

JOB SUMMARY for Safety Ambassador

Safety Ambassadors will patrol the city on bike as a deterrent to and being on the lookout for unwanted behavior and activity, while providing information, assistance and directions to downtown workers, residents and visitors.

ESSENTIAL FUNCTIONS

- * **SERVING AS A DETERRENT** - Traverse the streets to circulate through assigned zone to deter unwanted activity through uniformed visible presence.
- * **OBSERVE AND REPORT** - While on patrol be watchful for unwanted behaviors or criminal activity and report to local authorities via established communication methods. Must be able to articulate an accurate description of persons, vehicles, and other similar identifiers.
- * **ADDRESS UNWANTED ACTIVITIES** - Ambassadors will firmly and courteously request compliance to persons violating low level quality of life crimes, such as aggressive panhandling, non-aggressive panhandling, loitering, disruptive behavior, etc.
- * **HOSPITALITY AND CUSTOMER SERVICE** - While on patrol will go out of the way to actively acknowledge pedestrians with a friendly greeting or identify visitors in order to provide directions, information, city information or recommendations.
- * **STAKEHOLDER RELATIONS** - Ambassadors will be responsible for making a specified number of visits to district businesses to share information and make professional contacts on behalf of the customer.
- * **REPORTING** - Must be able to develop written Incident Reports and Property Condition Reports. As well, Ambassadors must provide a daily written report to document shift activities
- * **PROFESSIONALISM** - Must maintain a positive, professional environment in full compliance with applicable laws, regulations, policies, procedures and overall Block by Block standards of expected professionalism.