

**State of Michigan  
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002  
Lansing, MI 48909

**Position Code**

1. EMPTCSRE

## POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> LEO-LABOR AND ECON OPPORTUNITY
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Prosperity
<b>4. Civil Service Position Code Description</b> Employment and Education Counselor-E	<b>10. Division</b> Sixty by 2030
<b>5. Working Title (What the agency calls the position)</b> Program Navigator	<b>11. Section</b> Student Success
<b>6. Name and Position Code Description of Direct Supervisor</b> VACANT; DEPARTMENTAL MANAGER 13	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> VACANT; STATE ADMINISTRATIVE MANAGER 15	<b>13. Work Location (City and Address)/Hours of Work</b> Remote worker / Tentatively: Tuesday – Friday, 9 am – 7 pm, and Saturday 10am – 2pm

**14. General Summary of Function/Purpose of Position**

Reconnect Navigators serve as a single point of contact for adults pursuing a college degree or skill certificate under the Michigan Reconnect program. Navigators serve as guides for adults and help them set career goals, identify relevant education opportunities, complete requirements for admissions and financial aid, and create a plan to graduate. Navigators are institution-neutral, and they do not replace college-based advisors or financial aid counselors but are available to provide expert advice and guidance about college costs, financial aid, and course planning. Navigators also connect adults with state and community-based resources that can help them graduate. Throughout their work, navigators build partnerships with local, regional, and state partners.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

**Duty 1**

**General Summary:**

**Percentage: 75**

Provide one-on-one advising assistance and technical support in guiding adult returning students through their options, aiding with eliminating barriers to postsecondary education, and helping them develop a plan to re-enroll in and complete their degree.

**Individual tasks related to the duty:**

- Meet with adult students and assist in implementing strategies for providing them with the tools necessary to re-enroll in and complete their certificate or degree.
- Implements best practices and methods to maintain contact with prospective and current students with various values, lifestyles, socioeconomic and ethnic backgrounds.
- Evaluate and assess enrollment trends based on geography, age and fields of study as well as track data on persistence, retention, graduation rates by demographics.
- Researches, collects, and analyzes post-secondary institution and financial assistant programs to best advise each adult returning student, on options.
- Interprets specific program requirements for students.
- Create and run timely reports on services rendered for both internal and external stakeholders.
- Consult with liaisons at postsecondary institutions, governmental agencies, and community partners, to help students succeed.
- Supports continuous improvement and analyzes on-going program operations and recommends modifications of policies and procedures to provide the highest impact to the greatest number of students.
- Meet established benchmarks.
- Motivate adults to return to college to complete their education with the support of Michigan Reconnect scholarship.
- Provide advising, support, assistance, follow-up, and referrals of applicants to state and community college resources that can help them on their path to successful college enrollment
- Provide financial aid assistance to Reconnectors and make referrals to college financial aid officers, when necessary.
- Utilize a client relationship management system to keep track of Navigator communications with Reconnect applicants and monitor client progress
- Designs and conducts surveys to determine needs and to assist in evaluating adult learners' programs and services.
- Input accurate and timely information into the client relationship management system
- Initiate and maintain a high volume of email, text, and phone contact with prospective and current students, including proactive outreach and follow-up.
- Work closely with admissions, financial aid, and career counseling staff at community colleges to help Reconnect applicants get the help and information they need to complete the enrollment process

**Duty 2**

**General Summary:**

**Percentage: 15**

Develop and maintain relationships with stakeholders including education providers, community-based nonprofits, government entities, and employers.

**Individual tasks related to the duty:**

- Maintain contact with stakeholders including education providers, community-based nonprofits, governmental entities, and employers to provide comprehensive support to students
- Set-up and facilitate meetings with partners.
- Work with partners to organize community events focused Reconnect.
- Connect partners with resources to solicit Michigan's adults to reenroll.
- Ensure that advising sites are well-stocked with the relevant and necessary literature and resources to benefit Michigan Reconnect clients

**Duty 3**

**General Summary:**

**Percentage: 5**

Participate in events that are relevant to the Sixty by 2030 initiatives and goals of Michigan Reconnect Program.

**Individual tasks related to the duty:**

- Attend and facilitate coordinated activities with partner organizations, community-based organizations, and partner colleges and universities.
- Present workshops, and participate in workshop development
- Participate in planning and executing college fairs
- Attend meetings, as assigned

**Duty 4**

**General Summary:**

**Percentage: 5**

Other duties as assigned.

