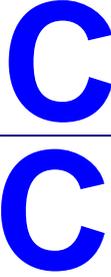




**CAYUGA  
COUNTY**



*An Equal Opportunity - Affirmative Action Employer*

# **CIVIL SERVICE COMMISSION**

F:\Civil\Jobsp\Workforce  
Development Program Specialist

<b>TITLE:</b>	<b>WORKFORCE DEVELOPMENT PROGRAM SPECIALIST</b>
<b>JURISDICTIONAL CLASS:</b>	<b>COMPETITIVE</b>
<b>CIVIL DIVISION:</b>	<b>COUNTY</b>
<b>ADOPTION: CSM</b>	<b>02/10/99</b>
<b>REVISED: CSM</b>	<b>02/08/06, 07/08/15</b>

### **DISTINGUISHING FEATURES OF THE CLASS:**

This is an entry-level position in the field of workforce/vocational guidance in the local Employment & Training Program. This position provides professional guidance & related services to individuals participating in various aspects of the local Employment & Training Program. The duties involve the responsibilities of assisting participants of the program in formulating and changing employability plans which may involve remedial education, work experience, specialized skill training, and related supportive services such as job referral services, benefit services, etc. The Workforce Program Specialist is called on to exercise sound professional judgment in formulating and carrying out plans to meet individual workforce/vocational problems faced by the participants. Work is performed under the general supervision of a higher level administrative staff employee of the agency or the Director of Employment & Training II, who, as necessary, offers guidance and instruction on individual cases. Supervision may be exercised over the work of para-professional and clerical assistants. The incumbent of this position does related work as required.

### **TYPICAL WORK ACTIVITIES: (Illustrative Only)**

- Conducts in-depth interviews to determine client qualifications and classifications for job referral services, unemployment insurance benefit services, or the need for special service such as testing, counseling, and training and enters information obtained to the appropriate data base;
- Markets and provides on-site business planning and consulting by personally conducting outreach for clients to inform, plan and deliver Workforce Development services involved in workforce services such as training, job analysis, recruitment, plant closings, expansions, retooling, layoffs, etc.;
- Meets with clients individually or in groups, to advise and provide information on Workforce Development services and programs;
- Performs functions involving case management, such as employment barrier identification, vocational/educational/assessment and career planning, provision of support services, employability plan reviews, and case file record keeping;
- Writes job orders from employers in order to record an accurate description of required job duties, wages, working hours, and other pertinent referral information by phone or in person; selects appropriate occupational and industrial codes from classification and verifies results of job referrals by contacting employers by mail and phone;
- Analyzes employer job orders to obtain occupational data necessary for selection and referral of qualified workers by using job analysis techniques such as verbally soliciting information on actual content and description of job duties and the skills and abilities needed for job performance;

**TYPICAL WORK ACTIVITIES, con't:**

- Uses computer and utilizes software to obtain information, enter data, track participants, and to work on program activities;
- Selects the most qualified applicants and refers to employers for possible job placement purposes in order to provide a positive and/or definite service for both the employer and the applicant by electronically file searching and then comparing applicant qualifications with employer job order requirements;
- Obtains, reviews, and analyzes information from clients and other available sources to determine availability for work, refusal of work, and suitability of work issues to make a determination on eligibility or continued eligibility for benefits;
- Uses labor market information to enable clients to make informed choices regarding occupations, training, relocation, allocation of resources and other workforce issues;
- Provides job search, job seeking and job keeping skills training in individual and group settings, such as job club, job search assistance, re-employment services, and workshops;
- Informs and provides technical assistance on the regulatory requirements to clients of special programs within the local Workforce Development area such as Worker Opportunity Tax Credit, Federal Bonding, Trade Adjustment Act, and Trade Readjustment Act.

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

- Working knowledge of interviewing skills and techniques;
- Working knowledge of basic counseling skills and techniques;
- Working knowledge of the social, economic, and labor market conditions as they relate to Workforce Development programs;
- Working knowledge of Workforce Development policies, procedures, and state and federal regulations;
- Working knowledge of basic math to include addition, subtraction, multiplication and division;
- Working knowledge of current trends in workforce development, such as vocational/educational training, labor market information, occupational and economic trends;
- Working knowledge of community resources which exist to provide workforce related services;
- Ability to work as a team member in solving problems and improving service delivery;
- Ability to use and utilize electronic data/databases to record and analyze information;
- Ability to read, comprehend and apply technical instructions relating to Workforce Development procedures and various laws and policies;
- Ability to exercise tact, patience, and discretion in communicating and dealing with persons with a variety of ethnic, social, or educational backgrounds.

**MINIMUM QUALIFICATIONS:**

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees, with a Bachelor's Degree in Human Services, Social Services, Psychology, Sociology, Counseling, or a closely related field, OR
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees, with an Associate's Degree and two years of full-time experience as a Counselor, Caseworker, Employment Interviewer, or other related position with similar duties and responsibilities, OR
- (C) An equivalent combination of training and experience in the areas defined by the limits of (A) and (B) above.