

Downtown Ambassador Supervisor

Position Title: Downtown Ambassador Supervisor

Reports to: Ambassador Program Manager

Start Date: March 29, 2021

Term: End of December 31, 2021, with opportunities for extension

Hours: full-time, 40 hours/week

Salary: \$50,000.00/yr

THE OPPORTUNITY

The Downtown Ambassador Program aims to create a welcoming and inclusive space for all people within the area surrounding the Calgary Municipal Building and Stephen Avenue (8th Avenue), along with potentially expanding to other neighbouring areas. Working as part of a team of 12, the Ambassadors connect Calgarians and visitors to information on services, places and supports within walking distance. Ambassadors will also build ties with local businesses, community organizations as well as socially and economically diverse citizens who may be spending time in the area.

It is the job of the Downtown Ambassador Supervisor to coordinate, support and mentor the other Ambassadors and to oversee the day-to-day operations of the program. This position will work primarily from the office of the Calgary Downtown Association, located in the Edison Building at 1440, 150 9 Avenue SW, though some on-site support outdoors may be required as well.

KEY RESPONSIBILITIES

- Implementation of all directives, goals and tasks specified by Ambassador Program Manager and the Calgary Downtown Association.
- Oversees the daily operations of the Downtown Ambassador team.
- Provides direction and oversight to work closely with the Downtown Ambassador Team Lead.
- Hiring and recruitment of new Ambassadors.
- Developing and implementing ongoing training for new and existing Ambassadors.
- Reviews scheduling of Ambassadors and tracks hours for payroll.
- Responsible for tracking Downtown Ambassador budget and ensuring we are remaining on or under budget.
- Monitor reports coming from Ambassadors daily, addressing issues as they arise and creating summary reports to be distributed with stakeholders Reporting/Data Management.
- Coordinating regular Ambassador team meetings, preparation for and presentation to the Downtown Ambassador Steering Committee, and or program funders or partners, and ensure streamlined channels for communications with the Ambassador team.
- Responsible for ensuring the overall wellbeing of the team members and closely monitoring external risks such as ongoing public health restrictions, ongoing activities in the area, inclement weather, etc.
- Managing incidents of injury or conflict for ambassadors and/or members of the public.

REQUIRED EXPERIENCE & QUALIFICATIONS

- Experience managing a diverse team and delivering quality customer service.
- Demonstrated ability to successfully work and connect with people from all backgrounds.

- Strong connections to/knowledge of existing community groups and services in the area is an asset.
- Strong oral and written communication skills in English. Other languages (including sign-language) are an asset.
- Willingness to work flexible hours if needed, including evenings and weekends.
- Excellent conflict mediation skills and ability to work within a team.
- Confident using digital devices for communication and data collection.
- Solid critical thinking and problem solving skills.
- Experience working with vulnerable populations, intermediate knowledge of the tourism attractions in the area and understanding of the surrounding downtown neighbourhoods are assets.

PREREQUISITES

- Must be at least 18 years of age. Current Vulnerable Sector Police Check will be required prior to start date.

Closing Date: March 15, 2021 depending on the applicant's qualifications and experience.

To Apply: Interested and qualified applicants are asked to email a resume and letter of interest to: ambassador@downtowncalgary.com . We thank those applicants who are interested in this position, however, only those candidates selected for an interview will be contacted. We're an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.