

New York State Department of Civil Service

DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 8420200

Employment Services Manager 1, M-1	8420200
Employment Services Manager 2, M-2	8420300
Employment Services Manager 3, M-3	8420400
Employment Services Manager 4, M-4	8420500

Brief Description of Class Series

Employment Services Managers administer and oversee operations of One-Stop Career Centers (centers), which serve individuals and employers seeking employment services such as career counseling, job search, recruitment, training, and other supportive services. Incumbents work collaboratively with other State agencies, local governments, community-based and non-profit entities located at the centers in providing integrated employment and related services.

These positions are only classified at the Department of Labor (DOL).

Distinguishing Characteristics

Employment Services Managers at various levels perform similar duties and responsibilities. The breadth and depth of the services provided at a center dictate the highest level classified at a site or for a group of sites. Factors that determine the level include the number of on- and off-site State employees supervised, number of centers overseen, whether DOL or another entity operates the center, number of service providers at the center, range and mix of services provided, the number and diversity of clients (e.g., disabled, dislocated workers, youth, veterans, migrants), size of geographic area overseen, and membership on Local Workforce Investment Boards and related committees. The classification level of these positions is derived from the combination and degree of significance of the above factors.

Employment Services Managers may be classified in the main office to help manage the operations of One-Stop Centers throughout the State.

Employment Services Manager 1: oversees the operation and provision of all services at one or more small centers, or coordinates DOL specific services for such centers; supervises up to 50 State employees, including multiple second-level supervisors of professional, and administrative support positions.

Employment Services Manager 2: oversees the operation and provision of all services in one or more medium or large centers, or coordinates DOL specific services for such sites; supervises up to 75 State employees, including multiple second-level supervisors of professional, and administrative support positions.

Employment Services Manager 3: oversees the operation and provision of all services at one or more of the largest centers or coordinates DOL specific services at such sites in the New York City metropolitan area; or directs a large regional network of such centers; supervises up to 125 State employees, including multiple second level supervisors of professional, and administrative support positions.

Employment Services Manager 4: oversees the operation and provision of all services at all career centers statewide; supervises over 125 State employees including multiple second-level supervisors.

Illustrative Duties

Plans, organizes, coordinates, and evaluates center operations and services to the public.

Establishes center goals, policies, and procedures based on Department objectives, rules, regulations, and policies.

Collaborates with State and municipal government, community, and non-profit partners to ensure that programs are delivered in a coordinated manner.

Represents the Department on Local Workforce Investment Boards, Regional Business Services Teams, and at various community events.

Provides information to employers, customers, community groups, educational providers, and labor and employer organizations on new and existing programs and policies.

Ensures provision of current labor market information to employers on the condition of present and future workforce needs.

Develops and implements intensive employer outreach programs to promote the use of DOL programs and services.

Oversees the provision of staff and technical assistance to program operators such as local social services districts, community-based agencies, and Workforce Development Boards.

Assists employers with mass recruitments, applicant screenings, and incentives.

Arranges technical assistance for employers on various human resources issues such as selection and retention of workers, personnel procedures, equal opportunity, and employee safety and health.

Applies and interprets agency policies, procedures, guidelines, and performance standards, in conformance with federal and State laws, rules, and regulations to ensure consistency in operations and optimal service to customers, employers and the community.

Periodically audits center operations to ensure that performance benchmarks are achieved; identifies deficiencies and implements corrective action.

Collaborates with unemployment insurance management to coordinate local response to emergencies such as mass layoffs, strikes, and natural disasters; ensures that access is provided to Workforce Development System service providers and that job training and work search activities are commenced.

Meets periodically with program directors to discuss operations, existing or new programs and procedures, and employee performance and productivity.

Prepares reports and makes recommendations on center operations.

Oversees the investigation and resolution of complaints from customers, employers, unions, and others. Directly handles the disposition of the more difficult and sensitive complaints.

Carries out personnel policies and procedures mandated by Civil Service Law and Rules, DOL policies and negotiated labor agreements relating to hiring, promotion, evaluation, grievance, discipline and labor-management relations, with assistance from the Personnel Bureau and the Employee Relations Office.

Keeps staff informed of new or revised laws, programs, policies, procedures, rules, regulations, and precedent-setting decisions.

Works with supervisors to identify areas in which staff lacks requisite skills and knowledge and determines the type and extent of training required.

Directs the maintenance of career center and equipment; and, consults with main office staff to resolve problems, as necessary.

Investigates and remedies complaints regarding lighting, plumbing, equipment, telephones, and cleaning services.

Meets with landlord to negotiate remedy of conditions that violate building lease, or maintenance of premises; monitors office security and safety.

Directs staff who maintain inventory, supplies, files, furniture, equipment, shipments to archives and destruction of records.

Develops and administers budgets for the assigned center(s).

Reviews legislation to determine impact on center operations. Recommends changes in laws, policies and procedures to management to improve center operation and delivery of services to clients.

Minimum Qualifications

Employment Services Manager 1

Promotion: one year of service as an Associate Employment Services Representative, Auditor 2 (Employment & Training), Occupational Analyst, Senior Employment Consultant (Testing), Senior Employment Counselor, Supervisor Labor Services Representative, or Workforce Programs Specialist 2.

Employment Services Manager 2

Promotion: one year of service as an Employment Services Manager 1.

Employment Services Manager 3

Promotion: one year of service as an Employment Services Manager 2 or two years of service as an Employment Services Manager 1.

Employment Services Manager 4

Promotion: one year of service as an Employment Services Manager 3, or two years of service as an Employment Services Manager 2.

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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