



# Employment Toolkit

Navigating the Workforce and  
Education System of Tennessee

# Introduction

The Employment Toolkit helps you navigate through the employment process whether entering the job market, contemplating a career move or transitioning into a new field.

The Employment Toolkit includes:

- A guide to navigating the unemployment insurance process in [Jobs4TN.gov](http://Jobs4TN.gov)
- Worksheets to personalize your employment planning process
- Interview Prep
- Resources for Education and Training
- Career Planning
- Job Search Assistance



## Table of Contents

<b>3</b>	<b>The Unemployment Insurance Process</b>	<b>13</b>	<b>The Job, the Company, and the Network</b>
<b>4</b>	<b>Jobs4TN.gov</b>	<b>15</b>	<b>Hot Jobs</b>
<b>5</b>	<b>Tips for Job Search Success</b>	<b>18</b>	<b>Your Job Search</b> Cover Letters Résumé
<b>6</b>	<b>Assessing your Skills and Interests</b>	<b>27</b>	<b>The Job Interview</b>
<b>9</b>	<b>Career Pathways</b> What option is best for you? Further your Education and Training	<b>28</b>	<b>Making the Most of a hiring event</b>
<b>12</b>	<b>Pathway to Self-Employment</b>	<b>29</b>	<b>Resources</b>

## UNEMPLOYMENT BENEFITS The Basics

### Start Here to Apply For Benefits



1 Let's start by creating your account on **Jobs4TN.gov**.



2 We'll guide you through entering your employment information online at **Jobs4TN.gov**.



3 Expect two determinations. The first explains your benefit amount. The second tells you if your claim is approved or denied.



4 Answering your weekly certification questions accurately assists in the timely payment of approved claims.



1 Look for work. Search online or at local businesses. Your local Job Center can also assist in the job hunt.



2 Each week, answer a few certification questions online about the past week's job search and earnings.



3 As part of your weekly certification, provide detailed work search information for at least three (3) employers you contacted.



4 When you return to work simply stop certifying for benefits. Don't wait until your first paycheck to stop your benefits. Instead, stop certifying the Sunday after you begin your job.

For more information about unemployment, visit <http://tn.gov/workforce/section/unemployment>.

Jobs4TN.gov is a versatile website which job seekers can use to apply for jobs, create a résumé, search for training information, in demand occupations, salaries and receive daily notifications of jobs matching their qualifications. JOBS4TN brings employers and job seekers together. Log on today! Please visit your American Job Center (page 25) for assistance.



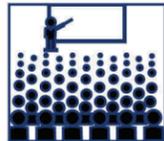
## Create your Résumé

You can create a résumé using the Résumé Wizard, upload a pdf or Word document or copy and paste from an existing copy of your resume. Jobs4TN makes creating a resume simple!



## Virtual Recruiter

Customize your job search and receive job updates fitting your interests, qualifications and skills. Daily, weekly or monthly updates on new job postings can be emailed directly to you!



## Find Local Training

Information regarding training providers, schools, training programs, financial aid assistance as well as labor market information on training programs in a selected area are at your fingertips!



## Job Search

Search for jobs by keyword, employer, education, skills, salary, location and most recently posted. At a glance, you can compare the skills that you have in comparison to the skills that are required for the position. Compare your work interests and values with those required by the job.



## Unemployment

In the unfortunate case that you lose your job, Jobs4TN is now the official site to apply for Unemployment Insurance in Tennessee.



## Online Training Resources

ALISON courses on a variety of topics to assist individuals in the workplace as well as personal satisfaction and enrichment are free to Jobs4TN users.



## Career Services

Review information on steps that you should take to follow your selected career path. Enter your background and skills and receive information about what type of job suits you best. If you have a career in mind, gather information about wages, employers, available jobs or choose a career by analyzing the current market trends where you want to work.



## Labor Market Information

Gather information about high demand jobs, find out which areas in Tennessee have the most openings in your chosen field, and research trends in hiring. Study supply and demand projections in your current career or projected career. Jobs4TN has all of the information that you need to make an informed career decision.



# Tips for Job Search Success



Searching for a job is a well thought out process. Here is a checklist to make sure you are successful in this process.

#1

Choosing Your Career or Occupation (Self-assessment)

#2

Finding the Ideal Job

#3

Preparing Your Resume

#4

Writing a Cover Letter

#5

Using Your Network: Contacting Your References

#6

Preparing for an Interview

#7

Acing Your Interviewing: A Two-Way Street

#8

Following Up With Employers

#9

Negotiating a Job Offer

#10

So Now You've Got the Job!  
Being Successful in the Workplace

# Assessing your Strengths, Skills and Interests

Whether you are just starting out, or wondering if another career would suit you better, self-assessments can help you consider different options and confirm types of careers.

Log into [Jobs4TN.gov](http://Jobs4TN.gov). If you have not already registered in [Jobs4TN.gov](http://Jobs4TN.gov), complete the registration to be able to use the services available. Once registered, select Career Tips in Career Services tab (to the left) to complete any of the self-assessments. There are several different self-assessment tools to choose from in Career Explorer:

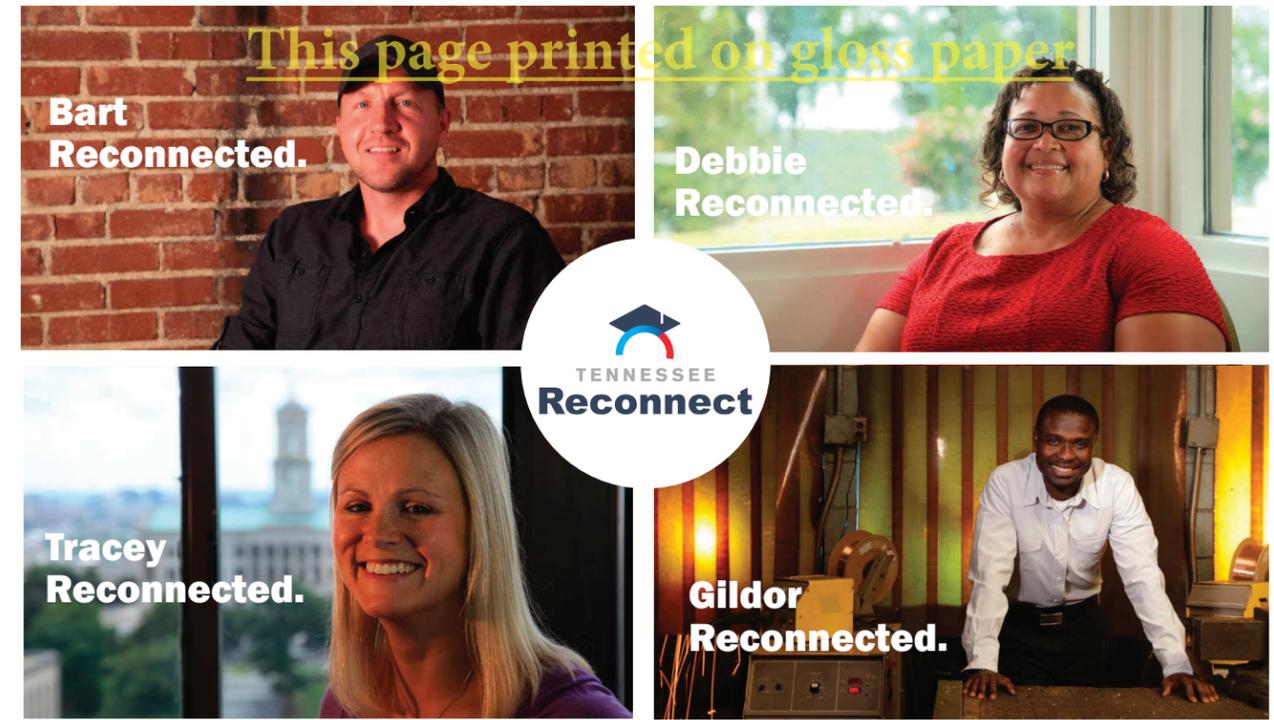
**Match Your Skills** – Use this tool to learn about what job and personal skills you have and how they relate to specific occupations or careers.

