



Downtown Guide (Full-Time)

This position reports to the Community Services Manager and is part of the Downtown Sacramento Partnership street team. This position patrols the downtown district from Front Street to I 6th Street and from H to L streets acting as an information ambassador for the general public and downtown business community equipped with maps, two-way radios, and smart phones. Downtown Guides act as the eyes and ears for Downtown police and local officials, work in direct partnership with the Downtown merchants to keep an open line of communication between local agencies and the people they serve. You will assist with reporting criminal and nuisance activity and work with law enforcement to improve public safety downtown.

Specific duties:

- Assist locals/tourists/customers with directions and information, handing out relevant brochures and maps and guiding walking tours
- Eyes and ears for city agencies (i.e. SPD, Fire, Parks, Parking, etc.)
- Identify and seek solutions to blight and hazards
- Knowledge of downtown landmarks
- Knowledge of the downtown traffic grid
- Strong work ethic
- Applicant must be a people person
- Working knowledge of radio "9 codes", phonetic alphabet, and radio procedures
- Document all activity on appropriate forms
- Escort employees and patrons
- Document and report graffiti

Knowledge/Skills required:

- Excellent verbal and written communication skills
- Customer service experience
- Knowledge of downtown landmarks
- Knowledge of the downtown traffic grid
- Strong work ethic
- Applicant must be a people person
- Working knowledge of radio "9 codes", phonetic alphabet, and radio procedures
- Document all activity on appropriate forms
- Escort employees and patrons
- Document and report graffiti

Physical Requirements: Incumbent must be able to patrol (walk) on foot for a 10 hour shift exposed to all weather elements (hot, cold, rain, sunshine). Incumbent will be

expected to navigate varied terrain including curbs, sidewalks, grass, uneven dirt and boardwalks, etc. This position will patrol regardless of weather conditions.

Hours: Full-time (40 hours) and must be available 7 days a week between the hours of 8:00am to 10:00pm (10 hour shifts)

Responsibility: Incumbent will operate cleaning equipment covering the entire 66 square block area of the Business Improvement District maintaining a pleasant approachable demeanor as well as ensuring his/her area is clean. Team member will maintain a clean and neat uniform including jacket, pants, shirt, hat, gloves, boots/shoes, and belt. Incumbent will attend all mandatory in service training and required meetings. Incumbent will accurately document all required forms of data collection.

Personal Relations: Incumbent will work as a team member to his/her fellow Clean Streets Team and the Community Service Guides. While on patrol, incumbent will meet with Team Members to exchange work related information or to assist in completing a task. Incumbent will actively greet citizens while performing his/her patrol.

Physical Requirements: Incumbent must be able to patrol (walk) on foot for a 4-10 hour shift exposed to all weather elements (Hot, Cold, Rain, Sunshine). Incumbent will be expected to navigate varied terrain including curbs, sidewalks, grass, uneven dirt and boardwalks etc. Incumbent must be able to operate all equipment used by the Clean Streets Team. Incumbent must be able to lift at least 80 lbs.

Work Environment: Incumbent will spend the majority of his/her shift maintaining the downtown Sacramento Area. The incumbent will be exposed to various members of the public as well as workers from the public and private sectors. Incumbent will patrol regardless of weather conditions.

Hours: Full-time (40 hours) and must be available 7 days a week between the hours of 5:30am to 10:00pm

To apply: Please pay special attention to these instructions. Failure to follow them will disqualify you as an applicant. Submit your cover letter, including salary expectations, along with your resume and (3) business references to humanresource@downtownsac.org. Reference the job title you are applying for - **GUIDE TEAM MEMBER** - in the subject line in your email. Please include the date of your availability and a statement indicating why you want to be considered for this position.

Phone calls or personal visits will not be accommodated without an appointment. Only complete application packets will be considered, and only the most qualified individuals will be contacted for an interview.