

J. Job Seeking Skills

Advanced

Knows the function of, and can contact the public employment agency	JS-20 JS-104 JS-107
Knows the function of and understands the fees associated with private employment agencies	JS-105
Knows how to identify ads placed by private employment agencies	Use Classified Section of the Local Newspaper to demonstrate skills
Knows the purpose of, and can contact a “temp” agency	JS-105, 106 JS-107
Knows how to follow up an interview with a letter	JS-108, 109, 110 JS-67, 68, 69
Understands and can weigh the advantages of one job over another	JS-66
Understands what discrimination is and where to seek help if discriminated against	JS-111

*Workbook Referenced: [The Young Person’s Guide to Getting and Keeping a Good Job](http://jst.emcp.com/young-person-s-guide-to-getting-and-keeping-a-good-job-fourth-edition.html) which can be purchased here from JIST Publications:

<http://jst.emcp.com/young-person-s-guide-to-getting-and-keeping-a-good-job-fourth-edition.html>

Independent Living Skills Module II

DEPARTMENT OF EMPLOYMENT AND TRAINING

The Department of Employment and Training can not only give you information about possible job openings, but also can help you with your career planning.



ACTIVITY

Visit your local Department of Employment and Training office and find out how to use the services offered.

RELATIVES AND FRIENDS

People who know you and currently have jobs may know about openings or ways to get through to someone who can hire you. Even if they don't know of any job openings right now, ask them to keep you in mind for when jobs do become available.



ACTIVITY

List some friends and/or relatives you can contact about job opportunities:

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Employment Agencies

There are three types of employment agencies. One is operated by the government and is free. The others are run as for-profit businesses that charge a fee either to you or an employer. Here are the advantages and disadvantages of using each.

The Government Employment Service and One-Stop Centers

Each state has a network of local offices to pay unemployment compensation, provide job leads, and offer other services at no charge to you or to employers. The service's name varies by state. It may be called "Job Service," "Department of Labor," "Unemployment Office," "Workforce Development," or another name.

Many states also have "One-Stop Centers" that provide employment counseling, reference books, computerized career information, job listings, and other resources.

Employment Agencies- Phone Numbers and Contacts

Public Employment Agencies-

- CT Department of Labor-
 - Website: <http://www.ctdol.state.ct.us/>
 - Phone: 860-263-6000
 - Email: dol.webhelp@ct.gov

- CT Works-
 - Norwich- 860-859-5600
 - New London- 860-439-7400
 - Website: <http://www.ctdol.state.ct.us/ctworks/ctworks.htm>

- Job and Career ConneCTions
 - Website: <http://www1.ctdol.state.ct.us/jcc/>

Temporary Employment Agencies-

1. Labor Ready- (Norwich, CT)
 - Phone: 860-823-1824
 - Email: <http://www.laborready.com/>

2. Kelly Services
 - Phone: 877-535-5907 (serving Norwich)
 - Phone: 860-447-2701 (New London)
 - Email: <http://www.kellyservices.us/web/us/services/en/pages/?cid=yp>

3. Manpower
 - Phone: 860-887-4175
 - Address: One American Way, Norwich

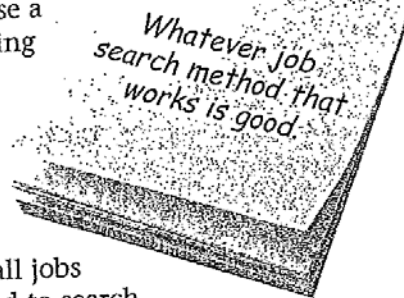
Private Employment Agencies-

- www.ajb.dni.us- Career One Stop
- Phone book yellow pages
- <http://www.ctdol.state.ct.us/wgwkstnd/pa-statutes.htm>

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We do not suggest that you should *never* use less effective techniques. Some people get good jobs using the worst of methods, and that's fine. We do suggest that you use a *variety* of methods, spending most of your time using techniques that work best for most people.

