

The United Way of Jackson County seeks a full time Navigation & Outreach Coordinator. Send resume, cover letter, and salary requirements by September 14<sup>th</sup> to Rita Jewell, United Way of Jackson County, 536 North Jackson Street, Jackson, MI 49201 or email them to [rjewell@uwjackson.org](mailto:rjewell@uwjackson.org). EOE

**POSITION DESCRIPTION - UNITED WAY OF JACKSON COUNTY (UWJC)**

**Position Title:** Navigation & Outreach Coordinator

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EXEMPT       NON EXEMPT

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**Job Summary:** The Navigation & Outreach Coordinator is responsible for managing UWJC's external Navigation services, client outreach, client satisfaction, and assisting with Michigan Energy Assistance Program (MEAP) reporting.

**Accountable to:** Community Solutions Director      **Date:** August 27, 2018

**Major Duties:**

- Work with partners across the state of set up on-site Navigation services (including providing oversight on-site if necessary).
- Train staff providing Navigation services and ensure all activities are compliant with MEAP requirements.
- Work with UWJC's Marketing Consultant and Program Assistance Center Management Team to develop marketing/outreach strategies.
- Implement outreach/marketing strategies.
- Develop and implement client satisfaction survey process.
- Assist with MEAP reporting as needed (includes monthly reports).
- Other duties as assigned

**Qualifications:**

- 3-5 years of experience in business or organizational management, community development, social work, or a related field with demonstrated progressive increase in scope of responsibility
- Competencies in customer services and communications (both written and oral)
- Minimum of five years experience working or volunteering in the nonprofit sector
- Ability to demonstrate diplomacy in interactions both internally and externally
- Ability to plan and manage multiple tasks
- Proven track record in teaming with staff, volunteers, and a diverse group of stakeholders

- Excellent organizational skills
- Ability to be flexible in a constantly changing work environment
- Proficient in Microsoft Office programs
- Good problem solver, consensus builder, and decision maker
- Reliable transportation, valid driver's license, and proof of insurance
- Physical requirements may include bending, lifting up to 25 pounds and standing, walking, or sitting for extended periods of time
- Successful completion of criminal background check

**Education:**

Bachelor's degree in Social Work, Public Administration, Business, Communications or other degree with relevant professional experience