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**AtlantaDowntown.com**

## **Atlanta Downtown Ambassador (Full-Time)**

### **Background**

The Atlanta Downtown Improvement District (ADID) is a not-for-profit, 501(c)(3) corporation formed in 1995 by Central Atlanta Progress to deliver state-legislated, city-approved Community Improvement District services to Downtown Atlanta. ADID's mission is to keep the 220 blocks and 1.7 square miles of Downtown Atlanta safe, clean, and hospitable. ADID's field operations programs are focused on public safety, public space cleaning and maintenance, and supportive services outreach to unsheltered residents. To learn more about ADID visit our website at [atlantadowntown.com](http://atlantadowntown.com)

### **Position Summary**

An Atlanta Downtown Ambassador serves as the eyes, ears, and voice of the business community and law enforcement agencies within the ADID area (the District). An Ambassador works with a team of other Ambassadors, interacting with the general public, public safety agencies, and local business representatives to maintain a safe and welcoming atmosphere for visitors, workers, and residents of the District. Broad responsibilities include patrolling the area and communicating to proper authorities and interested persons matters relating to public safety, street improvements, unsanitary conditions, directions/assistance to visitors, and to actively intervene to remove any nuisance elements which may tend to diminish the quality of life within the District.

### **Essential Duties**

ADID is seeking qualified and motivated candidates to perform the following duties and responsibilities as an Ambassador:

- Consistently project a professional authoritative presence to assure the general public that their safety within the District is of paramount importance.
- Patrol a beat(s), the route and schedule which changes from day-to-day, on a bicycle, Segway or Trikke in all weather and terrain conditions. During the patrol, activities include stops to observe and investigate activities within the immediate area.
- Communicate observations and conditions by radio, written reports, and other means as required by changing events and training protocols to proper authorities, including completing a daily log of activities.
- Maintain a comprehensive knowledge of streets, building access points, attractions, and transportation systems within the District, and possess the interpersonal skill to communicate that information in clear/concise terms to visitors.
- Remain vigilant to guard against the presence of illegal monetary solicitors, urban campers, vagrants, and any other mischief activity in the District and act promptly and decisively to report that presence to designated authorities, and act assertively to remove such influences from the District without the use of force.

- Establish close working relationships with on-duty and off-duty Atlanta Police Department officers, as well as other law enforcement agencies active in Downtown.
- Maintain a daily on-going relationship with District property managers and their security and hospitality staffs.
- Provide public safety support in crisis situations within the District until governmental public safety entities can respond. This could include CPR, first aid, assist with limited minimum traffic direction (safety purposes only), crowd control, fire suppression, etc.
- Provide escort services to Downtown visitors, workers, and residents on request.
- Provide direction and crowd control in support of evacuations and fire drills.
- Other duties as may be assigned.

## **QUALIFICATIONS**

Successful candidates will possess the following:

### Essential Requirements

- High School Diploma or GED certificate
- Successful completion of a criminal background check and testing for use of illegal controlled substances.
- Ability to read, speak and write English clearly, concisely, and accurately.
- Stable work history and good employment references
- Successful completion of the ADID Ambassador training program and other training as may be required, notably Segway, Trikke and/or Bicycle operator's training; Crisis Intervention Training; AED, and CPR certifications.
- Maintains a professional and even-tempered demeanor while responding to any kind of stressful situation that might arise in the District.
- Sound judgement, and the ability to persuasively influence the behavior of persons with diverse cultural backgrounds, language fluency difficulties, suspected limited capacity, and persons demonstrating irrational behavior or tending to violence.

### Physical Requirements

- Ability to work any assigned shift that may be scheduled over a seven-day work week.
- Exposure tolerance to all outdoor environmental conditions that may be experienced year-round in the District area for up to four hours at a time.
- Ability to bend, twist, lift and carry objects weighing up to 40 lbs. (such as bicycles) up and down stairways, in and out of buildings, and over moderate distances and inclines.
- Normal, or correctable to normal, hearing, vision, speech, manual dexterity, and capacity to walk distances up to one mile without encumbering prosthetic support.
- Ability to ride an assigned bicycle, Trikke or Segway intermittently for up to 15 miles daily, climbing and descending hills in an urban environment, while wearing all assigned uniform and support equipment properly.

### **POSITION CLASSIFICATION**

This is a full-time, 40 hours per week, on-site in-person position. Starting Pay is \$16.00 per hour. Full-time employees are eligible to receive paid Personal Time Off (PTO), Medical Benefits, Life Insurance, and 401-K savings plans. Uniforms are provided and maintained at ADID expense

Employment, including benefits, is provided through Atlanta Downtown Improvement District, Inc. ADID is an equal opportunity employer and will consider all qualified applicants for employment without regard to age, disability, religion, creed, political affiliation, race, color, sex, marital status, sexual orientation, or national origin.

Full COVID-19 vaccination is required.

### **TO APPLY**

Interested applicants should e-mail their resume to [did@atlantadowntown.com](mailto:did@atlantadowntown.com). Only those applicants deemed qualified will be contacted. No phone calls, please.