



JOB DESCRIPTION DOWNTOWN GUIDE

Title: Downtown Guide Team Member

Summary: The Partnership for Downtown St. Louis has established a hospitality team that will bring a sense of comfort and security to the workers, shoppers, clients and visitors of the Community Improvement District (CID) within the downtown area. It is a full-time position. The Guide Team Members provide service, guidance, assistance and an overall friendly atmosphere to those who live, work, play and visit in the downtown area.

The Downtown Guide enhances the perception and reality of the security of the Community Improvement District by providing an image of a safe and inviting downtown through a goodwill role that provides positive public relations and offers additional security within the downtown area. The Downtown Guide also has the opportunity report any observed crime or suspicious activity to the St. Louis Metropolitan Police Department through the Downtown Guide Dispatcher.

The Downtown Guide Team Member will report directly to the Downtown Guide Team Leader who is under the supervision of the Downtown Guide Supervisor.

Responsibilities: The Downtown Guide Team Member will exhibit the ability to:

- Work in a community and team oriented atmosphere.
- Work with a diverse group of people.
- Create a friendly, outgoing, safe, helpful and approachable presence in the downtown district.
- Initiate conversations with those in their path.
- Advise conventioners, visitors, workers and residents about the amenities of downtown, such as attractions, retail and restaurant venues and parking choices.
- Keep a watchful eye out for graffiti, litter.
- Observe and report any suspicious activity in the proper manner.
- Distribute downtown information literature as appropriate.
- Interacting with the Business Owners of downtown and taking record of their comments and/or concerns
- Report traffic and street light outages
- Be available to answer questions, assist visitors, etc.
- Provide stranded motorists in the downtown area with assistance on a non-professional basis.
- Provide after-hours security escorts of conventioners, visitors, workers and residents as needed
- Observe and report any “quality of life” occurrences in the proper manner



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Functions: The Downtown Guide Team Member will:

- Be trained in the duties, functions and responsibilities of the job.
- Work on shifts that may rotate and consist of non-standard hours and weekends
- Be deployed to and remain in a specific assignment area on foot and/or bicycle.
- Be in compliance with rules, regulations and standards established by supervisory personnel of The Downtown St. Louis Partnership.
- Comply with all rules, regulations, policy, procedures and ordinances of the City of St. Louis and the St. Louis Metropolitan Police Department.
- Complete special assignments as designated by supervisory personnel of The Downtown St. Louis Partnership.
- Respond to calls for service as directed by the dispatcher or a supervisor.
- Prepare a variety of reports and records in a clear and concise manner.
- Perform the duties of the job outside in various weather conditions, which can include wind, rain, snow, humid conditions and varying intensities of heat and cold.

Qualifications: The Downtown Guide Team Member must:

- Be 18 years of age or older at the time of employment.
- Be a United States citizen.
- Be able to read and write the English language.
- Not have a disqualifying criminal record of conviction.
- Be of good moral character and temperate with industrious habits.
- Possess a high school diploma or G.E.D. from an accredited institution.
- Require skills to operate a bicycle.
- Have the ability to learn and follow policies, rules, regulation and standard operating procedures.
- Have weight in proportion to height as determined by generally accepted insurance industry standards.
- Be able to perform work requiring good physical condition.
- Successfully pass a drug screening test.
- Be able to communicate orally and in writing.
- Be able to establish and maintain effective working relationships with subordinates, peers and supervisors.
- Learn the geography and history of the Community Improvement District.
- Follow verbal and written instructions.



DOWNTOWN COMMUNITY
IMPROVEMENT DISTRICT

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- Exercise sound judgment while taking an appropriate course of action.
- Be able to stand and/or walk for long periods of time without relief.
- Be able to ascend and descend a minimum of eight flights of stairs.
- Be able to handle or feel objects and controls, reach with hands and arms, stoop, kneel, crouch and smell.
- Occasionally lift, move and/or push objects that weigh up to and, in some cases, exceed fifty pounds.