

# Layoff Guide

*You're not alone*



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# 2 Overview

Being laid off from your job is one of the most traumatic events you can experience in life. However, you do not need to go through this transition alone.

The Rapid Response team will provide you with valuable information on services and resources geared toward your needs with a goal of getting you back to work as soon as possible and minimizing the disruptions in your life that a layoff will cause.

Some of this information will include an available means to maintain an income (Unemployment Insurance) during your layoff, information on Alaska's Labor Exchange System (ALEXsys), employment services such as resumé writing and interviewing skills, aptitude and interest assessments to help you identify that next perfect career, access to skills upgrading and training resources, and much more.

Becoming educated on and gaining access to important information and services that enhance your employment opportunities, provides options for you. When you have options, YOU are in control and are able to plan your future. The sooner you start planning your next steps, the more quickly the stress of a traumatic event such as a layoff can be managed.

Be sure to take advantage of the services listed in this book and presented at Rapid Response meetings, especially while you are still employed or while unemployment insurance benefits, severance payments or other financial resources are still available to you.



# You are not alone – experiencing a layoff

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Every year, thousands of people throughout the nation lose their jobs due to a layoff. Layoffs are caused by numerous reasons such as company restructuring, global economy, new technology, not enough business, overhead costs, buy-outs, etc. *Layoffs are based on business decisions that are beyond your control and eliminate positions, not specific people. Don't blame yourself; it's not your fault.*

Many people who have lost their jobs are angry, confused, hurt, sad, distrustful and more. This is normal. Losing your job means losing your paycheck, losing your daily life pattern, your work family, your role as a worker and provider, among other things. Losing your job is a stressful life event. Job loss ranks just below losing your loved one to death or divorce, going to jail, or coming down with a major illness on the stressful life events scale.

Stress attacks people where they are weakest and most vulnerable. It may cause sleeplessness or more colds and viruses. Some people may become depressed and others may have more physical symptoms. When people feel stressed out, they might drink or eat more, sleep more or sleep less, feel tired, get discouraged or worry a lot. Some may cry or fight more, or feel frustrated and angry.

If you begin to feel the effects of stress, fight them. You may not be able to remove the cause of stress immediately, but you can do things to reduce the impact on you and your family's life. It's very important to eat

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healthy foods; fresh fruit, fresh vegetables and fish provide vitamins that help your body heal. Get enough rest; your body heals during your sleeping hours. Exercise is a great stress reliever; it releases endorphins into your system which have a calming effect on your mind and body.

When experiencing a layoff, you are experiencing a change. Although change can be a good thing, it often starts with a sense of loss. When people experience a loss they generally go through stages – denial (that the change is happening), resistance (the change is not happening to me), exploration (since this change is happening I better find out what's out there) and acceptance (it's happened and I want to move forward by checking into what careers are suited for me). Everyone goes through the change process. Some go through all four stages within hours, and for others it may take days, weeks or months.

A layoff affects the whole family. Family roles and responsibilities change (the former bread winner now may be the family caregiver or cook), teenagers and children don't quite understand what is happening but they sense something is wrong and don't know what to do to fix it. They may be scared, they may act up and be difficult. Be sure to reassure them and tell them as much as they can understand about the situation. Basically they just need to know everything is going to be OK. Communicating is very important

during this time. It gets information and feelings out and creates a connection between family and friends. Communication provides for an avenue of exploring options and brainstorming ideas.

Change is difficult. The job that was familiar and seemed secure is gone. It's a difficult decision when determining what that next career is going to be. It may require you go back to school, so you'll need to brush up on skills you haven't used in awhile like studying and taking tests. Starting that next job means you are the new hire; you have a probationary period and lowest seniority.

Knowing it is normal to feel pressures due to added stress of unemployment and moving through the change process can help keep things in perspective. The reason it feels like a hard time is because it is a hard time.

Being anxious about starting a new career is normal, but you are not alone. What feels overwhelming when you face it alone becomes something you can do when you are working together with other people to come up with a plan. Planning is the key to taking back control of your life and your future. Plan out one day at a time, and take action on your plan. Utilize all the resources available to help you explore your options which may include jumping right into that next job or going to training to prepare for that next career.

# COBRA

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Consolidated Omnibus Budget Reconciliation Act (COBRA) gives workers and their families who lose their health benefits the right to choose to continue group health benefits provided by their group health plan for limited periods of time under certain circumstances such as voluntary or involuntary job loss, reduction in the hours worked, transition between jobs, death, divorce and other life events.

*For more detailed COBRA information visit:*

**[dol.gov/dol/topic/health-plans/cobra.htm](https://dol.gov/dol/topic/health-plans/cobra.htm)**

*For more information on health care, visit:*

**[healthcare.gov](https://healthcare.gov)**

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# Alaska Department of Labor and Workforce Development programs

## **Alaska Job Center Network**

**Website:** [jobs.alaska.gov](http://jobs.alaska.gov)

At job centers throughout the state, we have joined government agencies and local nonprofits to make it easier for you to find work, get training, or change careers if necessary. Our Job Centers offer many options in one place which make the job center a convenient location to obtain as many services as needed. We tailor services for each individual who walks through the door. If you want to seek out your own job leads, take a workshop or research a promising new line of work, we can help you succeed!

## ***Employment Services***

Each one of our job centers offers a resource room which is available for your use. These resource rooms are equipped with computers with internet access for job searching and online job applications, printers, copiers, fax machines and friendly staff that are available to assist you with all your employment needs. Job center staff are available to assist you with creating cover letters and resumés, typing tests, labor market information, referrals to Career Support and Training Services, employment counseling services or other services. You can sign up for workshops such as Resumé Writing, Workplace Alaska (Applying for State jobs), Interviewing, Planning your Career,

etc., through the Alaska Labor Exchange System (ALEXsys).

## ***Alaska Labor Exchange System***

ALEXsys is a great tool for job seekers and businesses. ALEXsys uses the latest Internet technology to match Alaskan businesses with Alaskans looking for jobs. ALEXsys offers tools that allow you to review your skills, look at skills required by certain occupations and find places for training if you are looking to upgrade your skills. You also can find which industries and employers have job openings right now.

ALEXsys offers a resumé builder, which assists you in creating an online resumé you can post for potential employers to review and contact you. You can customize and store multiple resumés in your ALEXsys file.

