**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. Additional off season shifts will be available from October-December for events and holiday visitors 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.

**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 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.

**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 2 shifts per week. During the months of the summer. Minimum of 3 months during the months of June- September. Approximately 8-10 shifts per month. Exceptions can be made for vacations and emergencies.
	+ Must be able to work at least 1 or 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**

$15 per hour. Designated holiday shifts are $17 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:

* Letter of interest
* completed application.
* 1 letter of recommendation

Send the above items to tanyac@downtowndurango.org

Updated 3/30/2021