

ONE STOP CENTER MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility to manage a One Stop Center. Incumbent will plan, coordinate and administer the One Stop facility, including overseeing co-located staff. This administrative position involves the responsibility for developing, directing and implementing a comprehensive coordinated One Stop system involving partners from various workforce development agencies. Work is performed under the direction of the Director of the Center for Workforce Development with leeway allowed to perform the functions of the position.

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.*

Establishes and maintains liaisons with the One Stop Consortia in order to facilitate understanding, acceptance and participation in the One Stop System;

Oversees daily operations of the One Stop/Center for Workforce Development staff on a day-to-day basis;

Coordinates the operation of the One Stop Center with Federal, State and Local agencies as needed;

Supervises all Center for Workforce Development Staff located at the One Stop Center;

Oversees all Career Center and Reception/Greeter activities to ensure customer satisfaction as per the guidelines of the Workforce Development Board of Sullivan, Inc.;

Ensures all policies and procedures are followed under the direction of the Center for Workforce Development Director and the Workforce Development Board of Sullivan, Inc.;

Ensures compliance with all federal rules and regulations of the Workforce Investment Act;

Measures and evaluates performance of subordinate employees;

Develops and maintains contact and communication with partner agencies;

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Oversees the operation of subcontractors by setting policies, procedures, interpreting regulations and

presiding over subcontractor operational meeting;

In conjunction with Center for Workforce Development Director, responsible for interviewing and

hiring new employees;

Oversees training activities of all new employees to the One Stop;

Evaluates all programs, activities, and services offered at the One Stop Center to ensure quality

comprehensive services to clients;

Prepares and presents reports as needed;

Coordinates Affirmative Action Programs with other agencies utilizing federal guidelines;

Maintains current knowledge of federal, state and local policies, rules, regulations and changes

affecting One Stop Center programs.

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

TERISTICS: Comprehensive knowledge of Workforce Investment Act rules and regulations;

comprehensive knowledge of labor and poverty economic and social science concepts related to

poverty and unemployment; thorough knowledge of local occupational conditions and trends;

thorough knowledge of concepts and methods used in the development and maintenance of

management information systems; working knowledge of legal environment of public

administration; good knowledge of Workforce Development programs provided through local

agencies; ability to plan and supervise the work of others; ability to establish and maintain an

effective working relationship with others; ability to prepare or supervise the preparation of

moderately complex and detailed tabular and/or narrative reports; skill in analyzing and interpreting

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data and information related to the Workforce Development Agency program; ability to express oneself clearly and effectively, both orally and in writing; and ability to understand oral and written directions.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree in Public or Business Administration, Industrial or Labor Relations, Economics, Political Science, Social Science, Human Resource, Guidance Counseling or a related field and two (2) years of full time supervisory experience in Employment Program Planning and Development and Analysis, Personnel Counseling or Placement, Public or Business Administration, Economics or Labor Relations, or a related field; or
- (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Public or Business Administration, Industrial or Labor Relations, Economics, Political Science; Social Science, Human Resources, Guidance Counseling or a related field and four (4) years of full time experience, two (2) years of which must have been in a supervisory capacity, in Employment Program Planning and Development and Analysis, Personnel Counseling or Placement, Public or Business Administration, Economics or Labor Relations, or a related field; or
- (C) An equivalent combination of training and experience as defined by the limits of (A) or (B) above.

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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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Last Reviewed: June 4, 2002

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

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