

**POSITION DESCRIPTION**

Approved By: Executive Director

**Job Title:**  
Workforce Specialist

**Team:**  
Adult and Dislocated Worker Workforce Services

**Reports To:**  
Adult and Dislocated Worker Workforce  
Services Director

**FLSA:**  
Hourly, Non-exempt, Part-Time not to exceed 20  
hours per week

**Recent Review Date:** February 22, 2024    **Future Review Date:** February 22, 2025

**Job Location:** Onondaga Community College (OCC) 4585 West Seneca Turnpike, Syracuse,  
New York 13215

**Hiring Range Based on Education and Experience:** \$23.35 to \$26.10 per hour

**AGENCY SUMMARY:**

CNY Works is a not for profit (501(c)(3)) corporation and serves as the Onondaga County Workforce Development Board. CNY Works has been designated by local government (City of Syracuse and Onondaga County) to administer the workforce development funds targeted for the CNY area. CNY Works functions as the apolitical convener of business, economic development, and community agendas to define workforce system goals, garner resources and support growth and development of the local and regional economy.

**CAREER CENTER SUMMARY:**

The CNY Works Career Center is the heart of the One-Stop Delivery System in Onondaga County and provides comprehensive career services to job seekers, specifically youth, adult, and dislocated worker populations. The Career Center delivers high-quality career services, education and training, and comprehensive supportive services to the local community which are tailored to meet the needs of the local and regional economies. Services include individual and team case management, Resource Center access and support, workshops and other partner and community-based services aimed at developing job seekers’ skills for employment success.

**POSITION OVERVIEW:**

The Workforce Specialist is a member of the CNY Works Career Center’s cross-functional team that educates and trains members of the Onondaga Community College (OCC) enrollment team on resources available through the public workforce system. The Workforce Specialist’s primary role is to function as the key service conduit for OCC staff and students eligible for CNY Works Career Center services and CNY Works. The Workforce Specialist recommends the most appropriate career service strategy for each student. Given job opportunities within the local and regional economies, knowledge of local in demand occupations, and familiarity with grant funding and supportive services available through the CNY Works Career Center, provides recommendations to OCC staff and enrollment team for their student caseload. Delivers follow-up services, tracks, and analyzes data on an individual, caseload, and agency wide basis.

**POSITION ESSENTIAL FUNCTIONS:**

- Trains members of the OCC enrollment team on intake process and eligibility criteria of OCC students for WIOA funding and to receive services under the various programs

administered through the New York State (NYS) One-Stop Career Center System, including co-enrollment among programs.

- Has a working knowledge of resources available through the public workforce system to support OCC students' educational attainment and preparation for career entry or advancement.
- Facilitates registering eligible students with the CNY Works Career Center.
- Serves as the conduit between the CNY Works Career Center and OCC for final verification through secured access to CNY Works Career Center's databases and NYSDOL platforms (AOSOS) to support monitoring and service coordination.
- Conducts or participates in recruitment and community outreach events (e.g., Local Hire Events, Job Fairs, Training Fairs, Resource Fairs, Introductory/Orientation sessions, etc.) to increase OCC enrollments.
- Provides case management recommendations to OCC staff and makes referrals to training and community partners and other service providers when appropriate.
- Collaborates with OCC staff to develop a strategic implementation plan that will institutionalize the referral process for all incoming OCC students.
- Develops best practices that can serve as a model for other One-Stop System partners and organizations seeking to refer and connect individuals to resources and services available.
- Demonstrates a basic working knowledge of Federal, State, and Local Employment and Training laws, rules, and regulations, specifically One-Stop Career Center programs and functions and referral processes. Programs include but are not limited to WIOA Adult, Dislocated Worker and Youth, Trade Adjustment Assistance (TAA), Temporary Assistance for Needy Families (TANF), Wagner-Peyser, Ticket to Work, NYSDOL 599, ITAs, Disability Resources including Ticket to Work and SION, QUEST and other relevant programs, including those of defined WIOA Memorandum of Understanding (MOU) System Partners.
- Provides local and regional workforce information including education, training, and community services and labor market employment and trends, career pathways and in-demand occupations. Promotes targeted sector job opportunities and referrals.
- Recognizes the value of skill development by providing OCC staff and enrollment team guidance on appropriate education and training programs including basic skills, computer skills, apprenticeships, internships and work experience, and Individual Training Accounts (ITAs).
- Monitors customers enrolled in funded training programs and corresponds same to OCC staff and enrollment team. Conducts monthly follow-up and monitoring of customers' academic progress in accordance with the "Monthly Monitoring Procedures for ITA Enrollments" policy. Documents program-related expenditures and exit outcomes. Ensures accurate documentation in customers' NYSOSOS records via case notes.
- Performs special projects and other duties as assigned.

**ACCOUNTABILITIES:**

Meets position essential functions for quality and productivity. Adheres to agency policies and procedures. Satisfactorily performs activities supporting OCC staff and students and CNY Works.

**QUALIFICATION STANDARDS:**

Bachelor's degree in human or social services or related field with two to three years of experience  
OR an Associate (Arts, Science, or Applied Science) degree with five to ten years of experience  
OR an equivalent combination of relevant education and experience in working in career or

workforce development will be considered. Strong demonstrated understanding of community organizations and related services highly desirable.

*Attention to detail and impeccable organizational skills are critical attributes, including a high level of written and oral communication skills.*

- Proficiency using MS Word and Excel
- Ability to establish and maintain effective working relationships with coworkers, customers, and private and governmental agency representatives.
- Ability to express oneself effectively, both verbally and in writing.
- Ability to understand verbal and written instructions/directions.
- Ability to organize and prioritize work.
- Ability to complete detailed tasks with a high level of accuracy.
- Ability to work independently and as part of a team.
- Ability to perform multiple tasks simultaneously.
- Ability to receive and convey detailed instructions to customers.
- Ability to research and analyze detailed information accurately.
- Ability and desire to understand the overall functions of the organization and apply this understanding to work performed.
- Ability to interact with customers and staff in a positive, cooperative, and supportive manner.
- Ability to work extra hours as job duties demand.
- Ability to sit for prolonged period at a desk.
- Ability to lift 15 to 20 pounds, occasionally.
- Understands that the One-Stop Career Center is a team environment and that a Career/Workforce Advisor may be asked to perform multiple tasks or roles based on customer needs and demands.
- Must have valid driver's license and own transportation.

**This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position.**

**Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.**

**This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.**