

Downtown Welcome Ambassador:

A Downtown Welcome Ambassador is responsible for, but not limited to, creating a welcoming environment for all who frequent Downtown El Paso. This includes tourists, business people, residents, organizations and vulnerable street people. The Downtown Welcome Ambassadors provide a visible, uniformed, friendly presence and serve as information sources to the public, local businesses, residents, police, fire, other city organizations, and the Downtown Management District.

Ambassadors will be assigned specific work areas within Downtown El Paso, be assigned specific tasks, and will report to the Executive Director.

Specific roles of a Downtown Welcome Ambassador:

- Serve as a goodwill ambassador, information sources and positive welcoming advocate for Downtown El Paso.
- Provide a visible, friendly, and welcoming presence.
- Greet visitors, provide assistance and respond to the needs of visitors.
- Communicate information about Downtown El Paso venues, sites of interest, history and current entertainment options.
- Interact with local area businesses and property owners to help support customer base.
- Communicate with co-workers and supervisors via radio/cell phone to report location, police issues, sanitation needs, and facility problems.

Necessary Skills, Knowledge and Abilities

- Self-motivated, energetic learner and leader with great pride in El Paso.
- Strong communication skills, both verbal & written, and listening. Ability to communicate in English and Spanish required.
- Strong interpersonal skills and ability to work with groups and the public.
- Ability to follow instructions.
- Required to maintain a clean, neat appearance.
- Experience in using electronic reporting systems and smartphone apps.

Requirements

- Ability to meet physical demands required by the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Ability to work in adverse weather conditions.
- Position will require evening and weekend hours, with additional requirements to be on call. Hours may vary occasionally for special events and operations.

Compensation

- Hourly Pay: \$10.00

Reports To:

Executive Director