



POST DATE 5/1/18

**JOB OPENING**

Area Community Services Employment & Training Council (ACSET)

**CAREER NAVIGATOR**

**Grand Rapids**

Applications with resumes and cover letters will be accepted through Tuesday, May 15, 2018, for the position of Career Navigator. This full-time position is in compensation Pay Range D that pays from \$30,201 to \$40,753 annually, plus fringe benefits. Starting salary is commensurate with qualifications and experience.

Candidates for this position **MUST COMPLETE AN APPLICATION.**

Applications are available online at: <http://www.westmiworks.org/join-the-wmw-team/>

Or you may obtain an application at the ACSET Main Office:  
Area Community Services Employment and Training Council (ACSET)  
Human Resource Department  
1550 Leonard NE  
Grand Rapids, MI 49505

**Applications with resumes, cover letters and EEO forms should be submitted to:**

Laura Krist  
recruiting@westmiworks.org  
1550 Leonard NE  
Grand Rapids, MI 49505

**Application packets must be received no later than  
5:00pm on Tuesday, May 15, 2018.**

**ACSET OVERVIEW:** ACSET is the administrative and fiscal agent for the Michigan Works! Agency of Allegan, Barry, Ionia, Kent, Montcalm, Muskegon and Ottawa Counties. West Michigan Works! mission is to lead workforce development strategy and resource alignment in West Michigan by understanding the talent needs of employers and employment needs of job seekers and connecting them to solutions.

**JOB SUMMARY:**

The Career Navigator greets and provides assistance to participants entering a Michigan Works! service center by assisting them in their career exploration and job search efforts. The navigator provides information on available resources and helps determine the type and level of assistance needed by the participant. This position provides instruction and coaching on state-of-the-art job search strategies and techniques. Responsibilities are carried out according to established procedures with latitude for initiative and independent judgement.

*West Michigan Works! is a division of ACSET, an equal opportunity employer/program, and a proud partner of the American Job Center network. Auxiliary aids and services are available upon request to individuals with disabilities. TTY 711 supported.*

**DUTIES & RESPONSIBILITIES:**

1. Orient participants to the Michigan Works! System, the programs, services and opportunities available while familiarizing the participant with the facility itself.
2. Introduce participants to the Pure Michigan Talent Connect (PMTTC) website including the *job seeker*, the *employer*, and *career explorer* features of the site.
3. Assist participant in entering their data on PMTC to form their *Profile Record*. Also assist the participant to attach their resume to the *Profile Record*.
4. Assist jobseekers in their efforts to locate suitable job opportunities on PMTC and other internet sites.
5. Verify Unemployment Insurance (UI) claimant's registration on PMTC, provide the necessary proof of registration, and submit the required electronic message in a timely manner.
6. Assist jobseekers in developing suitable resumes using appropriate formats and software tools.
7. Familiarize appropriate jobseeker participants with the Federal Bonding Program and assist them in completing the process to obtain a bond.
8. Familiarize participants with the Unemployment Insurance (UI) student waiver process, review the training program information provided, and complete the pertinent forms determining if a waiver is to be granted.
9. Assist participants with career exploration and job search planning activities.
10. Refer participants to appropriate Michigan Works! programs, services and activities including workshops, job fairs, and training.
11. Assist in developing displays and exhibits highlighting career and employment opportunities.
12. Participate in recruitment and outreach activities representing Michigan Works! at career fairs, job fairs, roundtables and other community events.
13. Provide labor market information regarding staffing patterns, career ladders, hiring patterns, working conditions, rates of pay for the West Michigan civilian labor force.
14. Refer customers to community resources offering services key to essential life needs.
15. Actively participate in continuous quality improvement processes.
16. Perform other duties as assigned.

**JOB QUALIFICATIONS:**

1. This job requires knowledge and skill normally acquired through a Bachelor's Degree.
2. Possession of Career Development Facilitator certification or Business Solutions Professional

certification preferred.

3. Proficient in typing, word processing and use of the internet is essential.
4. Ability to apply analytical skills in identifying operational problems and potential solutions.
5. Interpersonal skills necessary to effectively communicate in both oral and written form with prior experience in public speaking.
6. Communication and organizational skills that contribute to a quality work environment and the ability to work as a team.
7. Planning and time management skills with the ability to adapt to changing priorities.
8. Considerable ability to establish and maintain effective working relationships with supervisors, fellow employees, state and local agencies, and the general public.
9. Ability to organize, prioritize, and maintain confidentiality while providing patient, friendly participant-centered services.
10. Knowledge of proper telephone etiquette.

**WORKING CONDITIONS:**

1. Normal office environment with little discomfort due to noise, dirt, dust and the like.
2. Local or statewide travel may occasionally be required.

This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.