



DELAWARE CAREER GUIDE

A JOB-SEARCH WORKBOOK FOR ADULTS

Delaware Department of Labor

**Office of Occupational &
Labor Market Information**

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Introduction:

Change can be stressful – especially change that affects your livelihood – but with knowledge, skills, hard work, and persistence you will manage your stress and move forward with your life. Use this guide to learn more about yourself, to organize your job-search resources, and to develop the skills you will need to navigate the job market. Combine this information with job clubs, career counseling, and support from your personal network to help you through; remember you're not alone. Now, dig deep and find the courage to seek new opportunities. You'll be glad you did.

How to use this guide

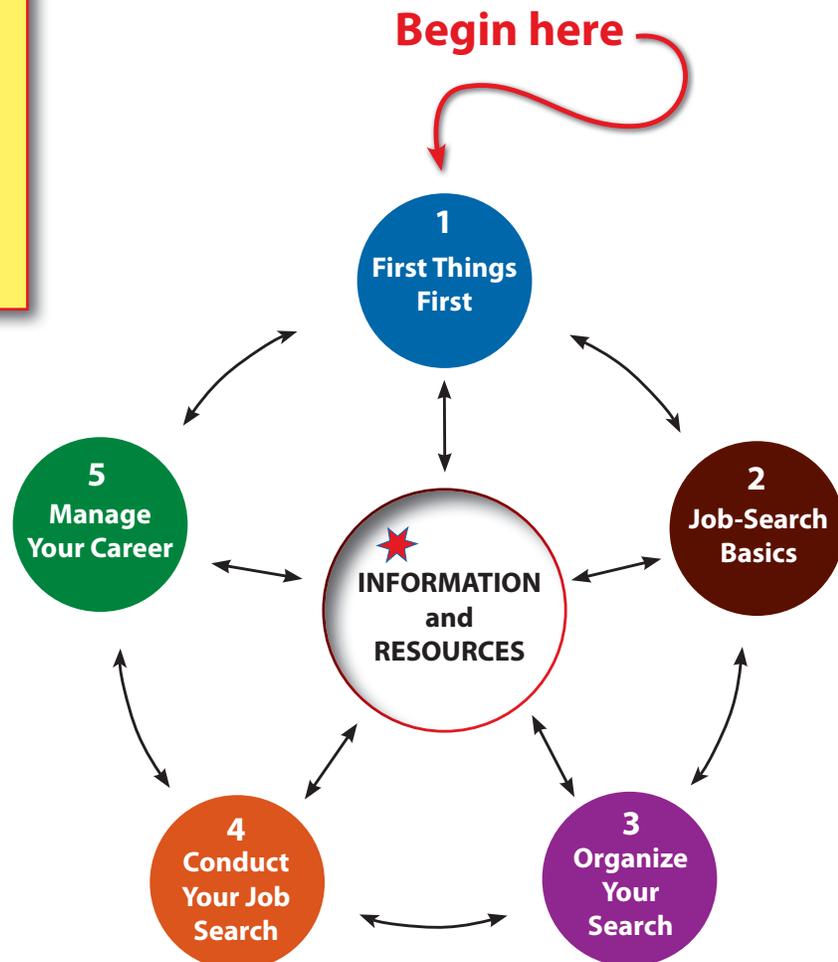
1. Familiarize yourself with every section; if you don't need all of the information now, you may find it valuable in the future.
2. Note that the figure below revolves around information and resources; this is not an accident. Well-informed career decisions will result in better job matches, better career planning, and a happier you.
3. Each of the 5 sections provides information, resources, and worksheets. Resources are also provided alphabetically in the Appendix.

Photocopy worksheets before using them. This will allow you to have multiple copies of daily schedules, company research, etc. You may also want to complete some of the activities more than once; photocopying will allow you to always have a clean copy. The Division of Employment & Training Resource Room allows you to make copies at no charge.

If your guide is three-hole punched, you may choose to rearrange the pages to suit your organizational style.

Look for these symbols throughout the guide.

 Contacts	 Email Addresses
 Phone numbers	 Website addresses
 Hours/Appointments	



1. Manage your stress
2. Visit the DE Department of Labor
3. Evaluate your finances
4. Plan your daily schedule

1. Manage your stress

If you have lost your job, you are likely to go through emotions such as disbelief, anger, frustration, and depression. No one can tell you the best way to handle these emotions; you must determine that for yourself. Think about other stressful times in your life and the things that worked for you then. Use the methods below and the resources in the Appendix to plan how you will reduce your stress.

Consider the ideas listed below and then develop your own plan to reduce stress.

- Acknowledge your circumstances; to pretend that nothing has changed wastes valuable time.
- Discuss your job loss with your family. Reassure them (including children) that you will get through this.
- Get organized.
- Take control of your finances.
- Take care of yourself with good nutrition and exercise.
- Maintain a positive attitude; be kind to yourself.
- Structure your time; work effectively; schedule breaks to recharge your body and mind.
- Set small goals and celebrate successes.
- Continue with religious and community activities.
- Approach problems as challenges and opportunities for growth.
- Maintain positive friendships. Avoid isolation.
- Do something you like everyday. Find the joy in it.
- Join a job-hunting support group. Use the Department of Labor as a job-club resource.
- Get professional counseling if you need it.
- Decide what you want and go for it.
- Expect rejection but do not take it personally.

Focus on the things that are in your control.

My personal plan to reduce stress includes:



2. Visit the Delaware Department of Labor

A. Division of Unemployment Insurance (UI)

If you think you may be eligible for unemployment insurance benefits, file your new or reopened claim online or visit one of the four unemployment insurance local offices.

~office locations on back cover

How to file a new or reopened claim online

If you are filing a new claim or reopening a previous claim, you may file for unemployment insurance benefits online instead of reporting to an unemployment insurance local office. Please visit: www.delawareworks.com/unemployment/welcome.shtml



How to prepare for a local office visit

You should bring

- your Social Security card – if you do not have a Social Security card you may substitute a W-2, pay stub, or other document with your full Social Security number printed on it and a photo ID such as your driver's license
- a copy No. 4 of your DD Form 214, if released from the military in the last 18 months
- a SF 8 or SF 50, if employed in Federal Civilian Service in the last 18 months

You should know

- your reason for job loss or reduced hours
- your street address, city, state and zip code
- the names, addresses, and phone numbers of all your employers for the last 18 months
- the date of the last day of work immediately prior to filing a claim
- if you received vacation or holiday pay, or payment for unused sick leave, the amount of money (before deductions) and the date it was paid to you
- the name and number of a local union hall, if applicable
- your Alien Registration Number, if you are not a citizen of the United States;
- the start date of the pension and the monthly benefit amount if you are collecting a pension or Social Security benefits



Unemployment Insurance hotlines:

New Castle County residents: 302-761-6576

Kent & Sussex County residents: 800-794-3032



Unemployment Insurance local offices are open M–F from 8am - 4 pm

~office locations on back cover



Contact name: _____



Phone number: () _____



Email: _____

Notes:



Division of Unemployment Insurance: www.delawareworks.com/Unemployment/welcome.shtml

Guide to Unemployment Benefits: www.delawareworks.com/Unemployment/forms/ui_guide-ver0307.pdf

B. Division of Employment & Training (DET)

Whether you are unemployed and looking for a job or employed and looking for a better job, the Division of Employment & Training (DET) may have services to assist you.

How to register for DET services

You need to know

- your social security number
- each employer's name & address, and your dates of employment for at least the past five years
- your work or career objective

How to register

- Check in with the DET desk at any of the four DET locations (see back cover) to receive a username and password for online registration.
- Proceed to the registration computers where it will take you about 20 minutes to input your registration information into *Delaware JobLink*. DET employees are available to help you.

OR

If after you have received your username and password you would prefer to register elsewhere, you may do so from any computer that has Internet service.

After you register

- Attend a group services orientation (held daily) where an employment specialist will inform you of all available services.
- If you seek training, you will be assigned an employment specialist; you will need to call your employment specialist from home to schedule your first appointment.

Services available

- one-on-one job-search assistance
- individual employment plan development
- assessment of knowledge, skills, abilities, and barriers to employment
- career workshops
- resource room assistance
- job-search strategies
- resume and cover letter development
- interviewing techniques
- job referrals
- training referrals

What is Delaware JobLink (DJL)?

DJL is an online system that allows you to:

- set up a job-seeker account when you register with DET
- create an online resume
- search for jobs online in the JobLink system as well as numerous other job-search engines and websites via the new “spidering” technology
- receive emails about new job openings – these are delivered to your personal email account
- research career information

Note: Be sure to ask one of the Employment & Training staff members for a copy of the *Delaware Joblink Job Seekers Self Service Users Guide* for detailed information on how to use the DJL website.

Are you already registered on DJL?

You might be if:

- you have received services from DET in the past 5 years, or
- you were a student in the Jobs for Delaware Graduates (JDG) program, or
- you were enrolled in a prior Workforce Investment Act (WIA) or Job Training Partnership Act (JTPA) program.

Note: Ask the DET receptionist to determine whether you already have an account. If you are registering from home, call one of our offices (*phone numbers on back cover*) to see if you already have an account.

Tell me about training services

Training services are available to eligible job seekers if the training is needed to obtain and/or retain employment and if funding is available. Staff will work with the job seeker to develop an individual employment plan, in which training is an intricate part. This plan is developed and agreed upon by the staff member and the job seeker.



Division of Employment & Training: www.delawareworks.com/emptrain/welcome.shtml

Delaware Joblink: <https://joblink.delaware.gov>

B. Division of Employment & Training (continued)

About JobLink usernames and passwords

Your JobLink username

The username that is assigned to you during your initial visit with DET is your permanent username.

Write it down in the box at right. It will save you time and trouble if you forget your password.

Your JobLink password

If you wish, the password you have been assigned may be changed during your online registration. You will also be asked to choose and answer a security question while registering. **Remember your answer!** It will save you time and trouble if you forget your password.

What if I forget my password?

If you remember your username, you may simply click the **Forgot your password?** link which is located below the login button on the JobLink home page. Follow the instructions to reset your password.

If you cannot remember your username, you will need to contact one of the four DET locations (*phone numbers on back cover*) or email the webmaster at: VCNETWEBMASTER@state.de.us.

