

## EMPLOYMENT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This work involves responsibility for providing work project supervision, employment services, and support to public assistance, under employed, and hard-to-serve clientele in order to assist them in achieving levels of self-sufficiency. Duties are performed under general supervision of a senior level staff member with leeway allowed for the use of independent judgement in carrying out the duties of the work. General supervision may be exercised over the work of clerical assistants. An Employment Specialist does related work as required.

### TYPICAL WORK ACTIVITIES:

- Interviews clients to gather and evaluate information related to prior work experience, education, specific skills, physical, personal, and social background;
- Calls on employers to describe employment and training programs and encourage their participation;
- Formulates, develops, and implements an employability development plan for each program participant;
- Aids clients in obtaining support services;
- Provides information regarding job and training opportunities to participants;
- Makes home or work site field visits to discuss problems and progress with clients, training agencies, and employers;
- Maintains and updates program records and progress reports;
- Participates in staff meetings and conferences to define participants goals, problems, and evaluate progress;
- Develop and maintain effective agency community contacts with human service organizations to coordinate service to clients;
- Works with special groups such as chemically dependent, juvenile delinquents, physically or mentally handicapped, or long-term welfare recipients;
- Works with employers to inform them about training programs, employer incentives, and tax credits;
- May instruct clients in job search techniques, life skills instruction, and job retention skills;
- Writes OJT, TEAP, Internship and other employment training contracts with employers to facilitate hiring of hard-to-serve clientele;
- Counsels and aids individuals to seek assistance from community services in moving to self-sufficiency;
- Refers clients to community resources, employers, and other organizations;
- Establishes relationships with employers regarding complaints, problems, and progress of placed applicants;
- Identifies need for and assists in development of auxiliary services to facilitate clients moving from entry level to self-sufficiency wages;
- Prepares a variety of records and reports.

### FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

- Good knowledge of training and educational programs sponsored by Cattaraugus County;
- Good knowledge of local labor conditions; working knowledge of the cultural, environmental, and personal factors affecting the economically disadvantaged and unemployed in Cattaraugus County;
- Working knowledge of interviewing practices and techniques;
- Working knowledge of human services agencies and community organizations located in Cattaraugus County;
- Working knowledge of the sources and uses of occupational information related to vocational guidance, training, and placement;
- Ability to evaluate participants and maintain effective interpersonal relationships with others;
- Ability to express oneself clearly and effectively orally and in writing;
- Ability to prepare periodic reports;
- Ability to accurately operate an alpha-numeric keyboard, however, speed is not a significant factor;
- Physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

A.) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in social science, human services or resources and one year of work experience involving substantial communication with adults involving persuasion, negotiation, explaining, or counseling. This experience must have involved the exercise of judgement in dealing with or responding to another person. (Typical jobs involving this experience may include customer service representatives, people providing personal services, people providing social services, interviewers, counselors, and similar jobs involving periodic confrontation with a client, customer, member of the public, etc.);

OR

B.) Three years of experience as described in A above.

*SPECIAL REQUIREMENTS:*

Possess and maintain a valid license to operate motor vehicles in New York State. Availability of a privately owned motor vehicle for reimbursable business-related travel.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

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