



Resource Guide for Job Seekers

A step-by-step guide to dealing with a job loss, starting a new job and everything in between.



Inside

Career Center Contacts	1	Networking	9
Dealing with Unemployment	2	Preparing for the Interview	10
Setting Goals	3	Thank You Notes	11
Career Center Resources	4	Retraining Opportunities	12
Job Seeker Dos & Don'ts	5	Frequently Asked Questions	13
Résumé Development	6	Workforce Investment Areas	14
Creating Cover Letters	8	Quick Reference List	15

Georgia Department of Labor Career Centers

Albany , 1608 South Slappey Boulevard.....	229-430-5010
Americus , 120 West Church Street.....	229-931-2520
Athens , 150 Evelyn C. Neely Drive.....	706-583-2550
Atlanta North Metro , 2943 North Druid Hills Road.....	404-679-5200
Atlanta South Metro , 2636-14 Martin Luther King, Jr. Drive.....	404-699-6900
Augusta , 601 Greene Street.....	706-721-3131
Bainbridge , 310 South Scott Street.....	229-248-2618
Blairsville , 189 Rogers Street.....	706-745-6959
Blue Ridge , 1048 Appalachian Highway.....	706-632-2033
Brunswick , 2517 Tara Lane.....	912-264-7244
Cairo , 101 Martin Luther King, Jr. Avenue.....	229-377-6526
Camilla , 26 South Harney Street.....	229-522-3630
Carrollton , 275 Northside Drive.....	770-836-6668
Cartersville , 19 Felton Place.....	770-387-3760
Cedartown , 262 North Park Boulevard.....	770-749-2213
Clayton County , Building 100, Suite 100, 2450 Mount Zion Parkway, Jonesboro.....	678-479-5886
Cobb/Cherokee , 465 Big Shanty Road, Marietta.....	770-528-6100
Columbus , 700 Veterans Parkway.....	706-649-7423
Cordele , 1205 South Seventh Street.....	229-276-2355
Covington , 7249 Industrial Boulevard, N.E.....	770-784-2455
Dalton , 1406 Chattanooga Avenue.....	706-272-2301
DeKalb , 3879 Covington Highway, Decatur.....	404-298-3970
Douglas , 70 Lockwood Drive.....	912-389-4254
Dublin , 910 North Jefferson St.....	478-275-6525
Eastman , 5016 Park Way.....	478-374-6994
Elberton , 5 Seaboard Street.....	706-213-2028
Gainesville , 2756 Atlanta Highway.....	770-535-5484
Griffin , 1514 Highway 16 West.....	770-228-7226
Gwinnett , 2211 Beaver Ruin Road, Suite 160, Norcross.....	770-840-2200
Habersham , 215 Hodges Street, Suite 205, Cornelia.....	706-776-0811
Hinesville , 740 General Stewart Way, Suite 202.....	912-370-2595
Houston County , 96 Cohen Walker Drive, Warner Robins.....	478-988-7130
Jesup , 263 North Brunswick Street.....	912-427-5842
Kings Bay , 1712 Osborne Road, Suite L, St. Marys.....	912-673-6942
LaFayette , 200 West Villanow Street.....	706-638-5525
LaGrange , 1002 Longley Place.....	706-845-4000
Macon , 3090 Mercer University Drive.....	478-751-6164
Milledgeville , 156 Roberson Mill Road.....	478-445-5465
Monroe , 226 Alcovy Street, Suite B-5.....	770-207-4111
Moultrie , 220 North Main Street.....	229-891-7147
Newnan , 30 Bledsoe Road.....	770-254-7220
Northwest Georgia , 96 Stuart Road, Ft. Oglethorpe.....	706-861-1990
Rome , 462 Riverside Parkway, N.E.....	706-295-6051
Savannah , 5520 White Bluff Road.....	912-356-2773
Statesboro , 62 Packinghouse Road.....	912-681-5156
Sylvester , 204 East Franklin Street, Room 11 & 12.....	229-777-2120
Thomasville , 403 North Broad Street.....	229-225-4033
Thomson , 232 Main Street.....	706-595-3665
Tifton , 310 South Tift Avenue.....	229-386-3322
Toccoa , 37 Foreacre Street.....	706-282-4514
Valdosta , 221 South Ashley Street.....	229-333-5211
Vidalia , 206 Queen Street, Suite #16.....	912-538-3231
Waycross , 600 Plant Avenue.....	912-285-6105

WELCOME

Introduction

It shouldn't come as a surprise that looking for work can be a lot of work, especially if you haven't been in the job market for a while, or if you are changing careers. If you need help putting together a résumé, need retraining for a new career, or are uncomfortable at the prospect of a job interview, you've come to the right place. Here are some hints to make finding a job or a new career less frightening and more productive.



So you're unemployed... now what?

Before you begin a new job search, take some time to think through your situation. A job loss can affect every area of your life. How you handle this major life event can affect you for years to come. Work is not something we do simply because we have time on our hands; a job often defines who we are and how we see ourselves. Losing a job can threaten your self-image and possibly your lifestyle. Dealing with the emotional impact of a job-loss may be as demanding as looking for a new one.

Typical reactions to losing a job may include:

- Anger
- Lack of self-confidence/esteem
- Anxiety
- Grief
- Embarrassment
- Shame
- Lack of hope for the future

One way to move forward is to put your feelings and concerns in writing. This simple exercise can reduce your tension and allow you to be open to a bright new future.

The questions below are one example of how you might complete such an exercise.

How do I feel about my current situation?

- 1.
- 2.
- 3.