What will I find in the resource room?

Resource rooms are equipped with:

- computers for Internet job searches, labor market research, and resume building
- printers
- copiers
- fax machines
- newspapers, help wanted ads, employment guides
- postage for mailing resumes
- phones for scheduling interviews and appointments (local and long distance)

Why is it important to enter my registration information carefully into JobLink?

The information that you enter into JobLink will electronically build a resume for you. Even if you already have a resume, the one that is built through JobLink may be the only resume that a potential employer sees.

If your JobLink resume is done poorly, you may not have another opportunity to convince an employer that you are a strong candidate.

So, take your time. Check your spelling, grammar, capitalization, and content because you never know when an opportunity will present itself.



Username:

Password: *Think of a hint to help you remember your password and write it here.*



Employment & Training Office phone numbers:

Wilmington/Fox Valley: 302-761-8085

Newark/Pencader: 302-368-6622

Dover: 302-739-5473

Georgetown: 302-856-5230



Employment & Training offices are open M–F from 8am - 4:30pm ~office locations on back cover



Contact Name:



Phone Number:



Email Address:

Meeting Date:



Meeting Time:

What to bring:

Notes:

C. Division of Vocational Rehabilitation (DVR)

You may be eligible for vocational rehabilitation services if you have a disability, and your disability interferes with getting or keeping a job.

Mission: To provide information, resources, and opportunities to individuals with disabilities leading to success in employment and independent living.

DVR provides orientation for new and potential customers. Orientation may occur either as a group session or may be included individually as part of your intake appointment. The orientation explains the goal of the program, the services offered, and the vocational rehabilitation process. If you participate in a group orientation, you will be offered an appointment with a vocational rehabilitation counselor at the conclusion of the session. Call the office nearest you (*office locations on back cover*) for information, to schedule an orientation session, or to make a referral.

How to prepare for your intake appointment

You should bring

- your Social Security Number
- medical information to document your disability
- your ticket to work or documentation of SSI or SSDI, if you receive SSA benefits
- your completed Client information form if you received one at orientation
- medical insurance cards
- your resume if you have one

You should know

- your first appointment will last 45 to 60 minutes
- your mailing address and phone number
- information about your education and employment history
- your current amount and source of income
- assistive technology devices that you use (if any)
- names and addresses of your current doctors, therapists, counselors, etc.
- emergency contact person's address and telephone number

 **DVR office phone numbers:**
Wilmington: 302-761-8275
Pencader (Newark): 302-368-6980
Middletown: 302-378-5779
Dover: 302-739-5478
Georgetown: 302-856-5730

 Vocational Rehabilitation Offices are open
M–F from 8:00 AM to 4:00 PM

~office locations on back cover

Orientation location: _____

Orientation date: _____

 Orientation time: _____

 Counselor name: _____

Intake date: _____

 Intake time: _____

Notes:



Division of Vocational Rehabilitation: www.delawareworks.com/dvr/welcome.shtml

D. Division of Industrial Affairs (DIA)

If you believe your employer may have violated a state or federal labor law, call or visit one of the three locations (see back cover) of the Division of Industrial Affairs.

Office of Anti-Discrimination

This office enforces laws that protect you against employment discrimination when it involves:

- **unfair treatment** because of your race, color, religion, sex (including pregnancy), national origin, disability, age (40 and older), sexual orientation, marital status, or genetic information.
- **harassment** by managers, co-workers, or others in your workplace, because of your race, color, religion, sex (including pregnancy), national origin, disability, age (40 and older), sexual orientation, marital status, or genetic information.
- **denial of a reasonable workplace change** that you need because of your religious beliefs or disability.
- **retaliation** because you complained about job discrimination or assisted with a job discrimination investigation or lawsuit.

Office of Workers' Compensation

In accordance with Delaware's workers' compensation law, this office compensates eligible individuals for work time lost as a result of a job-related injury or disease.

Office of Labor Law Enforcement

This office ensures fair and equitable treatment in the workplace by enforcing or administering 21 state and federal labor laws, which include but are not limited to:

- payment of wages
- unlawful wage deductions
- payment of prevailing wage rates for laborers and mechanics employed on state-funded construction projects
- minimum wages
- workplace fraud
- Apprenticeship & Training



Industrial Affairs Offices:

Wilmington/Fox Valley: 302-761-8200

Newark/Pencader: 302-451-3423 / 302-451-3411

Milford: 302-422-1134



Industrial Affairs offices are open M–F

from 8am - 4:30pm ~office locations on back cover



Contact Name:



Phone Number:



Email:

Meeting Date:



Meeting Time:

What to bring:

Notes:



Division of Industrial Affairs: www.delawareworks.com/industrialaffairs/welcome.shtml

3. Evaluate your finances

Stay on top of your finances as concerns over them may distract you from your main focus which is to find your next job.

Don't let this happen to you!

Studies have found that many families do not adjust their lifestyle for about six months after their income is reduced. That six months of ignoring the situation can bring disaster.*

*Delaware Cooperative Extension

A. Monthly budget

Month: _____ Year: _____

Calculations

INCOME		EXPENSES	
	Monthly	Fixed	Monthly
Net Wages/Salary		Rent/Mortgage	
Part-time Wages/Salary		Car Payment / Insurance	
Self-Employment Wages		Medical Expenses / Insurance	
Severance		Child Care	
Unemployment		Alimony/Child Support	
Alimony/Child Support		Credit Card Debt	
Bonus/Overtime/Tips		Trash	
Disability		Education	
Food Stamps		Cable TV	
Pension		Savings	
Social Security		Other:	
Other:			
		Variable	Monthly
		Groceries	
		Home Heating/Cooling	
		Gas	
		Clothing	
		Telephone	
		Eating Out	
		Entertainment	
		Other:	
		Periodic	Monthly
		Car Repair/Maintenance	
		Income Taxes	
		Home Repair/Maintenance	
		Gifts	
		Vacations	
		Other:	
Total Monthly Income		Total Monthly Expenses	

① If your expenses are more than your income, you have a budget gap. Use the worksheet on the next page to plan how you will close this gap.

② If you have a monthly surplus, then your next step is to develop your financial goals. Visit the website below:

$$\frac{\text{Total Monthly Income} - \text{Total Monthly Expenses}}{=}$$



SMART Goal Setting: www.extension.org/pages/SMART_Financial_Goal-Setting

B. Close your budget gap

Read the ideas below. Then determine the best way for you to reduce your budget gap.

Decide which bills to pay first

Which bills MUST you continue to pay?

- mortgage/rent
- health care
- food
- utilities
- car payment/insurance
- credit card debt
- child care
- child support

Control spending

- Eliminate eating out at restaurants.
- Drop your premium cable subscription & your Internet. (use the DET Resource Room Internet)
- Keep cell phone usage within your plan, drop texting.
- Make do with the clothes you have/shop second-hand.
- Eliminate personal help - house cleaning, lawn mowing.
- Plan meals around what you already have at home.
- Reduce your grocery bill; make a list, using low-cost ingredients, buying the store brand, & using coupons.
- Grocery shop once a week and bring only enough cash to pay for what's on your list/cook from scratch.
- Do your own nails/limit haircuts.
- Stay away from malls and convenience stores.
- Cancel subscriptions and memberships.
- Put your credit cards away/pay for everything in cash.
- Enjoy free entertainment, have a potluck with friends.
- Reduce your energy bills through conservation, e.g. - keep your house cooler in winter, wear a sweater, turn lights out, fix drips, take short showers.
- Carpool, take the bus, walk or ride a bike.
- Determine your minimum insurance needs.
- Fix it - don't buy a new one.
- Make gifts, don't buy them.
- Work with creditors to reduce payments.
- Barter for services.
- Find a cheaper hobby.

Increase your income

- Collect any outstanding debts.
- Have a yard sale - clean out the garage.
- Sell your skills - desktop publishing, lawn care, tutoring, personal taxes, etc.
- Say goodbye to luxuries - sell your boat, a second car, memorabilia, season tickets, etc.
- Get a seasonal job.
- Dip into your emergency savings, *but only if necessary*.
- Rent out an extra room.
- Apply for unemployment, food stamps, and other assistance for which you may be eligible.

My monthly budget gap is:

– \$ _____

What can you do each month to close this gap?

My essential expenses – prioritized:

Excessive spending that I will eliminate:

Estimated monthly savings: \$ _____

My plan to increase my income:



Decide Which Bills to Pay First: www.extension.org/pages/Deciding_Which_Bills_to_Pay_First

Control Spending: www.extension.org/pages/Controlling_Spending

Stretching Your Food Dollar: www.extension.org/pages/Stretching_Your_Food_Dollar

Meeting Your Insurance Needs: www.extension.org/pages/Meeting_Your_Insurance_Needs

4. Plan your daily schedule

Use a *to do list*, a *daily time schedule*, a *commercial day planner*, *3x5 cards*, or whatever works best for you. Block off time to network, research, create job-search materials, make direct calls, interview, and track your efforts. Consider the best times of day for each activity and stick to your schedule. The more consistent you are with your job-search efforts, the sooner you will see your job-search results.

To Do

Week of _____

A. To do list

SAMPLE

To Do

Week of January 4th

Make contacts for volunteer/intern /part-time work to strengthen skills and build network. - 10 hrs/week. (Goal - Have job by February 15th - unless I get full-time work)

Send 5-10 resumes out by Friday.

Customize resume for Jackson Company application.

Add 5 people to network list by Friday.
Make direct calls next week.

Prepare script and questions for call to Mr. Jones. Call him at 11:00 Thursday. Take notes! Send a thank-you note after our call.

Don't forget to exercise!

Look into the night class for business training. Find out about scholarships - check with DET.

Begin meeting with job-search support group. (starts next week - which day?)

Complete the Company Research Worksheet for Wednesday's interview.

Schedule time to chat with Linda.

B. Daily schedule

Date: Jan. 18, 2010

SAMPLE

(M) T W Th F Sat Sun

TIME MORNING

7:00 Exercise, shower, eat a healthy breakfast,
review calendar.

8:30 Go to the DET Resource Room. Check job-
search resources:

_____ *JobLink* newspapers
_____ phone book email
_____ Internet magazines

10:30 Research companies. Review job leads.
Make direct calls to new contacts.

