

Job Description

Franklin Hampshire Employment & Training Consortium

Position Title: Career Services Program Assistant
Status: Non-exempt, Union Represented/UFCW 1459
Grade: Grade 7
Location: This position is stationed in Greenfield
Supervisor: Career Services Director

Date: September, 2024

Position Summary:

Position provides programmatic, administrative, and program compliance oversight support to the Career Services Department.

Essential Functions/Responsibilities:

1. Responsible for conducting Initial Eligibility File Review including paper file and MOSES (Massachusetts One-Stop Employment System database) records for program enrollments.
2. Responsible for conducting Exit File Reviews including paper file and MOSES records for all program enrollments.
3. Responsible for conducting routine checks of MOSES records for enrolled customers to monitor for program compliance.
4. Create, edit, and archive Career Center workshops and programs in MOSES.
5. Produce program compliance reports according to established schedule and follow report distribution procedures.
6. Produce program-related and program performance reports as needed.
7. Train Career Services program staff on specific topics including but not limited to MOSES data entry and tracking.
8. Prepare DTA CIES monthly and supplemental billing utilizing the EIM/ESM virtual gateway.
9. Manage Social Security Portal for Ticket to Work Program participants, assists with participant tracking and milestone verification.
10. Generate vendor contracts for WIOA Individual Training Accounts for Programs Director approval.
11. Process invoices for ITA contracts and track status to ensure vendor payment.
12. Communicate with training vendors to determine eligibility including labor market and performance outcomes.
13. Schedule meetings and events using calendar software and/or other means.
14. Make phone calls to employers and/or job seekers to confirm attendance at events and/or to gather information.
15. Maintain confidentiality of information and data, and comply with confidentiality policies.
16. Provide backup support to Front Desk and Resource Room as needed.
17. Manage Career Services file system.
18. Carry out other tasks as assigned by supervisor.

Recommended Minimum Qualifications:

1. High School diploma or equivalent
2. Minimum five years of administrative experience
3. Must pass CORI/SORI
4. Strong computer skills including Microsoft Office Suite (Excel, Word, Outlook)

5. Database, billing and payroll systems knowledge and experience. MOSES and/or Ticket to Work database experience a plus.
6. Accuracy and attention to detail
7. Strong communication skills
8. Ability to learn and implement complex federal and state regulations, policies, and performance measures.

Job Environment and Physical Requirements: *The work environment and physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. Has access to a variety of confidential organizational, financial, employee, and customer information. Errors in judgment could severely jeopardize operations or have direct financial or legal repercussions.
2. Work is performed generally in a typical office environment that includes community spaces and varying noise levels.
3. Frequently required to work at a desk and to sit for long periods of time.
4. Regularly convey information verbally and in writing to employees.
5. Move about inside the office to access file cabinets and office machinery with some bending and stretching required.
6. Must occasionally lift or move objects such as supplies, folders, books, and manuals.
7. Multiple office locations requires lifting and transporting files between offices that may weigh between 10-20 lbs.
8. Manual dexterity to operate a telephone, keyboard, and calculator at efficient speed and to view computer screens, spreadsheets, and documents for extended periods of time.
9. Specific vision abilities include the ability to adjust focus, near and far clarity of vision, ability to judge distances and space relationships.
10. This position is stationed on a regular basis at the Greenfield office. Must drive between Greenfield, Northampton, and the Athol office on an occasional basis. Must have reliable independent transportation.
11. Attendance and work outside of normal business hours is periodically required.

AA/EOE/ADA

This job description does not constitute an employment agreement between FHETC and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.

Employee Name (Print)

Employee Signature

Date