

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, providing the highest quality customer service to CareerForce visitors.
2. Serve as a resource to the Duluth community by helping job seekers build digital literacy skills and connect with community resources.
3. Instruct patrons in job search skills, completing online job applications, resume writing, career pathway research, Unemployment Insurance applications, and other employment and education-related tasks.
4. Interact with public to provide in-person one-on-one services.
5. Prioritize, plan, and organize assignments and use the appropriate methods to ensure desired results and successful completion within the scope, budget, and timeframe of assignments.
6. Track and report customer data as required by CareerForce partners. Maintain files, lists, rosters, and records following the organization's data privacy policies.
7. Operate office equipment including copiers, computers, printers, cameras, microphones, and tools for disability accommodations.
8. Serve as receptionist for in-person visitors, answering questions, assessing needs, and directing toward the appropriate service.
9. Schedule, arrange, prepare, promote, and provide support for workshops, hiring events, job fairs, and other similar events.
10. Provide information, respond to questions, and interpret regulations, policies, eligibility guidelines, and procedures.
11. Acknowledge and appropriately respond to complaints, upset customers, and problems, resolving them within areas of authority.
12. Clean and sanitize computer workstations after use.
13. 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.
14. 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. High school diploma or GED; AND a minimum of two (2) years of related post-secondary education and/or full-time, verifiable professional customer service or similar experience.
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 English to include spelling, grammar, sentence construction, and punctuation. Knowledge of additional languages a plus.
 - E. Knowledge of accepted business letter, email, and resume writing formats.
 - F. Knowledge of, or the ability to learn, workforce programs, services, and eligibility requirements.
 - G. Knowledge of, or the ability to learn, City and CareerForce policies and procedures.
4. Skill Requirements
- A. Exceptional communication and customer service 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 interpret questions, provide satisfactory explanations, and resolve complaints.
 - D. Ability to demonstrate patience and active listening.
 - E. Ability to teach customers how to navigate computer programs and web-based applications.
 - F. Ability to think critically and solve problems quickly.
 - G. Ability to learn and explain technical procedures and policies.
 - H. Ability to organize, maintain, and update manual and computer files and records.
 - I. Ability to work independently and exercise discretion in the absence of specific instructions.
 - J. 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.
 - K. Ability to communicate and interact effectively with members of the public.
 - L. Ability to communicate effectively both orally and in writing.
 - M. Ability to understand and follow instructions.
 - N. Ability to problem-solve a variety of situations.
 - O. Ability to set priorities and complete assignments on time.
 - P. 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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