



Downtown Fort Collins Hospitality Ambassador

Position Overview

The Downtown Fort Collins Business Association is seeking three (3) full-time seasonal Hospitality Ambassadors. Our Ambassadors will provide a visible uniform presence to create a more welcoming and safe environment for all patrons of Downtown Fort Collins. With a focus on hospitality, Ambassadors will serve the Downtown area as friendly sources of information and assistance for visitors, residents and the community at-large.

Job Description

Ambassadors will be responsible for providing information about downtown dining, shopping, special events, parking, and area attractions. Ambassadors will provide customer assistance, which includes scenarios such as jump-starting vehicles with dead batteries, accompanying employees to their vehicles after-hours and offering assistance to shoppers as needed. Ambassadors will also support marketing efforts of the DBA by distributing promotional materials and assisting at events.

Required Skills & Abilities

Hospitality & Customer Service – Ambassadors will actively acknowledge pedestrians with a friendly greeting and engage visitors with directions, helpful information and recommendations.

Observation & Reporting – Ambassadors will be watchful for unwanted behaviors or criminal activity and report to local authorities via established communication methods. Must be able to articulate an accurate description of person, vehicles, and other similar identifiers.

Stakeholder Relations - Ambassadors will be responsible for making a specified number of visits to district businesses to share information.

Data & Reporting – Ambassadors will provide daily digital reports in order to document shift activities and affiliated data collection.

Professionalism - Must maintain a positive, professional environment in full compliance with applicable laws, regulations, and procedures.

Physical Abilities - Must have the physical capacity to walk continuously during an eight (8) hour shift, with normal breaks (two 15-minute breaks; one 30-minute meal break).

Work in close conjunction with the Outreach Fort Collins Program to connect those in need with resources.

Must be able to work outdoors in all conditions with provided inclement weather gear.

Education & Experience

High School Degree or equivalent

Must be dependable

Demonstrated superior customer service experience

Strong ability to work and interact with the public

Strong interpersonal skills with the ability and willingness to work as part of a team

Strong communication skills, both verbal and written

Must possess a solid work ethic and the ability to follow instructions

Self-motivated, energetic learner and leader with a good sense of humor

Required to maintain a neat and presentable appearance

Knowledge of Downtown Fort Collins and community

Compensation

\$12-\$15/hour

How to apply

Email: Send resume to Info@DowntownFortCollins.com, Subject Line: DBA Ambassador Application

Mail: DBA, 19 Old Town Square #230, Fort Collins, CO 80524