

Classification description



Lead Navigator

Title: Lead Navigator

Job Code: 6042

Pay Range: 13

FLSA Status: Non-exempt

Employee Group: AFSCME 3580

Established: January 2022

Revised: NA

EEO Category: Protective Service

DESCRIPTION

Serve in a lead role over a team of Site Services Navigators. Responsibilities include performing all of the duties of Navigators while also assisting the Site Supervisor with scheduling, work assignments, setting daily team priorities and ensuring work meets quality standards. In collaboration with supervisor, addresses quality issues, coordinates site operations, and responds to problems.

DISTINGUISHING FEATURES

Serves in a lead capacity. Lead duties may include new team member orientation regarding work assignments, provides training, coaching and direction to Navigator team on work procedures and quality standards; follows up on individual Navigator assignments and provides input to the supervisor regarding team and individual performance. Assists supervisor with scheduling, assigning and overseeing work. Independently manages competing priorities and solves problems.

DUTIES AND RESPONSIBILITIES

In addition to the duties of the Navigator, the Lead Navigator:

1. Provides daily direction to Navigators.
2. Monitors their assignments to ensure completeness and quality.
3. Sets an example for team with prompt and respectful customer service and employing compassion and poise in deescalating conflicts.
4. Communicates performance issues to supervisor.
5. Responsible for collaborating on the development and implementation of service policies, procedures and initiatives that are based in trauma-informed care practices.

It is the responsibility of all Metro employees to:

6. Actively participate on committees and/or attend meetings as assigned.
7. 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
8. Perform assigned duties during an emergency situation.
9. 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.
- One year experience leading and directing employees, volunteers, or peers or similar responsibilities.
- 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.
- 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

Leads the work of Staff and Visitor Service Navigators. Lead duties typically include new employee orientation, training, direction on work procedures and performance standards, assigning and overseeing work, following up on assignments, scheduling and providing input to the supervisor regarding hiring and performance evaluation; may participate in the screening and interview process.

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.

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