

CAREER CENTER/JOB SKILLS COORDINATOR

92-D

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for coordinating activities relating to the operation of an employment center with significant emphasis on assisting customers to access information provided in a multi-media environment including personal computers, microfiche, phone banks, a lending library, and other sources. The incumbent will also be responsible for providing classroom instruction to customers on basic skills, job skills and career awareness. The duties also involve administration of commercially prepared test materials related to occupational and vocational evaluation. Work is performed under general administrative direction with leeway for independently performing the duties of the position. Supervision and guidance are provided to persons assigned to the employment center.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Provides customer assistance in operating computer equipment, searching microfiche, and using other job search resources;

Monitors customer access to phone banks;

Maintains pamphlets, books, brochures, and other information in the Employment Center's lending library;

Provides classroom instruction for customers on basic and job-related skills;

Develops workshops to assist customers obtain and retain employment;

Introduces participants to the occupational evaluation process and explains the testing process;

Administers various standardized tests designed to measure career interests, intelligence, special aptitudes and personality traits;

Prepares participant profiles based on results of the testing process, utilizing established formats;

Maintains office supplies and stock at the center;

Prepares attendance and daily customer logs;

Arranges for maintenance and repair of equipment;

Recommends changes in operating procedures and programs to meet the needs of customers;

Maintains a calendar of programs of interest to customers using the services of the center.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Good knowledge of the use, operation, and routine maintenance of personal computer hardware, software and peripheral equipment; good knowledge of the resources and programs of the human services agencies in the county; good knowledge of conditions of work, trends and job developments regarding individual occupational areas; good knowledge of interviewing principles, practices, and techniques; ability to acquire a thorough knowledge of the procedures involved in an occupational evaluation testing and assessment system; ability to effectively provide classroom instruction regarding basic and job-related skills; ability to interpret occupational test results to establish vocational strengths and weaknesses of individuals; ability to establish and maintain effective working relationships with center customers; ability to operate a personal computer using Windows application; ability to provide assistance to customers; ability to express oneself effectively, both orally and in writing; ability to follow policies and directives; sensitivity to issues encountered by unemployed or underemployed persons; sensitivity to issues of cultural diversity; good judgment; tact; and courtesy.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree or higher in Education, Psychology, Vocational Rehabilitation; Human Services or a related field and three (3) years of experience as a Vocational Evaluator, Employment Counselor, Teacher or related work experience, or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in Psychology, Vocational Rehabilitation, Human Services or a related field and five (5) years of experience as described above, or
- (C) An equivalent combination of experience and training as defined by the limits of (A) and (B) above.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.