

Jurisdiction: City of Ithaca  
Jurisdictional Class: Competitive  
Adopted: 06/12/13  
Revised: 09/07/22

## **HOSPITALITY EMPLOYMENT TRAINING PROGRAM COORDINATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for planning, developing, implementing and coordinating an employment training program for careers in the hospitality industry. The incumbent is also responsible for recruiting and screening program participants, collaborating with local employers to find job placements for program participants, and marketing and promoting the training program. In addition, the incumbent assesses the skills of participants, designs appropriate individual training programs for participants, and provides case management services to monitor and ensure the success of participants. The work is performed under the general supervision of the Greater Ithaca Activities Center Director, with considerable latitude allowed for the exercise of independent judgment in the performance of the work. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Plans, develops, implements and coordinates the Hospitality Employment Training Program, in accordance with established grant funding criteria;  
Develops and implements outreach recruitment strategies;  
Recruits program participants, including participating in community outreach events;  
Develops and prepares all promotional material for marketing program outreach activities including preparing brochures, fliers or newsletters;  
Screens applications, coordinates and participates in interviews of program applicants;  
Assesses employment skills of program participants;  
Designs appropriate individual training programs for program participants to increase skills and employability;  
Trains and instructs program participants in a classroom setting; coaches participants at job sites;  
Collaborates with local employers to find job placements for program participants;  
Provides case management support to program participants and job training sites;  
Attends meetings with community service agencies, schools, and employers in the hospitality industry for the purpose of promoting program;  
Attends meetings of program partners;  
Develops and maintains records of program activities and prepares regular reports related to program activities;  
Develops, orders and prepares training materials;  
Develops marketing materials and conducts informational sessions;  
May participate in the development of applications for funding, the preparation of the program work plan and program budget, and may administer funding in accordance with allocations.

### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:**

Thorough knowledge of the policies, procedures, rules and regulations governing the Hospitality Employment Training Program; working knowledge of public relations and educational techniques; ability to plan, develop, coordinate, administer and evaluate the effectiveness of the Hospitality Employment Training Program; ability to effectively instruct adults, both in a classroom and a field setting; ability to establish and maintain effective working relationships with others; ability to establish and maintain partnerships with area hospitality businesses; ability to plan and develop training programs and materials; ability to understand and interpret complex oral instructions and/or written directions; ability to prepare and deliver presentations in a clear, concise and articulate manner; ability to communicate effectively both orally and in writing; ability to prepare narrative and statistical reports and records; ability to successfully work with and serve a diverse local community; physical condition commensurate with the demands of the position.

## Hospitality Employment Training Program Coordinator

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#### **MINIMUM QUALIFICATIONS:** Either:

- (a) Possession of a Bachelor's degree in sociology, psychology, social work, counseling, education, human resources management, hotel or restaurant management, or a closely related field with similar course curriculum and one (1) year of full-time paid experience, or its part-time and/or volunteer equivalent, working in a human services agency, educational environment, employment agency or human resources department in a capacity which involved the provision of direct services to clientele; or
- (b) Possession of an Associate's degree in sociology, psychology, human services, education, human resources management, hotel or restaurant management, or a closely related field with similar course curriculum and three (3) years of experience listed in (a); or
- (c) Graduation from high school or possession of a high school equivalency diploma and five (5) years of experience listed in (a); or
- (d) An equivalent combination of training and experience as defined by the limits of (a), (b) and (c). Please note that this means that the minimum academic requirement is at least high school graduation or a high school equivalency diploma, and the minimum experiential requirement is at least one (1) year of experience as described in (a).

#### **Notes:**

1. College degrees in fields of study other than those specified in (a) and (b) above may be substituted for the required experience up to a maximum of two (2) years, in accordance with the following formula: 1 year college education = 6 months of qualifying experience.
2. College coursework that did not result in the attainment of a job-related degree as defined above may be substituted for a portion of the required work experience at the rate of:

Thirty (30) credit hours of job-related college coursework shall be the equivalent of one (1) year of full-time work experience

Provided, however, that in no event shall college coursework toward an Associate's degree be substituted for more than eighteen months of work experience if the Associate's degree has not been obtained; nor shall college coursework toward a Bachelor's degree be substituted for more than forty-two (42) months of work experience if the Bachelor's degree has not been obtained; nor shall college coursework toward a Master's degree be substituted for more than six (6) months of work experience if the Master's degree has not been obtained.

**Note:** College degrees must have been awarded by, and college coursework completed at, a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education and/or U.S. Secretary of Education. If an applicant's degree was awarded by, or college coursework completed at, an educational institution outside the United States and its territories, the applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. Applicants are responsible for payment of the required evaluation fee.

**SPECIAL REQUIREMENT:** Possession of a valid New York State Class D driver license or a valid driver license equivalent to a New York State Class D driver license at the time of appointment and maintenance of said license for the duration of employment.