

PDP Park Ambassador/Event Assistant 2021



Position: Multiple part time positions available for Park Ambassador/Event Assistant

Reporting Relationship: Director of Special Events

Status: Seasonal May-October

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

Potential for additional 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/Event Assistant to welcome visitors, provide guest services and assist with community event programming in public space, like Market Square throughout the summer. Ambassadors will play a key role in assisting with special event logistics, management, and oversight.

This is an in-person, public facing position. COVID safety practices, including wearing face coverings and social distancing, will be required during shifts. These practices will be clearly communicated in advance and are subject to change as guidance evolves. PDP will provide access to face coverings, hand sanitizer, and gloves as needed.

Duties and Responsibilities

Daily Activities

- Be a welcoming presence to encourage a positive visitor's experience.
- Daily set up of amenities and activities (games, etc.) in the public space.
- 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.
- Act as liaison for any permitted or free speech non-PDP events or activations in the public space.
- Coordinate with authorities (Pittsburgh Bureau of Police, Allegheny County Park Rangers) to report any illegal activity.
- Implement COVID-19 health and safety practices in accordance with latest local, state, and federal guidance, including daily set up of public sanitizer stations, and sanitization of frequently touched surfaces and materials.
- Track public space 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.

Events Coordination

- Serve as on-the-ground liaison for vendors, sponsors, partners, and members of the public to ensure a positive public space experience for everyone.
- Oversee and/or assist with set-up and breakdown of PDP events including staging, tents, signage and basic audio equipment or lighting.
- Direct and/or assist with PDP activations as needed (fitness classes, small scale music performances, public game deployment, other miscellaneous programming).
- Serve as supplemental event support for recurring PDP activations as needed (Farmers Market, Night Market, etc.), reporting to PDP onsite manager.
- Serve as emcee and make stage announcements as needed.

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Job 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.
- Must adhere to COVID-19 health and safety practices in accordance with latest local, state, and federal guidance, including guidance on wearing face coverings and practicing social distancing.

Qualifications

- Ability to work effectively in both a team setting and independently
- Ability to work 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

Compensation: \$13 per hour starting rate. Opportunity to increase to a \$15 per hour rate 30 days after hire date contingent upon good conduct and reliability.

To Apply:

Submit resumes and cover letters with three references to:

Jack Dougherty
Director of Special Events
jdougherty@downtownpittsburgh.com
307 Fourth Avenue, Floor 2
Pittsburgh, PA 15222