

## EMPLOYMENT COUNSELOR

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for assisting individuals with job placement problems to secure employment by means of counseling, job search assistance, referrals, and occupational skill training. In addition, an incumbent of this class is responsible for on-going case management of individuals while enrolled in a program and follow-up services for up to one year following termination in the program. Considerable independent judgment is exercised in the evaluation of the individual's employability, previously acquired skills and training and in making recommendations for additional training, counseling or referral to other community agencies when needed. Supervision may be exercised over support clerical staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Interviews clients to determine their eligibility for program participation, employability, counseling and case management needs and assists them in making a suitable career choice;

Provides special assistance to those determined eligible in realizing their highest occupational potential;

Refers clients to appropriate training courses to improve job skills;

Conducts job seeking, resume writing and other related workshops;

Refers clients to other community resources when such need is indicated;

Conducts follow-up to determine suitability of training referrals and placements and the extent of vocational adjustments;

Cooperates with representatives of educational, governmental and community agencies on various levels to provide information and to aid in the promotion of joint efforts in the referral, counseling and job adjustments of clients;

Works with employers to promote affirmative action and understanding of the vocational needs of special applicant groups, such as women, youths, minorities, etc.;

Participates in developing additional job opportunities in the public and private sector;

Provides career counseling and case management service to individuals enrolled in training;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of occupational conditions, trends and job development; good knowledge of available community resources for employment and human services; good knowledge of the methods and techniques of interviewing and counseling for the purpose of determining job applicant skills and realistic occupational choice; familiarity with the rules, regulations and procedures for eligibility of applicants in employment and training programs; skill in interviewing and counseling people from various socio-economic and ethnic groups; skill in the instruction of resume writing; ability to make realistic assessment of the employment capabilities of socially disadvantaged people and make appropriate referrals to increase their employability; ability to administer and interpret evaluative tests; ability to conduct workshops for the improvement of employability such as resume writing; ability to effectively use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; assertiveness training, skills training, job seeking skills, etc.; ability to express oneself clearly both orally and in writing; ability to read, write, speak, understand and communicate sufficiently in English to perform the essential functions of the position; good judgment; initiative; resourcefulness; patience; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either (a) an Associate's degree\* (satisfactory completion of 60 credits)\* and four years of experience in public or business administration, personnel or human resources, one year of which the primary function of the position was personnel interviewing, employment counseling, recruitment, placement, job development, manpower planning or training; or (b) a Bachelor's Degree\* and two years of experience as stated in (a) including one year of the specialized experience; or (c) a Master's Degree\* in Business or Public Administration, Manpower Planning, Human Development, Psychology, Human Resources, or Personnel Administration and one year of the specialized experience as stated in (a).

SUBSTITUTION: Satisfactory completion of an additional 30 credits may be substituted on a year for year basis for up to two years of the general experience. There is no substitution for the one year of specialized experience.

SPECIAL REQUIREMENT: Depending on the requirement of specific positions, candidates may be required to possess a current, valid license to operate a motor vehicle in the State of New York.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

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Job Class Code: C0458  
Job Group: IX