



Hampden County Reentry & Recovery Program Hot Jobs! December 30, 2024



HAMPDEN COUNTY REENTRY & RECOVERY PROGRAMS

We can help you explore your employment options, showcase your skills, create a solid resume, and prepare for the interviewing process through in-person counseling services, specialized workshops, and other offerings.

Meet employers hiring now through Virtual Career Fairs and other virtual and live hiring events. Our Employment Specialists are available to help you with your employment needs



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MASSHIRE HOLYOKE - 850 HIGH STREET - HOLYOKE, MA 01040



413-532-4900



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Community Corrections Worker (Program Monitor)

Community Resources for Justice

Springfield, MA

\$18 - \$20 an hour - Full-time

Apply on Indeed

Job Details: Front Desk Duties: general reception, sign residents in and out, take calls, greet and sign in visitors, telephone spot checks, enter documentation in SecurManage, sort and distribute mail. Security/Accountability Duties: conduct house rounds (life/safety checks) as scheduled, perform nightly bed checks, perform bag, pat, and room searches, monitor resident daily details, enter documentation in SecurManage. Take urine samples per schedule and complete documentation, administer alco-sensor tests, enter documentation in SecurManage. Serve as pro-social role model to residents to support their behavior change, and to effectively convey information and respond to resident concerns, needs, and complaints. Attending training and staff meetings as required. Perform other job-related projects and activities as requested or directed.

Qualifications: High School Diploma or GED. Associate's degree preferred, but not required. 1-2 years of security experience preferred, but not required.

Oral Surgery Patient Care Coordinator-Front Desk/Call Center

Maxillofacial & Implant Surgery of Western MA

382 North Main Street, East Longmeadow, MA 01028

From \$18 an hour - Full-time

Apply on Indeed

Job Details: The duties and responsibilities of the Care Coordinator may vary due to the department in which they are stationed. It is the responsibility of every Care Coordinator to understand the function of their position as it pertains to their station. All Care Coordinators must have the ability to perform the duties and responsibilities of the position effectively for both the Call Center and Front Desk locations.

Requirements: Customer Service: 1 year (Preferred). Computer Skills: 1 year (Preferred).



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Front Desk Medical Receptionist

Davis Practice Management
West Springfield, MA 01089
\$18 - \$21 an hour - Full-time

Apply on Indeed

Job Details: With a customer service orientation—register patients, answer the telephone, prepare the office for the day, schedule patient appointments, collect payment at the time of service, and post charges and payments. Employees will balance all transactions daily according to Allergy Partners policy and procedure. Employees will schedule patient follow-up appointments and facilitate referral requests and test scheduling.

Requirements: Work is performed in a reception area and involves frequent contact with patients. Work may be stressful at times. The employee must be comfortable dealing with conflicts and asking patients for money. Interaction with others is constant and interruptive. Contact involves dealing with sick people.

Part-Time Retirement Community Receptionist

Glenmeadow, Inc
24 Tabor Crossing, Longmeadow, MA 01106
\$15.70 - \$16.25 an hour - Part-time

Apply On Indeed

Job Description: Greet and assist visitors in a friendly and professional manner. Answer and direct phone calls to the appropriate parties. Provide administrative support to the community, including data entry, filing, and record-keeping. Assist with resident inquiries and requests. Collaborate with the management team to ensure that all community operations run smoothly and efficiently.



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Admissions Reception Area Coordinator

Springfield College
263 Alden St, Springfield, MA 01109
Full-time

Apply on Indeed

Job Details: Oversee and coordinate the front-line customer service activities of the admissions office, to include the provision of in-person and telephone information services to prospective and current students and their families as well as other members of the public. Schedule interviews for prospective students. Assist and provide guidance to prospective undergraduate students regarding process and program criteria. Assist the Assistant Director of UG Admissions/Coordinator of Campus Visits in the planning and preparation of/for Campus Visits/ Open Houses, etc.

Requirements: High School diploma or GED required. Associate's degree or vocational school degree preferred. A minimum of 3-5 years of work-related experience required.

