

**SOUTHEAST TENNESSEE
WORKFORCE
SERVICES
DESK REFERENCE**
YOUR QUICK ACCESS RESOURCE
2024-2025

02

Services to Individuals

04

Services to Businesses

06

Partner Fact Sheets

Adult Career Services

Business Services

Adult Education Programs

Employment Services

INSPIRE (Recovery to Work)

Persevere (Tech)

SNAP Employment & Training

Vocational Rehabilitation

Youth Services

17

Unemployment Insurance

Register for E-Services

File an Unemployment Claim

Weekly Certification

Work Search Log

26

Jobs4TN User Guide

41

Services by Category

42

AJC Flyer for Job Seekers



WELCOME!

The Southeast Tennessee Local Workforce Board comprises a network of local public and private partners committed to enhancing the quality of life in our communities. We work to achieve this goal by integrating employment, training, education, and economic development services for job seekers, students, workers, and businesses.

Our vision is to create a vibrant region where well-prepared job seekers find suitable career opportunities that align with the requirements of business and industry.

This resource guide aims to assist our partners in:

- Understanding the range of services provided by the American Job Center system,
- Connecting individuals to programs and resources that support their progress and success in the job market,
- Facilitating and monitoring referrals to ensure that customers' service needs are fulfilled.

Aligning services through a network of community access points and active referrals will contribute to a workforce development system that helps people easily access all resources to advance their careers and improve their economic self-sufficiency.

We thank you for your partnership and welcome your comments and suggestions for how we can better serve you. Please contact us at 423-643-2337.

Marshall Graves
Chair

Michele Holt
Executive Director



Southeast Tennessee Local Workforce Development Board

The logo for American Job Center features a blue swoosh that starts under the 'A' and ends under the 'C', with a red five-pointed star at the tip of the swoosh.

AmericanJobCenter®

Directory of Services for Individuals

RESOURCE CENTER | Staff-assisted computer room to help with registration on Jobs4tn.gov, résumé writing, job searching, filing unemployment claims and submitting weekly certifications, and printing and faxing.

JOB FAIRS | Connect individuals with employers who are hiring in the area.

CAREER COACHES & CAREER SPECIALISTS | Helping individuals create a solid career plan, assess their strengths and weaknesses, and navigate their path to finding employment or changing careers. A part of that path includes determining the right training or education needed.

WIOA ASSISTANCE | Through the Workforce Innovation and Opportunity Act, eligible individuals receive help accessing full-time employment to succeed in the labor market. Individualized services and training, if determined necessary, may be recommended to individuals seeking occupations in demand.

WORKSHOPS | Weekly educational workshops cover topics including résumé building, interview prep, professional image, and more!

EMPLOYERS | The American Job Centers (AJCs) have direct access to employers in the area who are actively seeking to hire many individuals.

VOCATIONAL REHABILITATION | The Vocational Rehabilitation Program (VR) provides a variety of person-centered and individualized services to persons with disabilities in preparation for their employment in the competitive labor market. VR advocates employment outcomes for customers that are consistent with their individual strengths, resources, abilities, capabilities, and informed choices.

VETERANS | Receive priority of service in all programs. Provide intensive services for veterans with significant barriers to employment.

ADULT EDUCATION | Adult Education, as part of the Workforce Innovations and Opportunity Act (WIOA), provides services to adults to build the knowledge and skills necessary for high school equivalency (HiSET), employment, post-secondary opportunities, and economic self-sustainability.

OFFICE ON AGING | A respected national leader and trusted partner to help people aged 60+ meet the challenges of aging.

RESEA | Re-Employment Services and Eligibility Assessments | A program for selected Unemployment Insurance (UI) claimants that includes an in-person review of the claimant's eligibility for UI and a personalized job-search, along with other re-employment assistance.

SNAP E&T | SNAP Employment and Training | Provides Employment and/or Training opportunities for individuals who are determined eligible by the Department of Human Services for the Supplemental Nutrition Assistance Program (formerly known as “food stamps”).

FAMILIES FIRST | Temporary Assistance for Needy Families (TANF) program | A temporary Workforce Development and Employment Program. Focuses on gaining self-sufficiency through employment. Helps participants reach this goal by providing transportation, childcare assistance, education, job training, employment activities, and other support services, if eligible.

JOB CORPS | Program for young adults ages 16-24 designed to connect each participant with the skills and education needed to get the career they want.

TRA | Trade Readjustment Allowances | Income support payments to individuals who have exhausted Unemployment Compensation and whose jobs were affected by foreign imports as determined by a certification of group coverage issued by the Department of Labor.

TAA | Trade Adjustment Assistance | A Federal Program that provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports.

TICKET TO WORK | Specialized job services for beneficiaries of SSI and/or SSDI, looking to re-enter the workforce after the onset of a disability.

