



Ljams Safety Ambassador

Department: Visitor Services

Supervisor: Director of Visitor Services

Schedule: Part-time, Seasonal (20-25 hrs./wk, weekend work required)

Beginning of May - Labor Day; FLSA Non-exempt.

Summary

Ljams Nature Center is hiring Part-Time, Seasonal Safety Ambassadors for the Ljams Quarries during the peak busy season. The Ljams Quarries serve as a recreation destination for Knoxville locals and thousands of tourists each year. Ambassadors shall promote a positive outdoor experience by providing enhanced hospitality and security functions throughout Ljams. Ambassadors are a reflection of Ljams Nature Center and often provide the first “person-to-person” interaction visitors have within the park. Ambassadors must create positive, friendly, and helpful interactions with all members of the public, which may include families, residents, students, business owners, workers, and tourists.

Duties and Responsibilities

- Greet and engage with members of the public, including visitors, students, workers, residents, and businesses, in various settings and weather conditions.
- Assist visitors with wayfinding to popular destination points at Ljams
- Respond to inquiries for general information from the public regarding special events and programs
- Circulate throughout the Zones at Ljams to provide a visible presence and enhance safety, with the goal of preventing crime and discouraging inappropriate behavior through activity
- Enforce Ljams rules, policies and procedures with help from Manager on duty or can call in reinforcement from City/County law enforcement to uphold rules if situation escalates, as needed.
- When appropriate or necessary, reports to the Manager on duty to initiate the Emergency Action Plan to ensure that the possibility of a serious incident is reduced and eliminated and assists first responder as needed. Can also document observed ordinance violations for referral to the Knoxville Police Department or Rural Metro, as appropriate, depending on the nature of the violation/emergency.
- Provide additional presence and assistance at or around events, as requested.
- Act as additional community eyes and ears documenting and reporting disturbances, graffiti, vandalism, and other criminal activity that may be observed
- Report public maintenance issues to the Facilities department and/or Natural Resource teams, such as downed trail signs, broken/malfunctioning lights, and blocked trails.
- Ensure the parking lots and entrances remain unblocked by traffic or parked vehicles. Has authority to tow vehicles that are in violation of Tow Away Zones.
- Conduct public surveys and data collection, as requested
- Complete incident reports in a timely, neat, and concise manner

Qualifications

- Possess a high school diploma or equivalent or 4 years of verifiable work experience.
- A valid driver's license will be required for driving positions only
- Working knowledge of area geography and major trail systems at Ijams
- Proficiency in riding a bicycle would be beneficial
- Able to employ appropriate de-escalation techniques calmly and sensitively
- Working knowledge of MS Office (Word, Excel, PowerPoint, Outlook)
- Demonstrated ability to exercise good judgment and make sensible decisions
- Effective oral and written communication skills
- Ability to build strong relationships and a willingness to develop an understanding of the individual circumstances and needs of each individual
- Able to gain expert-level familiarity, and comply, with the Ijams policies and procedures
- General knowledge and training on how to conduct interactions with people in need, including the homeless
- Excellent organizational skills

Other Requirements

- Prior security experience (one or more years is ideal)
- Proficient with Mobile Technologies and Smart Devices
- Must comply with a background check.
- Must have a valid driver's license.

Physical Requirements

- Must be able to lift and carry or otherwise move up to 50 pounds.
- Must be able to traverse safely over uneven or irregular terrain.
- Must be able to work in outdoor environments in all weather conditions.
- Must be able to see and respond appropriately to potentially dangerous situations.

Compensation/Benefits

\$18/hour

About Ijams Nature Center

Ijams Nature Center is a nonprofit nature center located on the banks of the Tennessee River near Knoxville's urban center. Its mission is to encourage stewardship of the natural world by providing an urban greenspace for people to learn about and enjoy the outdoors through engaging experiences. Ijams Nature Center manages 318 acres of land with more than 14 miles of trails, a large Visitor Center, Mead's Quarry Lake, mountain biking trails, river access, gardens, and much more. People of all ages attend educational programs, including school field trips, family programs, summer camps, and adult workshops. Ijams Nature Center partners with Knox County, the City of Knoxville, and multiple agencies to provide outstanding educational offerings. Visit the Ijams website at ijams.org for current program information.

Equal Opportunity Employment

Ijams Nature Center is an equal opportunity employer and does not discriminate against employees or job applicants on the basis of race, religion, ethnicity, sexual orientation, gender identity, age, national origin, mental or physical disability, veteran status, or any other status or condition protected by applicable state or federal laws. These anti-discrimination policies also apply to volunteers and program recipients. Ijams Nature Center provides reasonable accommodations to all applicants and employees. Applicants with disabilities may request reasonable accommodation at any point in the employment process.

To Apply

Send resume and three references (*references will not be contacted without notice*) to Sarah Brobst, Visitor Services Director, at sbrobst@ijams.org . Positions are open until filled.

Interviews will be conducted on a rolling basis.