

Downtown Ambassadors

Part-Time (14-21 hours per week)

The Downtown Winnipeg BIZ promotes, cares, and advocates for a vibrant and inclusive downtown where business thrives and people are drawn to work, live, shop and explore. We host events throughout the year and work to enhance the beauty of our downtown, improve cleanliness and safety, and help make it easier to get around. Our downtown is on Treaty No. 1 territory and the National Homeland of the Red River Métis.

As a Downtown Ambassador, you'll play a vital role in providing exceptional on-the-street customer service and support to downtown businesses and the public by answering questions, promoting Downtown Winnipeg BIZ programs and the businesses we serve. We are guided by our values: Respect, Collaboration, Innovation and Excellence, and Inclusion. If you have a passion for downtown Winnipeg, enjoy connecting with people, and thrive on going the extra mile to deliver outstanding customer service we would love to hear from you!

Responsibilities:

- Act as an on-street concierge for the downtown community answering questions regarding businesses, directions, parking, events and Downtown Winnipeg BIZ programs and services
- Provide courtesy walks, escorting individuals to their destination within 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, including set-up/take-down duties and engaging with attendees to enhance their experience
- Establish and strengthen positive and proactive relationships with BIZ members, including in-person visits to businesses, soliciting feedback from members, and identifying solutions to address concerns
- Assist with new member onboarding and orienting members to the services offered by the BIZ
- Conduct data collection and database management tasks, including updating business information and identifying new businesses
- Assist in the distribution and collection of BIZ surveys and promotional material
- Address minor cleanliness issues and perform graffiti removal as needed
- Report safety, cleanliness or infrastructure concerns to appropriate BIZ department or external partners

Qualifications:

- Customer service experience and ability to connect with downtown community members, visitors, residents and BIZ members
- Excellent interpersonal, problem solving and verbal communication skills
- Knowledge of Downtown Winnipeg is considered an asset
- Available to work 14-21 hours/week during various shifts including days, evenings and weekends
- Able to remain in a stationary position over a prolonged period while managing the kiosk or assisting at events
- Capable of moving throughout downtown on assigned routes regardless of weather conditions

WORK ENVIRONMENT & CULTURE:

The Downtown Winnipeg BIZ embodies a culture of collaboration and customer service. We have a diverse team who committed to revitalizing and enhancing spaces in our downtown. Working in the heart of downtown, we take time to enjoy the amenities and community around us; through participation in our own programs, staff celebrations, and the endless number of events located downtown. We offer a 35-hour work week, subsidized transit passes, “Furry Fridays” (bring your pet to work days) and early access to information about fun things happening in the heart of the city! Our organization’s success is powered by our passionate team. Downtown is moving forward – be a part of the team at the centre of the action!

The Downtown Winnipeg BIZ is committed to equity, diversity and accessibility in the workplace. We strive to have a team that reflects our downtown, where diverse abilities, backgrounds, cultures, identities, languages and perspectives are valued and drive a high standard of service and innovation. We encourage candidates to speak to this in their application.

To Apply:

- Please submit your resume and a brief cover letter to careers@downtownwinnipegbiz.com (include the position title in the email subject line to help us out). Applications will also be accepted in person at our office at 426 Portage Ave.
- Tell us a bit about yourself and your favourite thing about downtown Winnipeg!

Applicants should identify if they require accommodation during the competition process on a confidential basis. This posting is available in alternate formats upon request.

Please note: We thank all candidates for their interest, but due to the number of applications received, only those selected for an interview will be contacted. This posting will remain open until suitable candidates have been selected.