To use ALEXsys, register by visiting **[jobs.alaska.gov](http://jobs.alaska.gov)** online and clicking on the ALEXsys link. Follow the easy step-by-step registration and take advantage of all the great features ALEXsys has to offer.

With ALEXsys, you're in control of the job application process. From posting your resumé, to searching the online listing of job orders, you're in control. You can search the ALEXsys database by job titles, location or skill sets. You decide the way ALEXsys notifies you of job openings that match your skills, your interests or your occupation. It's like having your own virtual recruiter. Day or night, ALEXsys is available at your convenience.



## *Special services*

Alaska job centers offer a variety of specialized services. You may qualify for specialized services if you:

**Are a veteran** — You qualify for priority job referral and employment counseling. At some of our larger job centers, veteran representatives are available to work exclusively with you.

**Have a disability** — Specially trained rehabilitation counselors can help you reduce or eliminate the impact a disability may have on locating new work and can help you find a job that fits your abilities and interests.

**Are an older worker** — If you are an older worker you may qualify for special training opportunities.

**Are an unpaid homemaker** — if you are a homemaker who was dependent on the income of another family member but are no longer supported by that income, you can receive the same training opportunities as your laid off spouse to help you return to the workforce.

## *Employment counseling*

Are you uncertain about your career path? Employment counselors can help sort through your career options, develop educational goals and help you find sources of financial aid, if needed. Employment counselors provide services such as:

- Interest and aptitude assessment to assist you in finding out what type of work you are most suited for and would enjoy doing
- Career exploration and labor market information
- College, school, training and financial aid information
- Information on possible training funding sources and processes for applying
- Job search skills, job hunting strategies and job “targeting”
- Resumé writing and job application assistance
- Interviewing and follow-up skill development
- Coping with problem references or a limited work history
- Career change options, setting and achieving your career goals!

Contact your nearest job center to set up an appointment with an employment counselor.

## ***Career Support and Training Services (CSTS)***

CSTS administers funding, which fosters workforce development and helps you find self-sustaining employment. You will work with a Career Development Specialist one-on-one who will assist you in developing an individual employment plan that leads to a great job that is in high demand. Throughout your employment planning, you will develop strategies and set goals to achieve self-sustaining employment. Based on your individual needs, this plan may include financial assistance for job search, relocation or training.

Some of the services provided by the CSTS program are:

**Job search support** — Sometimes all you need to get a great job is a little support. The CSTS program can provide this support through services such as help with transportation costs, a nice interview outfit or maybe safety gear required to start a new job.

**Relocation support** — If you are offered a full-time, permanent position that supports you and your family, but you don't have the money to relocate, the CSTS program may be able to assist with those costs. CSTS has relocation support

that can help move you, your family and your belongings to your new community. Assistance with items such as transportation, shipping and temporary housing is available.

**Training support** — Do you need training for a job in high demand? Have you ever had employer say they want to hire you but wished you had a particular certification? The CSTS program has training support that can make it happen. Also CSTS has the ability to fund up to 80 percent of your wages while working in an On-the-Job Training (OJT) program which saves employer money while they train you for the job.

**Follow-up support** — Have you ever been in a situation where you started a new job and wondered if you'd pass probation or felt lost and wondered what you were doing there? While in follow-up support, your Career Development Specialist is a phone call away to assist you through this transition. Sometimes all you need is a friendly voice coaching you along. Perhaps you need additional financial support or maybe your new employer is requiring you to obtain an additional certification. Your Career Development Specialist is there to help ensure your success for up to one year after you obtain employment.



## ***Unemployment Insurance***

Alaska's Unemployment Insurance (UI) program serves to bridge the economic gap for the individual worker when unemployed, but it also acts as a stabilizing influence on local economies.

You should apply for UI benefits as soon as you are unemployed or working less than full-time. Your claim starts the Sunday of the week you make contact or file a claim online. Weekly benefits are not paid retroactively, so the sooner you file, the sooner you may be eligible for benefits.

To file online, login to **my.alaska.gov** and under "Services" click on **"Unemployment Insurance Benefits."**

Applying for UI over the Internet is fast, easy and secure. No more waiting in phone queues. Our online services are available 24 hours a day, seven days a week. Here's what you need to get started:

- Your Social Security Number
- Your current mailing and physical address
- Your telephone number or a contact number
- If you are not a U.S. citizen, your Alien Registration Number, type of card and expiration date
- Your most recent employer's company name, address and phone number
- Report any federal or military employment in the last 18 months
- Your dates of employment and the reason you are no longer working
- Hours and gross wages for the last week you worked

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## ***Unemployment Insurance cont.***

The information collected as a result of your application for UI benefits cannot be disclosed to anyone except when authorized by Alaska or federal laws, by court order or with your written consent. The confidential information both you and your employer reports may be used for any DOLWD business and may be shared with other state or federal agencies.

- In Alaska, you can receive a minimum weekly benefit amount of \$56 up to a maximum of \$370 per week.
- The duration of benefits is 16 to 26 weeks
- After filing your claim you will receive a monetary determination that will state your weekly benefit amount and how many weeks of benefits you are potentially eligible for
- You may be eligible to receive an additional \$24 per week for each dependent child under the age of 18
- New claims are effective the Sunday of the week in which you file your claim

- The first eligible week you file for is considered a “waiting week.” You will not be paid benefits for your waiting week. However, you must file for the week to receive waiting week credit and begin collecting benefits.
- To be eligible to receive benefits you must be physically able to perform work and be available to accept full-time work in any occupation that is consistent with your prior training.
- You will be notified by mail if you are required to register for work and create a resumé online in ALEXsys at **jobs.alaska.gov**. Failure to do so will result in denial of your UI benefits.
- You will be notified by mail if you are required to report work search contact(s) for each week you claim benefits.
- For each work search to be considered valid, you must report:
  - Date of contact
  - Name of employer or business
  - Method of contact

## ***Filing biweekly claims***

Once you have opened a new claim, you will be given dates as to when to file your biweekly claims. You must continue to file every two weeks to keep your claim active and to receive benefits.

When filing biweekly claims you will be asked to report activities that occurred during the two weeks you are filing for only.

- Were you physically able to work?
- Were you available to work?
- Did you miss work or refuse work?
- Were you attending school or training?
- Did you travel or move outside your area of residence?
- Did you receive vacation, sick, retirement, bonus, holiday or severance pay during these weeks?
- Did you work for an employer or were you self-employed?  
If yes, you will need to report "gross" wages.
- Did you conduct work search(s) if instructed to do so.