ADDITIONAL RESOURCES

GOVERNMENT LINKS

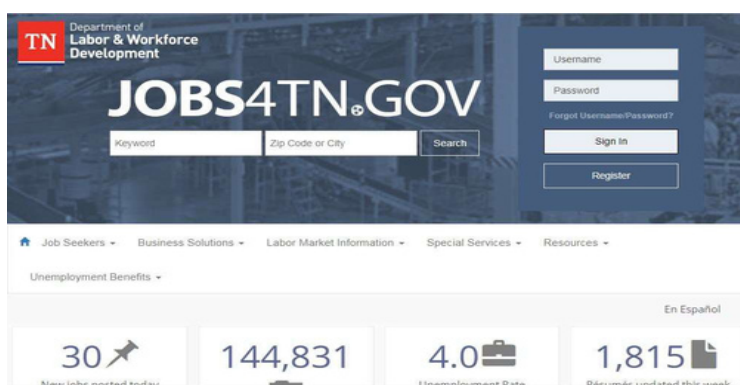
JOB SEARCH

www.indeed.com
www.careerbuilder.com
<https://www.careeronestop.org/>

www.usajobs.gov
www.tn.gov
www.va.gov

FINANCIAL AID

www.fafsa.ed.gov
www.finaid.org



SIGN UP FOR JOBS4TN.GOV | VIRTUAL AJC AT <https://www.tnvirtualajc.com/>

JOB SEARCH | RESUME UPLOAD | VIRTUAL RECRUITER | UNEMPLOYMENT BENEFITS

AJC Chattanooga 5600 Brainerd Rd, Suite A-5 Chattanooga, TN 37411 (423) 894-5354	AJC Athens 410 N. Congress Pkwy Athens, TN 37303 (423) 745-2028	AJC Cleveland 2373 Parker St. E, Unit 209 Cleveland, TN 37311 (423) 790-5552	AJC Dayton 200 4th Avenue Dayton, TN 37321 (423) 570-1107	AJC Marion 5510 US Hwy 41 Jasper, TN 37347 (423) 837-9103
---	--	---	--	--



AmericanJobCenter[®]

Directory of Services for Businesses

JOBS4TN | A virtual recruitment tool where employers can browse the profiles of prospective candidates or post job openings. This digital forum can help connect the more than 350,000 jobs across the State directly to job seekers while aiding in efficient management of responses from the public. <https://www.jobs4tn.gov>

AMERICAN JOB CENTERS | Locations where employers can connect with staff to help identify, attract, and select best-qualified candidates to fill open positions. AJCs offer services to address diverse needs of companies across Tennessee.

MOBILE AMERICAN JOB CENTERS | When access to American Job Center (AJC) locations is limited the Mobile American Job Center can fill in for areas lacking brick and mortar locations; the mobility of the Coach provides access to those with transportation needs, in both rural and urban areas, by bringing job services directly to underserved communities.

VETERAN SERVICES | Hiring veterans can have many advantages for a company. Technological advances in military equipment, and the requisite training provided to maintain this gear, make veterans highly competitive in a broad spectrum of job positions.

WORK OPPORTUNITY TAX CREDIT | WOTC is a federal program, administered by each state, intended to incentivize businesses to hire specific target groups that typically face significant barriers to employment. These target groups include but are not limited to: Supplemental Nutrition Assistance Program (SNAP) benefit recipients, Temporary Assistance for Needy Families (TANF) recipients, veterans, ex-felons, and the long-term unemployed. Within 28 days of the hire date of an individual in one of the categories, an employer can submit an application for the tax credit. If the employee is eligible under the program, then the company can receive a tax credit ranging from \$1,200 to \$9,600, depending on the target group.

APPRENTICESHIP TRAINING GRANT | Given to any Tennessee employer interested in starting an apprenticeship program, or those already authorized as a Registered Apprenticeship Program by the US Department of Labor. The ATG assists companies in entering eligible dislocated workers into apprenticeship training, providing assistance in teaching first or second-year apprentices, and offering guidance to pre-apprenticeship program participants.

ON-THE-JOB TRAINING GRANT | The On-the-Job Training Grant (OJT) encourages employers to hire individuals without prior experience by paying up to 75% of the trainee's wages during a specified training period; to receive this grant the company agrees to continue to employ the trainee upon successful completion of the program.

INCUMBENT WORKER TRAINING GRANT | The Incumbent Worker Training Grant (IWT) is a competitive grant intended to upgrade the skills of existing full-time employees through continued education. This program incentivizes retention of current workers who will become more knowledgeable and productive through skills attainment.

PAID WORK EXPERIENCE | Provides an opportunity for businesses to secure eligible young adults and other individuals with limited work experience to work at no cost to you, including wages and worker's compensation being paid.

LABOR MARKET INFORMATION | Find up-to-date information at <https://www.jobs4tn.gov>

FEDERAL BONDING | Federal Bonding is a program offered to employers who are hesitant to hire applicants based upon involvement in the criminal justice system. The bond insures businesses against employee theft and dishonesty, up to an amount of \$5,000, from the date of hire through the first six months of employment. The Federal Bonding program is at no cost to companies and covers any employer, in any state, for any job position.

RAPID RESPONSE | By law Tennessee employers are required to provide written notice to the Dislocated Worker Unit within 60 days of a mass layoff that affects 50 or more workers. Work Adjustment and Retraining Notification (WARN) notices are then generated, and sent within 48 hours, to the Rapid Response team to mitigate a meeting with businesses to discuss transition services for employees.

VOCATIONAL REHABILITATION | Receive assistance with Americans with Disabilities Act (ADA) Compliance, including training on hiring and interviewing candidates, Disability Etiquette Training, and ADA (Accessibility and Accommodations Surveys) to ensure businesses' compliance with ADA.

ADULT EDUCATION | Can work with Businesses on industry-specific skills in reading, writing, mathematics, OSHA-10, and other industry-required certifications, and can adapt and focus training on whatever the business needs. IELCE (Civics, Citizenship, and English Language Acquisition) assists businesses with employees who need additional training such as soft skills, advancing conversational English, and workplace skills.

TANF | Temporary Assistance for Needy Families Program assists area employers with identifying potential employees who have received work skills and job readiness training. The Work Opportunity Tax Credit (WOTC) is available for businesses that hire individuals from this targeted group to provide possible tax credits.

