

## Unemployment Insurance (UI) Navigator - Oshkosh

**JOB CODE: HO016**

**Schedule: Full Time**

**Work Status: Regular - Non-Exempt**

**Salary: \$16.98 - \$21.22 / Hour**

**Location: Oshkosh, WI 54902**

### We Invite You to Join UMOS' Diverse & Dedicated Team

**Earn up to \$3,000 in incentive pay during your first year of employment!**

Are you a motivated, results-oriented candidate seeking to put your talents, skills, and experience to work as part of a mission-driven, customer-focused organization? If so, we invite you to join UMOS' diverse and dedicated team of over 1,000 professionals making a positive difference across more than 60 offices in seven states. Whether you are passionate about facilitating early childhood development; providing training and career planning for a parent; aiding a farmworker in accessing basic needs and new opportunities; educating at-risk individuals in HIV prevention; or supporting those fleeing domestic violence or human trafficking, UMOS is the place where you can fulfill your passion for helping families, businesses, and communities build better futures.

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### **Benefits**

To support its team members, UMOS offers highly competitive compensation as well as a benefits package including:

- Paid time off that increases over your years of service
- 12 paid holidays annually
- A robust range of insurance covering health, dental, vision, life, short- and long-term disability, and accidental death & dismemberment
- The options are to establish either a Health Savings Account or Flexible Spending Account, which can be used to cover deductibles, prescriptions, and other healthcare expenses
- A variety of support services to promote well-being through the employee assistance program
- Retirement plan options, including 401(k) and Roth IRA, allowing you to make pre-tax or after-tax contributions. For those participating in the 401(k) Retirement Plan, UMOS annually contributes at least 3% of employees' eligible compensation

## **Diversity & Equal Opportunity**

UMOS is proud to be an Equal Opportunity Employer, and encourages qualified candidates of all backgrounds to apply, irrespective of race, ethnicity, color, religion, sex, national origin, sexual orientation, marital status, disability, age, parental status, and military service, or any other status protected by federal, state, or local law. In fact, 78% of senior management positions are held by people of color and women.

**Can you work independently and pay attention to detail?  
Are you looking for a position where you can help others?  
Then this may be the job for you!**

The UI Navigator Program Director is responsible for helping claimants with language barriers, computer skills deficit and underserved communities navigate through WI's unemployment benefits program. Navigators will offer technical assistance and direct support for UI claimants. The Navigators will coordinate efforts with partnering agencies and offer education training that ensures the smooth integration of the navigator program with DWD in accordance with DWD Standards, and State and Federal Regulations governing UI.

## **Primary Responsibilities:**

1. Implement the operations and activities of the unemployment insurance navigator program in accordance with the WI DWD Unemployment Insurance Law and applicable federal laws, regulations, and guidelines.
2. Determine how to best serve a customer, particularly a customer with language, computer literacy, disabilities, or other barriers, and ensure they are provided quality customer service.
3. Conduct outreach activities by visiting businesses for rapid response efforts, mass layoffs, or to provide mobile claims filing.
4. Communicates both orally and in writing with employer groups concerning the Unemployment Insurance Navigator program and responds to stakeholder questions received from claimants, employers, and DWD.
5. Engage in public education initiatives related to eligibility or the application process and general services that will help UI claimants understand and navigate the system.
6. Provide an overview of UI eligibility for benefits and answer any questions the claimant may have.
7. Explain benefit payment options and anticipate and provide detailed and clear instruction regarding unemployment insurance processes and the claimant's rights and responsibilities.
8. Provide in-person assistance to claimants with questions about their claims.
9. Provide technical assistance on filing a claim for customers or individuals making ongoing claims.

10. Assist Claimants with data entry requirements for job contacts and refer claimants to partner resources such as job centers and community agencies.
11. Interacts with community leaders, employers, and representatives of labor explaining the unemployment insurance navigator program and addressing access concerns.
12. Participate in the state, and local conferences and participates in regional/national conferences dealing with the administration of the unemployment insurance navigator program before interested public and private groups in the state.
13. Assure the implementation of Record keeping and Reporting system that includes electronic data collection (weekly, monthly, and annual) and data synthesis and analysis for completion of Program reports, Annual Reports, and other reporting requirements.
14. Help raise awareness about needed policy changes, by providing information to Program Director regarding systemic issues that may be inhibiting access, as well as by providing training on how to assist underrepresented communities most effectively.
15. Stays informed of national, and State issues and resources including legislation related to Unemployment benefits and disseminates this information to the leadership team.
16. Performs other duties as assigned and necessary to meet agency goals and objectives.

## **Qualifications:**

1. 60 college hours in Public Social Services, Business Management, or any other administrative-related field. Bachelor's Degree Preferred with no experience.
2. Two years' experience in public contact experience or social services. One additional year of experience may substitute up to 30 college hours.
3. Experience in delivering program services within an agency, organization, or program
4. Preferred know-based in management of the unemployment program and process improvement.
5. Bilingual with fluency in English and Spanish: verbal and written form, PREFERRED.
6. Ability to work irregular hours with required travel.
7. Hold a valid driver's license and adequate vehicle insurance.

## **CONDITION OF EMPLOYMENT:**

Employment with UMOs is contingent upon the successful completion of a criminal background check prior to employment.

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*UMOS is an equal opportunity Affirmative Action employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*