

SENIOR EMPLOYMENT AND TRAINING SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is a professional position in the Department of Youth and Workforce Services charged with the responsibility of developing effective data collection procedures and evaluative techniques related to intake and assessment of potential employment and training customers. The incumbent gathers and evaluates information from program customers. The provision of vocational guidance and related services to customers is also an integral part of this position. Work is performed under the general supervision of the Director of Enrollee Services. Supervision is exercised over Employment and Training Specialists.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Develops and updates methods to gather and evaluate information related to potential employment and training program customers;
- Formulates and carries out plans to meet customer vocational problems;
- Monitors the effectiveness of procedures for customers intake and assessment;
- Supervises the performance of a team of employment and training specialists;
- Interviews customers to gather, enter information and evaluate information related to prior work experience, education, specific skills and physical, personal, and social background to aid in formulating employability or training plans;
- Formulates employability action plans and obtains supportive services needed;
- Provides information to customers regarding job opportunities, training or apprentice programs and vocational education;
- Makes work site field visits to discuss problems and progress with customers, training agencies and employers;
- Conduct 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 meeting and conferences designed to define customer goals, problems, and evaluate progress;
- Coordinates standardized assessment tests used in the evaluation of customers' vocational skills and/or needs;
- Prepares a variety of narrative as well as tabular reports;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of concepts of the cultural, environmental, and personal factors influencing the lives of customers;
- Thorough knowledge of interviewing practices and techniques;
- Good knowledge of community organizations and human service agencies;
- Good knowledge of available training and educational programs;
- Good knowledge of courses of job placement;
- Good knowledge of federal, state and local employment and training regulations;
- Good knowledge of personal computers and office equipment;
- Ability to plan and supervise the work of professional personnel;
- Ability to evaluate customers' 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 communicate effectively verbally 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 and three (3) years of fulltime paid 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**
- 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 five (5) years of the required fulltime paid experience described in (A) above; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and seven (7) years of the required fulltime paid experience described in (A) above; **OR**
- D. Any equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

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