

## Park Ambassador

**Position:** Park Ambassador

**Department:** Programming and Marketing

**Category:** Park Staff

**Reporting Relationship:** Crew Chiefs & Facilities Director

**Status:** Part-time, Seasonal



**Overview:** Greensboro Downtown Parks Inc. (GDPI) is seeking a Park Ambassador for LeBauer and Center City Parks in downtown Greensboro, NC. GDPI is a private not-for-profit corporation formed to manage LeBauer and Center City Park through an agreement with the City of Greensboro. The parks serve as the central gathering space for Greensboro and the surrounding areas.

LeBauer and Center City Parks are an active, vibrant “town square” that host hundreds of programs and events per year, ranging from fitness classes to festivals and concerts. GDPI has studied great public parks across the country and brings best practices to the parks’ operations, programming, landscaping, and maintenance; GDPI is run with the highest standards for an urban public space.

### **Duties and Responsibilities:**

GDPI Program 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, 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 during all times
- 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 setup and breakdown of any programs or events, including tables, tents, signage, audio/video, etc.
- Light, daily cleaning including but not limited to cleaning 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
- Record park counts every two hours daily
- Identify emergency situations and how to respond accordingly
- Contact the Greensboro Police Department to report any illegal activity
- Record and file incident reports for any injury or emergency situation in the park
- Participate in committee/task force meetings with GDPI admin staff as necessary
- Serve as MC 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
- 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:**

- 90% parks, 10% office (varies during seasons)
- Must be willing to work outside year-round
- 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 early mornings, days, evenings, weekends and holidays.
- Must wear uniform when on duty. Responsible for clean and neat appearance of uniform including tucked-in GDPI shirt, khakis or denim (not ripped), and optional GDPI hat and jacket

**Qualifications:**

- Ability to work effectively in a team setting with children, families, staff and community partners and contacts
- A true “people person” with an outgoing personality and ability to interact with small and large crowds
- Previous event/customer service experience strongly preferred
- A proactive thinker and doer
- Able to work well alone and in a group
- Ability to prioritize and think clearly on your feet
- Required availability: minimum three days a week with frequent weekend work on events
- 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
- Standing, walking, running: Must have ability to frequently stand, walk, and occasionally run. Must be able to stand, walk or run over flat terrain during entire shift

**Post Offer Requirements:**

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

**Post hires requirements:**

- Completion of First Aid certification (every 2 years).
- As this is a seasonal job, all park ambassadors must go through a rehiring process. Our hiring seasons are February 1st through March 31st and September 1st through October 31st.

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

**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.

All materials must be submitted to Michael Williams, [events@greensborodowntownparks.org](mailto:events@greensborodowntownparks.org) no later than April 1, 2023.