

MASSHIRE DOWNTOWN BOSTON IS A MEMBER OF THE MASSHIRE CAREER CENTER SYSTEM



The purpose of this seminar is to give you an understanding of the full range of services, events and programs available at the MassHire Career Centers and explain how these services can meet your needs.

HOURS OF OPERATION
Monday - Friday: 9:00 am - 5:00 pm

MASSHIRE PARTNERS WITH UNEMPLOYMENT INSURANCE (UI). They require that as a condition of continued benefits you complete the following, in sequence and on 3 separate days

1. Attend a Career Center Seminar (CCS)
2. Initial RESEA Review
3. Interim Service: Job Search Activity
4. Schedule and attend a 1:1 RESEA Review. It's a 20-30 minute appointment where you present (e-mail the career coach in advance) the documentation listed below
5. Schedule a future workshop. See our monthly calendar for more details <https://masshiredowntownboston.org/events-calendar/>

INTERIM SERVICE: JOB SEARCH ACTIVITY

Must be accomplished **before** your RESEA Review 1 : 1 appointment

Complete **ONE** of the following:

- Workshop - Career Center <https://masshiredowntownboston.org/events-calendar>
- Job Fairs or Employer Events - Career Center <https://masshiredowntownboston.org/events-calendar>
- TORQ Skills Tool - Online JobQuest.dctma.org <http://jobquest.dctma.org/JobQuest/TorqHelp.aspx>
- Job-Matching Tool - Online JobQuest <https://jobquest.dcs.eol.mass.gov/jobquest/>

RESEA REVIEW

To ensure the best outcome [and avoid an interruption of benefits] you must complete your 1:1 RESEA Review by your deadline. Check with the CCS facilitator to obtain your deadline. Please prepare the following for your 1:1 RESEA review:

- ☐ Updated Resume
- ☐ Registr on MassHire JobQuest, click here: <https://jobquest.dcs.eol.mass.gov/jobquest/Register/Default.aspx>
- ☐ Completed Labor Market Information, see page 7 and onetonline.org
- ☐ Completed Work Search Logs, for each week you've received benefits.
- ☐ You can find a copy on page 8. If you complete the weekly logs online, print the records prior to your RESEA review. To print: Log into your UI account > click "View UI Records" > click "Continued Claims" > click "Weekly Certification" > click "View" for each respective week.
- ☐ Schedule a future workshop, see page 6 and our calendar at: <https://masshiredowntownboston.org/events-calendar/>

FOR MORE UPDATES, FOLLOW US ON SOCIAL MEDIA



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SERVICES | RESOURCES

Offers a variety of services including:

- Career Counseling
- Job Search Strategies
- Interview Practice
- Networking Groups
- Customized Services
- Employer Recruitment Sessions & Job Fairs

OUR PROGRAMS AND WEBINARS

- MassHire Downtown Boston offers a variety services <https://masshiredowntownboston>
- Our webinars focus on job search tools and strategies. Find our calendar of events here: <https://masshiredowntownboston.org/events-calendar/>

CUSTOMER COMPLAINT POLICY

We are committed to ensuring that all grievances be resolved immediately. A complaint form is available in this packet.



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I GOT A JOB!

Landed a new job?
Complete our form at:
<http://bit.ly/IGotAJob>



75 Federal Street, 3rd Floor • Boston, MA 02110 • 617.399.3100 • www.MassHireDowntownBoston.org

Veterans and their eligible spouses receive priority of service.

MassHire Downtown Boston is an EEO Employer. Auxiliary aids or services are available upon request to individuals with disabilities.

An accessible entrance

A proud partner of the American Job Center network and Devonshire St.

