

Networks Northwest

Job Title: Career Services Specialist

FLSA Status: Exempt

Position Summary

The Career Services Specialist provides guidance and support to individuals seeking career assessments, career planning, and job search strategies. This full-time role involves direct customer contact and works collaboratively with Northwest Michigan Works! staff to deliver a comprehensive range of career services.

This position is based in Traverse City.

Supervision Received

- Reports directly to the Northwest Michigan Works! Regional Director of Training and Development.
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Key Responsibilities

Customer Engagement & Support

- Greet and Assist Customers: Welcome all customers in a timely and friendly manner.
- Wagner-Peyser Registration: Help customers complete their Wagner-Peyser registration.
- Initial Triage: Identify customer needs and recommend appropriate services.
- Provide Service Information: Explain the available services and assist customers in accessing relevant resources.

Career Guidance & Job Search Support

- Technology Assistance: Support customers in using computer equipment, Internet-based systems, and completing online forms.
- Profile & Job Search Assistance: Guide customers in completing Pure Michigan Talent Connect profiles and job searches.
- Job Application Support: Assist customers in creating résumés, cover letters, and other job search-related documents.
- Career Counseling: Help customers identify appropriate job opportunities by evaluating their work history, education, and training background.
- Labor Market Insights: Provide information on local in-demand job markets and employer expectations.

Workshops & Referrals

- Develop & Facilitate Workshops: Organize and deliver workshops on career development and job search skills.
- Data Entry: Record services provided to customers through accurate data entry.
- Referral Services: Refer customers to additional Northwest Michigan Works! programs and community agencies for further support.
- Unemployment Insurance Navigation: Assist customers in navigating the Unemployment Insurance Agency's claimant process and submitting necessary paperwork.

Administrative & Program Support

- Customer Service Excellence: Uphold high customer service standards in all interactions.
- Collaboration: Work with other CSS and other staff on special projects
- Clerical Duties: Answer phones, sort mail, order supplies, and perform other administrative tasks as needed.
- Maintain Resource Room: Maintain required postings and keep space tidy

Program Support

- Support Program Participation: Provide assistance with programs such as WIOA and PATH.
 - Additional Duties: Perform other duties as assigned to ensure effective service delivery.
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Required Qualifications, Skills, & Abilities

- Education: Associate's Degree or equivalent experience (preferred).
 - Experience: Background in education, human services, or related fields.
 - Interpersonal Skills: Strong ability to develop effective partnerships and collaborative relationships.
 - Leadership Skills: Ability to lead, coach, and mentor customers in a positive manner.
 - Communication: Excellent oral and written communication skills.
 - Customer Service: High level of customer service and interpersonal skills.
 - Technical Proficiency: Competent in Microsoft Office, Google Workspace, and other business software.
 - Labor Market Knowledge: Understanding of the local labor market and public and private sector employment practices.
 - Public Speaking: Preferred experience in public speaking.
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Physical Demands

- Typical Requirements:
 - Regularly required to talk or hear.
 - Frequently required to stand, walk, sit, and perform tasks that involve handling or reaching.
 - Occasionally required to climb, balance, stoop, kneel, crouch, or crawl.
 - Vision: Requires close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
 - Reasonable Accommodations: Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.
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Work Environment

- Location: Professional office environment.
 - Office Equipment: The role involves using standard office equipment such as computers, phones, photocopiers, filing cabinets, and scanners.
 - Noise Level: Typically low to moderate.
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Travel

- Local Travel: Occasionally and primarily during business hours.
- Overnight Travel: Occasional travel may be required.

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- **Other duties as assigned.**
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Compensation and Benefits:

This is a full-time salaried position starting at \$44,000 annually. The employee is entitled to the Networks Northwest benefits package that includes: comprehensive health, dental, and vision insurance with employer paid premiums; life insurance; disability insurance, employer paid deferred compensation retirement package; paid vacation, sick leave, personal days, and holidays.

How to Apply: (if applicable)

Interested candidates are to email their **cover letter** and **résumé** by April 10 to: Leah Melichar at leah.melichar@networksnorthwest.org. Learn more about Northwest Michigan Works! and the job posting at nwm.org/JobPostings.

Networks Northwest/Northwest Michigan Works Northwest is an Equal Opportunity Employer.

Network Northwest/Northwest Michigan works provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.