

**STATE OF OHIO (DAS)**CLASSIFICATION  
SPECIFICATION**CLASSIFICATION SERIES:**

Employment Services Support

**SERIES NO.:**

6422

**MAJOR AGENCIES:**

Job &amp; Family Services

**EFFECTIVE DATE:**

04/22/2012

**SERIES PURPOSE:**

The purpose of the employment services support occupation is to support the employment services programs & activities provided through Ohio Department of Job & Family Services.

At the lower level, incumbents coordinate & monitor manpower training & employment program operations. At the highest level, incumbents administer assigned section with responsibility for multiple statewide components of employment services program or in Office of Workforce Development, administer statewide component of employment & training programs.

Glossary: The following term will be used throughout the classification specification and is to be interpreted as follows:

Designated Field Office: A full service office, customer service center, or a one stop delivery center.

Note: The series is designed exclusively for Job & Family Services.

**JOB TITLE**

Employment Services Coordinator

**JOB CODE**

64224

**PAY GRADE**

31

**EFFECTIVE**

03/07/2004

**CLASS CONCEPT:**

The advanced level class works under direction & requires thorough knowledge of employment services & employment & training programs in order to provide technical assistance & information to all local offices & customer service centers & related personnel in specific program areas &/or to establish, coordinate & maintain local job service employer committees to market employment services with business & industry employers & to promote employer relations & job development or to review & analyze applications for alien labor certification.

**JOB TITLE**

Employment Support Administrator 1

**JOB CODE**

64225

**PAY GRADE**

12

**EFFECTIVE**

02/28/2010

**CLASS CONCEPT:**

The first administrative level class works under direction & requires thorough knowledge of management science, employment services & employment & training programs in order to evaluate & monitor employment service programs & functions in designated field offices & to supervise assigned staff in delivery of program services &/or program support services.

**JOB TITLE**

Employment Support Administrator 2

**JOB CODE**

64226

**PAY GRADE**

13

**EFFECTIVE**

02/28/2010

**CLASS CONCEPT:**

The second administrative level class works under direction & requires thorough knowledge of management science, employment services & employment & training programs in order to administer assigned section (e.g., technical services; assessment services; employer services; placement services; special programs) with responsibility for multiple statewide components of employment services program affecting all designated field offices & supervise assigned staff (i.e., must supervise at least one Employment Support Administrator 1, 64225 or like exempt classification compensated at Pay Range 12); or in Office of Workforce Development, to administer statewide component (e.g., quality assurance; rapid response; technical assistance & policy) of employment & training program & supervise assigned staff (e.g., employment services manpower representative; employment services coordinator).

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Employment Services Coordinator	64224	09	03/07/2004	31

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Provides technical assistance & information to all local offices & customer service centers & related personnel in specific program areas (e.g., testing, counseling, placement, JTPA), or establishes, coordinates & maintains local job service employer committees (i.e., JSEC) in assigned area to market services of Ohio Department of Job & Family Services (e.g., makes direct contact & meets with business & industry employers to explain JSEC & to solicit their participation & support in job development; assures adherence to all ODJFS policies & procedures relative to possible restrictive &/or discriminatory activities; works with local office or customer service manager, employers & various civic organizations in maintaining committees; coordinates JSEC activities with ODJFS central office), interprets employment services & federal policies, procedures & regulations & assists program staff to develop & maintain appropriate reporting procedures to conform with federal & state requirements, or reviews & analyzes employers applications for alien labor certification & provides technical assistance to employer & attorneys request concerning certification.

Serves as ODJFS representative & speaks at public meetings to promote & explain all ODJFS services to private industry council, local economic development groups, civic groups & chambers of commerce; plans & organizes workshops/seminars for employers to keep them informed of job related legislative issues & work related topics; provides technical assistance & support to local employment services staff assigned to employer relations & job development activities; coordinates program activities with customer service centers, local & state offices & federal & community agencies.

Monitors, reviews & evaluates program operation & effectiveness & insures adherence to program objectives, goals & guidelines; analyzes problem areas & recommends corrective action.

