



**Santa Barbara Public Works Department
Downtown Ambassador II
Hourly Position/20 hrs/wk
\$22.50/hr**

Part-time, hourly City staff position with primary duties to offer hospitality and information, to observe and report activities, behavior, and the condition of the infrastructure on State Street. Position works directly with the Downtown Parking Program, a work group within the Public Works Department reporting to the Parking Supervisors and Parking Coordinators; working with businesses, residents, visitors and other City staff in the State Street corridor; act as the initial contact for local businesses and community members to observe and report on problems of illegal behavior, illegal lodging or abandoned property; identify, address, and report unacceptable behavior and chronic nuisance related issues through a highly visible uniformed presence; observe and report on illegal behavior of suspected violations of municipal and other code violations; identify individuals who are in most need of assistance and provide referrals to appropriate resources; work closely with the Public Works and Police Departments, other municipal and non-profit social service organizations, citizens and the business community in identifying problems; attend community/business meetings as directed; work with other City departments to refer complaints that can be mitigated through other methods; observe and report on individuals whose actions endanger person or property; maintain accurate records, write reports; and performs related duties as required. Must meet the requirements for being able to issue Administrative Citations for violations of the Municipal Code, including Parking Citations. The ability to speak Spanish is desirable.

Ideal candidate will possess excellent customer service skills, excellent verbal and written communication skills, knowledge of local social issues such as drug/alcohol dependency, mental health programs available to assist those in need of obtaining services; basic grammar skills to complete report forms; safe work practices and knowing who to refer. Candidate must possess the ability to communicate clearly and concisely, both orally and in writing; operate a two-way radio; maintain records and prepare concise reports; and utilize computer to prepare reports; deal effectively, tactfully and compassionately with the public and use skill to interact with diverse groups of people; identify those individuals who are in need of assistance and recognize potential illegal behavior, illegal lodging or abandoned property, illegal skateboarding and bicycling; observe possible safety hazards and report to the Supervisor; interpret and explain city policies and procedures; work well under pressure; work independently; use good objective judgment and common sense; represent the city favorably; and establish and maintain effective working relationships with those contacted in the course of work. Ability to assist with the orientation of a newly hired Downtown Ambassador I.

NOTE: Work schedule may include working early morning, evening, weekend, and holiday hours.

Experience/Training: Prior customer service experience is highly desirable.

License/Certification Requirements: Must possess a valid California driver's license.

Submit City application to City of Santa Barbara, Human Resources Division, 735 Anacapa Street, Santa Barbara, CA 93101. Candidate must successfully pass a background investigation process prior to appointment. **Application deadline: Open until filled.**

An equal opportunity employer