



MassHireGBWB Finance & Banking Training Program participants on Zoom in May 2020, engaged in customer service training provided by Millennium Training Institute.

Funded through the Workforce Competitiveness Trust Fund (WCTF), which is administered by Commonwealth Corporation, the MassHire Greater Brockton Workforce Board (GBWB) Finance & Banking Training Program provides occupational training to unemployed/underemployed individuals interested in working in the Finance & Banking industry. Primarily targeting residents of the ten communities served by MassHire GBWB, the program also includes individuals from the secondary territory of southeastern MA.

Working closely with MassHire Greater Brockton Career Center, occupational training and employer partners, a team approach has proven to be effective and efficient as the second cohort of the training program enrolled and trained remotely during Covid-19 Pandemic. The program kicked off remotely in late March, 2020 and utilizes industry accepted curriculum aligning the training with the occupational skills demanded in the banking industry including: on-line American Bankers Association (ABA) Bank Teller Certification and ABA Universal Banker Certification, Millennium Training Institute's Customer Service Training, Financial Literacy and MassHire Job Readiness Workshops to provide a well-rounded candidate for employment in the finance and banking field. As of May 27, 2020, all seven participants have earned two industry recognized credentials and all individuals remain actively engaged.

An industry expert from a local bank meets weekly on Zoom with program participants sharing real-world examples and information that complements the ABA curriculum and we continue to receive guidance by our employer partners through the Finance & Banking Advisory Committee. Although the program initially prepares individuals for the occupation of Bank Teller, it should be noted that this term differs by financial institution and may also be called Universal Teller or Personal Teller. This position is the point of entry for most positions within the banking industry which includes Commercial & Retail Loans, Branch Managers, Credit Analysts and Financial Securities, creating a pipeline for high paying, high demand occupations. The SE MA Regional Blueprint identified Finance & Insurance (NAICS Code 52) as a priority industry in our region due to the potential pipeline, the opportunities for career ladder development, sustainable wages and the economic impact to our region. Please contact Lorraine Albert, Director of Regional Training at lalbert@masshiregbwb.org for more information.