

EMPLOYMENT CENTER SUPERVISOR

JOB CODE: 2304
DEPARTMENT: Tioga County Department of Social Services
CLASSIFICATION: Competitive
SALARY GRADE: CSEA - Grade XIV
ADOPTED: 9/12/07 (Reso 226-07); Revised: 06/13/12, 01/20, 06/21 Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for providing supervisory oversight of the Tioga County Employment Center and its related job development programs. In addition to providing oversight of the daily operations of the local Employment Center, the incumbent will coordinate, implement and monitor various program initiatives. When needed, the incumbent will also lead and participate in more complex employment counseling. Work is performed under general supervision from the Commissioner of Social Services. Supervision is exercised over the work employment and training staff, while also acting as site supervisor to employees of on-site partners (NYS DOL or ACCESS-VR). Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Performs daily supervision of the Tioga Employment Center and Workforce Innovation and Opportunity Act (WIOA) staff members inclusive of work assignments, evaluations, conflict resolution, staffing schedules and authorizing leave time;
- Provides general supervision to non-WIOA staff who provide client services within the Tioga Employment Center office location;
- Ensures the Center's compliance with WIOA requirements to continue funding of the program's operation in Tioga County;
- Assists in the preparation of annual budget proposals;
- Monitors funding contracts with Broome County to ensure continuance of local programs in Tioga County;
- Leads and participates in the preparation of monthly financial reports and monitors the Center's funding sources;
- Keeps abreast of Federal, State and Local policy, rule, and regulation changes which may affect the Center's programs;
- Determines staff training in accordance with various policies and regulations;
- Maintains working relationships with Broome-Tioga Workforce New York in order to continue cooperative efforts of both Counties;
- Maintains working relationships with various local governmental and private agencies involved in workforce development needs;
- Compiles monthly Legislative committee meeting reports and, as required, an annual plan for the Tioga Employment Center;
- Establishes and maintains liaison with representatives from private industry, non-profit organizations and governmental agencies to enlist their participation in Employment and Training programs;
- Monitors available program funding and determines expenditures for agency clients;
- As needed, leads and participates in providing employment counseling to center clients;
- Prepares various reports related to program activities;
- Represents Tioga Employment Center at state and local meetings and on appropriate committees;

FULL PERFORMANCE, KNOWLEDGE, SKILLS AND ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles, practices and procedures of employment and training programs; good knowledge of local labor market, occupational conditions and trends; good knowledge of federal, state and local employment and training laws, rules and regulations; good knowledge of the methods and techniques used in development of job and/or training

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opportunities; good knowledge of interviewing and counseling practices and procedures; good knowledge of community organizations, educational institutions and human services agencies; ability to prepare complex and detailed records and reports; ability to plan, coordinate and supervise the work of others; ability to establish and maintain effective working relationships with others; ability to understand, interpret and prepare written materials; ability to evaluate community and work force needs and assist in developing appropriate services to respond; skill in organizing and analyzing information related to Employment and Training Programs; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS 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, industrial or labor relations, social science, human services or closely related field and two (2) years full-time experience in job or employment program planning or development, personnel placement and counseling or business administration or related field, at least one (1) which must have been in a supervisory capacity; **OR**
- b) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in public or business administration, industrial or labor relations, social science, human services or closely related field and four (4) years full-time experience in job or employment program planning or development, personnel placement and counseling or business administration or related field, at least one (1) which must have been in a supervisory capacity; **OR**
- c) Graduation from high school or possession of a high school equivalency diploma and six (6) years of full-time experience as defined in (A) above, at least one (1) which must have been in a supervisory capacity; **OR**
- d) An equivalent combination of training and experience as defined by the limits of (A), (B), and (C) above.

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