

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

Classification Standard

Occ. Code 8407110

Labor Services Representative, Grade 16	8407110
Supervising Labor Services Representative, Grade 20	8407300

Brief Description of Class Series

Labor Services Representatives (LSRs) provide employment services to job seekers and businesses, and provide information and services to Department of Labor (DOL) customers related to Unemployment Insurance (UI) benefits pursuant to State and federal laws and regulations and program availability or provide information related to the Unemployment Insurance appeals process. LSRs engage in frequent oral and written communications with customers, businesses, unions, and government officials. These communications may occur in person, through telephone, email, live chat, and videoconferencing. LSRs operate with a high degree of independence and refer to State and federal Labor laws, regulations, policies, manuals and procedures to perform their job duties. LSRs are classified only at the Department of Labor.

Distinguishing Characteristics

Labor Services Representative: entry level; elicits information from customers to direct them to appropriate services; performs a broad range of employment/reemployment services; and determines eligibility and processes UI claims or hearing requests.

Supervising Labor Services Representative: typically supervises Labor Services Representatives and other staff; provides training to lower-level staff; interprets and conveys information regarding legal decisions and interpretations of UI Law, employment and training legislation, and related policies and programs.

Supervising LSRs are classified in accordance with the following staffing pattern:

Total Labor Service Unit Staff Including Supervising Positions	Authorized Number of Supervising Positions
4- 7	1
8 -15	2
16 - 23	3
24 - 31	4
32 - 39	5
40 - 47	6
48 - 55	7
56 - 63	8
64 - 71	9
72 +	10

Supervising LSR positions may be classified for non-supervisory assignments that require a level of skill or technical expertise not normally expected of an LSR. Positions classified on this basis are characterized by an extraordinary degree of independence and programmatic responsibility.

Related Classes

Employment Counselors provide vocational counseling and career development information and training in basic job search skills to individuals looking for employment; assess transferable skills; assist in vocational planning; make referrals to job training programs; counsel individuals and groups with barriers to employment and provide follow- up services as needed; and promote services to the community and other interested parties.

Employment Services Representatives conduct community and business relations programs to provide information about job placement, counseling, and related services offered by the Department of Labor; work with businesses in job development and creation activities; and provide information regarding various business incentives, such as on-the-job training, tax incentive programs, and grant funding.

Unemployment Insurance Reviewing Examiners apply UI Law, administrative rulings and precedent decisions to make determinations on worker status and employee coverage under the law, in relation to employer UI contribution liability, experience rating, and UI benefit claims.

Illustrative Duties

Labor Services Representative

DIVISION OF EMPLOYMENT AND WORKFORCE SOLUTIONS (DEWS)

When assigned to DEWS, LSRs provide a broad range of services to job seekers and businesses both on an individual basis and through group presentations and/or events. LSRs assist customers by welcoming, assessing and triaging customer needs both in person and by phone. LSR's provide career center information; reschedule appointments; and input all case and customer service notes in the case management system. In providing services to job seekers related to employment, reemployment, training or labor market, LSRs:

- Interview customers to evaluate the nature of services desired, obtaining a complete work history, including job experience, education, skills, salary ranges, and job preferences.
- Identify and assess any barriers to employment such as physical disabilities, education or training needs, childcare or transportation issues, and develop solutions to these barriers.
- Explain all resources and services provided by DOL such as: resume preparation, skills assessment, career planning, labor market information, prevailing wage information and various websites including the New York State Job Bank.
- Provide basic instruction to job seekers on use of materials and equipment and assist with resume development and providing labor market information.
- Match customers training, work experience, skill sets, and employment preferences with businesses' job order requirements using an internet-based job bank system.
- Follow up with businesses to determine the status of job referrals.
- Provide career guidance, job search assistance, resume development, and technical assistance to customers using the Department's website and other virtual applications.
- Assist businesses and customers using virtual services, such as email, live chat, and video conferencing.
- Schedule customer appointments in the case management system and

enter descriptive information about the customer including, but not limited to: barriers to employment, eligibility information, work history, demographic information, education, employment goals, job matches and referrals, and reports of new employment.

- Conduct periodic eligibility reviews to determine UI customers' work search activities and continued eligibility for benefits.
- Meet with customers who have received 13 weeks of UI benefits to inform them of revised conditions for work search and employment acceptance criteria in accordance with the law.
- Meet with customers identified as likely to exhaust UI benefits to provide reemployment and dislocated worker services.

When providing services to businesses, LSRs:

- Conduct field visits to businesses to develop job orders and explain services provided by DOL.
- Provide technical assistance to specific businesses, business groups, and/or job seekers at recruitments or job fairs.
- Screen customers and coordinate employment interviews for mass recruitments related to business-specific hiring programs.
- Review job orders for completeness and compliance with the Equal Employment Opportunity Act and other regulations.
- Use the job bank system to communicate with businesses regarding job orders, match job seekers to job orders, and develop job openings.

UNEMPLOYMENT INSURANCE DIVISION (UI)

When assigned to the Unemployment Insurance Division, LSRs examine claims issues, adjudicate those issues, and render determinations where there is a question of eligibility for UI benefits. In determining whether disqualifying conditions exist, LSRs within UI:

- Review UI claims to determine which issues must be resolved.
- Examine business or claimant statements or other supporting documentation to evaluate accuracy and credibility.
- Interview the claimant, business, or other parties to gather facts and verify

information related to a claim.

