

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves responsibility for providing vocational guidance and related services to individuals participating in various aspects of local Workforce Development program(s). Employees in this class assist program participants in formulating and monitoring employability plans, which may include remedial education, work experience, specialized skill training and related supportive services. Duties will also involve developing training and placement opportunities with public or private employers and/or training institutions and monitoring or evaluating the implementation of employment and training programs. Work performed under general supervision with leeway for independently carrying out job objectives. Supervision may occasionally be exercised over the work of clerical workers or seasonal hires.

**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.*

Interviews clients to obtain and evaluate information related to prior work experience, education, specific skills, personal and social background and other information, to aid in formulating employability or training plan.

In partnership with clients, formulates individual employability plans;

Assists clients in identifying and obtaining supportive services as needed;

Provides information to clients regarding job opportunities, training or apprentice programs, and vocational education opportunities;

May make home or work-site field visits to assess client progress;

Administers vocational and aptitude tests, and has a working

knowledge of eligibility and program requirements.

May conduct orientation and/or informational sessions with client groups regarding career opportunities in the community;

Actively recruit participants by educating the community on services offered;

Collects, compiles and interprets economic and demographic data to assist in the formulation of program plans;

Maintains and updates client program records, employability plans and progress reports using electronic databases;

Establishes contact and maintains liaison with public and private employers to further department goals;

Provides and receives relevant information to both applicants and employers;

Provide reports on participant status on a monthly basis.

Establishes contacts and maintains liaison with public and private employers, to further department goals. Providing information on OJT's, work experience and other common needs of department offerings.

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

**TERISTICS:** Good knowledge of the cultural, environmental and personal factors influencing the lives of persons who are economically disadvantaged, low income, or unemployed; good knowledge of interviewing and/or counseling practices and procedures; good knowledge of the workforce development program objectives; good knowledge of social science concepts related to poverty and unemployment; good knowledge of principles, practices, and techniques or social

and demographic research and analysis; ability to collect, organize and interpret data and information relating to workforce development programs and projects; strong customer service skills; ability to seek and develop jobs for clients; ability to establish and maintain effective working relationships with clients, nonprofit organizations, governmental agencies and employers; basic computer skills including basic knowledge of word processing programs; ability to express oneself clearly both orally and in writing; and ability to understand oral and written directions.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York Board of Regents to grant degrees with a Bachelor's degree or higher; or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York Board of Regents to grant degrees with an Associate's degree and two (2) years' experience in a position requiring strong customer service interaction in human services, healthcare or retail; or
- (C) Graduation from high school or in receipt of a high school equivalency diploma and four (4) years of experience in a position requiring strong customer service interaction in human services, healthcare or retail.

**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.

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