any inquiries or concerns.
- **Route Optimization:** Familiarize yourself with the Downtown area's road network to ensure smooth execution of ride routes.
- **Safety and Security:** Prioritize passenger safety by enforcing seatbelt usage and observing safety protocols. Be vigilant about potential security risks and promptly report any suspicious activity to the appropriate authorities.

Required Education and Experience Qualifications:

- High school diploma or equivalent.
- Valid and clean driver's license with a proven track record of safe driving.
- Excellent knowledge of Tampa's Downtown area.
- Strong customer service skills with a friendly and approachable demeanor.
- Ability to work independently and in a team environment, demonstrating reliability and punctuality.
- Physical ability to load and unload cargo, if necessary.
- Flexibility to work evenings, weekends, and holidays.

Statement of Other Duties Disclaimer:

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of this position. Job duties may change at any time, with or without notice.

About the Partnership**Vision**

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

Mission

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

Programs such as our Clean and Safe team and our transportation initiatives make accessing and navigating downtown an easy and enjoyable experience. As a membership organization, we are driven to serve the downtown business community and are empowered by what each member brings to our organization. Together, we strive to improve the collective downtown community, be an active conduit of information and resources, promote a shared vision for Tampa's Downtown, and create and implement the plans that support that vision.

The Tampa Downtown Partnership administers the Special Services District program through an annual contract with the City of Tampa. Through the Special Services District program, the Partnership works to promote the downtown experience through a multitude of initiatives such as marketing, business development, transportation, planning, and beautification, as well as maintenance and safety with Tampa's Downtown Guides and Clean Team. The Partnership also works with numerous agencies to identify opportunities and facilitate opportunities for collaboration, advocacy, and strategic planning for issues related to Tampa's Downtown.

Equal Employment Opportunity

The Partnership is an equal opportunity employer. It is the policy of the Partnership to provide equal employment opportunities to all employees and applicants for employment without regard to race, creed, color, age, sex, religion, disability/handicap, pregnancy, childbirth, or related medical condition, citizenship status, service member status, sexual orientation, gender identity or expression, familial status, marital status, national origin, genetic information, or any other category protected by law in all employment practices

Additional Compensation

Fully paid Health and Dental Benefits
Life Insurance
Matching 401K
Paid Personal Time Off

Application Information

Resumes and cover letters should be emailed directly to Rachel Radawec, Director of Public Space Operations and Programing, at rradawec@tampasdowntown.com. Only candidates meeting qualifications need apply. Phone calls will not be accepted. Position will remain open until filled.