



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

BERKSHIRE TRAINING AND EMPLOYMENT INC

Resource Room Specialist/Administrative Assistant Job Description

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 positive customer experience and enhance the relationship 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.
- 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 the primary back-up for the Customer Service position
- Assist with general office duties and provide administrative support to all departments throughout the career center
- Other duties as assigned

Requirements:

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

Hours:

Monday – Friday, 8am – 1pm

PAY RANGE:

\$24.00 - \$26.00

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.)