

## LAKE AREA UNITED WAY (LAUW) POSITION DESCRIPTION

To apply, please send cover letter and resume to [apb@lauw.org](mailto:apb@lauw.org).

Position Title: Level Up Specialist

Classification: Part-time (25-30 hours/week) or Full-time position (37.5 hours/week)

Hours: 20-30 hours/week (PT) or 37.5 hours/week (FT)

Division: Community Impact

Reports to: Vice President, Community Impact

### Purpose of Position:

The Level Up Specialist provides administrative support to a team of Family Career Navigators as they help ALICE families become financially stable. S/he will implement the client intake process, communicate with participants and navigators, ensure that assistance, referrals, and documentation are recorded in the Charity Tracker database, and monitor the Family Child Care Grant process. In addition, s/he will perform research on job opportunities, certification/training courses, career pathways, and community resources, updating the [www.resourceroundup.com](http://www.resourceroundup.com) directory. The Specialist will promote the Level Up program at resource fairs and other events virtually or in person when it is safe to do so.

### Duties and Responsibilities:

1. Implement Level Up client intake process.
2. Communicate with Navigators at Lake Area United Way and among funded partners.
3. Communicate with Level Up participants, making referrals to LAUW programs and community resources.
4. Log all referrals and assistance in Charity Tracker. Support Navigators by assisting them with Charity Tracker data entry.
5. Monitor the Family Child Care Grant process, including communication with participants and providers, budgets, and reporting.
6. Research job opportunities, certification/training courses, and community resources.
7. Update the [www.resourceroundup.com](http://www.resourceroundup.com) online service directory with information from research and communication with Navigators.
8. Promote the Level Up program at resource fairs and other events virtually or in person when it is safe to do so.
9. Provide monthly reports to Vice President, Community Impact.
10. Other duties as assigned.

### Job Relationships:

Frequent contact with LAUW staff, volunteers, agency executives and staff, and general public.

### Qualifications:

- Computer skills and knowledge of relevant software, particularly Microsoft Office programs like Word, Excel and Outlook, and Zoom.
- Previous work/familiarity with nonprofit organizations is a plus.

### Key Competencies:

- Attention to detail and accuracy
- Communication skills - written and verbal
- Public speaking and presentation skills
- Listening skills
- Planning and organizing
- Prioritizing
- Problem assessment and problem solving
- Information gathering and monitoring
- Flexibility
- Adaptability
- Customer service orientation
- Teamwork

### Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to walk and/or drive. The employee is occasionally required to stand. The employee may occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

### Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Typical office environment with minimal noise from office equipment i.e., printers. Frequently the employee must drive to appointments, events, and networking opportunities. The employee must provide his or her own transportation/insurance.

Position Type / Expected Hours of Work

This can be a part-time (25-30 hours per week) or a full-time position (37.5 hours per week).

Travel:

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected for training.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Pay rate: \$15-\$18/hour depending upon experience. Full time benefits include paid vacation and sick leave, health insurance, life insurance, retirement, and more.

Signatures:

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Supervisor

Date

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

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Employee

Date