

Downtown Partnership of Baltimore
Downtown Baltimore Guide Program

Position Title: Downtown Baltimore Guide

Pay Rate: \$15.00 per hour

Objective:

The overall mission of the Downtown Baltimore Guide Program is to assist in creating a well-managed, secure, and welcoming environment to all parties who frequent downtown Baltimore, including but not limited to tourists, visitors, employees and residents.

Under direct supervision, DBG's will serve as the eyes and ears of the Department of Public Works, Downtown Partnership Clean Sweep Ambassadors and will serve as Certified Tourism Ambassadors of the Downtown Partnership. DBG's will walk specified areas, thereby providing a visible uniformed presence to observe and report street disorder. DBG's will also serve as sources of information to the public, police officers, local business, tenants and other agencies and organizations.

Examples of Job Duties:

1. Serve as goodwill ambassadors, information sources and positive welcoming advocates for downtown Baltimore.
2. Communicate Baltimore's resources, sites of interest and current entertainment to assist shoppers and visitors throughout the Downtown Baltimore District.
3. Interact with downtown Baltimore businesses representatives and tenants for communications and supports including periodically serving as escorts for employees on their way to their vehicles.
4. Assist with first aid and emergency situations.
5. Walk designated area on foot, communicating crimes and disturbance via 2-way radio to dispatcher for the Baltimore City Police Department to handle.
6. Support the Baltimore Police Department, Baltimore Public Works Department and the Downtown Partnership Clean Team.
7. Represent the downtown Baltimore District and the DBG program in a professional manner at meetings and special events.
8. Complete daily activity reports and other assignments as specified by supervisor.
9. Work on special assignments both individually and with others.

Qualifications:

1. Minimum of high school diploma or GED.
2. Related experience in the following fields including hospitality, marketing, public relations, or combination of experience and education.
3. Minimum age of 18 years.
4. Excellent interpersonal skills and good physical condition.
5. Demonstrate experience with public contact positions.
6. Willing and able to walk and stand outdoors in extreme climates for an eight hour shift while carrying approximately 10 pounds of equipment.
7. Willingness to wear specified uniform and to maintain a neat and professional appearance.
8. Ability to work day and evening shifts, weekend and holidays.
9. Ability to work well with others and support Downtown Partnership of Baltimore in a wide variety of activities. Must be capable of following written and verbal directives.
10. Stable work history.
11. Valid driver's license recommended but not required.
12. Successfully pass pre-employment tests; including controlled substance screening, background investigation and reference checks.
13. State identification card.