Ways to handle my feelings positively:

- 1.
- 2.
- 3.

Ways my feelings or concerns affect me negatively:

- 1.
- 2.
- 3.

Ways to strengthen my ability to cope:

- 1.
- 2.
- 3.

Take some time to think through the past. It is good to have an accurate grasp about what has happened in order to feel better about the future and be ready to move forward with optimism, confidence and energy. If you would like more information, please check out the web sites on page 15.

Family Issues

Unemployment affects everyone in your family. Don't isolate yourself but rather talk to your family about how you are feeling or what you are doing. Have some family time and allow them to voice their concerns and ideas. Ask for their assistance with the challenges that unemployment may bring, such as conserving financial resources. By working through this together, you can build your family's confidence, sense of competence, and trust in yourselves as a family unit.



Examine the Past

Strengths at my previous job:

- 1.
- 2.
- 3.

Opportunities for growth or improvement to do a job better:

- 1.
- 2.
- 3.

Where to get help making these improvements (i.e. GDOL/Training):

- 1.
- 2.
- 3.

Begin to Set Goals

Now that you've thought about the past, think about the future. Begin setting goals by asking yourself:

- What kind of work do I want to do?
- What are some alternatives?
- What do I absolutely not want to do?
- Should I consider changing careers?
- How much do I need to earn?
- Do I need more training?
- Can I afford to wait for the "perfect" job or do I need to take whatever comes along?

- Should I relocate to where my skills are more in demand?

Now that you've explored your strengths, preferences and limitations, in the exercise below, you can begin to set some long-term goals. While it may take months to achieve your ultimate objectives, they can be achieved by setting and meeting short-term goals. Write down your goals and set deadlines so you can track your progress.

Goal writing sample includes:

1. Long-term Goal: Find a new career
 - a. Short-term Goal: Find a job while applying for retraining
 - b. Research retraining opportunities
 - i. Action: Update my résumé
 1. Resources: Samples from career center, library, GDOL website
 2. Deadline: March 15
 - ii. Action: Rewrite résumé and cover letter based on research
 1. Resources: 5-7 people to proofread my résumé
 2. Deadline: March 30
 - iii. Action: Find 50 businesses that may have jobs that match my skills
 1. Resources: Internet search, networking, newspapers, phone books
 2. Deadline: April 13
 - iv. Action: Submit customized résumés and cover letters
 1. Deadline: April 20

Georgia Department of Labor

Georgia Department of Labor (GDOL) is here to help you through the sometimes challenging process of landing a new job or career. In addition to unemployment benefits, career centers offer a wide-range of workshops and services. Workshop topics include: dealing with job loss, résumé writing, hot careers, re-training, Internet job search, job search methods, and more.

Each career center has a resource center with:

- Self-guided employment searches
- Résumé and cover letter assistance
- Referrals, applications, and contacts for local employers
- Job development and placement assistance
- Labor Market Information
- Job Search workshops
- Unemployment insurance claims
- Retraining resources
- Hope and Pell Grant Information

Job Seeker Tools

Career centers provide tools for your career path including:

- Skill assessments
- Tests in typing
- Job Fairs
- Disability resources
- Services for veterans
- Georgia Works
- Georgia Child Labor Forms
- Federal Bonding

Follow Us on Facebook, YouTube and Twitter:

Connect with us on Facebook, YouTube and Twitter for the latest news and information about employment in Georgia, upcoming career expos, economic development resources, and employer and job seeker tools. You can conveniently access all pages via our website at www.dol.state.ga.us.

Helpful Hints for Job Seekers

Choose Your Target Carefully

Put your time and energy into opportunities of interest. Focus on those that give you the best chance to receive an offer. Pick a few companies you're interested in and pursue them, whether they have openings or not.

Work Your Network

Talk with all your contacts about the position you seek. Follow up on any leads presented.

Sell Yourself

Learn how to talk about yourself in a way that's meaningful and powerful. Understand and be prepared to discuss everything on your résumé.

One great way to do this is to list potential interview questions with bulleted answers. This will give you some great talking points.



Consider Freelancing

If you are in a field that supports freelancing, don't think twice – take the opportunity. It's a great way to keep money coming in and your skills sharpened until full-time work comes along.

Take a Temporary Position

If freelancing isn't an option, consider interim staffing. No matter what the economy does, work still needs to get done. Many staffing agencies pay well. Like freelancing, this will keep money coming in and your skills well-honed until you can secure a full-time job.

Work Opportunity Tax Credit (WOTC)

The Georgia Department of Labor coordinates the federal Work Opportunity Tax Credit Program (WOTC) which provides employers financial incentives when hiring workers, from qualified groups of job seekers, by reducing an employer's federal income tax liability.

- Up to \$2,400 one-year federal tax credit per person for hiring members of qualified groups
- Up to \$1,200 one-year federal tax credit per person for hiring qualified summer youth
- Up to \$9,000 two-year federal tax credit per person for hiring qualified long-term family assistant recipients

For additional information contact:
WOTC Unit, Georgia Department of Labor
404.656.3157 or www.dol.state.ga.us

Sweat the Small Stuff

Personal touches make a huge difference. Make sure each letter addresses your specific skills and qualities the company is looking for. Remember to always send a thank you note or e-mail after the interview.

