



PART-TIME EMPLOYMENT OPPORTUNITY

Community Ambassador

GENERAL INFORMATION: The City of Arcata is now accepting applications for Community Ambassadors. What is a Community Ambassador? Well, the City of Arcata is looking for a team of outgoing, energetic, compassionate, and professional people to engage, inform, and assist community members and visitors, advancing goodwill and pride in the community, and connecting community members and visitors to information and services, providing a community safety presence in the Downtown and Northtown areas of Arcata. If being involved and helping your community sounds like something you would like to do, then we may just have the job for you.

This program is being managed by the Arcata Police Department but will be a stand-alone program physically located outside of the police department.

SALARY RANGE: \$17.646 to \$19.478 per hour

HOURS: 20 hours per week; there is some flexibility in the days/hours worked, but most will typically be from Monday – Friday; 8 a.m. to 5 p.m.

APPLICATION DEADLINE: This is an open, continuous recruitment; applications are considered on an ongoing basis. For first consideration, apply by **Monday March 27th 2023**. Applications are available online at www.cityofarcata.org under “Jobs & Volunteer Opportunities.” Please submit employment applications via email to the City Manager’s Office: frontoffice@arcatapd.org or deliver to the Arcata Police Department at City Hall, 736 F Street, Arcata between the hours of 9:00 A.M. to 5:00 P.M. Call (707) 825-2595 for more information.

GENERAL STATEMENT OF DUTIES:

- Engages with community members and serves as a resource for a variety of information, including providing information on businesses, restaurants, community events, tourist destinations, and social services.
- Conducts outreach by initiating greetings and inquiries to determine if individuals need guidance, support, or assistance; providing guidance, or referral to the appropriate resources, including directions and assistance to various Arcata destinations, social services, transit options, houses of worship, children’s activities and programs, and other services provided throughout the City.
- Enhances the tourism and community engagement experience, through friendly interpersonal interactions and promotion of all Arcata has to offer, including educating and informing community members and visitors on various shopping and restaurant options, and exploring Arcata’s recreational opportunities for food and shelter services.
- Provides referrals for services in consultation with Mobile Intervention Services Team (MIST) clinicians, Arcata House Partnership (AHP) and other service partners, or Arcata Police Department (APD) personnel to guide individuals to the most appropriate social service resources.

- Assists in reducing blight in public areas or right-of-ways through weed removal, litter and debris pick-up, removal of stickers and handbills, and other similar maintenance duties, reports safety hazards, street cleanliness, graffiti, and other applicable nuisance items to the appropriate City Departments.
- Reports medical and emergency services for community members in crisis; reports suspected crime.
- Conducts wellness checks of individuals in public spaces.
- Provides safety escorts in public spaces only (not inside enclosed or isolated areas) and within the assigned area of operation.
- Performs all other related duties as assigned.

QUALIFICATIONS:

Knowledge of: Effective communication and customer service principles and practices, including being polite, professional, respectful, and friendly in all interactions; effective and appropriate representation of the City of Arcata at all times, including modeling positive and appropriate behaviors and language; techniques for dealing effectively with those contacted in the course of work; personal safety techniques and awareness; basic computer or tablet operations and related software applications; basic maintenance duties, including picking up litter, weeding, and graffiti removal; some knowledge of a variety of services programs and resources provided throughout the community is preferred.

Ability to: Read, understand, interpret and apply instructions, guidelines, and program procedures; make independent decisions and exercise sound judgment; work independently without close supervision and prioritize work effectively; communicate and work with a high level of public contact and diverse customer base; listen, problem solves and reacts quickly; effectively read, write and speak English; operate electronic devices (computer, tablet, cellular phone), including performing basic database entry and word processing functions; bi-lingual proficiency in Spanish is preferred; establish and maintain effective relationships with others contacted in the course of work; learn to identify basic signs of mental health, drug and alcohol influence and how to appropriately respond.

Other: Possess a valid California Driver's License. A commitment to understanding and supporting diversity and inclusion in the workplace. Have a strong interest in and ability to work with the public and vulnerable community members. Availability and flexibility to work a varied schedule, including early mornings, evenings, weekends, and holidays. Other certificates or licenses specific to the functional area of assignment may be required.

PHYSICAL REQUIREMENTS:

Work is generally performed in a field environment. Must be able to perform the physical aspects of the job, including hearing and speech to communicate in person and over the telephone; walking and standing for periods of time; stooping, bending, kneeling, crouching, reaching and twisting; lifting, pushing, pulling; lifting or carrying up to 50 pounds, traversing rough/uneven terrain; operating a motor vehicle; manual dexterity to operate assigned electronic devices, including computer, tablet and cellular phone; working outside in all weather conditions.

DESIRABLE TRAINING AND EXPERIENCE:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from high school with some experience in community outreach, security, or customer service with a diverse range of people.

EQUAL EMPLOYMENT OPPORTUNITY/REASONABLE ACCOMMODATION:

The City of Arcata is an equal opportunity employer and does not discriminate on the basis of race, religion, national origin, ancestry, gender, marital status, sexual orientation, age, disability, or on any other non-merit factors in its process of recruitment, selection, promotion or other conditions of employment. In accordance with the Americans with Disabilities Act reasonable efforts will be made during the examination process to accommodate people with special physical or mental requirements. If special accommodations are necessary, please contact the Personnel Department (707-825-2114) prior to the testing date. When indicating you have a special need, one of the following definitions will apply to you. A disabled person is anyone who: (1) has a physical or mental impairment which substantially limits one or more major life activities: i.e., walking, seeing, hearing, speaking, working, or learning; or (2) has a record of such impairment; or (3) is regarded as having such an impairment.

- In accordance with the Immigration Reform Act of 1986, the City must verify, once an employment offer has been made, that all persons have written proof of their right to work in the United States.