

## Position Description

**Title:** Rider Ambassador

**Reports To:** Portland Streetcar, Inc. Executive Director

**20 hours per week**

**Compensation:** \$25 per hour, plus benefits

The Portland Streetcar Rider Ambassador will ensure that all riders—especially the community’s most vulnerable—have a positive and safe experience. Overall, the Rider Ambassador is the face of transit and should warmly welcome riders while promoting the importance of transit, increasing a sense of safety and community, and assisting wherever needed. The Rider Ambassador serves alongside Portland Streetcar Customer Service Representatives and PBOT Security Officers to ensure all riders are able to travel safely and with the support they require.

The Rider Ambassador also understands that transit plays a key role in reducing rides taken through other modes of transportation that are more harmful to the environment, such as single-occupancy vehicles, and will help create a welcoming atmosphere that will increase ridership. The Rider Ambassador will be offered ongoing training and professional development as available to better serve riders and the Portland community.

The Portland Streetcar is an urban rail transit system owned by the City of Portland and operating on three routes in the central city core. Portland Streetcar, Inc. (PSI) is a nonprofit organization contracted to oversee many parts of streetcar operations, including customer service and rider experience. PSI offers flexible schedules, a benefits package and a great team dedicated to improving public transit in Portland and ensuring a positive experience for ALL riders, our community partners and the general public.

### **The Rider Ambassador is expected to have skills and experience to:**

- Non-violently de-escalate tense situations before security or police presence is needed;
- Discourage the need for police or security intervention in riders’ experiences, except in cases of immediate danger;
- Connect riders to resources specific but not limited to housing, health care, and culturally-specific services;
- Answer general questions about the Portland area, transfers, routes, fares, technology, etc.;
- Encourage community feedback through surveys, filing complaints and grievances, testimony at public meetings, connecting with local leaders about transit system needs;
- Respond to emergencies or unexpected circumstances, such as community events, system disruptions, large crowds, etc.

### **Other Duties:**

- Follow up with individual riders as needed to ensure support or advocacy in overall wellness;
- Document any incidents or interactions requiring a security presence;
- Maintain ongoing awareness of care resources and community/social services agencies;

- Assist riders in scheduling or adhering to appointments with health or social service agencies;
- Collect community feedback and pass it along to PSI;
- Provide advocacy to address health disparities affecting riders and other community members;
- Provide input on any proposed or necessary changes to the system or its operations;
- Distribute and manage PPE, and reinforce expectations for addressing hygiene and illness prevention goals;
- Engage in ongoing cultural competency training as directed;
- Understand changing policies and applicable local and state laws.

**Required Skills:**

- Experience dealing with at-risk individuals in a calm and empathetic manner;
- Experience working with diverse groups and clear understanding of cultural differences, especially as they relate to race, sexual orientation, gender and socio-economic status;
- Ability to interact and engage with members of the public in a friendly, professional manner;
- Knowledge of Portland-specific geography and major health care and social services providers;
- Proactive ability to identify and build relationships with regular riders to assist them when they may need help managing any issues or otherwise seeking help.

**Preferred Qualifications:**

- Bilingual fluency;
- Transit-dependent or regular transit rider;
- Background in cultural competencies through training or lived experience.

Send resume and cover letter to [andrew.plambeck@portlandstreetcar.org](mailto:andrew.plambeck@portlandstreetcar.org)

***Proof of COVID-19 vaccination is required for employment at Portland Streetcar, Inc.***