11:00 Customize resumes and cover letters. Mail
them to new leads.

AFTERNOON

12:00 Healthy lunch. Prepare for interview.

1:30 **Leave for interview.** (Don't forget folder with
resume, company worksheet, paper, etc.)

2:30 **Interview!**

4:00 Write thank-you notes for interview and any
morning phone contacts.

5:00 Update and review tomorrow's calendar.
Prepare for the day. Choose clothes for the
interview. Review the company information
and my reasons for being a good fit for the
job. Practice answering interview questions.

EVENING

6:00 Dinner - salmon/broccoli. Review successes
of the day.

7:30 Finish volunteer work for John.

8:00 Relax – read.

Daily schedule

Date: _____

M T W Th F Sat Sun

TIME MORNING

AFTERNOON

EVENING

1. What are your interests?
2. Take your skills with you
3. Learn more about occupations

1. What are your interests?

Instructions: Place a check next to each item you like.

- I like to... R**
- tinker with machines or vehicles
 - work outside w/ plants & animals
 - be physically active
 - use my hands to build things
 - tend/train animals
 - work on electronic equipment
 - work in farming, forestry, or fishing
 - do carpentry work
- Total Checks**

- I like to... I**
- work with scientific equipment
 - use computers
 - work independently
 - perform lab experiments
 - read scientific/technical journals
 - analyze situations & find solutions
 - use a chemistry set
 - do puzzles
 - be in a science fair
 - solve math/science questions
- Total Checks**

- I like to... A**
- attend concerts, theater, art exhibits
 - read fiction, plays, & poetry
 - paint, sculpt, or do ceramics
 - take photographs
 - express myself creatively
 - deal with ambiguous ideas
 - read art/music magazines
 - act in a play
 - design new fashions
 - study a foreign language
- Total Checks**

- I like to... S**
- work & socialize with others
 - help people solve problems
 - do volunteer work
 - work with young people
 - play team sports
 - belong to a club
 - work with the elderly
 - cater to needs/wishes of others
 - help others with mental, spiritual, physical, or vocational needs
- Total Checks**

- I like to... E**
- make decisions affecting others
 - be elected to office
 - work on a sales campaign
 - start my own service or business
 - campaign politically
 - have power or status
 - use language skills to influence others
 - be with leaders
- Total Checks**

- I like to... C**
- work with numbers
 - type reports or work on computers
 - be responsible for details
 - collect or organize things
 - follow clearly defined procedures
 - keep things neat and organized
 - work with forms and reports
 - work from nine-to-five
 - follow a budget
 - follow other people's instructions
- Total Checks**

Record the letters (R,I,A,S,E,C) that correspond to the lists with the most checks: _____
 (The first letter is your strongest interest area (the most checks), the second is your next strongest, the third is your next strongest.)

These three letters are called your **Interest Profile**. If **A** is your strongest interest area, then you are **Artistic** and you will be most satisfied in an occupation that allows you to use that interest area. Read about each of your interest areas and then go to the next page to find out which occupations best match your interests.

R – Realistic
 Realistic people are often good at mechanical or athletic jobs. They like to work with things, like machines, tools, or plants, and they like to work with their hands. They are often practical & good at solving problems.

A – Artistic
 Artistic people like to work in unstructured situations where they can use their creativity and come up with new ideas. They enjoy performing (theater or music) and visual arts.

E – Enterprising
 Enterprising people like to work with other people. They particularly enjoy influencing, persuading, and performing. They like to lead and tend to be assertive and enthusiastic.

I – Investigative
 Investigative people like to watch, listen, analyze, and solve problems. They often like to work independently, tend to be good at math and science, and enjoy analyzing data.

S – Social
 Social people like to work directly with people rather than things. They enjoy training, instructing, counseling, or curing others. They are often good public speakers with helpful, empathetic personalities.

C – Conventional
 Conventional people are very detail oriented and like to work with data. They have good organizational and numerical abilities, are good at following instructions, and like working in structured situations.

Match your interest profile to occupations

Every occupation can be identified by one or more interest codes. For example, the code for *Photographers* is A,R - Artistic, Realistic. It's not surprising that an Artistic person might be well-suited to photography. *Elementary School Teachers* are coded S,A,C - Social, Artistic, Conventional. To be happy as a teacher, it makes sense that one should be Social, i.e., *like to work directly with people*.

O*Net OnLine is a website that provides valuable and extensive information for over 900 occupations. Follow the instructions below to find occupations that match your interests. Then snoop around O*Net to learn more about these occupations. You'll be amazed by what you'll find!

Instructions:

1. Go to:

<http://online.onetcenter.org>

2. Click on 

3. Below the **O*Net Descriptor** header, click on the **arrow** next to the dropdown box. Move your cursor down the list until it highlights **Interests**. Click on **Interests**. Then click **Go**.

4. Click on the interest link of your highest score, i.e. – **Realistic, Investigative, Artistic, Social, Enterprising, or Conventional**.

5. In the yellow box at the top of the page, enter all 3 of your interest areas from your profile. Click **Go**.

6. You can further narrow your results by entering the amount of education you have or are willing to complete. O*Net divides education into **5 Job Zones**. They are:

Job Zone 1 - occupations that need little or no preparation

Job Zone 2 - occupations that need some preparation

Job Zone 3 - occupations that need medium preparation

Job Zone 4 - occupations that need considerable preparation

Job Zone 5 - occupations that need extensive preparation



O*Net Work Importance Profiler: www.onetcenter.org/WIP.html

O*Net Interest Profiler: www.onetcenter.org/CIP.html

ISeek Skills Assessment: www.iseek.org/sv/12398.jsp

Career One Stop Skills Profiler: www.acinet.org/acinet/skills/default.aspx

BE SMART!

Explore the occupations that have been coded to match your interests!

SAMPLE OCCUPATIONS

(Each occupation below is listed under its strongest interest area.)

Realistic jobs include:

Electrician	Surveyor
Civil Engineer	Farmer
Auto Technician	Roofer
Aircraft Mech.	Plumber
Truck Driver	Cook

Investigative jobs include:

Nuclear Med. Tech.	Vet.
Sociologist	Chemist
Chemical Eng.	Biologist
Police Detective	Surgeon
Systems Analyst	Dietitian

Artistic jobs include:

Fashion Designer	Dancer
Desktop Publisher	Musician
Photographer	Actor
Landscape Architect	Writer
Interior Designer	Reporter

Social jobs include:

School Counselor	Nanny
Registered Nurse	Teacher
Recreation Worker	Clergy
Dental Hygienist	Tour Gde.
Physician Assistant	Waiter

Enterprising jobs include:

Chief Executive	Captain
Financial Advisor	Detective
Logisticians	Lawyer
Funeral Director	Buyer
Engineering Mngrs.	Optician

Conventional jobs include:

Budget Analyst	Teller
Computer Operator	Librarian
Proofreaders	Law Clerk
Mapping Tech.	Dispatcher
Accountant	Cashier

2. Take your skills with you

It is essential to know your skill set because

- employers conduct keyword searches to match the skills they are looking for with the skills listed in online resumes
- you will need to accurately describe your skills on your resume
- in a job interview, you must be able to articulate your skills and provide examples of how you used them in your work

The skills that you have developed from jobs, volunteer work, hobbies, sports, parenting, and other life experiences will be key to getting your next job. These skills are often called transferable skills.

Instructions

1. Circle the skills you have.
2. Next to each circled skill, apply an ability level.
3. If it is a skill that you enjoy doing and would like to continue to use in your next job, check (✓) that column.
4. If you have skills that aren't on the list, add them to the end of the worksheet.

Rate your skill ability level:

- 1 – I've been exposed to this skill
 2 – I have experience using this skill
 3 – I am an expert at this skill

Example:

Designed	3	✓
Supervised	1	

Skill	Rate your skill	I enjoy using this skill
Adapted		
Administered		
Advised		
Advocated		
Analyzed		
Audited		
Budgeted		
Built		
Coached		
Communicated		
Conducted		
Created		
Delegated		
Designed		
Displayed		
Edited		
Enforced		
Established		
Estimated		
Evaluated		

Skill	Rate your skill	I enjoy using this skill
Exhibited		
Forecasted		
Generated		
Handled		
Identified		
Improved		
Initiated		
Instructed		
Interpreted		
Investigated		
Learned		
Led		
Managed		
Monitored		
Motivated		
Negotiated		
Operated		
Organized		
Planned		
Presented		

Skill	Rate your skill	I enjoy using this skill
Prioritized		
Promoted		
Recommended		
Researched		
Sold		
Supervised		
Synthesized		
Wrote		
Other Skills:		

Put your skills from the previous page into resume format

Instructions

Locate the skills that you like and are good at (2 or 3). Write these skills below and circle the corresponding skill level. Then describe under what circumstances you have used this skill and how it benefited your company/organization. These skills will be used to build your resume.

Example

Skill: Designed websites

1 2 3

Describe how you have used this skill:

Designed a website that allows new members to register online. The monthly membership registration rate increased by 20% as a result of this change.

Skill: _____

1 2 3

Describe how you have used this skill:

Skill: _____

1 2 3

Describe how you have used this skill:

Skill: _____

1 2 3

Describe how you have used this skill:

Skill: _____

1 2 3

Describe how you have used this skill:

Skill: _____

1 2 3

Describe how you have used this skill:

Skill: _____

1 2 3

Describe how you have used this skill:

3. Learn more about occupations

Be smart →

List three occupations that currently interest you:

- 1.
- 2.
- 3.

For each occupation you have listed above, use the resource links at the bottom of the page to research the following information:

- average and median wages
- job growth and/or decline
- industry growth and/or decline
- education and training requirements
- working environment
- physical requirements
- tools and technology requirements
- work values
- interests
- skills and abilities

Are the choices you made a good match for you? If not, research other occupations. When you have found the occupation for which you are best suited, develop a plan to go after it.

Smart career choices usually involve a compromise between what you would most enjoy doing and what the job market needs and wants. Employers will not employ you to do a job that does not need doing. There is not much point in choosing and preparing for an occupation that no longer exists, or is in severe decline, or is not available in the geographic area where you want to work. Do your research!

