



Position: Downtown Ambassador

Status: part-time, seasonal

Overview

The mission of the Durango Business Improvement District (BID) Ambassador Program is to provide information and assistance to Downtown visitors. Downtown Ambassadors provide a visible, uniformed presence and serve as information source for anyone visiting Downtown. Ambassadors need to be friendly, personable and knowledgeable, and should create a positive experience for visitors. The Ambassador Program is a seasonal job from June- September. Shifts will be available seven days a week, and shifts will be two or three hours. Select shifts will be available from October-December for events and holiday traffic in December.

Roles and Responsibilities

- Create a positive experience for all who visit Downtown Durango.
- Provide information and assistance to Downtown visitors. This includes directions, helping with parking meters, referrals to shops and restaurants, information on local events, and more.
- Know the answers to frequently asked questions (BID will train you).
- Go the extra mile to help the guest with questions they may have.
- Escorting people to their Downtown destinations as needed.
- Interact with anyone exhibiting illegal behavior in an attempt stop the activity.
- Reporting illegal or suspicious activities to the police as needed.
- Work as support staff during Children's Halloween (Wednesday October 31) and Singing with Santa (Friday November 23).

Requirements

- Must have the ability to walk for 2 to 3 hours.
- Must be able to carry a 5 lb bag while walking.
- Extensive customer service experience.
- Strong ability to work and interact with the public.
- Must have an outgoing personality and be willing to talk to groups of people.
- Strong interpersonal and communication skills.
- Self-motivated and energetic.
- Longevity in the community. Familiar with the services, restaurants, stores and happenings.
- Maintain a neat and presentable appearance. Wear Ambassador uniform while on duty.
- Attend monthly meetings.
- Experience with technology: must have a smart phone while on duty; and a smart phone, tablet, laptop or desktop for scheduling shifts and reporting hours.



Physical demands and work environment

- Work is conducted outdoors.
- Walking for 2 to 3 hour shifts.
- Carry a shoulder bag that weighs approximately 5lbs.

Job Type: Part-time

- Scheduling and shifts
 - Shifts are generally between 2-3 hours in length.
 - Ambassadors are expected to fill a minimum of 4 to 6 shifts a month during June-September. Approximately 1- 2 per week. Exceptions can be made for vacations and emergencies.
 - Must be able to work at least 1-2 weekend shifts a month.
 - Shifts scheduled will be based employee availability.
 - Schedule will come out once a month and will be based on availability. Time off requests will be due on the 15th of each month for the next month's schedule.

Compensation

\$14 per hour. Designated holiday shifts are \$16 per hour.

Other

- Background check will be conducted once hired.
- Dependability is an absolute must.

Applying

Job application is available at DowntownDurango.org/jobs

To apply send:

- completed application
- resume (optional)
- 3 references

Send the above items to tanyac@downtowndurango.org

Updated 3/11/2019