



Job Description: Clean Streets Ambassador Supervisor

The Clean Streets Ambassador Supervisor is responsible for the daily supervision of the Clean Streets Ambassadors (CSA's). Reporting to the Director Public Space Maintenance, a Clean Streets Ambassador Supervisor will work closely both with the other CSA Supervisors along with the supervisors of the Hospitality and Safety, Parks, and Homeless Outreach teams.

Essential Functions:

The fundamental responsibilities of the CSA Supervisor are to lead by example in both appearance and demeanor. Supervisors shall maintain a decorum befitting of their title.

- Interacts with Downtown Baltimore business representatives, visitors, and tenants for communications and support. Represents Downtown Partnership in a professional manner at meetings and special events
- Full inspection of uniform attire at roll call prior to daily deployment
- Daily inspection and distribution of equipment to CSA's. Responsible for ensuring all equipment is fully functional for each tour of duty
- Daily inspections of "back of the house" areas and vehicles for order and cleanliness
- Responsible for direct oversight of CSA's on assigned daily routes
- A current Maryland Drivers' License w/Clean Driving record of 2 pints or less
- Computer literacy required, along with excellent writing skills
- Initiates the appropriate designated action when a CSA is not in compliance with standard operating procedures, rules & regulation, and Downtown Partnership Policy.

The crux of supervisory responsibilities is to ensure that all CSAs follow standard operating procedures, rules & regulations, and Downtown Partnership policies. In that regard specific duties of a supervisor are as follows:

- Ensure all CSAs follow the policies, rules, and regulations of the program
- Use daily inspections and observations to ensure that all team members are prepared for duty
- Be prepared with updated and relevant information on events occurring in their areas of deployment
- During the shift, conduct spot checks of CSA Zones,
- Watch over the safety of the CSAs and intercede (when necessary) to protect them from potentially dangerous situations
- Access Fleetio, Vector Stanley, or any other database used to track engagement daily, to ensure compliance and satisfactory (or above) performance of duty
- At all times be professional in both appearance and demeanor
- Conduct specified number of weekly Zone Audits
- Participate in team meetings and event planning sessions providing feedback and opportunities for improvement
- Evaluates situations and provide disciplinary action when it is necessary to facilitate more effective employee performance; make recommendations to Director and V.P. of Public Space Maintenance
- Conducts training of new employees to ensure uniformity in understanding the stated Rules & Regulations along with the policies of Downtown Partnership. To include additional on-the-job training as necessary
- Initiates the appropriate designated action when a CSA is not in compliance with standard operating procedures, rules & regulation, and Downtown Partnership Policy.

- Active participation and leadership in community clean up days and related events
- Carries out duties and responsibilities to accomplish program goals and objectives

The list of duties and responsibilities is not intended to be all-inclusive and may be expanded to include other duties and responsibilities deemed appropriate or necessary to support the needs of the organization

Qualifications

- Associate Degree or equivalent strongly preferred; or,
- High School diploma or GED with five years' work experience
- Flexibility to work any shift, including weekends and holidays
- Willingness to wear specified uniform and to maintain a neat and professional experience
- Must be able to perform each essential function satisfactorily
- Successfully pass pre-employment tests to include controlled substance screening, background investigation and reference checks

Skills and Experience:

- Familiarity with Downtown Baltimore
- Internal candidates are required to complete a successful six-month period as a CSA indicated by a lack of any disciplinary actions
- Ability to communicate effectively with the public and team members
- Related experience in hospitality, public safety, security, or maintenance

Position Type/Expected Work Hours

This is a full-time Exempt position on site at DPOB - 20 S. Charles Street, Baltimore, MD 21202.

Evening and weekend work may be required as the job duties demand.

The role reports to the Director of Public Space Maintenance

Physical Demands

The duties of this position require the employee to:

- Support, supervise and provide oversight of CSA personnel in the field in a variety of harsh weather conditions to include snow, sleet, rain, and extreme heat or cold while carrying, pushing, or pulling at least 10 pounds of equipment.
- The employee must possess the ability to bend and stretch and lift bulky items up to 50 pounds in weight
- The employee will extensively use arms, hands, and fingers in a range of duties to include use of computer keyboard, telephone, radio, and copier
- The ability to perform the job function requires vision levels to include close, distance and peripheral vision