



Man-Tra-Con Corporation is seeking candidates to fill the following position:

Job Title: One-Stop Navigator/WIOA Support (SR-092226-01)

Location: Marion, Illinois

Salary: \$18.00 to \$19.00 per hour, depending on experience

Job Description

Man-Tra-Con Corporation is seeking candidates for a One-Stop Navigator/WIOA Support position to work at the American Job Center resource room in Marion, Illinois. Candidate will assist job seekers in finding the appropriate services needed to remove barriers to employment by working with customers in the resource room environment and assisting with Direct Linkage to services. This position is non-exempt, full-time, and reports to the One-Stop Operator.

ESSENTIAL FUNCTIONS:

1. Ensure all persons who enter the One Stop Business & Employment Center/American Job Center are greeted professionally and are signed in.
2. Engage all customers in conversation to determine their purpose for visiting and make an in-person referral or direct linkage referral utilizing the Common Intake/Referral form when appropriate.
3. Become knowledgeable of partner services and contacts to make effective referrals utilizing the Common Intake/Referral form. Assist customers with Direct Linkage requests for partner services not available on-site at that time.
4. Refer individuals to public or private agencies and community services for assistance as needed.
5. Ensure Personal Identifiable Information (PII) is protected in accordance with policy and procedures.
6. Inform customers of the resources in the One Stop and answer questions regarding PC & software usage, websites for job searches such as Illinois Job Link, Illinois workNet, etc.
7. For individuals desiring assistance with resume building, posting to job sites, etc., complete referral to Illinois Department of Employment Security (IDES) for individual instruction.
8. Monitor usage of computers, copier, fax machine, video phone and other equipment and assist with issues.
9. Be trained on and understand resource room Limited English Proficiency (LEP) and Assistive Technology so assistance can be provided to customers with these needs.
10. Conduct One Stop Orientations as assigned and provide information on partner services as requested when not conducting a session.
11. Assist and instruct customers with posting resume on various job bank databases, including, but not limited to, Illinois Job Link, Illinois workNet, etc.
12. Review job openings listed in Illinois Job Link, Illinois workNet, etc. and make appropriate referrals to job-ready customers.
13. Personally staff the One Stop Resource Room to provide the above services to all customers.

Performs other duties as assigned.

QUALIFICATIONS:

Education & Training

1. Bachelor's degree from a post-secondary institution or a combination of associate's degree and/or applicable work experience required.

Knowledge

1. *Customer and Personal Service* – Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
2. *English Language* – Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
3. *Attention to Detail* – Excellent organizational skills, excellent customer service skills, a calm, professional, friendly and patient manner.
4. *Desktop Computer Skills* –
 - *Spreadsheets* – Using a computer application to enter, manipulate, and format text and numerical data; insert, delete, and manipulate cells, rows, and columns; and create and save worksheets, charts, and graphs.
 - *Presentations* – Using a computer application to create, manipulate, edit, and show virtual slide presentations.
 - *Internet* – Navigating the Internet to find information, including the ability to open and configure standard browsers; use searches, hypertext references, and transfer protocols; and send and retrieve electronic mail (e-mail).
 - *Navigation* – Using scroll bars, a mouse, and dialog boxes to work within the computer's operating system. Being able to access and switch between applications and files of interest.
 - *Word Processing* – Using a computer application to type text, insert pictures, format, edit, print, save, and retrieve word processing documents.
 - *Databases* – Using a computer application to manage large amounts of information, including creating and editing simple databases, inputting data, retrieving specific records, and creating reports to communicate the information.

Basic Skills

1. *Active Listening* – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
2. *Critical Thinking* – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
3. *Speaking* – Talking to others to convey information effectively.
4. *Writing* – Communicating effectively in writing as appropriate for the needs of the audience.

Licenses and certifications

Valid driver's license and proper vehicle insurance.

OTHER

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Expected Hours of Work

This is a full-time position. Normal operating days and hours of work are Monday through Friday, 8:30am-4:30pm. Occasional weekends and evenings may occur.

Travel

Travel within the workforce area #25 will be required in addition to occasional travel outside the workforce and the immediate southern Illinois area. Occasional overnight travel may be required.

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. The work environment is usually quiet to moderate.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to use hands and fingers to type or handle documents. The employee is occasionally required to stand, walk, sit, stoop, kneel or crouch. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and ability to adjust focus. Must be able to travel and attend meetings as needed. Participation in offered training opportunities is encouraged.

The statements contained in this job description reflect general duties as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of the responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, to equalize peak work periods or otherwise to balance the workload. All duties of this position are to be performed while adhering to Management, Training and Consulting Corporation's policies and procedures. This document describes the position as it is currently. It is not an employment contract.

HOW TO APPLY

Please do not apply through Indeed. To be considered for this position, please email a cover letter and resume to: TheresaSmith@mantracon.org

DEADLINE TO APPLY: Position is open until position is filled.

NOTE: Please be sure to include a cover letter with your resume.

Man-Tra-Con Corporation is a member of the American Job Center network, and an Illinois workNet Center partner. Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. © Copyright 2026 Man-Tra-Con Corporation.