CUSTOMER COMPLAINT POLICY

MassHire Downtown Boston is committed to providing the highest quality service to all of its customers. The organization works hard to create and maintain an environment that ensures the achievement of both individual and programmatic goals. This environment is dependent on mutual respect, common courtesy and adherence to basic rules of acceptable conduct. MassHire Downtown Boston values all of its customers, and strives for 700 percent customer satisfaction. Customers are encouraged to come forward when dissatisfied with services. Together, we can promise with confidence that MassHire Downtown Boston "works for everyone."

1. If you have a complaint about MassHire Downtown Boston services, a policy, a person, or a particular incident, you are encouraged to immediately speak to your case manager and/or fill out a customer complaint form. If you do not have a case manager, you should ask the front desk staff to speak with Charles Hickey, Director of Career Center Operations.
2. If you feel your complaint has not been adequately addressed, you may ask to speak with the appropriate program manager.
3. If you feel the situation has not been resolved, you may then ask to speak with the Director of MassHire Downtown Boston, a Massachusetts One-Stop Career Center/ American Job Center operated by Jewish Vocational Service (JVS) and chartered by the MassHire Boston Workforce Board. In the event that your complaint has not been addressed to your satisfaction, you may contact either MassHire Downtown Boston or the MassHire Boston Workforce Board.

Doreen Treacy
Complaint Officer

MassHire Downtown Boston
75 Federal Street, 3rd Floor Boston, MA 02110
(617) 399-3344

Angela McCabe
Local Complaint Officer

MassHire Boston Workforce Board 2 Oliver Street
Boston, MA 02109
(617) 423-3755

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Career Rx | Updated June 2020

For best results, register for a workshop/webinar (or 2!) and track your progress. If needed, we will check in on your progress at a follow-up appointment.

Category	Workshop	Priority	Event Date	Registered
	Salary Negotiation			
	Cover Letter and Communication			
	How to Land a Federal Job			
	Job Fairs and Employer Recruitment Events			
	Managing Stress & Negativity in the Job Search			
	Using Age to Your Advantage			
	Get That Job: Tips from HR			
	Job Search for Introverts			
Resume	Resume 1.0: Why and How to Create a Resume			
	Resume 2.0: Creating a Targeted Resume			
	Resume 2.0: Get Your Resume Into Human Hands			
	Your First American Resume			
Networking	Crafting Your Elevator Pitch			
	Job Seekers Networking Group			
	Is Your Networking Working?			
	Networking for Introverts			
	Networking While Social Distancing			
	New Connections			
Interview	Interview 1.0: Mastering the Basics			
	Interview 2.0: Behavioral Questions			
	Handling Age-Related Interview Questions			
	Virtual and Video Interviewing			
	Presentation Skills			
	Your New Career (2 sessions)			
	1:1 Career Counseling (fee)			
	1:1 Assessment Testing (fee)			

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Category	Workshop	Priority	Event Date	Registered
Social Media	LinkedIn 1.0: Mastering the Basics			
	LinkedIn 2.0: Creating a Targeted Profile			
	LinkedIn 3.0: Advanced Strategies			
	Personal Branding			
	Digital Communications			
Financial Health	Understanding Your Taxes: It Matters			
	Tailoring a Spending Plan for Improved Financial Well Being			
	1:1 Financial Coaching			
	Financial Management 101			
	Money Habits			
	Financial Frauds and Scams to Avoid			
	Understanding your taxes, Savings for Retirement, Insurance			
Other	Refugee and Immigrant Employment Info Session			
	SCSEP (Senior Community Service Employment Program) Information Session			
	Pharmacy Technician Information Session			
	Adult Diploma Pathway Information Session			
	Nurse's Aide Training Program Information Session			
	English for Advancement Information Session			
Drop-In	Ask the Career Coach			
	Ask the Health Care Career Coach			
	Ask the CORI Coach			
	Ask the Education Coach			

	Item	Priority
Job Search Checklist	Job Search Targets	
	Resume	
	Cover Letter	
	Elevator Pitch	
	LinkedIn Profile	
	Request for Informational Interview/Meeting	
	Thank You Note	

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