

RECRUITMENT



Downtown Partnership of Baltimore is hiring Downtown Baltimore Guides!



We are a nonprofit that operates out of 20 S. Charles St, at the corner of Charles and Lombard. We are looking for someone that will assist citizens and tourists with any needs/questions they may have. We serve as a presence in the center of Baltimore and serve as the eyes and ears of emergency personnel. We work in conjunction with a security team, Baltimore City School Police, and a Homeless Outreach team.

On a typical day, the DBG's arrive for "roll call" where they are updated with any pertinent daily information they may need for the day. They are furnished with a tablet and 2-way radio to communicate with their supervisor and squad. This is a uniformed position which the company provides at no cost. There are 2 shifts (7am to 3:30pm and 11am to 7:30pm) and we operate 7 days a week, although you would only be scheduled for 5 days a week (37.5 hours). The DBG then proceeds to their post where they then patrol a specific area that they're assigned to. We currently utilize a system that allows them to scan a QR code with their tablet and report anything that might be noteworthy. The people you meet along the way may need help with directions, looking for a restaurant, parking information, tourist attractions, etc. We also have a dedicated Homeless Outreach department that can be called upon if you come across a homeless individual that needs assistance or care. On occasion they may come upon a citizen that needs emergency assistance and someone to put them at ease and wait with them until help arrives.

This is an hourly position that starts at \$15.00 per hour. We observe 11 scheduled holidays a year and while we close for only 3 (Thanksgiving, Christmas, and New Year's Day) DBG's can use any other holiday time on a flex basis. There is accrued vacation and sick time, as well as 15 hours of personal time that re-ups annually on your hire date. The company offers Medical, Dental, Life Insurance, as well as Short-Term and Long-Term disability. There is also a 401(k) plan. Furthermore, while in uniform to and from your shift, you ride free on public transportation. This information would be further explained at time of hire, but I wanted to share some of the benefits that go above and beyond the hourly wage.

Please visit <https://mwejobs.maryland.gov/> and search Job Order #: **1324840** for full job description and application instructions!