

## 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 general supervision with leeway permitted in the use of independent judgement. Direct supervision is exercised over the work of subordinate staff level and clerical employees. A One Stop Manager does related work as required.

### TYPICAL WORK ACTIVITIES:

- Supervises staff level and clerical employees in the mission of providing job training and employment opportunities to clientele;
- Revises and develops work procedures and methods;
- Trains and orients new employees;
- Develops and implements training and workshop programs for the benefit of enhancing employment opportunities;
- Disseminates program guidelines, Federal regulations, and information to staff;
- Meets with representatives from business 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;
- Counsels and aids individuals to seek assistance from community services in moving to self-sufficiency;
- Establishes relationships with employers regarding complaints, problems, and progress of placed applicants;
- Prepares a variety of records and reports;
- Utilizes electronic data processing system to record and report management information.

### FULL PERFORMANCE KNOWLEDGES, 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; physical condition sufficient to perform the essential functions of the positions.

### PROMOTION QUALIFICATIONS:

Two (2) years of permanent competitive class service as an Employment Specialist, Job Developer, or Employment and Training Counselor.

### MINIMUM QUALIFICATIONS: (Open Competitive)

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 at least an Associate's 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.)

OR

- B) Five (5) 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

Adopted: 9/26/02