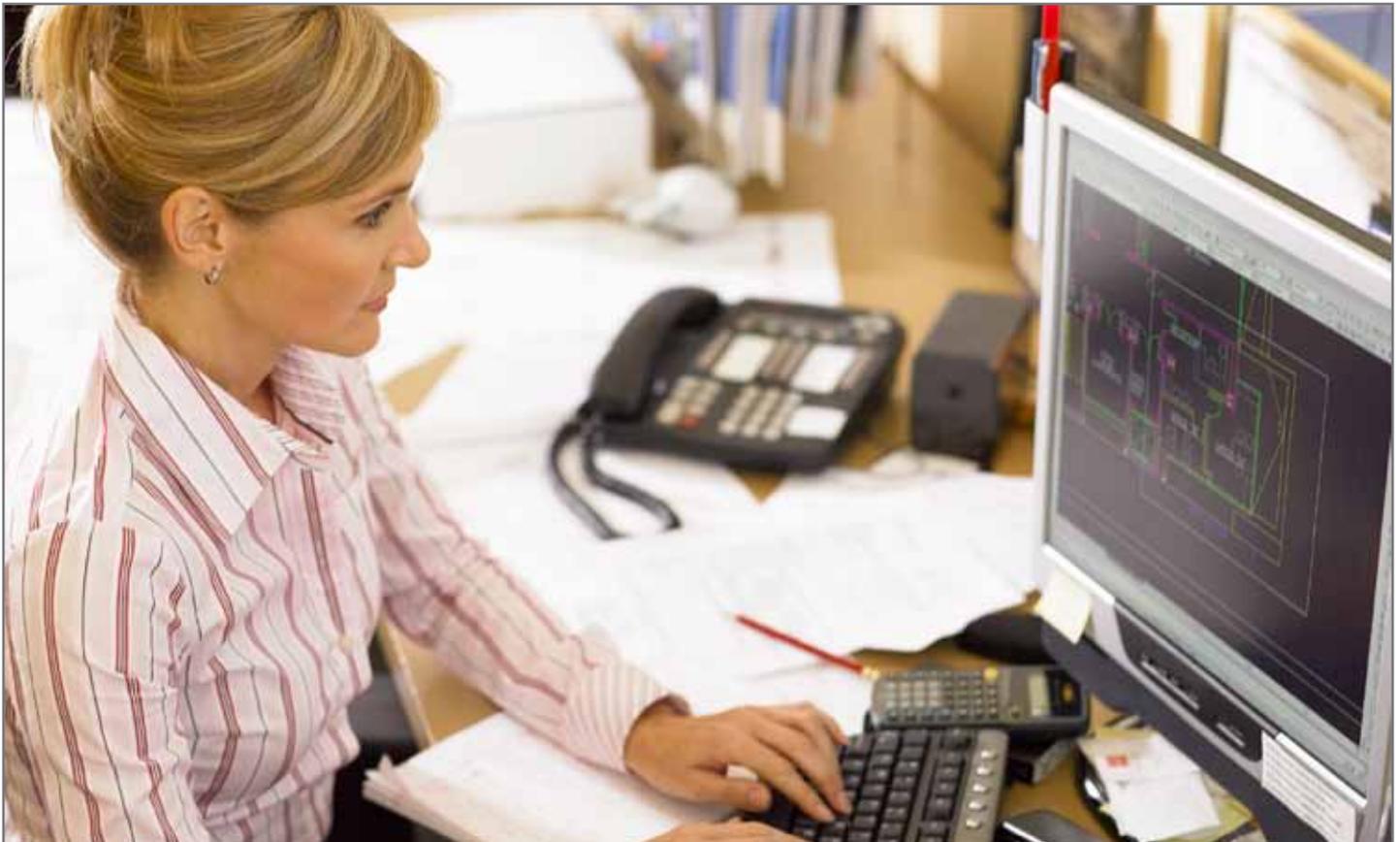
Above all else, Stay Positive

In tough economic times, a positive attitude is the most important thing. Even if there is a 10% unemployment rate, that means 90% are still employed.

Additional Resource

Learn more about your skills and research career opportunities at the following website:

<http://www.myskillsmyfuture.org>



Job Seeker: Dos and Don'ts

When looking for a new job, make sure you remember these do's and don'ts:

Don't: Embellish or fabricate details, facts or experience.

Do: Be honest.



Don't: Forget to include any activities you may have done during an employment gap.

Do: List these in your skills and accomplishments; they may include qualities useful for the position.

Don't: List a specific pay rate desired.

Do: Use a pay range that reflects the local area.

Don't: Use words like "fired" or "let go."

Do: Instead, use words to describe the situation like "left for other opportunities," "looking for new challenges," or "laid off."

Whatever you write must be true.



Don't: Leave large gaps or absences in your employment history.

Do: Explain these gaps by saying, "returned to school," "helped friend start a new business," "traveled," or other reason. If your reason is health-related or due to a disability, it is your personal decision whether or not to disclose this fact. (Unless your problem prevents you from doing the job safely, it is probably not necessary to disclose.) If the gap is less than one year, don't list it. There is no written rule that says you must account for every month of every year.



Résumé Development

Rules for résumé preparation change as the needs of business change. Most résumés are skill-based, meaning they focus on what you can do, and not where you did it. This is the information requested by many major employers. However, résumés have no official format. Since a résumé is a sales brochure, you want to include everything that shows why you're the right person for the job.

Check out the résumé tutorial at http://www.dol.state.ga.us/js/resume_writing.htm for step-by-step advice on creating a résumé. At local career centers you can use PCs and easy to use résumé-building software as well as information on job openings, career exploration tools, and employer data.

