

**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 Coordinator

EXAM NO: 85038010

SALARY: \$33.48/hr 2024 Base Hire Rate

EXAM DATE: 11/09/24

ISSUE DATE: 08/27/24

THE FINAL DATE TO FILE APPLICATIONS: 09/27/24

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 11/10/24

RESIDENCY: Candidates must have been legal residents of Tompkins County or one of the six adjoining counties (Cayuga, Chemung, Cortland, Schuyler, Seneca, Tioga) for at least one month immediately preceding the date of application and maintain residency. For Examinations: The eligible list resulting from the examination will be established in accordance with the final earned numerical ratings of passing candidates regardless of residence. A municipality or district may exercise its right under section 23-4-a. of Civil Service Law to request a certification of eligible candidates who have been residents of that municipality or district for at least one month prior to appointment. After the names of residents have been exhausted, Tompkins County must then certify the names of non-residents on the list.

THE USE OF A QUIET HAND-HELD CALCULATOR IS RECOMMENDED FOR THIS EXAMINATION.

LOCATION OF POSITION:

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

MINIMUM QUALIFICATIONS:

1. Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelor's Degree **AND** two years of full-time paid (or the equivalent part-time) experience as an educator, counselor, caseworker, employment interviewer or similar title in a community action, social service, education or similar agency dealing with employment, education or training; **OR**
2. Graduation from a regionally accredited or New York State registered two-year college with an Associate's Degree or possession of sixty college credit hours **AND** four years of full-time paid (or the equivalent part-time) experience as an educator, counselor, caseworker, employment interviewer or similar title in a community action, social service, education or similar agency dealing with employment, education or training; **OR**
3. Graduation from high school or possession of a high school equivalency diploma **AND** six years of full-time paid (or the equivalent part-time) experience as an educator, counselor, caseworker, employment interviewer or similar title in a community action, social service, education or similar agency dealing with employment, education or training; **OR**
4. Any combination of training and experience equal to or greater than that defined in (a), (b) and (c) above.

SPECIAL REQUIREMENTS: Must possess a valid New York State Driver's License at the time of application and maintain such license for the duration of employment.

Tompkins County is committed to Equity and Inclusion. We encourage others with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

A Workforce Development Coordinator is responsible for coordinating the workforce development programs for youth, young adults, adults and dislocated workers including the year-round and summer youth employment programs for Tompkins County. This program provides educational, vocational and employment support, preparation and training for youth and young adults 14 to 24 years of age. In collaboration with local agencies, education institutions and private employers, an incumbent in this class will develop a comprehensive youth education, employment and training program. This employee will also assist the Employment and Training Director with sub-contract oversight, budget monitoring, program monitoring and implementation to ensure supportive services, eligibility within funding guidelines and assistance with educational plans and job placements. An incumbent in this class supervises select employees in his or her division. The Workforce Development Coordinator works under the general supervision of the Employment and Training Director with wide leeway allowed for the exercise of independent judgment when carrying out the duties of the position. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Assists the E&T Director with sub-contract oversight, budget monitoring, program monitoring and implementation to ensure supportive services, eligibility within funding guidelines, assistance with educational plans and job placements are delivered;
- Researches, keeps informed of and translates federal, state, and local employment and training regulations, labor trends and labor market information into day to day operations;
- Manages and coordinates youth development programs for Tompkins County youth providing educational support, training, and vocational and occupational preparation and training services for youth and young adults 14-24 years old;
- Oversees orientation, worksite reviews and youth placement for businesses and organizations employing JobLINK / SYEP youth;
- Maintains overall responsibility for the development of a comprehensive youth education, employment and training program in collaboration with local agencies, educational institutions, and private employers;
- Convenes team meetings, develops training, program tools, procedures, and standardized forms;
- Provides direct service and case management – evaluates and assesses customer skills, aptitude, qualifications, needs, and barriers to education and employment, and develops training and employment plans;
- Facilitates 1-1 sessions and group workshops in job readiness and life skill development including: communication, teamwork, customer service, workplace expectations, job search preparation, employee-employer relationships, coping skills, etc.;
- Provides direct supervision and training for staff;
- Assures all program, employer and customer records are in compliance with federal and state regulations governing the funding;
- Develops and maintains comprehensive records as needed in the electronic database (OSOS) utilized by the Workforce Development System;
- Prepares and collects data and creates reports for the Office of Employment and Training Director, Workforce Development Director and/or appropriate committees of the local Workforce Development Board regarding program statistics, performance and service delivery;
- Act as liaison with local educators, private industry and local, regional, state and federal agency representatives involved in career development, education and training;
- Makes periodic visits to contracted agencies and employment sites to evaluate progress, ensure compliance assist with program implementation, monitor job training outlines, and completes required record keeping;
- Attends regular meetings and job fairs with local businesses and agencies to assess labor trends, local vacancies and staff development opportunities;
- Actively participates in applicable business or employment related organizations;
- Coordinates with other partner agencies to ensure customers have access to available resources, services and positive placement outcomes;
- May administer vocational and achievement tests and assists customers and staff in formulating appropriate training or education plans;
- Secures and maintains a variety of instructional materials, supplies and equipment;

- Provides advisory and consultative services to contract agencies and customers concerning the development and implementation of education, skills and job training;
- Oversees the coordination and design of program publications and youth recruitment (i.e.; marketing materials, information dissemination, press releases, outreach, etc.).

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS REQUIRED:

- Working knowledge of administrative supervision;
- 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;
- Good knowledge of local community service organizations and their programs;
- Skill in the operation of a personal computer and associated software and hardware;
- Ability to evaluate employee performance and recommend corrective action to establish compliance;
- Ability to establish and maintain cooperative and effective working relationships with partner agencies within Workforce Development;
- Ability to organize work and carry out duties autonomously;
- Ability to write grants, develops, manages and amend contracts;
- 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;
- Creative thinking, tact, initiative, and good judgment;
- The employee's physical condition shall be commensurate with the demands of this position.

Originally created 1/06

W27

Complete Scope of the examination and Expanded subtest descriptions:

Ensuring effective inter/intra agency communications

These questions test for understanding of techniques for interacting effectively with individuals and agencies, to educate and inform them about topics of concern, to clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with the staff of one's own agency and/or that of other agencies in cooperative efforts of public outreach or service.

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.

Understanding and interpreting written material

These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions **only** on what is presented in the passages and **not** on what you may happen to know about the topic.

Administrative techniques and practices

These questions test for a knowledge of management techniques and practices used in directing or assisting in directing a program component or an organizational segment. Questions cover such areas as interpreting policies, making decisions based on the context of the position in the organization, coordinating programs or projects, communicating with employees or the public, planning employee training, and researching and evaluating areas of concern.

Supervision

These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

Test guide:

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 'General Guide to Written Tests' helpful in preparing for this test. This publication is available on line 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