

# Job Description

**Position:** CAP Team Member

## **Summary:**

Under the direction of the General Manager of the Kamloops Central BIA, the Patrol members will provide a variety of customer services to the Centre of the City in Kamloops and patrol the entire Central BIA to promote a safer and friendlier downtown.

The ideal candidates will have knowledge of the Kamloops Central Area and be self-motivated, flexible, friendly, work well independently and in a team environment; possess good time management skills and be approachable and attentive to their surroundings while on patrol. Competency in riding a mountain bike is an asset. Must be physically fit. Other qualifications may include a 2<sup>nd</sup> language, Training and/or experience in self defense, First Aid, Super Host, Crime prevention, tourism, hospitality, media, social work, and security.

## **General Responsibilities**

- Act as Customer Service representatives to the Centre of the City in Kamloops, greeting and welcoming both locals and visitors
- Provide information, including historical points of interest along with key events and activities, attractions restaurants, shopping, parking and accommodations
- Build relationships and visit on a regular basis, the merchants and service providers in the area.
- Notify the proper authorities of all criminal activities witnessed and medical help applied.
- Inspect and report unsafe conditions, graffiti, cleaning issues and vagrancy around the downtown core.
- Report and/or clean up litter and remove posters.
- Report/refer panhandlers and homeless to outreach facilities that may assist them.
- Assist in organizing, marketing and hosting events such as Hot Nite Car Show & Shine, Merchants Market, Cattle Drive & Live @ Lunch music program (distribute literature, help with activities, etc.)
- Conduct Parking Lot Audits, in cooperation with ICBC, as part of the Lock Out Auto Crime
- Assist the RCMP with Crime Prevention strategies
- Collect and provide statistics for the KCBIA, RCMP, City of Kamloops and ICBC
- Be an extra set of "eyes & ears" for the downtown authorities
- other duties as may be assigned

## **Qualifications**

Full-time returning post-secondary student

Required to work all shifts, evenings, weekends and holidays

Works responsibly with minimal supervision

Strong inter-personal communications skills

Enthusiastic, outgoing attitude

Able to pass RCMP security check

Knowledge of downtown Kamloops to provide accurate directions and/or transit/event information as needed

Physically fit, capable of walking and cycling up to 8 hours a day in all weather conditions

Data entry and report taking skills

Required to work well in a team environment

Other languages in addition to English are considered an asset

Additional training in security, self-defense, first aid, media, social work and tourism are considered assets.

Public relations skills/training are a definite asset.