

Downtown Norfolk District Public Service Ambassadors

Position Title: Public Service Ambassador

Objective:

The overall mission of the Public Service Ambassador program is to assist in creating a secure, well-managed and welcoming environment to all parties who frequent downtown Norfolk, including but not limited to: tourists, business people, and local and regional residents.

Under direct supervision, Public Service Ambassadors (PSAs) will serve as the eyes and ears of the Norfolk Police Department, Norfolk Public Works Department, Norfolk Dept. of City Planning and Downtown District Clean Team Ambassadors and will serve as public ambassadors of the Downtown Norfolk District. PSAs will patrol specified areas, thereby providing a visible uniformed presence to observe and report street disorder. PSAs will also serve as sources of information to the public, police officers, local businesses, tenants and other agencies and organizations.

Examples of 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 City Planning and the Downtown District Clean Team.
7. Represent the Downtown Norfolk District and the Public Service Ambassador program in a professional manner at meetings and special events.
8. Support DNC produced events as required.
9. Complete daily activity reports and other assignments as specified by supervisor.
10. Work on special assignments, both individually and with others.

Qualifications:

1. Minimum of High School diploma or GED
2. Related experience in the following fields including Hospitality, Marketing, Public Relations, Public Safety, Security or combination of experience and education.
3. Minimum age of 18 years.
4. Excellent interpersonal skills and good physical condition.
5. Demonstrated experience with public contact positions.
6. Keen observation skills
7. Willing and able to bend, walk and stand outdoors in extremes of climate for an eight hour shift while carrying approximately ten pounds of equipment.
8. Willingness to wear specified uniform and to maintain a neat, professional appearance.
9. Ability to work day and evening shifts, weekends, to include Friday and Saturday as well as select holidays.
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. Stable work history.
12. Valid driver’s license.
13. Successfully pass pre-employment tests; including, controlled substance screening, background investigation and reference checks.