**Match Your Interests and Work Values** – Use these tools to identify your work-related interests and what you consider important in a job. This information will allow you to match your interests and work values to specific jobs where those qualities are important or beneficial.

**Match Your Occupation** – This tool allows you to find occupations that are similar to your current or previous job, based on factors such as the required knowledge, skills, abilities you need to perform successfully in the occupations, the work environment and work activities.

Record Your Results				
Job Skills	Personal Skills	Work Interest	Work Values	Tools & Technology

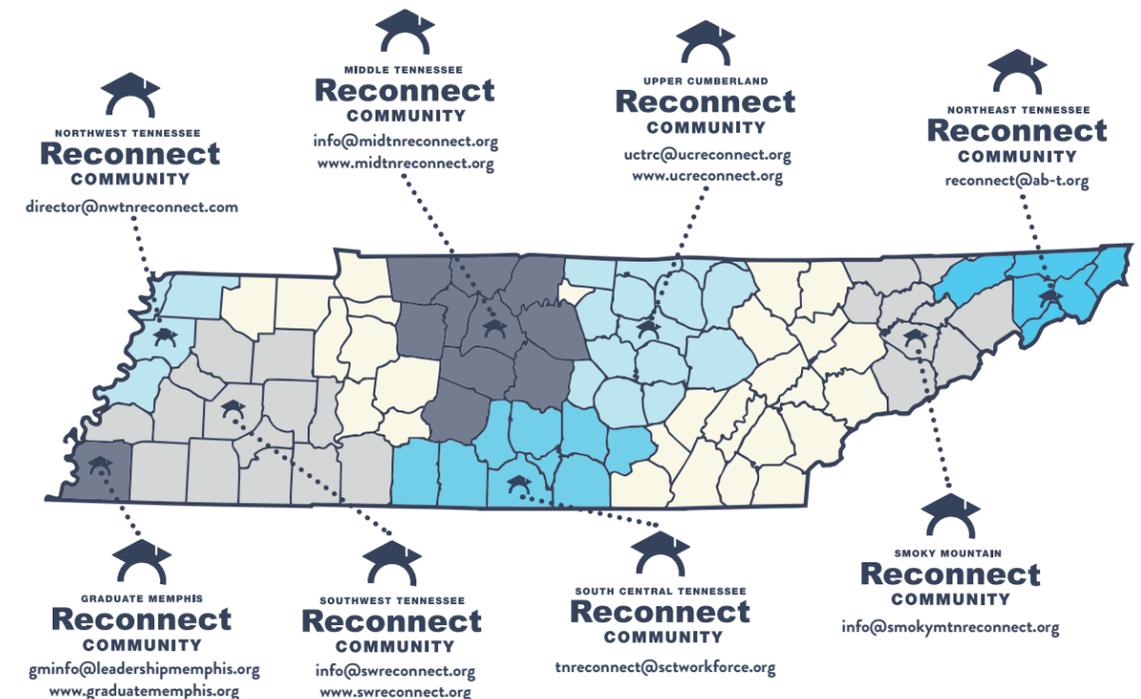
Record Your Results		
Work Values	Brief Description	Score



**Be a Hero. Be a Graduate. Tennessee Reconnect.**

**Whether you're returning to school to finish your degree, or starting for the first time, we're here to help.**

To Reconnect, visit [www.TNReconnect.gov](http://www.TNReconnect.gov) or contact a Tennessee Reconnect Community Advisor in your area.



If you are in a county currently not served by a TRC, please contact [THEC.TNReconnect@tn.gov](mailto:THEC.TNReconnect@tn.gov) for advising services.

# Earn your high school equivalency diploma for free.

*This page printed on gloss paper*

**TN** Department of Labor & Workforce Development  
Adult Education

# (800) 531-1515

Get Started Today



## Career Pathway: What option is best for you?

### Creating Multiple Pathways to Success

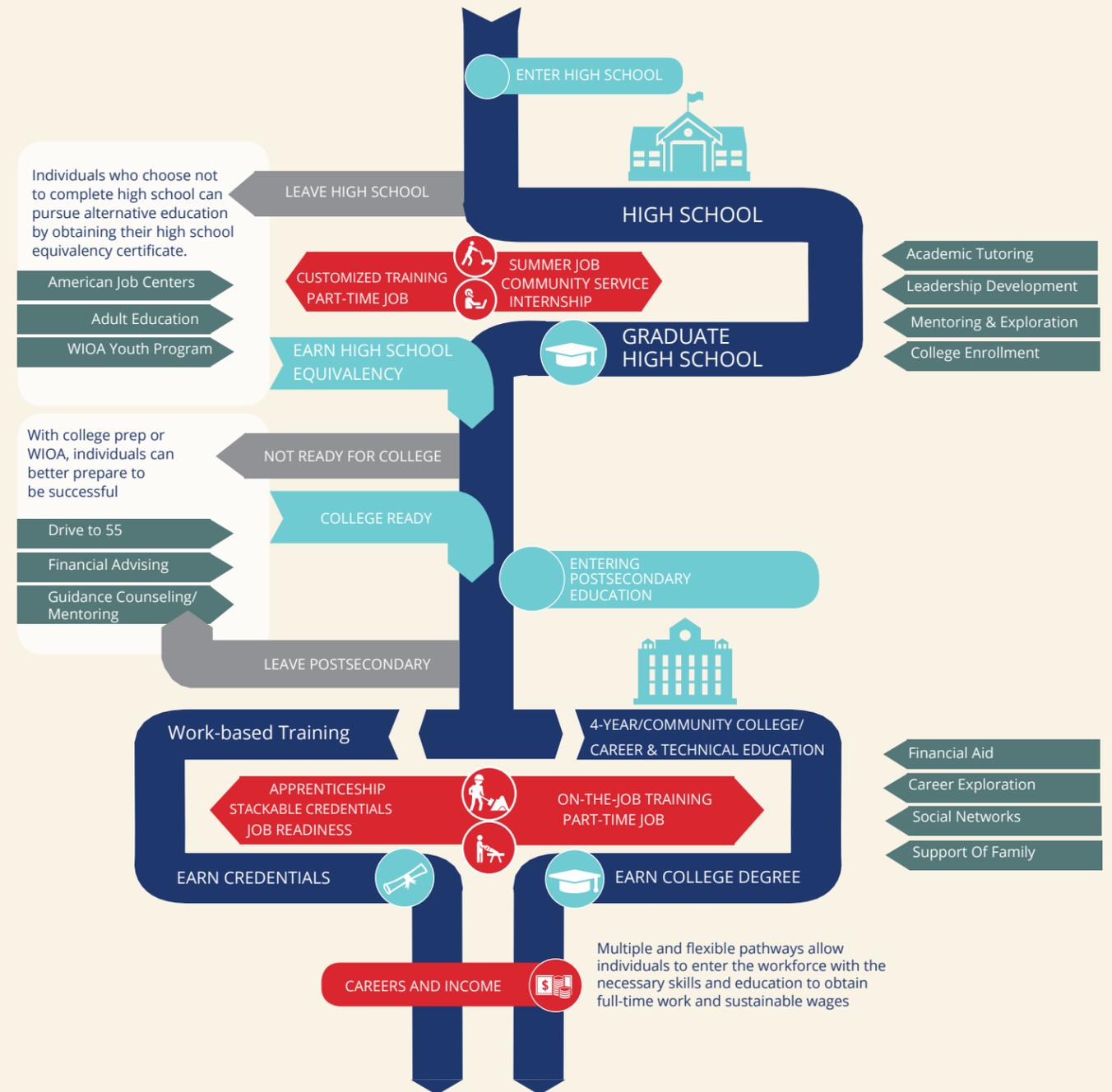
Adults and young people need multiple and flexible pathways to achieve credentials, employment and economic success – combining work experience, education, training and supports.

