Herkimer County
Competitive Class, Adopted 04/03/1995

EMPLOYMENT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: Provides professional vocational guidance and related services to customers participating in various aspects of the local Employment and Training Program. This is an entry-level position in the field of vocational guidance in the local Employment and Training Administration. The duties involve the responsibilities of assisting Employment and Training customers in formulating and modifying individual services strategies which may involve remedial education, work experience, specialized skill training, and related supportive services. The Employment Specialist is called upon to exercise sound professional judgment in formulating and carrying out plans to meet individual vocational problems faced by customers. Work is performed under the general supervision of either a higher-level Specialist or other higher-level administrative staff employees of the agency who, as necessary, offer guidance and instruction on individual problem cases. The incumbent of this position does related work as required.

TYPICAL WORK ACTIVITIES:

-Explains programs and services to customers in person, over the phone or through letter;
-Interviews customers for training programs to determine eligibility, interests, goals;
-Assists customers in completing necessary forms and obtaining eligibility information and proofs;
-Formulates an Individual Service Strategy for customers of the program;
-Aids customers in obtaining support services as needed;
-Reviews applications to determine completeness and accuracy and follows up for missing information needed to make eligibility determinations;
-Organizes orientation and large group sessions;
-Reviews customer applications and evaluates eligibility;
-Administers interest, vocational and aptitude testing;
-Coordinates paper and client flow for On-the-Job Training Program;
-Makes home or work site field visits to discuss problems and progress with customers, training agencies and employers;
-Prepare, updates, and completes client folders to provide enrollment, termination, and program information;
-Counsels clients to resolve problems, overcome employment barriers to achieve set goals;
-Visits clients at work sites to evaluate programs.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
Working knowledge of concepts of the cultural, environmental, and personal factors influencing the lives of Employment and Training Administration clientele; working knowledge of interviewing practices and techniques; working knowledge of community organizations and human service agencies; good knowledge of all training and educational programs sponsored by the Employment and Training Administration; working knowledge of sources of job placement; working knowledge of Federal, State, and Local Employment and Training Rules and Regulations, and ability to apply the knowledge in the performance of the duties of the position; ability to evaluate customers vocational interests and aptitudes; ability to establish and maintain effective interpersonal relationships with clients, employers, and training agencies; ability to prepare, as well as interpret, narrative and tabular reports; ability to communicate effectively orally; physical condition commensurate with the demands of position.

ACCEPTABLE TRAINING AND EXPERIENCE:
Either (A) Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree in public or business administration, economics, a social science, communications, or closely related field;

Or (B) Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree, **AND** one year of experience as a counselor, caseworker, teacher, employment interviewer, job analyst, or other closely related position;

Or (C) An equivalent combination of training and experience as defined by the limits of **(A)** and **(B)** above.

SPECIAL REQUIREMENT: Must have transportation available to perform the duties of the position.