### **IMPORTANT:**

- U.S. Postal Service does not forward our mail. It's your responsibility to maintain a current mailing address with our agency.
- Whether filing online or by phone, you are responsible for the answers to all questions.
- Failure to contact our office when instructed or supply any requested documents may result in a denial of your UI benefits.

## ***Need to contact UI?***

If you are unable to file for your UI benefits online, have questions or have been instructed to contact your nearest claim center, please call:

Anchorage: (907) 269-4700  
Fairbanks: (907) 541-2871  
Juneau: (907) 465-5552

Telephone hours are 10 a.m. to 3 p.m. Monday-Friday (except holidays).

### **For additional information, including:**

- Frequently Asked Questions
- A Help Guide for applying for UI benefits online
- UI Claimant Handbook
- Benefit Calculator

### **Visit us online:**

***[labor.alaska.gov/unemployment/](http://labor.alaska.gov/unemployment/)***

*Source: Alaska Department of Labor and Workforce Development,  
Division of Employment and Training Services,  
Unemployment Insurance Program*

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# Alaska job center locations

Toll free in Alaska: (877) 724-2539

## **Anchorage Midtown**

3301 Eagle St., Suite 101 / P.O. Box 107024  
Anchorage, AK 99503  
Phone: (907) 269-4800 Fax: (907) 269-4825  
Alaska Relay: (907) 269-4745  
midtown.jobcenter@alaska.gov

## **Anchorage Muldoon**

1251 Muldoon Road, Suite 114  
Anchorage, AK 99504  
Phone: (907) 269-0000 Fax: (907) 269-2032  
Alaska Relay: (907) 269-8435  
muldoon.jobcenter@alaska.gov

## **Bristol Bay (Dillingham)**

503 Wood River Road / P.O. Box 1149  
Dillingham, AK 99576-1149  
Phone: (907) 842-5579 Fax: (907) 842-5679  
Toll free: (800) 478-5579  
dillingham.jobcenter@alaska.gov

## **Eagle River**

11723 Old Glenn Highway, Space B-4  
Eagle River, AK 99577-7749  
Phone: (907) 694-6904 Fax: (907) 694-1490  
eagleriver.jobcenter@alaska.gov

## **Fairbanks**

675 7th Ave., Station D  
Fairbanks, AK 99701-4531  
Phone: (907) 451-5967 Fax: (907) 451-2919  
Alaska Relay: (907) 451-5901  
fairbanks.jobcenter@alaska.gov

## **Glennallen**

Mile 186.5 Glenn Highway / P.O. Box 109  
Glennallen, AK 99588-0109  
Phone: (907) 822-3350 Fax: (907) 822-5526  
Toll free: (800) 478-3304  
glennallen.jobcenter@alaska.gov

## **Homer**

3670 Lake St., Suite 300, Homer, AK 99603  
Phone: (907) 226-3040 Fax: (907) 235-6143  
homer.jobcenter@alaska.gov

## **Juneau**

10002 Glacier Highway, Suite 100  
Juneau, AK 99801-8569  
Phone: (907) 465-4562 Fax: (907) 465-2984  
Alaska Relay: (907) 465-2952  
juneau.jobcenter@alaska.gov

## **Ketchikan**

2030 Sea Level Drive, Suite 220  
Ketchikan, AK 99901-6073  
Phone: (907) 225-3181 Fax: (907) 247-0557  
ketchikan.jobcenter@alaska.gov



## **Kodiak**

211 Mission Road, Suite 103  
Kodiak, AK 99615-6315  
Phone: (907) 486-3105 Fax: (907) 486-4716  
Toll free: (800) 478-3105  
kodiak.jobcenter@alaska.gov

## **Kotzebue**

333 Shore Ave. / P.O. Box 1209  
Kotzebue, AK 99752-1209  
Phone: (907) 442-3280 Fax: (907) 442-3920  
Toll free: (800) 478-3280  
kotzebue.jobcenter@alaska.gov

## **Mat-Su**

877 Commercial Drive  
Wasilla, AK 99654-6937  
Phone: (907) 352-2500 Fax: (907) 352-2522  
matsu.jobcenter@alaska.gov

## **Nome**

214 Front St., Suite 320 / P.O. Box 280  
Nome, AK 99762-0280  
Phone: (907) 443-2626/2460 Fax: (907) 443-2810  
Toll free: (800) 478-2626  
nome.jobcenter@alaska.gov

## **Peninsula (Kenai)**

11312 Kenai Spur Highway, Suite 2  
Kenai, AK 99611  
Phone: (907) 335-3000 Fax: (907) 335-3050  
Alaska Relay: (907) 335-3048  
peninsula.jobcenter@alaska.gov

## **Sitka**

304 Lake St., Room 101  
Sitka, AK 99835-7563  
Phone: (907) 747-3423 Fax: (907) 747-7579  
sitka.jobcenter@alaska.gov

## **Valdez**

213 Meals Ave., Room 22 / P.O. Box 590  
Valdez, AK 99686-0590  
Phone: (907) 835-4910 Fax: (907) 835-3879  
valdez.jobcenter@alaska.gov

## **YK Delta (Bethel)**

460 Ridgcrest Drive, Suite 112 / P.O. Box 1607  
Bethel, AK 99559-1607  
Phone: (907) 543-2210 Fax: (907) 543-2099  
Toll free: (800) 478-2210  
ykdelta.jobcenter@alaska.gov

# 14 Labor market information

An abundance of labor market information and career planning tools can be located on the Department of Labor and Workforce Development, Research and Analysis website at **[labor.alaska.gov/research](http://labor.alaska.gov/research)**.

You can easily located population and census information, wages in Alaska, employment and employer data, unemployment data, industry information, occupational information, cost of living and housing information, training information, local and regional information as well as publications and manuals. This extensive information will provide you with a means to make an educated decision on career paths to pursue based on up to date information.

For example, if you choose to look at “occupational information,” a searchable list of more than 2,500 occupational titles is available. Each occupation may include a link to its career ladder/lattice and information on employment, wages, supply and demand, worker characteristics, licensing requirements, typical education and on-the-job training, and training available in Alaska.

You can further research the best prospects for advancement to and from an occupation by viewing information from the Career Ladder/Lattice link located under Occupational Information. The ladder is based on real-world analysis of Alaska workers’ occupation-to-occupation movements.

