



Job Developer Job Description

Job Title: Job Developer
Location: MassHire Holyoke Career Center
Hours: Full-time, 37.5 hours per week, some evenings and weekends
Salary Range: \$46,000
Reports to: Director of Career Counseling Services
Date Prepared: Revised 9/21

SUMMARY

Serving as a bridge between job seeking and employer customers, the Talent Acquisition Specialist works closely with the Business Services and WIOA Counseling Teams, with a particular emphasis on serving dislocated and adult customers who are enrolled in the Workforce Innovation Opportunity Act (WIOA), Ticket to Work, RESEA and other awarded grant funded programs, and, as assigned, with customers who are not formally enrolled in specific grants or programs.. Establishes connections with current and potential business partners, and assists with career exploration, job readiness, job matching, and job development advocacy for individual candidates both internally and with employers.

Position Specific Responsibilities:

- Establishes connections with job ready MassHire Holyoke customers referred by WIOA counselors and others, assesses customer needs, identifies service programs and products to meet those needs, matches customers with appropriate job openings, and provides job advocacy services
- Provides Resume creation/assistance to WIOA Enrolled customers
- Provides on-going job search assistance to WIOA Enrolled customers and properly documents activities in Moses database.
- Ensures that job ready customers are enrolled in the Regional Business Solution Team managed Talent Bank Job Matching Platform and participates in regional Business Solutions Team Meetings
- Assists in the provision of counseling and job development support for customers living with disabilities, and especially those enrolled in the Ticket to Work Program, and helps promote, monitor, and coordinates the Ticket to Work Program
- Establishes connections with current and potential business customers, assesses employer customer needs, identifies service programs and products to meet those needs and matches business customers with appropriate choices.
- Connects with and supports customers enrolled in the RESEA program helping ensure enrollment requirements are met and job development services are offered to qualified individuals
- Works closely with the Youth Services Team supporting and serving Youth customers referred for job development
- .Visits, emails, calls, and mails information to individual employers in order to both promote specific candidates for positions and to market the Center's services
- Keeps abreast of information on business incentive training and job development programs, such as On the Job Training Programs, the Workforce Training Fund, and industry specific training opportunities.
- Provides both technical assistance and guidance about workforce development information

- Assists in developing and updating information and materials in the Resource Center such as, JobQuest, Hot Jobs, OSHA, and various other employer and jobseeker workforce information materials.
- Acquires and organizes data from existing and potential customers in order to develop strategies to continuously improve services.
- Coordinates the development of customer feedback mechanisms such as surveys and focus groups.
- Participates in various business and professional group activities such as attending Chambers of Commerce events both during and after the normal working day.
- Identifies and assists in the development and marketing of enhanced employer services.
- Facilitates individual and group Orientations and workshops as needed, currently offered remotely via Zoom.
- Completes and submits required reports in an accurate and timely manner

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 in special programs and FFS projects as needed and appropriate
- 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!