The Internet site at www.doleta.gov uses gives information on the programs provided by the government employment service, plus links to other useful sites. Another Internet site, America's Job Bank at www.ajb.dni.us, allows visitors to see all jobs listed with the government employment service and to search for jobs by region and other criteria.



The government employment service lists only 5 to 10 percent of the available openings nationally, and only about 6 percent of all job seekers get their jobs there. Even so, visit your local office early in your job search. Find out if you qualify for unemployment compensation and learn more about its services. Look into the government employment service. The price is right.

Private Employment Agencies

Private employment agencies are businesses that charge a fee either to you or to the employer who hires you. Fees can be from less than one month's pay to 15 percent or more of your annual salary. You will often see these agencies' ads in the help-wanted section of the newspaper. Many have Web sites.

Be careful about using fee-based employment agencies. Recent research indicates that more people use and benefit from fee-based agencies than in the past. However, relatively few people who register with private agencies get a job through them.

If you use a private employment agency, ask for interviews with employers who will pay the agency's fee. Do not sign an exclusive agreement or be pressured into accepting a job, and continue to actively look for your own leads. You can find these agencies in the phone book's yellow pages. A government-run Web site at www.ajb.dni.us also lists many of them.

Temporary Agencies

Temporary agencies offer jobs lasting from several days to many months. They charge the employer a fee per hour, and then they pay you a bit less and keep the difference. You pay no direct fee to the agency. Many private employment agencies now provide temporary jobs, too.

Temp agencies have grown rapidly for good reason. They give employers short-term help, and employers often use them to find people they may want to hire later.

School and Employment Services

Contacting a school employment center is one of the job search methods included in the survey presented earlier. Only a small percentage of respondents used this option. This is probably because few had the service available to them. Find out about the employment services at your school. Some schools provide free career counseling, resume-writing help, referrals to job openings, career interest tests, reference materials, and other services.

In addition to school employment centers, special career programs work with veterans, people with disabilities, welfare recipients, union members, professional groups, and many others. Just knowing about these services will be valuable for you in the future.

Human Resources Departments

Few people get hired by someone in a human resources department. The human resources department's job is to screen you out. Be cooperative with human resources staff, but try to go directly to the person who is most likely to supervise you, even if no opening exists right now. Remember that most smaller organizations don't even have a human resources office—only the larger ones do.

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FOLLOW-UP LETTERS

You should always send a thank you letter following an interview to express your appreciation to the interviewer for talking with you. In addition, your letter will remind the interviewer that you are still very interested in the job and keep your name in the interviewer's mind until a decision is made.

The follow-up letter will also give you the opportunity to answer questions you needed more time to think about and could not answer during the interview. If you want to use the letter to sell yourself a little more, take the time to tell the interviewer once again why you want to work for his or her company and what you have to offer.



ACTIVITY

Look at the following example of follow-up letters and then try writing a letter to an employer who has given you an interview.

1283 Spring Street
Gardner, MA 01213

June 4, 2000

Ms. Patricia Smith
Personnel Director
Tazre Department Store
287 Lincoln Street
Wakefield, MA 01880

Dear Ms. Smith,

Thank you very much for interviewing me on June 3, 2000 for the cashier's position. I enjoyed meeting you and learning about your store's employment program. I am very interested in working at Tazre's Department Store.

If you would like to receive any other information or references, please call me at (508) 278-1234.

I am looking forward to hearing from you.

Sincerely,
Daniel Lawrence
Daniel Lawrence

1080 East Street
West Boston, MA 02100

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June 10, 2000

Mr. John Walsh
Personnel Manager
Sunrise Bakery
2101 Cake Lane
Boston, MA 02100

Dear Mr. Walsh,

Thank you for the considerations you have given me in your interview yesterday morning.