### Work Experience

Work experience can help adults and youth build skills and can open up valuable opportunities as you prepare for work and a career.

### Community Supports

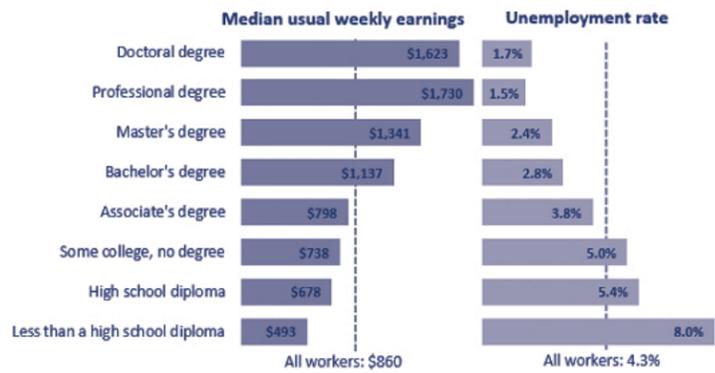
Community supports are needed to help get you back on track, stay on track and get help navigating school, work and community.



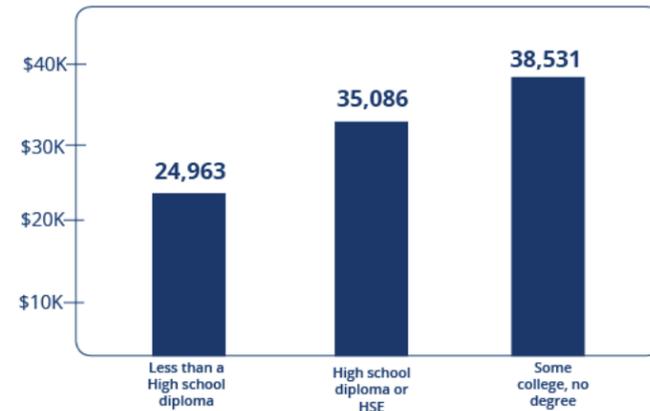
# Drive to 55

Governor Haslam has challenged our state with a critical new mission: the Drive to 55 – the Drive to get 55 percent of Tennesseans equipped with a college degree or certificate by the year 2025. It's not just a mission for higher education, but a mission for Tennessee's future workforce and economic development. Here are some helpful tips to help you accomplish your education and training goals.

## Earnings And Unemployment Rates By Educational Attainment

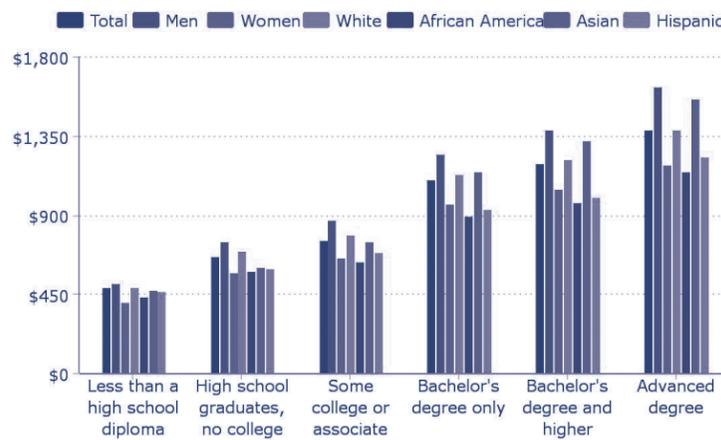


## Earnings Based on Education



Note: Data are for persons age 25 and over. Earnings are for full-time wage and salary workers. Source: U.S. Bureau of Labor Statistics, Current Population Survey

## Median Weekly Earnings By Educational Attainment In 2014



Click legend items to change data display. Hover over chart to view data. Source: U.S. Bureau of Labor Statistics.

## Match your Interest to a College

Research what college is the best choice for the training you are interested in. Colleges are not equal in their ability to provide a quality education in every program they offer. Once you decide what job is right for you, research colleges to find out which ones have good programs in that field. <https://www.tn.gov/thec/article/selecting-an-institution> or <https://bigfuture.collegeboard.org/college-search>.

## Compare the Cost of Different Colleges

Research the cost of the program you are considering at different colleges. For more information, visit <http://collegecost.ed.gov/catc/Default.aspx>.

## Calculate the Net Cost

Research the cost of the program you are considering at the college you have chosen. Every college should have a net price calculator. If you can't find it on their website, Google "net price calculator + name of the school". This calculator will give you a better idea of the costs of attendance for each school you are thinking about attending. It is important that you fill out your Free Application for Federal Student Aid (FAFSA) as early in January as possible to be eligible for those awards that are not income based. Contact the financial aid office from the school of your choice. For more information, visit <https://fafsa.ed.gov/> or call (800) 433-3243.

# Further Your Education and Training

## Education and Training Options

**Free Adult Education** - The Division of Adult Education delivers educational services to adults who are over the age of 18 (unless granted an exception), lacking a high school diploma and no longer under required attendance to public education. Through Adult Basic Education classes across the state, adults are assessed to determine their level of education and provided course work to improve their skills in math, science, social studies, reading, writing and employability. These classes are designed to equip the student with the knowledge necessary to earn a High School Equivalency Diploma and enter employment and/or postsecondary education. This division also offers classes for English Language Learners (ELL) and Civics for those individuals who need to learn to speak, read and write the English language. In addition to the administration of the Adult Education program grant, the division is also responsible for the oversight and compliance of testing-centers administering High School Equivalency exams. The Tennessee Department of Labor and Workforce Development is now giving students who left high school before graduating the opportunity to earn their high school equivalency diploma at no cost. [https://stateofennessee.formstack.com/forms/get\\_adult\\_edu\\_tn&campaign=AJC\\_Toolkit](https://stateofennessee.formstack.com/forms/get_adult_edu_tn&campaign=AJC_Toolkit). To find your local Adult Education office, visit <http://www.tn.gov/workforce/topic/high-school-testing>.