For a list of Alaska’s 100 largest private sector employers, visit:

**[laborstats.alaska.gov/lgstemp/lgstemp.htm](http://laborstats.alaska.gov/lgstemp/lgstemp.htm)**

## **There are a variety of ways to look for a job:**

**Internet**— Many companies post their openings on their company website (there is a list of employer websites listed later in this publication for your convenience). ALEXsys houses thousands of jobs that are currently open. Other websites such as Monster.com or USAjobs.gov (federal government jobs site) are also available.

**Newspaper**— help wanted ads are another way to seek work, however in this day and age, less and less employers choose to advertise openings this way due to the expense of advertising in the newspaper and the more popular method of using the Internet.

**Private employment agencies and temporary agencies** are utilized by some businesses who don't want to advertise their job openings as they don't want to read through piles of resumes and go through the interview process. They hire an employment agency to do it for them. Normally when an employment agency finds a "permanent" job for you, you usually become an employee of the hiring company. In a "temporary" agency you may move from job to job and company to company, therefore the employment agency becomes your employer.

**Networking** is a great way to locate jobs. Statistics show that up to 75 percent of job openings in the United States are not advertised. Employers fill these openings by hiring friends, relatives

and acquaintances of the people who work for them. Networking is relatively easy. All you have to do is talk to your friends, relatives, neighbors and the casual people you see every day. These people probably all work for multiple employers and also have many friends, family and neighbors that they can check for job opening information. Surely you're bound to come across job leads with this many people on the lookout for you.

**Job fairs** are a valuable resource as they put you in direct contact with employers. Employers attend job fairs for one reason, they have jobs to fill. They are there to collect resumés, make an initial evaluation of the people they meet and deliver that information back to the appropriate people in the office. Attending job fairs presents the opportunity for finding job leads and making contacts. It also is a good way to research a career that you may be considering. By collecting company materials and listening to company representatives as they talk about their company and products you can learn a great deal about the opportunities with that company. The job centers often coordinate job fairs and job fair calendars. These calendars can be located at [jobs.alaska.gov/jobfairs](http://jobs.alaska.gov/jobfairs).

Looking for a new job may seem overwhelming given all the options and different ways that jobs are advertised however think of all the different methods as options. Pick and choose which method works best for you or utilize them all.

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## Employment and Training related Internet sites

**Enter the web address only, ie. "www."  
Do not enter "http://" or the bold-faced title in the address box.**

### Search tips

1. Most medium to large company Internet sites can be found by typing `www.companyname.com`. For example, `www.statefarm.com`.
2. Most state government sites can be found by typing `www.state.**.us`. Insert the two letter state abbreviation where the `**` is in the web address. For example, `www.state.ca.us`.
3. Most city government sites can be found by typing `www.ci.#####.**.us`. Insert the name of the city where the `#####` are. For example, `www.ci.seattle.wa.us`.

### Job listings

Alaska's Job Bank	<a href="http://jobs.alaska.gov">jobs.alaska.gov</a>
America's Job Bank (nationwide)	<a href="http://ajb.org">ajb.org</a>
Out of state job listings by industry	<a href="http://statejobs.com">statejobs.com</a>
International job info	<a href="http://overseasjobs.com">overseasjobs.com</a>
Links to job and employer directories	<a href="http://careers.org">careers.org</a>
Many summer job sites	<a href="http://coolworks.com">coolworks.com</a>
Anchorage job search	<a href="http://anchoragehelpwanted.com">anchoragehelpwanted.com</a>
Comprehensive job information	<a href="http://flipdog.com/jobs/alaska">flipdog.com/jobs/alaska</a>
The Riley Guide (Internet job search info)	<a href="http://rileyguide.com">rileyguide.com</a>
Search 75 sites for jobs	<a href="http://careerbuilder.com">careerbuilder.com</a>
Comprehensive job information	<a href="http://monster.com">monster.com</a>
Job listings and career information	<a href="http://careercity.com">careercity.com</a>
National Labor Exchange	<a href="http://us.jobs">us.jobs</a>
Specifically for veterans	<a href="http://hireveterans.com">hireveterans.com</a>

### Health care

I Hire Nursing	<a href="http://ihirenursing.com">ihirenursing.com</a>
Anchorage Neighborhood Health Center	<a href="http://anhc.org">anhc.org</a>
Alaska Regional Hospital	<a href="http://alaskaregional.com">alaskaregional.com</a>
Providence Health System	<a href="http://providence.org">providence.org</a>
Southcentral Foundation	<a href="http://southcentralfoundation.org">southcentralfoundation.org</a>
Fairbanks Memorial Hospital/Denali Center	<a href="http://bannerhealthak.com">bannerhealthak.com</a>
Alaska Alliance for Direct Service Careers	<a href="http://aadsc.org">aadsc.org</a>

Bartlett Regional Hospital  
Mat-Su Valley Hospital

[www.bartletthospital.org](http://www.bartletthospital.org)  
[matsuregional.com](http://matsuregional.com)

## Government job listings, information

USA Jobs  
Workplace Alaska  
Public Employees Union Local 71  
University of Alaska

[usajobs.gov](http://usajobs.gov)  
[workplace.alaska.gov](http://workplace.alaska.gov)  
[local71.com](http://local71.com)  
[www.uaa.alaska.edu/  
humanresources](http://www.uaa.alaska.edu/humanresources)

Alaska Court System careers  
Alaska Railroad jobs  
Municipality of Anchorage jobs  
Mat-Su Borough  
Troops to Teachers  
Government jobs clearing house  
U.S. Postal Service jobs  
Veterans job listings  
Army Civilian Personnel  
Federal Aviation Administration  
Alaska Veterans homepage  
U.S. Department of Veteran Affairs  
Federal government jobs for students  
Alaska Military and Veteran Affairs

[courts.alaska.gov/hr](http://courts.alaska.gov/hr)  
[alaskarailroad.com](http://alaskarailroad.com)  
[muni.org/jol](http://muni.org/jol)  
[matsugov.us/Admin/jobs](http://matsugov.us/Admin/jobs)  
[proudtoserveagain.com](http://proudtoserveagain.com)  
[careersingovernment.com](http://careersingovernment.com)  
[usps.com/employment](http://usps.com/employment)  
[fedshirevets.gov](http://fedshirevets.gov)  
[cpol.army.mil](http://cpol.army.mil)  
[faa.gov/jobs](http://faa.gov/jobs)  
[jobs.alaska.gov/veterans](http://jobs.alaska.gov/veterans)  
[va.gov](http://va.gov)  
[federaljobs.net/student.htm](http://federaljobs.net/student.htm)  
[dmva.alaska.gov/  
employment.htm](http://dmva.alaska.gov/employment.htm)

