

Market Square Park Ambassador

Position: Full and part time position available for Park Ambassador

Reporting Relationship: Senior Manager of Special Events

Status: Seasonal June-September

Up to 40 hours per week, 10 hour days floating schedule

Overview: The Pittsburgh Downtown Partnership (PDP) is a non-profit organization committed to fostering economic vitality and improving life in Downtown Pittsburgh through clean and safe services, transportation initiatives, economic development programs, public space activation, advocacy, and marketing. The PDP seeks a Parks Ambassador to assist with activation logistics and oversight in Market Square and other locations as needed.

Duties and Responsibilities:

Activations/Event:

- Be a welcoming presence in Market Square and other parks as needed to encourage a positive visitor's experience.
- Serve as on-the-ground liaison for vendors, sponsors, partners, and members of the public to ensure a positive park experience for everyone. Help with directions and other questions as needed.
- Daily set up of amenities (chairs, tables) and activities in the park
- Serve as liaison to free speech events to ensure all groups complying with the law have access to the parks.
- Coordinate with PDP Street and Clean Teams, Park Rangers, and human service partners to ensure people in need of social or mental health services are addressed in a humanitarian, compassionate manner.
- Coordinate with Park Rangers and Pittsburgh Bureau of Police to report any illegal activity.
- Track park usage at different times throughout the day, including providing daily attendance counts, taking photos of events, and relaying sponsor and talent feedback and the presence of on-site media to supervisor.
- Serve as emcee and make stage announcements as needed.
- Oversee on-site event volunteers as needed.
- Oversee set-up and breakdown of any events or activations, including staging, tents, signage and audio/video.
- Ensure event areas are clean and free of debris prior to scheduled event/activation and before departing the Park.
- Locate and remove graffiti from tables, chairs and other amenities. Track and report graffiti on buildings, sidewalks, and street fixtures and ensure it's reported for removal.
- Communicate with coworkers and supervisors to report issues, cleanups and facility problems.
- Willing to perform manual labor for set-up and take down (sweeping/cleaning up, removing garbage, etc.)

Job Location and Conditions:

- Must be willing to work outside in varying weather conditions.
- Must operate equipment safely and in accordance with training wear appropriate personal protective equipment, and report any unsafe work conditions or practices to supervisor.
- May be required to report to work to serve customers during emergency conditions.

- May be assigned to work at one or more parks and or other public spaces.
- Must be available to work mornings, days, evening, weekends and holidays.
- Must wear uniform when on duty and be responsible for clean and neat appearance of uniform including shirt, pants/shorts, jacket, hat, belt and boots.

Qualifications:

- Accurately and positively represent PDP brand.
- Perform other related duties of comparable level/type as assigned.
- Ability to work effectively in both a team setting and independently and with children, families, staff, and community partners and contacts.
- A true “people person” with an outgoing personality with ability to interact with small and large crowds.
- Previous event / customer service experience strongly preferred.
- Ability to lift 40 lbs.
- Ability to think and act in a fast-paced environment.
- Must have access to reliable transportation to get to/ from work.
- Standing, sitting, walking, running: Must have ability to frequently (3-5 hours/day) stand, occasionally (1-3 hours/day) walk, and occasionally (0-1 hours/day) run. Must be able to walk and run over flat terrain.

Post Offer Requirements:

- Credential check
- Driving record check
- Criminal history and PA Act 33/34 clearances

Post hires requirements:

- Completion of First Aid certification (every 3 years).
- Completion of OSHA training (annually).

Compensation: \$12 - \$14 per hour DOE, \$20 cell phone stipend per month, and Connect Card.

To Apply:

Submit resumes and cover letters (with references) to:
Hiring Manager: Market Square Ambassador
resumes@downtownpittsburgh.com
925 Liberty Avenue, 4th Floor
Pittsburgh, PA 15222