

Classification description



Navigator

Title: Navigator

Job Code: 6043

Pay Range: 10

FLSA Status: Non-exempt

Employee Group: AFSCME 3580

Established: January 2022

Revised: NA

EEO Category: Protective Service

DESCRIPTION

Welcomes staff and visitors to Metro sites and provides excellent customer service. Creates a welcoming environment for all staff and visitors through their words and actions. Is responsible for ensuring the staff and visitor experience is one which fosters feelings of inclusion, being welcome, safety, enjoyment and ease.

DISTINGUISHING FEATURES

Proactively looks for ways to help people and solve staff, visitor and site problems. Anticipates needs, and takes initiative to jump in and help. Answers questions, direct calls and provides information regarding all Metro activities.

DUTIES AND RESPONSIBILITIES

1. Welcomes staff and visitors to Metro sites and provides customer service that creates a welcoming environment by ensuring the staff and visitor experience is positive one, which fosters feelings of inclusion, being welcome, safety, enjoyment and ease.
2. Proactively looks for ways to help people and address staff, visitor and site related issues. Anticipates needs, and takes initiative by answering questions, directing calls and providing information regarding Metro activities.
3. Monitors and addresses site safety, security, and emergency issues and manages visitor and staff access.
4. Administers first aid and requests additional medical services as necessary.
5. Operates building access and surveillance camera software. Monitors surveillance cameras.
6. Performs various administrative tasks to manage supplies, records, mail, site workspaces and visitor, staff, and team needs.
7. Ensures compliance with applicable laws, Metro policies and procedures, and collective bargaining agreements as appropriate at direction of the supervisor.

It is the responsibility of all Metro employees to:

8. Actively participate on committees and/or attend meetings as assigned.
9. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust.
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others.

- Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations.
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work.
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection.
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance
 - Practice safe work habits.
 - Comply with Metro and Metro’s visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
10. Perform assigned duties during an emergency situation.
11. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- One year of experience in a social service, public service, hospitality, mental health, outreach, community relations, community service, customer service or welfare field.
- High school diploma or GED certificate or sufficient education to demonstrate the ability to read instructions and perform routine math with accuracy.
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities.
- Valid driver’s license with at least two years of driving experience.
- DPSST license and a First aid/CPR/AED training certification or the ability to obtain these within 6 months of hire.

Knowledge, Skills and Abilities:

- Ability to perform all functions compassionately, with trauma informed/person-centered approaches and maintain poise while deescalating tense situations.
- Ability to maintain state certified unarmed DPSST license and a First aid/CPR/AED training certification.
- Basic knowledge of diversity, equity and inclusion issues including social justice issues and the racial disparities present in the criminal justice system.
- Strong communication skills, both verbal and written.
- Strong listening skills with an ability to listen to understand.
- Detail-oriented with the ability to be flexible, manage multiple tasks and shifting priorities.
- Work independently, be self-directed and work as a positive member of a team; independently make decisions and exercise good judgment.
- Complete work efficiently and in the prescribed manner following a brief training period.
- Build and maintain collaborative, working relationships with staff and members of the public.

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- Work multiple shifts including, days, evenings.
- Lift up to 50 pounds.
- Work outdoors in heat, cold and inclement weather; stand for long periods.
- Perform all position essential duties and responsibilities.
- Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability.
- Work assigned schedule and exhibit regular and predictable attendance.
- Work in a safe manner and follow safety policies, practices and procedures.
- Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate.
- Use discretion with confidential and sensitive matters.
- Successfully pass the background check and screening requirements required for the position.

SUPERVISION RECEIVED

Supervision is received from a Staff Services Supervisor.

SUPERVISION EXERCISED

This position has no supervisor responsibility but may provide leadership and guidance to administrative staff and/or employees working on projects.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

Standard office environment, Golf carts, street vehicle, safety equipment, radios and other building related equipment as needed.

WORK ENVIRONMENT

Duties may be performed under various conditions, both indoors and outdoors. Work may be performed in heat, cold and inclement weather. Occasional standing on a hard surface for long periods of time. Work schedule typically includes evenings, weekends and holidays. Lift up to 50 pounds.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.