WORKFORCE
SERVICES DIVISION
OF WILL COUNTY

Will County Workforce Services Division

Illinois' Will County Workforce Services Division revolutionized citizen engagement by deploying secure, self-service kiosks powered by SiteKiosk Online - enhancing accessibility, efficiency, and digital communication across the community.

About Will County Workforce Services Division

The Will County Workforce Services Division operates under the Will County Executive's Office and serves as a key resource for workforce development and employment services in northeastern Illinois. Its mission is to connect job seekers with employers, provide access to training and education, and enhance career readiness among youth and adults.

Supported by state and federal workforce programs, the division plays a vital role in aligning local talent with industry demand and driving long-term community development.

The Project

In the heart of Illinois, the Will County Workforce Services Division has taken a bold step toward the future of public service delivery. The organization plays a vital role in helping residents find employment opportunities, access training programs, and build sustainable careers within the local economy.

Faced with the growing demand for accessible and efficient workforce resources, the division recognized the need to modernize how citizens interact with its services. Traditional methods, limited service hours, and paperbased processes no longer met the expectations of today's job seekers.

To bridge this gap, Will County implemented a network of self-service government kiosks powered by SiteKiosk Online. This innovative initiative has redefined how residents connect with essential workforce programs - making vital services more accessible, efficient, and responsive to the evolving needs of the community.

The Challenge

Growing demand for workforce services exposed the limits of traditional, in-person and paper-based processes. Key challenges included:

- Limited service hours, making it difficult for working residents to access support when they needed it.
- Outdated technology that slowed operations and reduced efficiency.
- Paper-intensive workflows that created bottlenecks, long wait times, and lower citizen satisfaction. These issues constrained staff capacity and made it harder to deliver timely, high-quality assistance across the community.

The Solution

Recognizing the need for modernization, the division adopted SiteKiosk Online, a comprehensive platform for kiosk management and content creation.

The solution enabled secure kiosk administration to protect sensitive user information and ensure data integrity. It also introduced a robust content management system that allowed staff to publish dynamic multimedia campaigns directly to the kiosks.

Finally, SiteKiosk Online's customizable interface made it possible to design an intuitive, user-friendly multilingual experience - empowering residents to access essential workforce resources quickly and independently.

The kiosks feature a user-friendly start screen designed to make navigation simple and intuitive for all visitors. From this main menu, users can easily access five key service areas tailored to their needs:

1. **Career Scholarships & Training:** Explore funding opportunities and training programs to advance career skills.
2. **Career Services:** Access employment assistance, resume guidance, and career counseling resources.
3. **Job Board:** Browse current job openings and connect directly with local employers.
4. **Youth Program:** Discover programs and opportunities designed to support young job seekers.
5. **Contact Us:** Get in touch with staff for additional information or personalized support.

Figure: Workforce Center of Will County - Kiosk Interface

The Implementation

The rollout of SiteKiosk Online in Will County involved several crucial steps:

- **Customization:** The division tailored the kiosk interface to meet local needs, creating an intuitive five button layout.
- **Security Deployment:** Robust security measures were implemented to safeguard user data and ensure kiosk integrity.
- **Content Management:** Staff were trained to create and publish engaging multimedia campaigns directly to the kiosks.

Results and Benefits

The adoption of SiteKiosk Online has yielded significant improvements:

- **Increased Accessibility:** 24/7 availability of services through strategically placed kiosk.
- **Enhanced User Experience:** Intuitive interface and multimedia content in Spanish and English boost engagement.
- **Streamlined Operations:** Reduced paperwork allows staff to focus on personalized assistance.
- **Cost-Effective Communication:** Dynamic content updates keep citizens informed without additional printing costs.

Conclusion

Will County's deployment of SiteKiosk Online showcases how innovative kiosk software can modernize government services and set a new benchmark for citizen engagement in the digital age.

By making workforce resources more accessible, streamlining operations, and delivering an intuitive, self-service experience, the division has strengthened its connection with the community and created a scalable model for other public agencies seeking to transform service delivery.

Customer Experience

SiteKiosk is the world`s leading kiosk software with the most installations.

Free Trial Version

Try SiteKiosk Online free for 30 days (No credit card required) to experience the centralized ease of design and publishing that our solution has to offer.

Test 30 days free of charge

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