



Job Description

Title: Downtown Watch Ambassador

Position Summary: Candidates must be self-motivated, flexible, friendly, and polite, work well independently and in a team environment, possess good time management skills, strong interpersonal skills, be approachable and attentive to their surroundings and visit businesses while on their patrol.

Under the direction of the Manager and Supervisors, responsible for promoting a safer and friendlier downtown by patrolling the streets and skywalk systems, serving as extra “eyes and ears” to assist the Winnipeg Police Service. Ambassadors are expected to work evenings and weekends.

Specific Duties and Responsibilities:

1. Patrol Duties

- 1.1. Be punctual in all duties and assignments;
- 1.2. Follow uniform protocol – ensure it is clean and pressed;
- 1.3. Follow policy & procedures in the Watch Manual and Human Resources Manual;
- 1.4. Follow manual on overnight patrol policy & procedures;
- 1.5. Follow highway traffic act regulations for pedestrian, bike or driving a vehicle;
- 1.6. Participate in all training and retraining activities as required;
- 1.7. Provide directions, general assistance, referrals and visit businesses on your beat;
- 1.8. Follow all assignments as they pertain to dispatches, prime time patrols, safe walks, reporting safety concerns or traffic hazards, graffiti, conducting pedestrian counts, special attentions, issuing vMar-10ehicle safety audits, working BIZ kiosk or display booth, etc.;
- 1.9. Knowledge of the Salvation Army cold weather policy and other services provided by MSP, Siloam, UGM, Lighthouse and MYS for youth;
- 1.10. Apply First Aid & CPR when required and maintain a valid certification;
- 1.11. When assigned a camera for your beat you will ensure you record and advise supervisor of all photos taken;
- 1.12. Keep a daily record of all activities witnessed, notify authorities of all criminal or suspicious activities and submit written reports when requested;
- 1.13. Attend & assist with BIZ events as well as other partners and sponsor events and programs, i.e. Santa Claus Parade, Manitoba Marathon, Cicloviva, Kids Fest, In/Out to lunch concert series etc. –handing out candies or drinks or hot chocolate, bike rodeo, manning a barricade, marching in a parade (carrying a banner), helping with the horse drawn carriage ride. Etc.
- 1.14. Keep your bike in good repair & report any damages immediately;
 - a) Wear the digital recorder when assigned to bike patrol
 - b) Participate in all training and retraining activities as required



- 1.15. Deliver and pick up promotional materials as required, this includes the MEMO, daily dispatches, bank deposits;
- 1.16. Assist the BIZ as required with all programs and events.

2. Other

- 2.1. Maintain a current valid Class 5 Manitoba Driver's license and sign the vehicle waiver form before driving any BIZ vehicle or vehicle on loan for the use of the BIZ;
- 2.2. Assist in the maintenance of the Change for the Better Program, which includes monitoring and picking up of funds and ensuring all boxes have sufficient pamphlets;
- 2.3. Ensuring all pay stations and customer service outlets in the skywalk have sufficient pamphlets and brochures;
- 2.4. Ownership updates and report new businesses to the area;
- 2.5. Refer all Media requests to the administration office;
- 2.6. Other duties as may be assigned from time to time by the Supervisors, Manager or Executive Director.



Ambassador Qualifications

- Minimum grade 12 education or equivalency
 - **Copy of transcript to be placed in file**
- Produce a copy of a criminal background check within the last year
 - **Exemption for College and High School students during their work experience**
- Provide a copy of recent Provincial Child Abuse Registry check within the last year
 - **Must be obtained prior to being hired**
- Provide a first-aid and CPR certification and maintain certification;
 - **Must be obtained prior to being hired**
- Further education/experience or combination of both in a related field in either tourism/public relations or public safety/security;
- Physically fit and capable of walking up to eight hours a day in all weather conditions;
- Strong interpersonal and communication skills;
- Possess a positive attitude and a friendly personality;
- Capable of working with a large team in an environment with little supervision; and
- Other languages in addition to English are considered an asset.

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