Additional Tips

Use these tips for additional help when creating a résumé:

- Use bullets, phrases or lists instead of complete sentences
- Pick a font that is easy to read (size 11 or 12)
- Lines or spaces help separate sections of your résumé
- If you use two pages, be sure to put a Heading on the second page, too
- Use numbers or digits (\$s, %s) to quantify accomplishments and strengthen your résumé
- Areas of Strength section lists the job title of the prospective position, states your strongest skills, emphasizes your qualifications and names your accomplishments
- Work History section lists employment for the last 10-12 years naming the most recent employer first; include job title, company name, city and state, starting date to ending date and job responsibilities
- Education lists name of school, city and state and highest level of education received; include certifications, licenses, and short courses

Chris Anderson	
1212 Pine Drive, Brunswick, Georgia 12345 770.222.2222 + Cell: 678.222.2222	
HVAC TECHNICIAN Reduced downtime 20% in last 12 months by creating new maintenance schedule	
Hands-on training in HVAC system troubleshooting, repair and maintenance of air conditioning, heating systems, and electronics. Proven track record of meeting high standards of quality and productivity.	
Certifications: HVAC / 1st Responder / Forklift	
AREAS OF STRENGTH	
HVAC License Machine Operation / Maintenance Troubleshooting / Problem Solving Skills	Certified Forklift Operator Hand Tools / Mechanical Abilities Skilled in installation
WORK HISTORY	
ARNOLD HEATING AND COOLING, Brunswick, Georgia HVAC Lead Technician (2007 - Present) Lead team of 5 HVAC technicians; responsible for creating new maintenance schedule. Troubleshoot and resolve any mechanical problems.	2004 - Present
<ul style="list-style-type: none"> • Assist in training 12 new members of team and motivating technicians • Perform product checks and evaluate causes of equipment problems • Provide solutions to equipment challenges resulting in Outstanding Performance Rating for 3 years 	
HVAC Technician (2004 - 2007) Member of team responsible for ensuring equipment runs efficiently and effectively.	
<ul style="list-style-type: none"> • Tested equipment to be sure minimum standards were met • Assisted team in meeting 98% of daily scheduling goals • Suggested measures to increase quality and production which were added to company's service manual 	
BEST FROZEN FOOD, Brunswick, Georgia Warehouse Technician (2001 - 2004) Gained valuable hands-on experience in maintaining machinery and making repairs when needed to heating, ventilating and air conditioning machines.	2001 - 2004
<ul style="list-style-type: none"> • Chosen to receive additional HVAC training • Assisted HVAC specialists • Certified Forklift operator 	
EDUCATION	
ITT Technical Institute, Brunswick, Georgia Air Conditioning, Heating and Refrigeration Certificate	2004

Follow these tips when you're preparing to write your résumé:

- Start by really thinking about your work history and education.
- What type of position are you applying for? What are your strongest skills?
- Work history: Do you have a strong work history? If not, do you have strong skills to sell to the prospective employer?

When putting together a format, follow these tips:

- Keep it simple
- Choose functional, chronological or a combination résumé format
- Use a simple, easy to read font
- Justify the text to the left
- Try to keep it to one or two pages
- Do not include personal information, such as marital status, height, weight or religion
- Be consistent

Remember these key points when putting your résumé together:

- Make sure you have correct dates of employment and correct company information
- Use key words that fit the desired job
- Focus on responsibilities, not job duties
- Keep it to a few bullet points
- Even the small things can have value
- List achievements
- Do not list reference information on résumé

One of the most important things to do after you've written your résumé is to **proofread!!** Don't forget to follow these steps:

- If you say in your résumé or cover letter that you are detail oriented, make sure that you are!
- Do NOT rely on spell check to find spelling errors.
- Print off a copy of your résumé, read it and give to someone else to proofread for errors.

Résumé Dos and Don'ts

Don't: Think a title speaks for itself. Job titles can often be misleading and can change from one company to another.

Do: Provide position titles with descriptions of the work.

Don't: Leave the reader guessing where and when you were employed.

Do: Clarify dates and places.

Don't: Apply for a job in a field you only briefly mentioned in your résumé.

Do: Tailor your résumé so that it is appropriate to the position for which you are applying. Connect your educational or career credits according to their importance to the reader.

Don't: Include confusing sentences or be long-winded on your résumé. This will virtually assure you of a place at the back of the line.

Do: Organize your thoughts in a clear, concise manner.



Scannable Résumés

A scannable résumé can be viewed by a computer using document imaging technology (known as optical character recognition, or OCR). Employers store résumés in databases and search through many applicants electronically.

A scannable résumé, similar to a traditional résumé, includes your goals, education, work experience, activities, honors, and any special skills you might have. You can create a scannable résumé by modifying your traditional one. The two most important elements of a scannable résumé are formatting and keywords.

Human resources personnel will review your résumé only after the computer retrieves it from keyword searches. Including nouns and noun phrases that are likely to be used in a database search and using simple formatting will help your résumé to be chosen.

Formatting

Keep in mind that the first reader of your scannable résumé will be a computer, not a human. A fancy format pleasing to the human eye may confuse OCR scanners. Using simple format and font/typestyle decreases the likelihood that scanners will misread your résumé.

- Use one common font throughout the resume instead of increasing the size. Indicate section headings by simple spacing.
- Avoid using bullets, tables & visuals. Instead use dashes, left-justified text and spacing to format.

Keywords

Keywords are words employers search for when trying to fill a position. They are the essential characteristics required by the job: education, experience, skills, knowledge and abilities.

