

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 8408200

Employment Services Representative, Grade 18	8408200
Associate Employment Services Representative, Grade 23	8408400

Brief Description of Class Series

Employment Services Representatives coordinate community and business relations programs to inform community groups and businesses of placement, counseling, and related services offered by the Department of Labor (DOL) and promote the use of such programs for the benefit of the community and businesses. They coordinate services provided to businesses in a designated region such as recruitment efforts, job fairs, on-the-job training grants, and tax incentives; collaborate with local workforce development boards, regional economic development councils, and educational institutions; and represent DOL at various public events and conduct presentations.

Distinguishing Characteristics

Employment Services Representative: full-performance level; assists in coordinating community and business relations programs.

Associate Employment Services Representative: first supervisory level; supervises staff engaged in community and business relations programs.

Illustrative Duties

Employment Services Representative: reporting to an Associate Employment Services Representative, identifies and develops strategic business relationships by conducting outreach or site visits to businesses in their local market and explaining DOL Business Services; maintains relationships with businesses; researches and seeks out new businesses to promote DOL services; connects businesses with job applicants from DOL talent pool; identifies qualified candidates and skill gaps; monitors business needs, produces job orders, and reviews matches and referrals from the DOL talent pool for appropriateness; administers On-The-Job Training (OJT) programs; confirms businesses for eligibility and develops job descriptions; develops detailed training plans; submits OJTs for approval to the appropriate administering authority; monitors all approved OJTs including performing multiple on-site visits to ensure delivery of

approved training programs; works with industrial organizations, human resources organizations, and chambers of commerce to support regional business services team to develop business service plans; plans, executes, and participates in large scale job fairs, and customized recruitments; handles all aspects of monthly virtual career fairs that includes scheduling meetings with participants, coordinating logistics, developing invitation lists, providing technical assistance, and reviewing feedback from participants for areas of improvement; and provides labor market information to businesses.

Associate Employment Services Representative: conducts community and business relations programs in a labor market area; oversees community or business relations programs; conducts surveys on the use and effectiveness of DOL programs in the designated region through questionnaires, visits to businesses, and review of local office records; determines the actual and potential use of DOL services by businesses by analyzing the placement, quality of screening, and use of related services; contacts business management representatives to inform them of available programs and services and to ascertain factors such as employment needs, personnel policies and practices, and need for labor market information; assists staff in establishing and conducting a comprehensive program for visiting businesses to determine needs, develop job orders, and promote maximum use of DOL facilities; collaborates with workforce development partners in a region to develop and implement comprehensive business services plans; coordinates business relations programs among local offices to ensure the successful integration of its services and any regional requirements ; consults with staff to devise means of providing current and useful labor market information and projections to area businesses; develops and adapts promotional approaches to business associations, and civic organizations on the role of DOL; and recommends plans for promoting the use of DOL programs.

Minimum Qualifications

Employment Services Representative

Promotion: one year of service as a Labor Services Representative.

Associate Employment Services Representative

Promotion: one year of service as an Employment Services Representative.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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