Ambassador Program Manager
Job Description

Affiliate: Downtown Phoenix Inc.
Position: Full-time, Exempt
Reports to: President + CEO
Salary Range: $50,000 to $80,000

Job Brief:
The mission of Downtown Phoenix Inc. (DPI), is to continue the revitalization and promotion of Downtown Phoenix by creating meaningful experiences and a pleasant environment for those who visit or live, work or learn in our Enhanced Municipal Services District (EMSD).

As the most visible presence within the Enhanced Municipal Services District service area, Ambassadors take great pride in their work. Their smiling faces have proudly served Downtown Phoenix for more than 20 years and embody the spirit of the DTPHX community. Ambassadors are on duty seven days a week, 365 days a year, and from providing directions and dining recommendations to walking tours of our Downtown, Ambassadors truly make Downtown Phoenix a better place to live, work, learn, play and visit.

The Ambassador Program Manager will work regular weekday hours including evening, weekend and holiday hours based on the needs of the organization.

Job Duties:
- Manage the performance of the Ambassador team; provide daily deployment based on needs in the field; lead by example and perform the same tasks expected of Ambassadors
- Be a “downtown aficionado” and share knowledge of (or know where to find) downtown history, public art, museums, restaurants, entertainment venues, services, businesses, etc.
- Fulfill other managerial tasks such as keeping attendance records, providing employee reviews, training, performance coaching, recognition and discipline when warranted
- Maintain a steady relationship with DPI staff and stakeholders (local businesses, hotels, convention services, universities, the Police Department, homeless outreach organizations and various departments within the City of Phoenix)
- Respond to stakeholder issues and concerns related to the Ambassador program by providing exceptional customer service in a timely fashion
- Oversee the work of Training Coordinator and Ambassadors, including Team Leads, and manage the various teams built within the Ambassador program (Outreach, Recognition, etc.)
- Represent Downtown Phoenix Inc. (DPI) at meetings and special events, as requested by CEO, CGO or stakeholders
- Be sure the team is tracking assists, monitor stats and provide reports on the team’s efforts
- Assist with the hiring, onboarding and training of new Ambassadors
- Identify HR issues and address in real time to the extent possible; report HR issues to Controller, as appropriate, and work with Controller to address and develop performance improvement plans
- Identify areas in the program that need reform and implement changes; develop retention plan and performance based reward opportunities
- Other job related tasks and projects pertinent to overall function of DPI
**Expectations:**
- Able to walk, stand or ride a bike outdoors in extreme weather (high temperatures, occasional storms)
- Willing to wear specified uniform, when requested by CEO, and maintain a neat, professional appearance
- Must be physically able to carry supplies while on duty, ability to safely lift and carry at least 25 lbs

**Desired Professional/Personal Characteristics:**
- Minimum High School Diploma or GED, some college or advanced learning preferred
- More than 4 years of customer service and/or hospitality experience
- Proven experience managing teams and projects alike
- Outgoing, friendly personality and a desire to truly help people
- Good verbal and written communication skills, comfortable speaking in front of groups
- Comfortable using various Microsoft programs, the internet and cellular phone applications
- Desire to work in an inclusive, diverse environment
- Ability to quickly assess situations and make sound decisions
- Able to manage multiple tasks and be flexible as other important situations arise
- Self-motivated, trustworthy and capable of executing actions that meet the company’s vision and mission