

DOWNTOWN DEVELOPMENT DISTRICT



Job Description

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TITLE:

Ranger Team Captain

REPORTS TO:

Public Safety Manager

DIRECT REPORTS:

15-25 Rangers as assigned

REVISED:

September 2023

SUMMARY OF RESPONSIBILITIES:

In the absence of the Public Safety Manager, Team Captains will supervise the activities of the Rangers who provide a visual, physical, and uniformed presence in the DDD, deterring crime, dispensing information, first aid, and customer service to the public and area businesses.

QUALIFICATION STANDARDS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education

High school diploma or GED or currently working toward diploma or GED; work experience in a related field such as Tourism/Hospitality, Customer Service, Public Relations, Security, or a combination of education and work experience.

Experience

Demonstrated excellent communication skills.

Demonstrated ability to collaborate and work as a member of a highly motivated and collegial team.

Strong public relations and customer service skills – assertive, friendly, polite, confident, and professional.

Must have a positive attitude, excellent interpersonal skills, and ability to work in a team environment and have a stable work history.

Ability to present a clean and neat physical appearance.

One year experience as a DDD Public Safety Ranger.

ESSENTIAL DUTIES

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following:

- Conduct radio checks at the beginning of each Ranger's shift.
- Authorize and keep track of requests for breaks.
- Respond to emergency calls from Rangers.
- Communicate with DDD office, NOPD, EMS, and other personnel as needed.
- Carry the Ranger phone in order to receive customer calls and communicate.
- Recommend to Public Safety Manager any special recognition or discipline (Team Captain will NOT be required to discipline Rangers, just to report all actions to Manager).
- Motivate Rangers to perform to the best of their abilities.
- All other duties of a Ranger.
- Work a flexible schedule, including nights, weekends, and special events.
- In addition to the supervisory role, Team Captains are expected to perform Ranger duties in an exemplary manner during shifts supervised by the Lead Ranger.
- Perform related duties as assigned.

SUPPORTIVE DUTIES & RESPONSIBILITIES

Provide DDD presence at special events and functions.

Greet dignitaries and special guests.

KNOWLEDGE, SKILLS AND ABILITIES

The individual must possess the following knowledge, skills, and abilities and be able to explain and demonstrate that he or she can perform the essential duties of the position, with or without reasonable accommodation, using some combination of knowledge, skills, and abilities:

- Ability to read the English language to fully comprehend work requests, caution notices, and similar written materials.
- Ability to work with fingers to pick, pinch, type, and carry out substantial movements (motions) of the wrists and hands as requested.

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- Ability to perceive the nature of sound with or without a correction. Ability to receive detailed information through oral communication and make fine discriminations in sound.
- Ability to exert up to 50 lbs. of force occasionally and/or a negligible amount of force to frequently or constantly lift, carry, push, pull, or otherwise move objects, including the human body; walking, standing, and intermittent cycling are often required for periods of eight (8) hours or more.
- Ability to visually discern objects, both near and far, with or without corrective lens.
- May be called upon to work in inclement weather for extended periods of time.
- Ability to safely operate cars, vans, and bicycles on city streets, preferred.

Licenses or Certificates

Tour Guide license helpful

First Aid and CPR certifications helpful

Bike Certification helpful

EMPLOYEE AGREEMENT

I have read and understand the general guidelines in this document. I also understand that this is only a basic description of this position and that I may be called upon to fulfill more specific responsibilities when needed.

Signature

Date