

Program Manager – Uptown United

Job Summary

Under the direction of the Executive Director, the Program Manager leads Uptown United's programs to support local businesses during the CTA's Lawrence-to-Bryn Mawr Modernization project and provides other business support to existing businesses

Start Date: As soon as possible

Supervisor: Executive Director

Hours Worked: Part-time, hourly position, approximately 14-22 hours per week. Occasional evening and weekend work required

Essential Functions and Responsibilities

Business Support

- Lead business support efforts during the CTA's Lawrence to Bryn Mawr Modernization (LBMM) Project
- Perform regular one-on-one outreach to local businesses and organizations in the LBMM Project area
- Serve as Uptown United's primary liaison with the CTA and CTA contractors
- Organize and/or attend meetings related to the LBMM project
- Provide technical assistance to local businesses and connects them with outside resource and partners
- Connects businesses, organizations, and property owners with other Uptown United and Chamber programming
- Provides outreach to local stakeholders around issues CTA LBMM construction
- Maintains database of businesses in LBMM project area
- Communicates with businesses in LBMM project area about

Education, Training, and Experience

- Bachelor's degree required, preferably in urban planning, nonprofit management, communications, marketing, business, communications, or another related field
- At least three years' experience working in a professional setting
- Experience communicating with and providing support for customers, clients and/or stakeholders
- Successful small event (workshops, meetings) planning and meeting facilitation experience
- Proven track record of data collection, research, and writing

Skills, Knowledge, and Abilities

- Experience with and/or knowledge of Microsoft Office Suite, Office365, Constant Contact, Wordpress (or other content management system), and major social media platforms (Facebook, Twitter, Instagram, etc.)
- Basic graphic design skills and familiarity with Adobe Creative Suite, advanced graphic design skills preferred
- Excellent verbal and written communication skills
- Extraordinary attention to detail
- Commitment to excellent customer service



- Enthusiastic about cultivating relationships with and assisting local businesses and organizations
- Positive and professional attitude when interfacing with community stakeholders, business owners, staff, and other partners
- Flexible, adaptable, and able to effectively prioritize tasks
- Candidate must be organized, a self-starter, able to meet deadlines and work independently to accomplish goals
- Able to work in collaboration with a small, creative, entrepreneurial team
- Fluency in Vietnamese and/or Chinese a plus
- Familiarity with City of Chicago departments (BACP, DCASE, DPD, CDOT, CTA) a plus
- Good sense of humor required

To Apply

Send cover letter and resume to jobs@exploreuptown.org. No phone calls, please.

About Uptown United and the Uptown Chamber of Commerce

Uptown United and the Uptown Chamber of Commerce are the nonprofit community economic development organization and chamber of commerce for Chicago's Uptown neighborhood. The organizations have a shared mission to lead efforts to build a strong, unified business environment; facilitate economic development; and strengthen community—all to nurture a diverse, vibrant, thriving and strong Uptown. Uptown United is the Sole Service Provider of the Uptown Special Service Area (SSA #34), which provides services within its tax district. The Uptown SSA is committed to providing quality beautification, cleaning, safety, placemaking services to its owners and stakeholders. Learn more at exploreuptown.org