Employment Toolkit
Navigating the Workforce and Education System of Tennessee

Department of Labor & Workforce Development
TN
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
• Worksheets to personalize your employment planning process
• Interview Prep
• Resources for Education and Training
• Career Planning
• Job Search Assistance
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.

Follow This Weekly Routine

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.
Tips for Job Search Success

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

Searching for a job is a well thought out process. Here is a checklist to make sure you are successful in this process.
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. If you have not already registered in 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.

<table>
<thead>
<tr>
<th>Record Your Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Skills</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Record Your Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Values</td>
</tr>
</tbody>
</table>

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

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

- American Job Centers
- Summer Job Community Service Internships
- Career Exploration
- Social Networks
- Support Of Family
- Financial Aid
- Leadership Development
- Mentoring & Exploration
- College Enrollment
- Academic Tutoring
- Career Readiness
- Guidance Counseling Mentoring
- LEAVE POSTSECONDARY
- ENTER POSTSECONDARY
- 4-YEAR/COMMUNITY COLLEGE/CAREER & TECHNICAL EDUCATION
- ON-THE-JOB TRAINING PART-TIME JOB
- EARN COLLEGE DEGREE
- CAREERS AND INCOME
- EARN CREDENTIALS
- APPRENTICESHIP EARNABLE CREDENTIALS JOB READINESS
- LEAVE HIGH SCHOOL
- NOT READY FOR COLLEGE
- COLLEGE READY
- ENTERING POSTSECONDARY EDUCATION
- GRADUATE HIGH SCHOOL
- EARN HIGH SCHOOL EQUIVALENCY
- CUSTOMIZED TRAINING PART-TIME JOB
- SUMMER JOB COMMUNITY SERVICE INTERNSHIP
- Work-based Training
- Multiple and flexible pathways allow individuals to enter the workforce with the necessary skills and education to obtain full-time work and sustainable wages.

Individuals who choose not to complete high school can pursue alternative education by obtaining their high school equivalency certificate.

With college prep or Workforce Development Agency (WDA), individuals can better prepare to be successful.

Drive to 35
Financial Advising
Guidance Counseling Mentoring

(800) 531-1515
Get Started Today

This page printed on gloss paper
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.

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. Visit http://tn.gov/education/highschooltesting 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 federal sources 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.transferpathway.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/education/about/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.

Further Your Education and Training

Compare the Cost of Different Colleges
Research the cost of the program you are considering at different colleges. For more information, visit http://collegecost.edugov/calc/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.

Drive to 55

For more information, visit http://www.tn.gov/education/topic/drivetoe55.

Earnings Based on Education

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. Visit https://www.tn.gov/education/college-search.

Median Weekly Earnings By Educational Attainment

Earnings And Unemployment Rates By Educational Attainment

Earnings And Unemployment Rates By Educational Attainment

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Earnings Based on Education

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Earnings Based on Education
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.

The Tennessee Small Business Development Center (TSBC) is a network of professional business consultants with 20 locations. The TSBDAC 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.tsbd.org or call (877) 898-3900.

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 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.

The Job, the Company, and the Network

It’s time to explore the job market. Use the Job Market Explorer on 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 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 or call (615) 736-5881.

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 or call (866) 831-3750.

The Tennessee Comptroller of the Treasury

The Job You Want

For more information, visit www.tn.gov/ecd/section/bero.

For more information, visit www.googleforentrepreneurs.com.
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?

<table>
<thead>
<tr>
<th>Company</th>
<th>Did You Apply for Job?</th>
<th>How did you apply?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

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?

<table>
<thead>
<tr>
<th>Company</th>
<th>Contact/Connection</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

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?

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### Hot Jobs

**First professional degree**

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Annual Openings</th>
<th>Median Annual Wage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lawyers</td>
<td>450</td>
<td>$97,988</td>
</tr>
<tr>
<td>Pharmacists</td>
<td>365</td>
<td>$122,494</td>
</tr>
<tr>
<td>Veterinarians</td>
<td>85</td>
<td>$78,242</td>
</tr>
</tbody>
</table>

**Doctor’s degree**

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Annual Openings</th>
<th>Median Annual Wage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physicians and Surgeons, All Other</td>
<td>400</td>
<td>$192,806</td>
</tr>
<tr>
<td>Family and General Practitioners</td>
<td>55</td>
<td>$158,483</td>
</tr>
</tbody>
</table>

