



160 North Street, Pittsfield, MA 01201
(413) 499-2220

BERKSHIRE TRAINING AND EMPLOYMENT INC

Business Services Representative

Summary:

The Business Services Representative is responsible for the direct delivery of program services to the business community including business recruitment and job postings, with the goal of providing employment opportunities to program participants. The Business Services Representative will maintain knowledge of and engage with training partners for the Career Technical Initiative (CTI) and Workforce Competitiveness Trust Fund (WCTF) training pipelines, work with employment specialists to recruit customers for the training programs and develop relationships and collaborate with training providers. Travel to out-of-town meetings and attendance at evening and weekend meetings and events may be required with this position.

Essential Duties and Responsibilities

- Post new jobs received to JobQuest, MOSES, and web site immediately upon receipt
- Obtain business approval for all job listings prior to publication
- Post company job listing job title and link to Hot Jobs on website
- Add company information, job title and link to job seekers list serve mailing
- Follow up with businesses to verify continued job posting or removal as required
- Engage and document active worksite development to identify and enlist new businesses
- Maintain and document working relationships with active and previously utilized businesses
- Provide businesses with information about agency services, labor market information and grant opportunities
- Representing agency at statewide meetings and events, chamber of commerce events, job fairs, local events, and other networking functions as appropriate or assigned
- Create, design and produce marketing programs and materials
- Meet regularly with supervisor to review progress, documentation, job development activities, contract compliance and address program challenges
- Keep timely and accurate case notes
- Develop expertise in Career Technical Initiative (CTI) and Workforce Competitiveness Trust Fund (WCTF) training pipelines in the region
- Support MassHire customers' interested in Career Technical Initiative (CTI) and Workforce Competitiveness Trust Fund (WCTF) training pipeline programs by pre-screening, vetting, referring and providing case management to accepted trainees.
- Other related duties as assigned

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Bachelor's degree in related field and/or bilingual Spanish/English preferred but not required. High school diploma or equivalent required; experience in the areas of career counseling, case management, recruitment, or any equivalent combination of education training and experience.

Language Skills:

Ability to read and comprehend complex instructions; ability to write accurately, ability to effectively present information in one-on-one and small group situations to businesses, customers and employees. Excellent communication skills (written, oral, and platform).

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent

Reasoning Ability:

Ability to apply common sense and understanding to carry out detailed written or oral instructions; ability to deal with problems involving several variables in standardized situations

Computer Skills:

To perform this job successfully, an individual should have strong knowledge and skills in social media and Microsoft Office applications

Certificates, Licenses, Registrations:

Valid driver's license and reliable vehicle are required

Other:

Ability to travel; ability to work varied work schedule that may include evening and weekend meetings or events

Supervisory Responsibilities

The Business Services Representative has no supervisory responsibilities

Hours:

35 hours per week

Monday – Friday, 8am-4pm

Pay Rate:

\$23.00 - \$26.00/ hour

To apply:

Submit resume to Melanie Herzig at mherzig@masshireberkshirecc.com

MassHire Programs & Services are funded in full by US Department of Labor (USDOL) Employment and Training Administration grants. (Additional details furnished upon request.)