

TITLE: Safety Ambassador

REPORTS TO: Downtown Safety and Maintenance Director

SUMMARY: Safety Ambassadors work in collaboration with the Tucson Police Department and various private and governmental security companies to provide supplemental safety services while providing an extra level of hospitality to downtown businesses, residents, visitors and employees while providing a high level of visibility.

DUTIES:

Observe And Report: while on patrol be watchful for unwanted behaviors or criminal activity and report to Safety Ambassadors, area security company, and/or Tucson Police Department (TPD) via phone. Violent behavior, drug dealing and usage, and destruction of physical property should be reported to the TPD. 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 and seek out downtown visitors, residents and employees in need of directions, information, city information or recommendations. Always represent the organization professionally.

Transportation: Provide safe transport to City and County employees to their vehicles at pre-approved pick up and drop off locations.

Reporting: Provide written and digital (via online app) reports of broken infrastructure, graffiti on private property, and provide a basic daily report of accomplishments and tasks completed.

Manual Litter Collection: Circulate through assigned work zone areas picking up various pieces of debris. Report larger cleaning, maintenance, and landscaping issues to maintenance crew via phone.

Homeless Outreach: Provide individuals experiencing homelessness with services and support through the DTP Connects Program. Provide water, care kits, clothing items, and perform wellness checks. Contact 911 for emergency health needs.

REQUIREMENTS:

- Acts in compliance with Downtown Tucson Partnership performance standards
 - Wow downtown visitors with legendary customer service
 - Must have the physical capacity to walk 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
 - Must be able to see, frequently stoop, bend, squat, reach and frequently lift up to 25 pounds during an eight-hour shift
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REQUIREMENTS CONTINUED...

- Must have a basic understanding of the English language, including ability to speak, read, and write basic English to communicate with public, understand and implement instructions and create basic reports
- Handle sensitive information in a confidential manner

The previous statements are intended to describe the general nature and level of work being performed by the individual in this classification. Such statements are descriptive and explanatory but not restrictive. They are not to be construed as an exhaustive list of all job duties performed by the employee so classified. The listing of examples of duties does not preclude the assignment of other tasks of related kind or of lesser skills.

Qualifications and Training:

- High School diploma or GED certificate
- State issued guard license (may be obtained after hire)
- De-escalation Training (provided after hire)
- Narcan Overdose Response Training (provided after hire)
- Certified Tourism Ambassador Training (provided after hire)
- Customer Service Training (provided after hire)
- Current and valid driving license, safe driving record
- Knowledge of State laws and regulations
- Working knowledge of security operations and safety practices
- Working knowledge of enforcement policies and procedures
- Working knowledge of safety equipment
- No disqualifying criminal history
- Be at least 21 years of age

Competency Requirements:

- Detailed orientated and keen observation skills
- Good communication skills – verbal and written
- Integrity and moral fitness
- Reliability and dependability
- Able to react appropriately in emergency and high stress situations
- Able to anticipate, identify and solve problems
- Judgment and decision-making skills
- Maintain a professional appearance and demeanor
- Flexible to work different schedules

POSITION DETAILS:

- Non-Exempt, Part/Full-Time Position
- Salary commensurate with experience