

**CLASS TITLE: EMPLOYMENT AND TRAINING ADMINISTRATOR**

**Class Code: 02649400**

**Pay Grade: 35A**

**EO: B**

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To be responsible for the administrative oversight of a major work unit or a combination of smaller units within the Department of Labor and Training; with special emphasis on the implementation of strategies for the delivery of customer service; the coordination of related training programs for employees; and the promotion of new or changed customer services to the user populations; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the direct supervision of an Associate Director or an Assistant Director with considerable latitude to exercise initiative and independent judgement; work is subject to review through meetings and reports to ensure conformance to directives, rules, laws and the compliance to the mission of the unit(s).

**SUPERVISION EXERCISED:** Plans, organizes and coordinates the work of professional, technical and clerical staff as required by particular programs.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To provide specific supervision to personnel engaged in customer service functions at the Department of Labor and Training.

To develop and maintain a comprehensive program plan providing desired results for a work unit or units within the Department of Labor and Training.

To oversee the implementation of customer service programs and to make changes or adjustments in those programs as warranted for compliance to the mission unit(s).

To oversee proper training for staff in customer service delivery and promotion.

To assist in the development of customer service promotions and subsequent introduction to appropriate user population.

To insure that unit(s)' staff complies with procedures, policies and regulations as they relate to programs administered through Federal and State statutes and other programs and services provided by the Department of Employment and Training.

To do related work as required.

**REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A thorough knowledge of the principles, practices and policies of the Department of Labor and Training; a thorough knowledge of the Wagner-Peyser Act, Job Training Partnership Act and other programs relating to the training and employment of Rhode Island's workforce; a thorough knowledge of programs and federal legislation administered by the Department of Labor's Employment and Training Administration; the ability to coordinate programs; the ability to plan and develop strategies and procedures to implement new programs within the department; the ability to work effectively with interested individuals, groups and organizations; the ability to assess the success of programs and adjust them to suit department objectives; and related capacities and abilities.

## **EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: graduation from a college of recognized standing with a specialization in Business or Public Administration, Communication, Marketing or a closely related field; and

Experience: Such as may have been gained through: considerable experience in a position responsible for employment and training programs, including the planning, development and promotion of such programs.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: May 15, 1994

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