



That's what I'm talking about

## JOB OPENING

### Staffed in Pittsfield, MA for:

**Relay Operator:** Position summary: Relay TTY and Voice telephone calls.

**Preferred education, experience and skills:**

- Applicants must be a Massachusetts resident as required by our state contract.
- Minimum 60 words per minute typing speed with 95% accuracy.
- Minimum requirement of a GED or Equivalency.
- Ability to read, write, speak, hear and understand English well.
- Ability to read and interpret information on a standard computer monitor.
- Proficiency with computer keyboards and terminals and a basic understanding of computer terminology.
- Strong communications skills, including verbal, written and interpersonal skills.

**SUPERVISOR:** Position summary: Supervise, train, and evaluate relay operators. Promotes the activities of the relay service to customers.

**Preferred education, experience and skills:**

- Knowledge of the deaf culture and the ability to interpret American Sign Language to English.
- Applicant must be a Massachusetts resident as required by our state contract.
- Experience in public relation activities.
- Possess good written and oral communications skills.
- High School education or equivalent.
- Computer experience is desirable; the ability to type 60 wpm is required.
- Must have sufficient speech and hearing skills to be a Relay Operator.
- Experience working with the deaf and hard of hearing community or relay experience is desirable.

**TRAINING COORDINATOR:** Position Summary: Prepares and teaches comprehensive training programs that are designed to maximize the effectiveness of new and existing Relay Operators.

**Preferred education, experience and skills:**

- A combination of three to five years work experience or schooling related to education or training is desirable.
- Applicant must be a Massachusetts resident as required by our state contract
- Experience working with the deaf and hard of hearing community or relay experience is desirable.
- The ability to develop a comprehensive understanding of relay policies and procedures.
- Strong verbal, interpersonal and presentation skills.
- Ability to organize and prioritize work.
- Ability to maintain strict confidentiality.
- Proficient with computers and software programs.
- Ability to read, write, speak and understand English well.
- Strong analytical and interpersonal skills.

Hold a valid driver's license and have the ability to travel alone

Applications and Job Descriptions may be **picked up from and returned to Cindy Blase/NE**  
**or contact us via our website at: [www.hamilton.net/employment.html](http://www.hamilton.net/employment.html)**

(Any questions concerning the opening can be directed to Cindy/Human Resource Department.)

We are an equal opportunity employer. We do not discriminate on the basis of race, religion, color, sex, age, national origin or disability.