

## CITY OF SALEM

<b>TITLE:</b>	Downtown Ambassador
<b>POSITION STATUS:</b>	Part time, 19 hours or less, no benefits
<b>DEPARTMENT:</b>	Human Resources, in partnership with Salem Main Streets
<b>SALARY:</b>	\$20.00 per hour
<b>SCHEDULE:</b>	Saturdays and Sundays, specific hours TBD

### **Overview:**

The City of Salem Downtown Ambassador is a friendly, informed individual from our community assigned to the downtown district where large numbers of residents and out-of-town visitors are spending weekends sightseeing and supporting local businesses. The Ambassador will have enthusiasm for all that Salem offers with our visitors, provide important information about public health requirements, public services and directions with respect to appropriate activities allowed, as well as inform and assist with park rules regulations and COVID-19 compliance. The goal of the Ambassador is to help ensure a safe and healthy experience for residents, businesses, and visitors to the downtown.

### **Job Summary:**

Monitors assigned downtown areas. Communicates with citizens and develops positive relationships with visitors by providing assistance and information. Informs of City and departmental regulations as appropriate and informs law enforcement of disturbances as needed.

### **Reports to:**

Reports to and receives direction from the Executive Director of Salem Main Streets, the City's partner in oversight of the downtown district. Works under close supervision and the guidance of applicable federal, state and local statutes, regulations, policies, procedures and contractual agreements.

### **Specific Essential Functions:**

Monitors the downtown B-5 district. Ensures a safe environment for all downtown residents, visitors, and businesses by acting immediately to address inappropriate behaviors by contacting appropriate staff, law enforcement or other emergency personnel as appropriate. Monitors and assists with mask compliance and other health and safety needs in the B-5 district. Provides masks to visitors as needed. Replaces temporary signage throughout the district and helps to distribute information to downtown businesses as needed. May collaborate with volunteers, interns, and work study students as assigned. Performs other related work of a similar nature and level.

### **Knowledge, Skills and Abilities:**

Excellent interpersonal skills for interaction with City staff, other downtown ambassadors, and the public. Ability to communicate respectfully and effectively with a diverse community using courtesy, tact, and good judgement. Ability to explain and enforce rules of conduct or other applicable rules and policies. Ability to exercise authority appropriate to various circumstances. Ability to work independently with general supervision. Working knowledge of Salem and the community's culture. Ability to speak Spanish a plus.

### **Qualifications:**

High school diploma required; college degree preferred. At least two years' experience working in a busy environment with public interaction.

**Physical Demands and Work Environment:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Work is performed out-of-doors in all weather conditions and may take place on uneven surfaces and terrain, exposing employee to inclement weather. The noise level in the work environment is usually moderate, depending upon the location.

While performing the duties of this position, the employee is regularly required to stand, walk, move around and interact with the public. Involves a high degree of public contact. Employee may be required to reach with the hands and arms, climb or balance, stoop, kneel, crouch or crawl and talk and hear. Specific vision abilities required by this job include peripheral vision, depth perception, and the ability to adjust focus.

The City of Salem is committed to maintaining a work and learning environment free from discrimination on the basis of race, color, religion, national origin, pregnancy, gender identity, sexual orientation, marital/civil union status, ancestry, place of birth, age, citizenship status, veteran status, political affiliation, genetic information or disability, as defined and required by state and federal laws. Additionally, we prohibit retaliation against individuals who oppose such discrimination and harassment or who participate in an equal opportunity investigation.

Qualified individuals are encouraged to apply with resume and cover letter to [jobs@salem.com](mailto:jobs@salem.com). Position open until a qualified candidate is selected.

**CITY OF SALEM**

Human Resources, 98 Washington Street, 3<sup>rd</sup> floor  
Salem, Massachusetts 01970

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Lisa B. Cammarata, Director of Human Resources

**DATE:** August 5, 2020