



## VOLUNTEER AMBASSADOR

**Position Summary:** Ambassadors provide on-the-street customer service for those who live, work and visit downtown. They build relationships with BIZ members and the community and are the face of the Downtown Winnipeg BIZ in the area. Ambassadors collect valuable feedback that helps the Downtown Winnipeg BIZ understand its members' and community's needs and provide more effective programs and services. This position will work closely with the Downtown Safety Partnership (DSP).

This position is ideal for individuals with excellent interpersonal skills that are interested in volunteering in a dynamic environment.

### Vaccination Policy

This position is required to provide vaccination status or, in the event that vaccination is not possible due to a valid medical or religious reason, this must be established prior to your start date to the satisfaction of the BIZ and in a form acceptable to the BIZ such inability to be vaccinated.

### Duties and Responsibilities

#### 1. Public and Community Engagement

- Act as an on-street concierge for the downtown community answering questions regarding businesses, directions, parking, events and Downtown Winnipeg BIZ programs and services.
- Respond to requests to provide courtesy walks, escorting individuals to their destination downtown.
- Manage the Downtown Winnipeg BIZ kiosk at different locations, connecting with the public and promoting events, programs and downtown businesses
- Assist with Downtown Winnipeg BIZ and third-party events and programs

#### 2. Member Relations

- Establish and strengthen positive and proactive relationships with BIZ members, including in-person visits to businesses
- Solicit feedback from members, identifying solutions to address concerns and forwarding requests to the appropriate BIZ programs
- Assist in the distribution and collection of BIZ surveys and promotional material

#### 3. Administrative

- Work with the Marketing, Engagement and Events team to ensure all Downtown Winnipeg BIZ print materials are stocked, organized and distributed in the designated locations.
- Report any safety or health concerns, that are not emergency in nature, to the Downtown Safety Partnership (DSP)
- Report graffiti or cleanliness concerns to Downtown BIZ Enviro Team or vandalism to the effected business owner.
- Report damage to public infrastructure to Ambassador Supervisor to notify the City (sidewalk, benches, etc.)

### Qualifications

- Related work and/or volunteer experience
- Customer service experience
- Knowledge of downtown Winnipeg
- Excellent oral and written communication skills
- Excellent interpersonal skills and able to work as part of a team