

# **SAFETY AMBASSADOR**

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

**Do you have a delightful disposition and enjoy meeting new people? 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 promote a vibrant and valuable downtown Akron for all people**

## **JOB SUMMARY**

Safety Ambassadors will patrol the neighborhood on foot 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 of persons engaging in low level quality of life unwanted behavior, 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.

Job Types: Full-time, Part-time

Salary: \$15.00 per hour

Benefits:

- 401(k)

- Flexible schedule
- Health insurance
- Paid time off

Experience level:

- No experience needed

Schedule:

- Evening shift
- Monday to Friday
- Overtime
- Weekend availability

Ability to commute/relocate:

- Akron, OH 44308: Reliably commute or planning to relocate before starting work (Required)

Experience:

- Customer service: 1 year (Preferred)

Work Location: One location

## **CLEANING AMBASSADOR**

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# Job description

## **JOB SUMMARY**

This role will provide a high level of visibility at the street level to carry out a wide variety of tasks to improve the overall appearance of the service district they are assigned to.

## **ESSENTIAL FUNCTIONS**

\* **MANUAL LITTER COLLECTION** - circulate through assigned work zone with a rolling can containing supplies and tools to take care of the following tasks:

Removing litter, fast food bags, cups, containers, cigarette butts and other debris on sidewalks, street gutter, and alleys. Trash removal and cleaning the sidewalks are mostly what Ambassadors do. Anything that keeps your district from looking clean and inviting has to go.

Remove graffiti and posters from light posts, trash cans, news boxes and other public infrastructure. We look high and low for anything in eyesight that needs to be removed. You know those stickers for bands and bars? Handbills that junk up the telephone poles should be removed, too.

Pulling isolated weeds. Weed abatement is a big part of this job. Weeds grow around the tree wells, the cracks in the sidewalks, the vacant lots, etc.

Damp, wipe and straighten horizontal surfaces, such as trash can lids, news boxes and other infrastructure. This is vital. WE have always cleaned and sanitized touchpoints. We clean everything that doesn't move.

**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.

**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. We go out of our way to engage with visitors and foot traffic. That means that we will cross the street to say "hello." Our Ambassadors never meet a stranger.

**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. We use Smart Phones to document stats on what we clean. We need someone that can work a cell phone.

**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. VERY important. You wear our uniform and you represent our company the nationwide. We need people that will respect that and remain professional in the public eye.

### **PHYSICAL ABILITIES**

\* Must have the physical capacity to walk or traverse continuously during an eight-hour shift, with normal breaks (two fifteen minutes, and one thirty-minute meal break). Must be able to work outdoors in all conditions with provided inclement weather gear.

### **COMMUNICATION**

\* Must be able to speak, read, and write the English language in order to create basic reports.

**Job Types:** Full-time, Part-time

**Salary:** \$15.00 per hour

### **Benefits**

- 401 (k)
- Health insurance
- Flexible schedule
- Referral program

### **Schedule**

- 8 hour shift
- Day shift
- Evening shift

### **Supplemental pay types**

- Signing bonus

### **Ability to commute/relocate**

- Akron, OH 44308: Reliably commute or planning to relocate before starting work (Required)

### **License/Certification**

- Driver's License (Preferred)

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