Title: UC2B Community Ambassador

Category: Part-time, extra-help

Open Date: September 9, 2011

Close Date: September 27, 2011

Administrative Unit: Graduate School of Library and Information Science

Position Description:
UC2B, a partnership between the University of Illinois and the cities of Urbana and Champaign, is leading an effort to install a fiber-optic Internet network that offers fast, high-speed internet access to neighborhoods, businesses and community anchor institutions across Urbana-Champaign. We seek energetic, team-oriented individuals that are familiar with the Urbana-Champaign community and are passionate about helping others to overcome the digital divide. UC2B Community Ambassadors will increase the awareness of UC2B; collect data for research and operational development; and help households, institutions and businesses adopt UC2B Internet service. Qualified candidates will possess the following:

Required Qualifications:
- Must be at least 18 years of age at the time of application
- Must pass a criminal background check
- Must attend canvassing training sessions

Qualities and Skills:
- Ability to interact well with community members of all racial, ethnic and socio-economic backgrounds
- Knowledge of Champaign-Urbana neighborhoods and anchor social institutions
- Excellent interpersonal, oral and written communication skills
- Proven organizational skills
- Demonstrated team player
- Basic knowledge of computers and technology
- Flexible work schedule, including evenings and weekends
- Experience with surveys, sales, outreach or similar customer service interactions desired
- Bilingual (Spanish-speaking) candidates desired
- Valid driver's license preferred

Responsibilities:
- Encourage increased knowledge of computerized technology and its relation to the UC2B project
- Carry out multiple survey methods to gain knowledge of community interest, adoption and satisfaction of high-speed broadband internet access
- Conduct face-to-face interviews with residents in assigned areas by following scripted survey questions
- Record the results of broadband surveys through data entry
- Ensure the accuracy, confidentiality and security of survey information at all times
- Prepare survey results for analysis
- Maintain high standards and quality work production
- Provide and seek clear direction and constructive feedback on delegated tasks
- Sustain quality customer service relations with associated households and businesses
- Attend neighborhood meetings or community events to represent UC2B and/or conduct surveys
- Other duties as applicable

Conditions:
- Hours vary by project needs and are not consistent with a standard work schedule. (Example: May work for 2 weeks at a time, for 10-20 hours per week, weeknights and weekends)
- Work will largely be conducted outdoors during various weather conditions
- Frequent walking, standing, and verbal communications required

Appointment Type:
- Extra Help Position
- $12-$18/hour

For full consideration of the Community Ambassador position, please take the following steps:

1. Create your candidate profile at http://jobs.illinois.edu by September 27, 2011.

2. Upon completing your candidate profile you will be given a User ID Number—write this number down and keep it available for future reference to your application.

3. Send an email to UC2B-Jobs@illinois.edu that provides your name, email, phone number, best time to call, and your User ID number.

If you have questions, please contact UC2B Interim Canvassing Coordinator at 217-333-7094. Representatives will also be available at the "UC2B Public Showcase" to assist and answer any questions related to the Community Ambassador Job application.

The UC2B Public Showcase will provide a hands-on demonstration of the fiber-optic network that will power fast connectivity to the community. Showcase dates:

Thursday September 15, 2011	Saturday September 17, 2011
Siebel Center, Room 1404	Digital Computer Lab, Room 1320
201 N Goodwin in Urbana	1304 W Springfield in Urbana
6PM-8:00PM	10:00AM-12:00PM

More information on UC2B, including future updates for job application assistance can be found at www.UC2B.net. Follow us on Facebook at "UC2B-Urbana-Champaign-Google-Fiber".

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