

Market Square Park Ambassador 2020



Position: Multiple part time positions available for Park Ambassador

Reporting Relationship: Director of Special Events

Status: Seasonal May-September

10-hour days floating schedule, up to 40 hours per week

Potential for additional part-time shifts during PDP events throughout the year

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 Park Ambassador to welcome visitors and provide guest services in Market Square as well as assist with special event logistics, management, and oversight.

Duties and Responsibilities:

Activations/Event:

- Be a welcoming presence in Market Square 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 and activities (games, etc.) in the park.
- Oversee and/or assist with set-up and breakdown of PDP events including staging, tents, signage and basic audio equipment or lighting.
- Manage and/or assist with PDP activations as needed (Yoga in the Square, Kidsplay, public game deployment).
- Serve as supplemental event support for larger scale PDP activations as needed (Farmers Market, Night Market, etc.), reporting to PDP onsite manager.
- Act as liaison for any permitted or free speech non-PDP events or activations in the park.
- Serve as emcee and make stage announcements as needed.
- Coordinate with PDP Street and Clean Teams to ensure people in need of social or mental health services are addressed in a humanitarian, compassionate manner.
- Coordinate with authorities (Pittsburgh Bureau of Police, Allegheny County Park Rangers) to report any illegal activity.
- Track park usage at different times throughout the day, providing daily attendance counts as requested, taking photos of events, and relaying sponsor and talent feedback and the presence of on-site media to supervisor.
- Communicate with coworkers and supervisors to report any issues or questions in real time.
- Submit daily reporting to supervisor.
- Accurately and positively represent PDP brand.
- Perform other related duties of comparable level/type as assigned.

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 attire, and report any unsafe work conditions or practices to supervisor.
- Must be available to work mornings, days, evening, weekends and holidays.
- Must wear branded clothing, provided by PDP, when on duty and be responsible for clean and neat appearance.

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Qualifications:

- Ability to work effectively in both a team setting and independently and with children, families, staff, community partners and contacts.
- A true “people person” with an outgoing personality and the ability to interact with small and large crowds.
- Previous event / customer service experience strongly preferred.
- Ability to lift 50 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.
- Willing to perform manual labor for set-up and take down.

Relevant Experience (Not Required)

- Onsite event management
- Working with children (teacher, camp counselor, daycare, etc.)
- Social work
- Community outreach and engagement
- Customer service/hospitality (restaurant, hotel)

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: \$13-\$15 per hour

To Apply:

Submit resumes and cover letters with three references to:

Jack Dougherty
Director of Special Events
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Pittsburgh, PA 15222