## Occupational information

America's Career Info Net  
Alaska DOL&WD  
Alaska Workforce Information  
Military Career Guide Online  
O\*Net Online  
General job search information  
General job search information  
Alaska Career Information System

[acinet.org/acinet](http://acinet.org/acinet)  
[labor.alaska.gov](http://labor.alaska.gov)  
[labor.alaska.gov/research](http://labor.alaska.gov/research)  
[militarycareers.com](http://militarycareers.com)  
[onetonline.org](http://onetonline.org)  
[job.com](http://job.com)  
[careerbuilder.com](http://careerbuilder.com)  
[akcis.org](http://akcis.org)

## School information

Practice GED Tests and Workplace Skills  
GED online and Professional Development  
Alaska Teacher Placement  
Alaska Vocational Technical Ctn (Seward)  
University of Alaska Southeast  
University of Alaska Anchorage  
University of Alaska Fairbanks  
Alaska Job Corps Center  
Job Corps national info  
Peterson's College Guides  
Alaska Public School Districts contact info

[litlink.ket.org](http://litlink.ket.org)  
[ket.org/gedtestinfo](http://ket.org/gedtestinfo)  
[alaskateacher.org](http://alaskateacher.org)  
[avtec.edu](http://avtec.edu)  
[uas.alaska.edu](http://uas.alaska.edu)  
[uaa.alaska.edu](http://uaa.alaska.edu)  
[www.uaf.edu](http://www.uaf.edu)  
[alaska.jobcorps.gov](http://alaska.jobcorps.gov)  
[jobcorps.gov](http://jobcorps.gov)  
[petersons.com](http://petersons.com)  
[eed.state.ak.us/DOE\\_  
Rolodex/QInternet\\_1.cfm](http://eed.state.ak.us/DOE_Rolodex/QInternet_1.cfm)

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## Educational funding

Free Federal Student Aid	<a href="http://fafsa.ed.gov">fafsa.ed.gov</a>
NASFAA College Financial Aid	<a href="http://nasfaa.org">nasfaa.org</a>
Free scholarship and college search	<a href="http://fastweb.com">fastweb.com</a>
Tools for Student Success	<a href="http://makingcollegetcount.com">makingcollegetcount.com</a>
Student Financial Aid	<a href="http://finaid.org">finaid.org</a>
Federal Student Financial Aid	<a href="http://studentaid.ed.gov">studentaid.ed.gov</a>
College Savings Plans Network	<a href="http://www.collegesavings.org">www.collegesavings.org</a>

## Apprenticeship information

Helmets to Hardhats	<a href="http://akwp.org/index.php?page=helmets-to-hardhats">akwp.org/index.php?page=helmets-to-hardhats</a>
Alaska apprenticeship	<a href="http://jobs.alaska.gov/apprentice">jobs.alaska.gov/apprentice</a>

## Newspapers

Nationwide newspapers online	<a href="http://newspapers.com">newspapers.com</a>
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## Services

State of Alaska home page	<a href="http://alaska.gov">alaska.gov</a>
How to start a business and related info	<a href="http://www.sbaonline.sba.gov">www.sbaonline.sba.gov</a>
Alaska Small Business Development Center	<a href="http://aksbdc.org">aksbdc.org</a>
Job training programs	<a href="http://jobs.alaska.gov/training.htm">jobs.alaska.gov/training.htm</a>
Veteran Services	<a href="http://jobs.alaska.gov/veterans">jobs.alaska.gov/veterans</a>

Alaska Division of Public Assistance	<a href="http://hss.alaska.gov/dpa">hss.alaska.gov/dpa</a>
Social Security Administration info	<a href="http://ssa.gov">ssa.gov</a>
Mat-Su Transit – M.A.S.C.O.T.	<a href="http://matsutransit.com">matsutransit.com</a>
Municipality of Anchorage – People Mover	<a href="http://peoplemover.org">peoplemover.org</a>
Alaska Housing Finance Corp.	<a href="http://ahfc.us">ahfc.us</a>
Alaska State Commission on Human Rights	<a href="http://humanrights.alaska.gov">humanrights.alaska.gov</a>
Division of Motor Vehicles	<a href="http://doa.alaska.gov/dmv">doa.alaska.gov/dmv</a>
Statewide Directory of Human Service Providers	<a href="http://alaska211.org">alaska211.org</a>

## Oilfield

Alaska oil and gas employers	<a href="http://jobs.alaska.gov/energy">jobs.alaska.gov/energy</a>
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## Volunteer opportunities

Providence Hospital	<a href="http://alaska.providence.org">alaska.providence.org</a>
Alaska State Parks	<a href="http://dnr.alaska.gov/parks/vip">dnr.alaska.gov/parks/vip</a>
U.S. Fish and Wildlife Volunteer Alaska	<a href="http://fws.gov/volunteers.htm">fws.gov/volunteers.htm</a>
Nationwide volunteer opportunities	<a href="http://volunteermatch.org">volunteermatch.org</a>

United Way	<a href="http://unitedway.org/take-action/volunteer">unitedway.org/take-action/volunteer</a>
Volunteering in Alaska	<a href="http://myalaskan.com/living-in-alaska/volunteer-in-alaska.html">myalaskan.com/living-in-alaska/volunteer-in-alaska.html</a>

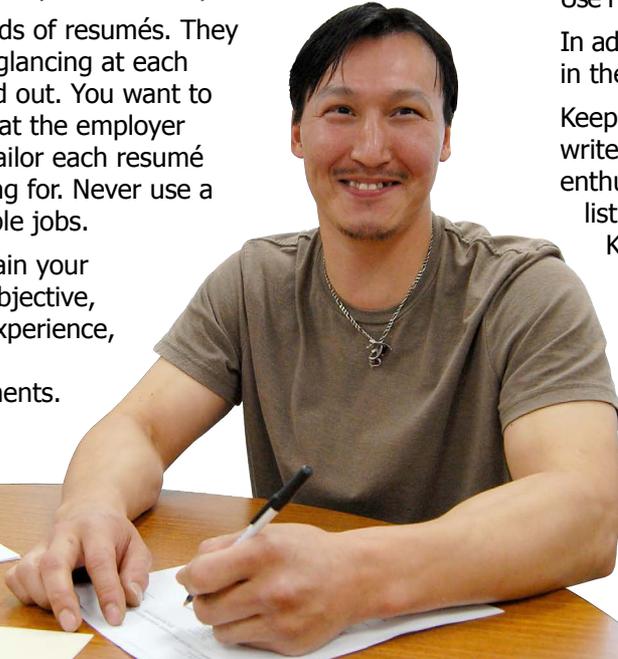
# Resumé writing

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When businesses want to sell something, they send out information about their products in the form of advertising. It usually explains how they can help you and why you should buy their product. This is **exactly** what you are doing with your resumé, but you are selling your experience and skills and explaining why they should hire you.

