



Job Description: Downtown Baltimore Guide Supervisor

The Downtown Baltimore Guide Supervisor is responsible for the daily supervision of the Downtown Baltimore Guides (DBG's). Reporting to the Director of Hospitality, a Downtown Baltimore Guide Supervisor will work closely both with the other DBG Supervisors along with the supervisors of the Clean, Parks and Homeless Outreach teams.

Essential Functions:

The fundamental responsibilities of the DBG 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 DBG's. Responsible for ensuring all equipment is fully charged for each tour of duty
- Responsible for direct oversight of DBG's on assigned daily routes

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

- Ensure all DBGs 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 safety data/information on events occurring in their areas of deployment
- During the shift, conduct spot checks of DBG locations,
- Watch over the safety of the DBGs and intercede (when necessary) to protect them from potentially dangerous situations
- Access Silvertrac, or any other database used to track engagement daily, to ensure that the number of QR tab hits and Quality Interactions indicate a satisfactory (or above) performance of duty
- At all times be professional in both appearance and demeanor
- Conduct bi-weekly customer service evaluations of Hospitality & Safety service areas
- Every two weeks provide verbal evaluations of the work product of DBGs assigned to you by the Vice President or Director of Hospitality and Safety, 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 of Hospitality and V.P. of Hospitality and Safety

- 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 DBG is not in compliance with standard operating procedures, rules & regulation, and Downtown Partnership policy.
- Documents Hospitality & Safety deployment efforts with daily “after-action” reports.
- Carries out duties and responsibilities to accomplish program goals and objectives
- Prepares, issues, and presents bi-annual evaluations DBGs as assigned by the Vice President or Director of Hospitality and Safety.
- Required to consult with V.P or Director of Hospitality & Safety in reference to DPOB’s stated Rules & Regulations, or Policy, when not doing so could be detrimental to the operations of the Hospitality & Safety Division.
- Communicates information regarding the activities of the Safe Programs to senior supervisory personnel as required.
- 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
- Successful completion of Supervisor Training courses preferred
- Microsoft certifications a plus
- 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:

- A current Maryland Drivers’ License w/Clean Driving record of 2 pints or less
- Computer literacy required, along with excellent writing skills
- Familiarity with Downtown Baltimore
- 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. Occasional evening and weekend work may be required as the job duties demand. The role reports to the Director of Hospitality

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 10 pounds of equipment. The employee must possess the ability to bend and stretch and lift bulky items of light to moderately heavy weight. The employee will regularly 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.