Guest Services Representative - MGM Springfield

MGM Resorts International
One MGM Way, Springfield, MA 01103
From \$15.75 an hour - Full-time

Apply in person

Job Description: Handle all incoming and outgoing calls in a courteous, efficient and enthusiastic manner as outlined by Company and Departmental standards. Provide dispatch services for guest requests related to luggage assistance; room service orders; housekeeping amenities; wake-up calls; check outs; early arrivals and other special services requested by guests. Perform data entry for requested services in housekeeping, front desk, bell, limo, facilities and room service. Keep property information on personnel and departments up to date in order to be knowledgeable about and to articulate casino events, promotions, and amenities. Ensure that customer requests are met and confirmed within the guidelines established by management.

Requirements: Has one (1) year of high-volume call center or customer service experience. Takes pride in their work. Describes themselves as detail oriented. Adapts well to changing situations and can efficiently handle a fast-paced work environment.



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Customer Service Advisor

TFG Auto Management

1160 Boston Road, Springfield, MA 01119

\$40,000 - \$60,000 a year - Full-time

Apply on Indeed

Job Description: As an automotive service manager, you will manage and direct all automotive and general service technicians in the operation of the shop, including: Deliver exceptional customer service while listening and consulting customers. Following up with customers, services requested, estimated completion times etc. Oversee complete vehicle inspections and then make comprehensive recommendations—building computerized repair orders and sourcing parts. Deliver and discuss pricing estimates with customers as well as promoting shop service specials. Help lead, manage, and train team while keeping in tune with our companies' vision, purpose and core values. Oversee technicians' inspections, diagnosing and repairing of domestic, European and Asian cars and light trucks. Maintain inventory counts. Overall cleanliness and organization of the facility. Other duties as assigned.

Requirements: A minimum of 2 years of automotive service experience. General automotive knowledge. Excellent customer service disposition. Good communication skills. Leadership ability. Team building skills. Ability to work a flexible retail schedule including weekends. Valid driver's license.

Customer Service Representative

Edible

430 North Main Street, East Longmeadow, MA 01028

From \$15 an hour - Part-time

Apply on Indeed

Job Description: Make arrangements according to corporate standards, Dip and assemble fruit according to corporate standards. Take orders on the phone and in person. Process and make online orders. Kitchen experience is a plus, but not mandatory.

Requirements: Handle customers' walk ins, and over-the-phone order. Keep a clean and neat workspace. Work independently and in a team. Be able to multi-task, such as handling a customer and answering phones. High school diploma or GED. Customer service skills. Phone and computer savvy. Follow communications procedures, guidelines and policies.



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CUSTOMER SERVICE REPRESENTATIVE

Family Dollar
(part of Dollar Tree)
1525 State Street, Springfield, MA 01109
Full-time
Apply on Indeed

Job Description: Provides customer engagement in a positive and approachable manner. Assists in maintaining a clean, well-stocked store for customers during their shopping experience. Helps in the unloading of merchandise from delivery trucks, organizes merchandise, and transports merchandise from stockroom to sales floor. Independently stocks shelves and recovers merchandise in the store. Accurately handles customer funds and processes transactions using the POS system. Remains constantly aware of customer activity to ensure a safe and secure shopping environment. Performs all other duties as assigned to maintain an effective and profitable store operation.

Requirements: Prefer completion of high school or equivalent. Ability to follow directives and interpret retail operational documents as assigned. Prefer to experience working in retail, hotel, restaurant, grocery or drug store environments.

Apprentice Pressman (Print Plant)

Dow Jones
Chicopee, MA 01021
\$35,000 - \$50,000 a year - Apprenticeship

Job Description: Prepare presses for nightly operation of Dow Jones & Co. publications. Perform press operations to continuously improve upon the Production Quality Score, which integrates key performance measures such as reproduction quality, content freshness, productivity, and cost-effective materials consumption. Maintain open communication with supervisor and other employees while clearly reaching the goals and objectives of the department. Assist in the training of new employees. Meet established performance standards, attend recommended training and complete active assignments. Understand and follow all corporate and plant policies/practices. Keep accurate, useful and timely operational and maintenance records. Work with the production manager to set equipment maintenance priorities.

