



**PISCATAQUIS COUNTY**  
ECONOMIC DEVELOPMENT COUNCIL

**Title:** Workforce Development Specialist  
**Reports to:** PCEDC Executive Director

**Job Overview:** The Workforce Development Specialist will also serve as the Digital Navigator to provide individualized or small group assistance to community members, program partners and municipalities who need affordable internet service, affordable internet-capable devices, and/or coaching in introductory digital skills in order to become effective internet users. This staff role also works to develop positive long-term relationships with community members, municipalities, business and industry representatives. He or She works with these sectors to address workforce and digital literacy needs and assist with demand. He and She will provide leadership and supervision to industry sector partnerships and lead in creating workforce and digital literacy solutions for business and industry.

The Workforce Development Specialist and Digital Navigator's work is part of the PCEDC and the Maine Highlands Broadband Coalition's efforts to educate our community and find solutions to afford the residents of Piscataquis County equitable internet access, knowledge and safety. As the Workforce Development Specialist and Digital Navigator, your job duties are to oversee program development, planning, organizational goals, and budget for each program. Your responsibilities include allocating resources and maintaining documentation to track deliverables, monitor progress, and evaluate the success of ongoing programs.

The Workforce Development Specialist and Digital Navigator is a full time exempt, grant funded position. Employment is contingent upon this and future grant awards.

Salary to commensurate with experience.

### **Responsibilities and Duties**

- Works with partner organizations to assess community access to technology, current digital skill level pertaining to what the needs are, connectivity needs, and internet use priorities. This may be through the use of surveys.
- Advise clients about sources of affordable computers or other internet connected devices for which they may qualify, and support their efforts to acquire appropriate devices and where they can get help for repair.



- Advise clients about free or affordable home internet service options, assist clients to apply for services they choose, and support their efforts to secure service.
- Coach community members, as necessary, to use their internet services in order to meet their internet use priorities. This may include in person, phone, and online interactions, as well as referral to sources of additional digital literacy skill training.
- Track program progress and types of requests, keep accurate and timely records, and report outcomes as required.
- Meets with local industry representatives to determine workforce housing needs, locations and create a program for the recruitment of housing developers.
- Assesses the business organizations and provides comprehensive evaluation of employment and training needs.
- Develops and maintains relationships with training providers in order to develop necessary and responsive workforce and technology solutions.
- Build and maintain productive relationships with public-sector, private-sector and non-profit employers to create career pathways to align with industry needs.
- Gather information for additional funding opportunities to support workforce and digital equity solutions and programming. Works with the Executive Director to execute grant applications.
- Tracks budgets and executes reporting to comply with all grant regulations.
- Performs all other duties as assigned.

### **Critical Skills and Aptitudes**

- Ability to embrace the challenge of learning and teaching basic technological concepts related to internet services, computer and device characteristics, and common online services and applications.
- Experience collaborating and maintaining relationships with external partners.
- Excellent telephone and online communication skills, including the ability to establish trust with clients of varied educational and cultural backgrounds.
- Background in planning, working with municipalities, boards and planning agencies.

- Ability to demonstrate positive attitude, excellent interpersonal skills, cultural sensitivity and a sense of humor in working with diverse customers, coworkers, and community.
- Ability to creatively solve problems, and negotiate and handle stressful situations in a positive manner.
- Ability to provide excellent customer service, establish appropriate boundaries with clients, and to demonstrate innovation and flexibility.
- Experience developing and managing contracts. Ability to understand, interpret and follow federal, state and local policies and regulations.
- Experience coordinating and managing programs and projects. Proven ability to effectively accomplish goals and deliverables and meet deadlines.
- . Strong verbal and written communication skills. Ability to generate clear, concise information and to vary writing styles to meet the needs of a variety of audiences.
- Highly organized with ability to multitask.
- Able to maintain high levels of confidentiality, credibility and professionalism.
- Ability to understand, interpret and follow federal, state and local policies and land use regulations.
- Excellent customer service skills. Ability to respond to requests and manage difficult situations.
- Proven skills and experience with Microsoft Word, Excel, and Google Drive and other online databases and programs. Knowledge of the wordpress website program is a plus.
- A bachelors degree or five years experience in a related field is preferred.

