

DOWNTOWN AMBASSADOR

THE OPPORTUNITY

The City of St. Joseph is hiring temporary full-time and part-time Downtown Ambassadors to assist visitors with the downtown parking program, which takes effect on May 15, 2025.

SUPERVISION RECEIVED

Work is performed under the supervision of the Downtown Ambassador Coordinator.

SUPERVISION EXERCISED

None.

RESPONSIBILITIES

An employee in this position may be called upon to do any or all of the following essential duties: (These examples do not include all of the duties which the employee may be expected to perform.)

- Being a presence in the downtown area to assist visitors with inquiries about the downtown parking program and identifying free and paid parking on street and in parking lots
- Providing information about the parking program in general.
- Explaining and giving demonstrations to support use of the pay stations and the Passport App
- Maintaining and troubleshooting any issues with pay stations, including helping with the credit card reader and replacing paper for receipts.
- Answering general questions about or providing information about the City of St. Joseph including local restaurants, attractions, special events and activities.

PREFERRED SKILLS AND QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability (KSA's) required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Experience in dealing favorably with people, individually or in groups, in a public setting; including de-escalating customer issues
- Ability to be outside in the elements, walking and standing, for the majority of the shift.
- Ability to deal with potential technical issues associated with parking program technology.
- Familiarity with the City of St. Joseph downtown area and its attractions.

Note: Paid training will be provided. Flexible scheduling is available. Term of employment is May 15, 2025 through Sep. 15, 2025, with training occurring prior to the actual start date. This is an FLSA non-exempt position.

REQUIREMENTS

A valid Michigan driver's license is required.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand and talk or hear. The employee frequently is required to walk. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific visual abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to all types of outside weather conditions. The noise level is usually moderate.

March 2025