**Tennessee Promise Scholarship** provides **two years of tuition-free** attendance at a community or technical college in Tennessee. It is a last-dollar scholarship, meaning it will cover college costs not met from Pell, HOPE scholarship or state student assistance funds. As part of the program, students are provided with a mentor who will support them during the college application process. In addition, Tennessee Promise participants must complete eight hours of community service per term enrolled as well as maintain satisfactory academic progress (2.0 GPA) at their institution. For more information on this program, visit <http://tnpromise.gov/about.shtml>.

**TCAT Reconnect Grant** is Governor Bill Haslam's initiative to help adults enter higher education so that they may gain new skills, advance in the workplace and fulfill lifelong dreams of completing a degree or credential. The TCAT Reconnect Grant is a "last dollar" scholarship that pays the remaining balance after other state and Pell Grants have been applied. This Grant is available for students who want to attend Tennessee Colleges of Applied Technology. For more information, visit <http://www.tnreconnect.gov/>.

**Tennessee Transfer Pathway** Tennessee Transfer Pathways (TTPs) are advising tools designed to help community college students plan for transferring to a Tennessee public university or select regionally accredited, non-profit, Tennessee private colleges and universities to complete their baccalaureate degree. The TTPs also constitute an agreement between community colleges and four-year colleges/universities confirming that community college courses meet major preparation requirements. For more information, visit <http://www.tntransferpathway.org/>.

**Tennessee Labor Education Alignment Program (LEAP)** created a statewide, comprehensive structure enabling students in technology centers and community colleges to participate in expanded technical training developed with input from area employers. For example, community, technical and school systems in Northeast Tennessee have partnered with several employers and local chambers to provide advanced manufacturing training needed to fill vacant positions with area manufacturing employers. In the South Central Tennessee area, LEAP funding has been targeted for developing a workforce with technology skills. For more information and a list of TCATs and Community Colleges participating in this program, visit <https://www.tbr.edu/institutions/our-institutions> or <https://www.tn.gov/thec/article/leap-grant> or call (615) 366-4400.

**Credit for prior learning (CPL)** is academic credit for experience outside of postsecondary education. CPL recognizes military and workforce training. Visit the website for more information on this program: <http://www.acenet.edu/higher-education/topics/Pages/Credit-for-Prior-Learning.aspx>.

# Pathway to Self Employment

Sometimes you are presented with the opportunity to start your own business, particularly if you have a marketable skill or product, adequate savings and capital to invest. Here are some good resources to help you make the right decisions, avoid pitfalls and comply with state regulations if you are thinking of becoming an entrepreneur.



The Business Enterprise Resource Office (BERO) serves as a voice for and advocate of economic inclusion for Tennessee's disadvantaged businesses and provides resource links about State and Federal resources, grant opportunities and services providers (businesses and communities). Check out the following resources, Tennessee Smart Start Guide and How to Start a Business. For more information, visit [www.tn.gov/ecd/section/bero](http://www.tn.gov/ecd/section/bero).

The Tennessee Small Business Development Center (TSBDC) is a network of professional business consultants with 20 locations. The TSBDC prides itself on providing expert business advice to all types of businesses whether a manufacturer, retailer, service provider or professional. For more information, visit [www.tsbdc.org](http://www.tsbdc.org) or call (877) 898-3900.



The U.S. Small Business Administration is a good resource to access capital. SBA provides small businesses with an array of financing. For more information, visit [www.sba.gov](http://www.sba.gov) or call (615) 736-5881.

**U.S. Small Business Administration**

The Office of Small Business Advocate serves as a point of contact to state government for owners of businesses with 50 or fewer employees. The Office provides information and answers questions for Tennesseans who are starting a small business or who already own a small business. The Office assists in the resolution of issues concerning small businesses and state departments and agencies. For more information, visit [www.comptroller.tn.gov/OSBA](http://www.comptroller.tn.gov/OSBA) or call (866) 831-3750.



The Tennessee Secretary of State requires registration of any business entity that has not previously been registered with the Secretary of State's Office. Contact the Secretary of State Division of Business Services at <http://sos.tn.gov/business-services> or call (615) 741-2286.

SCORE is a nonprofit association dedicated to helping small businesses get off the ground, grow and achieve their goals through education and mentorship. Supported by the U.S. Small Business Administration (SBA), SCORE is able to deliver services at no charge or at very low cost. For more information, visit [www.score.org](http://www.score.org) or call 800-634-0245.



Since 2011, Google for Entrepreneurs launched Campuses and formed partnerships that support entrepreneurs across 125 countries. For more information, visit [www.googleforentrepreneurs.com](http://www.googleforentrepreneurs.com).

# The Job, the Company, and the Network

It's time to explore the job market. Use the Job Market Explorer on [Jobs4TN.gov](http://Jobs4TN.gov) to help find the career for you. You can use the worksheet below to record your information and can also be helpful with networking. The Hot Jobs information will also provide you with information regarding occupations and jobs.

## The Job You Want

What do you want to do? For the following questions, choose a job in which you would like to work. Proceed to answer the questions with that desired job in mind.

**Desired Title (Job/Career)?**

**What are basic requirements for this job?**

**How many requirements do I possess?**

**Which of these requirements do I need to obtain?**

**List actions completed to obtain requirements**

**How do I obtain the missing qualifications?**

# The Job, the Company, and the Network

It will take more than completing an application to get that coveted interview or job. Take some time to assess those applications you are entering. Does that company have a position you want? How are you applying for these jobs? Are you making follow-ups or contacts at these companies?

**Ideal Position:** \_\_\_\_\_

Choose five companies that you would like to work for. Do they have that “ideal position”? Have you applied at that company yet?

Company	Did You Apply for Job?	How did you apply?

Now that you have five companies you are interested in it is time to find contacts/connections. Having connections at the company in which you apply can increase your chances of obtaining a job. Does anybody from your network work at these companies?

Company	Contact/Connection

How helpful is your network in getting you into the company in which you wish to work? Can they help? Or do you need to continue expanding your network?

# Hot Jobs

First professional degree	Annual Openings	Median Annual Wage
Lawyers	450	\$97,988
Pharmacists	365	\$122,494
Veterinarians	85	\$78,242
<b>Doctor's degree</b>		
Physicians and Surgeons, All Other	400	\$192,806
Family and General Practitioners	55	\$158,883
<b>Master's degree</b>		
Librarians	110	\$49,761
Operations Research Analysts	70	\$63,748
Physical Therapists	215	\$83,372
<b>Work experience, plus bachelor's degree</b>		
Computer and Information Systems Managers	145	\$104,946
Financial Managers	400	\$86,814
Management Analysts	300	\$72,352
<b>Bachelor's degree</b>		
Accountants and Auditors	1,095	\$58,905
Career/Technical Education Teachers, Secondary School	130	\$46,240
Civil Engineers	215	\$86,719
Cost Estimators	170	\$55,330
Database Administrators	55	\$79,471
Directors, Religious Activities and Education	425	\$45,582
Elementary School Teachers, Except Special Education	1,270	\$47,394
Financial Analysts	115	\$67,685
Healthcare Social Workers	135	\$47,840
Human Resources, Training, and Labor Relations Specialists	200	\$49,517
Industrial Engineers	280	\$77,398
Insurance Underwriters	60	\$61,900
Kindergarten Teachers, Except Special Education	235	\$47,515
Loan Officers	165	\$53,286
Market Research Analysts & Marketing Specialists	295	\$49,739
Medical and Clinical Laboratory Technologists	160	\$58,114
Meeting, Convention, and Event Planners	60	\$37,135
Middle School Teachers, Except Special and Career/Technical Education	530	\$47,355
Network and Computer Systems Administrators	170	\$68,648
Preschool Teachers, Except Special Education	715	\$23,766
Public Relations Specialists	70	\$49,456
Purchasing Agents, exc. Wholesale, Retail & Farm	110	\$51,086
Secondary School Teachers, Except Special and Career/Technical Education	765	\$48,427
Social and Community Service Managers	85	\$55,661
Software Developers, Applications	120	\$81,459
Software Developers, Systems Software	70	\$85,845
Tax Examiners and Collectors, and Revenue Agents	70	\$48,323
Training and Development Specialists	150	\$53,399
Web Developers	55	\$53,374

