

BERKSHIRE TRAINING AND EMPLOYMENT PROGRAM

Job Description

Job Title: Resource Room / Administrative Support Specialist
Department: Professional
Reports To: Manager of Program Operations

SUMMARY

The Resource Room / Administrative Support Specialist is responsible for assisting customers with their job search needs and answering questions about career center services, employment opportunities and community resources. The primary goal of the Resource Room Specialist is to provide a positive customer experience and enhance the relationships between consumers and the Career Center through the direct delivery of services and administrative support.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assist job seekers with developing a resume, cover letter, or any other job search materials
- Offer guidance on job search strategies, online application assistance, networking, and leveraging online resources.
- Connect job seekers with career center workshops, seminars and hiring events.
- Provide basic computer navigation assistance to support job search efforts
- Assist job seekers in identifying employment opportunities that match their skills and language abilities.
- Assist customers in making informed choices regarding training, employment, and career options.
- Serve as a language interpreter or translator as needed during job search activities and interviews.
- Represent the organization at community events, workshops, and job fairs to raise awareness of available services.
- Maintain accurate records of all interactions with job seekers, including progress updates and outcomes
- Maintain resource room computers and clear customers personal data.
- This position is administrative support for the management team – Executive Director, Manager of Finance & Human Resources and Manager of Program Operations.
- This position is the primary back up for the Customer Services Position
- Assist with general office duties and provide administrative support where necessary such as the Customer Service Specialist, Business Services Department, Youth Department, WIOA Department, Fiscal Department, etc.

JOB REQUIREMENTS:

- Strong computer skills (Microsoft Office, Internet research skills)
- Ability to learn and use new computer programs.
- Good communication and organizational skills
- Excellent customer service skills and patience dealing with customers.
- Knowledge of community resources and partner agencies.
- Attend training, cross-training, workshops, and professional development activities.
- Fluency in English and Spanish required. Additional language proficiency encouraged

This is a full-time, in-office position with the potential to work offsite for events or program support.

TO APPLY

Email resume to: mherzig@masshireberkshirecc.com