

## ATTACHMENT A

### CAREER CENTER SERVICES FOR MA REGISTRY OF MOTOR VEHICLES (RMV)

Job orders have been set up in MOSES to track referrals and hires to specific Registry of Motor Vehicles (RMV) openings for Customer Service Representatives. 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.

| <b>MOSES<br/>/JobQuest Job<br/>Opening<br/>Number</b> | <b>MassCareers Job Opportunities<br/>Customer Service REP I, RMV (REGION) - (Job Number)</b> |
|---|--|
| <a href="#">10449599</a>                              | Customer Service Rep I, RMV (CAPE REGION) – (180002KG)                                       |
| <a href="#">10449555</a>                              | Customer Service Rep I, RMV (CENTRAL REGION) – (1700062B)                                    |
| <a href="#">10449521</a>                              | Customer Service Rep I, RMV (NORTHEAST REGION) – (170005WE)                                  |
| <a href="#">10449563</a>                              | Customer Service Rep I, RMV (SOUTHEAST REGION) – (170005WB)                                  |
| <a href="#">10449561</a>                              | Customer Service Rep I, RMV (WESTERN REGION) – (170005WC)                                    |

Quick link to Job Quest postings:

<http://jobquest.detma.org/jobquest/EmployerJobs.aspx?empid=1393112>

The MOSES job order directs the job seeker to contact the designated MA Workforce System Career Center Lead (see below) for each region. The Career Center Lead will direct the job seeker to the closest Career Center. The Career Center Leads may change the “how to apply” section of the job orders as needed.

All Career Centers should also be reviewing their current job candidates, including Hurricane Evacuees, for referral to these jobs.

The Career Center will register the job candidate in MOSES (unless already in MOSES) and assess the candidate’s suitability for the job.

Once the candidate has been determined to meet the job requirements, he/she should be directed to apply for the position by completing the online application at the MassCareers Job Opportunities website (<https://massanf.taleo.net/careersection/ex/jobsearch.ftl>) using the RMV Job Number cited on the MOSES job order (and shown above). **Note that MassCareers Job Numbers are case sensitive.** For example, it is 1700062**B** not 1700062**b**. Candidates will be required to sign in and create a MassCareers Account.

A referral should be entered in MOSES by the Career Center after the Career Center has confirmed that the job candidate has completed the application in MassCareers.

The career center should follow up with the job candidate and enter the follow-ups to the referral in MOSES. Reports have been developed by area that will identify current registrants that have a customer service background for outreach. The reports will be sent out separately.

**The MA Workforce System Career Center Regional Leads and the Regional RMV Service Centers are listed on the following pages. Contact should *only* be made through the Massachusetts Career Center lead for each region.**

## **RMV REGIONS AND CAREER CENTER REGIONAL LEADS**

### **RMV CENTRAL REGION**

The Central Region includes the following RMV Service Centers:

- Worcester Service Center – 611 Main Street
- Lowell Service Center – 77 Middlesex Street
- Milford Service Center – 14 Beach Street
- Southbridge Service Center – 6 Larochelle Way
- Leominster Service Center – 80 Erdman Way
- Watertown Service Center – 55 Arsenal Street
- Natick Service Center – Massachusetts Turnpike Natick Eastbound Service Center

Applicants applying to this posting may be assigned to any of these service areas listed above.

**Jennithan Cortes (508-373-7655, [Jennithan.Cortes@MassMail.State.MA.US](mailto:Jennithan.Cortes@MassMail.State.MA.US)) is the contact person for the Central Region.**

### **RMV NORTHEAST REGION**

The Northeast Region includes the following RMV Service Centers:

- Revere Service Center – 9c Everett Street
- Wilmington Service Center – 355 Middlesex Avenue
- Lawrence Service Center – 73 Winthrop Avenue
- Haverhill Service Center – 4 Summer Street
- Boston Service Center – 136 Blackstone Street
- Roslindale Service Center – 4210 Washington Street

Applicants applying to this posting may be assigned to any of the service centers listed above.

**Dawn Beati (978-722-7034, [Dawn.Beati@MassMail.State.MA.US](mailto:Dawn.Beati@MassMail.State.MA.US)) is the contact person of the Northeast Region**

### **RMV SOUTHEAST REGION**

The Southeast Region includes the following RMV Service Centers:

- Brockton Service Center - 490 Forest Ave, 02184
- Fall River Service Center – 1794 North Main Street, 02721

- Plymouth Service Center – 40 Industrial Park Road, 02360
- New Bedford Service Center – 212 Theodore Rice Blvd, 02740
- Taunton Service Center – 1 Washington Street, 02780
- Braintree Service Center – 10 Plain Street, 02184

Applicants applying to this posting may be assigned to any of the service centers listed above.

**Anne Borges (508-730-5001, [aborges@bristoljobs.org](mailto:aborges@bristoljobs.org)) is the contact person of the Southeast Region**

**Cape Area within RMV SOUTHEAST REGION**

The Cape area includes the following RMV Service Centers:

- Martha's Vineyard Service Center
- Nantucket Service Center
- South Yarmouth Service Center

Applicants applying to this posting may be assigned to any of the service centers listed above.

**Anne Borges (508-730-5001, [aborges@bristoljobs.org](mailto:aborges@bristoljobs.org)) is the contact person of the Southeast Region**

**RMV WESTERN REGION**

The Western Region includes the following RMV Service Centers:

- Chicopee Service Center - 1011 Chicopee Street, 01020
- Easthampton Service Center - 116 Pleasant Street, 02721
- Greenfield Service Center - 18 Miner Street, 01301
- North Adams Service Center - 33 Main Street, 01247
- Pittsfield Service Center - 333 East Street, 01201
- Springfield Service Center - 1250 St. James Avenue, 01104

Applicants applying to this posting may be assigned to any of the service centers listed above.

**Katrina Bruce (413-858-2890, [kbruce@futureworksjobs.org](mailto:kbruce@futureworksjobs.org)) is the contact person for the Western Region.**

**EXCEL REPORT IDENTIFYING POTENTIAL JOB CANDIDATES**

**Excel spreadsheets containing information on current registrants who may meet the requirements for the RMV position will be sent out separately.**