Qualifications: 0-1 years of experience and will be trained. Ability to stand for 7.25 hours, be able to lift 50 lbs., kneel, bend, stoop and reach out and overhead, climb stairs and ladders and push rolls of newsprint, and operate heavy equipment with 4 levels of moving parts. Good color perception. Mechanical capabilities. Previous experience in a production environment such as in cold web newspaper printing. Strong problem-solving skills. Proficiency in the use of business PC applications and press controls.



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Receptionist/Administrative Assistant

Anderson Cleaning, Inc.

West Springfield, MA 01089

\$19.03 - \$19.94 an hour - Part-time, Full-time

Apply on Indeed

Job Description: Be the Face of Anderson Cleaning: Greet visitors, answer calls, and respond to inquiries with a professional, friendly demeanor. Stay Organized: Manage multiple tasks, maintain files, and keep track of essential documents. Support Office Operations: Assist with scheduling, correspondence, and day-to-day administrative duties, ensuring everything runs smoothly. Use Your Tech Skills: Handle basic computer tasks, including internet research and file management; Apple OS experience is a plus. Assist with Bookkeeping (Preferred): While not required, any background in bookkeeping will help support financial operations.

Requirements: Customer service: 1 year (Preferred)

Receptionist

Elara Caring

Chicopee, MA 01020

\$16 - \$18 an hour - Full-time

Apply on Indeed

Job Description: Elara Caring in Chicopee is seeking a dynamic and highly organized Behavioral Health Receptionist/Administrative Specialist to join our team. The ideal candidate will serve as the first point of contact for visitors and callers, providing exceptional customer service while managing the administrative operations of the office. This position requires excellent communication, organizational skills, and the ability to work both independently and collaboratively in a fast-paced healthcare environment.

Qualifications: High school diploma or GED. 2+ years of receptionist or administrative assistant experience, including switchboard operation (Home Health/Hospice experience preferred). Proficiency in Microsoft Office and office equipment. Strong organizational, communication, and interpersonal skills. Ability to multitask, prioritize, and work independently in a fast-paced environment. Positive attitude and team-oriented mindset. A working knowledge of the computer, including MS Office programs, database software and other office equipment is *highly preferred*. Ability to lift up to 25 lbs, perform repetitive motions, and follow safety protocols. Exposure to infectious diseases and chemicals possible.



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Clerical/Administrative

Dutech Systems

Holyoke, MA

Apply on Indeed

Job Description: Typical Office Admin skills required. Microsoft Apps (word/excel). Email, copy, fax, scan. Reception duties – phone, mail sorting. Excellent customer service: Excellent organizational skills: Excellent time management skills: Proficiency in all Microsoft applications: Knowledge of basic office machinery such as copiers, scanners, printers and fax machines: Ability to type, answer the phone, sort mail, and email: Must always be professional and punctual: Ability to take direction from superiors and work with a diverse group of individuals.

Front Office Administrator

All States Materials Group

11 Interstate Drive, West Springfield, MA 01089

Full-time

Apply on Indeed

Job Description: Office-based role with regular hours (8:00 AM - 4:30 PM). Greet and assist visitors, clients, and vendors in a courteous and professional manner. Answer, screen, and direct incoming calls to appropriate departments or individuals. Maintain a professional and organized front office area, ensuring a positive first impression. Maintain supply closets and lunchrooms by ensuring they are fully stocked and organized. Handle incoming and outgoing mail, packages, and deliveries. Schedule and coordinate meetings, appointments, and conference room bookings. Maintain office supplies inventory and place orders as needed. Assist with internal communication, such as memos, emails, or announcements. Maintain and update company contact lists, databases, and filing systems. Assist the Accounts Payable team by preparing and processing checks for mailing, ensuring accuracy and timeliness. Some physical tasks, such as lifting light packages (up to 20 lbs.) or standing for extended periods. Other duties as assigned.

