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**California Human Development**

**Job Description**

**employee name:**

**Job Title:** Job Link Navigator  
**Department/DIVISION:** Farmworker Services & Workforce Development

**Reports To:** One Stop Operator  
**FLSA Status:** Non-Exempt

**Location:** Santa Rosa, JobLink   
**Revised Date:** 02/04/2020

**Summary Description**: The Job Link Navigator is responsible for daily interfacing with the public by welcoming, registering, and orienting new customers, ensuring each individual is directed appropriately. Provides excellent customer service by learning and sharing internal and external resources related to job search and employment. Responsible for daily oversight of the physical environment of the Resource Center, including the creation and maintenance of bulletin boards, displays, digital signage, job boards, resource materials, and books.

**DUTIES AND RESPONSIBILITIES:**

* Welcoming / Orienting clients
* Registration / Intakes of clients
* Maintaining Resources (Bulletin Boards, Printable Resources)
* Maintaining Job Postings
* Making Partner Referrals
* Signing Folks Up for Workshops / Appointments
* Participate in staff meetings
* Assisting in Computer Lab including facilitating the Basic Computer Skills Workshop for Spanish speakers.
* Using a variety of resources (I.e. Sonoma Business magazine, North Bay Business Journal, Press Democrat, Economic Development Board’s website, as well as trade organizations material) to stay current on industry trends and growth).
* Translate for clients as needed.
* Perform other related duties as assigned.

**Supervisory Responsibilities**

None

**Required Skills and Abilities**

* Ability to travel to various locations
* Bilingual English/Spanish
* Ability to read and comprehend simple instructions, short correspondence, and memos.
* Ability to write simple correspondence.
* Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
* Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
* Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
* Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
* Ability to deal with problems involving a few concrete variables in standardized situations.
* Basic knowledge of Microsoft Office including, Excel, Word, PowerPoint, Publisher, and Outlook.

**Education and/or Experience**

* High school diploma or general education degree (GED)
* One to three months related experience and/or training
* Equivalent combination of education and experience.

**Certificates, Licenses, Registrations**

* Must possess a valid California drivers’ license, proof of auto insurance and be insurable under agency policy if driving a company or personal vehicle

**Physical Requirements**

Regularly*:* Sitting, Seeing, Hearing, and Speaking

Frequently: Standing, Sitting, Walking, Twisting, Lift to 25 pounds

Occasionally: Bending, Stooping, Pushing/Pulling, Carrying, and Reaching

Vision: No special vision requirements

**Work Environment**

Noise level: Moderate noise (examples: business office with computers and printers, light traffic)

*This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. All employees are to maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers, management and stakeholders.*

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Reviewed by Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_