



Safe and Welcome | Clean and Comfortable

## Ambassador Job Description

Downtown Ambassadors act as goodwill ambassadors on behalf of all members of the downtown community. They present a positive attitude and customer-service oriented approach. Ambassadors patrol the 18 block-Downtown core. Their primary role is to provide information, referrals to resources, and support to citizens and visitors to the area, as well as to be on call should conflict arise.

### Program Activities

- Attend and participate in meetings as necessary to support all program activities.
- Be knowledgeable of Olympia history, sites of interest, local businesses, recreation activities, current entertainment, social services and other information to assist and direct shoppers, visitors, and others.
- Greet every passerby with a friendly attitude and smile.
- Deliver information to businesses in regards to downtown events, news, parking, and updates on the Ambassador Program.
- Work with City Departments and other organizations to provide expertise and resources for work program activities.
- Collaborate daily with social service agencies to help determine and refer services to those in need on the streets.
- Aid in communications among businesses and organizations with the service area.
- Provide information and directions to Downtown users.
- Conflict and dispute resolution.
- Engage in problem solving with local social service agencies, City of Olympia, Olympia Police Department, and other interested parties in order to address quality of life and place-making issues within the service area.
- Other duties as assigned.