

EMPLOYMENT AND TRAINING CLERK Tompkins County

Department: Workforce Development
Classification: Competitive
Labor Grade: White Collar Grade 5
Approved: 11/2003
Revised: 12/22
By: RP, Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

1. Completion of a minimum of 60 credit hours in a regionally accredited or New York State registered college or university with coursework in human services, business, or a workforce development field; OR
2. Graduation from High School or possession of a high school equivalency diploma AND two years of experience in administrative support, human services, business and/or operations support, or a workforce development related field;
OR
3. Any combination of training and experience equal to or greater than that specified 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:

An employee in this position is responsible for performing a variety of administrative and complex tasks in a Workforce Development agency. This work involves the independent performance of a broad range of clerical and program related operations, such as data collection and analysis, drafting reports in collaboration with the department director or senior staff, implementation of internal and external compliance reviews, and maintenance and monitoring of the One Stop Operating System database, , follow up contact with Career Center visitors, communication with WIOA program participants and worksite supervisors, and the development and maintenance of compliance and tracking for Office of Employment and Training programs, funding sources, and staff.

The incumbent is required to have a thorough understanding of Employment and Training and Workforce Innovation & Opportunity Act regulations, as well as Local Workforce Development Board policies impacting Adult, Dislocated Worker, and Youth programs with a moderate level of autonomy when carrying out the day-to-day activities of the office. The psychological demands of this job are moderate with unpredictable fluctuations in work volume, frequent interruptions, shifting work priority, rush orders and conflicting priorities. The work is performed under the direct supervision of the Director of the Office of Employment and Training. The employee may be defined as a lead worker of a group or be assigned to supervise projects and assigned project assistants or interns based on specific project objectives. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Provides administrative support including the use of a computer, and other office machines and equipment in order to accurately prepare and maintain a wide variety of agency documents such as complex correspondence, budgets, operating expenses, timecards, payroll, scheduling, local, state, and federal reporting, files and other departmental activities;

- Collects information from paper and electronic files and compiles such information into a final source document;
- Participates in and/or facilitates department meetings and workgroups;
- Attend Federal Workforce Development/WIOA, NYSDoL, and local trainings pertaining to topics, policies, and guidance for workforce development agency activities and disseminates information accordingly;
- Reviews documents, reports, and requests submitted by staff members, community partners, and other external sources for accuracy, format and compliance with policies and procedures;
- Coordinates and supports workgroups conducting process mapping and work flow analyses;
- Prepares summaries and drafts of reports;
- May be required prepare an agenda, take notes, and prepare minutes of meetings;
- Coordinates WIOA participant/customer registrations and exits from program to include the One Stop Operator System database, time keeping system, and all required steps to maintain compliance;
- Manages and reviews the One Stop Operation System database for Adult, Dislocated, and Youth WIOA program compliance and reporting;
- Creates and maintains OSOS customer, referrals, and caseload lists as needed
- Handles database reconciliation's/corrections within the OSOS system
- Creates management reports when requested and for various purposes including the One Stop Operations and Oversight and Youth Oversight Committees
- Prepares a variety of records and reports when requested

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of work flows, processes and practices of a local workforce agency;
- Thorough knowledge of laws, regulations, and policies impacting workforce development programs and activities;
- Thorough knowledge of computer operations with regard to database, spreadsheet and word processing applications;
- Thorough knowledge of the principles and practices of regulatory compliance
 - Interpersonal skills necessary to work well with colleagues, other county departments, service providers and community groups;
- Strong ability to work independently and autonomously;
- Ability to promote and facilitate multi-disciplinary collaborative teamwork;
- Ability to facilitate planning processes, understand how systems work, develop work plan and create timelines for implementation of projects;
- Ability to define priorities and resolve problems that may occur;
- Ability to prepare and present ideas clearly and concisely, both verbally and in writing;
- Ability to develop and implement new operating procedures, methods, and policies;
- Ability to analyze, prepare, format and present data in a variety of complex statistical reports;
- Ability to follow complex verbal and written directions;
- Good judgment, accuracy, integrity, resourcefulness, and tact are required;
- The employee's physical and mental condition shall be commensurate to the demands of the position.

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