



Human Resources

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DATE: September 9, 2022

TO: Civil Service Board

FROM: Heather DuVal
Human Resources Supervisor

SUBJECT: New Job Classification of Digital Navigator

RECOMMENDATION: APPROVAL OF THE JOB DESCRIPTION FOR THE NEW CLASSIFICATION OF DIGITAL NAVIGATOR.

Background Information/Summary of Job

The new job classification of Digital Navigator is being created to provide a critical service to the Duluth community by helping jobseekers navigate our new reality, where access to education, employment, and community services have primarily moved online. Digital Navigators work in the public-facing area of the Duluth CareerForce location, supporting customers seeking services, using the computer lab for job search, job applications, resume writing, and other employment and training related purposes.

The proposed job description has been shared with the Basic Union, and they are in support.

Recommendation

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the new job classification and description for Digital Navigator.

Digital Navigator

SUMMARY/PURPOSE

To provide a critical service to the Duluth community by helping jobseekers navigate our new reality, where access to education, employment, and community services have primarily moved online. Digital Navigators work in the public-facing area of the Duluth CareerForce location, supporting customers seeking services and using the computer lab for job search, job applications, resume writing, and other employment- and training-related purposes.

SUPERVISION RECEIVED

For both one-of-a-kind and repetitive tasks, the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. Incumbents work as instructed and consult with the supervisor.

SUPERVISION GIVEN

Does not supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Staff computer lab.
2. Serve as a resource to the Duluth community by helping job seekers build digital literacy skills.
3. Assist patrons with job search, online job applications, resume writing, etc.
4. Interact with public to provide in-person services.
5. Clean and sanitize computer workstations after use.
6. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
7. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. A minimum of one (1) year of related education and/or full-time, verifiable professional customer service experience to include searching and applying for jobs and/or unemployment insurance online as a primary responsibility.
2. License Requirements
 - A. No specific licenses required.
3. Knowledge Requirements
 - A. Knowledge of troubleshooting basic computer and website issues.
 - B. Knowledge of problem-solving and conflict-resolution techniques.
 - C. Knowledge of applicable safety requirements.
 - D. Knowledge of, or the ability to learn, City policies and procedures.
4. Skill Requirements
 - A. Exceptional communication skills.
 - B. Willingness to enforce time limits, rules regarding the appropriate use of the computer lab, and CareerForce customer code of conduct.
 - C. Skill in navigating MinnesotaWorks.net and CareerForceMN.com. (Preferred)
 - D. Skill with Google apps, such as Docs, Gmail, Calendar, Sheets, and Slides. (Preferred)
 - E. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - F. Skill in managing one's own time.
 - G. Skill in completing assignments accurately and with attention to detail.
5. Ability Requirements

- A. Ability to provide exceptional customer service in person, over the phone, and through email, or other forms of electronic communication.
- B. Ability to locate and use information resources to support customers.
- C. Ability to demonstrate patience and active listening.
- D. Ability to teach customers how to navigate computer programs and web-based applications.
- E. Ability to think critically and solve problems quickly.
- F. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- G. Ability to communicate and interact effectively with members of the public.
- H. Ability to communicate effectively both orally and in writing.
- I. Ability to understand and follow instructions.
- J. Ability to problem-solve a variety of situations.
- K. Ability to set priorities and complete assignments on time.
- L. Ability to attend work as scheduled and/or required.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

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