# Hot Jobs

Associate degree	Annual Openings	Median Annual Wage
Computer Support Specialists	265	\$42,340
Computer Systems Analysts	310	\$77,264
Dental Hygienists	185	\$66,230
Diagnostic Medical Sonographers	90	\$60,618
Environmental Science and Protection Technicians	60	\$40,700
Medical and Clinical Laboratory Technicians	310	\$34,959
Medical Records and Health Information Technicians	245	\$30,958
Paralegals and Legal Assistants	355	\$47,907
Physical Therapist Assistants	105	\$54,324
Radiologic Technologists	175	\$48,855
Respiratory Therapists	110	\$48,165
Veterinary Technologists and Technicians	90	\$28,073
Career/Technical Education Teachers, Postsecondary	70	\$42,915
<b>Post-secondary vocational training</b>		
Computer, Automated Teller, and Office Machine Repairers	75	\$32,818
Emergency Medical Technicians and Paramedics	385	\$30,113
Legal Secretaries	90	\$39,557
Licensed Practical and Licensed Vocational Nurses	1,025	\$36,000
Maintenance and Repair Workers, General	880	\$35,737
Medical Secretaries	245	\$27,989
Security and Fire Alarm Systems Installers	65	\$40,358
Telecommunications Equipment Installers and Repairers	200	\$39,822
Welders, Cutters, Solderers, and Brazers	315	\$36,011
<b>Work experience in a related occupation</b>		
First-Line Supervisors of Food Preparation and Serving Workers	695	\$27,130
First-Line Supervisors of Housekeeping and Janitorial Workers	165	\$31,658
First-Line Supervisors of Office and Administrative Support Workers	1,200	\$45,561
First-Line Supervisors of Transportation and Material-Moving Machine and Vehicle Operators	175	\$53,867
Supervisors of Construction and Extraction Workers	210	\$50,343
<b>Long-term on-the-job training</b>		
Brickmasons and Blockmasons	60	\$40,163
Cement Masons and Concrete Finishers	90	\$31,820
Claims Adjusters, Examiners, and Investigators	160	\$55,768
Compliance Officers	145	\$54,827
Computer-Controlled Machine Tool Operators, Metal and Plastic	145	\$35,373
Electrical Power-Line Installers and Repairers	155	\$66,927
Electricians	340	\$46,784
Firefighters	200	\$37,471
Industrial Machinery Mechanics	315	\$51,328
Machinists	360	\$38,732
Plumbers, Pipefitters, and Steamfitters	140	\$45,859
Telecommunications Line Installers and Repairers	80	\$36,431
Tool and Die Makers	65	\$45,895

# Hot Jobs

Moderate-term on-the-job training	Annual Openings	Median Annual Wage
Bookkeeping, Accounting, and Auditing Clerks	760	\$33,780
Bus Drivers, Transit and Intercity	130	\$31,334
Captains, Mates, and Pilots of Water Vessels	70	\$93,617
Cargo and Freight Agents	90	\$37,276
Customer Service Representatives	2,150	\$28,388
Dispatchers, Except Police, Fire, and Ambulance	175	\$35,704
Heavy and Tractor-Trailer Truck Drivers	1,610	\$38,675
Inspectors, Testers, Sorters, Samplers, and Weighers	450	\$31,282
Insurance Claims and Policy Processing Clerks	130	\$35,371
Medical Equipment Repairers	75	\$40,094
Merchandise Displayers and Window Trimmers	85	\$27,040
Operating Engineers and Other Construction Equipment Operators	185	\$36,166
Pharmacy Technicians	475	\$28,641
Roofers	115	\$32,541
Sales Representatives, Wholesale and Manufacturing	345	\$73,476
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	1,250	\$29,188
Sheet Metal Workers	160	\$37,387
Structural Metal Fabricators and Fitters	110	\$32,460
Team Assemblers	1,720	\$29,505
Welding, Soldering, and Brazing Machine Setters, Operators, and Tenders	145	\$34,431

For more information about Hot Jobs, visit <http://www.tn.gov/workforce/topic/occupations-in-demand>.

# Your Job Search

The next steps are writing your resume and cover letter, applying for jobs that interest you, and preparing for your interview and/or hiring event. The Jobs4TN.gov "Letter Builder" will assist in building your resume and cover letter. Create and store up to five documents to be utilized during your online job searches powered by Jobs4TN. If you need additional help, reach out to a representative at your local American Job Center.

A **Cover Letter** is a crucial element to finding a job because it tells employers why they should read your résumé.

The letter begins with a **Statement** about why you are writing, whether in response to an advertisement by the employer or as a tool to find more information about job openings. The second sentence should act as an attention grabber.

The **Main Body** should briefly tell the reader why you are an ideal candidate. It is best to state your qualifications in relation to how they will improve productivity or fit well within into the company. Mentioning the company name, product, and/or services will demonstrate a higher level of interest to your prospective employers. Make sure to relate your skills to specific job requirements.

In **Closing**, express why the company should hire you. Indicate your desire to follow-up and provide any follow up information.

## Tips:

- Keep it clear, simple, and direct
- A cover letter should be no more than three paragraphs. Each paragraph should be 150 words or less
- Include all of your contact information (name, address, telephone number, and email address)
- Try finding a specific person to address the letter to ( ie.: personnel director or executive)

## Things to Avoid:

- Not including your contact information in the letter
- Spelling and grammatical errors
- Not having an attention-grabbing statement
- Not mentioning the specific position sought

# Cover Letter Format

John Jobseeker  
123 Anywhere Street  
Smalltown, TN 54632  
(931) 555-5555 Jobseeker@anyemail.com

January 28, 2013

Mr. Isaac Hodge  
Human Resources Director  
ABC Machines  
556 Peach Ave.  
Smalltown, TN 54631

Mr. Hodge:

I am interested in your machinist position advertised on XY.com. My experience and special skills would help contribute to the long history of success at ABC Machines.

As a machinist, I have five years experience in the setup and operation of lathes and milling machines. During my employment with Jet Parts, Inc., I took several advanced classes dealing with machining and blueprint reading.

I feel your company, as a major manufacturer for aircraft engines, could benefit from my skills. I look forward to hearing from you.