Delaware Department of Labor – Office of Occupational & Labor Market Information

The role of the Office of Occupational & Labor Market Information (www.oolmi.net) is to:

- translate raw occupational and labor market data into concise workforce, employment, economic, and demographic analyses.
- provide occupational and labor market reports as part of the U.S. DOL- Bureau of Labor of Statistics' national economic reporting network.
- provide career and labor market information at the state and county levels.

If you are unsure of a career path or you want to change your career, labor market information can help you pick out potential occupations by providing you with current and projected data including:

- mean and median wages
- the minimum amount of education you will need to enter a field
- occupation descriptions

Notes:



Office of Occupational & Labor Market Information: www.oolmi.net

O*Net OnLine: <http://online.onetcenter.org>

Career One Stop: www.acinet.org

Bureau of Labor Statistics: www.bls.gov

1. Build a job-search file
2. Use a job-search activity log
3. Write & present your work well
4. Identify your network

ORGANIZE YOUR SEARCH

Section 3

1. Build a job-search file

Gather the documents that are applicable to your job search and put them in a safe, organized file. Your file may include the following:

	not applicable	in process	complete & filed
Formal Documentation			
Birth certificate or passport	_____	_____	_____
Social security card	_____	_____	_____
Work permit	_____	_____	_____
Driver's license/DMV printout if driving is required	_____	_____	_____
Passport	_____	_____	_____
Transcripts/honors/certificates/diplomas	_____	_____	_____
Military Records			
Separation papers (DD214 and DD2586)	_____	_____	_____
Training and medical records	_____	_____	_____
Honors, awards	_____	_____	_____
Veteran's benefits you earned	_____	_____	_____
Personal Documents (Record this information in the <i>DET Personal Data Book</i> from your local one-stop.)			
Assessment results	_____	_____	_____
Education history (school names, addresses, dates, course of study)	_____	_____	_____
Employment history (employers/addresses/phones/dates employed, supervisors, job titles, responsibilities, skills list, accomplishments)	_____	_____	_____
Accolades and awards	_____	_____	_____
Volunteer work, civic activity, hobbies, interests	_____	_____	_____
Organizational Documents			
Job-search activity log	_____	_____	_____
Daily schedule	_____	_____	_____
Network list	_____	_____	_____
Job-Search Documents			
Cover letters	_____	_____	_____
Resumes	_____	_____	_____
References	_____	_____	_____
Letters of recommendation	_____	_____	_____
Networking scripts	_____	_____	_____
Samples of your work	_____	_____	_____
Other Documents			
	_____	_____	_____
	_____	_____	_____
	_____	_____	_____

2. Use a job-search activity log

It is essential that you keep track of everything you do and everyone you contact during your job search. Below is an example of one way to do that. But use any method that works for you.

Job-Search Activity Log

SAMPLE

Activity & Date	Purpose	Details	Next Step & Date
9/1/10 - went to unemployment office	to apply for unemployment	Spoke with Cathy Baker. I should receive first check by the end of next week.	By 9/3/10 - need to register with Employment & Training
9/1/10 - emailed my resume to Butler and Sons Roofing	Applying for Administrative Assistant position	Contact is Harold Conrad. haroldconrad@BSR.com 302-995-9876	By 9/7/10 - call and make sure they received my resume.
9/3/10 - registered with Employment & Training	Registration required to receive unemployment check	Spoke with Ann Houser about training in Microsoft Office	9/5/10 - go back to take assessment
9/4/10 - called Deb Bernardo (friend)	She works at ABC Company and we discussed possible jobs there	She said to call Human Resources at 302-555-1212 and ask for Mrs. Green	Mrs. Green asked me to email my resume to her directly at Barb.Green@xyz.com

Notes:

Activity & Date	Purpose	Details	Next Step & Date

3. Write and present your work well

It is essential that you write your resumes, cover letters, applications, and other job-search documents as well as possible. Employers will not take you seriously if your writing is incomplete, unclear, inappropriate, or full of mistakes.

Notes:

Content

- Keep your writing brief – 1 page is preferred for resumes.
- Choose your words carefully.
- Pay attention to detail.
- Be focused.
- Be honest.
- Proofread – don't count on your spell-check.
- Have someone else review your work.
- For all letters, find the name of the person to whom you are writing – avoid *Dear Sir or Madam* or *To Whom it May Concern* if at all possible.

Presentation

- An investment in good paper is money well spent.
- Use white paper.
- Print with black ink and make sure that email addresses stay black.
- Generally, margins should be set to 1" on all sides.
- Single space your lines.
- Use an easy-to-read font such as Times New Roman (serif)..
- Use two font sizes – 1 for your name (either 14pt or 16pt) and the other for everything else (either 11pt or 12pt).
- Use bold only for your name and section headings.
- Do not use a colon after section headings.
- Avoid using all caps and/or underlining.
- Use italics only for publications and foreign phrases.
- When mailing your job-search materials, do not fold them – use a 9x12 envelope.

Contact information

- Include your home phone or cell phone – never your work phone number.
- Make sure your voice mail message is professional.
- If your personal email address is too casual, create a new one.
- Use the same email address for sending and receiving all job-search mail.



Grammarbook.com: www.grammarbook.com/english_rules.asp

Grammar Bytes: www.chompchomp.com/menu.htm

Writing Matters: <https://career.berkeley.edu/Article/050408b-dm.stm>

Writing: A Ticket to Work...or a Ticket Out – A Survey of Business Leaders:

www.writingcommission.org/prod_downloads/writingcom/writing-ticket-to-work.pdf

References

SAMPLE

Use the same paper and formatting that you use for your resume.

References for:
John Robert Smythe
654 Smith Street
Brooklyn, NY 01902
917-555-5555
jrsmythe@yahoo.com

Michelle Hall
President
Smith Computers
5 Brooklyn Drive
Brooklyn, NY 01000
(H) 917-555-4444
(W) 917-555-3333
MHallSC@yahoo.com

Joseph Jones
Project Manager
Apple Computer, Inc.
199 Boat Drive
Providence, RI 48000
(H) 674-555-2222
(W) 674-555-1111
Josjones@aol.com

Ashley Smith
Quality Director
Apple Computer, Inc.
777 Brittney Court
Providence, RI 48000
(H) 674-365-5555
(W) 674-365-6666
ALSmith@earthlink.net

B. Cover letters

Your cover letter needs to capture and express your enthusiasm, so the reader will want to look at your resume and learn more about you.

SAMPLE

Your Street Address
City, State Zip
Month (written out) Date, Year

Reader's Complete Name
Job Title
Department
Company/Organization Name
City, State Zip

Dear Ms./Mr. Last Name:

The first paragraph should include the title of the job you are applying for and how you learned about it. You should also include any personal contacts you have in the company and your general qualifications for the job.

The second paragraph should provide more specific information about your qualifications for the job. Highlight the most important accomplishments in your resume that are relevant to the job. Mention how you will fit into and benefit the company.

In the closing paragraph, you should request an interview and express your willingness to supply further information about your qualifications. State how and when you can be reached. Thank the reader for his/her time and consideration.

Respectfully,

Signature

Your Name Typed

enclosure

C. About resumes

Resume Action Words

Organize the content of your resume

Although the *reverse-chronological format* (see sample) is just one acceptable resume format, keep in mind that employers and recruiters prefer this format to either the functional or combination formats. If you feel strongly, however, that a functional or combination format will show you in your best light, then use the Internet resources below to provide you assistance.

Choose the document format based on the delivery method

1. **Word document (.doc)** – This is the traditional, beautifully formatted hard-copy version that can be mailed by USPS or hand-delivered to an interviewer.
2. **Plain text (.txt)** – This is the plain and simple version used to submit your resume electronically. It is comparatively unattractive but it will get the job done if you include the right searchable keywords. This format removes all barriers to loading your resume right into a searchable database. You may include a keyword summary at the bottom of your resume.
3. **Rich text format (.rtf)** – Use this format when submitting your resume to job boards, recruiters, and employer websites. Use this format to cut-and-paste to online forms and into the body of an email. This format will retain type font, boldface, and italics.
4. **Web (.html)** – This is an attractive, formatted, e-resume that is published to a web page.

Chances are that your resume will be scanned – optimize your searchable keywords

- Echo the job posting's word choices for skills, values, personal attributes, technology terms, degrees, and other key qualifications.
- Search online (e.g., - www.indeed.com) for similar job ads and notice which keywords show up on a regular basis and are relevant. Use those words in your resume.
- Go to the company website and identify its key values. Look at the mission statement, the annual report, and marketing materials. Use appropriate words from the website in your resume.
- Research the industry to find similar job postings at other firms. Words and phrases that are prevalent should be used in your resume, if they are applicable to the job.
- Try to use any keywords you select at least 3 times, in both your resume and cover letter, if it makes sense to do so.
- Select **applicable** occupational keywords from O*Net OnLine. (Please remember that it would never be smart to copy language from O*Net word-for-word. Use the site only to help you articulate the skills, knowledge, and abilities that you possess and the tasks that you perform.)

★ O*Net: <http://online.onetcenter.org>



Online Job-Search Websites: Tips to Safeguard Your Privacy
www.privacyrights.org/fs/fs25-JobSeekerPriv.htm



Delaware JobLink: <https://joblink.delaware.gov>

Career Onestop: www.careeronestop.org/ResumesInterviews/ResumesInterviews.aspx

Riley Guide – Resumes and Cover Letters: www.rileyguide.com/letters.html

Resume Bucket: www.resumebucket.com

Resume Writing: www.acornresume.com/posting.html

accomplished
achieved
adapted
administered
advertised
analyzed
arranged
assigned
assisted
budgeted
coached
co-chaired
completed
coordinated
created
delegated
demonstrated
designed
developed
directed
established
evaluated
expanded
facilitated
implemented
improved
increased
influenced
initiated
instructed
led
maintained
managed
mastered
motivated
operated
organized
originated
participated
programmed
provided
recommended
reduced
researched
scheduled
simplified
solved
streamlined
supervised
theorized
taught
trained
utilized
won
wrote

Chronological resume

Full Name

Address • City, State Zip code
phone number • email address

SAMPLE

Objective: Tailor each objective to the job for which you are applying. Use the exact job title from the job announcement, if appropriate.

Work Experience

Most Recent Job Title
Company, City, State
month/year – present
(or date laid off)

Provide an overview of your responsibilities and duties. Follow that with statements that quantify, qualify, and measure (numbers, percentages, dollars) your achievements. Begin with your biggest achievement. Demonstrate that you have solved problems. Make sure to focus on the skills that match the job for which you are applying.

