

# CLEANING/SAFETY AMBASSADOR

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## Job Description

How would you like to have the best job in the world? Or, at least the most fun job in the world!

Do you enjoy meeting new people and have a delightful disposition? You do? We do too! In fact, that is what this job is all about. BLOCK BY BLOCK is seeking to hire energetic and friendly people to help us in the Downtown Akron.

What's an Ambassador? It's someone who's willing to talk to people, to take ownership in your city and do whatever it takes to make sure visitors are safe and secure with a friendly smile and feel safe and welcome.

**Duties include: Cleaning, Greeting, Patrolling, Reporting, Giving directions to visitors, Being helpful to citizens in need, and doing everything with a SMILE and a GREAT ATTITUDE!**

Can you handle that? Yep, it's that easy. We need people with great customer service skills who like to help people. If you like to meet new people and help visitors find their way around the Downtown Akron, then you'll be a perfect fit.

## Job Summary

Provides a high level of visibility at the street level to serve as a visible deterrent, report unwanted activity, and challenge low-level quality of life crimes, while providing a high level of customer service to those who live, work or visit the service district. Carryout a wide variety of tasks to improve the overall appearance of the service district they are assigned to.

**SERVING AS A DETERRENT** – patrolling on foot and possibly biking to circulate through the assigned zone to deter or discourage unwanted behaviors through uniformed visible presence. (Soft uniforms)

**Manual Litter Collection** – circulating through the assigned work zone with a rolling can, containing supplies and tools to take care of address the following tasks: Attention to detail is a must. Removing litter, cigarette butts, and other debris on sidewalks, street gutter, and alleys, and empty lots around the districts. Often using “grabbers” to pick up abandoned items left on the street.

Remove graffiti and posters from light posts, trash cans, news boxes, and other public infrastructures. Scraping stickers, taking down flyers, picking up leaves and trash. Bagging debris and emptying garbage cans. Again, attention to detail is a must.

Pulling isolated weeds from cracks in sidewalks, tree wells, around buildings, and from flowerbeds.

Damp wipe and straighten horizontal surfaces, such as trash can lids, news boxes, and other infrastructure. Meticulous detail and attention to the district and proactively removing any garbage, litter, dirt or filth.

**OBSERVE AND REPORT** – while on patrol be watchful for unwanted behaviors or criminal activity and report to Safety Ambassadors via two-way radios. Must be able to articulate an accurate description of persons, vehicles, and other similar identifiers. Identifying what may be an unsafe situation and reporting. Good judgment needed.

**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 or harassing behaviors, 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. Actively engaging with others on the street requires a friendly and energetic disposition.

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**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. Just checking in on the businesses to proactively take care of whatever their needs are.

**REPORTING** – must be able to provide written reports of broken infrastructure, graffiti on private property, and provide a basic daily report of accomplishments and tasks completed. These reports are often used as a work order for the city and district maintenance personnel.

**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. That means that you will be professional and kind. Do not speak with profane language, slang, or in a disgruntled manner. We are providing hospitality to visitors. We will be giving directions and should be patient.

**ABILITIES** – Must have the physical capacity to traverse continuously during an eight-hour shift, with normal breaks (two fifteen minutes, and one thirty-minute meal break). Continuous walking. Altogether about 5 miles per day.

Must be able to work outdoors in all conditions with provided inclement weather gear. Speak, read and write the English language. Must have experience with using a smartphone or tablet technology.

**EEO Statement- Block by Block is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.**

Job Type: Full-time, Part-time

***7:00am - 3:30pm shift***

***2:30pm - 11:00pm shifts***

***Pay: \$13.00 per hour***

Job Type: Full-time

Pay: From \$13.00 per hour

COVID-19 considerations:

Block by Block has a strong culture of safety and provides all the necessary personal protective equipment necessary to keep everyone safely working.

Interested candidates should contact LaTonda Mobley at 330-706-7374