



## RESEA Counselor Job Description

**Job Title:** RESEA Counselor  
(Re-employment Services and Eligibility Assessment)  
**Location:** MassHire Holyoke Career Center  
**Hours:** Full-time, 37.5 hours per week  
**Reports to:** Director, RESEA Program  
**Salary:** \$48,000  
**Date Prepared:** Revised: May 2026

A friendly, collaborative, team-oriented workplace  
Health, Dental, Vision, Retirement benefits and more  
Generous Personal Time, and 14 paid holidays  
Tuition Assistance

### **Summary:**

Assists with the implementation of the RESEA (Re-employment Services and Eligibility Assessment) program, a mandatory program for UI (Unemployment Insurance) Recipients. Conducts individual RESEA Reviews, explains program requirements, enters data as required. Assists with computerized job search, resume and interview preparation, screening for WIOA and other program eligibility, and other core counseling services. Keeps updated on most current RESEA requirements, attends State and local meetings as required.

### **Position Specific Responsibilities:**

- Provides information about RESEA mandated requirements and targeted counseling services to RESEA enrolled customers as needed.
- Schedules and conducts RESEA reviews.
- Provides RESEA services professionally, caringly, and in accordance with RESEA requirements.
- Ensures RESEA data entry requirements occur according to established protocols.
- Completes mandated RESEA reporting requirements and maintains timely and accurate records as required.
- Helps provides guidance and information for staff on the RESEA Program.
- Refers appropriate RESEA customers to Talent Bank/TA Team.
- Demonstrates a strong commitment to assisting customers who are reentering the workforce, many of whom might have career-related barriers in meeting their career and educational goals.
- Recommends specific action plans to improve customer satisfaction based upon customer feedback and follow-up activity.
- Facilitates the RESEA sections of individual and group Career Center Seminars/Orientations.

- Conduct outreach to newly enrolled RESEA participants to inform them regarding mandatory Career Center Seminars and RESEA review sessions.
- Attends State sponsored RESEA Information and training sessions and ensures implementation of grant requirements.
- Provides information about RESEA mandated requirements and targeted counseling services to RESEA enrolled customers as needed.
- Performs above duties on-site, virtually, and telephonically.

**MassHire Holyoke Career Center Expectations of All Staff:**

- Actively supports through task and attitude a priority on exceptional service
- Strives at all times to make customers feel welcomed and comfortable and provides accurate information to meet their needs.
- Develops and maintains excellent working relationships with co-workers and customers from diverse backgrounds.
- Exhibits professionalism by attendance, punctuality, appearance, demeanor and the willingness to ask questions and seek support when needed
- Willingness to attend various seminars, workshops, conferences, classes, community events, etc. necessary to keep abreast of developments, trends, and best practices
- Participates on cross-departmental teams and committees as needed and appropriate
- Generates ideas to make MHH a better place for customers and staff
- Technology proficient and able to manage workload using Microsoft and other common software applications.
- Ability to be sensitive to, understand, and respect customer and staff confidentiality issues.
- Ability to travel using personal vehicle (MHH will reimburse for mileage)
- Functions in a manner consistent with MHH's missions and goals
- Other General duties as required.

***Have Fun!***