Employers review hundreds of resúmes. They spend about 10 seconds glancing at each resumé. Yours must stand out. You want to focus your resumé on what the employer wants to hear, meaning tailor each resumé to the job you are applying for. Never use a generic resumé for multiple jobs.

Your resumé should contain your contact information, an objective, education, professional experience, work related activities, credentials and endorsements. Make sure previous job



titles and responsibilities are recognizable. Many companies have job titles that don't make sense to the general public.

Use action words and verbs to describe your previous work, words such as launched, initiated, accomplished, achieved, consolidated and repositioned. Use highlights, underlines, bolding and italics to emphasize your best results.

In addition to job skills list personality traits that will make you successful in the sought after job, for example: dependable, creative, driven.

Keep your resumé short and simple. Keep sentences brief, don't write in paragraphs, use simple, everyday language, be positive, be enthusiastic, don't exaggerate, don't mention salary or wages, don't list personal references and use standard 8.5-by-11-inch paper.

Keep a 1-inch margin on all four sides of the page, avoid fancy type or difficult to read styles, avoid cutesy artwork or photos and proofread, proofread, proofread. Always have someone else proof your resumé for errors.

What if you are a college graduate with no work experience? How do you sell your abilities when you have no work experience, or maybe you are a veteran with on-the-job experience, or you are ready to change to a new line of work? There are multiple ways to write a resumé to tailor it to that job opportunity. The professional staff at the job center has years of experience assisting customers with all types of resúmes. They know what they are doing and they are there to help!

# 20 Cover letters

Your cover letter is how you catch an employer's attention. Your cover letter should make the reviewer want to review your resumé, want to give you an interview. Your resumé is a summary of your skills and qualifications, the cover letter is a way of creating a positive impression.

There are **four parts** to a cover letter, and each should consist of a paragraph:

- 1) In the first paragraph, identify the position you are inquiring about as well as how you heard of the opening.
- 2) In the second paragraph, relate your skills and abilities to the specific position for which you are applying. Emphasize the experience and training as it relates to the position being advertised.
- 3) In the third paragraph, make it clear to the employer why you want to work for that particular employer and why you selected them.
- 4) In the last paragraph, state what you would like the reader to do, whether it's making an appointment for an interview, reviewing your resumé or providing you with further guidance or information.

Make sure to always tailor your cover letter to the job opening. The

job posting should provide you with clues to what they are looking for, and by weaving this information into the cover letter it will tailor the cover letter to the position.

The interview is one of the most important elements in the job search process. The job interview is a strategic conversation with a purpose. Your goal is to show the employer that you have the skills, background, and ability to do the job and that you can successfully fit into the organization and its culture. The interview is your opportunity to gather information about the job, the organization, and future career opportunities to figure out if the position and work environment are right for you.

Most employers do not hire people based on merit alone. Personality, confidence, enthusiasm, a positive outlook and excellent communication skills count heavily in the selection process.

Interviewing for a job can be a very stressful event. You can ease the stress and anxiety of going to an interview by having a general idea of what to expect and preparing as best as you can. Spend time making a list of the skills you possess. For example, communication skills may include things such as teaching, negotiating, writing reports, making presentations, resolving client problems, etc. Technical skills may include, operating machinery, repairing equipment, using banking procedures, estimating project

# Interviewing 21

costs, etc. Management skills may include monitoring performance, writing evaluations, creating job descriptions, working with a budget, etc.

The following are a few tips to follow when preparing for an interview:

- Review your skill list and create and memorize a 30-second overview of your skills and qualifications. Be ready for that “tell me about yourself” question.
- It is to your advantage to carefully research the job and the organization. You can do this by requesting printed materials from the employer such as a job description, use online resources such as the company website, ask colleagues or friends who may have information about the organization. Knowing about the job will help you prepare a list of your qualifications so that you can show, point by point, why you are the best candidate.
- Practice, practice, practice. Practice answering interview questions with a friend or in front of the mirror, or better yet, utilize the job center. The job center offers “mock interviewing” where you can meet with a professional employment specialist to practice interviewing. The employment specialist can offer advice and tips on ways to enhance your interviewing skills as well as give you insight into what employers are looking for when asking the interview questions.
- Create a great first impression. Three basic things that help mold a great impression include:

1. Your appearance — A good appearance looks fresh, clean and proud. Dress in the clothes you would wear on the job. Make sure your clothes are neat and clean. Wear conservative colors — blues, grays and browns are preferred. Avoid excessive jewelry, excessive makeup, strong perfumes or colognes.
2. Your manners — The first manner an employer will look for is punctuality — showing up for the interview on time. Be pleasant and courteous, smile, offer a friendly greeting and extend a firm handshake. Address the manager as Mr. or Ms. unless they ask you to call them by their first name. Once in the office, don’t sit down until you are invited to sit. Never chew gum. Make eye contact and sit up straight in the chair; it shows you are alert and interested. Don’t tap your pen, drum your fingers, swing your foot or rock in the chair. Don’t drop the names of important people you know, and don’t argue about anything.
3. Your attitude — Attitude will set you apart from the other applicants. Attitude can be more important than experience as you can’t “train” someone to have a good attitude. Attitude is inherent to a person’s personality. Employers want someone who is positive and excited about coming to work, someone who is honest and has good work ethics. Someone who will treat their supervisors, co-workers and customers with the same courtesy and respect they themselves would like to be afforded.

