

Position Description

Job Title:	RSI – Park Ambassador	Revision Date:	2/4/20
Department:	Philadelphia Parks & Recreation	Hiring Manager:	Andrew Emma
Hourly Rate:	\$14.00/hour	Application deadline:	Open Until Filled
Position Type	Temporary/Seasonal Employment; Nine (9) Months in Duration		

Overview of City of Philadelphia

With a workforce of over 30,000 people, and opportunities in more than 1,000 different job categories, the City of Philadelphia is the fifth largest city in the United States and one of the largest employers in Southeastern Pennsylvania. As an employer, the City of Philadelphia operates through the guiding principles of service, integrity, respect, accountability, collaboration, diversity and inclusion. Through these principles, we strive to effectively deliver services, to resolve the challenges facing our city, and to make Philadelphia a place where all of our residents have the opportunity to reach their potential.

Agency Description

Philadelphia Parks & Recreation (PPR) advances the prosperity of the city and the progress of her people through intentional and sustained stewardship of over 10,200 acres of public land and waterways as well as through hundreds of safe, stimulating recreation, environmental, and cultural centers. PPR promotes the well-being and growth of the City's residents by connecting them to the natural world around them, to each other, and to fun, physical, and social opportunities. PPR is responsible for the upkeep of historically significant Philadelphia events and specialty venues, and works collaboratively with communities and organizations in leading capital projects and the introduction of inventive programming. To learn more about Philadelphia Parks & Recreation, visit us at www.phila.gov/parksandrec, and follow @philaparkandrec on Facebook, Twitter, Instagram, or Tumblr.

Position Summary

The Recreation Specialty Instructor (RSI) will serve as a Park Ambassador to maintain a welcoming, safe, clean, and eventful experience at The Ben Franklin Parkway District, one of the City's most prominent and visited areas. This area includes LOVE Park, Logan Circle, Eakins Oval, the Philadelphia Art Museum steps, the Rocky Statue, and the Rail Park. This position works under the direction of the Park Manager along with other city staff, volunteers, and community members to coordinate daily events and programs and to ensure the area consistently meets PPR's standards of safety, and cleanliness while providing exceptional customer service to patrons.

The position is full-time, working a minimum of 37.5 hours each week. Several Ambassador positions are available. This is outdoor work with an emphasis on community engagement.

Responsibilities

- Set up and break down materials for park programs and events
- Assist with minor landscape maintenance and plant condition assessments
- Assist in developing new ways to engage positively with visitors to enhance their experiences
- Keep park clean by sweeping, organizing, and cleaning park infrastructure when needed
- Assist Park Rangers in ensuring park safety and enforcement standards are met
- Coordinate with the Philadelphia Police Department, Park Rangers, and Human Services partners to ensure that issues with vulnerable populations are addressed in an appropriate manner
- Coordinate social media presence to document events and programming via posts and photos
- Complete daily observational inspections of park to identify non-compliant issues, and record data leading to resolution
- Staff LOVE Park gift shop and utilize an iPad and Square software to track sales
- Related duties as assigned

Competencies, Knowledge, Skills and Abilities

- Ability to provide logistical and coordination support for events
- Ability to initiate positive engagement with a diverse range of park users
- Ability to work outdoors and in all weather conditions (heat, cold, rain, etc)
- Ability to be a park and city advocate, representing Philadelphia to all residents and tourists
- Ability to remain calm in an often fast-paced and crowded environment
- Ability to collaborate positively with a team of fellow Ambassadors, Park Manager, and other Parks and City staff
- Knowledge of Philadelphia and Park program offerings
- Ability to communicate both orally and in writing
- Ability to work a flexible schedule including evenings, weekends and holidays
- Ability to work independently following stated guidelines, policies, rules, regulations, and standards

Qualifications (Education and Experience)

- High School Diploma or Equivalency; Bachelor's Degree preferred
- Prior work experience in the coordination of public programs and events
- Prior experience working in economically and socially diverse communities and community groups preferred
- Experience with social media content preferred
- 1-2 years' experience providing customer service
- Personal cell phone with an internet/data plan and the ability to utilize email required

Additional Information

- Successful candidates must be a city of Philadelphia resident as a condition of employment.
- Interested candidates must submit a resume and cover letter to **(andrew.emma@phila.gov)**
- The City of Philadelphia is an Equal Opportunity employer and does not permit discrimination based on race, ethnicity, color, sex, sexual orientation, gender identity, religion, national origin, ancestry, age, disability, marital status, source of income, familial status, genetic information or domestic or sexual violence victim status. If you believe you were discriminated against, call the Philadelphia Commission on Human Relations at 215-686-4670 or send an email to faqpchr@phila.gov. For more information, go to: Human Relations Website: <http://www.phila.gov/humanrelations/Pages/default.aspx>.