



**Job Title:** Community Navigator II

**Location:** Community Matters, 2104 Saint Michael Street, Cincinnati, OH 45204

**Status/Hours:** Part-time, 24 hours per week (Monday-Thursday, 9am-3pm)

**Compensation Type:** Non-exempt, hourly

**Compensation:** Starting at \$20/hour

**Reports to:** Chief Operating Officer

### **Position Summary**

The Community Navigator will manage the front desk of Community Matters and welcome neighbors to the organization, help them connect with resources, and assist with intake for the food pantry. The Community Navigator is a public-facing role and will be expected to be person-centered, welcoming, and professional to everyone who visits Community Matters.

### **Key Responsibilities**

- Manage the front desk and the front lobby, including the snack bar.
- Help people who come to Community Matters to connect with the person or program they are looking for and/or help them learn about the opportunities available at Community Matters.
- Assist with data entry for Opportunity Hub, including PantryTrak and Capsule data entry.
- Assist with intake for the food pantry.
- Assist with unloading pantry donations and deliveries.
- Assist neighbors with basic computer tasks, faxing, and other resources.
- Complete other administrative tasks as directed.

### **Job Requirements**

- Strengths-based approach to work, problem-solving, relationships, and community.
- Value connections with neighbors and want to help people through challenging situations.
- Must be able to work consistent hours each week. (Monday-Thursday, 9am-3pm)
- Must be able to lift up to 20 lbs.
- Ability to work effectively with people of diverse backgrounds.
- Fluent use of all Microsoft Office programs, client databases, and basic IT systems.
- Preferred candidate has a social work background.

### **Organization Expectations**

- Advocate for the mission of Community Matters.
- Follow all workplace policies and guidelines.
- Be an active team member and help to create a caring, open, and supportive environment for all staff members, community members, and volunteers.

### **How to Apply**

- Email resume and cover letter to [Jobs@cmcincy.org](mailto:Jobs@cmcincy.org).
- Application deadline: April 22 at 5pm.

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*Community Matters does not discriminate in any manner on the basis of race, color, gender, sexual orientation, gender identity, age, disability, handicap, ability, socio-economic status, religious creed, veteran's status, natural hair types and natural hair styles commonly associated with race, breastfeeding status, gender expression, gender identity, ethnic regional origin, or national origin.*