

# Mass Workforce Issuance

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**100 DCS 08.114**

**Policy**    **Information**

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**To:** Chief Elected Officials  
Workforce Development Board Chairs  
Workforce Development Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DCS Operations Managers

**cc:** WIOA State Partners

**From:** Alice Sweeney, Director  
Department of Career Services

**Date:** April 18, 2018

**Subject:** **RMV Special Recruitment**

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**Purpose:** To provide guidance to Local Workforce Boards, One-Stop Career Center Operators and other local workforce partners with regard to the process for the recruitment of Customer Service Representatives for the Registry of Motor Vehicles (RMV). MOSES Job Orders have been set up to allow for tracking of referrals and hires for these positions.

**Background:** The MA Department of Transportation, RMV needs to recruit a large number of Customer Service Representatives over the next few months in order to handle the issuing of the new required drivers licenses.

Job orders have been set up in MOSES to track referrals and hires for Customer Service Representatives openings with the RMV. The RMV job openings are organized around the RMV regions. Customer Service Representatives may be assigned to any of the RMV service centers and travel may be required between service centers within the region.

Career Centers should review their current job candidates, including Hurricane Evacuees, in order to determine if those individuals are interested in the position and meet the job requirements.

MA Workforce System Career Center Leads are identified by RMV region as the contacts on the MOSES Job Orders and they will direct interested job candidates to the closest Career Center for service.

Additional information including the MA Workforce System Regional Career Center Leads and information on the MOSES Report for identifying potential candidates is provided in Attachment A.

**Action**

**Requested:** Please share with all staff and partners as appropriate.

**Effective:** Immediately