

EMPLOYMENT AND TRAINING SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is a professional position charged with the responsibility of gathering and evaluating information related to potential customers in employment and training programs, as well as providing vocational guidance and related services. The incumbent is called upon to exercise sound professional judgment in aiding in the formulation and execution of re-employment plans that meet the customers' vocational needs. The work is performed under the general supervision of the Senior Employment and Training Specialist. Supervision of others is not typical of this class.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Interviews customers to gather, evaluate and data enter information related to prior work experience, education, specific skills, physical, personal and social background to formulate employability and/or training plans;
- Formulates employability action plans for program participants;
- Helps customers obtain needed support services;
- Provides information to customers regarding job opportunities, training or apprentice programs and vocational education;
- Makes home or work site field visits to discuss problems and progress with customers, training agencies and employers;
- Conducts orientation and/or informal informational sessions with customer groups regarding career opportunities in the community;
- Maintains and updates customer program records, employability plans and progress reports;
- Participates in staff meetings and conferences designed to define client goals/problems and evaluate progress;
- Coordinates standardized assessment tests used in the evaluation of customers' vocational skills and/or needs;
- Serves as the lead contact and case manager for all Ceasefire group members interested in getting support, providing necessary connections and referrals to ensure members are getting the support they need;
- Tracks progress of each group member in terms of programmatic completion
- Participates in Group Violence Intervention meetings, call-ins and custom notifications;
- Coordinates with partner agencies, social service providers, and community members to create a unique support tractor tailored to the group members;
- Prepares a variety of narrative and tabular reports;
- Enters and retrieves information in an automated information system;
- Performs work related activities relevant to the center's resource room and/or greeter's desk as required;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of concepts of the cultural, environmental and personal factors influencing the lives of customers;
- Good knowledge of available training and educational programs;
- Good knowledge of community organizations and human service agencies;
- Good knowledge of job placement sources;
- Good knowledge of federal, state and local employment and training regulations;
- Good knowledge of personal computers and office equipment;
- Ability to evaluate customer's vocational interests and aptitudes;
- Ability to establish and maintain effective interpersonal relationships with customers, employers and training agencies;
- Ability to prepare and interpret narrative and tabular reports;
- Ability to clearly and concisely evaluate, in writing, a customer's service activity;
- Ability to communicate effectively both orally and in writing;
- Strong customer service skills;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- (A) Graduation from a regionally accredited or New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree; OR
- (B) Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree and two (2) years of experience in counseling, casework, employment interviewing or related work in a community action or similar agency dealing with the employment or training of customers; OR
- (C) Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience in counseling, casework, employment interviewing or related work in a community action or similar agency dealing with the employment or training of customers; OR
- (D) Any equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

Revised: 09/21/88
10/08/03
09/29/05
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