

SENIOR EMPLOYMENT AND TRAINING ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: An employee in this position is responsible for performing a variety of professional tasks in the Office of Employment and Training. The duties involve information gathering, conducting interviews and verifying eligibility of participants. The incumbent counsels clients, and provides orientation to resources available in the department. The incumbent is required to apply acquired knowledge of Employment and Training principles and regulations to individual situations and exercise independent judgement. The work is performed under general supervision. Supervision may be exercised over clerical personnel. Performs related duties as required.

TYPICAL WORK ACTIVITIES:

Develops realistic jobs and/or training;
Reviews client applications and makes referrals to address identified needs;
Assists in the financial and non-financial monitoring of sub-agents;
Inputs customer characteristics on Automated Case Management System to record data pertaining to EEO/Affirmative Action, training and job plans and job placement information;
Demonstrates the use of computer terminals, software, and Internet to customers in accessing resource material;
Assists in the implementation, operation and maintenance of an occupational assessment system;
Interviews customers and identifies customers skills or job readiness problems as well as assists in the formulation of customer employability plans;
Disseminates information to customers regarding job opportunities, training or other agency programs;
Interviews former participants to establish their present employment situation and determines if further services are necessary;
Orients former participants to the services still available through the program and refers those interested to these services;
Prepares a variety of records and reports;
Participates in formal training courses as needed;
Attends on-the-job and special training sessions and studies appropriate materials related to the conduct of local Employment and Training Programs;
Schedules clients for appropriate services;

Conducts orientation to Resource Room and other services availability.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the operation of an Employment and Training Program;

Good knowledge of social science concepts related to poverty and unemployment;

Ability to collect, organize and interpret data and information relating to Employment and Training programs and projects;

Ability to establish and maintain effective working relationships with clients, private and governmental agencies and labor groups;

Good knowledge of personal computers and software;

Ability to develop jobs and provide services to clients;

Ability to express oneself both orally and in writing;

Ability to understand oral and written directions;

Physical condition commensurate with the demands or the position.

MINIMUM QUALIFICATIONS:

- A) Completion of a minimum of 60 semester credit hours in a regionally accredited or New York State registered college or university and one year experience in counseling or employment interviewing, or providing assistance to clients in a professional office setting;
- B) Graduation from high school or possession of a high school equivalency diploma and 3 years of experience in counseling or employment interviewing, or providing assistance to clients in a professional office setting;
- C) An equivalent combination of training and experience within the limits of A) and B) above.

Note: Education beyond the 60 credits may be substituted for the experience on a year for year basis