

TOMPKINS COUNTY CIVIL SERVICE EXAMINATION

Inclusion Through Diversity



OPEN TO THE PUBLIC

Tompkins County Department of Human Resources Office
125 E. Court Street
Ithaca, NY 14850
(607) 274-5526

Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply

TITLE: Workforce Development Specialist

EXAM NO: 61414

SALARY: \$23.69 per hour - 2018 Hire Rate

EXAM DATE: 10/13/18

ISSUE DATE: 08/16/18

THE FINAL DATE TO FILE APPLICATIONS: 08/31/18

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 10/14/18

RESIDENCY WAIVED

THE USE OF A QUIET HAND-HELD CALCULATOR WILL BE ALLOWED FOR THIS EXAMINATION.

LOCATION OF POSITIONS/VACANCIES:

There is currently one vacancy in the title of Workforce Development Specialist located at Tompkins County Workforce NY. The eligible list resulting from this open competitive examination may be used to fill any full-time, part-time or temporary vacancy that may occur during the life of the eligible list.

MINIMUM QUALIFICATIONS:

- (a) Graduation from a regionally accredited or New York State registered four year college or university with a Bachelors Degree in social sciences, human services or resources, education or related field: **OR**
- (b) Completion of a minimum of 60 semester credit hours in a regionally accredited or New York State registered college or university **AND** two years of full time paid (or the equivalent part-time and/or volunteer) experience as a counselor, caseworker, employment interviewer or similar title in a community action or similar agency dealing with employment or training; **OR**
- (c) Any equivalent combination of training and experience equal to or greater than that described in (a) and (b) above.

SPECIAL REQUIREMENT:

The employee selected must obtain a "Certified Work Incentive Counselor" certification within 9 months from the date of appointment and maintain such certification for the duration of employment.

DISTINGUISHING FEATURES OF THE CLASS:

This is a professional position involving responsibility for providing employment and training services to business and individual customers by the most cost-effective means. The work includes assessing client skills and training needs, matching client skills

with business needs, identifying supportive service requirements and availability, determining eligibility within funding resource guidelines, assisting with job placements and community outreach. The work is performed under the general direction of the Employment and Training Director with considerable leeway allowed for the exercise of independent judgment when carrying out the details of the work. An employee in this class may be required to serve as a lead worker or supervise entry level clerical, intern and/or volunteer personnel as assigned. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Evaluates client skills, aptitude, qualifications, needs, and barriers to employment
- Determines eligibility for appropriate programs and cost effective means for achieving customer objectives
- Develops employment plan, training plans and assists with goals to achieve self-sufficiency
- Plans and maintains programs, including employer and employee files and records of contact
- Works collaboratively with individual and businesses to assure positive placement outcomes
- Coordinates with other partner agencies to assure customers are afforded all available resources and services
- Attends regular meetings and job fairs with local businesses and agencies to assess labor trends, local vacancies and staff development opportunities
- Refers customers to appropriate local resources
- Develops and maintains comprehensive records as needed on the electronic system utilized by the Workforce Development System
- Assures all customer records are in compliance with federal and state regulations governing the funding
- Participate actively in applicable business or employment related organizations.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Working knowledge of federal, state, and local employment and training regulations
- Working knowledge of services available for customers and potential barriers to employment
- Working knowledge of labor trends in local business and industry
- Ability to establish and maintain cooperative working relationships with partner agencies within Workforce Development
- Ability to organize work and carry out duties autonomously
- Good working knowledge of local community service organizations and their programs
- Ability to communicate effectively
- Ability to prepare and present written oral reports to state and local agencies
- Ability to prioritize tasks and follow through effectively
- Ability to work well in teams and work groups
- Self-motivated, highly organized
- Strong interpersonal skills
- Tact and good judgment
- The employee's physical and mental condition shall be commensurate with the demands of this position, either with or without reasonable accommodation.

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Complete Scope of the examination and Expanded subtest descriptions:

1. Advising and interacting with others

These questions test for the ability to interact with other people in order to gather and present information and to provide assistance and advice in a courteous and professional manner.

2. Interviewing

These questions test for knowledge of the principles and practices employed in obtaining information from individuals through structured conversations. These questions require you to apply the principles, practices, and techniques of effective interviewing to hypothetical interviewing situations. Included are questions that present a problem arising from an interviewing situation, and you must choose the most appropriate course of action to take.

3. Preparing written material

These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.

4. Principles and practices of employment counseling

These questions test for knowledge and understanding of the principles, practices, and techniques of employment counseling. Questions may include such topics as counseling individuals and/or groups on employment-related issues; providing support, advocacy, and accountability; and developing job opportunities throughout the community.

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in: the publication "How to take a written test" helpful in preparing for this test. This publication is available online at: <https://www.cs.ny.gov/testing/testguides.cfm>

FURTHER INFORMATION AND INSTRUCTIONS

Falsification of any part of the "Application for Employment" will result in disqualification.

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Department of Human Resources at 274-5526. If an application is disapproved, due notice will be sent. This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.

The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

All experience required meeting the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis).

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Department of Human Resources Office.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, and solar or battery powered calculators. Devices with Typewriter Keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries or any similar devices are prohibited. You may not bring books or other reference materials.

CROSS-FILING - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE: When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Department of Human Resources Department (607) 274-5526. The Cross File form is located at <http://www.tompkins-co.org/personnel/CivilSrvForms/index.html>

FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS: If special arrangements for testing are required, please indicate this on your application.

ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. PER CHAPTER 180 OF THE LAWS OF 2000, AND BY REGULATIONS OF THE COMMISSIONER OF EDUCATION, TO BE EMPLOYED IN A POSITION DESIGNATED BY A SCHOOL DISTRICT OR BOCES AS INVOLVING DIRECT CONTACT WITH STUDENTS, A CLEARANCE FOR EMPLOYMENT FROM THE STATE EDUCATION DEPARTMENT IS REQUIRED.

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duties shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of firefighter or police officer killed in the line of duties in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

BACKGROUND INVESTIGATION: Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850