

Jurisdiction: Oneida County
Jurisdictional Class: Competitive
Revised: 9/18/97

WORKFORCE DEVELOPMENT INTERVIEWER

DISTINGUISHING FEATURES OF THE CLASS: This position exists in the Workforce Development Office, and has responsibility to interview potential clients and determine eligibility for programs under the Job Training Partnership Act (JTPA). The incumbent also provides for client orientation and monitors client progress through the program. Work is performed under direct super-vision of the Director of Workforce Development II, with leeway allowed in carrying out the details of the work. Supervision is not normally a responsibility of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Interviews potential clients during the intake process to gather and evaluate information related to prior work experience, education, specific skills, etc.;

Determines eligibility for participation in Workforce Development activities;

Provides orientation for clients entering various JTPA programs, including the Summer Youth Employment and Training Program (SYETP);

Provides technical assistance to Workforce Development clients;

Reviews intake material to assure the proper implementation of Workforce Development client services;

Provides on-going counseling on an individual basis;

Participates in staff meetings and conferences designed to define client goals and problems, and to evaluate progress;

Formulates an Individual Services Strategy Plan with the eligible customer;

Tracks participants through the system, assigning appropriate programs and activities;

Provides referral services to participants by providing information to clients regarding other services sources, labor market information, job opportunities, and available training and vocational education;

Maintains appropriate records and reports, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Working knowledge of the techniques of interviewing and placement; working knowledge of the requirements for JTPA employment; ability to maintain and establish good relationships with applicants; ability to evaluate applicants in terms of eligibility; ability to compile data and prepare reports; ability to communicate effectively orally.

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MINIMUM QUALIFICATIONS: Either:

- (A) Completion of a minimum of sixty (60) semester credit hours from a regionally accredited or New York State registered college or university; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma **AND** two (2) years of interviewing and/or clerical experience; **OR**
- (C) Four (4) years of experience, as described in (B) above; **OR**
- (D) An equivalent combination of training and experience, as defined by the limits of (A) through (C) above.

NOTE: Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.

SPECIAL REQUIREMENT: Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner.