



Position: DTSF Ambassador

Organization: Downtown Sioux Falls, Inc. (DTSF)

This role will provide a high level of visibility at the street level to carry out a wide variety of tasks to improve the overall appearance and experience for those who live and work downtown, as well as for visitors.

Part time, non-exempt, Sunday-Saturday, 9:00 AM-5:00 PM. Required to work some evenings, weekends, and holidays. Reports to the BID Operations Manager.

Specific job duties include, but are not limited to:

HOSPITALITY & CUSTOMER SERVICE: Actively acknowledge pedestrians with a friendly greeting or identify visitors in order to provide directions, information or recommendations. We go out of our way to engage with visitors. That means that we will cross the street to say "hello." Our Ambassadors never meet a stranger.

STREET OUTREACH: Identify those in need of homeless services, including addiction and mental health support, focusing on the areas those in need where they gravitate. Direct them to services and agencies to meet their needs. Establishing a mutual respect and rapport to fulfill their health and wellness needs and reduce the burden of homelessness. Establish relationships and coordinate efforts with the police, Urban Indian Health, and other services providers that are able to respond to the needs of the unhoused.

SERVING AS A DETERRENT: Circulate along assigned routes to provide uniformed visible presence in order to deter unwanted activity.

OBSERVE & REPORT: While on patrol be watchful for unwanted behaviors or criminal activity and report to local authorities via established communication methods. Must be able to articulate an accurate description of persons, vehicles, and other similar identifiers.

ADDRESS UNWANTED ACTIVITIES: Ambassadors will firmly and courteously request compliance to persons violating low level quality of life crimes, such as aggressive panhandling, interfering with business operations, disruptive behavior, etc.

MANUAL LITTER COLLECTION: Circulate along assigned routes with cleaning supplies and tools to take care of the following tasks:

- Removing litter, fast food bags, cups, containers, cigarette butts and other debris on sidewalks, landscaping, street gutter, and alleys. Trash removal and cleaning the sidewalks are a large part of what Ambassadors do. Any and all trash has to go.
- Remove graffiti, stickers, handbills, flyers, and posters from light posts, trash cans, news boxes and other public infrastructure.
- Pull weeds that sprout up around tree wells, cracks in the sidewalks, and wherever else they may grow.



- Wipe and straighten horizontal surfaces, such as trash can lids, news boxes, benches, and other infrastructure. This is vital. We clean everything that doesn't move.

STAKEHOLDER RELATIONS: Ambassadors will periodically visit downtown businesses to share information and make professional contacts on behalf of DTSF.

REPORTING: Must be able to develop written Incident Reports and Property Condition Reports. As well, Ambassadors must provide a daily written report to document shift activities

PROFESSIONALISM: Must maintain a positive, professional environment in full compliance with applicable laws, regulations, policies, procedures and overall DTSF standards of expected professionalism. When you wear our uniform, you represent DTSF. We need people that will respect that and remain professional in the public eye.

Qualifications:

PHYSICAL ABILITIES: Must have the physical capacity to walk or traverse 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.

COMMUNICATION: Must be able to speak, read, and write the English language in order to create basic reports.

BACKGROUND CHECK: Pass a background check, including a drug screening and possess a clean driving record.

Compensation:

- **STARTING PAY:** \$18/hr.
- **BENEFITS:** Simple IRA retirement plan with company match; Paid time off (PTO), Holidays.

How to Apply:

- Send your resume and cover letter to ambassador@dtsf.com