The opportunity to meet you and other staff at Sunrise Bakery has convinced me that I would be happy working at your company. If I am given the job, I will do my best to meet the expectations of employment.

Sincerely,

James Bradley

James Bradley

726 Mills Road
Boston, MA 02100

July 3, 2000

Ms. Kathryn Butler
Personnel Office First Bank
Boston, MA 02100

Dear Ms. Butler

As you requested during our interview yesterday morning, I have asked my guidance counselor to send you a transcript of my grades.

When you asked me if I would be interested in starting as a filing clerk, I was not sure. After considering the option, I decided that being a filing clerk would be a good way to learn the ins and outs of office work.

Thank you very much for the interview. The more I heard about First Bank, the more I wanted to work there. I was a little nervous during the typing test; however, you will see from my transcript that I can do good work. If I am hired as a typist or filing clerk, I am sure I will do a good job.

Sincerely,

Joyce Martin

Joyce Martin

Tips for Interviewing

The person who gets a job offer is not necessarily the best qualified; but the one who makes the best impression.

- ✓ Be neat and clean from head to foot.
- ✓ Be knowledgeable about the company.
- ✓ Display a positive attitude.
- ✓ Smile and be enthusiastic.
- ✓ Listen attentively, and make direct eye contact.
- ✓ Watch your body language.
- ✓ Approach the question of salary by giving a range and by knowing the typical salary for the job.
- ✓ Don't talk too much, or you'll talk yourself out of a job.
- ✓ Arrive a few minutes early.
- ✓ Get the interviewer to like you.
- ✓ Keep looking even if you get an offer. Stop only after you have formally accepted a job.

Thank-You Notes

Sending a thank-you note is a simple act of appreciation, and most people don't take the time to do it. It is polite to send thank-you notes to employers who interview you and to anyone who helps you during your job search. If you e-mail a thank-you, consider also sending one in the mail.

Thank-you notes also have practical benefits. People who receive them will remember you. But employers say that they rarely get thank-you notes. Employers describe people who do send them with positive terms, such as thoughtful, well organized, and thorough.

A thank-you note won't get you a job you're not qualified for, but it will impress people. When a job opens up, employers will remember you. People in your job search network will also be more interested in helping you. If they know of an opening or meet someone who does, they will think of you.

Thank-You Note Examples

Carefully look at and read the following two examples of thank-you notes. Does one look more professional to you than the other? Is one more clearly written than the other?

2244 Riverwood Avenue
Philadelphia, PA 17963
April 16, 20XX

Ms. Helen A. Colcord
Henderson & Associates, Inc.
1801 Washington Blvd., Suite 1201
Philadelphia, PA 17993

Dear Ms. Colcord:

Thank you for sharing your time with me so generously today. I really appreciated seeing your state-of-the-art computer equipment.

Your advice has already proved helpful. I have an appointment to meet with Mr. Robert Hopper on Friday. As you anticipated, he does intend to add more computer operators in the next few months.

In case you think of someone else who might need a person like me, I'm enclosing another JIST Card. I will let you know how the interview with Mr. Hopper goes.

Sincerely,

William Henderson

William Henderson

Sept. 30, 20XX

Dear Mr. Hernandez,

Thank you for the interview today. I'm impressed by the high standards your department maintains - the more I heard and saw, the more interested I became in working for your firm.

As we agreed, I will call you next Monday, Oct. 5. In the meantime, please call if you have additional questions.

