

## Position Description

<b>Job Title:</b>	RSI – Park Ambassador (Maintenance)	<b>Revision Date:</b>	March 31, 2021
<b>Department:</b>	Philadelphia Parks & Recreation	<b>Hiring Manager:</b>	Andrew Emma
<b>Hourly Rate:</b>	\$14.25/hour	<b>Application deadline:</b>	Open Until Filled
<b>Position Type</b>	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](http://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 and 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, condition, and cleanliness while providing exceptional customer service to patrons. A personal cell phone with an internet/data plan and the ability to utilize email required.

This position has a focus on grounds maintenance and will require selected candidates to work in various weather conditions outdoors.

The position is full-time temporary, working a minimum of 37.5 hours each week. Several Ambassador positions are available.

**Responsibilities**

- Assist Program Ambassadors with set up and break down of materials for park programs and events
- Assist with minor landscape maintenance and plant condition assessments
- Assist in developing new ways to efficiently maintain park spaces efficiently to enhance visitor experiences
- Keep park clean by sweeping, organizing, and cleaning park infrastructure
- Complete minor repairs as needed
- Remove all trash and related debris, including animal and/or human waste, needles/syringes, from designated areas in a safe and timely manner.
- Keep all infrastructure free of graffiti, defacement, and damage.
- Coordinate with Police Personnel, Park Rangers, and Human Service partners to ensure that issues with vulnerable populations are addressed in an appropriate manner
- Ensure that park safety and enforcement standards are met
- Complete daily observational inspections of park to identify non-compliant issues, and report/record data to Park Manager for resolution
- Keep inventory of supplies and inform Parkway Manager of needs in advance
- Assist with directions, photos, questions, and other requests as needed.
- Serve as a representative of the City of Philadelphia Parks and Recreation Department
- Clear snow from trafficked areas as required seasonally.
- Interact positively with all park partners, staff, and patrons
- Remain visible in park at all times, outside of restroom and lunch breaks
- Monitor the presence of tents or encampments and inform those patrons of our park policies
- Contact 911 in case of any incidences of violence, vandalism, threats of bodily harm, or other emergencies
- Adhere to dress code by wearing branded uniform neatly, including shirt, hat, and jacket
- Related duties as assigned

**Competencies, Knowledge, Skills and Abilities**

- Ability to actively engage and communicate with a variety of people including vendors, solicitors, staff, and the public
- Ability to work outdoors and in varying weather conditions
- Basic Knowledge of various areas of the City of Philadelphia
- Basic Knowledge of the Department of Parks & Recreation services
- Ability to effectively navigate a fast-paced and crowded environment
- Ability to collaborate positively in a team environment
- 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
- Ability to lift 50 pounds

**Qualifications (Education and Experience)**

- High School Diploma or Equivalency
- 1 year of experience providing customer service
- Prior experience in basic maintenance and mechanical/handiwork preferred
- Experience in security and/or public safety preferred
- Experience working with diverse groups

**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](mailto: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](mailto:faqpchr@phila.gov). For more information, go to: Human Relations Website: <http://www.phila.gov/humanrelations/Pages/default.aspx>.