COURSERA | Provides employees access to the free Coursera platform for professional development. Providing access to the entire catalog of courses and assistance is available to curate specific courses important to their development within your organization. <https://www.tn.gov/workforce/courseera.html>

SENIOR WORK EXPERIENCE (SCSEP) | Provides work-based training for unemployed seniors 55+ who need to update their skills. <https://www.tn.gov/workforce/jobs-and-education/services-by-group/services-by-group-redirect/senior-work-experience-program.html>

CONTACT A BUSINESS SOLUTIONS REPRESENTATIVE

For the Counties of:	Contact:
McMinn, Meigs, Bradley, Polk, and Rhea	Shannon Willis, Shannon.Willis@tn.gov , 423-252-5053
Hamilton, Grundy, Marion, Sequatchie, and Bledsoe	Donald Kilgore, Donald.Kilgore@tn.gov , 423-643-2360

ADDITIONAL RESOURCES

- Work Opportunity Tax Credit: <https://www.tn.gov/workforce/article/work-opportunity-tax-credit>
- Federal Bonding: <http://bonds4jobs.com/>
- Grants for On-the-Job Training, Incumbent Worker Training, and Apprenticeship Training: <https://www.tn.gov/workforce/employers/training-redirect/grants-for-training.html>

AJC Chattanooga 5600 Brainerd Rd, Suite A-5 Chattanooga, TN 37411 (423) 894-5354	AJC Athens 410 N. Congress Pkwy Athens, TN 37303 (423) 745-2028	AJC Cleveland 2373 Parker St. E, Unit 209 Cleveland, TN 37311 (423) 790-5552	AJC Dayton 200 4th Avenue Dayton, TN 37321 (423) 570-1107	AJC Marion 5510 US Hwy 41 Jasper, TN 37347 (423) 837-9103
---	--	---	--	--

SIGN UP FOR JOBS4TN.GOV: CANDIDATE SEARCH, LABOR MARKET INFORMATION, POST JOB OPENINGS

Adult & Dislocated Worker Career Services

SERVICES PROVIDED

The Adult/Dislocated Worker program helps people build skills and get the support they need to find and keep good-paying jobs. It offers career assessments, planning and goal setting, work readiness training, job search support, and training to get in-demand credentials. The program also provides supportive services to help you participate in the activities and find a job, along with long-term case management to help you stay employed if needed.

WHO IS ELIGIBLE

Must be 18 or older and have work authorization in the US. Men must be registered for selective service.

You qualify if you're low income, don't have the resources to overcome employment barriers, or are unemployed and unlikely to return to your previous job or industry.

Staff will verify your eligibility before you can receive services.

HOW TO GET STARTED

Individuals and partners can submit a request through our [Connect With Us](#) link. Staff will get in touch with you to schedule an enrollment appointment and provide you the list of required documents to bring with you.

LOCAL CONTACT(S)

Adult/Dislocated Worker staff are available at six AJC offices: Athens, Chattanooga, Cleveland, Dayton, Jasper, Tracy City.

For more information, stop by or call your closest AJC. Our [website](#) lists addresses and phone numbers.

Partners and individuals can contact:

Nedra Wakefield | 423-643-2335 | nwakefield@edsi.com

Sandy Meeks | 423-643-2354 | smeeks@edsi.com

PROGRAM GOALS

All participants will get and keep a job with sustainable wages; participants receiving training services will build skills and receive an industry-recognized certification or credential.

jobs4tnwfs.tn.gov

secareercenter.org

Business Services

SERVICES PROVIDED

Tailored options available to meet local employers' workforce needs:

- Enhance HR functions with recruitment, screening, and job referral support.
- Assist with job postings and organize targeted hiring events.
- Share information on local and federal resources.
- Provide training services aligned with current industry demands.
- Customize and adapt registered apprenticeship programs.
- Reimburse training costs for both new hires and existing employees.
- Introduce paid internship opportunities.
- Implement workplace-integrated education and training to support employee advancement.

WHO IS ELIGIBLE

Any financially solvent business in our local area with five or more employees, current on tax obligations and unemployment insurance/workers' compensation, and in an in-demand or in-balance industry sector.

HOW TO GET STARTED

Contact local staff or submit a request through our [Connect With Us!](#) link.

LOCAL CONTACT(S)

Jennifer Thacker, Business and Workforce Director
423-408-9573 | jennifer.thacker@tn.gov

Kevin Treadway, Business Services Representative
423-280-8187 | ktreadway@sedev.org

jobs4tnwfs.tn.gov

secareercenter.org

Cleveland State Adult Education

SERVICES PROVIDED

CSCC Adult Education helps students with a High School Equivalency Diploma or skills upgrade in **Bradley, Polk, McMinn, and Meigs** counties. We offer ESL classes to students in Bradley and McMinn. We offer online and virtual classes for all counties. Test prep classes are offered for certain college entrance exams. We provide instruction for HSE's and integrated education training programs in all counties and local area jails. We partner with local employers to provide services that include ABE, ESL, soft skills, and training. We offer a pre-apprenticeship with IUPAT and Cleveland State Workforce Development in McMinn County.

WHO IS ELIGIBLE

All adults, include adults that may need English as a Second Language into our program. Minors aged 16 and 17 may enroll if they meet enrollment criteria.

HOW TO GET STARTED

Contact a Student Support Specialist serving your county listed below or submit a request for services through the [Connect with Us!](#) link.

You'll attend an orientation, take an assessment, and we'll sign you up for classes. Timeline for services depends on the student.

LOCAL CONTACT(S)

Bradley and Polk Counties: Robin Williams or Tammy Duos
 423-614-8763 | rparis01@clevelandstateecc.edu

McMinn and Meigs Counties: Haley Clark
 423-745-5111 | hclark01@clevelandstateecc.edu

WEBSITE

[Cleveland State Adult Education](#)

Grundy County Adult Education

SERVICES PROVIDED

South Central TN Workforce Alliance provides Adult Education services to students in Grundy County. Public classes are available on an “as need” basis, and there are classes for men and women at the Grundy County Jail. Zoom classes are also available upon request.

WHO IS ELIGIBLE

Students must be at least 16 years of age to participate in Adult Education, and they must not be enrolled in school anywhere else. Students who are not 18 years old yet must have permission from a parent or guardian to enroll in Adult Education.

HOW TO GET STARTED

The easiest way to enroll is to call or email Ellie, the Student Coordinator for Grundy County, at the number listed below.

