

# CALGARY DOWNTOWN ASSOCIATION



hospitality outreach safety team

As part of its clean and safe initiative, the Calgary Downtown Association (CDA) runs the Hospitality Outreach Safety Team (H.O.S.T) to act as Downtown ambassadors for tourists and locals alike. Additionally, the team helps develop and maintain the program by augmenting City services. 2011 will be the ninth year for this program.

## **The Position**

As a member of the 'hospitality crew', your primary focus is to provide assistance, when necessary, to Downtown employees and tourists. You will give advice on shops and restaurants, directions to parking and transit and information on events and attractions. As an entire team you will help maintain spirit of the program by helping to keep Downtown Calgary vibrant, friendly, clean and safe.

## **Duties & Responsibilities**

1. Act as an ambassador or information source for visitors and locals by answering questions and providing directions to public facilities and attractions Downtown.
2. Be an advocate for improvements that enhance Downtown's appearance and overall safety. i.e. change overflowing garbage cans and pick up any litter in the area; sweeping; maintain planters used for ashtrays, garbage dumps, etc.
3. Inspect and report unsafe conditions, graffiti, cleaning issues, vagrancy, etc. around the Downtown core area to the rest of the team to develop solutions to the problems.
4. Report and/or clean up litter, remove posters, stickers and remove graffiti downtown.
5. Report/ refer panhandlers and homeless to the supervisor so that they may be assisted.
6. Other duties as may be assigned.

## **Job Environment**

1. Most days will be spent outdoors. Heat or wet weather may present uncomfortable conditions on occasion;
2. A great deal of walking is required as well as some minor lifting.
3. The employee is responsible for appropriate footwear. NO sandals or open toed footwear is permitted.
4. The employee is responsible for providing black pants, skirts and/or walking shorts. No exceptions.
5. Partial uniforms will be provided.

## **Relationship to Others & Co-Workers**

- Maintain positive interaction with Downtown businesses, residents and visitors.
- You must always maintain a polite, helpful, pleasant and enthusiastic attitude when dealing with people.
- Maintain a respectful relationship with co-workers.
- Report to supervisor(s) as designated, throughout the day.

**Skills**

- Strong interpersonal skills.
- Must be able to work with minimal supervision.
- Knowledge of Downtown Calgary to provide accurate directions and/or transit / event information when necessary.
- Enthusiastic, outgoing attitude.
- Physically fit and able to fulfill duties and responsibilities.
- Training and/or experience in tourism, hospitality or other related fields is an asset.

**Hours/Wages/ Benefits**

**Term:** May 18– August 26, 2011.

**Work week:** 5 days per week, 40 hours per week. Actual days and hours of work will vary depending on shifts assigned. Weather may determine some hours. Plan on some evenings and weekends.

**Breaks:** Two 15-minute breaks & one 30 minute lunch break

**Wage:** \$12.00 - \$14.00 per hour.

**Contact**

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