John Jobseeker

**Statement**  
Explain why you are writing the employer.

**Attention**  
The second sentence should grab the employer's attention.

**Main Body**  
Briefly tell the reader why you should get the job.

**Closing**  
Express why the company should hire you.

# Types of Résumé

When seeking job opportunities, you will find a résumé of your qualifications most helpful in selling your job talents. A resume is a concise summary of your education, employment experience, skills, and if appropriate, your employment objective. It is a basic tool that is often supplemented by and sometimes substituted for testing.

## Jane Jobseeker

123 Anywhere Street, Big City, TN 67891  
(901) 555-5555 Janejobseeker@anyemail.com

### Contact Information

Include your full name, current address, telephone number and an email address.

### Objective:

Seeking a full-time School Social Worker position.

### Experience:

#### 2009 - Present: School Social Worker, Joy Academy, Heart, TN

- Assisted students with behavioral problems
- Advised parents and teachers regarding aggravate problems
- Created courses regarding social behavioral issues

#### 2007 - 2009: School Social Worker, Heart High School, Heart, TN

- Assessed dangerous situations and assured child safety
- Participated in case conferences involving school staff
- Monitored student social work interns

### Education:

2007: Master's Degree in Social Work, Heart University, Heart, TN  
2005: Bachelor's Degree in Social Work, Joy College, Joyville, TN

### Skills:

Knowledge of the IEP process; social work case reporting and writing skills; ability to prepare social and family histories; ability to aid in program development; and skills in supervising school social work interns.

### Objective

Summarizes the type of work desired and key qualifications. Modify your statement for the specific position.

### Experience

Explain your work history. List the company, employment date, the position held and a list of responsibilities and achievements.

### Education

List the schools you attended, the degrees attained, and any special awards and honors.

### Skills

List abilities that are associated to the job you are applying for.

## References

A reference sheet is a list of people who can verify and comment on your professional experience. Past employers, professors and advisors are the best professional references to have. Look below to see what you should include on your reference sheet:

- Your name and current address
- Your reference's contact information, which includes that person's Name  
Title/Position  
Department/Company

### For example:

Mrs. Jane Doe  
Customer Service Supervisor  
ABC Customer Solutions  
Rivervalley, TN 56789  
(521) 896-2222

## Things to Avoid on Your Résumé

### Typos and Grammatical Errors:

Most employers will assume mistakes on a résumé indicate a sloppy employee.

### Personal Attributes:

Height, weight, sex, health, marital status or religion are all unimportant to the employer and are not needed on the résumé.

### Incorrect Contact Information:

Double check your contact information so employers will not have trouble getting in touch with you.

### Emphasizing Duties Instead of Accomplishments:

Employers want to know what you've accomplished in your various duties, not what you've done.

# Chronological Résumé

The **Chronological Résumé** organizes qualifications by time and assumes the last job held was the most important.

## Bill Jobseeker

123 Anywhere Drive, Smalltown, TN 12345  
(615) 555-5555 Bill@anyemail.com

### Objective:

Seeking a full-time Executive Assistant position.

### Experience:

#### 2001 - Present: Assistant, Halotone Incorporated, Nashville, TN

- Created effective filing system
- Maintained and updated Supervisor's calendar
- Prepared written reports, letters and made travel arrangements

#### 1998 - 2001: Administrative Assistant, ABC Realtors, Columbia, TN

- Maintained accurate accounting of revenue
- Developed and maintained company inventory
- Trained staff on database encoding

#### 1996 - 1998: Receptionist, Jones Law Firm, Nashville, TN

- Answered and forwarded phone calls
- Greeted clients
- Scheduled meetings

### Education:

1996: Bachelor of Science, Business Administration, University of Memphis, Memphis, TN  
1992: High School Diploma, Maplewood High School, Nashville TN

### Skills:

Microsoft Word; Excel; Power Point; Publisher; Outlook; Photoshop

## Action Verbs

Achieved  
Administered  
Advised  
Analyzed  
Arranged  
Assembled  
Assisted  
Budgeted  
Calculated  
Clarified  
Compiled  
Completed  
Coordinated  
Created  
Delivered  
Designed  
Developed  
Directed  
Evaluated  
Experienced  
Facilitated  
Forecast  
Formulated  
Generated  
Handled  
Identified  
Illustrated  
Improved  
Initiated  
Inspected  
Led  
Maintained  
Managed  
Marketed  
Organized  
Planned  
Produced  
Repaired  
Summarized  
Supervised  
Wrote

# Functional Résumé

The **Functional Résumé** emphasizes your skills and experience rather than your chronological work history.

## David Jobseeker

123 Anywhere Street, Anywhere, TN 38503  
(931) 555-5555 David.Jobseeker@anyemail.com

### Objective:

Seeking a position as a Housekeeper in hotel, motel or private club.

### Experience as Executive Housekeeper

#### Supervising Housekeeper, Cookeville Inn, Cookeville, TN

Directed staff of 25 in maintaining 300-room motel. Directed kitchen staff of three serving daily breakfast.

#### Supervising Housekeeper, Old Court Hotel, Crossville, TN

Supervised 50 room-service and maintenance personnel. Was considered third in command on executive staff of 400-room hotel. Responsible for hiring housekeeping personnel and maintenance of records. Purchased all supplies and equipment. Left when hotel was torn down in urban renewal project.

### Experience in Food Service Management

#### Food Service Manager, Volunteer College, Sparta, TN

Supervised kitchen and dining room, with full charge of all food services for special events at 300-student college. Directed work of two cooks and eight housekeepers. Prepared all menus.

#### Food Service Assistant, Cookeville Technical College, Cookeville, TN

Prepared all menus and assisted the Director of Food Services in the management kitchen, dining rooms, and food deliveries.

### Education:

Certificate of completion of food management seminar, Food Inc., Holy, TN  
Putnam County High School, Cookeville, TN

# Combination Résumé

The **Combination Résumé** emphasizes your skills and your work history.

## June Jobseeker, MCDBA

123 Anywhere Avenue, Big City, Tennessee 12345  
(423) 555-5555 junejobseeker@anyemail.com

**Objective:** To work with a progressive company utilizing my skills in IT project management.

### Skills and Training

- Windows NT Core Technology
- Windows NT Administration and Installation
- Project Management
- Operations Management
- Systems Integration
- Technical Support
- Technical Writing
- Multi-Platform Networking
- Oracle Database Support
- Networking Technologies
- IT Strategy Development
- SQL Tuning in an Oracle Environment
- ADSM Installation and Administration (IBM)
- Training

### Professional Experience

#### A to Z Company

##### LAN Administrator

Antioch, Tennessee  
2013 to present

- Oversaw all aspects of Novell and Windows NT server administration
- Project manager on implementing and maintaining LAN server backup system (ADSM)
- Trained users on Microsoft Office applications
- Completed two major migrations bringing systems up to date including Windows NT MS Exchange systems

##### Database Administrator

2006 – 2013

- Enhanced networking software cutting distribution transaction processing by more than 70%
- Detected and diagnosed production system performance tuning of databases
- Developed Disaster Recovery Plan for SQL Servers
- Worked with LAN support group and applications group on performance issues
- Collected and evaluated member and program data and statistics
- Set up and maintained replication from DB2/OS390 to Oracle
- Conducted pre-implementation workshops delivering group and individual training sessions

#### ABC Products

Sparta, Tennessee  
2000 - 2006

##### Network Administrator

- Improved disaster recovery to prevent major technology failure
- Installed/configured hardware and software from server to workstation
- Substantially reduced spam by deploying new e-mail filters
- Developed solution to dual protocols by recommending and implementing TCP/IP
- Trained users on new software, basic windows and MS office applications

### Education

**Nashville State Community College**  
AAS, Computer Information Technology

Nashville, TN

# Draft Résumé

If you need to write out your information before entering it into [Jobs4TN.gov](https://Jobs4TN.gov), use this worksheet to help to construct various résumé options.

