CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**Park Ambassador**	**UNION:1937**
		SG:104
CLASS TITLE:	**Security and Information Attendant**	**CS:Y/N**
		FLSA:Y
DEPARTMENT:	**Parks and Recreation**	**EEO4CODE:SM**

JOB SUMMARY:

Monitors assigned park areas and facilities to ensure safety and security for scheduled events and daily users. Communicates with citizens and develops positive relationships with park users by providing assistance and information. Enforces City and departmental regulations as appropriate and informs law enforcement of disturbances as needed. Performs basic custodial tasks to ensure cleanliness and safety for scheduled events and daily users. Communicates custodial needs to Park Operations Facilities staff.

SUPERVISORY RELATIONSHIP:

Reports to Park Division Supervisor, and receives daily direction from the Recreation Coordinator. Works under close supervision and the guidance of applicable federal, state and local statutes, regulations, policies, procedures and contractual agreements.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Monitors park areas and facilities. Ensures a safe environment for all users by providing education about Parks and Recreation policies and procedures. Acts immediately to address inappropriate behaviors by contacting appropriate staff, law enforcement or other emergency personnel as appropriate. Monitors park activity; writes incident reports and recommendation reports related to park use.

2. Provides assistance and information on park programs. Distributes flyers to promote activities and park programs. Acts as facility attendant and greeter for scheduled park events and facility rentals.

3. Reviews daily schedule for park events and activities. Ensures facility reservation users have necessary equipment and access to the facility, amphitheater, and open space. Ensures lights are turned on and bathrooms are locked and unlocked as scheduled.

ADDITIONAL WORK PERFORMED:

1. Assists with recreation programs such as concerts, games kiosk, art and nature walks, kickball leagues, etc. Gathers supplies and equipment, such as athletic equipment, tents, tables and chairs for events and activities. Set-up and breakdown of stages, tents, equipment, etc. for special events, concerts, and drop in recreation programming. Restocks supplies, as needed.

2. Performs litter pick-up and basic custodial tasks to ensure cleanliness and safety of facility. Communicates custodial grounds and maintenance needs to Park Operations staff.

3. Work with volunteers, interns, and work study students as assigned.

4. Performs other related work of a similar nature and level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Skill in:
- Excellent interpersonal skills for interaction with City staff, department staff, and the public.

Ability to:
- Ability to communicate respectfully and effectively with a diverse community using courtesy, tact, and good judgement.
- Ability to explain and enforce rules of conduct and departmental or other applicable rules and policies.
- Ability to exercise authority appropriate to various circumstances.
- Ability to work independently with general supervision.
- Ability to work outside in all types of weather conditions.
- Adequate hearing, vision and physical ability to perform the work assigned.
- Ability to perform routine, repetitive activities.
- Ability and willingness to follow directions.
- Ability and willingness to work a flexible schedule including evenings and weekends.
- Ability to perform assigned work independently and responsibly, as well as part of a team.
- Ability to follow oral and written instructions, including following established safety rules.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Ability to maintain consistent and punctual attendance.
- Physical ability to perform the essential functions of the job, including, but not limited to:
  - Frequently required to stand for extended periods of time
  - Frequently communicate verbally
  - Lift and transport objects weighing 30 lbs. regularly and 50 lbs, occasionally.

WORKING ENVIRONMENT:

Work is performed out-of-doors in all weather conditions and on uneven terrain exposing employee to inclement weather. Employees are required to use appropriate safety equipment and follow standard safety practices. Involves a high degree of public contact.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Minimum of one year work experience involving extensive interaction with the public required; two years of experience working with the public is preferred.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal convictions check, child and adult abuse records check and local background check.
- Some positions may require a valid Washington State driver's license and good driving record. Candidates must submit a three-year driving abstract prior to hire.
- Must be willing to work various shifts including evenings and weekends.

- First Aid and CPR certification or ability to secure within six months of hire.

PREPARED BY: A. Grove
H. Pederson
1/2017

REVIEWED BY: _____
Leslie Bryson, Director
Parks and Recreation