Next Most Recent Job Title
Company, City, State
month/year – month/year
Provide details

Next Most Recent Job Title
Company, City, State
month/year – month/year
Provide details

Volunteer Experience

Volunteer Title
Organization, City, State
month/year – month/year

Include a description of your volunteer job duties only if they support the skills that match the job for which you are applying.

Education and Training

Degree - Major/Course of Study
Most Recent School/College/Institution
year received
City, State
GPA, if above 3.5 • High Honors/summa cum laude

Degree - Major/Course of Study
Next Most Recent School/College/Institution
year received
City, State
GPA, if above 3.5 • High Honors/magna cum laude

Tools and Technology

Tools: Include your ability to use tools that are relevant to the job for which you are applying. These might include construction machinery, medical devices, firearms, mechanical pilot hoists, robots, compasses, etc.

Technology: Include a list of all relevant software and operating systems. The software might include CAD, accounting, project management, graphics, database, geographic, etc.

Professional Associations

Member/Office
Organization
Year – Year
City, State

Items in this section should only be included if relevant to your current job search.

References available on request

(This statement is not necessary as employers know this but you may include it if you wish.)

4. Identify your network

Experts say that over 80% of job openings are never advertised because employers would rather go to their own employees for referrals first.

Why do employers ask their employees for referrals rather than advertise job openings?

An employer asks for employee referrals for the same reason that we might ask a neighbor about the person who painted his house or the mechanic who fixed her car. We know that a recommendation from a trusted friend and neighbor will be far more likely to produce a good result than picking a painter or mechanic out of the phone book.

How can you increase your chances of being referred?

Of course the answer is to **network**! The more people you tell that you are looking for a job, the more likely it will be that your name is brought up when an employer asks for referrals.

Jot down the names of anyone and everyone who may become part of your job-search network. Then fill in the details on the next page.

Inner circle: *family & friends*

School: *teachers, counselors, advisors, other students, alumni associations*

Community: *coffee shop patrons and employees, gym staff, sports teams, neighbors, book group, mechanic, banker, lawyer, accountant, clergy, physicians*

Previous Workplaces: *professional associations, former co-workers, supervisors, suppliers, others who were laid off*

Outer Circle: *people you don't know personally, referrals from friends, people doing the kind of job you want to do*

Anyone else?

1. Job-search strategies

Develop a job-search plan that uses a variety of strategies; this approach is more likely to produce positive results. As most jobs are not advertised, spend a large part of your time networking. Get the word out that you are looking for a job.

A. Your network

Engage your network and tap into the hidden job market. Write a script that goes something like this:

SAMPLE

Hi (network person). How are you? I won't keep you long but I wanted to let you know that I'm looking for an (entry-level) job in (graphic arts). I'm hoping to find a position in which I can do (x) and (y). I have (these skills) to offer. May I send you a resume so you know more about my skills and job history?

I'm wondering if you happen to know anyone who is currently working as a (graphic designer or illustrator)? Or do you know anyone who works for (the News Journal) or (Delaware Today)? I'm looking for people in my field and would really appreciate any contact information you could provide me.

That's great! May I say that you asked me to call?

Thanks so much (network person) for your time. If you hear of anything else that might be a good match for my skills, please keep me in mind. I'll keep you posted on how things are going with my search. Thanks again.

If you receive contact information from your network person, add the new contact to your network list and proceed with the direct calling strategy (next page).

Some people in your network will want to speak to their contacts first before providing you with their information. This is considerate. It's similar to asking for permission from your references prior to listing their names on your reference sheet. If contacts would rather not be bothered, you've saved yourself a phone call. If they agree to speak with you, then you have a receptive audience.

My network script for people I know:

B. Direct calls

Direct calling means to call people you have never met. It is not for the shy or weak of heart, but this strategy has proved successful. The benefit of making these calls is that the people you are contacting are in some way connected to the world of work in which you are interested – they may either have the job opening you are looking for or they may know someone who does.

Make direct calls to:

- contacts provided by your network
- any person with a job opening that's appropriate
- as many people as you can in each target company
- members of professional organizations
- members of national associations
- managers in organizations that hire your occupation
- contacts you've found in trade publications

Prepare for each call:

- Write down your skills, knowledge, and abilities that match the requirements of the occupation.
- Complete a Company Research Worksheet (p. 35) and, most importantly, list how you can use your skills and abilities to help the organization.
- Prepare a list of questions for the phone call.
- Customize your phone script and practice it.
- Always be courteous and respectful.
- Stay positive and persistent.

SAMPLE

Write a phone script that will get the attention of a complete stranger within 30 seconds.

1. Begin with your name and what you do

Good morning. I 'm Sally Jones, and I'm a public relations specialist with extensive experience in planning and directing the development and communication of informational programs at X company and Y non-profit.

2. Go directly to what you can do for the company

I know your company is planning to increase your public relations budget in order to improve the public's perception of your organization's environmental commitment. I am uniquely qualified to do this kind of work as I have spent the last 7 years managing public relations projects for X Environmental Company.

3. Close

I'd like to ask if you are hiring for this initiative.

Possible responses:

1. *Yes. Please send your resume.*
Ask if you should mail it or fax it and to whom.
2. *No. We're not hiring.*
Ask if you can send your resume for future consideration.
3. *Talk to human resources.*
Ask for a specific name and phone number.

These days, it's not only okay to directly call the people with the jobs, it's absolutely necessary. Just be careful how you do it.

My direct call script for people I don't know:

C. The Internet

It's up to you to determine whether a site and its resources are a good match for you and your needs.

Questions to ask

- Is the site up-to-date?
- Are the job listings appropriate for me?
- Does the site have other useful information?
- Do I know anyone who has used this site?
- Is there a fee? Is it worth it? What about refunds?

Internet tools to consider:

- search engines that search jobs across the Internet
- search engines that only search on company websites
- sites that focus only on your interests and geographic location

Limit your time on the Internet. Stay focused and remember to document all your contacts and efforts on your *Job-Search Activity Log*.

Delaware JobLink

Make *Delaware JobLink* your Internet home base.

★ <https://joblink.delaware.gov>

D. Job Fairs

Job Fairs are a great opportunity to network. Look for job fairs that are free, have lots of employers participating, and are sponsored by a reputable organization. You should be sure to prepare, dress, and act in the same way you would any job interview.

Before the event

- Make sure you have gathered appropriate documents.
- Identify employers of interest.
- Research each and complete a *Company Research Worksheet*.
- customize your resumes, if possible.
- Review and practice talking about your skills and interests.
- Rehearse your direct call script (p. 31) in case you are asked to talk about yourself.

During the event

- Shake hands and make eye contact.
- Give them your name and ask for their name.
- Provide answers that show you have done your homework and that you can benefit the company.
- Ask questions.
- Ask for a business card.

After the event

- Send thank-you notes.
- Follow through with any promises.

E. Informational interviews

What is an informational interview?

An informational interview is similar to a face-to-face job interview except that you are gathering information by asking the questions instead of answering them.

What are the benefits?

1. You will learn more about occupations from people who are actually doing the jobs that interest you.
2. You will build your network with people who are in your field.
3. You will improve your interviewing skills.
4. You might learn about hidden (unadvertised) jobs.

What guidelines should be followed?

- Interview people from each occupation of interest.
- When you call, say how you got the person's name.
- Explain that you're seeking information and guidance.
- Ask to meet for 20 minutes (wear a watch).
- Bring paper and pen with you and take notes.
- Thoroughly research the occupation and organization prior to the interview.
- Dress and act as you would at a job interview.
- **DON'T** ask the person for a job.

What are some questions to ask?

- How did you get into this type of work? This job?
- What type of preparation/education/training did you have? What is required?
- What do you enjoy the most? the least?
- What three skills do you use most often?
- Describe a typical day or week.
- What motivates you?
- Describe difficulties you regularly face on the job.
- What are the advancement opportunities and limits?
- How does a person usually progress in this field?
- What must a person know to stay competitive?
- How do you suggest I learn more about this field?

What about the follow up?

- Thank the person.
- Ask for referrals to others in the same occupation who might be available for an informational interview.
- Ask for his or her business card.
- Immediately send a thank you note.
- Evaluate how well you conducted the interview.
- Review your notes and decide on your next step.
- When you do get a job, remember to tell everyone who helped you along the way – they'll want to know how your search ended.

F. State and federal jobs

If you are completing a state or federal job application online, make sure that you have all the necessary job information at your fingertips and the time to finish the entire application process at one sitting. Some sites will not allow you to save the sections you have completed and then return at another time to do more.

Your resume and/or application must provide support and examples for all questions. If you do not provide all the information requested, you will not be considered for the job.

Use the following website to learn the ins and outs of applying for a federal job:  www.usajobs.gov/infocenter.

G. Staffing agencies

The main advantage of using temporary or permanent staffing agencies is to gain access to job openings that are not advertised. There are whole areas of work that are only filled through agencies. Some agencies will do all the work of matching your skills and goals to available positions. Others will give you access to their online job-search tools.

If you choose to work with a staffing agency, ask about benefits, paid holidays, temp-to-hire jobs, career services, success rate of placing applicants, etc. Make sure that you understand the details of your commitment before accepting any position. Do your research to determine whether staffing agencies would be a smart move for you.

H. Newspaper classifieds

Although newspapers used to be the dominant source for job ads, they are far less important today. Large companies that are headquartered in another part of the country will still use the Sunday paper to attract local candidates. Other companies will use newspapers to tap into the local market to attract a diverse population. So, it's still worth taking a few minutes to skim the Sunday paper but keep it to a minimum. Spend more time using direct calls and other job-search strategies.