When a student calls or emails to inquire about enrolling, the Student Coordinator will set up an appointment or send the student an online enrollment form. The student will then take an assessment to determine his/her NRS level. The teachers work with the student to develop an individualized learning plan. This process should not take more than a week if the student is available to start

LOCAL CONTACT(S)

Ellie Straughn, Student Coordinator
931-304-3188 | ellie.straughn@sctworkforce.org

WEBSITE

[Southern Middle TN Adult Education](#)

[Facebook](#)

jobs4tnwfs.tn.gov

secareercenter.org

TCAT Athens Adult Education

SERVICES PROVIDED

TCAT Athens Adult Education serves these counties: **Hamilton, Marion, Sequatchie, Bledsoe, VanBuren, and Rhea**. We provide high school equivalency preparation and HiSET testing; basic skills upgrade in math, reading, and writing; workplace learning; employment preparation; integrated education and job training programs. Our services are hybrid, 100% online, or at job sites based on employers' staffing needs. We also offer English language learning for life and workplace, post-secondary education preparation, corrections facilities classes inside jails in all of our counties.

WHO IS ELIGIBLE

Participants must be at least 16 years old. Minors under age 18 are required to have completed paperwork from parents and the local school system.

HOW TO GET STARTED

Contact a Student Support Specialist serving your county listed below or submit a request for services through the [Connect with Us!](#) link.

You'll attend an orientation, take an assessment, and we'll sign you up for classes. Timeline for services depends on the student.

LOCAL CONTACT(S)

Chattanooga 423-682-7059

Dayton 423-285-5565

Toll Free 866-788-7944

WEBSITE

[TCAT Athens Adult Education](#)

jobs4tnwfs.tn.gov

secareercenter.org

Employment Services

SERVICES PROVIDED

Employment Services staff provide job search, job referral, and job placement services. Career counseling, assessment, and occupational and labor market information services are also provided. Employment Services staff assist groups of workers who are traditionally underrepresented in a given occupation.

WHO IS ELIGIBLE

Everyone! There is no eligibility criteria for Employment Services as long as participants have authorization to work in the US.

HOW TO GET STARTED

Contact a Career Specialist at the Chattanooga AJC and the Athens AJC in person, by phone, or via electronic link.

LOCAL CONTACT(S)

Athens American Job Center
410 Congress Pkwy N | 423-745-2028

Chattanooga American Job Center
5600 Brainerd Road Suite A-5 | 423-894-5354

[Connect With Us!](#)

PROGRAM GOALS

Improve the functioning of the nation's labor markets by bringing together individuals seeking employment with employers seeking workers.

WEBSITE

[Virtual American Job Center of Tennessee](#)

jobs4tnwfs.tn.gov

secareercenter.org

INSPIRE

SERVICES PROVIDED

INSPIRE helps transition age youth and adults who are recovering from substance use disorder, impacted by substance use or the criminal justice find and maintain good-paying jobs. INSPIRE staff provide a continuum of care to support and follow each individual through the recovery process and into the workforce, offering:

- Wraparound case management support
- Career assessments
- Job Search and interview support
- Soft skills training
- Financial education
- Referrals to community supports
- As-need individualized supports

INSPIRE also offers support to employers that are second chance friendly, connecting recovery employees to resources to address barriers by facilitating access to treatment, peer support, healthcare services, transportation, housing, education, and workforce training.

WHO IS ELIGIBLE

Anyone 18 years of age or older, active in their recovery process with employment barriers, looking for full-time employment.

HOW TO GET STARTED

Submit a request for services through the [Connect with Us!](#) link or call an INSPIRE team member. We'll set up an in-person meeting with the person seeking services.

LOCAL CONTACT(S)

Alicia Zuidema, Recovery Success Specialist
 931-636-5116 | azuidema@sedev.org

Persevere

SERVICES PROVIDED

Persevere provides technology classes, job placement assistance, mental health services, referrals to community supports, career readiness and life skills, financial education and support, and case management. Persevere currently offers the following training programs:

- CompTIA Networking+
- CompTIA Security+
- AWS Cloud Services
- Data Analytics
- Project Management
- Microsoft Office
- Front End Development

WHO IS ELIGIBLE

- 18 years or older
- Possess a high school diploma, GED/HiSET, or more
- Must be one of the following: justice impacted, justice involved, OR at or below poverty level

The ideal candidate faces employment barriers and needs upskilling to get a living-wage job.

HOW TO GET STARTED

Complete the online application at

<https://www.perseverenow.org/for-applicants/> and write a brief essay explaining how you believe this program will impact your life.

Partners can refer participants via email to Jenna Weber, the Persevere Enrollment Coordinator at jweber@perseverenow.org

LOCAL CONTACT(S)

Alexis Tressler, Program Services Coordinator

877-260-7299 ext 210 | atressler@perseverenow.org

Stacey Books, Director

877-260-7299 ext 0 | sbooks@perseverenow.org

PROGRAM GOALS

Reduce recidivism, increase employment, and increase the average wages for adults facing barriers to employment through technology classes, networking, career readiness, life skills training, and job placement assistance.

WEBSITE <https://perseverenow.org>

jobs4tnwfs.tn.gov

secareercenter.org

SNAP Employment & Training

SERVICES PROVIDED

The SNAP Employment and Training (E&T) program helps people reach their job goals and become more independent. It offers education, job skills training, and other support services. SNAP E&T can help with adult education or HiSET, job training, and job search skills. They might pay for things like tuition, books, tools, and uniforms needed for training. They also offer help with transportation and childcare. If you get a job after being in the program, SNAP E&T might still help you keep your job if you qualify.

WHO IS ELIGIBLE

Must be at least 16 years old, receiving SNAP, willing and able to work. People currently receiving TANF are not eligible to participate.

Eligibility is determined by the Department of Human Services (DHS).

HOW TO GET STARTED

Contact the SNAP E&T Coordinator in your county or ask your case manager for a referral. DHS will check if you are eligible and let the SNAP E&T Coordinator know, who will then get in touch with you.

