

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for coordinating, overseeing, and supervising a part of the operations staff of a local employment and training program. Employees in this class will also undertake special assignments of an advanced nature and will have responsibility for performing complex vocational guidance functions with individuals participating in employment and training programs. They may be responsible for providing individual or group counseling and/or vocational guidance services to program/agency clients who have more severe or complex personal, social or vocational problems. Work is performed under the general supervision of a higher level agency administrative official. Supervision is exercised over the work of Employment and Training Specialists and/or other staff assigned to the department.

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.*

Directs, monitors and implements services and programs undertaken by the employment and training agency or program;

Assists agency head in preparation of programs, proposals, program modifications, budgets and comprehensive statistical information for efficient administration and direction of all agency programs;

Plans, directs and evaluates work in program operations to insure provision of comprehensive services to clients;

Assists in developing long-range plans to maintain continuous employment and training programs;

Establishes and maintains liaison with representatives of private industry, local organizations, schools and governmental agencies to enlist their participation in employment and training programs;

Recommends program and policy changes to agency head to improve services;

Implements managerial control system to aid in compliance with statutory, regulatory or rule requirements;

Assists in the development of on-the-job training opportunities for program participants;

Gives instruction to individuals or small groups in special employment related problems such as the conduct of a job interview, proper job attitudes, job resume preparation, employee-employer relations;

Performs vocational guidance functions at an advanced level in areas where clients have special social, adjust mental or personal problems;

Trains subordinate staff in agency intake, eligibility determination, screening, interviewing and vocational guidance techniques;

May carry out special projects in the areas of vocational research, study and development;

Prepares a variety of records and reports.

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

TERISTICS: Good knowledge of concepts related to cultural, environmental and personal factors influencing lives of persons who are economically disadvantaged, low income, or unemployed; good knowledge of interviewing and counseling practices and procedures; good knowledge of community organizations and human services agencies; good knowledge of services provided in local

Employment and Training Program; good knowledge of occupational information related to vocational guidance, training and placement; good knowledge of federal, state and local employment and training laws, rules and regulations, and ability to apply this knowledge in performance of duties; working knowledge of labor and poverty economics and social science concepts related to poverty and unemployment; working knowledge of the principles and practices of supervision; ability to read and interpret moderately complex written materials; ability to evaluate client vocational interests and aptitudes; ability to communicate program goals and services to individuals and groups; ability to plan and supervise the work of others; ability to work with clients in a variety of counseling and vocational guidance situations; ability to establish and maintain effective relationships with others; ability to understand, interpret and prepare written materials; tact; and understanding.

MINIMUM QUALIFICATIONS: Either:

- (A) Possession of a Bachelor's Degree from a regionally accredited or New York State registered college or university and two (2) years of experience in a position involving the performance of human services activities for a client or student population; or
- (B) Six (6) years or experience as indicated in (A) above; or
- (C) An equivalent combination of training and experience as indicated in (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.

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NYS Civil Service Commission Approval: N/A

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