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4. Pay attention to the question being asked, take a moment to formulate your answer and answer the question being asked. It's okay to ask the interviewer to repeat the question if needed.
5. Sell yourself by talking about your accomplishments, skills and abilities by using specific examples or stories to explain what you mean.

The following is a list of some interview questions you may be asked:

- Tell me about yourself.
- Why are you interested in this job?
- What do you know about us?
- How do you think a friend or someone who knows you well would describe you?
- What do you think is your greatest weakness?
- How do you work under pressure?
- How do you handle conflict?
- What major problem have you encountered and how have you dealt with it?
- What do you expect from your supervisor?
- Can you summarize the contribution you would make to our organization?
- Please tell me about the greatest professional assignment you've ever handled.
- What accomplishment has given you the most satisfaction?
- Do you prefer to work in a team environment or independently, and why?
- Tell me about your most significant work experience.
- How would those who have worked with you describe you?
- Have you ever supervised anyone?
- Did you ever have a group leader or boss you disliked? Why did you dislike him/her?
- Describe a situation where you had to resolve a problem at work and explain how you resolved it.
- What motivates you?
- How do you manage multiple projects that have multiple priorities?
- Why are you the best candidate for this position?

The “Tell us about yourself” and “Why are you the best candidate for this position” questions are your greatest opportunities to sell yourself.

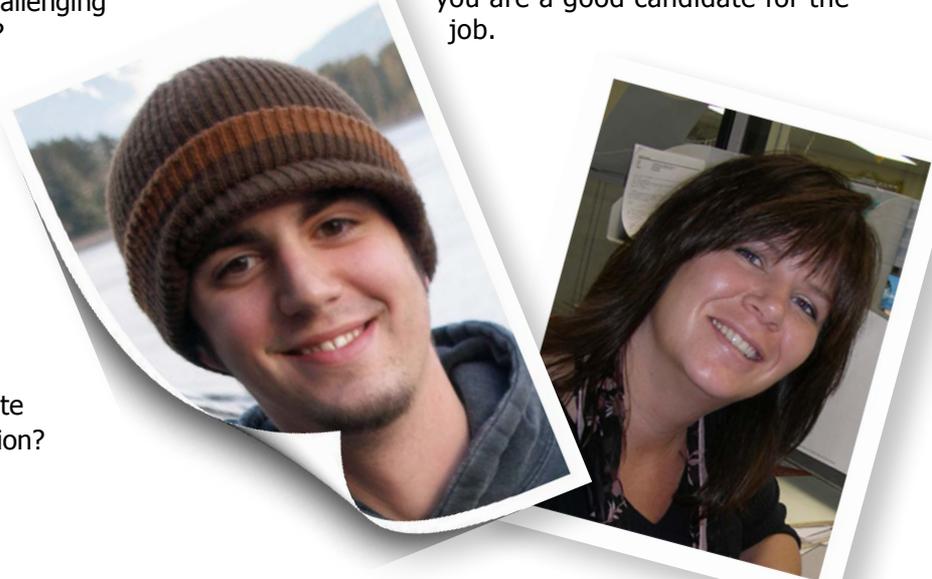
Interviews generally end with the interviewer asking if you have any questions for us. The correct answer is “yes.” An interview works both ways and is designed to help you make a decision if you want to work for that company if you are offered the job. By asking questions you can determine what the expectations are, what it would be like to work there. You also show that you are interested in the job when you ask questions.

The following are some questions you may want to ask:

- What skills would I need to be successful in this position?
- Can you please describe what a typical day in this job looks like?
- Who would I work with most closely on a day-to-day basis?

- What do you consider the most challenging aspect of this position for someone who is new to the organization?
- What are your expectations for new hires?
- What qualities are you looking for in your new hires?
- What are the most challenging facets of the position?
- What is the retention rate of people in the position for which I am interviewing?
- What is your management style?
- Why is this position available?
- When do you anticipate make the hiring decision?

Few people follow-up after an interview and send a thank you note to the manager. Sending a thank you note could give you an edge over the competition. Keep the thank you note brief and basically thank the manager for meeting with you and add a couple of sentences of why you are a good candidate for the job.



# 24 Dealing with finances during a layoff

One of the first things most newly unemployed people think about is money. How will I survive?

How am I going to pay the bills? What's going to happen? The best way to deal with finances during this time is to make a plan.

## **Start by creating a budget.**

1. How much money is coming in each month?  
(UI, severance pay, vacation pay, other household wages, etc.)
2. How much money are you paying out each month?
  - a. Start with the basics: rent or mortgage, food, child care, utilities, telephone/cell phone, insurance, car loans, transportation, medications, etc.)
  - b. Then add in the not-so-essentials: the discretionary expenses — cable/satellite TV, Internet provider,

entertainment, clothing, home furnishings, vacations, gym dues, gifts, hobbies, etc.

Minus your monthly expenses from your monthly income and figure out what's left. It is common to have a negative "what's left" number. So your next step is to ask yourself the following questions:

- a. Where can I cut back?
- b. How much do I really need to get by?

## **Tips for cutting costs:**

- Consider refinancing your mortgage so your monthly payment is lower.
- Reduce your utility costs by turning down the heat and dressing warmer, turn off everything that isn't being used.
- Look into lowering your car insurance monthly payments by accepting a higher deductible.

- Cluster your errands so that you use the car and buy gas as infrequently as possible.
- Use coupons and watch for weekly specials when purchasing groceries. Buy fresh food and prepare it yourself rather than pre-made items.
- Eat in more and save eating out for special occasions.
- Cut the costs of nonessential items such as cable/satellite TV and check out movies from the library.
- Cut down on the number of cell phones your family may have.

Credit cards can encourage you to spend more than you have. Since many credit cards don't require you to pay the full balance each month, there is the potential where debt begins to build up. In effect you are getting a high interest loan which can be anywhere from 18 to 21 percent a year — which means you are paying for everything you bought plus 18 percent on top of that. Credit cards also offer cash

advances which is not a smart way to borrow money. As soon as you take a cash advance you start paying interest and may also be charged a fee for each advance.

Because this is a time of emotional upheaval, it's not a good time to make big financial decisions like selling the house or declaring bankruptcy. Talk to a financial advisor to ensure you have thought your decisions through.