**Individual tasks related to the duty:**

- Special projects
- Prepare special reports

**16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.**

Decisions related to the day to day responsibilities of helping adults navigate post-secondary educational enrollment through completion. Prioritization of work assignments. Determines methods of research and analysis. Makes recommendations based upon results of research and analyses. Identify areas for continuous improvement and make recommendations to peers and supervisors.

Navigators play a crucial role in helping adults continue their education and advance their career. Decisions can positively or negatively affect Michiganders trying to obtain post-secondary education which in the long run can affect the skills gap the state is seeking to fill.

**17. Describe the types of decisions that require the supervisor's review.**

Decisions that may impact the philosophy, mission, vision and values of the program and department. Decisions that may have budgetary implications to the unit, agency and/or department. Decisions regarding or impacting information technology systems and or practices. Requests for major purchases. Decisions that have the potential to be politically sensitive. Implementation of recommendations or other solutions.

**18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.**

Frequent travel will be required in the region/community the Navigators serve. Work hours will include occasional late evenings and weekends, to accommodate the schedules of adult learners and events. A high volume of emails and phone calls with prospective and current students.

**19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.**

Additional Subordinates

**20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):**

- |                            |                                    |                            |                                   |
|----------------------------|------------------------------------|----------------------------|-----------------------------------|
| <input type="checkbox"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work.                      |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work.                     |
| <input type="checkbox"/> N | Approve leave requests.            | <input type="checkbox"/> N | Review work.                      |
| <input type="checkbox"/> N | Approve time and attendance.       | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand.                  | <input type="checkbox"/> N | Train employees in the work.      |

**22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?**

Yes

**23. What are the essential functions of this position?**

Reconnect Navigators serve as a single point of contact for adults pursuing a college degree or skill certificate under the Michigan Reconnect program. Navigators serve as guides for adults and help them set career goals, identify relevant education opportunities, complete requirements for admissions and financial aid, and create a plan to graduate. Navigators are institution-neutral, and they do not replace college-based advisors or financial aid counselors but are available to provide expert advice and guidance about college costs, financial aid, and course planning. Navigators also connect adults with state and community-based resources that can help them graduate. Throughout their work, navigators build partnerships with local, regional, and state partners.

**24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.**

New

**25. What is the function of the work area and how does this position fit into that function?**

The function of the Student Success Section is to help Michigan adults to enroll or return to post-secondary education, under the Michigan Reconnect program, and complete a certificate or associate degree. This position provides one-on-one navigational support in guiding adult returning students through their options, offering encouragement, aiding with eliminating barriers to post-secondary education and helping them develop a plan. Analyzes program policies and procedures and recommend modifications.

**26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.**

**EDUCATION:**

Possession of a bachelor's degree in a field of education or with a major in guidance and counseling, sociology, psychology, or social work.

**EXPERIENCE:**

Employment and Education Counselor 9

No specific type or amount is required.

Employment and Education Counselor 10

One year of professional experience counseling and placing individuals seeking employment or seeking to complete a postsecondary education degree or skills certificate equivalent to an Employment and Education Counselor 9.

Employment and Education Counselor P11

Two years of professional experience counseling and placing individuals seeking employment or seeking to complete a postsecondary education degree or skills certificate equivalent to an Employment and Education Counselor, including one year equivalent to an Employment and Education Counselor 10.

**Alternate Education and Experience**

Employment and Education Counselor 9

Possession of a bachelor's degree in any major and one year of professional experience counseling and placing individuals seeking employment or one year of professional experience providing guidance, resources, and advice to individuals regarding college costs, financial aid, or course planning may be substituted for the education requirement.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge and understanding of college admissions, academic advising, and transcript analysis

Knowledge of financial aid as they pertain to adult students

Knowledge of the principles and practices of research and analysis.

Knowledge of the economic, social, political, and business conditions of the state

Ability to provide developmental advising to adult students and encourage outcomes-directed solutions a plus

Ability to work with individuals with various values, lifestyles, socioeconomic and ethnic backgrounds

Ability to build and grow partnerships with diverse stakeholders

Ability to analyze, synthesize, and evaluate a variety of data for use in program development and analysis

Strong interpersonal skills

Excellent written and verbal communication skills

Ability to work independently while functioning well as part of a team

Detailed oriented and excellent organizational skills

Ability to interpret laws, rules, and regulations relative to the work

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Valid driver's license.

***NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.***

***I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.***

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

**TO BE FILLED OUT BY APPOINTING AUTHORITY**

Indicate any exceptions or additions to the statements of employee or supervisors.

None

***I certify that the entries on these pages are accurate and complete.***

SARAH PEARSON

1/7/2021

Appointing Authority

Date

***I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.***

Employee

Date