The more keyword marketing points you present about yourself, the more likely you are to be plucked from an electronic résumé database now or a year from now. To use the Keyword concept effectively, use the following:

- Create a keyword section just under your name that includes common words and phrases in the line of work you are seeking which potential employers will search for in the résumé database. For example, keywords for a business professional might include the following:

- Leadership skills, ethics, finance
- Teamwork, marketing, total quality management

- Use nouns, not verbs - action words like accelerated, arbitrated and launched are out. In scannable résumés, nouns are dominant. Computers search for descriptive words such as Accounting and Manager.

- Don't overuse abbreviations including those specific to certain industries (i.e. IT programs and software). Common ones like B.A. (Bachelor of Arts) are acceptable.



Cover Letter Dos and Don'ts

- Type your cover letter and résumé; do not hand write either one.
- Always send original cover letters to employers, not a copy.
- Use 8 1/2" x 11" paper.
- Use same color of paper as your résumé.
- Do not use present or past employment business stationery.
- Always proofread your cover letter.
- Remember to sign your cover letter.
- Don't be negative.
- Don't mention needed salary, fringe benefits, or vacation time.

Creating Stellar Cover Letters

A cover letter is a job marketing tool. It is as important as your résumé because it is the first impression you make with an employer. Plus, it provides an opportunity to explain aspects of your résumé and direct attention to your qualifications that relate to the job opening. Below is a breakdown of the different parts of your cover letter.

Contact Information

Provide a current, professional e-mail address (that you check regularly) along with a phone number that will roll to voicemail if you're unavailable. Make sure your voicemail has a professional and courteous message.

Format

Cover letters should be written in a business format. Parts of a cover letter include: Your Address, Email address and Phone Number, Date, Employer's Name and Address, Salutation, Body, Closing, and Enclosure.

Salutation

Use the employer's name and title if known. Do not use a first name only; use the entire name or last name such as "Dear Mr. Wilson". You may need to research the company to determine the name of the hiring manager.

First Paragraph

Your first sentence should tell how you learned of the possible opening. Use the remainder of the paragraph to express interest in a specific position or a particular kind of job and state that you have enclosed a résumé.

Second Paragraph

Your cover letter needs to fit the needs of the organization and job of interest. Direct attention to your qualifications and company knowledge. Remember, the purpose of your cover letter is to convince the employer to read your résumé. The letter needs to be concise and professional.

When applying for a position that is a complete career change, explain to the reader you are making a change and why you are qualified for the position. Qualifications may include recent education or volunteer experience.

If you don't explain how you qualify for a career change position, the reader may eliminate your résumé quickly because you do not have the matching work history.

Third Paragraph

Request an interview that takes into consideration the company and type of job for which you are applying. End the letter by thanking the person for their consideration.

Closing and Signature

May use:

- Sincerely
- Respectfully
- Cordially

Enclosure

Description of what you included with your cover letter, such as résumé or work sample.

Photos

It is not appropriate to include your photo on a résumé or cover letter.

Your Street Address
City, State Zip Code
Email Address
Phone Number

Month, Day, Year

Mr. / Ms. / Dr. Firstname Lastname
Title
Name of Organization
Street or P.O. Box Address
City, State Zip Code

Dear Mr. / Ms. / Dr. Lastname:

1st paragraph: State why you are writing, how you learned about the job opening, and introduce yourself.

2nd paragraph: Tell why you are interested in this job or working for this company. Share what you know about the company or this position and share your relevant experiences. Mention specific skills, qualities, or educational abilities that qualify you for this position. Detail specific items in your résumé that match the job requirements.

3rd paragraph: Say that you would like to interview for a position or to talk with the employer about hiring plans. Mention that your résumé is enclosed along with any other required documents. State what you will do to follow-up, such as call the employer within two weeks. Thank the employer for his/her consideration.

Sincerely,

(Handwritten signature)
Name typed

Enclosure(s) (refer to résumé, etc.)

NOTE: If necessary add another paragraph or two after the 2nd paragraph to further describe experiences and abilities.

Networking - A Powerful Job Search Tool

Networking is a powerful tool to use in your job search. Networking is simply reaching out to meet people with the specific purpose of identifying job leads. You may talk with someone in person, over the phone, or send an email to let them know you are looking for a job and asking for information about job openings. Most people find their jobs through someone they know. The more people who know you are job hunting, the greater your chances are to learn about existing positions and opportunities that will be available soon.

Practice and Plan

Be prepared to give a twenty-five second sales pitch about yourself (three to four sentences) to anyone who might have a job opening, or who would know of someone who has a job opening. Set a goal of contacting a specific number of people each day. You want to include the following information when contacting someone by email, phone or in person:

- Your name
- Your occupation
- Your current situation
- Job opportunities you are seeking
- What you can offer the employer

Who, Where and How

If you are not sure how to start or are looking for some pointers, contact your local Georgia Department of Labor Career Center for information. Some career centers, churches, and civic organizations have job networking groups where you learn about job opportunities and share strategies. Start contacting the people who are closest to you: family, friends and neighbors, but don't stop there. Think of everyone who could be a link to your next job. Anyone you see or meet is a possibility. Here are a few more suggestions:

- Former co-workers
- Church or club members
- People at your gym
- Hairdresser or barber
- Members of professional organizations
- Business leaders

Places to Network

- Internet
- Clubs
- Civic Associations
- Church
- Neighborhood activities
- Volunteer activities
- Sports activities for you or your child

- Parties or social events
- Continuing education classes and career counselors at the school

Gather Information

When you have made a contact, remember to thank that person for his/her help. Learn as much as you can about the company, the position, and how to apply for the job. Because timing is critical, be sure to check back with your contacts every two weeks to see if they have any new job leads. A gentle reminder that you are still looking for a job is the proper way to keep in touch.

