



Position: Opportunity Navigator - Durfee Innovation Society (DIS)

Reporting Relationship: DIS Director

Committed to Our Core Values:

- **Community First:** We prioritize the expertise, desires and needs of students and community residents in the neighborhoods where our projects are focused. Their ideas, hopes and dreams matter most. Bottom line, no matter how awesome anyone thinks Life Remodeled's projects are, they mean absolutely nothing if they don't align with the values and ambitions of children, youth and adults who make up the local community.
- **Always Find a Way:** Our annual goals are always nearly out of reach. Unforeseen circumstances happen. Things change, and we are not only flexible, but we find better solutions than ever before. Every day we are innovating and creating a future that doesn't yet exist. There is always a way, and our team is made of those who not only believe this, but they make it happen.
- **Bold Humility:** If you're only bold, you're a jerk. If you're only humble, you're a doormat. Wielding the balance of these two powerful attributes is what drives Team Life Remodeled to take the form of servant leaders, who value the needs of others over our own with confidence and determination. We embrace our weaknesses and limitations, and we know we all have blind spots. Therefore, we are life-long learners who see every encounter and every challenge as opportunities to learn and grow as human beings.

Description: The DIS Opportunity Navigator is the connector between DIS guests and the opportunities that our tenants offer. You will understand the DIS resources inside and out, and be able to connect with guests in a way that understands what they're looking for and matches them with available opportunities.

Skills Required:

- You are a person with a bubbly personality who can make friends with a rock
- Nobody can "yuck your yum"
- People say you have powerful "WOO" (Winning Others Over) and derive satisfaction from the challenge of breaking the ice and making connections with others
- You have high emotional intelligence and a knack for connecting with a wide range of people
- You are a problem solver

Activities/Responsibilities:

- Familiarizing yourself with the 35+ DIS tenants, and always seeking up-to-date information about each organization, including their missions, strategies, programming and leadership
- Being prepared to be taken off task many times a day to troubleshoot visitors' requests - may take a minute, may take an hour
- Checking in with tenants on a regular basis and encouraging them to share successes and challenges
- Training, overseeing, and collaborating with the front desk staff to attain customer service excellence

- Working closely with the DIS Director to achieve the mission and create collaboration opportunities
- Making strong initial impressions with visitors to ensure that all types of people are greeted warmly and can be matched with opportunities in a subtle, informative way
- Fostering ongoing rapport with DIS guests and maintaining awareness of progress that they are making because of opportunities at the DIS
- Believing in the mission and the possibilities of the DIS, and always maintaining a positive reflection of the DIS and its core values

Salary: \$42,000 - \$45,000 depending on experience

Email resumè and cover letter to Jen Friedman jen@liferemodeled.com