



Downtown Ambassador

Department of Arts, Business and Culture

SALARY

\$16/hr

TYPE

Standby (as needed)

SCHEDULE

Saturday mornings
others days/shifts as
needed

DATE POSTED

9/14/2026

BENEFITS

None

DEPARTMENT PROFILE

The Arts, Business & Culture Department is responsible for fostering Salisbury's thriving economic climate through supporting business, expanding economic opportunity, promoting artistic expression, hosting unique experiences, and maintaining regional attractions such as the Poplar Hill Mansion. By producing signature events, facilitating business incentives, and collaborating with stakeholders, this department strives to make Salisbury a place where arts, business and culture intersect and flourish.

POSITION PROFILE

The Downtown Ambassador will assist the Lead Ambassador in maintaining the cleanliness, safety, and overall appearance of Downtown Salisbury. This role involves patrolling assigned locations, addressing cleaning and maintenance needs, and ensuring a welcoming environment for visitors. Duties include engaging professionally with residents, visitors, business owners, and stakeholders, as well as supporting the special events staff. The position requires a proactive, detail-oriented individual capable of interacting respectfully and effectively with diverse groups, including unhoused individuals, to uphold the standards of the city.

EDUCATION/EXPERIENCE

High school diploma or GED is preferred

One year of general maintenance experience

REQUIREMENTS / CERTIFICATIONS

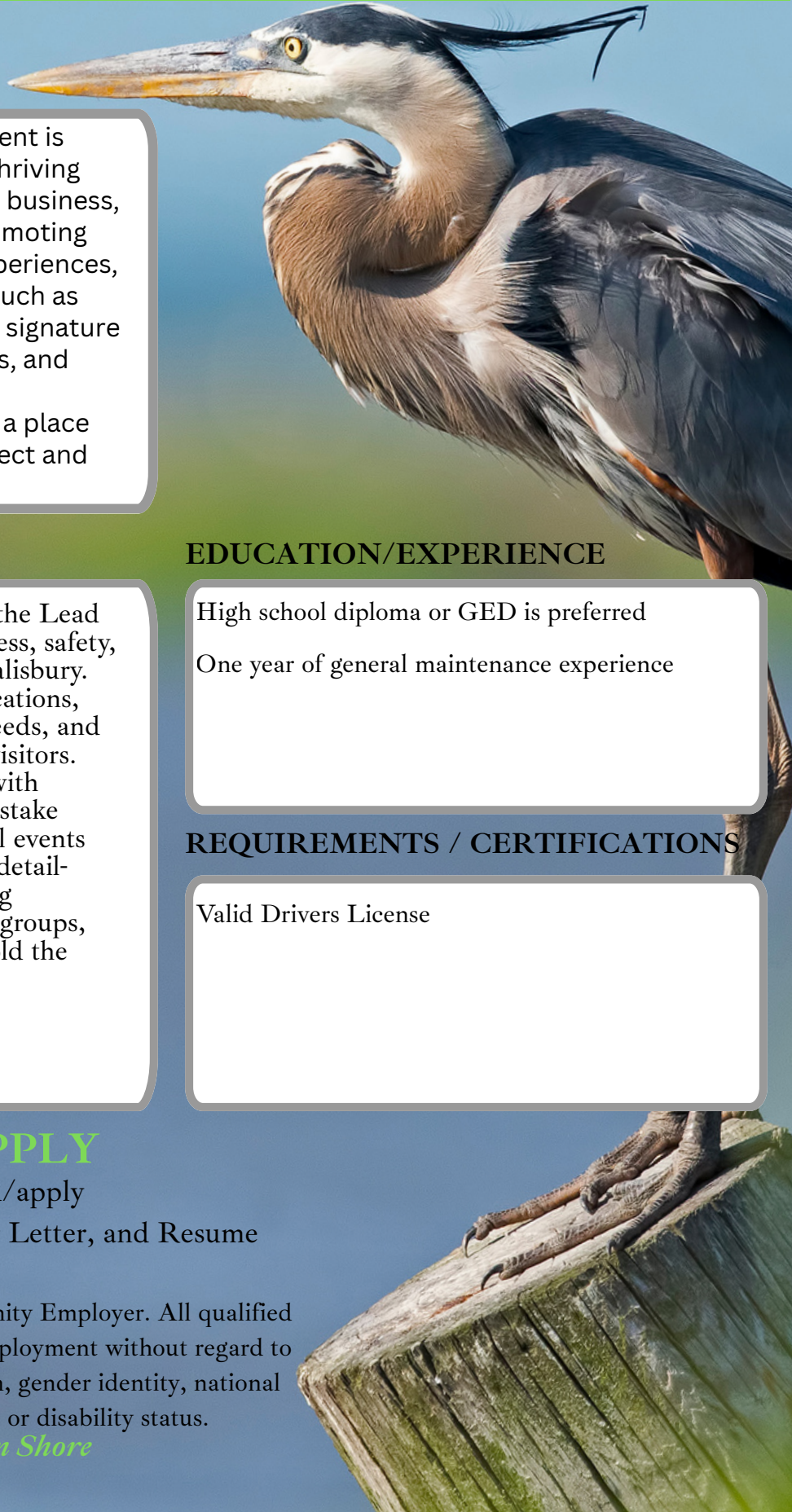
Valid Drivers License

HOW TO APPLY

1. Visit [Salisbury.md/apply](https://salisbury.md/apply)
2. Submit City Application, Cover Letter, and Resume

The City of Salisbury is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, protected veteran status, or disability status.

Capital of the Eastern Shore



City of Salisbury, MD

Classification Description

Classification Title: Downtown Ambassador

Grade 2

Department: Arts, Business and Culture Department (ABCD)

FLSA Status: NE

Date: 09/14/2026

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Duties and Responsibilities

Administration/Task Completion: Holds self-accountable for assigned responsibilities; sees tasks through to completion in a timely manner.

- Helps ensure Downtown Salisbury is looking its best at all times.
- Conduct custodial tasks including sweeping, mopping, and litter pick up
- Maintain grass and landscaping within parking areas, including trimming, cutting, seeding, and irrigation Downtown.
- Provides special event support with setup, operations, and breakdown; including parking and street closures.
- Assist with the installation, removal, and maintenance of holiday decorations and special displays as designated.
- Patrol public areas daily on foot and vehicle, including parking garages, stairwells, transit stops, Riverwalk, parks, and other areas of congregation.
- Report maintenance issues, remove graffiti/stickers/handbills, provides trash receptacle emptying, and/or other small maintenance items that can be addressed immediately.
- Acts a representative of the City of Salisbury to the public.
- Identify the most obvious zoning, downtown maintenance, and building code violations and, if able, will resolve them or report them to the appropriate City authorities