Additional Information

- Keep contacts informed on your job search status
- Answer phone calls/messages and emails promptly
- Send thank you notes to show you appreciate their time and efforts
- Share your good news when you go back to work
- Be ready to help others when they are looking for a job



Preparing for the Interview

The most important thing to do in an interview is to sell yourself! Many people don't get the job because they fail to do just that. Here are a few tips to help:

- When an interviewer asks "Tell me about yourself," talk about your accomplishments, skills, and abilities- NOT your family, hobbies or interests.
- Explain what you mean by using examples or stories. Look the interviewer in the eyes. Smile. Be an active participant in the conversation.
- Try to turn trick questions to a positive. Such as "What's your greatest weakness?" Respond with "I like to get things done before I go home at night and sometimes work late because I lose track of time."
- When the interview is coming to a close, finish by asking for the job. For example "Mr. Smith, I want this job. I can offer you (state your skills, abilities, talents)."
- Demonstrate you have the ability to help the company.

The best way to prepare for an interview is to role play. Ask a friend or relative to play the role of interviewer. The more you practice, the more comfortable you'll feel in an actual interview.

During the interview, try your best to address the fears/concerns of most employers. Convince them:

- You won't need a lot of time to become productive (quick learner)
- You put in an honest day's work
- You do not need constant supervision

- You are a hard-worker, always give 100%
- You work as needed
- You are humble and positive
- You work with integrity. You are honest and admit your mistakes
- You can be counted upon
- You are pleasant and professional
- You take pride in your work, appearance and behavior
- You are trustworthy
- You take pride in the company you work for and will do everything you can to help the company

Be prepared to ask the employer questions as well. Be positive, and avoid asking questions that give the negative impression that you are only interested in what the employer can do for you.

Sometimes your questions will get answered during the interview, but here are some suggestions. Bring these questions along to the job interview:

- What would my job duties be?
- How would I be trained?
- How would my progress be rated?
- Are promotions possible?
- Who would I be reporting to?
- Why is this job open?
- May I have a tour of the work area?

Save the "What's in it for me" questions until the second interview or a job offer. If the employer hasn't volunteered this information, ask them about the rate of pay, fringe benefits, and any probationary period.



Sample Interview Questions

A few sample interview questions.

- Why do you want to work as a?
- What qualifications do you have?
- How did you feel about being laid off?
- Why do you want to work for us?
- How long have you been looking for a job?
- What motivates you to do a good job?
- Give an example of any major problem you faced and how you solved it.
- Do you prefer to work alone or in a group?
- Would you rather be in charge of a project or work as part of the team?
- What would you do if one supervisor told you not to do something and another supervisor told you to do it later?

Reasons People Don't Get Hired

- Poor personal appearance
- Overly aggressive
- Inability to express information clearly
- Lack of interest and enthusiasm
- Nervousness, lack of confidence and poise
- Emphasis on money
- Lack of tact and courtesies
- Negative attitude about past employers
- No genuine interest in company or job



- No eye contact with the interviewer
- Application form is incomplete or sloppy
- No sense of humor
- Late for interview
- Failure to express appreciation for interviewer's time
- Gives vague responses to questions.
- No follow up with thank-you note or phone call



Thank you Notes

Thank-you letters and notes should be standard tools in your job search.

- The thank-you letter should be a standard business letter format, while the note may be a simple, handwritten note or card.
- Emailed thank-you notes are considered too informal unless you knew the person very well previous to the interview.
- Write a thank-you letter or note no later than 24 hours after the interview, even if things didn't go well.
- Be brief and to the point.
- Note the job you interviewed for and the date of your interview.
- Use the name and title of the person who interviewed you.
- When thanking a potential employer, restate your interest in the position and the company. Offer to come to another interview or to provide more information if needed.



Follow-up Calls

After the interview is over, and you've sent a thank-you note expressing your appreciation for consideration, wait a couple of days and make a follow-up call to see if the employer has made a decision. If you got the job – congratulations! You'll probably find out when you'll start and other details. If you didn't get the job, don't be afraid to ask why you were not selected in a non-threatening manner. If the manager hasn't made a decision yet, find out if there is anything else you can do, but don't be pushy and don't beg.



Necessary Job Search Skills

In today's world, job searching is not usually a one-time event in most people's work life. Studies show that the average person will change jobs more frequently today than in the past. The change is due, in part, to the fluctuating economy and fast paced technological and scientific advances. That is why it is so important to learn the techniques of job search and consider them valuable and evolving life-time skills for present and future use. Therefore, job search skills need to be constantly maintained and updated throughout your work life.

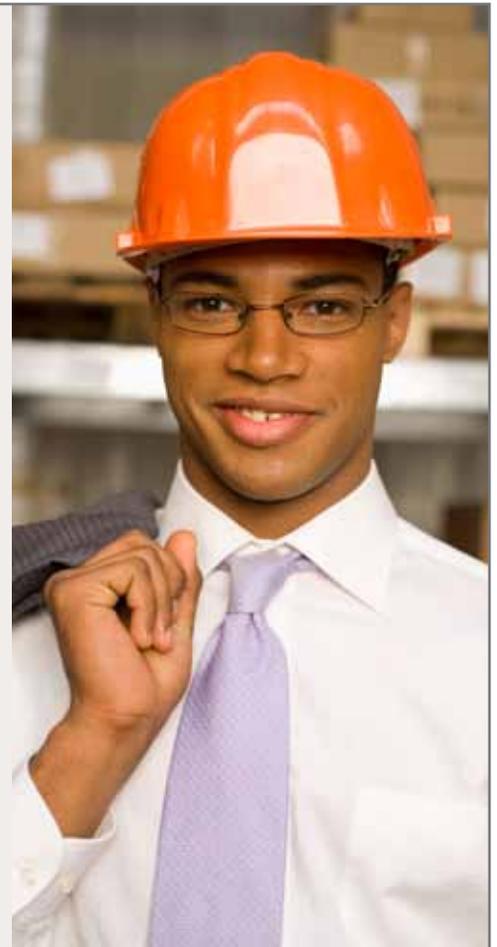
Once you have acquired job seeking skills:

- Your confidence increases and your fears about looking for a new job are reduced.
- Your ability to interview and present yourself and your skills improves.
- You have more knowledge and are better prepared to move up the career ladder.

