

Downtown Community Liaison

Currently hiring positions for an 8-week term – Expected start date July 4, 2022

The Downtown Community Safety Partnership (DCSP) promotes, cares, and advocates for a vibrant and inclusive downtown where business thrives and people are drawn to live, learn, work or play. The Downtown Community Safety Partnership is proactively working to better link our diverse community and grow partnerships and community service to create a healthy, safe, and connected downtown Winnipeg community. Our downtown is on Treaty 1 territory and the homeland of the Métis Nation.

Downtown Community Liaisons connect and provide on the street customer service and support for all downtown businesses and members of the public by answering questions, promoting DCSP programs and services and businesses we serve.

Our ideal candidate has a passion for Downtown Winnipeg, enjoys connecting with people, and loves going the extra mile to provide outstanding customer service.

Responsibilities:

- Act as an on-street concierge for the downtown community answering questions regarding businesses, directions, parking, events and DCSP programs and services.
- Assist with DCSP and third-party events and programs.
- Establish and strengthen positive and proactive relationships with DCSP members, including in-person visits to businesses, soliciting feedback from members, and identifying solutions to address concerns.
- Assist in the distribution and collection of DCSP surveys and promotional material.
- Identify new businesses and update the database.
- Report safety, cleanliness or infrastructure concerns to appropriate DCSP department or external partner.

Qualifications:

- Customer service experience
- Lived experience and/or education pertaining to engaging, working with, or awareness of vulnerable populations, including (but not limited to) social work, nursing, or social sciences are considered an asset
- Excellent interpersonal, problem solving and verbal communication skills
- Knowledge of Downtown Winnipeg is considered an asset
- Ability to engage and connect with people from diverse cultures and backgrounds
- Must be 18+ years of age

Conditions of Employment:

- Able to work days, Monday to Friday. Evening and weekend work may be required.
- Able to remain in a stationary position over a prolonged period while assisting at events
- Able to physically move around downtown on assigned routes for the duration of the shift, in all weather conditions

Due to the nature of our business the Downtown Community Safety Partnership requires that all its staff members are fully vaccinated against COVID-19. In the event that you are hired by the DCSP, you will be required to provide your proof of vaccination. In the event that you are unable to be vaccinated due to a valid medical or religious reason, you must prior to your start date establish and in a form acceptable to the DCSP your inability to be vaccinated.

Candidates should submit their cover letter and resume to info@dcsp.ca Please include position title in the subject line.

Please be advised only those selected for an interview will be contacted.

This posting will remain open until suitable candidates have been selected.

The Downtown Community Safety Partnership is committed to equity, diversity and accessibility in the workplace. We strive to have a team that reflects our downtown, where diverse abilities, backgrounds, cultures, identities, languages and perspectives are valued and drive a high standard of service and innovation. We encourage candidates to speak to this in their application.

Applicants should identify if they require accommodation during the competition process on a confidential basis. This posting is available in alternate formats upon request.