

Job Description
Franklin Hampshire Employment & Training Consortium

Position Title: Workshop Facilitator
Status: Non-exempt, Union Represented/UFCW 1459
Grade: Grade 7, Full-Time
Location: This position is stationed in Greenfield with off-site presentations
Supervisor: Operations Manager
Date: January 2021

Position Summary:

In coordination with the Lead Workshop Coordinator, design and deliver educational services to Career Center customers in support of the organization's mission. Coordinate with staff, consultants, and partners as needed in the delivery of workshops and computer lab programs for Career Center customers. Assist in the design and implementation of staff professional development activities.

Essential Functions/Responsibilities:

1. In coordination with the Lead Workshop Coordinator, design and deliver workshops including but not limited to:
 - Resume/cover letter writing, interview skills, networking, job search, life skills, and career decision-making. Also provide individual and group resume/cover letter consultation services.
 - Career Center Seminar.
 - Digital and financial literacy classes providing different levels of learning with respect to diverse skills and abilities including but not limited to: basic computer programs such as Windows keyboard and mouse use, introduction to Microsoft Word with a focus on resume/cover letter writing, and Consumer Financial Protection Bureau curriculum.
 - Workshops targeted to specific populations as needed. Present workshops at all FHCC service access points and at other off-site partner or community locations.
2. Work together with Lead Workshop Coordinator, Operations Manager, and Career Center staff to develop an evolving curriculum based on customer needs.
3. Conduct customer needs assessment and assist customers in identifying and addressing barriers to employment.
4. Provide job search assistance (primarily in workshops) and job matching for customers in collaboration with FHCC Career Services team, Business Services team and with local employers and partner agencies.
5. Maintain accurate, confidential, and up-to-date records on workshop/event schedules, customer appointments/consults, and customer services utilizing the Massachusetts One Stop Employment System (MOSES) and MS Outlook to track and document services and scheduled appointments.
6. Assemble and prepare educational materials and workshop folders.
7. Assist with planning, preparation, and implementation of community and partner outreach activities as needed.

8. Assist with the planning, preparation, and implementation of special programs and projects as requested; e.g. conduct school group tours, etc.
9. Interact and maintain good relationships with other career center staff and management, partner and community agencies, the business community, and the public.
10. Perform other duties as assigned to support customer service and ensure the smooth daily operation of the Career Center.

Recommended Minimum Qualifications:

1. Associates degree required, Bachelor's Degree preferred.
2. Minimum two years of experience in training/teaching or leading workshops, particularly interactive workshops with a diverse audience.
3. Outstanding oral/written communication, and presentation skills.
4. Bilingual fluency in English and Spanish desired.
5. Proficiency in Microsoft Office Suite especially Word, PowerPoint, and Publisher.
6. Demonstrated ability to prepare professional resumes and cover letters, using advanced formatting and writing abilities.
7. Ability to review information, identify areas of need, analyze options, provide feedback, and apply solutions.
8. Ability to identify relevant/current topics, conduct research, design workshops/training programs and educational materials.
9. Ability to develop and maintain positive working relationships with diverse populations and community partner agencies.
10. Ability to maintain confidential information.
11. Strong organizational skills.
12. Knowledge of career services/workforce programs 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 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, sitting for long periods of time as well as moving about for long periods of time during workshop presentations.
4. Regularly convey information verbally and in writing to employees and to the public.
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. Room setup requires movement of chairs, tables, and laptop computers. Multiple office locations require lifting and transporting files between offices which may weigh between 10-20 lbs.
7. Manual dexterity to operate a telephone, keyboard, and calculator at efficient speed and to view computer screens, spreadsheets, power points presentations, and documents for extended periods of time.

8. Specific vision abilities include ability to adjust focus, near and far clarity of vision, 3-dimension depth perception, ability to judge space relationships, ability to maneuver through complex database systems/documents and to explain what is shown to customers, ability to maneuver through on-screen and power point presentations and to engage with customers about that content.
9. This position requires frequent public communication and verbal presentations (talking, listening, hearing, expressing oneself, presenting) with customers, colleagues, and through public workshops, requiring the ability to hear, speak clearly, and exchange information within a limited time frame.
10. This position is stationed on a regular basis at the Greenfield office but may require driving to the Orange or Northampton Career Center access points 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.
11. Attendance and work outside of normal business hours are 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