Sincerely,

Kay Howell

Tips for Preparing Thank-You Notes

Here are some tips for preparing thank-you notes:

- ✓ **Paper and envelope:** Use good-quality notepaper with matching envelopes. Most stationery stores, card shops, and office-supply stores have these supplies. Avoid cute designs. Notepaper with a simple "Thank You" on the front will do. Off-white and buff colors are good.
- ✓ **Typed versus handwritten:** You do not always have to send a formal, typed thank-you letter. Handwritten notes are fine unless your handwriting is illegible or sloppy. A neat, written note can be very effective.
- ✓ **Salutation:** Unless you are thanking a friend or relative, don't use first names. Write "Dear Ms. Krenshaw" rather than "Dear Lisa." Include the date.
- ✓ **The note:** Keep it short and friendly. This is not the place to write, "The reason you should hire me is...." Remember that the note is a thank you for what the person did. It is not a hard-sell pitch for what you want. As appropriate, be specific about when you will next be in contact. If you plan to meet with the person soon, send a note saying you look forward to meeting again and name the date and time.
- ✓ **Your signature:** Use your first and last names. Avoid initials, and make your signature legible.
- ✓ **When to send it:** Send your note no later than 24 hours after your interview or conversation. Ideally, you should write it immediately after the contact while the details are fresh in your mind. Always send a note after an interview, even if things did not go well.
- ✓ **Enclosure:** Depending on the situation, a JIST Card is often the ideal enclosure. It's a soft sell that provides your phone number if the person wants to reach you. Make sure your note cards are large enough to hold your JIST Card.

YOUR TURN

Write a Thank-You Note

Writing a thank-you note takes just a few minutes. Write a thank-you note that you can use as a template for notes you will write after phone conversations or interviews with employers.



Phase 6: Making a Final Decision

The interview process is not over until you accept a job. This can sometimes be an easy decision. At other times, deciding can be difficult. Before you accept or turn down a job, consider the following points:

- ✓ Responsibilities and duties of the job.
- ✓ Hours you will have to work.
- ✓ Salary and benefits.
- ✓ Location and how you will get there. For example, can you take a bus, or will you need a car?
- ✓ Working conditions.
- ✓ Opportunity for advancement.

After you accept a job verbally, write an acceptance letter that confirms the starting date and time. Be sure to keep a copy of your letter.

Steps to Take the Evening Before Your Interview

1. Select and lay out what you plan to wear. Make sure everything is cleaned, pressed, and appropriate. Avoid flashy clothes, excessive jewelry, and strong perfume or cologne.
2. Gather and review the materials you plan to take with you. Include your career portfolio (discussed in Chapter 12), extra copies of your resume, list of references, letters of recommendation, and your *Data Minder*.
3. Make sure you know how to get there on time. Take written instructions or a map if you are not familiar with the interview's location.
4. Take a small notepad and two pens for jotting important notes from your interview.
5. Take extra money to cover unexpected expenses.
6. Get a good night's rest.



U.S. Equal Employment Opportunity Commission

LEGAL DISCRIMINATION & RIGHTS

Employees & Job Applicants

The U.S. Equal Employment Opportunity Commission enforces Federal laws prohibiting employment discrimination. These laws protect you against employment discrimination when it involves:

- *Unfair treatment because of your race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.*
- *Harassment by managers, co-workers, or others in your workplace, because of your race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.*
- *Denial of a reasonable workplace accommodation that you need because of your religious beliefs or disability.*
- *Retaliation because you complained about job discrimination, or assisted with a job discrimination investigation or lawsuit.*

If you believe that you have been discriminated against at work, you can file a "Charge of Discrimination." All of the laws enforced by EEOC, except for the Equal Pay Act, require you to file a Charge of Discrimination with us before you can file a job discrimination lawsuit against your employer. In addition, an individual, organization, or agency may file a charge on behalf of another person in order to protect the aggrieved person's identity.

Note: Federal employees and job applicants have similar protections, but a different complaint process.

Not all employers are covered by the laws we enforce, and not all employees are protected. This can vary depending on the type of employer, the number of employees it has, and the type of discrimination alleged. Also, there are strict time limits for filing a charge that you should be aware of. Because of this, we strongly urge you to read the following information to help determine your rights and what action you need to take.

For more information about Legal discrimination and the legal rights of an employee go to:
<http://www1.eeoc.gov/employees/>

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