**Master’s degree**

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Annual Openings</th>
<th>Median Annual Wage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Librarians</td>
<td>110</td>
<td>$49,761</td>
</tr>
<tr>
<td>Operations Research Analysts</td>
<td>70</td>
<td>$63,748</td>
</tr>
<tr>
<td>Physical Therapists</td>
<td>215</td>
<td>$63,372</td>
</tr>
</tbody>
</table>

**Work experience, plus bachelor’s degree**

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Annual Openings</th>
<th>Median Annual Wage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer and Information Systems Managers</td>
<td>145</td>
<td>$104,946</td>
</tr>
<tr>
<td>Financial Managers</td>
<td>400</td>
<td>$86,814</td>
</tr>
<tr>
<td>Management Analysts</td>
<td>300</td>
<td>$72,323</td>
</tr>
<tr>
<td>Elementary School Teachers, Except Special Education</td>
<td>145</td>
<td>$67,686</td>
</tr>
<tr>
<td>Financial Analysts</td>
<td>300</td>
<td>$49,739</td>
</tr>
<tr>
<td>Hospitality Social Workers</td>
<td>170</td>
<td>$61,900</td>
</tr>
<tr>
<td>Human Resource, Training, and Labor Relations Specialists</td>
<td>290</td>
<td>$49,631</td>
</tr>
<tr>
<td>Industrial Engineers</td>
<td>50</td>
<td>$77,798</td>
</tr>
<tr>
<td>Insurance Underwriters</td>
<td>60</td>
<td>$61,100</td>
</tr>
<tr>
<td>Kindergarten Teachers, Except Special Education</td>
<td>235</td>
<td>$47,515</td>
</tr>
<tr>
<td>Loan Officers</td>
<td>165</td>
<td>$53,286</td>
</tr>
<tr>
<td>Market Research Analysts &amp; Marketing Specialists</td>
<td>295</td>
<td>$45,739</td>
</tr>
<tr>
<td>Medical and Clinical Laboratory Technologists</td>
<td>160</td>
<td>$58,114</td>
</tr>
<tr>
<td>Meeting, Convention, and Event Planners</td>
<td>60</td>
<td>$37,135</td>
</tr>
<tr>
<td>Middle School Teachers, Except Special and Career/Technical Education</td>
<td>330</td>
<td>$47,355</td>
</tr>
<tr>
<td>Network and Computer Systems Administrators</td>
<td>170</td>
<td>$68,648</td>
</tr>
<tr>
<td>Preschool Teachers, Except Special Education</td>
<td>715</td>
<td>$23,766</td>
</tr>
<tr>
<td>Public Relations Specialists</td>
<td>70</td>
<td>$49,455</td>
</tr>
<tr>
<td>Purchasing Agents, exc. Wholesale, Retail &amp; Farm</td>
<td>110</td>
<td>$51,086</td>
</tr>
<tr>
<td>Secondary School Teachers, Except Special and Career/Technical Education</td>
<td>765</td>
<td>$48,427</td>
</tr>
<tr>
<td>Social and Community Service Managers</td>
<td>85</td>
<td>$55,661</td>
</tr>
<tr>
<td>Software Developers, Applications</td>
<td>120</td>
<td>$81,492</td>
</tr>
<tr>
<td>Software Developers, Systems Software</td>
<td>70</td>
<td>$85,845</td>
</tr>
<tr>
<td>Tax Examiners and Collectors, and Revenue Agents</td>
<td>70</td>
<td>$48,323</td>
</tr>
<tr>
<td>Training and Development Specialists</td>
<td>150</td>
<td>$53,399</td>
</tr>
<tr>
<td>Web Developers</td>
<td>55</td>
<td>$53,374</td>
</tr>
</tbody>
</table>
### Hot Jobs