I. Other job-search strategies

- job shadowing
- volunteer work
- internships
- part-time work



JobLink: <https://joblink.delaware.gov>

Career Builder: www.careerbuilder.com

Yahoo! Hot Jobs: www.hotjobs.com

Monster: www.monster.com

Company.Monster: <http://company.monster.com>

Job.com: www.job.com

Indeed: www.indeed.com

Job Central: www.jobcentral.com

Link Up (from company websites) www.linkup.com

Google Alerts: www.job-hunt.org/onlinejobsearchguide/article_Google-Alerts.shtml

Job-Hunt.org - Run a Stealth Job Search: www.job-hunt.org/onlinejobsearchguide/article_stealthjobsearch.shtml

Resume Bucket: www.resumebucket.com

USAJobs: www.usajobs.gov

State Jobs in Delaware: <http://delawarestatejobs.com>

Federal Job Search: www.federaljobsearch.com

Beware of job-board fraud. Never, ever provide social security number, credit card information, marital status or other personal information on a job board.

2. Interviews

A. Before the interview

Personal preparation:

- Make sure that you have gathered the appropriate documents from your job-search file, e.g., resume and references.
- Review your *direct call* script (p. 31).
- Make sure you have gotten a good night's sleep.
- Think positively and act like a winner.
- Dress appropriately. Wear pressed and clean clothes.
- Carry a comb, brush, and cosmetics for quick touch-ups.
- Make sure to have a clean, fresh scent. Use an appropriate amount of deodorant and/or perfume.
- Hair should be clean and combed.
- Use a breath mint, if necessary.
- Just before the interview, find a restroom and double-check your appearance in the mirror. Then wash your hands to relax and smile at yourself.

Know yourself:

- How do your education, training, knowledge, skills, & abilities relate to the specific job for which you're interviewing?
- What makes you different and perhaps better qualified than other people? Is there something that sets you apart?
- What are your goals and objectives, including what you're looking for in a job and/or career?
- What is your previous work experience and how can this experience benefit the company?
- What kind of supervision do you prefer? Do you like to work independently, in a group, or with direct supervision?
- What are the reasons you gave up or lost your previous positions?
- What are the elements of previous jobs that you liked best/least and why?
- What kind of work environment do you prefer? Inside or outside? Relaxed or high-pressure? Friendly or serious?
- Why would your personality be a good match for the company and the job?

Know the company:

- What are the products and services the company offers?
- Who are the company's major competitors?
- What is the company's philosophy?
- What is the company's size, annual sales, share of the market?
- What are the company's hiring practices and procedures?
- What are the duties, responsibilities, and promotion potential for the job you are interested in?

Fill out the *Company Research Worksheet* on the next page and be better prepared for the interview than anyone else. Most businesses have their own websites so you can begin your research there. Other resources are below.



Ten Interview Tips: www.allbusiness.com/human-resources/careers-job-interview/11120-1.html

Interviewing: <http://hotjobs.yahoo.com/interview>

Delaware Department of Labor Market Information: www.oolmi.net

Monster Company Boulevard: <http://company.monster.com>

Bizjournals: www.bizjournals.com

The Industry Research Desk: www.virtualpet.com/industry/howto/search.htm

Yahoo Corporate Reports: <http://finance.yahoo.com>

Give.org: www.give.org

B. Company Research Worksheet

Date:

Company Name: _____

Hiring contact:

Position sought:

Office location:

Phone:

Website:

Description of business:

Competitors:

Current projects and initiatives:

What can I contribute to the company? How do I fit in?

C. During the interview

What you should do

- Go alone and arrive at least fifteen minutes early.
- Turn your cell phone off when you arrive.
- Be positive and enthusiastic.
- Do not smoke or chew gum.
- Shake hands firmly. Maintain eye contact with all of the interviewers.
- Know the name of the person(s) interviewing you.
- Answer clearly and honestly.
- Sell yourself as a resource, a solution, an answer – and give examples.
- Don't discuss your personal, domestic, or financial problems. Never criticize former employers.
- Thank your interviewer(s) before leaving.

The best interviews turn into conversations. Listen as much as you talk.

Questions you may be asked

- Tell us about yourself. (Use a customized version of your *Direct Calling Script* - page 31.)
- Tell me what you know about our company. (Use your *Company Research Worksheet* - page 35.)
- What are your long-term career objectives?
- What do you consider your greatest strengths and weaknesses?
- What two or three things are most important to you in a job?
- In what ways do you think you can make a contribution to our organization? (*Company Research Worksheet* - page 35.)
- Why should I hire you?
- Have you done anything in the last year to learn new things/improve your skills in relation to these job requirements?
- What interests you about this job?
- What aspect of this position makes you the most uncomfortable?
- What are the most important factors that you require in a job?
- Do you prefer working with others or by yourself?
- Why did you choose this field of work?
- How do you handle pressure?
- What did you like most in the jobs you have held? Least?
- Tell me about a time when you anticipated potential problems and prevented them.
- Give an example of a time you had to “go the extra mile” to get the job done.
- Tell me about the most difficult decision you ever made in your career.
- Tell me about a time you had to deal with a problem colleague.

Questions you may want to ask

1. Ask about the company (decide on these when you do your company research)
 - What do you see ahead for your company in the next five years?
 - How do you see the future of this industry?
 - What are your firm's most important assets?
 - What is your company's policy on providing workshops and training so that employees can develop their skills?
2. Ask about the people and the specific office
 - Describe the atmosphere of this office.
 - What is the management style of my supervisor?
 - What types of people excel here?
 - How does this position fit into the organizational structure?
3. Ask about the specific job you will be performing
 - What are the major duties and responsibilities of this position?
 - What resources are available to this position to achieve primary goals?
 - Why is this position vacant? What led to the vacancy?
 - What are the skills and attributes you value most for someone being hired for this position?
 - How would you describe a typical day/week and the typical client or customer I would be dealing with?
 - Would I work individually or in teams?
 - How is one judged? What accounts for success?

D. After the Interview

Interviewing is like any other skill – with practice, you will improve. Reflect carefully on each interview so that you become more and more confident with the process.

Personal reflection: Was I prepared?

- | | | |
|--|-----|----|
| 1. Did I bring the necessary documents? | yes | no |
| 2. Was I asked to talk about myself and was I prepared to do that? | yes | no |
| 3. Did I express my skills, knowledge, and goals well? | yes | no |
| 4. Was I able to articulate how I would benefit the company? | yes | no |
| 5. Was the research I did on the company a help to me in the interview? | yes | no |
| 6. Was I rested and prepared? | yes | no |
| 7. Did I sound positive and confident? | yes | no |
| 8. Was I appropriate and professional in my dress, manner, and language? | yes | no |

Three things I will do better next time:

Comments:

Company reflection: Do I like what I saw?

- | | | |
|---|-----|----|
| 1. Were the interviewers comfortable and friendly? | yes | no |
| 2. Did they represent the company in a positive light? | yes | no |
| 3. Did the company environment seem relaxed or businesslike? | yes | no |
| 4. Does the environment match my preferences? | yes | no |
| 4. Did the job seem like a good fit? | yes | no |
| 5. Did I see the work areas - were they attractive and well-equipped? | yes | no |
| 6. Did the employees appear happy? | yes | no |

Positive notes:

Concerns:

Send a thank-you letter and take a short break from the job-search process. You've earned it!

Send a follow-up reminder

If you don't hear from the interviewer within two weeks, call or write to politely remind him/her that you are still interested in the job. Ask when a hiring decision will be made.

3. Thank-you notes

It is essential to write a thank-you note within 24 hours of your interview. Whether you want the job or not, write the note; you never know when another job that's more suited to you will become available and it would be a shame to have burned your bridges. Personalize the note to meet the specifics of the position for which you are applying. Use the names of the interviewer(s) and anyone else who was involved in the process.

You also have the opportunity to restate why you want the job and how you could make significant contributions to the company. And if there was anything of importance that your interviewer neglected to ask or that you neglected to answer as thoroughly, or as well as you would have liked, this would be a good opportunity to mention it. But keep it short; do not restate everything that was already covered.

Reasons to send a thank-you note

- Sending a thank-you note demonstrates that you are polite and are able to show gratitude.
- It helps interviewers remember you after the interview.
- You can restate your interest in the position, especially if the interview went well.
- You can use the thank-you note to summarize the main points discussed in the interview. Add anything important that you forgot to tell them – but don't go over the whole interview again.
- It may just increase your chances of being hired. You will stand out. Not everyone takes the time to write a note.
- It shows that you are serious about your career efforts.
- It demonstrates that you are organized and pay attention to details.
- It demonstrates that you went out of your way to show interest in the company and/or position.
- If they decide to hire someone else for this position, perhaps there will be another opportunity that will suit you.



Quintessential Careers: www.quintcareers.com/sample_thank-you_letters.html

Thank You Cards & Notes: www.my-thank-you-site.com/job-interview-thank-you-letter.html

Thank-you note

SAMPLE

Your Name
Street Address
Town, State Zip
Phone #
Email

Month Date, Year

Interviewer's Name
Job Title
Company Name
Street Address
Town, State Zip

Dear Ms./Mr./Mrs./Dr. Interviewer's Last Name:

Thank the interviewer for his/her time spent discussing the specific position and acquainting you with the company. Follow that with a statement about your enthusiasm and interest for the opportunity.

State how pleased you are that your background and skills match the needs of the company. If there was a misunderstanding during the interview or anything that you forgot to mention that is pertinent, mention it briefly here.

Thank the interviewer again and tell him/her that you look forward to hearing from him/her soon.

Sincerely,

Your Signature

Your Name

1. Interview results

A. I did not get a job offer

This is disappointing, but remember that most people receive many more “noes” than “yesses” when seeking a job. If you receive the news by phone, make sure to respond graciously; do not get defensive. You never know if this same company may have another job opening in the near future. You never know if the candidate they chose may change his mind before he starts the job; you could step right into a job you thought was lost! Remember to increase the odds of getting a second chance with a company by accepting the initial turndown with professionalism and class.

Reasons you may not have gotten the offer

- lacked a clear career goal or maybe you have chosen the wrong goal - does your goal match your skills or the job market
- unable to express information clearly
- showed a lack of interest or enthusiasm—merely shopping around
- failed to look the interviewers in the eye – little confidence or poise
- poor personal appearance
- interested only in the best dollar offer
- asked uninformed questions about the job or the company
- expressed an unwillingness to start at the bottom
- another person was simply a better fit for the position
- arrived late for the interview
- someone else in the company was already the favorite for the job

B. I got a job offer

Up until now, you have been doing everything possible to sell yourself to the company. Now that you have received an offer, it's your turn to make sure that the job is right for you. You will want to ask the questions that are important to you that may still be unanswered. So, you must think carefully about what is important to you and then see how well the job matches your needs. But do remember that no job is perfect, so it is your responsibility to know in which areas you can be a bit flexible and in which areas there is absolutely no “wiggle room.”

