

# COMMUNITY NAVIGATOR - MULTIPLE LOCATIONS

## **Background**

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KCSOURCELINK makes entrepreneurship easier by connecting entrepreneurs to the resources they need when they need them. Current and aspiring entrepreneurs can connect with a KCSOURCELINK Resource Navigator through the website, hotline, or by walking into our offices. After discussing their business needs with a Resource Navigator, entrepreneurs receive a personal action plan identifying the resources available to help them reach their goals. KCSOURCELINK is the only organization throughout the Kansas City metro that works with all types of businesses at any stage and connects people to the resources they need – all for free.

To expand these services and meet entrepreneurs where they are, KCSOURCELINK is launching a Community Based Network Navigator program in partnership with three of our Resource Partners: The Porter House KC, The Toolbox KC, and Square One Small Business and Career Services. Community Based Network Navigators will provide the same KCSOURCELINK service to existing and aspiring entrepreneurs through each of the three Resource Partner locations.

We are currently looking for three curious, customer-service oriented, community-minded individuals who are familiar with the entrepreneur scene in Kansas City to serve as Community Based Network Navigators.

## **Community-Based Network Navigator Responsibilities**

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A Community-Based Network Navigator represents KCSOURCELINK at a grassroots level in the community, helping current and prospective entrepreneurs.

### **Community-Based Responsibilities:**

- Event attendance - work with KCSOURCELINK and partner staff to identify and attend relevant events to represent KCSOURCELINK (i.e. vendor fairs, faith-based socials, community-building events)

- Community discovery - identify, meet with and build relationships with key individuals to discover business needs within the community and provide feedback to KCSourceLink and Resource Partner staff

**Entrepreneur-Based Responsibilities:**

- One-on-one meetings - meet in person, have phone conversations and/or email interactions to discover business needs and develop action plans for current and prospective business owners to help them achieve their goal by connecting them with the resources they need to complete each step of the plan
- Follow up - provide follow up assistance for businesses as needed
- Log entrepreneur interactions in the KCSourceLink database

**Office-Based Responsibilities:**

- Attend weekly operations/marketing meetings with KCSourceLink staff

**Objectives/Deliverables**

- Attend a minimum of one event per week to share KCSourceLink services and provide feedback to KCSourceLink and your site staff
- Create a minimum of two personal action plans for entrepreneurs or business owners from the community each week and document them in the database
- Attend weekly KCSourceLink staff meetings
- Support KCSourceLink and Resource Partner teams on projects aligned with the role

**Education/Experience/Skills**

- Have excellent telephone and face-to-face customer service skills
- Be detail-oriented with demonstrated administrative skills
- Demonstrate a proven ability to listen to and understand the needs of people at different levels, assess their needs and refer to appropriate resource
- Have the ability to learn the capabilities of the service providers in the KCSourceLink network
- Can work independently and with a team
- Maintain confidentiality
- Work with a high degree of integrity and hold high ethical standards



## **Resource Partner Organizations**

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### **The Porter House KC**

- The Porter House KC supports under-served and underrepresented communities and gives entrepreneurs access to start, grow, and thrive in business. They have a retail incubator and offer classes, mentorship, and networking opportunities. This role will report on-site at 811 E 31st St, Kansas City, MO 64109.

### **The Toolbox KC**

- The Toolbox provides free support with planning, registering, funding, operating and growing businesses in Wyandotte County, Kansas. This role will support the Kansas City, KS community but may office from home. Bilingual (Spanish/English) preferred.

### **Square One Small Business and Career Services through Mid-Continent Public Libraries**

- Square One provides classes and events as well as one-on-one support with business and market research, small business social media and career exploration. The Square One main office is at the Mid-Continent Public Library at 1000 NE Colbern Rd, Lee's Summit, MO 64064; however, this role can set appointments with entrepreneurs at any Mid-Continent Public Library in the metro.

This is a temporary contract position for 20 hours a week at \$20 per hour through August 2026. Invoices will be collected and paid on a bi-weekly basis. Applications will be accepted on a rolling basis. Submit a letter of interest and résumé to [castrob@kcsourcelink.com](mailto:castrob@kcsourcelink.com) for consideration. Please note the Resource Partner location (The Porter House KC, The Toolbox KC, or Square One) you prefer in the email subject line.