<table>
<thead>
<tr>
<th>Associate degree</th>
<th>Annual Openings</th>
<th>Median Annual Wage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Support Specialists</td>
<td>265</td>
<td>$42,340</td>
</tr>
<tr>
<td>Computer Systems Analysts</td>
<td>310</td>
<td>$77,264</td>
</tr>
<tr>
<td>Dental Hygienists</td>
<td>185</td>
<td>$66,230</td>
</tr>
<tr>
<td>Diagnostic Medical Sonographers</td>
<td>90</td>
<td>$66,618</td>
</tr>
<tr>
<td>Environmental Science and Protection Technicians</td>
<td>60</td>
<td>$40,700</td>
</tr>
<tr>
<td>Medical and Clinical Laboratory Technicians</td>
<td>310</td>
<td>$34,959</td>
</tr>
<tr>
<td>Medical Records and Health Information Technicians</td>
<td>245</td>
<td>$30,958</td>
</tr>
<tr>
<td>Paralegals and Legal Assistants</td>
<td>355</td>
<td>$47,907</td>
</tr>
<tr>
<td>Physical Therapist Assistants</td>
<td>165</td>
<td>$54,324</td>
</tr>
<tr>
<td>Radiologic Technologists</td>
<td>175</td>
<td>$48,855</td>
</tr>
<tr>
<td>Respiratory Therapists</td>
<td>110</td>
<td>$48,165</td>
</tr>
<tr>
<td>Veterinary Technologists and Technicians</td>
<td>90</td>
<td>$28,073</td>
</tr>
<tr>
<td>Career/Technical Education Teachers, Postsecondary</td>
<td>70</td>
<td>$42,915</td>
</tr>
</tbody>
</table>

### Post-secondary vocational training

| 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 | $27,089 |
| Security and Fire Alarm Systems Installers | 65 | $40,358 |
| Telecommunications Equipment Installers and Repairers | 260 | $39,822 |
| Welders, Cutters, Solderers, and Brazers | 315 | $36,011 |

### Work experience in a related occupation

| 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 | 310 | $50,343 |

### Long-term on the job training

| 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 | 346 | $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 | $45,859 |

### Moderate-term on-the-job training

| Bookkeeping, Accounting, and Auditing Clerks | 760 | $33,780 |
| Bus Drivers, Transit, and Intercity | 130 | $31,384 |
| Captains, Mates, and Pilots of Water Vessels | 90 | $53,617 |
| Cargo and Freight Agents | 50 | $37,276 |
| Customer Service Representatives | 2,150 | $28,388 |
| Dispatchers, Except Police, Fire, and Ambulance | 170 | $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 | 180 | $35,371 |
| Medical Equipment Repairers | 75 | $40,094 |
| Merchandise Displayers and Window Trimmers | 85 | $27,040 |
| Operating Engineers and Other Construction Equipment Operators | 180 | $36,166 |
| Pharmacy Technicians | 475 | $28,641 |
| Roofer | 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 |

John Jobseeker
123 Anywhere Street
Smalltown, TN 54632
(931) 555-5555 Jobseeker@anymail.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
Types of Résumé

When seeking job opportunities, you will find a résumé of your qualifications most helpful in selling your job talents. A résumé 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

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 aggressive 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.

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

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

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
Include your best professional references to have. 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 email address and telephone number. Inaccurate contact numbers are often given to employers and are not needed on the résumé.

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, Halotine Incorporated, Nashville, TN
- Created effective filing system
- Maintained and updated Supervisor’s calendar
- Prepared written reports, letters and made travel arrangements

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

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

Education:
1996: Bachelor of Science, Business Administration, University of Memphis, Memphis, TN

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

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 email address and telephone number. Inaccurate contact numbers are often given to employers and are not needed on the résumé.

Emphasizing Duties Instead of Accomplishments:
Employers want to know what you’ve accomplished in your various duties, not what you’ve done.

Verbs

Achieved
Administered
Advised
Analyzed
Arranged
Assembled
Assisted
Budgeted
Calculated
Clarified
Compiled
Completed
Coordinated
Created
Delivered
Developed
Directed
Evaluated
Experienced
Facilitated
Forecast
Formulated
Generated
Handled
Identified
Illustrated
Improved
Initiated
Inspected
Led
Maintained
Managed
Marketed
Organized
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
Technical Support
Multi-Platform Networking
Oracle Database
Networking Technologies

Professional Experience
A to Z Company
LAN Administrator
2000 – 2006

Database Administrator
2006 – 2013

ABC Products
Network Administrator
2000 – 2006

Education
Nashville State Community College
AAS, Computer Information Technology

Nashville, TN

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Draft Résumé

If you need to write out your information before entering it into 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

Education
- School
- Degree
- Major

Skills

References
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 Interview Questions

1. Why should we hire you?
2. Why do 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?

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?

After the Interview

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

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 5 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/apprenticeships_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/opptax 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.

Cover Kids is Tennessee’s free or low-cost health insurance for uninsured children. For more information, visit: 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://getcoveredtn.org/health-assist.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.

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://tnccen.org or call (615) 332-3987.

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) 515-8310. 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 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.keeppmytnhome.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/ttof/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.tfi.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.