- You know more about the needs and trends of the labor market.
- You are more aware of your value and worth to your employer and the labor market.
- You know how to highlight your skills and abilities to stay ahead of the competition, achieve upward mobility, and negotiate successfully.

Once you are employed:

- Keep your skills current. Maintain a list of new software, responsibilities, and achievements.
- Update your résumé when you have gained new skills, abilities, and accomplishments.
- Get the training or experience you will need to move up within the company or to a different employer.
- Maintain a list of awards, accomplishments, and recognitions to present to your supervisor to lobby for a raise or for upward mobility. Also include that information on résumés and cover letters.



Trade Benefits

The Trade Act provides additional training and support if you become unemployed as a result of increased imports from or shifts in production to foreign countries. Trade Act petitions can be filed by an employer, a group of three or more workers, their union, or another authorized representative. A petition may be obtained from the career center or printed from the Internet at www.doleta.gov/tradeact.

In addition to the reemployment services available to all of Georgia Department of Labor customers, if you are covered under a Trade Act certification, you may be eligible for Job Search Allowances, Trade Readjustment Allowance, Relocation Allowance, Health Coverage Tax Credit, Training Benefits, and Alternate Trade Adjustment Assistance. Find out more at www.dol.state.ga.us/em/warn_em.htm#taa.

Retraining Opportunities

To be competitive in today's labor market, workers must continue to improve their skills. According to the Bureau of Labor Statistics, the average American holds more than nine jobs in his or her lifetime. Those who continue to learn are often the most successful at getting a job or making a career change. Check out these resources.

1. **Georgia's HOPE Program** provides: **Scholarships, Grants, and Awards**. Go to <https://secure.gacollege411.org> for details.
2. **The Workforce Investment Act (WIA)** program can assist with financial and career development resources to help you continue your education. Use the map on Page 14 to find the WIA area where you live.
3. **The Georgia Work Ready Certificate** shows that you have basic skills - reading, reasoning, and basic math at a particular level required for a specific job. It is free of charge at technical colleges and many WIA sites. Go to <http://ga-workready.org> for details.
4. **Adult Education** options include **GED (General Education Development)** preparation or **ESL (English as a Second Language)** classes. These are available at no cost to you. Go to www.tcsg.edu/adult_literacy.php for information.
5. **The Technical College System of Georgia (TCSG)** offers **College That Works**, a program to retrain and retool for new jobs at the 26 technical schools in Georgia. Go to www.collegethatworks.com for details.

Frequently Asked Questions for Laid Off Workers

When facing a job change, what should I do?

Update your résumé and begin networking with relatives, friends, neighbors, and former coworkers to let people know that you will be available for work soon and what type of work you are interested in. If possible, get a written reference from your supervisor.

I have been laid off. What do I do now?

1. Develop a job search plan of action by setting weekly goals for yourself.
2. On the Department of Labor's website at www.dol.state.ga.us, you will also find flyers on Résumés, Cover Letters, Networking, Employment Applications, and Internet Job Search Strategies along with many other related topics. Just click on Site Index in the upper right corner and then go to the appropriate first letter to find the flyers.
3. File a claim for unemployment insurance benefits at the career center nearest you.

I don't know what kind of job I want next. How can I find out what I will like?

Go to www.dol.state.ga.us or visit your local career center. Here you will find information on various jobs, as well as staff who can assist you in exploring career opportunities based on your interests and abilities.

I live in another state. Can I get workforce services there?

Yes. Call America's Workforce Networks toll-free number at **(877) 872-5627** or go to www.servicelocator.org.

Can I go ahead and quit my job since I know I will be laid off soon?

If you quit your job voluntarily without a good work-related reason while your employer still has work available, you could be disqualified from receiving unemployment benefits.

Is my employer required to notify me before closing? Is my employer required to pay me for 60 days after laying me off?

Not always. The Worker Adjustment and Retraining Notification (WARN) Act is a federal law that requires certain (not all) employers to give full and part-time workers 60 days written notice before a plant closing or mass layoff occurs. More information is available at www.dol.state.ga.us.

Do I have to go to the Georgia Department of Labor career center each week?

No. Once you have filed your initial claim at a career center, you will have three options to request your weekly benefit check: (1) certify each week by telephone; (2) certify online at www.dol.state.ga.us; (3) go into your local career center.

If I am offered a job, do I have to accept it?

You are expected to apply for and accept suitable employment (comparable to your previous job) as determined by your prior experience, training, earnings, and length of employment.

What Should I Know About Unemployment Insurance?

When you become unemployed through no fault of your own, the Georgia Department of Labor may issue Unemployment Insurance benefits. You must be a U.S. citizen or provide proof of alien work authorization status to apply. The amount of your benefit will be based on your individual work history and wages earned. Unemployment Insurance is subject to state and federal taxes.

