

**MAJOR FUNCTION**

This is part-time, seasonal work with the Tallahassee Downtown Improvement Authority (TDIA) assisting with downtown special events and public space maintenance activities. An employee in this class serves as a visible Downtown Ambassador, enhancing the urban experience by providing hospitality, public safety support, cleaning and beautification services, and on-the-ground assistance during special events. The position acts as a representative of the TDIA to the public and plays a key role in creating a welcoming, safe, and well-maintained downtown environment.

The TDIA established a Clean & Safe Program in 2025 focused on keeping downtown welcoming through regular cleaning, landscaping, and enhanced on-street presence. Downtown improvement districts across the country use Clean & Safe programs to address and prevent blight in central business districts. The TDIA also plans and manages 70+ special events each year, including but not limited to: *Downtown Saturday Market* on Park Avenue, *Downtown Concert Series* at Cascades Park, *Yoga in the Park*, *Movies in the Park*, *Music Under the Oaks*, *Sounds of Downtown* music crawl, *Countdown Downtown* New Years Eve concert. This position will work closely with the TDIA CEO and the Outdoor Programs Manager on special events and the Clean & Safe Program.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

This is a multifunctional role with duties related to both the Clean & Safe Program and downtown special events.

**Hospitality & Visitor Services**

- Greet visitors, workers, and residents in a friendly and professional manner.
- Provide directions, maps, and information about downtown attractions, parking, events, and businesses.
- Promote local businesses and help create a positive first impression of Downtown Tallahassee.
- Serve as a liaison between the public and city services, helping visitors connect with appropriate resources when needed.

**Safety & Public Support**

- Act as the “eyes and ears” for public safety by observing and reporting concerns to appropriate authorities.
- Assist with crowd management and wayfinding during festivals, markets, concerts, and film screenings.
- Monitor public spaces for safety issues and report hazards such as broken sidewalks, damaged street furniture, or non-functioning streetlights.

**Cleaning & Beautification (Clean & Safe Team Duties)**

- Perform regular sidewalk washing, sweeping, and litter removal.
- Empty trash and recycling bins in public spaces.
- Remove graffiti and stickers from public surfaces as assigned.
- Assist with light landscaping maintenance such as pruning, watering, and debris removal.
- Help maintain clean and welcoming public spaces including parks, plazas, and streetscapes.

### Maintenance Reporting

- Monitor streetlights, benches, planters, bike racks, and other street furniture for needed repairs.
- Document and report maintenance issues to TDIA leadership or City departments as appropriate.
- Use mobile devices, tablets, or computers to communicate with TDIA staff and City partners.

### Special Events Support Duties

In addition to daily Ambassador responsibilities, this position will provide on-site support for TDIA special events, including but not limited to: Downtown Market, film screenings, concerts, art festivals, and community activations.

Event-related duties may include:

- Assisting with event setup and breakdown (tents, tables, signage, barricades, etc.).
- Helping vendors, musicians, and performers with wayfinding, parking, and load-in/load-out.
- Supporting crowd flow, line management, and general guest assistance.
- Providing hospitality to attendees, answering questions, and directing people to restrooms, seating, or information points.
- Helping monitor event areas for cleanliness during and after events.
- Reporting any safety concerns or operational issues to the CEO or Outdoor Programs Manager.
- Participating in pre-event briefings and post-event wrap-ups as needed.
- Being available for evening and weekend shifts when events occur.

### Other Important Duties

Completes special projects as assigned. Performs related work as required.

## **DESIRABLE QUALIFICATIONS**

### Knowledge, Abilities and Skills

- Strong customer service and interpersonal skills with the ability to interact with diverse populations.
- Clear verbal communication skills and ability to provide accurate information to the public.
- Familiarity with Downtown Tallahassee, including major streets, parking facilities, parks, and landmarks (or ability to quickly learn them).
- Ability to work outdoors for extended periods in various weather conditions.
- Comfort using smartphones or mobile reporting tools.
- Ability to remain calm and professional in busy or crowded environments.
- Basic understanding of public space maintenance or willingness to learn.
- Ability to work flexible schedules, including evenings and most weekends.
- Dependable, punctual, and self-motivated with a positive attitude.

### Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and at least five years of experience in customer service, hospitality, security, parks maintenance, or community programming.

Necessary Special Requirements

Must possess a valid Class E State driver's license at time of appointment.

Must be physically able to walk, stand, lift light equipment, and work outdoors for extended periods.

Note: Preference may be given to applicants who have experience working events, festivals or outdoor programs

Established: 02-11-26