

Job Description
MassHire Franklin Hampshire

Position Title: Career Services Manager
Status: Management, Exempt, Full Time, Non-Union Represented
Grade: Grade 9
Location: This position is stationed in Greenfield, MA
Supervisor: Career Center Director
Date: June, 2026

Position Summary:

Manages operation of MassHire Franklin Hampshire (MHFH) adult career services programs, including but not limited to Workforce Innovation and Opportunity Act (WIOA), Trade, Disability Employment programs (including Social Security Administration Ticket to Work), the Department of Transitional Assistance (DTA) Competitive Integrated Employment Services (CIES) and Work Program Participant (WPP), On-the-Job training programs, and career pathway training programs. Provides supervision, training, and ongoing technical assistance to Career Services staff.

Essential Functions/Responsibilities:

1. Manage and supervise Career Services Counselors, Career Readiness Facilitators, and Workshop Facilitators, which includes but is not limited to managing and conducting staff assignments, schedules, training, and performance evaluations.
2. Supervise intake and eligibility for program customers, consisting of orientations, eligibility determinations, enrollments, and file reviews for all potential and enrolled customers for all Career Services programs.
3. Supervise and train staff on entering data into the database and billing systems, utilizing MOSES, CIES Virtual Gateway, Ticket to Work, etc.
4. Develop and maintain ongoing relationships with governmental agencies, other service agencies, training providers, and the general public related to Career Center services. This may include presentations to appropriate groups and acting as a liaison to partner agencies.
5. Collaborate with the MHFH BizTeam to learn about area business needs and opportunities for job seekers, and facilitate information sharing between the BizTeam and the Career Counselors.
6. Conduct annual evaluation of customer satisfaction and success, in partnership with the Operations Manager and IT Manager.
7. Participate in the overall planning for MHFH programs and services, including customer flow and MHFH service structure. Recommend program activities based on job seeker and employer needs.
8. Contribute to the design of programmatic and fiscal data collection and reporting systems for Career Services programs, in partnership with the Career Center Director and IT Manager.
9. Administer established reporting and monitoring systems in coordination with the Career

- Center Director. Prepare special reports as needed or requested.
10. Assist with grant writing and grants management.
 11. Conduct Career Services staff meetings to ensure effective coordination and implementation of operations and to identify and design program gaps or improvements.
 12. Ensure implementation of local SOPs and support roll-out of updates when needed.
 13. Participate in career pathway planning and implementation projects as assigned by the Career Center Director.
 14. Carry out other tasks as assigned by the Career Center Director.

Recommended Minimum Qualifications:

1. Bachelor's degree from an accredited college, preferably in a related field of study.
2. Professional experience with employment and training programs. At least two years of experience managing similar programs with demonstrated knowledge and understanding of program requirements and implementation for WIOA, Ticket to Work, and MA Comprehensive Integrated Employment Services (CIES) programs. Each additional year of related experience may be substituted for one year of the educational requirement.
3. Knowledge of partner social service agency programs and requirements, including but not limited to Department of Transitional Assistance, housing programs, Massachusetts Rehabilitation, and ABE/ESOL.
4. At least one year of supervisory experience.
5. Excellent oral and written communication skills.
6. Computer skills with proficiency in Microsoft 365, particularly Word, Excel, and Outlook. Database experience helpful. Familiarity with MOSES preferred.
7. Bi-lingual capacity preferred.
8. Ability to establish and maintain collaborative and effective working relationships with staff, managers, and community partners.
9. Strong organizational, administrative, budgeting, and program management skills.
10. Self-motivated with the ability to work independently.

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 and in a classroom setting, which includes community spaces and varying noise levels.
3. Frequently requires work 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 and 20 lbs. between offices.
8. Ability to operate a telephone and keyboard at an 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-dimensional depth perception, ability to judge space relationships, and ability to maneuver through complex database systems and to explain what is shown to customers.
10. Ability to conduct frequent public communications and verbal presentations (communicate with others, express oneself, present accurate information so others will understand) with/to customers, 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 are 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