Utilizes computer to enter, retrieve & maintain data for program areas; gathers & analyzes research data for program areas; assists in developing & implementing new & revised procedures; conducts special surveys & studies; prepares correspondence, reports, bulletins, manuals & handbooks on program activities; assists in developing program budget.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of public relations; state & federal regulations governing implemented training &/or employment programs; available human resources training & development programs; labor market data & employment trends. Skill in operation of computer terminal &/or personal computer. Ability to define problems, collect data, establish facts & draw valid conclusions; prepare meaningful, concise & accurate reports; gather collate & classify information about data, people or things; develop good rapport with employers & program operators.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

18 mos. trg. or 18 mos. exp. in state & federal regulations governing implemented training &/or employment programs; 18 mos. trg. or 18 mos. exp. in public relations; 18 mos. trg. or 18 mos. exp. in human resources training & development programs; 6 mos. trg. or 6 mos. exp. in labor market data & employment trends; 3 mos. trg. or 3 mos. exp. in manpower planning; 3 mos. trg. or 3 mos. exp. in operation of computer terminal &/or personal computer.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Travel required as needed; may be required to provide proof of automobile insurance.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Employment Support Administrator 1	64225	EX	02/28/2010	12

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Assists designated field offices in operation of training & employment services programs, supervises assigned staff (i.e., employment services personnel involved in delivery of various employment & training services under revenue sharing contracts with county & municipal governments & field representatives in development of on-job training to meet needs of employers & unemployed), conducts internal investigations of violations of bureau, state &/or federal policy &/or regulations pertaining to implemented employment programs &/or training & recommends action to be taken as result of investigation.

Assists in research, data collection & analysis of manpower needs, population characteristics, labor market trends, unemployment statistics & general demographic information relative to proposed revenue sharing projects; assists in planning, developing, operating & controlling manpower services.

Recommends training needs & assists in conducting training; trains assigned staff in such specialized areas as grant & proposal preparation, cost/pricing budget preparation, invoicing, data collection & interpretation of management information process.

Reviews performance, budgets, time & cost factors regarding contract compliance; assists in preparing categorical proposals, grant application & budgets for services to special target group of applicants.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of supervisory principles/techniques\*; public or business administration: management science; state & federal laws & regulations governing implemented employment services &/or training programs; human resources training & development; labor market data & employment trends; demography; budgeting\*. Ability to interpret extensive variety of technical material pertaining to employment & training services operation; define problems, collect data, establish facts & draw valid conclusions; use proper research methods in gathering data; develop complex reports. Demonstrated competence in the following: acting with integrity, adapting for impact, building productive relationships, continuously improving quality, developing self, focusing on customers, valuing cultural diversity, developing staff & others, fostering team development, directing & measuring work, informing, making effective decisions, managing priorities, managing change, navigating organizational politics, cultivating vision & purpose, & thinking strategically.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core program in business or public administration: management science to include coursework in human resource training & development; 6 mos. trg. or 6 mos. exp. in state & federal laws & regulations governing implemented employment services & manpower programs; 1 course or 3 mos. exp. in demography.

-Or 24 mos. trg. or 24 mos. exp. in providing &/or working with federally mandated employment services or training programs for employers, clients or program operators; 1 course or 3 mos. exp. in demography.

-Or 6 mos. exp. as Employment Services Manpower Representative, 64223.

-Or 6 mos. exp. as Employment Services Coordinator, 64224.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Not applicable.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Employment Support Administrator 2	64226	EX	02/28/2010	13

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

In employment services, administers assigned section (e.g., technical services; assessment services; employer services; placement services; special programs) with responsibility for multiple statewide components of employment services program affecting all designated field offices & supervises assigned staff (i.e., must supervise at least one Employment Support Administrator 1, 64225 or like exempt classification compensated at Pay Range 12), or in Office of Workforce Development, administers statewide component (e.g., quality assurance; rapid response; technical assistance & policy) of employment & training program & supervises assigned staff (e.g., employment services manpower representative; employment services coordinator).

Plans, develops & evaluates program & program activities; monitors program effectiveness & efficiency & corrects program irregularities or inadequacies; oversees development of training & training material; interprets state & federal laws & regulations & formulates program procedures.

Prepares program budget & plan of service for program.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of supervisory principles/techniques; public or business administration: management science; state & federal laws & regulations governing implemented employment services &/or manpower programs; human resources training & development; labor market data & employment trends; demography; budgeting. Ability to interpret extensive variety of technical material pertaining to manpower services operation; define problems, collect data, establish facts & draw valid conclusions; use proper research methods in gathering data; develop complex reports. Demonstrated competence in the following: acting with integrity, adapting for impact, building productive relationships, continuously improving quality, developing self, focusing on customers, valuing cultural diversity, developing staff & others, fostering team development, directing & measuring work, informing, making effective decisions, managing priorities, managing change, navigating organizational politics, cultivating vision & purpose, & thinking strategically.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core program in business or public administration: management science to include coursework in human resource training & development; 12 mos. trg. or 12 mos. exp. in state & federal laws & regulations governing implemented employment services & training programs; 6 mos. trg. or 6 mos. exp. in supervisory principles/techniques; 1 course or 3 mos. exp. in demography; 1 course or 3 mos. exp. in budgeting.

-Or 6 mos. exp. as Employment Administrator 1, 64225.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Not applicable.