Requirements: Education: High school diploma or equivalent; associate degree or higher preferred. 2+ years of experience in front office, administrative, or customer service roles. Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint). Excellent organizational, time management, and multitasking abilities. Strong verbal and written communication skills. Ability to maintain confidentiality and handle sensitive information.



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Front Office Assistant

Liberty Tax Service

977 Boston Road, Springfield, MA 01119

\$15.50 - \$18.50 an hour - Part-time

Apply on Indeed

Job Description: Manage incoming calls and direct them to the appropriate personnel using phone systems. Greet patients and visitors at the front desk, ensuring a welcoming atmosphere. Schedule appointments and manage calendars using software. Maintain accurate client records and scans, utilizing Google Drive for data management. Assist with administrative tasks including filing, data entry, and correspondence. Handle client inquiries and provide information regarding services offered. Uphold confidentiality standards in handling sensitive client information. Proficiency in office suite and google workspace is preferred. Familiarity with tax terminology is advantageous. Strong computer skills with the ability to learn new software quickly. Excellent organizational skills and attention to detail. Ability to multitask effectively in a fast-paced environment. Previous experience in a front desk or administrative role is a plus. Strong interpersonal skills with a focus on client service. Ability to work collaboratively within a team while also being self-motivated.

Medical Receptionist

Health md urgent care

West Springfield, MA 01089

\$16 - \$21 an hour - Full-time

Apply on Indeed

Job Description: Greet patients who walk through the door. Ascertain their needs and get them checked in. Pull their medical records or take a new patient history. Answer the phone and schedule appointments or answer patient questions. Maintain comprehensive medical records, as needed.

Experience: Strong customer service skills. Excellent organizational skills. Attention to detail. Familiarity with basic computer programs, such as the Microsoft Office suite. Previous office experience desired.



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Front Desk Associate

Best Fitness

1739 Allen St, Springfield, MA 01118

Part-time, Full-time

Apply on Indeed

Job Description: Picking cases and bottles. Drive over dock plates onto vehicles. Repetitively lift, push, pull, bend, and reach cases averaging 50 lbs. Palletizing cases on pallets for delivery.

Requirements: Current CPR/AED certification or commitment to obtain within 3 months of hire. Ability to stand, walk, for extended periods of time. Ability to reach, climb, stoop, kneel, crouch or crawl. Lift and/or move up to 25 pounds.

Office Clerk/Receptionist

CJ's Towing Unlimited

350 Pasco Rd, Indian Orchard, MA 01151

Apply at 350 Pasco rd. Springfield MA

Job Description: Full Time position with flexible hours. Looking for motivated individuals to work in the front office of a busy towing company in Springfield. Strong computer skills, multitasking, and good customer service skills are required. Job includes answering phones, data entry, intake and release of vehicles to customers at front counter. Must be able to work in a fast-paced environment. The company pays 50% of health insurance.



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Front Desk Receptionist

Longmeadow, MA

Longmeadow, MA 01106

From \$20 an hour - Part-time

Apply on Indeed

Job Description: Greet and welcome clients as they arrive warmly and professionally. Answer and direct phone calls in a professional and timely manner. Schedule appointments and maintain the front desk calendar. Maintain a clean and organized salon and reception area and keep up with sanitation tasks. Provide information to clients about services and products offered and assist with any inquiries. Collaborate with the salon team to ensure a positive client experience.

Requirements: Excellent customer service skills with a friendly and approachable demeanor. Strong administrative skills with attention to detail. Ability to multitask. Previous experience as a Front Desk Receptionist or in a similar role is preferred. Proficient with POS software. Ability to work independently and as part of a team in a dynamic environment.

Medical Front Desk Receptionist

Longwood Eye & LASIK Center

180 Daggett Drive, West Springfield, MA 01089

\$15 - \$21 an hour - Full-time

Apply on Indeed

Our growing office is looking for an experienced and outgoing receptionist with computer skills. This receptionist is responsible for the registration of patients, co-pay collection, scheduling of patients within the practice, and assisting with phone calls. Individuals must communicate in a positive, professional manner and maintain a high level of customer service.