- Analyze and apply pertinent law, rules, regulations, and precedents to adjudicate claims.
- Issue written determinations to parties regarding eligibility for benefits.
- Process claims in accordance with established quality standards and timelines.
- Identify cases where possible UI fraud is suspected, and where appropriate, refer for further investigation.
- Using the computerized system, complete and enter the data required for claims to be paid, suspended, or denied.
- Make determinations regarding overpayments and penalties.
- Assemble, review, and evaluate case materials for contested determinations, and issue redeterminations.
- Prepare and process documents and materials for hearings before the UI Appeal Board.
- Answer questions about unemployment insurance claims, hearings, and appeals.
- May testify at hearings conducted by the UI Appeal Board.
- May supervise clerical staff or perform benefit claims functions such as intake activities as required by workflow demands.

UNEMPLOYMENT INSURANCE APPEAL BOARD (UIAB)

When assigned to the Unemployment Insurance Appeal Board (UIAB), LSRs provide administrative support for Unemployment Insurance Referees for Unemployment Insurance hearings and appeals at the lower and higher authority of the UIAB, pursuant to State and federal Laws and regulations. LSRs within UIAB:

- Supervise clerical and administrative support staff in a UIAB satellite office or one or more units in a regional office.

- Perform and/or supervise clerical staff in the intake and preparation of judicial documents and calendars including adjournments and ensure adherence to Appeal Board rules and regulations.
- Prepare, review, and process documents for hearings and appeals for higher and lower authority cases.
- Answer customer questions related to the hearing/appeal process.
- Analyze statistical reports regarding United State Department of Labor timeline markers and internal UIAB processes.
- Review hearing and appeal case files received from the UI Division to determine accuracy prior to scheduling a hearing or assigning the case to a Higher Authority Appeal Review Unemployment Insurance Referee.
- Review incoming correspondence from claimants, businesses, attorneys and representatives regarding hearing or appeal related requests, and take necessary action following office policy.

Supervising Labor Services Representative

Supervise a team of professional and clerical staff to ensure the delivery of services to customers; may act as a manager of a small office.

Provide or arrange for training on a regular basis to update staff regarding changes in laws, rules, or procedures.

Analyze and review statistical data from computer generated reports, or agency records.

Resolve specific complaints from claimants, job seekers and businesses regarding services or programs.

Research and prepare replies in response to customer, business, or official government inquiries and/or complaints.

Disseminate information concerning DOL's programs and activities through speaking engagements.

Represent DOL in local schools and provide occupational information to help students formulate vocational plans.

Meet with businesses, unions, and community representatives regarding layoffs,

work stoppages, and hiring needs.

Testify at UI hearings and appeals concerning contested UI claims.

May be assigned to region or department-wide projects or other initiatives.

Establish and maintain ongoing working relationships with various government agencies, or non-governmental organizations, boards or authorities to assist customers in obtaining training, finding employment, providing benefits information, and obtaining employment services.

May perform intake activities as required by workflow demands.

Minimum Qualifications

Labor Services Representative

Open Competitive: bachelor's degree and completion of a two-year traineeship.

Transition: Department of Labor employee and one year of service in a title allocated to Grade 9 or higher.

Supervising Labor Services Representative

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

Attachment

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 of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

Date: 03/2022

LEM

Parenthetic Attachment

Positions of Labor Services Representative may be classified with the following parenthetics:

Labor Services Representative (Local Veterans' Employment Representative): provides information to veterans about available services and programs in governmental departments and agencies and elicits information from customers to obtain employment for veterans and eligible persons as defined by federal Law. These positions work with businesses, gather job openings, match job openings, connect veterans to opportunities and advocate on behalf of veteran customers.

Labor Services Representative (Disabled Veterans Outreach): identifies and provides job placement services and information to disabled veterans and other eligible individuals as defined by federal law; provides outreach services to community and veterans organizations.

Minimum Qualifications

Labor Services Representative (Local Veterans' Employment Representative)

Open Competitive: bachelor's degree and completion of a two-year traineeship, and must meet one of the following criteria for Veteran of the U.S. Armed Forces:

1. Served on active duty for over 180 days for purposes other than training and an honorable discharge or under conditions in the NYS Restoration of Honor Act. A copy of your DD-214 and/or a NYS Restoration of Honor Act letter will be required at the time of interview; or
2. Was discharged from active duty because of a service-connected disability; or
3. Was a member of a reserve component in the U.S. Armed Services under an order to active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and an honorable discharge or under conditions in the NYS Restoration of Honor Act; or
4. Was discharged by reason of a sole survivorship discharge.

Transition: Current Department of Labor employee, one year of service in a title allocated to Grade 9 or higher and must meet criteria listed above for Veteran of the U.S. Armed Forces.

Labor Services Representative (Disabled Veterans' Outreach)

Non-Competitive: bachelor's degree and must meet one of the following criteria for Veteran of the U.S. Armed Forces; or one year of experience* and completion of two-year traineeship and meet one of the following criteria for Veteran of the U.S. Armed Forces:

1. Served on active duty for over 180 days for purposes other than training and an honorable discharge or under conditions in the NYS Restoration of Honor Act. A copy of your DD-214 and/or a NYS Restoration of Honor Act letter will be required at the time of interview; or
2. Was discharged from active duty because of a service-connected disability; or
3. Was a member of a reserve component in the U.S. Armed Services under an order to active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and an honorable discharge or under conditions in the NYS Restoration of Honor Act; or
4. Was discharged by reason of a sole survivorship discharge.

*Experience must include providing employment, reemployment, training and labor market services to job seekers, employers, unions, and other interested parties. These activities must include one of the following areas: conducting interviews to evaluate the nature of services desired, obtaining employment histories, identifying barriers to employment and developing solutions to such barriers, providing information about workforce development and training programs and related grants, or reviewing and evaluating workforce development and training services' applications.