



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 Memorial Day weekend to October. Shifts will be available weekdays and weekends throughout these months. Shifts are from 2.5 to 5 hours depending on the shift type. Employees in good standing at the end of the summer season will have the opportunity to fulfill additional fall season shifts for events and holiday season. (October-December)

Position Type: Part-Time Seasonal- Memorial Day Weekend through the end of October

Job Location: Downtown Durango

Compensation: starting at \$15 per hour for regular shifts and \$17 for holiday shifts

Shifts: Shifts are 2.5 to 5 hours in length.

Minimum Shift Requirements: required to work a minimum of 3 shifts a week, must be able to work some weekend shifts.

Hours available: 6 to 15 hours a week, based on availability. Staff with the greatest flexibility and ability to work on the weekends will receive the most hours.

Dress: uniform - shirt, hat and name tag provided.

Physical demands and work environment

- Work is conducted outdoors.
- Walking for 2-to-3-hour shifts. Or sit/stand for 4–5-hour shift.
- Carry a shoulder bag that weighs approximately 5 lbs.

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.

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 and knowledge about Durango.
- 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 be able to use a smart phone and iPad while on duty; and have access to smart phone, tablet, laptop or desktop for scheduling shifts and reporting hours.

Job Type: Part-time, seasonal

- Must be available to work 3 to 4 shifts a week. Approximately 12 to 15 shifts per month. Weekday and weekend walking shifts are generally between 2-3 hours in length. Kiosk weekend shifts can be up to 5 hours, but Ambassadors are in one location and have a chair.
- Season is Memorial Day through October. Minimum of 3-month commitment during the months of June to October.
- Availability on weekends and Holiday. Hiring preference will go to those that are able to work weekend shifts and holidays. Must be able to work at minimum 2 weekend shifts a month. Holidays for our season include Memorial Day Weekend, 4th of July and Labor Day. Coverage of a couple of shifts over two holidays is required.
- Shifts scheduled will be based employee availability. Schedule will be released monthly and will be based on availability. Employees will be able to request time off prior to each schedule.

Other

- Background check will be conducted once hired.
- Be available to start orientation and training in May
- Must be able to commit to at least 3 out of the 4 months of the season, which is Memorial Day through October, with weekends only in October.
- Dependability is an absolute must.
- Hiring is based on availability in application.

Applying

Application Deadline is April 10, 2023.

To apply send:

- Job application – available at DowntownDurango.org/jobs
- Letter of interest
- 1 letter of recommendation

Send the above items to tanyac@downtowndurango.org