

MassHire Berkshire Career Center  
160 North Street  
Pittsfield, MA 01201

### **Employment Counselor**

Full time 35 hours per week Monday – Friday 8AM to 4PM

#### **Description:**

- Provide information, assistance, support and guidance to customers on such matters as job search methods, job interview process and identifying solutions to real or perceived barriers to employment to enable job seekers to become job ready. Recommend specific courses of action to prepare customers for employment and/or training opportunities.
- Conduct comprehensive assessment of each customer. This assessment includes review and analysis of customer information obtained through records, tests and interviews to appraise work history, transferrable skills, educational background, interests, aptitudes, and personal characteristics, consideration of labor market information, and determination of marketability.
- In collaboration with the job seeker customer and based on results of comprehensive assessment, develop a career plan that outlines services, including, but not limited to, education and training, that will lead to achievement of the job seeker's employment goal.
- Participate in a team approach to determine the customer's suitability for participation in WIOA, Trade, and National Dislocated Worker Grants, and specialty funded services. When appropriate, determine eligibility for job seeker customers to enroll in these programs. Verify all documents/records to ensure appropriate and thorough documentation and record keeping for monitoring and compliance with the Department of Labor regulation and agency policies and procedures.
- Oversee a complex and extensive case load which involves maintaining ongoing customer contact to determine progress of job search and/or training until the customer has found employment. Customer follow up services. Conduct counseling interviews with job seekers to provide guidance, suggest approaches and assist them in achieving occupational, educational or vocational goals in accordance with federal and state law and regulations and agency guidelines.

- Maintain and document all services and notes in the Massachusetts One Stop Employment System (MOSES) database for monitoring review and compliance.
- Describe, explain or answer inquiries concerning eligibility, procedures and benefits using agency guidelines to inform customers and other interested parties of agency programs and services.
- Maintain liaison with public and private organizations, including WIOA partner organizations and community organizations, to promote programs and services, exchange information and develop the resources necessary to provide high quality customer services.
- Compile occupational, educational and other pertinent information in an assigned industry area to assist customers in determining vocational and educational interests and goals.
- Work in tandem with recruiters to cultivate candidate pipelines and match qualified customers to open positions.
- Work closely with career center business services staff to understand employer needs and organizational structure to facilitate appropriate customer referrals to job orders.

### **Minimum Qualifications**

- Bachelor's Degree preferred
- Three (3) to five (5) years of counseling/case management experience in the employment and training industry may be used as substitute for the education requirement.
- Strong career counseling, case management experience required.
- Ability to work independently.
- Strong oral and written communication skills.
- Ability to interact with a wide range of individuals and personalities.
- Knowledge of regional employment and workforce trends.
- Evenings and Saturday hours may be required.
- Transportation and valid driver's license required.

### **Preferred Qualifications**

- Bilingual English/Spanish

### **Wages**

Depending on Experience

**Resume and cover letter to:**

Debra Crespo, Manager of Finance and Human Resources

[dcrespo@masshireberkshirecc.com](mailto:dcrespo@masshireberkshirecc.com)