

“This program gave me the chance to change the direction of my life. I had always worked in restaurants and stepping out of my comfort zone was scary, but it was the best decision I have ever made for myself.”

## Andrea Oslund

Customer Service Outreach Coordinator



## JOIN OUR TEAM OF Good Neighbor Ambassadors

Learn more at [neorsd.org/GNA](https://neorsd.org/GNA) or call  
216.402.9277 for more information.



### FROM GNA TO FULL-TIME:

Andrea Oslund began her career at NEORSd as a Good Neighbor Ambassador with Cohort 7 in 2021. In September of the same year, she applied to and accepted a position in the District's Customer Service Department as an Administrative Clerk. Two years later, Andrea has remained with the District and worked her way up to a Customer Service Outreach Coordinator position.

← Andrea Oslund speaks to a customer at a Utility Assistance Resource Fair.





## WHAT IS A GOOD NEIGHBOR AMBASSADOR?

Good Neighbor Ambassadors serve communities affected by our major construction projects. They help build connections in the community through dialogue, resident involvement, and work opportunities.

## JOB FUNCTIONS:

Good Neighbor Ambassadors primarily work outdoors, maintaining areas affected by our construction projects. They are expected to come prepared to work in all elements, rain, snow, or shine. GNA job functions include but are not limited to:

- Site cleanup and maintenance
- Weeding and mowing
- General project assistance
- Distribution of informational materials
- Assistance with some weekend events



## PERKS OF BEING A GOOD NEIGHBOR AMBASSADOR:

Our unique program provides Ambassadors with career development opportunities to assist in securing full-time, family-sustaining employment:

- Job readiness assessments
- Job site tours
- Interfacing with academic recruiters
- Interfacing with job recruiters
- Interview preparation
- Sewer District training

## REQUIREMENTS & BENEFITS:

- 18 years or older
- High school diploma or GED
- Live in or be familiar with Cleveland neighborhoods
- Valid Driver's License (Preferred)
- \$15/hour part-time (30 hours/week)
- Full Sewer District benefits including Tuition reimbursement (T.A.P.)
- 12-week Tri-C certificate program
- Safety and specialized training

**\*No experience necessary**

