

Job Description
MassHire Franklin Hampshire

Position Title: Career Readiness Facilitator
Status: Non-exempt, Full-time, Union Represented/UFCW 1459
Grade: Grade 7
Location: This position is stationed in Greenfield, MA
Supervisor: Career Services Manager
Date: September, 2026

Position Summary:

Design and provide work readiness services and career counseling to support MassHire Franklin Hampshire (MHFH) job seekers and the organization's mission. Develop, design, and deliver workshops and provide other work readiness services, which may include career counseling.

Essential Functions/Responsibilities:

1. Identify relevant/current topics and conduct research to inform the design of workshops/training programs and educational materials.
2. In coordination with the Career Readiness Facilitators, Career Services Manager, Career Center Director, and other MHFH staff, design and deliver workshops in a hybrid format. These may include:
 - Workshops on resume/cover letter writing, interview skills, online job applications, and other topics.
 - Deliver the Career Center Seminar.
 - Digital and financial literacy workshops providing different levels of learning. These may cover topics such as basic computer functions (using Microsoft Windows, keyboard use, and mouse use) and introduction to Microsoft Word, with a focus on resume/cover letter writing.
 - Workshops targeted to specific populations, as needed.
3. Present workshops at all MHFH service access points and at other off-site partner or community locations.
4. Provide individual and group resume/cover letter consultation services.
5. Conduct job seeker needs assessment and assist job seekers in identifying and addressing barriers to employment.
6. Provide career counseling services to job seekers, as needed/requested, to support the Career Services Team and special initiatives.
7. Maintain accurate, confidential, and up-to-date records on workshop/event schedules, job seeker appointments/consults, job seeker attendance, and job seeker services, using the Massachusetts One Stop Employment System (MOSES) database and Microsoft Outlook.
8. Assemble and prepare educational materials and workshop folders.
9. Assist with planning, preparation, and implementation of community and partner outreach activities, as needed.

10. Create flyers and update social media sites with workshop information to spread awareness of offerings.
11. Interact and maintain good relationships with partners, community agencies, the business community, and the public.
12. Perform other duties as assigned to support job seeker services, provide career counseling, and ensure the smooth daily operation of MHFH.

Recommended Minimum Qualifications:

1. Associate's degree from an accredited college or university required; Bachelor's degree preferred.
2. At least two years of experience in training, teaching, facilitating, or leading workshops, particularly interactive workshops serving diverse audiences. Each additional year of related experience may be substituted for one year of the educational requirement.
3. Outstanding verbal and written communication skills.
4. Demonstrated presentation and public speaking skills.
5. Proficiency in Microsoft 365 (formerly Office Suite) applications, especially Word and PowerPoint.
6. Proficiency with video conferencing programs, especially Zoom.
7. Demonstrated ability to prepare professional resumes and cover letters, including strong writing, editing, and document formatting skills.
8. Demonstrated analytical, problem-solving, and critical-thinking skills, including the ability to assess needs, evaluate options, provide constructive feedback, and develop appropriate solutions.
9. Ability to develop and maintain positive working relationships with diverse populations and community partner agencies.
10. Ability to handle confidential information with discretion and professionalism.
11. Strong organizational and time management skills, with the ability to manage multiple priorities and meet deadlines.
12. Knowledge of career services/workforce programs preferred.
13. Bilingual fluency in English and Spanish is preferred.

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 job seeker 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 and in a classroom setting, which includes community spaces and varying noise levels.
3. Frequently requires working at a desk and being in a stationary position for long periods of time.
4. May require moving about for long periods of time.

5. Regularly convey information verbally and in writing to employees and to the public.
6. Move about inside the office to access file cabinets and office machinery with the ability to position oneself accordingly.
7. Must occasionally move and reposition objects such as supplies, folders, books, and manuals. Room setup may require movement of chairs, tables, and laptop computers. Multiple office locations may require transporting files which may weigh between 10-20 lbs. between offices.
8. Ability to operate a telephone and keyboard at efficient speed and to view computer screens, spreadsheets, PowerPoint presentations, and documents for extended periods of time.
9. Ability to observe details at near and far ranges, 3-dimension depth perception, ability to judge space relationships, and ability to maneuver through complex database systems and to explain what is shown to job seekers.
10. Ability to conduct frequent public communications and verbal presentations (communicate with others, express oneself, present accurate information so others will understand) with/to job seekers, colleagues, and the public.
11. This position is stationed on a regular basis at the Greenfield, MA office, but may require driving to the Orange or Northampton MHFH affiliate sites on a regular basis and to other off-site locations on a periodic basis. Must have reliable, independent transportation and a valid driver's license.
12. Attendance and work outside of normal business hours is periodically required.

This job description does not constitute an employment agreement between MHFH 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