

Community Service Guide Position Description

General Description

This position patrols the downtown district from Front Street to 16th Street and from H to L Streets acting as an information ambassador equipped with maps, two-way radios and cellular phones. He/She will act as the eyes and ears for Downtown police and local officials, work in direct partnership with Downtown merchants to keep an open line of communication between local agencies and the people they serve. The incumbent will educate the public on local and state laws and codes. He/She will provide guided tours exploring local history, architecture, and culture.

Specific Duties

- 65% Assist locals/tourists/customers with directions and information, handing out relevant brochures and maps and guiding walking tours
- 25% Eyes & Ears for city agencies (i.e. SPD, Fire, Parks, Parking, etc.)
 - Deter crime through presence and high visibility
 - Advise the public of local city codes and ordinance
 - As an expert witness, document all unusual activity (i.e. arrests, citations, medical calls, complaints, and lost property)
- 5% Assist merchants with calls for assistance
- 2% Identify and seek solutions to blight and hazards
- 1% Staff for downtown events
- Other duties as assigned

Knowledge/Skills required by the job

Applicants

- Excellent verbal communication skills
- Excellent written communication skills
- Customer service experience
- Knowledge of downtown landmarks
- Knowledge of downtown traffic grid
- Strong Work Ethic

Upon completion of 3 week training

- Proactively applying customer service skills
- Knowledge of Regional Transit routes and schedules
- Knowledge of downtown retailers and services
- Working knowledge of radio “9 codes”, phonetic alphabet, and radio procedure
- Ability to write structured reports

- Understanding of the principals of Verbal Tactics
- Ability to document all activity on appropriate forms

Responsibility

- Maintain a pleasant approachable demeanor at all times. He/She will actively greet citizens while performing his/her patrol.
- Patrol on foot, an assigned area designated by their direct supervisor. While on patrol of assigned area the incumbent will actively seek out individuals in need of assistance. They will assist and direct shoppers, downtown workers, and visitors to their destinations within the Business Improvement District as well as answer questions and/or concerns they may have.
- Monitor assigned area for persons breaking city/state codes and laws. Incumbent will either report such individuals to the proper authorities or advise them of the statute which is being violated.
- Record and report all infrastructure hazards as well as instances of dilapidation or vandalism i.e. graffiti, broken pedestrian lights, broken windows, etc.
- Notify Emergency Medical Services of those in need of medical attention.
- Deliver various letters, packages, flyers, and boxed items at the request of the Downtown Sacramento Partnership's administrative staff.
- Know and follow all written policies and procedures as well as comply with all city/state codes and laws.
- Maintain a clean and neat uniform including jacket, pants, shirt, hat, gloves, boots/shoes, and belt. He/She must dress appropriately for current weather conditions. Rain gear will be provided as part of the uniform. The incumbent will be well groomed (refer to policies and procedures).
- Incumbent will attend all mandatory in service training.

Personal Relations

- Briefly contact all merchants within their beats to evaluate concerns that need to be addressed or brought to the attention of Downtown Sacramento Partnership administrative staff or the City of Sacramento. Such contacts are to be no more than 10 minutes long unless more time is needed to document vital information.
- While on patrol, incumbent will meet with coworkers to exchange work related information or to assist in completing a call. Such contacts are to be kept to a minimum and to disperse as soon as it is safe to do so.
- May contact officers, and other civil servants to pass on work related information and to assist them in their duties.
- Actively greet citizens while performing his/her patrol.
- Seek out homeless individuals and attempt to connect them with services.

Environment

Physical Requirements

- 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.
- Must be able to speak clearly.
- Must be able to wear shoes, socks, shorts, shirt, ball cap, and radio during the entire shift.
- Incumbent must be able to lift at least 80 lbs.

Work Environment

- Will spend one hour a day in an office environment being briefed by a supervisor on the day's work. The other 9 hours will be spent patrolling 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. The Downtown Sacramento Partnership will provide rain gear.

Title of Person whom this Position Reports

This position reports directly to the Shift Supervisor.

Qualifications

Education

High School Degree

Experience

Customer service background a must

All applicants passing the interview stage of the application will be subject to a criminal background check.

The incumbent shall work well under pressure, meet multiple and sometimes competing deadlines. The incumbent shall at all times demonstrate cooperative behavior with colleagues and supervisors.