

Town of Provincetown Community Ambassador Job Description

Primary Job Functions:

The primary role of the Community Ambassador is to provide necessary education and guidance in order to support keeping Provincetown safe from, and preventing the spread of the Coronavirus. The Ambassador must have a friendly and professional demeanor and will patrol assigned locations and routes in Town to monitor and assist visitors, residents, workers and local merchants and business owners by providing health and safety information. The Ambassador will patrol densely populated areas of Provincetown monitoring behavior, communicating and sharing materials for enforcing Town safety mandates. The Ambassador will also perform light maintenance activities related to maintaining and sanitizing designated tourist and recreational areas throughout the Town.

In addition, the Ambassadors are encouraged to dress in fun attire, including accessorizing with bright colors, costumes and drag outfits.

Ambassador positions require the ability to be on your feet to patrol assigned areas outside in varying weather conditions for each shift. Ambassadors will work in four to six hour shifts and have the ability to communicate with visitors, residents, workers, business owners, other Ambassadors, Town Officials and public safety officers. Ambassadors must be comfortable communicating and offering solutions or advise as needed. Ambassadors must be flexible to working any shift/day assigned.

Qualities include:

- Having a friendly and professional demeanor and general hospitality skills.
- Being able to establish and maintain quality relationships with local merchants, vendors, pedestrians, tourists, transient population, and fellow workers, under potentially stressful conditions.
- Following directions, making decisions, and solving problems with a strong desire to continually learn and improve.
- Be comfortable with and interested in working to maintain public health safety through sharing information about social distancing and wearing of masks.
- Having a good eye for details and appreciate organization and well maintained environments.
- Knowing the layout of the town, and locations of public restrooms, hand washing stations, and basic Town information.

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Position Requirements:

- Must be able to communicate clearly both verbally and written and possess strong interpersonal skills
- Must have the physical ability to be on foot in varying weather conditions including heat, and walking on various surfaces including pavement, bricks, sand, decking and climb stairs, ramps, or stepstools and ladders occasionally during shift
- Performing light maintenance activities related to maintaining, cleaning and sanitizing designated tourist areas throughout the Town, including the disposal of litter.
- Must be comfortable with occasionally bend/twisting at waist/knees/neck to perform various duties and occasionally lift or carry up to 25 pounds.
- Restocking of supplies
- Must be able to explain health and safety guidelines for social distancing, provide general information to visitors and handle the distribution of materials
- Must be comfortable working with a partner and/or team
- Identifying attire will be provided
- Encouraged to dress in fun and party accessories – bright colors, costumes and drag

Recommended Minimum Qualifications:

Knowledge, Ability and Skill:

- Knowledge of basic health and safety guidelines to prevent the spread of Coronavirus
- Ability to communicate clearly in a friendly and professional manner
- Comfortable speaking with general public to enforce health safety guidelines
- Ability to do light maintenance and cleaning tasks including disposal of litter in trash receptacles
- Able to work independently in a fast passed outdoor environment

Education and Experience:

- High School Diploma, GED or equivalent
- Experience working with the general public