Evaluate the offer

Use the *Decision-Making Checklist* on the next page as a guide to help you evaluate your job offer.

1. Begin by checking one of the three importance levels (very, somewhat, or not) for each item listed. Use the bottom of the sheet to add other items that are important to you in a job.
2. Review what you know about the job offer and check yes or no for each item listed. If you don't know the answer and it is a very important item for you, get the answer from the company before making your decision.
3. Compare what is important to you to what the job offers.
4. Make your decision.

Example: If I learned from the interview that the job is more about selling advertising than creating advertising, I would have to decline the job offer because my interest is in using my creative skills more than sales.

very	somewhat	not	The organization	yes	no
✓			Will I find enough creative outlets in this work?		✓



Occupational Outlook Handbook: www.bls.gov/oco/oco20046.htm

O*Net OnLine: <http://online.onetcenter.org>

BLS, Office of Occupational Statistics & Employment Projections: www.bls.gov/oes

BLS, Office of Compensation Levels & Trends: www.bls.gov/ncs

Career Builder Jobs by Salary: www.cbsalary.com

Decision-Making Checklist

Does this job have everything that you list as very important?

Importance level

very	somewhat	not		yes	no
			The organization		
			Is the organization compatible with my values, attitudes, and goals?		
			Are the immediate future prospects of the business relatively secure and stable, or is bankruptcy or a merger possible?		
			Does the business fluctuate with the growth and decline in the economy?		
			Is the driving distance acceptable?		
			Is the size of the organization compatible with my needs?		
			The job		
			Can I handle the commute?		
			Will the hours work with my children's daycare?		
			Is my job important to the overall operation of the organization?		
			Does it fully utilize my abilities and interests?		
			Can I handle any travel that is involved?		
			Can I see myself working side-by-side with my co-workers day in & day out?		
			Are there physical demands that will be difficult for me?		
			Will I find enough creative outlets in this work?		
			Will I be given the independence to do my job?		
			Will I be comfortable with my supervisor's management style?		
			Personal opportunities		
			Are there paid training/education opportunities?		
			Are there opportunities for challenge and expansion of job duties?		
			Will there be opportunities to travel?		
			Will I be able to maintain a comfortable work-life balance?		
			Salary and benefits		
			Is the salary offer fair? (use the weblinks on p. 40 to find out)		
			Will the salary meet my needs?		
			Is there a career path that could lead to a salary increase?		
			Is the complete package of benefits sufficient?		
			Do they offer 401k or other retirement savings programs?		
			Will I receive adequate paid vacation and sick time?		
			Do they provide family/domestic partner health coverage?		
			Other		

2. Keep the job

Follow the basics

Be dependable

- Be on time. If you say you'll be somewhere, be there. If you say you'll do something, do it.
- If you must take a day off for family or personal reasons, request permission ahead of time from your supervisor.
- If you're too ill to work, call your supervisor and explain as soon as you know you can't come in.

Dress for success

- Pay attention to how you look and dress. Keep your hair and general appearance neat and well groomed.
- Wear clean and pressed clothing that is appropriate for your job.

Behave professionally

- Be honest. Stay positive. Be polite and respectful to co-workers, supervisors, and customers
- Support your co-workers, encourage others to succeed, and use your strengths in the workplace.
- Don't wait to be told what to do. Look around, see what needs to be done, and do it. Be willing to do more than you are asked to do.
- If a supervisor needs you to help a co-worker on a project, don't hesitate. Not only is it great to be known as a team player, but you'll learn from your co-worker and become a more valuable employee as a result.
- Out-of-control anger or over-the-top dramatics are not professional and could cost you your job.
- Use tact when discussing problems with others and choose your timing when everyone is calm.

Don't waste time or resources

- Limit your personal phone calls and conversations with co-workers.
- Take your breaks at the scheduled times.
- Treat equipment and supplies as if you had bought them yourself.

But, don't settle for just the basics

Know what is expected of you

- Know your initial tasks and how they should be prioritized.
- Know the timeline for completion.
- Know what outcomes your supervisor is expecting.

Make yourself as indispensable as possible
(even though no one is indispensable.)

Establish credibility

- Set rigorous standards for yourself. Meet and exceed expectations.
- Behave honestly, responsibly, and timely.
- Admit and learn from your mistakes and accept suggestions for improvement.

Build skills

- Speak and write well.
- Learn flexibility and agility – adapt to changes quickly.
- Take related classes or training outside of work on your own time.
- Master technology; remain up-to-date.
- Read journals in your field.

Keep track of your own accomplishments

- If your job involves number of sales, number of phone calls, number of customers served, etc. – keep track.
- Document how you have improved a process, saved the organization money, or increased productivity.
- Document the projects you have completed well. Document the goals you have exceeded.
- Document the extra work you've taken on and how it benefited the organization.
- List all committees on which you've volunteered.

Make yourself visible

- Make sure that your supervisor knows who you are.
- Make sure that your supervisor is aware of the exceptional job you are doing.
- Treat everyone with kindness and respect. Make life a little easier for those around you. Your career will benefit.

3. Prepare for the next job

Completing a successful job search is just the beginning.

You will change jobs many times during your career, so it is important for you to always be prepared for the next one. Continue to build your skills, build your network, and keep your job-search file up-to-date so you will be ready to take the next step on your ladder of success. And while you're preparing, don't forget to develop your financial plan.

Build your job skills

- Read journals in your field.
- Take classes in your field or in other areas that add to your value.
- Earn certificates in new skills.
- Master new technology.
- Expand your responsibilities.
- Build “people skills.” They are just as important as “technical skills” because even in highly technical jobs, you have to work with others.
- Complete the degree you started.
- Learn a second language.

Build your network

- Develop friendships in your office and in your industry.
- Join professional organizations; hold office.
- Become known as someone who is easy to work with, reliable, and productive.
- Build your professional reputation.
- Stay in touch with everyone in your network. Don't wait until you need them to contact them.
- Use your lunch hour as a way to keep up with your network and be ready to help them as they have helped you.

Keep your job-search file up-to-date

- Include projects that you have completed successfully.
- Include goals you've exceeded.
- Include new duties you've taken on and new skills you've mastered.
- Describe ways that you have streamlined procedures.
- Describe how you have saved the company money and increased productivity.
- Include copies of accolades received.
- Keep a list of your skills with examples to show how you have used them.
- Keep track of industry and occupational trends
- Keep your resume up-to-date.

Develop your financial plan

- Save some cash in an emergency fund - no matter how little.
- Live within your means.
- While you're employed and times are good, slash high-interest debt.

A few things to consider if you are facing a lay-off

- Stay calm; now is not the time to burn bridges. Stay on the good side of your employer despite the situation.
- Be sure you understand your insurance options, such as COBRA, so that you and your family can remain covered without any lapses during your search for a new job.
- Do you have unused vacation time? Make sure that you are paid properly for it.
- Do you have any outstanding expense accounts?
- Find out if your life insurance is portable.
- Ask if you can receive a severance package. If one is available, find out every detail, such as beginning and ending dates for each of the benefits. Account for every dollar closely.



US Department of Labor: www.doleta.gov/layoff/workers.cfm

RileyGuide - Coping with Job Loss: www.rileyguide.com/cope.html

Job Hunt: Layoff Self-Defense: www.job-hunt.org/guides/layoff-self-defense.pdf

Career Management

Job-Hunt.org - Run a Stealth Job Search: www.job-hunt.org/onlinejobsearchguide/article_stealthjobsearch.shtml

LinkedIn: www.linkedin.com

Resumebucket: www.resumebucket.com

Company Research

Bizjournals: www.bizjournals.com

Delaware Department of Labor Market Information: www.oolmi.net

Give.org: www.give.org

Industry Research Desk: www.virtualpet.com/industry/howto/search.htm

Monster Company Boulevard: <http://company.monster.com>

Yahoo Corporate Reports: <http://finance.yahoo.com>

Delaware Department of Labor

Delaware Joblink: <https://joblink.delaware.gov>

Division of Employment & Training: www.delawareworks.com/emptrain/welcome.shtml

Division of Industrial Affairs: www.delawareworks.com/industrialaffairs/welcome.shtml

Division of Unemployment Insurance: www.delawareworks.com/Unemployment/welcome.shtml

Division of Vocational Rehabilitation: www.delawareworks.com/dvr/welcome.shtml

Guide to Unemployment Benefits: www.delawareworks.com/Unemployment/forms/ui_guide-ver0307.pdf

Office of Occupational & Labor Market Information: www.oolmi.net

Finances

Delaware Cooperative Extension

Control Spending: www.extension.org/pages/Controlling_Spending

Decide Which Bills to Pay First: www.extension.org/pages/Deciding_Which_Bills_to_Pay_First

SMART Goal Setting: www.extension.org/pages/SMART_Financial_Goal-Setting

Stretching Your Food Dollar: www.extension.org/pages/Stretching_Your_Food_Dollar

Delaware Money School

Delaware Money School is the signature program of the nonprofit Delaware Financial Literacy Institute.

It offers more than 600 free, no-hassle personal finance classes a year. Classes are held throughout the state.