## Personal Information

Name	
Address	
Phone Number	
Email	

## Objective


## Experience (Work, Internships and/or Related)

Dates	
Employer	
City State	
Responsibilities / Accomplishments	

Dates	
Employer	
City State	
Responsibilities / Accomplishments	

## Education

School	
Degree	
Major	

## Skills


## References


# We Support Your Dreams

From employment, education, training and support services, the Workforce Innovation and Opportunity Act wants to see your dreams come true.

Visit your Tennessee American Job Center or go online to [Jobs4TN.gov](https://Jobs4TN.gov) today!

This page printed on gloss paper

*As a veteran,  
don't forget who  
has your six.*

This page printed on gloss paper

American Job Centers provide priority services to our U.S. Military Veterans.

Outreach includes advance access to job opportunities, civilian workforce training for eligible veterans and one-on-one services for you and your spouse or caregiver.

*Your smooth transition is our priority.*



## Preparing for an Interview

Confidence, research and impression are three things you need to have down pat before going on an interview. It is crucial for you to know background on the company and what skills you can offer to the company to fill their position. When you receive an invitation to an interview, we recommend that you prepare for your visit using these tips and guidelines:



### Getting Ready for your Interview

1. Obtain an accurate set of directions with the physical location of where your interview will take place or visit the building beforehand. Arrive at the interview location about half an hour before your interview.
2. If you are physically challenged in any way, be sure to ask the employer's receptionist or someone else familiar with the building about access, mobility factors and so forth.
3. Learn everything you can about the employer before your interview. Prepare a list of detailed questions that you want to ask the employer. After all, an interview is a two-way street!
4. Bring your resumé, references and any identification information you may need (Social Security Number, passport, etc.).



5. Never take anyone, including children to an interview.
6. Keep in mind employers may require drug testing and a background check.
7. Dress appropriately

### Possible Questions You can Ask during an Interview

1. How would you describe the responsibilities of this position?
2. Do I need any type of specific training for this position?
3. What is the acceptable dress code?
4. What are normal working hours, and what are the overtime expectations?
5. How will I be evaluated in this position?
6. What are some of the challenges I will face in this position?
7. What types of people tend to thrive here and what types don't do as well?
8. Ask an engaging question about something you learned while researching the company.
9. Can you describe an ideal employee?
10. Has there traditionally been a high rate of turnover in this position?



### Possible Interview Questions

1. Why should we hire you?
2. Why you think you are the best candidate for this job?
3. What is your understanding of the job's responsibilities, and what do you expect out of this job?
4. What are your strengths and weaknesses?
5. Could you please explain why you've had so many jobs over the past ten years?
6. What do you expect from a supervisor?
7. Describe a difficult work situation and how you overcame it.
8. How would your boss describe you?
9. What motivates you?
10. How do you handle stress and pressure?
11. How do you handle criticism?
12. What is your proudest achievement from your last job?
13. What kind of goals do you have in mind if you got this job?

### After the Interview

Make sure to follow up with the employer by sending a thank-you note and reiterate your enthusiasm about the position.



# Making the Most of a Hiring Event

Hiring events can be a great way to network and meet employers. It is important to keep a few things in mind when preparing, attending and also following up after the event. The American Job Centers also have on-site employers weekly; test your skills by meeting up with an employer near you.

## What is a Hiring Event?

- **Job Fair/Hiring Event:** An event at which all employers are either hiring that day or hiring in the immediate future. View statewide hiring event at [www.tn.gov/workforce/calendar](http://www.tn.gov/workforce/calendar).
- **Resource Fair:** A fair where resources are provided to the job seeker (e.g., food stamps, clothing, housing, day care, etc.).
- **Career Fair:** Provides services to people to help put them on a career path; it is not always a hiring event



## Before the Hiring Event

- Find out what employers will be there. Research the companies so you know what types of questions to ask.
  - Make sure to proof read your résumé.
- Know what items you are required to bring (ID, résumé, etc.).
  - Practice interviewing skills



## At the Hiring Event

- Dress appropriately; going to a hiring event is very similar to going on an interview, and you want to be dressed accordingly. How you present yourself sends an immediate message to an employer. You don't necessarily have to show up in a suit and tie; business casual look will usually work. Leave the jeans and t-shirt at home!
- Take time to speak with employers and be personable. Leave them with an impression of who you are, not just a résumé on a piece of paper. You want them to remember you. This is also where your research beforehand comes into play. Ask questions and let them know you are knowledgeable of their company.
- Always remember a good firm handshake and eye contact can do wonders
- Be prepared to interview on-site.
- Find childcare to avoid bringing children to the job fair.
- Take notes and listen.
- Make sure you allow yourself plenty of time to engage with employers.



## Follow up after the Hiring Event

Follow up with a thank-you note or e-mail thanking the employer for his or her time. This will help an employer know you paid attention and are serious about the job.



# Resources

The following pages provide a highlight of programs and services that are available and can assist you in various areas:

## Career Resources within the American Job Centers

Funding for **training programs**, such as CDL, Medical Assistant, Advanced Integrated Technology and Education may be available through your local American Job Center (AJC). For more information on training options through Workforce Innovation and Opportunity Act (WIOA), access the information through the Education services tab on Jobs4TN.gov under Services for Individuals to your left of your screen. Find the AJC closest to you at <http://tn.gov/workforce/topic/find-local-help>.

We are proud to roll out our **Career Coaches** - mobile job centers with services similar to what you might find in an AJC. The Coaches visit rural areas and populations that lack access to an AJC. These vehicles will provide a mobile computer lab with Internet access; create a venue for workshops including résumé assistance and interviewing skills; serve as a recruitment center for companies moving to TN and can be used as a mobile testing site for the High School Equivalency Test (HiSET) exam. To reserve the Career Coach Services, visit <http://getonthecoach.tn.gov> and click Book-A-Bus. Like us on Facebook and keep up with where we will be located at [www.facebook.com/GetOnTheCoach](http://www.facebook.com/GetOnTheCoach).

AJC have **Veteran** counselors who assist returning service members as they transition from military to civilian life. These veterans' representatives can provide help to all veterans in finding employment and serve as the central contact for referrals to other agencies for additional services. Veterans receive priority of service in employment and training opportunities. In some cases, the spouse or widow of a veteran can receive this individualized assistance. Please check with your local AJC for more specific details at <http://tn.gov/workforce/topic/job-placement-for-veteran>.

**Youth** with education and employment goals may be eligible for assistance through the WIOA Youth Program services. WIOA Youth Program participation is assessed by specific eligibility standards and is determined for interested individuals in one of the two following categories an in-school youth (ISY) participant or an out-of-school youth (OSY) participant classification. To view the list of providers for youth services, use <http://www.tn.gov/workforce/topic/youth-services>.

