

Job Description
MassHire Franklin Hampshire

Position Title: Front Desk Receptionist II
Status: Non-exempt, Full Time, Union Represented/UFCW 1459
Grade: Grade 5
Location: This position is stationed in Greenfield, MA
Supervisor: Operations Manager
Date: June, 2026

Position Summary:

Assists with providing front-line service and support to MassHire Franklin Hampshire (MHFH) customers and staff. This includes welcoming and informing customers of available services and programs, referring customers to appropriate MHFH and partner programs, providing office support to staff, providing Resource Room support, performing data entry, and miscellaneous office duties. Coordinates and assists with special projects. Provides support to RESEA Counselors and their customers.

Essential Functions/Responsibilities:

1. Greet and welcome all customers in an approachable, professional, and welcoming manner.
2. Greet and answer all incoming callers, directing them to appropriate staff and/or recording and relaying messages on a timely basis. Monitor sign-in/out sheets for staff whereabouts and relay to callers/walk-ins as needed.
3. Assess and identify customer needs and direct to appropriate programs, services, or staff.
4. Assist customers in the completion of the MHFH registration/membership form.
5. Inform customers of MHFH services and programs.
6. Perform accurate and timely data entry into the Massachusetts One-Stop Employment System (MOSES) database. Register customers for MHFH events (e.g., Career Center Seminar and workshops), confirm/cancel registration, create new customer records in MOSES from information on the Intake form, enter daily customer visit/service (yellow half-sheet) information, etc.
7. Assist customers with making copies of job-related documents (e.g., resumes) and faxing job/program-related documents.
8. Assist Unemployment Insurance (UI) claimants in navigating the UI online system using the designated UI Resource Room computer.
9. Assist Resource Room customers by directing them to available online resources, answering questions, demonstrating appropriate use of computers and software, and assisting with job search/application processes (online application, resume templates/submission, and computer guidance).
10. Distribute and review program information to customers and answer any questions.
11. Make copies and replenish front office and Resource Room Hot Jobs lists, flyers, brochures, program handouts, etc.
12. Assist with copying and assembly of workshop, seminar, and orientation folders/handouts.

13. Maintain good working relationships with MHFH partner agencies and community organizations when providing resource referrals for MHFH customers.
14. Provide clerical assistance (typing, database entry, filing, etc.) and assist MHFH managers with special projects as needed (e.g., job seeker/business mailings, survey data entry, workshop handout revision, follow-up letters to customers, etc.).
15. Coordinate and provide support for MHFH projects (e.g., schedule and participate in meetings, create and distribute meeting notes, and other project-specific duties).
16. Participate in RESEA training to better assist customers and to provide backup support to RESEA Counselors. Supports Counselors by providing RESEA follow-up communication and data entry.
17. Straighten and organize workstations and all public areas, including the reception area, the Resource Room, and interview rooms, at the close of business daily.
18. Organize supply closet and shelves as needed.
19. Assist with supply orders as needed
20. Other duties as assigned by supervisor.

Recommended Minimum Qualifications:

1. Associate's degree or equivalent.
2. Demonstrated oral and written communication skills.
3. Working knowledge of computers and experience using Microsoft Office/365.
4. Data entry experience. Familiarity with the MOSES database is a plus.
5. Experience creating posters and flyers using tools such as Canva, Microsoft Publisher, or similar programs.
6. Experience with website management (e.g., updating posts, content, or announcements).
7. Bi-lingual capacity preferred.
8. Ability to develop and maintain a good working relationship with a wide variety of people.
9. Knowledge of area human service agencies is a plus.
10. Ability to maintain confidentiality.
11. Excellent customer service skills.

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 10-20 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-dimension 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 affiliate sites 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