

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

Classification Standard

Occ. Code 2422100

Workforce Programs Specialist 1, Grade 18	2422100
Workforce Programs Specialist 2, Grade 23	2422400
Workforce Programs Manager 1, Grade 27	2423100
Workforce Programs Manager 2, M-3	2423200

Brief Description of Class Series

Positions in this title series develop, maintain, promote, and monitor workforce development and training programs, occupational safety and health training, employment related tax incentives, and related programs. Incumbents provide technical direction and oversight to various parties regarding workforce development funding programs, and may also operate and/or supervise the delivery of direct client employment services.

Distinguishing Characteristics

Workforce Programs Specialist 1: full performance level; monitors, evaluates, and provides technical assistance in developing and implementing workforce development and training contracts and the delivery of services to ensure conformance with federal and State laws, regulations, and procedures.

Workforce Programs Specialist 2: first-supervisory level; monitors compliance with grants and contracts; evaluates program results and formulates program and policy recommendations; supervises Workforce Programs Specialists 1 and other staff.

Workforce Programs Manager 1: supervises Workforce Programs Specialists 2; serves as a section head, bureau chief, or field office manager for a multi-county area, major metropolitan area, or statewide program.

Workforce Programs Manager 2: supervises Workforce Programs Managers 1; oversees the largest, most difficult and/or politically sensitive programs.

Illustrative Duties

Workforce Programs Specialist 1

Develops or revises requests for proposal (RFP) guidelines and reviews procedures; obtains and organizes contractual program performance and expenditure data from federal and State funding sources and prepares detailed analyses; assists in reviewing and evaluating RFPs for programmatic correctness for workforce employment and training programs.

Participates in analyzing federal and State legislation and federal regulations; identifies changes in program guidelines, eligibility factors, procedures, or regulations; and drafts technical advisories and bulletins on agency policies.

Responds to requests from workforce development and training program partners, contractors, employer/employee groups, community-based organizations, or other State agencies for program information and policy interpretations.

Advises program staff of proper administrative procedures, State and federal guidelines, and changes in workforce development and training eligibility rules and other program features.

Provides advice, assistance, and recommendations to contractors, municipal officials and administrators, community-based organizations, and other agencies; examines programs to identify and analyze problems and reports on inefficient practices at community-based organizations and contractor agencies; and assists in preparing formal recommendations to management regarding program administration.

Assists in developing and implementing workforce development and training programs, working with workforce development system partners and community-based organizations; gathers, organizes, prepares, and disseminates training related materials to attendees at regional meetings, conferences, and forums to advise the various participants of changes in procedure, eligibility, or requirements.

Workforce Programs Specialist 2

Supervises and trains Workforce Programs Specialists 1 and support staff.

Participates in developing, implementing, and managing performance and cost-reimbursement based contract documents.

Provides technical assistance and guidance to contract administrators and program operators receiving funding.

Prepares technical advisories, Commissioner letters, program policy releases, bulletins, and memos regarding employment and training, regulations, guidelines, and federal and State mandates.

Works with grant recipients and agency staff on changes in procedures or requirements.

Attends and serves on various advisory groups and task forces addressing the interpretation of procedural and policy issues related to workforce employment and training programs.

Develops operating procedures for grant and contract program implementation.

Reviews, monitors, and evaluates federal and State workforce employment and training programs to ensure compliance with applicable legislation, rules, regulations, and policies.

Works with systems staff to develop and implement databases to provide management reports and facilitate data collection.

Prepares recommendations for management regarding program administration.

Workforce Programs Manager 1

Supervises and oversees the daily operations and administrative functions of a section, bureau, field office, or program area.

Manages various State and federally funded workforce development and training, employment tax credit, and occupational safety and health programs.

Oversees the review, evaluation, and fiscal control of programs and contracts developed and administered by DOL.

Supervises staff engaged in the development, monitoring, and management of contracts, and RFPs.

Develops and administers control mechanisms to ensure that proper methods and procedures are followed and that all contracts and projects are developed in accordance with regulations.

Negotiates, monitors, and resolves difficult and sensitive problems connected with contracts.

Represents the agency on various boards; and serves as a primary point of contact with other State agencies, governmental entities, and community organizations.

Prepares correspondence, analyses, and reports in response to inquiries from management.

Workforce Programs Manager 2

Directs one large or multiple State and federally funded workforce development and training programs.

Directs and coordinates program and financial oversight of Workforce Innovation and Opportunity Act (WIOA) Title 1 funds.

Directs the development of the WIOA spending plan and the State budget request on behalf of Division.

Directs and coordinates the financial reporting for WIOA and other funding.

Coordinates Division efforts for all external audits.

Oversees service delivery and coordination with internal and external stakeholders.

Manages all units within assigned area by managing working activities, and reporting on staff activities.

Develops policies and procedures for new or revised workforce development and training programs; and advises agency managers on policy and budgeting guidelines.

Directs staff engaged in developing, monitoring and managing contracts, grants and RFPs; and sets priorities based on Division and agency guidelines.

Minimum Qualifications

Workforce Programs Specialist 1

Open-Competitive: a bachelor's degree and completion of a two-year traineeship; or a bachelor's degree and two years of professional experience, which involved assisting unemployed or under-employed individuals in obtaining and maintaining employment while performing one or more of the following activities: developing and implementing plans for proposals to deliver workforce development and training programs; evaluating, monitoring or administering workforce development and training programs; or managing contracts and budgets for workforce development and training programs.

Workforce Programs Specialist 2

Promotion: one year of service as a Workforce Programs Specialist 1.

Workforce Programs Manager 1

Promotion: one year of service as a Workforce Programs Specialist 2.

Workforce Programs Manager 2

Promotion: one year of service as a Workforce Programs Manager 1.

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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