

<b>Job title</b>	Downtown Safety Ambassador
<b>Reports to</b>	Senior Manager of Community Safety

### Job purpose

Members of the Downtown Vancouver Business Improvement Association's (DVBIA) Community Safety Team play an important role in supporting a safe and vibrant downtown.

Acting as the "eyes and ears" of the downtown community, Downtown Safety Ambassadors provide a visible, uniformed presence while supporting our community by providing aftercare to businesses affected by issues of safety, following up on safety concerns from members, encouraging crime reporting and promoting general advocacy for downtown safety.

To succeed in this role, individuals must be goal oriented and motivated to exceed expectations. They must possess strong customer service and communication skills, advanced problem solving and solution seeking abilities while consistently demonstrating the ability to remain calm under pressure in an often fast paced and ever-changing environment.

### Duties and responsibilities

- Provide general assistance and aftercare for members.
- Assist businesses and the Vancouver Police Department (VPD) with preparing arrest packages with videos and victim impact statements.
- Follow all assignments from direct supervisor including dispatches, prime time patrols, safe walks, and reporting safety concerns.
- Notify authorities of all criminal or suspicious activities and submit written reports as requested.
- Interact with neighborhood stakeholders, Vancouver Police Department and other relevant agencies to communicate and assist in problem solving.
- Assist the DVBIA as required with all programs and events, as well as other partner and sponsor events.
- Promote and encourage reporting of downtown crimes to relevant agencies.
- Promote emergency readiness with the membership.
- Ensure members are immediately aware of issues affecting the downtown core to allow adjustments in resources and support in the development of joint partnerships.
- Enter safety data into an internal reporting system.
- Perform safety related audits as required.
- Coordinate parking lot audits and contribute towards providing after care information.
- Reporting to 311 and following up as required.
- In consultation with the Senior Manager of Community Safety, make recommendations and suggestions on program development and community initiatives.
- Perform other duties and special projects as assigned by the Senior Manager of Community Safety.

### **Customer Service**

- Maintain visibility and provide assistance to the public as needed.
- Visit businesses to promote various events and programs
- Consistently demonstrate an openness to interacting with all types of people and personalities

### **Requirements**

- A minimum of a high school diploma is required, post-secondary education in a related field is considered an asset.
- Related work and/or volunteer experience.
- Experience in using iOS, iPads, apps, social media, computers.
- Preference will be given to candidates with demonstrated customer service experience.
- Demonstrated ability to lead, delegate, plan, organize, problem solve and consistently. make sound, responsible decisions.
- Excellent communicator with ability to foster strong relationships that support and enhance the work of the DV BIA.
- Computer literacy on Microsoft Office XP required
- Ability to speak a second language is considered an asset
- Excellent communicator with ability to foster strong relationships that support and enhance the work of the DV BIA.

### **Working conditions**

- Working conditions vary and include both indoor and outdoor work.
- Must be comfortable working evenings and days.
- Must be willing to commit to a 6-month period to be eligible for this posting.
- Downtown Safety Ambassadors work 40 hours per week, 8.5 hour shifts between the hours of 8am and 11pm.

### **Physical requirements**

- This position requires a high-energy individual who is able and willing to walk up to 10-15 kilometers a day in every kind of weather.
- Prolonged standing will be experienced when operationally deployed at sites in civilian or company uniform.
- Must be able to lift up to 30 pounds.

### **Direct reports**

Senior Manager of Community Safety

Please send applications to **Charlene Abellana** at [charlene@dtvan.ca](mailto:charlene@dtvan.ca)