



Job Description

Job Title	Career Navigator		
Employed by	Dynamic Workforce Solutions		
Reports to	Title	Sector Lead or Career Center Manager	

Salary:	\$28,000 - \$42,000	Type of position: FT	Hours <u>40</u> / week <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-
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PURPOSE

Provide employers with the right candidate. Administer federal programs for career seekers.

KEY ACCOUNTABILITIES

- **Quality of Referrals to Job Orders** – Help businesses recruit the best applicants for their jobs. *Measure – Quality referral form ratings; referral to hire ratio.*
- **Placements** – Appropriately connect career seekers to open positions, resulting in employment. *Measure – Total placements achieved.*
- **Job Order Matching** – Successfully recruit candidates for assigned job orders. *Measure – Job Order fill rate per assigned business accounts.*
- **Effective and Compliant Case Management** – Identify and recruit eligible and suitable program participants. Identify career seeker barriers and refer to appropriate resources (internal or external) to overcome barriers. Provide career advisement including the development of individual employment/placement plans, referrals to jobs, placement in training or education programs, job placement or advancement, and retention services. Acquire and maintain ongoing programmatic competency to ensure compliant management of cases. Accurately document customer interactions through well-written case notes. *Measure – Achieve contract performance measures for assigned cases including goals for clients served, entered employment and credential rates, and program participation; achieve annual error rate of no greater than 3% from program monitoring; achieve goals for participant outcomes including employment placements, individual training accounts, and work experience assignments.*
- **Labor Market Expertise** – Acquire and maintain knowledge of market research tools and the trends in the industry or sector to appropriately guide and direct career seekers to placement or education. *Measure – Semi-annual competency scores for assigned industry sectors and programs.*
- **Total Quality Management** – Ensure that case files meet or exceed programmatic requirement. *Measure – Meet monthly self-monitoring and customer follow-up requirements; achieve annual error rate of no greater than 3% from program and follow-up monitoring.*
- **Customer Satisfaction** – Maintain high levels of customer satisfaction by providing valued and timely services. Customers include both career seekers and employers. *Measure – Achievement of customer survey response and rating goals.*
- Other duties and responsibilities as assigned.

WORK EXPERIENCE REQUIREMENTS

Job Title	Career Navigator	
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<ul style="list-style-type: none"> – Minimum of two years’ experience in staffing, recruiting, or workforce development with at least one year’s experience working with computer systems for data entry and data review. – Previous experience in workforce development is preferred. – Previous case management experience is preferred. 		
KNOWLEDGE, SKILLS AND ABILITIES		
<ul style="list-style-type: none"> – Understand the recruitment, data entry, and customer requirements for all funding streams. – Understand and follow program policy. – Knowledge of employment recruiting practices. – Ability to engage, understand, and respond to the needs of business accounts. – Proficient with Microsoft Office. – Excellent verbal and written communications skills are necessary. – Ability to accurately document customer interactions through well-written case notes is a must. – Experience with Employ Florida Marketplace (EFM), One-Stop Service Tracking (OSST), and FLORIDA is preferred. – Knowledge of business practices within specific industry is preferred. – Must have the ability to work in a fast-paced and diverse environment. – Strong familiarity with regulatory entities and their laws and guidance that apply to job posting and recruitment, individual training accounts, employed worker training, customized training, and on-the-job training. 		
APPLICABLE STRENGTHS THEMES		
<p>CareerSource Capital Region is a Strengths Management organization. For a brief description of the Strengths themes go to: http://www.strengthstest.com/theme_summary.php and for more information go to http://www.strengthsfinder.com. It is required that all staff understands and demonstrates daily usage of their own Strengths. Strengths are important to the successful operation of the organization and as such a combination of the following Strengths is preferred.</p>		
Primary Strengths Themes	Secondary Strengths Themes	
Achiever, Competition, Developer, Focus, Futuristic, Individualization, Input, Relator, Restorative, Strategic, Woo	Activator, Adaptability, Arranger, Belief, Command,	Communication, Consistency, Empathy, Learner, Includer, Maximizer,
EDUCATION REQUIREMENTS		

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<p>– Bachelor’s degree or equivalent experience is required. Areas of specialization in Human Resources, Communications, Business, Psychology, or closely related field is preferred.</p>			

STAFF (PRINT NAME)	
STAFF (SIGN)	Date
SUPERVISOR (PRINT NAME)	Title
SUPERVISOR (SIGN)	Date
DATE HIRED	