

**Position:** Career Resource Center Internship  
**Program/Department:** MassHire  
**Schedule:** TBD – within a 9-4pm, Mon-Fri schedule



JVS is a non-profit, non-sectarian agency. Our mission is to empower individuals from diverse communities to find employment and build careers; and to partner with employers to hire, develop and retain productive workforces.

JVS provides a broad range of services including adult education, skills training, job readiness training, job placement and support, and access to post-secondary education. JVS assists employers in their search for well-qualified job applicants and their initiatives to upgrade the skills of their incumbent workforce.

**Responsibilities:**

- Assisting customers with signing in/using electronic card reader
- Helping customers with any computer usage questions
- Helping customers with editing and formatting documents
- Sending customer faxes; making customers copies; scanning customers documents to USB
- Directing customers to appropriate classes and other resources
- Answering general questions about the Resource Center and MassHire
- Assisting JVS MassHire Staff as needed, such as preparing Job Seeker ID cards, filing, data entry and general organization
- Training will be provided for all aspects of this position.

**Skills/Qualifications:**

- Ability to work independently and under pressure
- Customer service oriented; strong communication skills
- Personable, patient
- Ability to multitask
- Ability to problem-solve general computer/software issues; strong computer skills and knowledge (Windows)
- Excellent organizational skills and attention to detail
- General understanding of the online job application process
- Knowledge of major Web Browsers, MS-Word, Excel, GoogleDocs, and various online e-mail applications