



Job Title: Seawall Beach Ambassador
Salary: \$9.00 per hour
Classification: Non-Exempt, Part-Time
Reports to: Urban Parks Manager
Department: Urban Parks

Job Summary: This position provides public assistance with Pay by Phone enrollment on Historic Galveston Island's Seawall Boulevard. It is a front-line customer service position which requires physical stamina to walk and stand continuously, coordination to operate a segway vehicle, stooping, kneeling and multi-tasking in a year-round outdoor environment.

Seawall Ambassadors may be cross-trained to work in our Call Center to provide coverage as needed to meet operational goals.

Minimal Qualifications:

- Effective verbal communication skills
- Good customer service skills required, experience preferred
- Must be able to withstand all types of weather elements including extreme heat and cold
- Must be able to physically perform all job requirements which includes lifting up to 20 pounds, walking, standing, sitting, bending, stooping and kneeling for multiple hours per day
- Must be able to operate a segway
- Bilingual Speaker preferred
- Must be at least 17 years of age

Required current certifications, licenses and trainings:

- Certified Tourism Ambassador Certification or ability to become certified. This training is offered and paid for by the employer, and requires the ability to read and write.
- Pass internal segway operating and safety training

Work Schedule:

- Must be available to work all holidays, weekends and special events
- Shift days and hours will vary depending on the needs of operations. Operations are seven days a week and generally fall between the hours of 10:00 am – 6:00 pm

Essential Job Tasks:

- Assist the public with Pay by Phone enrollment using a smart phone or cell phone
- Promote good public relations through friendly, helpful, accurate communication with beach goers and residents
- Accurately complete daily reports
- Work effectively with other employees and the public
- Work effectively in outdoor settings including extremely hot and cold temperatures, and adverse weather conditions
- Be proactive in assisting the public with questions related to Galveston Island such as restaurant, hotel and shopping suggestions or directions to various locations on island
- Safely and responsibly operate a segway
- Work effectively with other employees and the public
- Cross train as a Call Center Operator, and assist with this role as needed or to maintain working knowledge



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- Assist in any other job tasks associated with the Beach Parking department
- All other duties as assigned

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Must be able to operate a segway, which requires standing upright and balancing
- Must be able to operator basic office equipment to include a computer, telephone and copier machine
- Must be able to ascend and descend stairs, as well as balance
- Must be able to work indoors and outdoors in all weather conditions, including extreme heat or cold
- Must be able to stand, walk or sit for an entire shift, as required
- Must be able to frequently stoop, kneel, crouch, reach, bend, twist
- Must be able to frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds unassisted
- Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus
- Must be able to read, write and comprehend both written and oral communications, as well as respond in written and oral communication

This job description describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

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