- Interact with the City's homeless population in a caring and compassionate manner, and will provide information as to resources available in the community to assist them.
- Utilize and maintain an electronic online data and other work order systems capable of generating reports and analyzing data statistically, spatially, and in real-time.
- Exercise independent good judgment with minimal supervision.

- Identify and resolve incidents within their ability and authority, and will contact the Salisbury Police Department for incidents outside their ability/authority.
- Performs other duties as assigned or required.

Skills Proficiency/Technical Aptitude: Skillful in use of tools, hardware, software, and equipment.

- Performs various standard tasks using manual and powered equipment including, but not limited to: drills, power saws, shovels, rakes, mowers, string trimmers, wheel barrows, tampers, compressors, chippers, jackhammers and tractors.
- Works directly with Administration in the development and implementation of short- and long-term plans for projects for the Ambassador program, including construction, building and grounds maintenance.

Leadership/Role Model: Acts a role model and peer leader among his teammates and colleagues.

- Leads and instructs others in the performance of semi-skilled and skilled labor tasks-
- Ability to work independently and complete daily activities according to work schedules.

Stewardship/Resources: Safeguards equipment, supplies and materials.

- Responsible for correctly and appropriately using assigned city devices and email accounts.
- Responsible for the employee's assigned vehicle and operates within city guidelines and policies.
- Responsible for maintaining daily equipment. Performs maintenance or other minor repairs to landscaping equipment and tools.

Development/Professional Development: Participate in opportunities to earn or maintain professional credentials and certifications.

- Attends relevant meetings and trainings.
- Engage in professional development, career advancement and other City initiatives.

Performance Expectations

- **Communication:** Articulates thoughts and ideas clearly and effectively to exchange information. Listens to others and provides useful feedback. Ability to effectively communicate with the public courteously and tactfully at all times.
- **Work Ethic:** Demonstrates personal accountability, effective work habits, integrity and ethical behavior.
- **Teamwork:** Works well as a part of a team through respectful and collaborative relationships with colleagues, customers, affiliates and stakeholder groups.
- **Problem Solving:** Improves, designs, refines, finds and invents criteria in order to resolve problems. This combines creative and critical thinking.
- **Initiative:** Determines what needs to be done and acts on it. Takes charge before others do and/or without being instructed.

- Exceptional observation skills
- Ability to work independently and remain on task

Education and Experience

- High school diploma or GED is preferred
- One year of general maintenance experience
- Valid Driver's License

Physical Requirements

- Work is performed in and around Downtown and involves exposure to extreme weather conditions, standing/walking for prolonged periods of time, physical effort in the handling of materials up to 50 pounds and/or continual standing or walking 60% of the time.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.