



70 Washington Street
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Customer Service Representative

Job Description

(February 2026 Post)

Bilingual (English/Spanish) Preferred

Position Summary:

The Masshire-North Shore Career Center (MHNSCC) is seeking a reliable, self-motivated, and highly competent **Customer Service Representative** to join our fast-paced integrated team on the front lines to answer inquiries in-person, on the telephone, and through email and other channels to provide information to customers, visitors, the general public, and other interested parties regarding MHNSCC's services and activities. The Customer Service Representative must be able to operate a telephone switchboard to answer, screen, and/or forward calls, provide information, take messages, and/or schedule appointments. This forward-facing staff support position is focused on ensuring satisfaction through clear communication, problem-solving, and empathy for all visitors, including dislocated workers and/or the economically disadvantaged.

Reports to:

The MassHire-North Shore Career Center Executive Director, in partnership with the MassHire-North Shore Career Center Deputy Director.

Essential Duties and Responsibilities:

- Greet customers as they enter in the Career Center, determine the nature and purpose of their visits, and direct or escort them to specific destinations.
- Answer a variety of inquiries from the public and staff.
- Schedule appointments and maintain and update appointments in the appropriate workforce systems.
- Assist with transmitting information or documents to and from customers using a computer, facsimile machine, or by mail.
- Handle complaints from customers or the public as directed by management.
- Provide information about Career Center services such as the re-employment process, job fairs/recruitment events, job search initiatives, and training opportunities.
- Use current technology and software to complete tasks. Proficiency in calendar, document, spreadsheet, and slide applications preferred.
- Perform administrative support tasks such as entering data, taking messages, receiving deliveries, and maintaining Career Center office machines including the copiers.
- Perform other duties as assigned.
- Commit to the MassHire values of Collaboration, Respect, Reliability, and Ingenuity.

Core Skills and Abilities:

- **Customer service:** Develop and maintain effective working relationships with both the public and staff;
- **Triage:** Prioritize key tasks to maintain a smooth traffic flow so all customers are seen on a timely basis;
- **Multitasking:** Handle multiple inquiries and tasks simultaneously;

- **Guidance:** Develop and share a thorough understanding of current MHNSCC protocols, services, and activities;
- **Communication:** Demonstrate excellent verbal and written skills;
- **Problem-solving:** Apply critical thinking skills to find effective solutions;
- **Patience and professionalism:** Maintain a calm and positive demeanor, especially with difficult customers;
- **Empathy:** Understand and address customer frustrations;
- **Escalation:** Refer complex inquiries to the appropriate authority.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Must place high priority/value on diversity, equity, and inclusion to effectively serve the region’s community.

Education and/or Experience:

- High School Diploma, GED, or HiSET-Equivalency.
- Associate’s degree preferred in public administration, general business, technical writing, or social sciences; related work experience or equivalent education may be substituted.
- Two (2) years of experience as a Clerk Specialist, Front Desk Receptionist, Greeter, Information Assistant, Medical Receptionist, Member Services Representative, Office Assistant, Receptionist, Registration Clerk, or Scheduler.
- Established and proven ability to organize, manage, and control workflow efficiently, along with the capacity to both take initiative and complete follow-up procedures as well as meet deadlines.
- Strong verbal, written, analytical, presentation, and interpersonal skills.

Days and Hours:

Part-time Monday through Friday in person at the MHNSCC: up to 19-hours per week, maximum.

Compensation:

The starting wage for this part-time position is \$26.28–\$26.98 per hour based on experience/qualifications; part-time is up to 19 hours per week, maximum. This part-time position is not benefits-eligible.

Work Environment and Physical Demands:

This job operates in an office environment, predominantly seated, operating standard office equipment such as computers, phones, copy machines, filing cabinets, and keyboards. The incumbent has direct and indirect contact with the public and other agency and city staff. The position requires working with high volume, tight deadlines, being subject to frequent interruptions, and at times without direct guidance from a supervisor. While performing the duties of this job, the incumbent is continuously required to talk, hear, and use repetitive motions of the wrists, hands, and fingers. Specific vision abilities required by this job include close vision. The incumbent will frequently stand, carry, reach, grip, and grasp; occasionally stoop, kneel, and crouch. The work involves little to light physical effort; frequently exerts up to 10 pounds of force and occasionally exerts up to 20 pounds of force. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level can vary depending on daily activity, yet it will remain within a moderate noise level range.

The City of Salem is an Equal Opportunity/Affirmative Action Employer and does not discriminate on race, color, national origin, religion, gender or gender identity, familial status, disability, ancestry, age, marital status, public assistance status, sexual orientation, veteran history/military status, or genetic information.

Application:

Qualified individuals are encouraged to send a resume and cover letter with the subject line “Application: Customer Service Representative” to jobs@masshire-northshorewb.com. Applications will be reviewed on a rolling basis and the position will remain open until filled.

MASSHIRE VALUES

Collaboration – *Power of partnership and streamlined integration of services to achieve effective and timely results for our MassHire-North Shore Career Center customers;*

Respect – *Commit to understanding and valuing the diverse and unique requirements and professional goals of the businesses and people we serve;*

Reliability – *Create trust and reliability by consistently delivering high-quality professional services at each location and at every interaction;*

Ingenuity – *Leverage flexibility, expertise, and knowledge to successfully meet our mission, regardless of new challenges and circumstances that may arise.*