If you qualify, you must meet certain requirements in order to continue receiving a weekly check. You must: be physically able to perform some type of work and conduct an active search for full-time work each week; be actively registered for employment services with your local career center and keep a record of your job search contacts;

have no unreasonable restrictions that would prevent you from working or accepting a full-time position; and report all wages earned while claiming unemployment compensation.

You must certify that you met the above requirements at the end of each week that you are unemployed, either by telephone or computer, to receive your check. We suggest that you use direct deposit. You will need to bring your checking or savings account number and routing number of your bank when you file, to use direct deposit.

If you are enrolled in approved training, you may be eligible to receive unemployment compensation without looking for work. Ask about this option when you apply for benefits.



Workforce Investment Areas

Workforce Area	Phone / Web Address
Northwest Georgia (Area 1)	(706) 295-6485 / www.nwgrc.org
Georgia Mountains (Area 2)	(770) 538-2727
City of Atlanta (Area 3)	(404) 546-3000 / www.atlantaworkforce.org
Cobb County (Area 4)	(770) 528-4300 / www.cobbworks.org
DeKalb County (Area 5)	(404) 687-3400 / www.dekalbworkforce.org
Fulton County (Area 6)	(404) 613-7944 / http://fultoncountyga.gov
Atlanta Regional (Area 7)	(404) 463-3327 / www.atlantaregional.com
West Central Georgia (Area 8)	(770) 229-9799 / www.careerconnections.org
Northeast Georgia (Area 9)	(706) 369-5703 / www.negr.org
Macon-Bibb (Area 10)	(478) 751-7333 / http://cityofmacon.net
Middle Georgia (Area 11)	(478) 953-4771 / www.mgwib.com
Richmond-Burke (Area 12)	(706) 721-1858 / www.rbonestop.com
East Central Georgia (Area 13)	(706) 595-8941 / www.ecgwdc.org
Lower Chattahoochee (Area 14)	(706) 653-4529 / www.columbusga.org
Middle Flint (Area 15)	(706) 256-2910 / www.rivervalleyrc.org
Heart of Georgia Altamaha (Area 16)	(912) 739-7158 / www.region9wib.org
Southwest Georgia (Area 17)	(229) 336-2378 / http://swgawib.org
South Georgia (Area 18)	(229) 333-5277 / www.sgrc.us
Southeast Georgia (Area 19)	(912) 285-6097 / www.sgrc.us
Coastal Georgia (Area 20)	(912) 351-6379 / www.coastalworkforceservices.org

Quick Reference List

Agency	Telephone Number	Internet Address
Georgia Department of Labor	(404) 232-3540	www.dol.state.ga.us
Unemployment Insurance	(404) 232-3990	www.dol.state.ga.us
Labor Market Information	(404) 232-3875	www.dol.state.ga.us
Vocational Rehabilitation	TTY (866) 373-7778 (866) 489-0001 TTY (404) 486-6333 (404) 486-6331	www.vocrehabga.org
COBRA	(866) 444-3272	www.dol.gov/COBRA
Employee Retirement Income Security	(866) 275-7922	www.dol.gov/ebsa
Division of Family & Children Services	(404) 651-9361	www.dfcs.dhr.georgia.gov
Fair Debt Collection Practices	(877) 342-4357	www.ftc.gov
Fair Labor Standards (FLSA)	(866) 4US-WAGE	www.dol.gov/whd/flsa
Georgia COMPASS Food Stamps	(800) 869-1150	https://compass.ga.gov
Georgia Office of Insurance	(800) 656-2298	www.gainsurance.org
PeachCare for Kids	(877) 427-3224	www.peachcare.org
Health Insurance		www.ehealthcare.com www.ehealthinsurance.com www.assuranthealth.com www.nahu.org www.naic.org
Health Insurance Portability and Accountability Act		www.dol.gov/ebsa
Internet Job Sites		www.dol.state.ga.us www.jobcentral.com www.linkedin.com www.usajobs.opm.gov
Medicaid		www.cms.hhs.gov/home/medicaid.asp
Social Security		www.ssa.gov
Trade Act		www.doleta.gov/tradeact www.dol.state.ga.us
Other Workforce Resources		www.careeronestop.org
Veterans Benefits		www.va.gov http://sdvs.georgia.gov
Veterans Jobs		www.jobcentral.com/vetcentral

Community Resources

CredAbility (Consumer Credit Counseling)

(800) 251-2227

www.credability.org

Energy Assistance Program

(800) 869-1150

www.dfcs.dhr.georgia.gov

Georgia Legal Services Program

(404) 206-5175

<http://www.glsop.org>

Georgia Hardest Hit Fund (mortgage assistance)

<http://www.dca.ga.gov/housing/homeownership/programs/hardesthitfund.asp>

TCSG (Technical College System of Georgia)

(404) 679-1600

Collegethatworks.com

Georgia Work Ready Certificate

<http://gaworkready.org>

Adult Education - GED (General Education Development or ESL (English as a second Language))

(404) 679-1600

www.tcsg.edu/adult_literacy.php

United Way

phone number 211

<http://liveunited.org>

TANF (Temporary Assistance for Needy Families)

(800) 869-1150

www.dfcs.dhr.georgia.gov

Goodwill

(800) 741-0186

<http://goodwill.org>

Salvation Army

http://www.insiderpages.com/store_finder/find/salvation_army

Equal Opportunity Employer/Program
Auxiliary aids and services are available to individuals with disabilities upon request.
www.dol.state.ga.us