SNAP E&T usually needs about 3 weeks to get you enrolled and funded before your training starts.

LOCAL CONTACT(S)

Marion, Grundy, Sequatchie, Hamilton, Bledsoe Counties:

Paula Shadrick - 423-642-2361 - paula.shadrick@tn.gov

Bradley, McMinn, Meigs, Polk, Rhea Counties:

Joella Holland - 423-341-4360 - joella.holland.tn.gov

WEBSITE



jobs4tnwfs.tn.gov

secareercenter.org

Vocational Rehabilitation

SERVICES PROVIDED

- Post-secondary education assistance
- Uniform/Wardrobe
- Job readiness training
- Supported employment
- Job development & placement services
- Assistive technology
- Vehicle modification
- Business services
- Community services
- Transportation

WHO IS ELIGIBLE

An individual who has a qualifying disability that is a barrier to employment and wants to find employment.

HOW TO GET STARTED

Call 833-772-8347 or submit a request for services through the [Connect with Us!](#) link.

Eligibility determination can take up to 60 days and consists of an application appointment and disability documentation or evaluation.

After eligibility is approved, the counselor will work with the individual to develop an individualized plan for employment, which can take up to 90 days.

LOCAL CONTACT(S)

Corey Raburn, Regional Manager
 423-892-6710 | corey.b.raburn@tn.gov

PROGRAM GOALS

90 days of successful employment.

WEBSITE

[Vocational Rehabilitation](#)

Youth Program

SERVICES PROVIDED

Youth Services staff focus on helping youth, ages 16-24, explore different career opportunities and gain skills and knowledge to onramp to career track employment. Services provided include vocational training and certification, career exploration, education advancement, paid work experience, work readiness training, career coach support, and supportive services.

WHO IS ELIGIBLE

Youth between 16-21 who are in school, low income, and have one or more barriers OR Youth between 16-24 who are not attending school, and have one or more barriers.

Program barriers: school dropout, foster youth, basic skills deficient or English language learner, justice involved, pregnant or parenting, individual with a disability, housing insecure.

HOW TO GET STARTED

Young people and partners can submit a request through our [Connect With Us](#) link. Staff will get in touch with you to schedule an enrollment appointment and provide you the list of required documents to bring with you. Young people can also call the Youth staff in their local area - contact information is below.

LOCAL CONTACT(S)

Maty Partin, Youth Lead 423-424-4240

Bledsoe & Rhea County Youth: 423-570-1107

Marion & Sequatchie County Youth: 423-541-9226

Grundy County Youth: 931-592-0883

Hamilton County Youth: 423-424-4211

McMinn, Meigs, Polk, & Bradley County Youth: 423-252-5055

PROGRAM GOALS

All participants will get and keep a job with sustainable wages or enter career pathway post-secondary education that results in an industry-recognized certification or credential.

WEBSITE

<https://secareercenter.org/youth-services/>

jobs4tnwfs.tn.gov

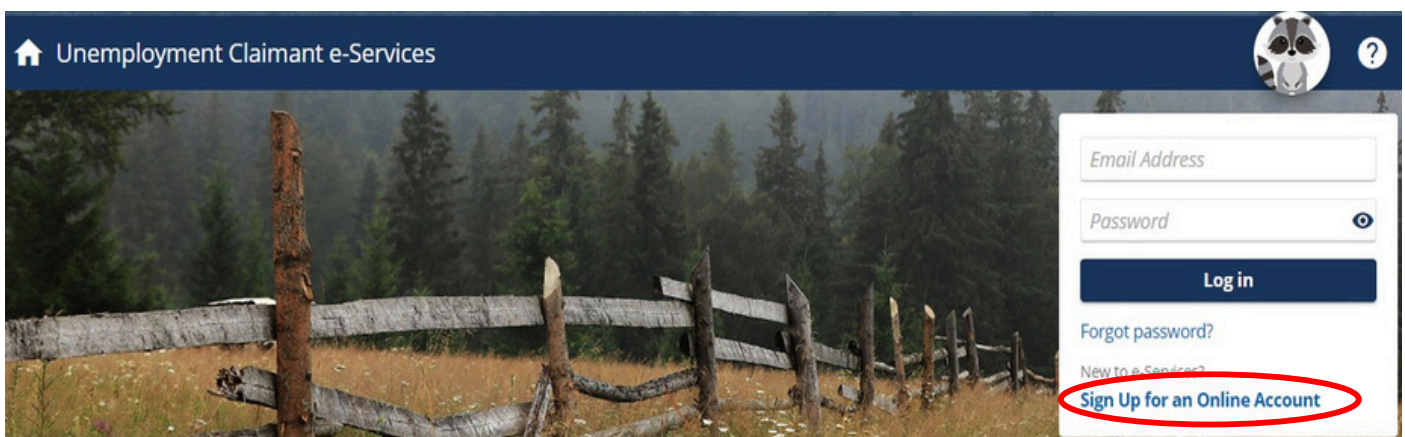
secareercenter.org



Register for Unemployment Claimant e-Services Account

The Tennessee Department of Labor and Workforce Development is proud to introduce our new Unemployment Claimant e-Services system starting February 20, 2024. The new system will be a one-stop destination for all unemployment benefit related services including Tennessee Unemployment Benefits application.

All individuals who need to access Unemployment benefit information, including claim filing and certification, can still navigate to [Jobs4TN.gov](https://www.jobs4tn.gov) to get started creating a new Unemployment Claimant e-Services account.



Individuals will need to gather the following information before creating an Unemployment Claimant E-Services Account to ensure a quick and easy account creation process.

- Social Security number, date of birth, driver license or state ID, and alien registration number (for non-US citizens).
- Residential and mailing address.
- Cell or home phone number for authentication and to receive calls from the department.
- Email address for electronic communication and account access. Please use an established email account. **You may sign up for a personal email on Gmail, Hotmail, iCloud, or any other free email service.**

Unemployment Claimant E-Services will send you an email verification to the email provided as part of a two-factor identification process.

