



NoMa BUSINESS IMPROVEMENT DISTRICT

Position Description

Position Title:	Hospitality Ambassador
Job Type:	On-call
Location:	Washington, D.C.
Supervisor:	Hospitality and Outreach Manager
Pay rate:	\$14/hour
Hours:	Variable, depending on events or other requirements

The NoMa Business Improvement District (NoMa BID) is a non-profit organization whose mission is to create a clean, safe and friendly environment for residents, workers and visitors and to promote the redevelopment of NoMa. The NoMa BID encompasses 300+ acres just north of Union Station in Washington, DC. A former industrial area of the city and currently home to XM Radio, CNN, CareFirst and the new ATF headquarters, over \$1.5 billion in private investment is bringing over 4 million square feet of new office, residential, hotel and retail development to the area over the next few years. In total, over 20 million square feet of mixed used development is planned. The area is supported by unparalleled public transportation access with two Red Line Metro stations and VRE, MARC and Amtrak connections at Union Station. More information is available on the NoMa BID website at www.nomabid.org.

Position:

Hospitality Ambassadors will be directly responsible for making daily contact with the public. Their primary responsibility is to ensure that the BID is a safe, friendly, inviting, and well maintained place for visitors, travelers, employees, and those working and living in the area on a permanent or temporary basis. Hospitality Ambassadors are responsible for creating a reassuring atmosphere, supporting anyone requiring assistance, and representing the BID in a highly professional manner. Hospitality Ambassadors respond to many situations, problems, and at times emergencies, during their tours and are expected to respond with tact, ingenuity, and resourcefulness. Hospitality Ambassadors will build long term relationships with those in the BID area. This is an “all weather” program.

Specific responsibilities:

- Providing safety escort services to employees within the BID area.
- Providing greetings, directions, and information to visitors and travelers to the area.
- Providing outreach support to homeless persons in the NoMa BID area.
- Supporting homeless persons within the BID area.
- Providing daily reports of support provided to homeless persons.
- Recording, reporting, and following up on maintenance, repair, and cleaning needs requiring correction by District of Columbia agencies, particularly “single agency problems,” (e.g., faded and missing signs, street light outages, graffiti, broken parking meters) or work needed to be done by the utilities, and following up until completion.

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- Reporting emergencies and immediate problems to emergency response agencies.
 - Maintaining an effective working relationship with MPD, other law enforcement agencies, and private security companies.
 - Responding to requests and questions from BID members and property managers.
 - Supporting the cleaning operation by inspecting the BID area and reporting problems to BID management.
 - Providing back up support to the Clean Team to ensure rapid removal of highly visible trash and litter.
 - Serving as a member of an emergency response team.
 - Completing time and attendance records daily.
 - Completing daily activity reports.
 - Attending a weekly meeting to be conducted by the Hospitality and Outreach Manager.
 - Maintaining a highly professional appearance and demeanor at all times.
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Experience/Qualifications:

Hospitality Ambassadors should have these qualifications:

- High School Diploma, GED, or working to obtain a High School Diploma or GED
 - Capable of working outdoors in hot, cold, and inclement weather
 - Ability to speak clearly and to provide accurate and easily understood directions
 - Ability to read a map and to explain map directions to others
 - Ability to work well and cooperatively with others
 - Ability to resolve conflicts in an amicable way
 - Favorable background check
 - Excellent references
 - Capable of consistent attention to detail on a daily basis
 - Proficiency in Spanish, French, or Chinese desirable but not required
 - Proficiency in using email (Microsoft Outlook) and possessing basic computer skills
 - Ability to be outgoing, friendly, punctual, and responsible.
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Employment conditions:

- NoMa BID Hospitality Ambassador positions are “at will” positions.
 - A uniform will be provided.
 - Employment is subject to a background check to ensure suitability for this position.
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To Apply:

Email cover letter, resume and references to:

- J. Otavio Thompson, Hospitality and Outreach Manager, NoMa BID:
othompson@nomabid.org