

## ONE STOP MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This is important and responsible work involving planning, assigning, and supervising activities within a one stop center whose primary function is to provide clientele with opportunities to seek and improve opportunities for gainful employment. Direction over the program involves relating applicable fiscal policy, economic growth, and technological change to improve job skills of program participants and to improve employment opportunities within the region. The work is performed under the general supervision of the Deputy Commissioner of Social Services with leeway permitted in the use of independent judgement. Direct supervision is exercised over the work of subordinate staff. A One Stop Manager does related work as required.

### TYPICAL WORK ACTIVITIES:

- Plans, coordinates and supervises staff in the mission of providing job training and employment opportunities to clientele;
- Revises and develops work procedures and methods and makes necessary performance evaluations;
- Maintains cooperative relationships with other units and sections of the agency;
- Develops and implements education, training and workshop programs for the benefit of enhancing employment opportunities;
- Interprets and disseminates program guidelines, federal, state and local regulations, and information to staff;
- Trains and orients new employees;
- Meets with representatives from partner agencies, business, education and training resources and community organizations to assess the employment needs and opportunities within the community and encourages participation in programs;
- Works with employers to inform them about training programs, employer incentives, and tax credits;
- Establishes relationships with employers regarding complaints, problems, and progress of placed applicants;
- Oversees and prepares a variety of periodic and special reports as may be required by the federal, state, or local government;
- Utilizes electronic data processing system to record and report management information.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of training and educational programs sponsored by Cattaraugus County; thorough knowledge of local labor conditions; good knowledge of the cultural, environmental, and personal factors affecting the economically disadvantaged and unemployed; good knowledge of office terminology, procedures, and equipment; good knowledge of the principles and modern practices of office management and supervision; working knowledge of interviewing practices and techniques; working knowledge of human services agencies and community organizations; 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.

**PROMOTION QUALIFICATIONS:** Three (3) years of permanent competitive class service in a supervisory capacity within the Department of Social Services; or five (5) years of permanent competitive class service as a Caseworker or Employment Specialist with the Department of Social Services.

**MINIMUM QUALIFICATIONS:** (Open Competitive) Graduation from high school or possession of a high school equivalency diploma and either:

A) Possession of at least an Associate Degree in Social Science, Human Services or Resources and three (3) years 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.) At least two (2) years of experience must have been in a supervisory capacity;

OR

B) Five (5) years of experience as described in A) above. At least two (2) years of experience must have been in a supervisory capacity.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the New York State Civil Service website. You must pay the required evaluation fee.

**SPECIAL REQUIREMENTS:** Must be able to satisfy the travel requirements of the position.

## CATTARAUGUS COUNTY CIVIL SERVICE

Adopted: 9/26/02

Revised: 5/4/23

Approved by NYS Office of Temporary and Disability Assistance on 4/10/23