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## Rapid Response team contact information

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**Business Connection** — Anchorage

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**Jackie Garcia** — Kenai Peninsula

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Phone: (907) 335-3030

**Nadine Lefebvre** — Juneau

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Phone: (907) 465-1805

[jobs.alaska.gov/RR/rrteam.htm](https://jobs.alaska.gov/RR/rrteam.htm)

**Mailing address:**

P.O. Box 115509

Juneau, AK 99811-5509

Fax: (907) 465-8753

**Email:**

[dol.rrteam@alaska.gov](mailto:dol.rrteam@alaska.gov)



# Where do I go from here?

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First, file for your Unemployment Insurance and set up your ALEXsys profile at **jobs.alaska.gov**. Having a source of income while you go through this transition will help.

Take some time to make a plan. This could include: looking for a job, get additional training or relocating to a job in another area. Speak with your family and friends. Bounce ideas off of them. Next, stop into your local job center or contact your Rapid Response specialist if you are not sure who to contact for other services you may be interested in.

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## Frequently asked questions

### **1. I lost my job or am about to be laid-off from my job. What do I do?**

Don't panic! This may be a difficult time for you and your family, but you can and will get through this. You may even wind up with a better job than your previous one. Your local job center has a multitude of services available, as well as referrals and access to many other community resources.

### **2. What is a job center? How can the job center help me? Does it cost anything? Do I need an appointment to visit a job center?**

A job center is "one-stop shopping" for job seekers and employers. All of the services are provided at no cost. No appointment is necessary to visit a job center, although specialized services may need to be scheduled in advance. Just stop in and see what's available. Each job center houses a variety of partners, such as, the Alaska Employment Service, Career Support and Training Services, Division of Public Assistance and Division of Vocational Rehabilitation. The goal is for job seekers and employers to be able to receive quick and easy access to a wide range of employment services under one roof.

### **There are job centers across the state of Alaska that offer the following:**

- **Workshops** — Get assistance with job search skills such as resumé writing, cover letters, completing job applications, interviewing skills and State of Alaska applications. Learn job search "tips" from the experts.
- **Resource room** — Job center resource rooms offer free use of personal computers, photo copiers and printers to provide professional looking letters and resúmes and Internet access for searching current job openings.
- **Job search, referral and matching** — Use the ALEXsys system to get the latest information on the best job openings for you and employers most likely to be hiring in your area of interest. In addition, post your resumé for employers to view.
- **Assessment and career planning** — Consult with an Employment Counselor for a skills assessment that can reveal your untapped talents and abilities, explore potential new careers and get information on schools and training programs.
- **Upgrading your skills** — On-the-job training, hands-on training, and classroom training are all designed to help you get a job. Many times these training costs are paid for with grant moneys that do not have to be paid back.

- **Relocate** — Once you secure a job in a new community, there may be grant money (that will not have to be paid back) available to assist you with moving to your new job community.
- **Referrals to community resources** – Get referrals to special services you may need from other programs and organizations.
- **Job club** — Swap ideas, tips, and lessons learned about finding work with other job seekers.
- **Veteran’s services** — One-on-one individualized job search services provided by professional veteran’s representatives.

### 3. How do I file for Unemployment Insurance?

You can file online for Unemployment Insurance benefits at **my.alaska.gov** or you may call your local call center to file by telephone.

### 4. What about medical insurance?

Contact your present employer or employer of layoff to see if you can elect to keep your current insurance under Consolidated Omnibus Budget Reconciliation Act (COBRA) — **dol.gov/ebsa/faqs/faq-consumer-cobra.html** — or contact your current insurance provider directly to see if there are other options.

For more information on health care, visit:

### **healthcare.gov**

State of Alaska, Division of Public Assistance, administers the Medicaid program. Medicaid provides medical coverage for low-income children, pregnant women, families, the elderly, blind and permanently disabled. Visit them online at **health.hss.state.ak.us/dpa/programs/medicaid** or for more information call your nearest Public Assistance office.

### 5. Is there other financial assistance available?

The Department of Public Assistance has several programs that may be able to assist you, including Food Stamps (to purchase food), Energy Assistance (assistance with heating and utility bills) and Temporary Assistance (cash benefits and work services). Visit them online at **health.hss.state.ak.us/dpa** for more information or call your nearest Public Assistance office.

You may be eligible to get food assistance from your local Food Bank. You can visit them online at **foodbankofalaska.org**.

In addition, you may qualify for your children to receive free or reduced-price meals (lunch at all schools; breakfast at selected schools) from your local school district. Contact your child’s school or go online at **asdk12.org/menus/frp.asp** for more information.

## **6. I have a child in college, how can I get financial aid for him or her?**

Go to [fafsa.ed.gov](https://fafsa.ed.gov) to fill out a free application for federal financial aid, including grants, student loans and work-study. You can visit the Educational Opportunity Center at 500 L St., Anchorage, AK, 99501, for assistance with filling out this form and for information about additional funding sources. Their phone number is (907) 274-5522.

## **7. What if I can't pay my student loan payments?**

Don't just default on your payments. That will make matters worse. The Alaska Commission on Post-Secondary Education (ACPE) can help. Contact a Repayment Counselor at (800) 441-2967 to explore your options and arrange your payment strategy. You can get further information online at [acpe.alaska.gov](https://acpe.alaska.gov).

## **8. How will I manage when my income is reduced? How can I budget for this? How do I pay my bills? What about my creditors? Is there help available?**

Contact Consumer Credit Counseling of Alaska ([cccsofak.com](https://cccsofak.com)) or call them at (907) 279-6501. They can assist with confidential

and personal debt management plans to help pay existing debt and avoid future problems. In addition, they provide educational programs on such topics as budgeting, money management and the wise use of credit.

## **9. How can I find other, more specialized community resources?**

Visit [ak.org](https://ak.org), a website maintained by United Way of Anchorage, for Alaskans seeking services. This website can help you locate services that you need in your community or throughout the state. Or, contact your local job center for a community resource list or a referral.

## **10. I can't afford childcare for my children while I am job searching. Is there any help available?**

Contact your local Child Care Assistance Program. The Child Care Assistance Program assists low and moderate income parents who are working, training, or job seeking, with the cost of childcare. Visit them online [hss.state.ak.us/dpa/programs/ccare](https://hss.state.ak.us/dpa/programs/ccare).



**ALASKA DEPARTMENT OF LABOR  
& WORKFORCE DEVELOPMENT**

**Rapid Response Program**

jobs.alaska.gov/RR  
2015-2016



A proud partner of the **americanjobcenter** network

We are an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

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