



Job Description: Career Counselor- All programs

Position Overview

The position of Career Counselor will assist job seekers to become job ready to achieve their employment and/or training goals. This position will also guide customers in determining their interests and abilities using a wide range of methods, such as aptitude assessments, interviews, planning materials, labor market information and job search activities.

Assist with workshops on a variety of topics, including writing resumes and cover letters, successful job interviewing, using employment databases and career development resources, researching training programs and other certifications.

Assist customers in crafting a long and short-term plan for reaching their career objectives with comprehensive assessments, determination of Career Center program eligibility, development of a career action plan that outlines services including but not limited to, education and training that will lead to their employment goals.

Duties and Responsibilities (general summary not all inclusive)

- Schedule and conduct Re-Employment Services Eligibility Assessment (RESEA) reviews which include one-on-one career action plans and job search reviews and support.
- Assist unemployment claimants with navigational assistance and referrals for additional support where appropriate.
- Deliver comprehensive job search assistance to individuals and groups, including assessing employment needs, job search strategies, job application assistance, resume development, interview preparation and individualized career coaching to support successful job placement and retention.
- Knowledge of the methods and techniques of determining individual interest, aptitudes, skills and occupational preferences
- Ability to understand, explain and apply the laws, rules, regulations, policies, procedures, guidelines, etc., governing assigned activities
- Develop and deliver relevant and engaging workshop topics
- Market career center services to customers

- Actively participate in professional development opportunities, including staff training and cross-training, to enhance functional skills and career growth
- Interpret labor market information, job trends, wages, unemployment rates, and future job growth projections to inform jobseekers.
- Connect learners with additional resources such as vocational training, or other state and local assistance as needed.
- Maintain accurate records and promptly document all services delivered for program compliance and monitoring
- Maintain ongoing contact and support with customers to monitor progress
- Balance team and individual responsibilities; contributes to building a positive team spirit
- Other duties as assigned

Supervisory Responsibilities

- The Employment Counselor job has no supervisory responsibilities

Competencies

To perform this job successfully an individual should demonstrate the following competencies:

- Ability to establish rapport with individuals from different ethnic, cultural and economic backgrounds
- Displays courtesy and sensitivity; responds promptly to participant needs
- Ability to establish and maintain harmonious working relationships with others
- Ability to gather information through questioning and observing individuals
- Ability to give oral and written instructions in a precise, understandable manner with all customers and co-workers
- Exhibits ability to learn new skills; requires minimal supervision; uses resources effectively
- Meets attendance and punctuality guidelines; takes responsibility for own actions, keeps commitments
- Meets productivity standards; completes work in timely manner; manages competing demands
- Ability to implement Department policies accurately and in a timely manner
- Follows instructions; responds to management direction; asks for and offers help when needed
- Experience providing exceptional customer service both in person and via telephone/video
- Experience working with culturally, economically and educationally diverse customer base

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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: A college degree is preferred; or high school diploma/GED and equivalent experience/background in job development, marketing, or human services required; knowledge of or experience working with low-income populations is a plus.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability: Ability to apply common sense and understanding to carry out detailed written or oral instructions.

Language Skills: Ability to read and comprehend complex instructions; ability to write simple correspondence; ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Bilingual English/Spanish is strongly preferred.

Computer Skills: Knowledge of the internet / job search websites and working knowledge of Microsoft office products. Massachusetts One Stop Employment System (MOSES) familiarity is a plus.

Licenses: Valid driver's license or reliable transportation required; ability to travel as needed

Physical Demands: None specified

Work Environment: None specified

Salary and Benefits

Salary is commensurate with experience with a competitive benefit package. A starting range is expected between \$24.00 and \$26.00 per hour.

To Apply:

Email resume to Melanie Herzig at: mherzig@masshireberkshirecc.com and include "Career Counselor - All programs" in the subject line.

MHBCC encourages candidates of all backgrounds to apply. MHBCC is committed to a policy of non-discrimination and equal opportunity for all applicants and employees without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, ancestry, age, disability, veteran status, military service, or any other category protected under applicable federal, state, or local law.