HUMAN RESOURCES CONSULTATION

Services for Businesses

The New York State Department of Labor has many services for businesses. Our Occupational Analysts will help you with a variety of human resources issues at no cost. These free services can save you thousands of dollars each year. Here are some of the services we offer.

JOB ANALYSIS

We review the specific requirements of a job and the work performed to develop detailed job descriptions and performance evaluations, and help identify training needs.

SKILLS GAP ANALYSIS

We identify and compare the knowledge, skills and abilities of individuals with the job requirements. This analysis reveals any transferable skills and whether or not additional training is needed.

SKILLS MATCHING AND REFERRAL TECHNOLOGY

This state-of-the-art job-matching tool will help you find the best candidates for your jobs. We help you write effective job descriptions so you can better screen applicants, thereby reducing your recruitment and training costs.

EMPLOYEE HANDBOOKS

We help you develop a new guide for workers or review an existing version.

LEGAL COMPLIANCE

We help you review and provide information on current labor laws. We can also connect you with an expert at our agency who can help you keep in compliance with the latest regulations.

EMPLOYMENT APPLICATIONS

We review current applications and/or develop new ones. We also review content for discriminatory questions.

INTERVIEW TECHNIQUES

We offer guidance to help you get the information you need from your interviews and avoid illegal questions.

EMPLOYEE ORIENTATION

We suggest consistent standards you can use with new hires to help them learn about your business and their job.

TURNOVER ANALYSIS

Hiring staff is time consuming and costly. We help determine why workers leave their jobs and suggest steps to minimize the problem.

We have Business Services staff across the state. For help, contact the regional representative for your region.

ROBERT CROUNSE

Supports the following regions:
- Southern Tier
- Mohawk Valley
- Central New York
- Finger Lakes

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Endicott, NY 13760
607-741-5184
robert.crounse@labor.ny.gov

YAN (PAM) ZHOU

Supports the following regions:
- New York City
- Hudson Valley
- Capital Region

199 Church Street 3rd Floor
New York, NY 10007
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yan.zhou@labor.ny.gov

MICHAEL COHEN

Supports the following regions:
- Long Island
- North Country
- Western New York

160 South Ocean Ave.
Patchogue, NY 11772
631-687-4827
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Auxiliary aides and services are available upon request and free of charge to individuals with disabilities TTY/TDD 711 or 1-800-662-1220 (English) / 1-877-662-4886.