Date of Birth

Email Verification

A security code has been sent to your email for verification. Enter the code in the field below and then select Next.

Security Code *

Required

[Request Another Security Code](#)

Important: Your profile will not be complete until you verify your email address.

Once you have verified your email and all account steps have been completed the system will display a confirmation page that contains a confirmation number and the date and time your account was submitted. The system will give you the option of printing this confirmation page.

Confirmation

Your **Online Account Registration** has been submitted successfully.

Your confirmation number is **0-000-016-978**.

Date Submitted: 8/8/2023 11:44:33 AM.

Please note, **this does not mean you have submitted an unemployment benefit claim.**

If you wish to file a claim for unemployment benefits, you may do so through your online account.

If you have additional questions concerning your request, please contact us.

Tennessee Department of Labor and Workforce Development

Phone: **(844) 224-5818**

The new help function is located on every screen of Unemployment Claimant e-Services site. During the registration process if you need help with general topics find the racoon at the top of the page for frequently asked help questions.





File an Unemployment Claim

- Gather documentation before you start the filing process.

Here's what you'll need to continue. Please have everything ready before you begin.

- Employer contact information, the reason you stopped working, and occupational details for any employer you worked for in the last 18 months.
- Information regarding your eligibility for benefits and citizenship status
- Your checking or savings routing and account number if you want us to deposit your benefits directly into your bank account.

- Log into your Unemployment Claimant e-Services Account with the email address and password you created during account registration.

- On the bottom right hand corner of the main E-Service dashboard, select the hyperlink showing **"File an Unemployment Claim"**

- The system will ask for you as the applicant to verify your Social Security Number for identification purposes.

Identity

You need to start with your Social Security # because protecting you and your personal information is important to us. *

Required

- The system will pull all reported Tennessee Wages for the base period over to the claim to help you report your most recent work history. You will be required to enter a work history for all employers for the last eighteen (18) months.

Employment History

We have retrieved your known employment since April 1, 2022.

To complete your employment history:

- Select each employer's name below to answer some questions regarding your employment there.
- If you do not see an employer that you have worked for since April 1, 2022, add that employer with the Add Employer button.
- After you have finished adding and answering questions about all jobs you have had since April 1, 2022, use the Next button to continue.

- Your previous employer(s) will likely already be populated in the history grid. Select the name of the employer showing to complete your work history for that employer. If you need to manually add an employment history, select the **"Add Employer"** link and search for the employer you wish to add by name.

We have retrieved your known employment since April 1, 2022.

To complete your employment history:

- Select each employer's name below to answer some questions regarding your employment there.
- If you do not see an employer that you have worked for since April 1, 2022, add that employer with the Add Employer button.
- After you have finished adding and answering questions about all jobs you have had since April 1, 2022, use the Next button to continue.

Employers

Name	Address	Employer Type
There are no employer records.		

[+ Add Employer](#)

- The system will require you to review all information that was reported before you can submit your information.

Regular Unemployment Insurance Claim

Child Support States Benefit Rights Information Payment Tax Withholding Summary

Summary

You are not yet done. Review the information below, then click Submit when ready.

- Once you have reviewed the provided information and hit submit the system will display a confirmation page that contains a confirmation number and the date and time your account was submitted. The system will give you the option of printing this confirmation page. You will be able to print or save this page for your records.

Confirmation

Your **Unemployment Benefit Claim** has been submitted successfully.

Your confirmation number is **0-000-044-920**.

Date Submitted: 8/8/2023 10:33:47 AM.

THE NEXT STEPS:





File a Weekly Certification

On the e-Services home screen, we can see a certification needs to be filed. To start the certification process, click the blue “File Now” next to the certification notification.

The screenshot shows the user's profile for DONALD DRAPER (***-**-3333) at 220 FRENCH LANDING DR, NASHVILLE TN 37243-1002. Under 'Claimant Services', there are links for 'File a Disaster Unemployment Assistance Claim', 'File an Unemployment Claim', and 'Send a Message to the Agency'. The 'Current Unemployment Benefits' section shows benefits beginning on December 17, 2023, with 25.00 weeks remaining and \$5,275.00 remaining. A notification for the week of January 6, 2024, is in an 'Awaiting Certification' status with a 'File Now' button. Below it, a notification for the week of December 30, 2023, shows a payment of \$190 initiated on January 7, 2024.

After reading the disclaimer, check the box at the bottom of the screen to confirm you understand the information provided.

and/or has separated from work.
 Failure to report earnings on your certification could result in an overpayment of benefits, which you would be required to repay.
 A determination that you committed fraud could lead to an investigation and criminal charges. If an overpayment is found to be a result of fraud:

- You will be disqualified from receiving unemployment benefits for 52 weeks
- You will be referred for legal action, such as investigation and/or prosecution
- Liens will be assessed
- Your federal income tax refunds will be garnished

I have read and understand the information regarding potential fraud penalties and my responsibility to report any wages earned on my weekly certification. *

Answer the question presented on the **Weekly Certification** screen then click **Next**.

Weekly Certification Questions
 The following questions apply only to the week of **Sunday, Dec 31, 2023** through **Saturday, Jan 6, 2024**.

Did you do any work during the week of **Sunday, Dec 31, 2023** through **Saturday, Jan 6, 2024**? *

Yes No

Did you receive any holiday pay? *

Yes No

Did you receive any vacation pay? *

Yes No

Did you refuse any job offers during this week? *

Yes No

Did you begin receiving an employer pension or any other pension (excluding social security benefits) during this week? *

Yes No

For the week, were you able and available and did you complete your **three** required job searches as directed by the department? *

Yes No



File a Weekly Certification

If needed, enter your job search log by clicking the blue hyperlink [“Add a job search”](#). Once finished entering all your jobs searches for the week click **“Next”** at the bottom right hand side of the page.

