

## **Posting-Career Services Specialist**

Northwest Michigan Works! is seeking a full time Career Services Specialist to join our team in the Cadillac Service Center. As the Career Services Specialist you will be tasked with providing direct customer service to Northwest Michigan Works! customers and provide a wide range of career services.

The preferred candidate has the desire to continuously learn and improve, enjoys supporting and collaborating with others, relishes solving problems, and has a passion for supporting customers and our business community!

### **Responsibilities of this position include, but are not limited to:**

- Welcome all customers into the service center in a timely and friendly manner.
- Issues Michigan Works! Membership cards and assists customers in completing initial registration.
- Provides support and instruction to customers in using computer equipment and software, accessing Internet based systems and in completing on-line forms.
- Assists customers as they create a résumé, cover letter, and other documents related to job search.
- Explains the local in-demand job market and employer expectations.
- Completes data entry to record services provided.
- Refers customers to other Northwest Michigan Works! services and programs, as appropriate.
- Connects customers to community agencies that may provide assistance to customers.
- Adheres to the highest customer service standards.
- Answers the telephone; provides information or forwards calls to appropriate staff. Also, receives and sorts mail.

### **Required Qualifications, Knowledge, Skills, and Abilities include:**

- Associates Degree or equivalent experience preferred.
- Experience in education, human services or related field.
- Ability to develop effective partnerships and collaborative relationships.
- Ability to lead, coach and mentor customers in a positive manner.
- Excellent oral and written communication skills.
- Ability to work effectively as a member of a team.
- High level of customer service and interpersonal skills.
- Demonstrated competence in Microsoft Office and other software.
- Knowledge of local labor market and public and private sector employment practices.
- Proficient with Google suite operation, social media, and business software.
- Public speaking skills preferred.

### **Compensation and Benefits:**

This is a full-time salaried position and eligible for the Northwest Michigan Works! 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:**

Interested candidates are to email their **cover letter** and **résumé** by August 9, 2024 to: Leah Melichar at [leah.melichar@networksnorthwest.org](mailto:leah.melichar@networksnorthwest.org). Learn more about Northwest Michigan Works! and the job posting at [Careers : Networks Northwest](#)

*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.*