



**Neighbor to Neighbor Cleveland Program  
Part-Time MidTown and AsiaTown Community Ambassadors  
Position Description**

**About MidTown.** MidTown Cleveland, Inc. (MTC) is a dynamic and high performing 501(c)(3) economic and community development corporation whose mission is to leverage the diverse assets in the area to develop a dynamic neighborhood that unites the city's downtown and innovation districts. MTC has seen remarkable growth and transformation over the past several years as more businesses, nonprofits, residents, and institutions move to the neighborhood, stimulating development and helping change the area from a pass-through to a place. MTC aspires to create a model equitable neighborhood, with strategies to ensure that all people benefit from and shape our neighborhood's growth and change, particularly historically marginalized people of color. More information on MTC is available at [www.midtowncleveland.org](http://www.midtowncleveland.org).

**Program Background.** In partnership with Cleveland Neighborhood Progress, The Neighbor to Neighbor Cleveland Program (N2N) – a Cleveland Community Engagement and Data Collection Project - is designed to build community engagement and organizing capacity across Cleveland neighborhoods, as well as create a platform for collecting granular community-level data on the digital divide and tax foreclosures across the city. The data is expected to guide strategic investments and interventions to achieve digital equity for Cleveland and for the most impacted Cleveland residents.

**The role of a Community Ambassador.** Canvassers will connect residents to the Emergency Broadband Benefit (EBB), a federal program that subsidizes the cost of internet and technological devices for eligible households. Resident feedback will also allow Neighbor to Neighbor partners to understand the need for broadband infrastructure, neighborhood tech hubs, digital literacy programming and more. The EBB and future programs developed alongside residents will aim to transition Cleveland from one of the least-connected cities in the country to an example of how the power of partnerships and programming can address systemic issues.

**Job Duties and Responsibilities:**

- Effectively build relationships with residents primarily through door-to-door canvassing conversations and as needed, at community events and other places where neighbors gather.
- Conduct surveys door-to-door while accurately entering data into the iPad on location
- Work with the other ambassadors and the Community Engagement Specialist to ensure that canvass goals are met, complete regular progress reports and adjust canvass tactics as needed.

- Represent the Neighbor to Neighbor program with professionalism and ethical conduct in order to build a positive relationship with the community at large.
- Have knowledge of available assistance programs and resources to provide residents with contact information and resource guides informing them of programs that may be of assistance.
- Assumes additional responsibility of translating resident self-reported concerns as a part of the data collection process.

#### Relevant Qualities, Skills & Experience:

- Ability to effectively communicate information and ideas in written and verbal format, especially public speaking
- Ability to speak one or more community languages is desirable (ability to speak Mandarin or Cantonese, ability to read Chinese)
- Interpersonal skills – i.e. is friendly, approachable and enjoys interacting with people from a wide range of communities and cultures
- Previous canvass experience is helpful, but not required as training and coaching will be provided to all employees
- Must be able to use a computer/tablet and learn how to use a software database
- Ability to work flexible hours
- Ability to work independently and as part of a cohort/collaborative team
- Good understanding Cleveland neighborhoods with preferred deep knowledge and connection to the neighborhood in which ambassador will be canvassing (AsiaTown, MidTown and Hough)

#### Physical Demands and Working Conditions:

- Ability to operate a tablet and computer
- Will require standing and walking
- Will require comfortability approaching residents to communicate by speaking, active listening and observing general surroundings
- Travel to various neighborhoods including knocking on doors, community and retail centers
- Exposure to inside and outside environmental conditions

#### Compensation:

- Ambassadors will enter a six-month long contract for up to 20 hours per week at a rate between \$17.50 to \$20 per hour. Ambassadors may have the opportunity to renew for an additional six-months of service.
- Ambassadors may be offered additional hours based on resident participation.

Applications will be reviewed immediately until an appropriate candidate is identified. Resume and cover letter should be emailed to [aharris@midtowncleveland.org](mailto:aharris@midtowncleveland.org) with the job description in the subject line.

Don't have a cover letter or resume? Please call Ms. Harris at **216-391-5080 ext. 111** to request assistance to apply for the Community Ambassador Position.