Class Schedules: www.delawaremoneyschool.com/schedule

Financial Links: www.delawaremoneyschool.com/links.cfm

Insurance

COBRA: www.dol.gov/dol/topic/health-plans/cobra.htm

Health & Retirement Benefits After Job Loss: www.dol.gov/ebsa/publications/joblosstoolkit.html

Meeting Your Insurance Needs: www.extension.org/pages/Meeting_Your_Insurance_Needs

Questions & Answers for Dislocated Workers: www.dol.gov/ebsa/publications/dislocated_workers_brochure.html

Job Loss

Job Hunt: Layoff Self-Defense: www.job-hunt.org/guides/layoff-self-defense.pdf

RileyGuide - Coping with Job Loss: www.rileyguide.com/cope.html

The Stress of Unemployment: www.net-temps.com/careerdev/crossroads/print.htm?id=117

US Department of Labor: www.doleta.gov/layoff/workers.cfm

Job Search

Interviews

Interviewing: <http://hotjobs.yahoo.com/interview>

Ten Interview Tips: www.allbusiness.com/human-resources/careers-job-interview/11120-1.html

Online Security

Online Job-Search Tips to Safeguard Your Privacy: www.privacyrights.org/fs/fs25-JobSeekerPriv.htm

Post Your Resume & Search Job Postings

Best Places to Post Your Resume for Free: www.acornresume.com/posting.html

Career Builder: www.careerbuilder.com

Company.Monster: <http://company.monster.com>

Federal Job Search: www.federaljobsearch.com

Google Alerts: www.job-hunt.org/onlinejobsearchguide/article_Google-Alerts.shtml

Indeed: www.indeed.com

Job Central: www.jobcentral.com

Job.com: www.job.com

JobLink: <https://joblink.delaware.gov>

Link Up (from company websites) www.linkup.com

Monster: www.monster.com

MRI Network (search and recruitment): <http://brilliantpeople.com>

State Jobs in Delaware: <http://delawarestatejobs.com>

USAJobs: www.usajobs.gov

Yahoo! Hot Jobs: www.hotjobs.com

Resumes and Cover Letters

Career Onestop: www.careeronestop.org/ResumesInterviews/ResumesInterviews.aspx

Riley Guide: www.rileyguide.com/letters.html

Thank-you Notes

Quintessential Careers: www.quintcareers.com/sample_thank-you_letters.html

Thank You Cards & Notes: www.my-thank-you-site.com/job-interview-thank-you-letter.html

Labor Market Information

America's Career Infonet: www.acinet.org

Bureau of Labor Statistics: www.bls.gov/oco

Office of Occupational & Labor Market Information: www.ooolmi.net

Military: Making the Transition

U.S. Army Career and Alumni Program: www.acap.army.mil/transitioner/transitioner.cfm

U.S. Department of Labor Veterans' Employment and Training Service: www.dol.gov/vets

U.S. Department of Labor's Veterans' Preference Advisor: www.dol.gov/elaws/vetspref.htm

U.S. Department of Veterans Affairs: www.va.gov

O*Net Online

Job Accommodations: <http://online.onetcenter.org/help/online/accom>

Occupation information: <http://online.onetcenter.org>

O*Net Interest Profiler: www.onetcenter.org/CIP.html

O*Net Work Importance Profiler: www.onetcenter.org/WIP.html

Self Assessments: www.onetcenter.org/tools.html

Salaries

BLS, Office of Compensation Levels & Trends: www.bls.gov/ncs

BLS, Office of Occupational Statistics & Employment Projections: www.bls.gov/oes

Career Builder Jobs by Salary: www.cbsalary.com

Delaware Wages: www.delawareworks.com/ooolmi/Information/Publications/DelawareWages.aspx

Occupational Outlook Handbook: www.bls.gov/oco

Social Services

Division of Social Services

www.dhss.delaware.gov/dhss/dss/services.html

Services include:

- Subsidized Child Care
- Food Stamps
- Temporary Assistance for Needy Families
- General Assistance
- Refugee Cash Assistance
- Healthy Children
- Medicaid
- Prescription Assistance
- Chronic Renal Disease Program
- Delaware Healthy Children Program
- Delaware Prescription Assistance Program
- Long Term Care Medicaid Programs
- Qualified Medicare Beneficiary Programs

Division of State Service Centers

www.dhss.delaware.gov/dhss/dssc

Services include:

- Low Income Home Energy Assistance Program (Liheap)
 - Fuel Assistance
 - Crisis Assistance
 - Summer Cooling Assistance Program (Scap)
- Community Service Block Grant
- Weatherization Assistance Program
- Furnace Replacement Referrals
- Emergency Shelter
- Emergency & Transitional Housing
- Emergency Food Distribution
- Food Closet
- Kinship Care Program
- Utility Assistance
- Needy Family Fund
- Diabetes & Medical Funds
- Teen Vouchers

Delaware State Service Center Locations and Contact Information*

County	Name	Street	City	Phone
New Castle	Appoquinimink Service Center	122 Silverlake Rd.	Middletown	302-378-5770
New Castle	Belvedere Service Center	310 Kiamensi Rd.	Wilmington	302-995-8545
New Castle	Claymont Service Center	3301 Green St.	Claymont	302-798-2870
New Castle	DeLaWarr Service Center	500 Rogers Rd.	New Castle	302-577-2970
New Castle	Hudson Service Center	501 Ogletown Rd.	Newark	302-283-7500
New Castle	Northeast Service Center	1624 Jessup St.	Wilmington	302-577-3150
New Castle	Porter Service Center	509 W. 8th St.	Wilmington	302-577-3400
Kent	Milford Service Center	13 S.W. Front St.	Milford	302-424-7230
Kent	Smyrna Service Center	200 S. DuPont Blvd. Suite 101	Smyrna	302-514-4500
Kent	Williams Service Center	805 River Rd.	Dover	302-857-5000
Sussex	Bridgeville Service Center	400 Mill St.	Bridgeville	302-337-8261
Sussex	Georgetown Service Center	546 S. Bedford St.	Georgetown	302-856-5574
Sussex	Laurel Service Center	440 North Poplar St.	Laurel	302-875-6943
Sussex	Pyle Service Center	34314 Pyle Center Rd.	Frankford	302-732-9501
Sussex	ShIPLEY Service Center	350 Virginia Ave.	Seaford	302-628-2000

*Eligibility for the services provided at the Service Centers varies by program. All locations are open for walk-ins, referrals, or by appointment. **You must go to the DSS center that serves your home zip code** to determine whether you are eligible for services. To learn which Center provides services to your home location, call 1-800-372-2022. Click “5” and provide your zip code to the customer service representative.

Social Services (continued)

Delaware Helpline	All	800-464-4357	www.delawarehelpline.org/helpline
Financial Assistance Referrals			
Food, Clothing, and Shelter Assistance			
Food Stamp Information			
Health Clinic Referrals			
Subsidized Child Care			
Support Groups			
24-Hour Crisis Helpline – CONTACT	NC	761-9100	www.suicidehotlines.com/delaware.html
	K/S	800-262-9800	
24-Hour Domestic Violence Hotlines			www.dcadv.org/02about/member_programs.html
Child, Inc.	NC	762-6110	
The SAFE Program	K/S	422-8058	
La Esperanza Community Center	S	854-9262	
Abriendo Puerta (non-citizens)	S	745-9874	
Alcoholics Anonymous (AA)	NC	655-5113	www.ndiaa.org
	K	736-1567	
	S	856-6452	
Community Legal Aid	NC	575-0660	www.declasi.org
	K	674-8500	
	S	856-0038	
Delaware Gambling Hotline	All	888-850-8888	
Prevent Child Abuse Delaware	NC	425-7490	www.pcadelaware.org
	K/S	866-925-7223	
Shelters			
Emmaus House	NC	737-2241	www.homewardbound-de.org/emmaus.html
Salvation Army	NC	472-0760	www.salvationarmydelaware.org
Sunday Breakfast Mission	NC	656-8542	www.sundaybreakfastmission.org
Ruth Dorsey Relief Shelter	K	734-8786	
Shepherd Place	K	678-1909	www.shepherdplace.org
Casa San Francisco	S	684-8694	www.cdow.org/casasanfran.html
Crisis House	S	856-2246	www.scchsinc.org/crisis/index.htm
Victims of Crime	NC	577-8500	
	K	739-4211	
	S	856-5353	
Accepting Your Feelings			www.extension.org/pages/Accepting_Your_Feelings

NC - New Castle County K - Kent County S - Sussex County

Volunteering

Volunteer Delaware: www.volunteerdelaware.org

Writing

Grammarbook.com: www.grammarbook.com/english_rules.asp

Grammar Bytes: www.chompchomp.com/menu.htm

Writing: www.writingcommission.org/prod_downloads/writingcom/writing-ticket-to-work.pdf

Writing Matters: <https://career.berkeley.edu/Article/050408b-dm.stm>

The Delaware Department of Labor



Office Locations

Wilmington/Fox Valley*

4425 North Market Street
Wilmington, DE 19802
Unemployment Insurance: 302-761-8446
Employment & Training: 302-761-8085
Vocational Rehabilitation: 302-761-8275
Industrial Affairs: 302-761-8200
*enter on the **Forman Mill's** side of the building

Newark/Pencader

Pencader Corporate Commons
225 Corporate Blvd.
Newark, DE 19702
Unemployment Insurance - Suite 108: 302-368-6600
Employment & Training - Suite 211: 302-368-6622
Vocational Rehabilitation - Suite 204: 302-368-6980
Labor Law Enforcement - Suite 104: 302-451-3423/3411

Middletown

Appoquinimink State Service Center
122 Silver Lake Road
Middletown, DE 19709
Vocational Rehabilitation: 302-378-5779

Milford

24 N.W. Front St.
Milford, DE 19963
Industrial Affairs - Suite 100: 302-422-1134

Dover

Carroll's Plaza
1114 South Dupont Hwy.
Dover, DE 19901
Unemployment Insurance - Suite 103: 302-739-5461
Employment & Training - Suite 104: 302-739-5473
Vocational Rehabilitation - Suite 105: 302-739-5478

Georgetown

Georgetown Professional Park
20093 Office Circle
Georgetown, DE 19947
Unemployment Insurance - Unit 205: 302-856- 5611
Employment & Training - Unit 207: 302-856-5230

20793 Professional Park Blvd.
Georgetown, DE 19947
Vocational Rehabilitation - Suite 212: 302-856-5730

Unemployment Insurance Hotlines

New Castle County: 302-761-6576

Kent and Sussex Counties: 1-800-794-3032

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Department of Labor Websites

Department of Labor: www.delawareworks.com
Employment & Training: www.delawareworks.com/emptrain/welcome.shtml
Delaware Joblink: <https://joblink.delaware.gov>
Industrial Affairs: www.delawareworks.com/industrialaffairs/welcome.shtml
Unemployment Insurance: www.delawareworks.com/Unemployment/welcome.shtml
Guide to Unemployment Insurance Benefits: www.delawareworks.com/Unemployment/forms/ui_guide-ver0307.pdf
Vocational Rehabilitation: www.delawareworks.com/dvr/welcome.shtml
Office of Occupational & Labor Market Information: www.oolmi.net