



PACIFIC MOUNTAIN
WORKFORCE
DEVELOPMENT

POSITION TITLE:

Systems Navigation Specialist

Reports to: Assoc. Director of Workforce Services

Type of Position:

Regular Full-Time

Regular Part-Time

Temporary

Starting Salary Range: \$4,328 – \$4,686/mo

Full Salary Range: \$4,328 – \$5,757/mo

FLSA: Exempt Eligible

POSITION SUMMARY:

The Systems Navigation Specialist will be responsible for developing, implementing and integrating navigation services to manage and track customers from entry to employment. This position uses independent thinking to help coordinate activities and communications with managers, coworkers and outside agencies to accomplish the work. Position will work with minimal supervision and takes initiative to manage workload.

This Systems Navigation Specialist role is critical in helping to develop skilled workers to meet the workforce needs of business and industry using targeted recruitment strategies. By providing navigation services to ensure targeted populations are connected to service and employment, the Systems Navigation Specialist will ensure the workforce system is working to meet the established outcomes below:

- Increase the number of job seekers and business using WorkSource
- Increase the number of job seekers using WorkSource who find jobs.
- Increase the number of WorkSource job orders filled.

This position will connect job seekers to services and employment throughout five Counties in the PacMtn region: Grays Harbor, Lewis, Mason, Pacific and Thurston Counties.

This position will be located in Thurston County and will travel within the five counties.

Because this position will work with system managers, supervisors and front end teams across multiple agencies, it will be functionally managed by the WorkSource Systems Manager.

POSITION DESCRIPTION:

The Systems Navigation Specialist works closely with WorkSource partners in the PacMtn region to enhance and develop a talent pipeline of skilled workers to meet the workforce needs of business and industry using targeted recruitment strategies, developing direct linkages with system partners and developing standard operating procedures.

This position has additional area of focus in ensuring employers have access to the skilled workers they need to stay competitive in Washington. This position will focus on making sure disadvantaged populations are making the connections within our system that allow them to find and keep jobs that lead to economic self-sufficiency, with a focus on disadvantaged populations.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

1. Lead workforce initiatives in coordination with WIOA partner leadership team.
2. Assist with the development and implementation of future streamlining customer flow and service design.
3. Lead and participate in process improvement teams to increase integration, value to customers, and system redesign.
4. Gather and analyze complex data to inform outreach and engagement strategies, design process improvement efforts to increase job seekers and businesses using WorkSource.
5. Recruit, triage and connect priority populations to needed services and employment opportunities. Priority populations include, but are not limited to, UI claimants, customers not served under Order of Selections, graduating students, TANF and BFET participants, veterans, youth and other target populations.
6. Develop and deploy effective strategies to recruit and engage UI claimants; ensure messaging incorporates behavioral insights to increase engagement and follow through.
7. Focus recruitment on sector and industry needs.
8. Develop standard procedures for welcome, triage and connections across the system and PacMtn regions.
9. Provide navigation services to ensure recruited populations are connected to service and employment. Navigations will include but not be limited to, greeting recruits, providing basic triage and connection to services, and train system staff to follow procedures.
10. Develop strong relationships with onsite and offsite partners in order to build direct linkages to ensure a robust pipeline of job ready customers.
11. Coordinate with local business teams to recruit talent for hiring and placement events, and work based learning opportunities.
12. Incorporate business and job seekers in evaluation of system and develop partner-wide strategies to solicit customer feedback.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

1. Strong public relations and customer service skills.
2. Strong verbal and written communication skills. Ability to generate clear, concise information and to vary writing styles to meet needs.
3. Knowledge of workforce systems and protocol.
4. Knowledge and ability of worksourcewa.com and Efforts to Outcomes (ETO) database
5. Ability to gather and analyze data on operational procedures.
6. Ability to organize and coordinate projects and meet deadlines.
7. Ability to collect research and analyze data to compile creative and professional looking reports.
8. Tech savvy and ability to utilize modern applications to enhance productivity.
9. Ability to understand, interpret and follow federal, state and local policies and

regulations.

10. Must have ability to independently perform assignments requiring substantive knowledge of programs, regulations and policies.
11. Ability to provide quality customer service and create a professional working environment.
12. Must be organized and possess strong multitasking skills.
13. Must be able to adapt to a fast paced work environment and handle a variety of responsibilities with confidence and grace.
14. Must be able to effectively and professionally resolve issues embodying a calm and helpful attitude.
15. Ability to work and collaborate with diverse populations and multiple partners to establish and maintain cooperative relations with others.
16. Able to maintain high levels of confidentiality, credibility and professionalism.
17. Proven experience with Microsoft Excel, Word, PowerPoint and Outlook.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

The work is performed in an office environment. Minimal bending, stooping, kneeling or lifting involved. Requires frequent local travel.

OTHER:

None

PacMtn is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay 711.