



Cayuga County Department of Human Resources and Civil Service Commission

JOB SPECIFICATION

Civil Service Title:	Workforce Development Program Assistant
Jurisdictional Class:	Competitive
Civil Division:	Employment & Training Department
Adoption:	CSM 04/12/2000
Revised:	CSM 06/19/2002, 10/14/2009, 07/13/2016; 01/19/2021

DISTINGUISHING FEATURES OF THE CLASS:

An employee in this class is responsible for performing a variety of paraprofessional tasks in an Employment & Training Agency. Such tasks may include information gathering, conducting initial interviews with and verifying program eligibility of participants. Under supervision performs such tasks as assessment, counseling, job development for clients and monitoring of sub-contractors. The work differs from clerical work in that the incumbent is required to apply knowledge of employment and training to individual situations and has an independence of judgement not found in clerical disciplines. The position is under the direct supervision of the Employment & Training Director. Coordinates with clerical personnel to accomplish specific tasks such as resume preparation, generation of reports, compiling program information and materials, correspondence, etc. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Interviews clients to identify skills and aptitudes or job readiness and assists in formulation of participant individual service strategy and/or employment development plan;
Reviews client's applications and determines program eligibility;
Assists in the development of realistic job and/or training opportunities for agency clients;
Assists in matching job ready program participants to available employment positions in the public or private sector;
Disseminates information to clients regarding job opportunities, training or other agency programs;
Under supervision, assists in non-fiscal monitoring of sub-agents, training providers or worksites;
Responsible for the retention and update of client and participant files;
Prepares a variety of records and reports relevant to the program;
Assists customers in resource room and directs customer flow.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, & PERSONAL CHARACTERISTICS:

Working knowledge of Employment & Training programs, social science concepts related to poverty and unemployment, and Workforce Development;
Ability to organize, collect, and interpret data and information as related to Employment and Training Programs and Projects;
Ability to establish and maintain effective working relationships with various public and private sector agencies, clients, and labor groups;
Ability to use an alphanumeric data-entry keyboard to enter and retrieve data from computer files;
Ability to express oneself both orally and in writing;
Ability to understand oral and written directions.

MINIMUM QUALIFICATIONS:

- (A) Graduation from a regionally accredited or New York State registered two-year college with as associate's degree OR completion of 60 semester credit hours in a regionally accredited or NYS registered university and one (1) full year of paid or volunteer experience in a non-professional position supporting social services, human services, employment or other community based program or similar agency. The experience must be related to employment and training counseling, case management, job development, or supportive services for economically disadvantaged, minority or individuals with disabilities; OR
- (B) Possession of a high school diploma or possession of an equivalency diploma and three (3) full years of paid or volunteer experience in a non-professional position supporting social services, human services, employment, or other community based program or similar agency. The experience must be related to employment and training counseling, case management, job development, or support services for economically disadvantaged, minority or handicapped persons; OR
- (C) Any equivalent combination of training and experience as defined by (A) or (B) above.

Note: Verifiable part-time* and/or volunteer experience* will be pro-rated toward meeting the full time experience requirements.

* Duties performed must be specific and exact hours worked must be verifiable and reported on the application.

SPECIAL REQUIREMENT:

Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner. Operation of county-owned vehicles requires employees to possess a current valid New York State Motor Vehicle Operator's license.