



HOST AMBASSADOR

Volunteer Host Ambassador

Title: Volunteer Downtown Host Ambassador

Position Summary: Downtown Host Ambassadors are responsible for promoting a friendly and welcoming downtown by participating in events, liaising between businesses and the Downtown Winnipeg Biz, and providing excellent customer service for those who live, work, and visit downtown.

This position is ideal for individuals with excellent interpersonal skills that are interested in volunteering in a dynamic environment.

Work Location: Main Office, 426 Portage Avenue. Duties can be located in any areas of the Downtown Winnipeg Business Improvement Zone.

Commitment: 12 hours per month.

SPECIFIC DUTIES & RESPONSIBILITIES:

1. Administrative

- Ensure you are familiar with all BIZ policies and procedures.
- Participate in all relevant Customer Service training.
- Liaison between businesses and BIZ creating a sense of community downtown.
- Provide service to the businesses by visiting them, taking requests and providing follow-up by contacting respective employees.
- Promote business relationships by collecting information and/or encouraging feedback through personal visits or other means of communication.
- Complete all daily assignments and reports.
- Notify the Customer Service Lead of any equipment damages to kiosks, displays or racks, etc.
- Distribution and collection of BIZ surveys.
- Ensure BIZ brochure cabinet is well stocked and organized.

2. Public Relations

- Demonstrate initiative and promote a positive attitude.
- Provide excellent personalized customer service to the people downtown by opening doors, carrying packages, providing directions and describing the services the Downtown BIZ has to offer.
- Circulate the kiosk throughout the downtown, promoting events and programs by distributing marketing materials.
- Coordinate the setting-up of the display booth and staff it when necessary.

- Ensure brochure supply is current in kiosks, booths and parking pay stations.
- Provide high energy and excellent customer service and confidence at BIZ events.
- Participate in all events and programs, as required.

3. Other Duties

- Notify Watch Supervisor should you encounter suspicious activity on the street, requiring Watch intervention.
- Other related duties as may be assigned from the Customer Service Team Lead or Manager, Safety and Development or designate.

QUALIFICATIONS:

- Related work and/or volunteer experience
- Customer service experience
- Knowledge of downtown Winnipeg
- Enthusiastic, outgoing and positive attitude
- Excellent oral and written communication skills
- Excellent interpersonal skills and able to work as part of team
- Valid CPR and First Aid certification is considered an asset
- Additional languages are considered an asset

COMMITMENT EXPECTATIONS:

- 12 hours per month
- Available Shifts:
 - i. 8:00 – 12:00 (Mon-Fri)
 - ii. 10:00 – 14:00 (Mon-Fri)
 - iii. 12:00 – 16:00 (Mon-Fri)
 - iv. 14:00 – 18:00 (Mon-Fri)
 - v. Occasional evenings and weekends for special events.

BENEFITS TO VOLUNTEER:

- Work experience in the field of tourism, hospitality, and customer service
- Opportunity to receive additional training
- Reference Letter (based on performance)