Job Searches

Unless waived, you must complete at least three job search activities each week in order to be eligible for payment. These job search activities are meant to help you return to work before your benefit amount expires.

Examples of job search activities include:

- Applying or interviewing for a job
- Contacting an employer, whom you believe may have available work

You reported that you searched for job during the week of **Sunday, Dec 31, 2023** through **Saturday, Jan 6, 2024**.

Please provide details of your three required job searches. *

Employer Name	Application Date
+ Add a Job Search	

You will be prompted to review your information. Once you verify all your provided information is true and correct, sign your name at the bottom of the screen then hit **Submit**.

Signature

I certify that the information I have provided on this Unemployment Compensation certification is true and accurate to the best of my knowledge and belief. I understand that these statements are made under the penalty of perjury and that any intentional misrepresentation is considered fraud. If I am found to have committed fraud, I understand that I may be subject to benefit overpayment, and penalties up to and including criminal prosecution. *

Required

Cancel

< Previous

Submit



TDLWD UI Division

Unemployment Insurance Benefits

Tennessee Department of Labor and Workforce Development
Division of Employment Security
TUC WORK SEARCH LOG

You must make (4) different work searches each week you claim benefits.

You must document work search activity each week by completing a TUC Work Search Log. You may log into www.jobs4tn.gov to search for work online. This activity can be used when completing your TUC Work Search Log. **If you give false information about your work search activity you may lose your benefits.** Copy this form as needed and document all your job search contacts for the length of your job search. Retain copies of TUC Work Search Logs for your records for at least (3) years after your benefit year ends. You must provide copies of your TUC Work Search Log to TDLWD upon request. List all employers you have contacted each week. If you applied online and received a confirmation notice, you are encouraged to print and save this document with your work search log. Print your name and last (4) of your social security number on each TUC Work Search Log.

Name: _____ Last (4) SSN: _____

Week Beginning Sunday (MM/DD/YY) _____ through Saturday (MM/DD/YY) _____

DATE OF CONTACT MM/DD/YY	BUSINESS NAME, ADDRESS AND PERSON'S EMAIL OR WEB ADDRESS	PERSON'S NAME, TITLE AND PHONE NUMBER	METHOD OF CONTACT	JOB APPLIED FOR	RESULTS OR FOLLOW UP ACTION **
	1. Business Name and Address Email or Web Address	Name Title Phone Number			
	2. Business Name and Address Email or Web Address	Name Title Phone Number			
	3. Business Name and Address Email or Web Address	Name Title Phone Number			

	4. Business Name and Address Email or Web Address	Name Title Phone Number			
--	--	---------------------------------------	--	--	--



Virtual OneStop[®] for Individuals Quick Reference Card

In This Quick Reference

Welcome to the Virtual OneStop[®] system. In this quick reference guide, job seekers will...
Get step-by-step instructions to:

- Set up a new account and sign in
- Understand the basics of the user interface, including menus and dashboard
- Add your personal and background information
- Create résumés
- Search for jobs and filter and sort your results
- Set up automatic job search alerts
- Apply for jobs

Learn where to go in the system to:

- Apply for unemployment insurance benefits
- Explore federal and local government services and programs you may be eligible for
- Find scholarships or other financial aid you may be eligible for
- Figure out which career or occupation to pursue
- Complete skills and tools assessments
- Explore training, education, or licensing/certification options for your career
- Research employers and the job market
- Find employment recruiting events
- Create cover letters and prepare for interviews
- Brand yourself as a stand-out job candidate to employers (Smart Seeker)
- Get online assistance for using the system
- *For in-depth coverage of these topics and more, see the VOS Individual Services User Guide. Contact your local One-Stop Career Center to receive a copy in PDF format.*

Note:

Setting Up a New Account

You will be required to set up login credentials and provide basic personal information in order to use the system to its full advantage. The more information you can provide, the more system features you will have at your disposal.

To create a new account:

1. On the site home page, click the Sign In button in the upper right corner (see figure below).



Sign In Button

2. Under Option 3 – Create a User Account, click the Individual link.
3. Fill in all required (*) fields on all pages. Be sure to write down your user name and password for future logins.

Note: Fields will vary depending on your site configuration, but they always include creating a unique user name and password. Your site may be configured for accepting a 4-digit PIN for added security.



4. Click the Finish button on the last page. When the “What would you like to do next?” page displays, your account is created and you are signed in. Options on this page will vary depending on your site configuration.


Signing in to Your Account

□ To sign in to your account:

1. On the site home page, click the Sign In button in the upper right corner.
2. In the Option 1 – Already Registered section, enter your Username and Password.
3. Name and Enter the case sensitive CAPTCHA code.
4. Click the Sign In button. Your dashboard displays.

