

## **Workforce Development Specialist Tompkins County**

**Department:** Workforce Development

**Classification:** Competitive

**Labor Grade:** White Collar grade 12

**Approved:** Reclass of Job Developer 08/08/01

**Revised:** 8/02; 4/16; 1/18; 7/21; 2/22; 3/24

**By:** HB, Deputy Commissioner of Human Resources

### **MINIMUM QUALIFICATIONS:**

- (a) Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelors Degree in social sciences, human services or resources, education or related field; **OR**
- (b) Completion of a minimum of 60 semester credit hours in a regionally accredited or New York State registered college or university **AND** two (2) years of full time paid (or the equivalent part-time) experience in business administration, public administration, human services, workforce development, or related field. **OR**
- (c) Any equivalent combination of training and experience equal to or greater than that described in (a) and (b) above.

**Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.**

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

This is a professional position involving responsibility for providing employment and training services to business and individual customers by the most cost-effective means. Through person-centered, strengths-based observation, this work will include assessing young adult and adult skills and training needs, matching client skills with business needs, identifying supportive service requirements and availability, determining eligibility within funding resource guidelines, assisting with job and training placements, guiding customers to local resources that help reduce barriers to employment and training success, and community outreach. Recipients of services may include job seekers facing systemic barriers including those with disabilities, individuals identifying as LGBTQ+ (Lesbian, Gay, Bi-sexual, Transgender, Questioning and others), individuals going through re-entry following exposure in the justice system, Veterans and others. Employees serving individuals with disabilities will be required to obtain and/or maintain training and certification for Ticket To Work (TTW) and Social Security Benefits Advisement, as well as other disability-specific education. The work is performed under the general direction of the Employment and Training Director with considerable leeway allowed for the exercise of independent judgment when carrying out the details of the work. An employee in this class may be required to serve as a lead worker, supervise entry level clerical, interns and/or volunteer personnel, or train new staff as assigned. The incumbent will perform all related duties as required.

### **TYPICAL WORK ACTIVITIES:**

- Evaluates client skills, aptitude, qualifications, needs, and barriers to employment and provides assistance accordingly looking through a lens of awareness about systemic racism, classism, ableism, sexism, heterosexism, etc;
- Determines eligibility for appropriate programs and cost-effective means for achieving customer objectives;
- Develops employment and training plans and assists with goals to achieve self-sufficiency;
- Plans and maintains programs, including employer and employee files and records of contact;
- Facilitates workshops and conducts outreach virtually and in-person to recruit and provide education for job seeker and business customers;
- Works collaboratively with individual and businesses to assure positive placement outcomes;
- Coordinates with other partner agencies to assure customers are afforded all available resources and services;

- Coordinates professional development training for employers and staff to promote workplace diversity, equity, and inclusion.
- Assists customers with navigating Ticket to Work, Social Security Benefits Advisement, workplace accommodations, and other resources and services for individuals with disabilities;
- Attends regular meetings and job fairs with local businesses and agencies to assess labor trends, local vacancies and staff development opportunities;
- Refers customers to appropriate local resources;
- Develops and maintains comprehensive records as needed on the electronic system utilized by the Workforce Development System;
- Assures all customer records are in compliance with federal and state regulations governing the funding;
- Participates actively in applicable business or employment related organizations.

**KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Working knowledge of federal, state, and local employment and training regulations
- Working knowledge of services available for customers and potential barriers to employment
- Working knowledge of labor trends in local business and industry
- Ability to establish and maintain cooperative working relationships with partner agencies within Workforce Development
- Ability to organize work and carry out duties autonomously
- Good working knowledge of local community service organizations and their programs
- Ability to communicate effectively
- Ability to prepare and present written oral reports to state and local agencies
- Ability to prioritize tasks and follow through effectively
- Ability to work well in teams and work groups
- Self-motivated, highly organized
- Strong interpersonal skills
- Tact and good judgment
- The employee's physical and mental condition shall be commensurate with the demands of this position, either with or without reasonable accommodation.

W24.DOC

08/08/01