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NOW HIRING >>>>

EMERGENCY MEDICAL TECHNICIANS (EMTs)

*Looking for a change of pace
with a regular schedule in a
structured environment? Join the
Hampden County Sheriff's Office!*

- * **FULL-TIME (40-HOUR WEEK)**
- * **12-HOUR SHIFTS**
- * **STATE BENEFITS & NUMEROUS BONUSES**
- * **\$54,772.58 - \$65,380.20 STARTING SALARY**



Apply today on <https://hcsoma.org>



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Workshop Offerings at MHH



For a current Calendar of workshop offerings, visit: <https://masshireholyoke.org/events/> or snap the QR Code above.

ChatGPT-Your Job Search Key!: Discover how ChatGPT can turbocharge your job search! Join our workshop, 'ChatGPT-Your Job Search Key!' and learn expert strategies to optimize resumes, target job searches, ace interviews, and negotiate salaries. Regardless of where you are in the job search process, this workshop will revolutionize your approach to landing your dream job. Don't miss out — secure your spot now and accelerate your career with ChatGPT!

TORQ & ONET Secret Weapons for Your Job Search (Remote using Zoom): Learn how the easy-to-use tools found on TORQ Works can generate suggestions for new career pathways based on how your skills and experience apply to today's job market and break free from the trappings of "career tunnel vision" when choosing your next career. Discover the vast wealth of labor market information found on O*NET Online and explore ways to leverage this information to expand your career exploration, gain valuable insights into industry trends and job outlooks, cure your writer's block in preparing resumes, cover letters and job interviews by accessing professional language to describe your previous work experience, and even find job openings near you! Don't miss this opportunity to harness the full potential of what these two secret weapons can do to ensure a successful job search process!

The Curious Candidate-A Career Exploration Webinar (Remote using Zoom): Are you considering a career change either to earn more money, for greater personal fulfillment, more flexibility or simply to try something new? It is all too easy to get "career pathway tunnel vision" and feel stuck in one particular occupation. This webinar will help participants assess their priorities, needs and interests in choosing a new career pathway, as well as identifying where they can apply their transferable skills and experience to new opportunities, and how they can pursue training opportunities to fill any skills gaps.

Job Search Tips and Tools (Remote using Zoom): This webinar will go over the tools and strategies to ensure an efficient and successful job search. Topics include career exploration, labor market investigation (LMI), where to find job openings, how to leverage your social media accounts, and how to develop the skills you need to land the job that is right for you. We will also discuss how MassHire Career Centers can support you along the way!

Outsmart the Resume Robots (Remote using Zoom): In this webinar you will learn what Applicant Tracking Systems (ATS) are and what happens after an applicant applies for a job online through an ATS Platform. We will teach you how to create a resume that will get you noticed through these systems and how to maximize your chances of getting a response from employers throughout the online job application process. We will also discuss how the ATS benefits employers, and apply that knowledge to the online application process in order to maximize your chances of getting an interview.

Interviewing Skills (Remote using Zoom): During this interactive webinar you will know the steps to



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prepare for a successful virtual or in-person interview, draft a Personal Commercial, and practice questions and answers to enable you to relate your skills and accomplishments in ways to show how you can help the employer. The concept of "Information Interviews" and salary negotiations will also be discussed.

Networking to Your Next Job Webinar (Remote using Zoom): Networking is an important and often unused job search tool to access the "hidden job market." This webinar provides suggestions for creating a successful networking plan, as well as providing a description of the "Information Interview" process.

Job Search Strategies for Mature Workers (Remote using Zoom): This webinar will discuss suggestions, advice, and information for older job seekers. It will discuss examples of what to include in a job search plan, including terminology, the assets older workers provide employers, resume and cover letter descriptions, as well as how to develop networking strategies and interview preparation.

