

FLEX Team Ambassador Job Description

Job Overview:

The FLEX Team Ambassador is / or will be full trained on all aspects of the PSA and CTA job. They must be willing to work any shift, any day of the week, except for scheduled holidays and approved time off as either a PSA or CTA. They must be flexible enough to work various days, shifts, positions and maybe called in on their days off to fill open/additional shift needs. Additionally FLEX Team Ambassadors will switch teams monthly in order to maximize their PSA / CTA skill set.

Job Requirements:

- Must be able to meet all of the basic PSA & CTA job duties.
- Must be physically able to handle all of the CTA and PSA job requirements.
- Must be able to work any day and any shift as either a PSA or CTA with as little as 4 hours notice.
- Ability to drive FRED is an advantage.
- Complete all PSA/CTA reports on a per shift basis.
- Must have suitable communications so that management can reach you within a few hours notice, i.e. cell phone, home phone, email, etc.
- All newly hired FLEX Team Ambassadors will be on a 90 day probationary period.

Examples of Public Service Ambassador (PSA) Job Duties:

1. Patrol designated area on foot as “eyes and ears” of the Norfolk Police Department, communicating crimes and disturbances via 2-way radio.
2. Serve as goodwill ambassadors, information sources and positive welcoming advocates for downtown Norfolk.
3. Assist with first aid and emergency situations.
4. Communicate Norfolk’s resources, sites of interest and current entertainment, to assist shoppers and visitors throughout the Downtown Norfolk District.
5. Interact with downtown Norfolk business representatives and tenants for communications and support including periodically serving as a night-time escort for employees on their way to their vehicles.
6. Support the Norfolk Police Department, Norfolk Public Works Department, Norfolk Department of Planning & Codes Administration and the Downtown District Clean Team.
7. Represent the Downtown Norfolk District and the Public Safety Ambassador program in a professional manner at meetings and special events.
8. Complete daily activity reports and other assignments as specified by supervisor.
9. Work on special assignments, both individually and with others.

Examples of Clean Team Ambassador (CTA) Job Duties:

1. Patrols designated zone territories sweeping and picking up trash throughout and provide other cleaning responsibilities as designated by your supervisor.
2. Communicate crimes and disturbances via 2-way radio to your supervisor if witnessed by yourself.
3. Serve as goodwill ambassadors, information sources and positive welcoming advocates for downtown Norfolk.
4. Communicate Norfolk's resources, sites of interest and current entertainment, to assist shoppers and visitors throughout the Downtown Norfolk District.
5. Responsible for the daily emptying of trash and general maintenance of machine in order for it to function properly throughout your work shift.
6. Support the Norfolk Public Works Department, Norfolk Department of planning & Codes Administration and the Downtown District Public Service Ambassadors.
7. Represent the Downtown Norfolk District and the Clean Team Ambassador program in a professional manner at meetings and special events.
8. Complete daily activity reports and other assignments as specified by supervisor.
9. Work on special assignments, both individually and with others.
10. Provide other cleaning functions as designated by the Clean Team Ambassador Supervisor or Director of Operations.

Qualifications:

1. Minimum of a high school graduate or GED.
2. Related experience in the following fields including Hospitality, Marketing, Public Relations, Public Safety, Security or combination of experience and education.
3. Stable work history.
4. Excellent interpersonal skills and in good physical condition.
5. Demonstrated experience with public contact positions.
6. Willing and able to walk and stand outdoors in extremes of climate for an eight hour shift.
7. Ability to lift thirty to forty pounds of trash and or equipment.
8. Willingness to wear specified uniforms and maintain a neat, professional appearance.
9. Ability to work day and evening shifts, weekends, to include Friday and Saturday
10. Ability to work well with others, support the Downtown Norfolk District in a wide variety of activities, and be capable of following written and verbal directives.
11. Minimum age of 21 years
12. Valid driver's license and good driving history required (no more than 4 active points on license.)
13. Successfully pass pre-employment tests; including, controlled substance screening, background investigation and reference checks.

Note: Availability on short notice will only occur during extenuating circumstances, i.e. illness, weather, flood emergency, etc. and there are acceptable excuses for turning down an assignment on some occasions.