**Apprenticeships** assist individuals in gaining a license to practice in a regulated profession. Training is done while working for an employer who helps the apprentice learn their trade or profession in exchange for their continued labor for an agreed period after they have achieved measurable competencies. Apprenticeships typically last 3 to 6 years and individuals who successfully complete and apprenticeship reach the journeyman level of competence in their chosen trade. For more information on apprenticeship programs, visit [http://www.doleta.gov/oa/apprentices\\_new.cfm](http://www.doleta.gov/oa/apprentices_new.cfm).

**On-the-Job Training (OJT)** - When an employer identifies the need to fill a vacant position, he often has a choice of hiring a skilled worker or a worker who needs to have additional training. If the employer is willing to hire an individual who has no prior experience in the vacant position, an on-the-job training contract may be developed with the local AJC. Under this agreement, the local program can pay up to 50% of the trainee's wages during the specified training period. The employer must agree to hire the trainee if he successfully completes the training. To get started with the On-the-Job Training program, contact your local American Job Center at <http://tn.gov/workforce/topic/find-local-help>.

# Resources

**Work Opportunity Tax Credit (WOTC)** is a Federal tax credit available to employers for hiring individuals from certain target groups who have consistently faced significant barriers to employment. WOTC joins other workforce programs that incentivize workplace diversity and facilitate access to good jobs for American workers. If you or anyone in your household fall within certain categories, tell employers you may be eligible for a tax credit upon hire. For more information, visit <https://www.doleta.gov/business/incentives/opntax> or call (866) 487-2365.

**Federal Bonding** provides Fidelity Bonds that guarantee honesty for “at-risk”, hard-to-place job seekers. The bonds cover the first six months of employment. There is no cost to the job applicant or the employer. Any at-risk job applicant is eligible for bonding services, including: ex-offenders, recovering substance abusers (alcohol or drugs), welfare recipients and other persons having poor financial credit, economically disadvantaged youth and adults who lack a work history, individuals dishonorably discharged from the military and others. For more information, visit <http://www.bonds4jobs.com> or call (615) 253-9983.

## Supportive Services

You may find that you need assistance with things such as healthcare, shelter, food, and other resources. The following describe agencies that might be able to assist you with these needs and includes their contact information. For more information about services in your area that are not listed below, dial 211. A service provided by the United Way.

## Food and Nutrition

**WIC** stands for Women, Infants, and Children and is also called the Special Supplemental Nutrition Program. WIC is a federal program designed to provide supplemental food to low-income pregnant, postpartum and breastfeeding women, infants and children until the age of five. The program provides a combination of nutrition education, supplemental foods, breastfeeding promotion and support, and referrals for health care. For more information, visit: <http://tn.gov/health/topic/wic> or call (800) 342-5942.

**The Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps)** provides nutritional assistance benefits to children and families, the elderly, the disabled, unemployed and working families. For more information, visit <http://www.tn.gov/humanservices/topic/supplemental-nutrition-assistance-program-snap> or call (615) 313-4700 or (866) 311-4287.

**Tennessee’s School Nutrition Program** is responsible for providing nutritious meals and snacks for students in public and private schools, as well as residential and child care institutions. School Nutrition administers the USDA’s National School Lunch Program, School Breakfast Program and Afterschool Snack Program across the state. For more information, visit <https://www.tn.gov/education/topic/school-nutrition> or call (800) 354-3663. To apply for this program, visit <http://www.fns.usda.gov/school-meals/applying-free-and-reduced-price-school-meals>.

## Healthcare

**TennCare** is a government operated health insurance program designed for people who are eligible for Medicare, low-income children, pregnant women, and the disabled. For more information, visit <http://www.tn.gov/tenncare> or call (800) 342-3145.

**TennCare Kids** is a full program of checkups and health care services for children who have TennCare. These services make sure that babies, children, teens, and young adults receive the health care they need. For more information, visit <http://www.tn.gov/tenncare/section/tenncare-kids> or call (800)-342-3145.

# Resources

**Cover Kids** is Tennessee’s free or low-cost health insurance for uninsured children. For more information, visit [www.tn.gov/coverkids](http://www.tn.gov/coverkids) or call (866) 620-8864.

**County Health Departments** offer basic health services to the public. To find you nearest County Health Department, or for more information about what they offer, visit <http://tn.gov/health> or call (615) 741-3111.

**Health Assist Tennessee** helps Tennesseans in specific counties overcome barriers to receive necessary health care. For more information and the eligible counties visit <http://www.getcoveredtnn.org/health-assist1.html> or call (800) 269-4038.

**The Tennessee Primary Care Association** is a membership organization of more than 30 non-profit primary care clinic organizations operating more than 200 clinic sites that provide high-quality, comprehensive care to individuals and families throughout the state. For more information, visit <http://www.tnpca.org/> or call (800) 343-3136.

**The Department of Human Services** is responsible for administering numerous services throughout Tennessee, including Families First, the state’s Temporary Assistance for Needy Families (TANF) program, Food Stamps (now known as the Supplemental Nutrition Assistance Program or SNAP), Child Support, Child Care Licensing, Child Care Assistance, Adult Protective Services, and Rehabilitation Services. For more information, visit <http://www.tn.gov/humanservices> or call (615) 313-4700.

**Families First** provides temporary cash benefits to families who have children and are experiencing financial difficulties. For more information, visit <http://tn.gov/humanservices/topic/families-first-tanf> or call (866) 311-4287.

## Other Resources

**Refugee Services** through Catholic Charities helps refugees access cash and medical assistance, employment, social adjustment services and English language training. For more information, visit <http://cctenn.org> or call (615) 352-3087.

**Assistance for Homelessness** U. S. Department of Housing and Urban Development (HUD) has a variety of services to assist homeless individuals. To access more information about HUD programs, visit <http://portal.hud.gov/hudportal/HUD?src=/states/tennessee/homeless> or call (615) 515-8510. To find homeless shelters in your area, visit <http://portal.hud.gov/hudportal/HUD?src=/states/tennessee/homeless/shelters>.

**Veteran’s Assistance** U.S. Military Veterans will be provided priority of service in all American Job Centers and from partners and programs funded through the US Department of Labor. For more information, visit <http://www.tn.gov/workforce/topic/job-placement-for-veterans>. To find your nearest Job Center, visit [www.tn.gov/workforce/topic/find-local-help](http://www.tn.gov/workforce/topic/find-local-help).

**Mortgage and Foreclosure Consulting** For information on free foreclosure counseling and how to avoid foreclosure, visit [www.keepmytnhome.org](http://www.keepmytnhome.org).

**Public Transportation** is available in all of Tennessee’s 95 counties, which include special programs for those over 65, who are disabled or have a household income of less than \$16,000 per year. For information about services in your area, visit <http://www.tn.gov/tdot/topic/public-transit> or call (615) 741-2848.

**Tennessee Foreign Language Institute (TFLI)** Coordinates and provides foreign language skills needed by state government, doing research into the most effective methods of foreign language instruction and improving the language skills and teaching methods of foreign language instructors at all levels in the state’s schools, colleges and universities. For more information about TFLI, visit [www.tfli.org](http://www.tfli.org) or call (615) 741-7579.





The Tennessee Department of Labor and Workforce Development is committed to principles of equal opportunity, equal access, and affirmative action. Auxiliary aids and services are available upon request to individuals with disabilities.



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Laurel  
Wild  
Management  
Area