

**POSITION DESCRIPTION**

Approved By: Executive Director

**Job Title:**  
Community  
Ambassador  
Coordinator

**Team:**

Workforce  
Programs and  
Services

**Reports To: TBD**

**Grade/FLSA:**

Non-Exempt

**Recent Review  
Date:**

**Future Review Date:**

**AGENCY SUMMARY:**

CNY Works is a not for profit (501 (c)(3)) corporation and serves as the Onondaga County Workforce Development Board (OCWDB). CNY Works has been designated by local government (City of Syracuse and Onondaga County) to administer the workforce development funds targeted for the Central New York area. CNY Works functions as the apolitical convener of business, economic development, and community agendas to define workforce system goals, garner resources and support growth and development of the local and regional economy.

**CAREER CENTER SUMMARY:**

The CNY Works Career Center is the heart of CNY Works One-Stop Delivery System in Onondaga County and provides comprehensive career services to job seekers, specifically youth, adult and dislocated worker populations. The Career Center delivers high-quality career services, education and training, and comprehensive supportive services to the local community which are tailored to meet the needs of the local and regional economies. Services include individual and case management, Resource Center access and support, and other partner and community-based services aimed at developing job seekers’ skills for employment success.

**POSITION OVERVIEW:**

The Community Ambassador Coordinator will coordinate Community Ambassadors as they offer ongoing outreach to Onondaga County residents who are recovering from the devastating economic impact of the pandemic. The Coordinator provides direction, coordination, and consultation for all Community Ambassadors as they promote and share information on the Onondaga County Emergency Rental Assistance (ERA) Application form and COVID-19 prevention measures, testing resources and vaccine locations.

**POSITION ESSENTIAL FUNCTIONS:**

- Coordinate orientation/training with the City of Syracuse for each new Community Ambassador
- Serve as the primary point of contact for all requests to collaborate including telephone, voicemail, email, and written requests to ensure a timely response.
- Provide Supervision of Community Ambassadors (monitor schedules, collect timesheets, on-site visits, attendance at events)
- Develop and maintain a strong, positive relationship with collaborative partners ensuring that mutually agreed upon expectations are being met.

- Collaborate with program and development leadership in developing and maintaining a comprehensive list of involvement opportunities
- Develop and maintain complete and accurate records to provide bi-monthly reports on activities/events.
- Develop and maintain collegial relationships with peers in the field and with area organizations to ensure best practices.
- Assist Community Ambassadors connect families at-risk for eviction with emergency rental assistance resources
- Assist vulnerable families and their landlords gain access to the online ERA application
- Support the Community Ambassadors in the application document gathering process by making connections to community agencies to assist
- Engage with community partner organizations in supporting families who need to complete Emergency Rental Assistance Application
- Drive toward equal access by removing language and cultural barriers in securing emergency rental assistance
- Conduct outreach so eligible families do not face unnecessary barriers to access.
- Recruit, educate and empower people who are vaccine-hesitant members of the community
- Be passionate about people getting the vaccine and vulnerable families completing the ERA application.
- Attend trainings to learn about ERA and the effectiveness of COVID-19 vaccines
- Provide education and disseminate clear, consistent, and accurate information about both the ERA Application and the COVID-19 vaccine.
- Engage people by listening and validating concerns
- Utilize safety principles that model COVID-19 risk reduction (wearing PPE, social distancing)

**ACCOUNTABILITIES:**

Meets position essential functions for quality and productivity. Adheres to agency policies and procedures.

**QUALIFICATION STANDARDS:**

Attention to detail and impeccable organizational skills are critical attributes, including strong oral communication skills.

- Ability to establish and maintain effective working relationships with coworkers, customers, and community agency representatives.
- Ability to express oneself effectively, both verbally and in writing
- Ability to understand verbal and written instructions/directions
- Have cultural competence and experience working with diverse populations
- Have strong interpersonal and communication skills and an open, friendly, accommodating attitude
- Ability to effectively manage a wide array of tasks, projects, and responsibilities
- Willing to learn about the COVID-19 vaccine, common vaccine hesitations, and other COVID-19 risk reduction strategies

- Willing to learn about the Emergency Rental Assistance Program and strategies to complete the application
- Ability to work independently and as part of a team
- Ability to perform multiple tasks simultaneously
- Ability to receive and convey detailed instructions to community members

Skills

- Proficient in basic computer applications including Outlook, Word
- Record keeping and documentation skills
- Organization and planning skills
- Strong written and verbal communication

**This job description is not intended to be all inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.**

**Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor**

**This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship**