

Position Title: Corridor Ambassador

Reports to: Lead Corridor Ambassador

Position: Part-time, Contractual

About Corridor Ambassador Program (CAP)

As a result of the pandemic, commercial corridors across the city have seen major reductions in economic activity, along with increased public safety concerns. To ensure a strong recovery in commercial corridors, the city of Chicago's Department of Planning and Development (DPD) has contracted Cara Connects in partnership with the Northwest Side CDC to staff Community Ambassadors on major commercial corridors across the city. This initiative will hire and train local community members to create a visible, welcoming presence on commercial corridors encouraging residents and visitors to frequent the local businesses and amenities on that corridor. This program is part of the Chicago Recovery Plan, the City's plan to amplify once-in-a generation federal funding to create an equity-based investment strategy to catalyze a sustainable economic recovery from the COVID-19 pandemic.

About Northwest Side CDC

The Northwest Side Community Development Corporation is a subsidiary nonprofit organization of the Northwest Side Housing Center. Our mission is to provide the Northwest Side and Belmont Cragin with the tools and resources to preserve affordable housing and prevent displacement, and provide business development assistance to local small businesses.

About Cara Connects

Cara Connects is a nontraditional and mission-driven boutique staffing agency and social enterprise of Cara Collective, a nonprofit and mission-driven organization whose mission, since 1991, has been to eradicate poverty and create hope, jobs, and opportunity.

About the role

The Community Ambassador promotes community safety and neighborhood engagement by providing a visible, non-law enforcement safety presence along commercial corridors in Belmont Cragin. Community Ambassadors engage, assist, and inform community members and visitors of Belmont Cragin while building relationships with business owners to create a positive, and safe shopping experience.

Responsibilities:

- **Conduct outreach:** The successful candidate will work directly with fellow team members and the Project Manager to build rapport with businesses and residents through and direct outreach and engagement.
- **Provide safety escorts:** Provide concierge-level customer service; greet passers-by, providing directions, and providing safety escorts within the boundaries of the commercial corridor.
- **Provide referrals:** Share information on upcoming programming, activities, social service resources.

- **Promote safety:** Connect with public safety resources, including the Chicago Police Department, on security and safety needs and report illegal or unwanted activity, as deemed appropriate by the NWSCDC
- **Report hazards:** Conduct isolated trash pickup efforts on public sidewalks and reporting larger waste , graffiti, and safety hazards to 311
- **Support community events:** In partnership with Belmont Cragin's Rapid Response team, provide a presence at community events or festivals
- **Conduct wellness checks:** Check on individuals in public spaces

Requirements:

- Must be able to perform the following physical activities: stand, walk, sit, use hands to finger, handle or feel, reach with hands and arms, stoop, kneel, crouch or crawl, climb or balance, talk, see, hear, and smell. Must be able to lift up to 50 pounds
- Must be comfortable providing direct outreach to small businesses, passerbys, and local organizations
- Must be comfortable operating an electric scooter to travel the commercial corridors
- Have a strong interest in working with the public and building community
- Excellent time-management skills, filling out time sheets and submitting in a timely fashion
- High energy and ability to engage others towards a common goal
- Ability to remain calm and focused in the event of an emergency situation
- Shows initiative, is accountable, and has great follow-through
- A positive teamwork attitude that is driven by a focus on possibilities and not on limitations
- Must enjoy working with people- especially an adult population
- Effective communication and responsiveness
- Be prepared to comply with all necessary COVID public health and safety measures, including reporting any symptoms of illness prior to reporting to any physical worksite
- English/Spanish bilingual

As Equal Opportunity Employers, Northwest Side CDC and Cara Connects are committed to creating a diverse work environment and is proud to be an equal opportunity employer. Neither Northwest Center nor Cara Connects discriminates on the basis of race, color, national origin, sex, gender identity, religion, sexual orientation, age, disability, parental status, veteran status, or any other protected status under applicable laws.