



That's what I'm talking about

JOB OPENINGS

Staffed in Pittsfield, MA for:

ADMINISTRATIVE SUPPORT: Position Summary: General receptionist, office duties, and customer service responsibilities including customer greeting and customer care.

Preferred education, experience and skills:

- High school education or equivalent.
- Applicant must be Massachusetts resident as required by our state contract.
- Ability to communicate and/or interpret using American Sign Language is helpful.
- Ability to use office equipment such as computer, copier, fax machine, and multi-extension telephone.
- Proficient in Excel or similar spreadsheet software.
- Proficient in Microsoft Word or similar word processing software.
- Ability to organize and prioritize work and meet deadlines.
- Ability to read, write, speak and understand English well.
- Strong analytical and interpersonal skills.
- Ability to type a minimum of 60 w.p.m.

CENTER MANAGER: Position Summary: Directs all relay operations and all related operations activities within the Relay Center with primary emphasis on quality and efficiency. Oversees the development of Supervisors, Relay Operators and other staff to ensure success of the company. Has primary responsibility for insuring that relay services, features, and quality standards meet the expectations of relay users as well as the State of Massachusetts.

Preferred education, experience and skills:

- Bachelor's Degree or equivalent work experience. Two to three years management experience in a call center, relay or telecommunications environment.
- Applicant must be Massachusetts resident as required by our state contract.
- Experience and knowledge of American Sign Language or deaf culture is desirable.
- Ability to organize and prioritize work. Strong verbal, written, analytical and interpersonal communications skills including the ability to read, speak and understand English well.
- Ability to stand, sit and walk for extended periods of time.
- Hold a valid driver's license and have the ability to travel alone.

COMPUTER SYSTEMS TECHNICIAN: Position summary: This multifunction fulltime position is primarily responsible for upgrades, maintenance, and troubleshooting of various computer based systems in a telephony environment where customer support is emphasized.

Required Experience and Skills:

- Applicants must be a Massachusetts resident as required by our state contract.
- Ability to organize and prioritize work in order to meet deadlines.
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- Strong working knowledge of Windows Operating Systems.
- Strong understanding of computer communication concepts.
- Ability to read, write, speak and understand English well.
- Hold a valid driver's license and have the ability to travel alone.

Preferred Education, Experience and Skills:

- Associates degree or higher is preferred, but a suitable combination computer related secondary education and work experience will be considered.
- Strong written, verbal, analytical and interpersonal skills.
- Understanding or experience with telephony networks.
- Experience supporting Active Directory.

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

(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.