

EMPLOYMENT CENTER MANAGER

DEPARTMENT: Tioga Co. Employment and Training
CLASSIFICATION: Competitive
SALARY GRADE: CSEA - Grade XV
ADOPTED: 5/01; **ABOLISHED 09/17/07 RESO. 226-07** Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for carrying out moderately difficult managerial duties related to the County's job development programs. This class provides direct oversight of the day to day operations of the local Employment Center and coordinates, implements and monitors various program initiatives. Incumbents will also lead and participate in more complex employment counseling. The work is performed under general supervision from the Director of Employment and Training, who is responsible for administrative matters related to the Employment and Training Department (fiscal, budgetary, legal). The incumbent will perform all duties of the Director in his/her absence. Supervision is exercised over the work of agency staff, while also acting as site supervisor to employees of on-site partners (NYSDOL, VESID, DSS). Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Oversees day to day functions of the local employment center in accordance with federal state and local rules and regulations;
- Coordinates functions of assigned staff to ensure that work experience, training, education and support services are provided to clients in the most efficient manner;
- 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;
- Plans, negotiates, develops and monitors subcontracts with employers and educational institutions employing and/or training agency clients;
- Leads and participates in providing employment counseling to center clients;
- Assists in the formulation of local policies and procedures which relate to various employment center programs;
- Prepares various reports related to program activities;
- Supervises the work activities of subordinate staff; training and assisting in the completion of more complex tasks;
- Represents Tioga Employment Center at state and local meetings and on appropriate committees;
- Conducts regular staff and management meetings for on-site partners and ensures staff development in regard to local, state and federal employment initiatives;
- Keeps abreast of Federal, State and local policy, rule and regulation changes which may affect the agency's program;
- Acts on behalf of the Director in his/her absence.

FULL PERFORMANCE, KNOWLEDGE, SKILLS AND ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the principles, practices and procedures of employment and training programs; Thorough 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 opportunities; good knowledge of interviewing and counseling practices and procedures; 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; 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 paid experience in job or employment program planning or development, personnel placement and counseling or business administration or related field, at least one which must have been in a supervisory capacity; **OR**

2. Employment Center Manager

- b) Graduation from high school or possession of a high school equivalency diploma and six (6) years of full-time paid experience as defined in (A) above; **OR**
- c) An equivalent combination of training and experience as defined by the limits of a) & b) above.

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