Slay Your Resume (in-person): In this resume workshop you will find out what gets a resume noticed and placed at the top of the "Yes" pile. We will go over some best practices, as well as many common *Do's* and *Don'ts* in order to make a positive impression on employers. This workshop is good for people who need to improve their existing resume, are in the beginning stages of creating one, or for those who are just not quite sure why they are not getting interviews.
***This workshop will be held at our second location at the *STEAM Building at 208 Race Street, Holyoke, MA.*

Learn to Use WinWay Resume Builder: This Webinar will show you how to use the Resume Building Software in the Resource Center at MassHire Holyoke

HCC Grant Information Sessions (Remote using Zoom): Throughout the year, Holyoke Community College offers a number of free workforce training and certification programs in a number of different vocations. This webinar provides an overview of current offerings through the *HCC Adult Education and Workforce Development* and the process to apply for them.

Training Grant Opportunities (Remote using Zoom): This webinar will discuss various training grant opportunities, funding and eligibility possibilities.
*****Note:** Attending this webinar is a prerequisite first step in order to pursue grant funding through the *Workforce Innovation Opportunity Act (WIOA)* to pay for the cost of certain training programs.

Computer Competence Corner (in-person): is your place to get support and assistance for all your computer and digital literacy needs! At MassHire Holyoke, we understand the importance of technology for the modern job seeker, and this walk-in support service is designed to help you excel. Our **Computer Competence Corner** can improve your job search process, help you learn new computer skills and advance your career by assisting with a range of tech-related needs, including computer basics, effective internet use, cybersecurity, digital communications, online job search, online job applications and proficiency with commonly used software and apps. **The Computer Competence Corner** is a walk-in service and is first come, first served, so no appointment is necessary. However, registration is available for those who want to secure a spot and receive a courtesy call to discuss a plan before the workshop. Laptop computers will be available for use during the workshop, but feel free to bring your own laptop computer so that you can learn how to better use your own device.
***This workshop will be held at our second location at the *STEAM Building at 208 Race Street, Holyoke, MA.*



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El Rincón de Competencia Informática (en persona): con MassHire Holyoke es tu lugar para obtener apoyo y asistencia en todas tus necesidades de competencia informática y alfabetización digital. En MassHire Holyoke, entendemos la importancia de la tecnología para el buscador de empleo moderno y este servicio de apoyo sin cita previa está diseñado para ayudarte a destacar. Nuestro **Rincón de Competencia Informática** puede mejorar tu proceso de búsqueda de empleo, ayudarte a aprender nuevas habilidades informáticas y avanzar en tu carrera, asistiendo en una variedad de necesidades relacionadas con la tecnología, que incluyen conceptos básicos de computación, uso eficaz del internet, ciberseguridad, comunicaciones digitales, búsqueda y solicitud empleo en línea y capacidad en el uso de software y aplicaciones comúnmente utilizados. **El Rincón de Competencia Informática** es un servicio sin cita previa y se atiende por orden de llegada. Sin embargo, la inscripción está disponible para aquellos que deseen asegurar un lugar y recibir una llamada de cortesía para discutir un plan antes del taller. Habrá computadoras portátiles disponibles para su uso durante el taller, no obstante, puedes traer tu propia computadora portátil para que puedas aprender a usarla mejor. *****Este taller se llevará a cabo en nuestra segunda ubicación en el Edificio STEAM en 208 Race Street, Holyoke, MA.**

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You can register for these workshops using any method below. Please have your MassHire Job Seeker ID Number ready.

1. Call us at (413) 532-4900 and speak to a receptionist.
2. Sign into your MassHire JobQuest account and click on the "Workshop Section."
3. Go to the event section of our website at www.massshireholyokey.org

If you are registering for a remote webinar on Zoom, a link will be emailed to you the day before or the day of the workshop.

*MassHire Holyoke Career Center at 850 High Street, Holyoke MA 01040 413-532-4900
>>>Second Location: The STEAM Building at 208 Race Street, Holyoke MA 01040*



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