



_____ **Introductory Job Description**

_____ **Annual Performance Appraisal**

Name:

JOB TITLE: Navigator/ Job Developer

REPORTS TO: Director of Mission Services

FLSA STATUS: Non-Exempt

MISSION OF GOODWILL

Goodwill Industries of Northwest Ohio, Inc. is a nonprofit, 501c3 corporation whose mission is to assist individuals with barriers to employment become self-sufficient through employment training and opportunities. Since 1933 we have assisted thousands of individuals throughout Northwest Ohio to become economically independent.

DUTIES AND RESPONSIBILITIES:

- Supports social services clients in job searching and placement.
- Establishes and maintains working relationships with employers, industry organizations, and public agencies to source job openings and secure employment and vocational training opportunities for clients.
- Evaluates individual's background, skills, and interest and matches to potential job openings or training programs.
- Coaches and prepares the candidate for interviews and entry into the workforce.
- Develops specific job opportunities that match the participants' skills, work experience, related training, and interests.
- Screens and matches participants with employment opportunities based on their skills, work experience, hobbies, and interests.
- Maintains relationships with existing employers and establishes relationships with new employers who are willing to hire participants.
- Pre-plans development activities to ensure the identification of opportunities to meet contractual obligations.
- Create an Individual Career Plan for each participant.
- Customizes participants' resumes to fit identified opportunities.
- Accesses and analyzes Labor Market Information quarterly to identify in-demand jobs for placement purposes.
- Acts as the liaison with employers and criminal justice partners as needed.
- Schedules daily prospecting/cold calls and face-to-face meetings with employers.
- Achieves weekly, monthly, quarterly and annual placement goals.

- Documents, consistently and accurately, in real time, all participant and employer contact, activities and outcomes into computerized case management system (Salesforce).
- Performs other job-related duties and responsibilities that will be assigned from time to time.

Qualifications:

Job-Specific Competency Statements

- Sales Ability – Ability to effectively network with others and influence them to change position and/or to convince them to hire individuals (potentially with criminal convictions).
- Analytical Thinking – Ability to anticipate problems and develop contingency plans to deal with them as well as evaluate and implement alternative courses of action.
- Persistence – Ability to continue a course of action in the face of adversity.
- Energetic – Ability to bring and sustain considerable stamina and vigor to all aspects of the work.

Baseline Skills:

- Must be computer literate.
- Must have the ability to review and use labor market research, to analyze data, to prioritize and organize information and tasks and to customize job seekers’ resumes.
- Bachelor’s Degree or relevant experience.
- Minimum 2 years of experience in an inside or outside sales function, including account management experience.

Skills to be Learned on the Job:

- Job matching
- Salesforce navigation, especially to generate leads and target employer
- Knowledge of all Ohio Means Jobs programs and incentives.

When evaluating employee place a number (1-5) next to each a specific job responsibilities using the following scale. Use NA if not applicable:

- 1 Does not meet expectations.
- 2 Rarely meets expectations.
- 3 Often meets expectations.
- 4 Meets expectations.
- 5 Exceeds expectations.

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Scoring: Add the total of each score in both specific job requirements and general measurables and divide by the maximum obtainable score to give a percentage.

_____ (Total Score) divided by _____ (Total Possible) = _____

**(0-39% = no wage increase, 40%-59% = 2.0% wage increase, 60%-79% = 3.5%, 80%-100% = 5% wage increase).
These are percentages allowed for a wage increase.**

SUPERVISORS SIGNATURE: _____ DATE: _____

I acknowledge that this job description serves only as a guideline for the duties required of my position and reviews only the major areas of my responsibilities.

EMPLOYEE: _____ DATE: _____

REVISED 3/19, 12/21, 3/23
REVIEWED 9/20