

**Position:** Park Ambassador

**Department:** Programming and Marketing

**Category:** Park Staff

**Reporting To:** Crew Chief

**Status:** Part-time, Seasonal (options available for year-round employment)

**Pay Rate:** \$12/ Hour, potential for a merit-based raise after 1 year of employment

**Hours Available:** Minimum 20 hours/week during summer, 10 hours/week during off-season

**Start Date:** ASAP



**Overview:** Greensboro Downtown Parks Inc. (GDPI) is seeking part-time Park Ambassadors to support its vision for creating safe and engaging park environments for the Greensboro public. To better fulfill the potential for Center City and LeBauer Parks, Greensboro Downtown Parks, Inc. was created. The 501(c)(3) non-profit maintains a public-private partnership serving the downtown community through activated urban greenspaces. The mission of GDPI is to serve as the executive management of Greensboro's downtown parks, focusing on public activation, maintenance, financial well-being and overall vitality.

Center City Park and LeBauer Park are a combined 5-acre urban green space serving as the central gathering place for Greensboro's residents and visitors in a setting that is both relaxed and lively. Each year, the parks play host to hundreds of public programs and events, bringing more than 200,000 visitors annually. The parks feature outstanding public art, recreational equipment, facilities for children, pet-friendly spaces, café dining, and artistic performance pavilions. Located directly across Davie Street from one another, each park offers a unique atmosphere in the heart of the Cultural Arts District. From LeBauer's innovative design dedicated to activity and play, to Center City's lush, green serenity, visitors are sure to find whatever park experience they desire.

Drawing people from a range of ages, races, ethnic and cultural backgrounds, socioeconomic standings, abilities, and life experiences, the parks have truly become the heart of Greensboro with a pulse on the current happenings of our community. Alongside sponsors and dedicated program partners, GDPI annually hosts over 400 FREE public programs and events in the parks. GDPI maintains that a connection to place carries deep meaning in the lives of all people. The goal of our organization through its programming is to build and maintain a relationship between our parks and the greater community, making these *spaces* essential *places* in the lives of the people of Greensboro. The organization's driving belief in its placemaking efforts is that a meaningful connection to the parks will help people connect with the city on the whole and build in them a desire to commit to living and working here longterm - and in that time, make important contributions to the city's progress.

#### **Duties and Responsibilities:**

GDPI Park Ambassadors are the faces of our downtown parks. They are the first line of contact with the general public, along with vendors, program partners, performers, emergency responders, and more. The purpose of this position is to provide a friendly and helpful presence in our parks, ensuring them as safe public spaces for all community members. General daily duties include being present and visible in both Center City and LeBauer Parks, greeting and assisting park visitors, opening and closing park facilities, setting up for all park activities and events, tidying up of park areas, collecting data on attendance and demographics, managing risk and emergencies, enforcing park rules and reporting serious violations to upper management. Involvement in special projects, including maintenance and upkeep, public surveys and evaluations, social media, and special event facilitating are also a part of this position. This is a physically active position that requires possible lifting and constant movement around and between both parks. Specific duties include:

- Represent GDPI's brand and mission in a positive way at all times, including being kind and courteous to all, handling difficult situations with grace and composure, and showcasing a strong work ethic and helpful demeanor
- Serve as on-the-ground liaison for permitted vendors, sponsors, partners, and members of the public to ensure an inclusive park experience for everyone
- Assist with directions and other questions as needed
- Be familiar with upcoming park programs and events to advertise to park patrons
- Perform setup and breakdown of daily amenities and activities in the park
- Perform set-up and breakdown of any programs or events, including tables, tents, signage, audio/video, etc.
- Daily cleaning, including but not limited to sanitizing park tables and signage, picking up trash, and sweeping
- Other janitorial duties including but not limited to opening and servicing all bathrooms, fountain cleaning, and taking out trash and recycling
- Maintain accurate record keeping of daily visitor numbers, demographic surveys, incident reports, etc.
- Respectfully enforce park rules and procedures
- Identify and manage emergencies with a collected demeanor and thoughtful response
- Effectively manage crowds of up to 6,000+
- Serve as occasional emcee and make stage announcements as needed
- Ensure event areas are clean and free of debris prior to scheduled event/activations, throughout shift, and before departing the parks
- Maintain organization in park storage areas daily
- Assist facilities team with various projects as needed
- Communicate with coworkers and supervisors to report issues, cleanups and facility problems
- Be flexible to perform other duties of a comparable level/type as assigned

**Job Location and Conditions:**

- Must be willing to work outside year-round, including in heat and cold, as well as rain
- Operate equipment safely and in accordance with training: wears appropriate personal protective equipment, and reports any unsafe work conditions or practices to supervisor
- Must be available to work either early mornings or late evenings, weekends and holidays
- Must wear uniform when on duty. Responsible for clean and neat appearance of uniform including tucked-in GDPI shirt, khaki or denim pants (not ripped), closed-toe shoes, and optional GDPI hat and jacket
- Must be adaptive to the pace of the working environment, with both slow and extremely fast paced days
- Must be willing and able to be in constant motion throughout the day, and may be expected to quickly respond to an event or emergency across the entirety of the 5-acre space

**Qualifications:**

- Able to work effectively in a team setting and with all members of the public
- A true "people person" with an outgoing personality and ability to interact with both small and large crowds
- Previous customer service experience required
- Previous non-profit and/or parks experience strongly preferred
- A proactive thinker and doer with attention to detail, especially in enforcing rules and maintaining policies and procedures
- Able to work well both alone and in a group
- Able to prioritize daily tasks and think clearly on one's feet

- Required availability: minimum three days a week with frequent weekend work on events. Some weekends are mandatory and candidates with the most availability are preferred
- Ability to lift 40 lbs. Lifting and set up of equipment is a big part of this job, and may involve repeated movement of heavy objects
- Must have access to reliable transportation

**Post-Offer Requirements:**

- Credential check
- Driving record check
- Criminal history, Child Protective Services registry, and sex offender record check

**Post-Hire requirements:**

- Completion of First Aid certification (every 2 years)
- Attendance of mandatory training sessions and staff meetings
- As this is a seasonal job, all park ambassadors must go through seasonal review

**Greensboro Downtown Parks, Inc. is an Equal Opportunity Employer.**

**Applications submitted any other way than listed below will not be considered.**

**To Apply:**

**Submit a resume** highlighting your experience with customer service, event facilitating, maintenance work, and any special skills or equipment experience.

**Submit a cover letter\* answering the following questions:**

- Why do you want to work as a Park Ambassador for Greensboro Downtown Parks?
- What, specifically, can you bring to this position that will benefit our organization and the public?
- What do you hope to get out of your experience working with Greensboro Downtown Parks?

\*We encourage the use of specific language and references to past experiences (stories, data, anecdotes) to speak to your qualification as a candidate.

**Submit your general availability** for the period between March 1st through September 1st. First shift is 8 am - 3:30 pm and 2nd shift is 3:30 pm - 11 pm daily, including weekends. However, there are days when ambassadors would have to come in earlier or stay later than the normal scheduled hours. If there are any dates you need to request off in advance you can put them in this document. *Required availability: minimum three days a week with frequent weekend work on events. Some weekends are mandatory and candidates with the most availability are preferred.*

**All materials must be submitted to Ganisha Baker, Director of Special Events at [events@greensborodowntownparks.org](mailto:events@greensborodowntownparks.org)**