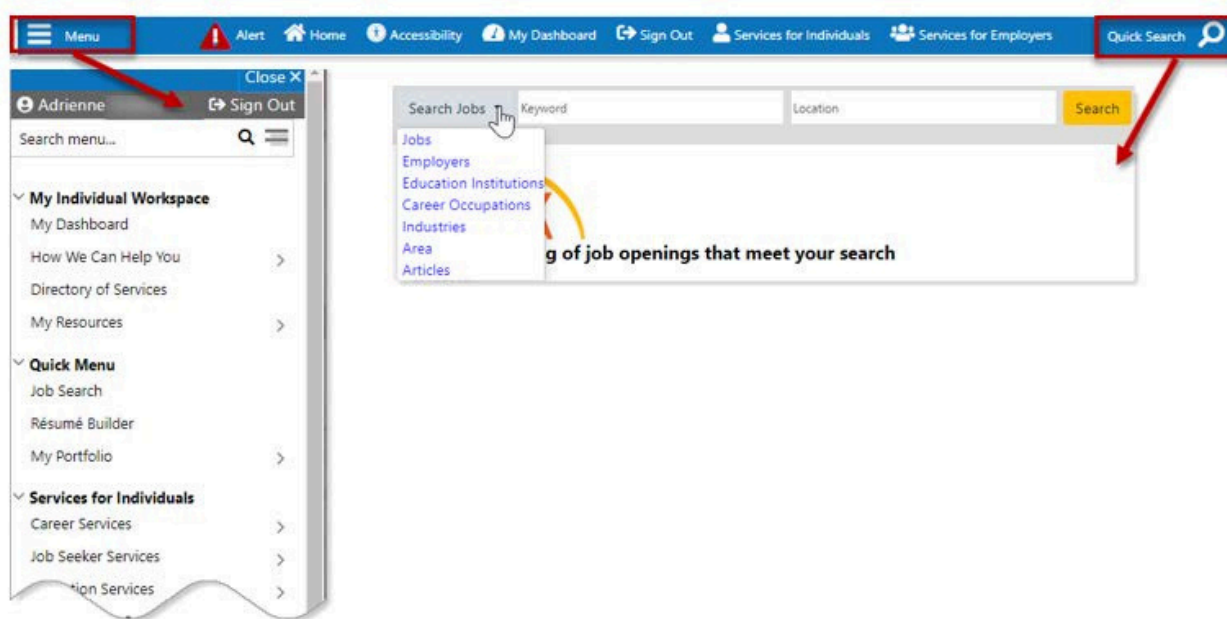
Note: If you forgot your user name and/or password, click the [Retrieve User Name or Password link](#), and then select your desired retrieval option.

Getting Help

Wherever you see the information icon  on a page, you can click it to display help text for that section in a pop-up window.

Accessing the Menus and Quick Search

The top menu bar appears on every page of the system. You can access two key features from here: the left navigation menus to access all features and the Quick Search fields to find jobs and other important resources. These are briefly described below.



Top Menu Bar, Left Navigation Menus, and Quick Search Fields

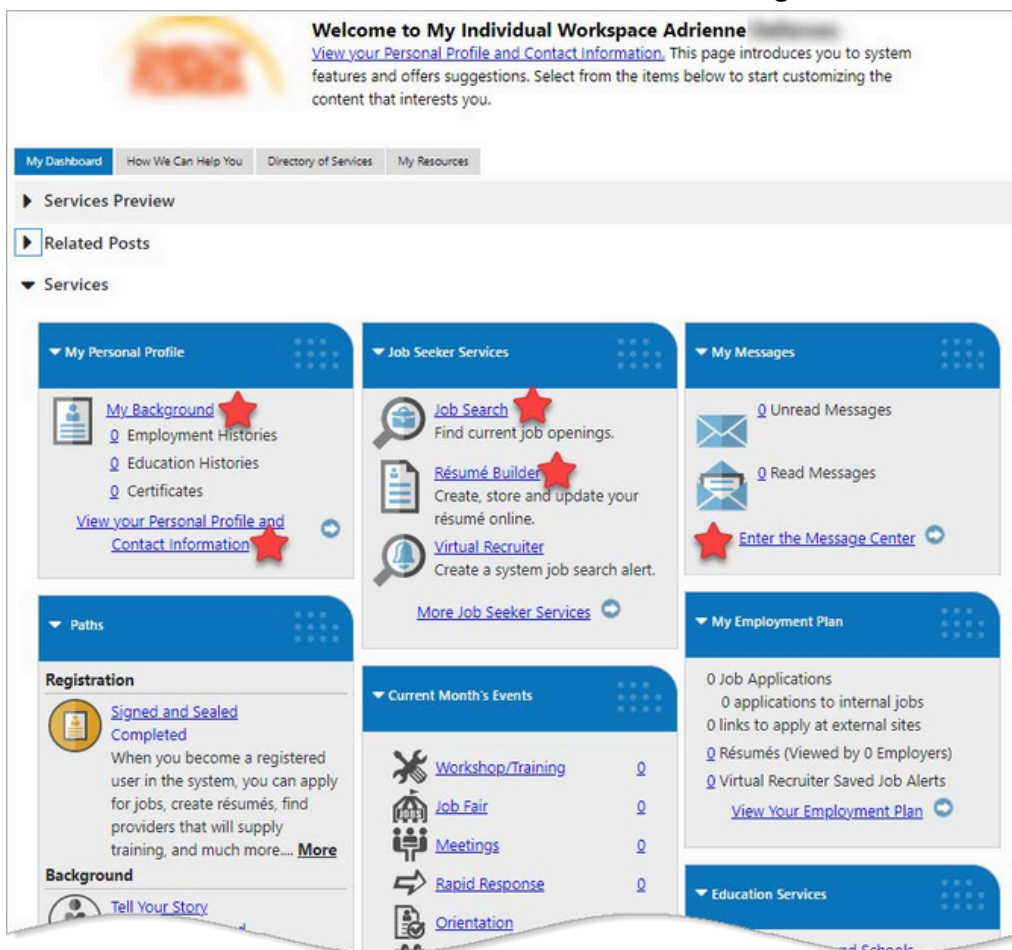
- Menu – (sometimes called a “hamburger menu”) Displays/hides the left navigation menu. Click on the right arrow > on the menu to view options within that menu group. When you click on an option, the menu retracts and the selected page is displayed. Many of these options are also available as widgets on your dashboard (see figure below).
- Quick Search – Displays search fields, from which you can search for jobs, employers, education institutions, career occupations, and more.



- To configure your left navigation menus:
 1. In the footer at the bottom of any page, click [Page Preferences](#)
 2. In the pop-up window that opens, under the Navigation Menus heading, click the [Click Here](#) link.
 3. On the Menu Configuration page that displays, you can:
 - a. Specify if you want each menu group to be *Expanded* (show sub-options), *Collapsed* (show heading only with ability to expand options), or *Not Displayed* at all.
 - b. Rearrange the order of the menu groups by dragging and dropping the menu bars using your mouse.
 4. Click the Save button to save your changes.

Exploring Your Dashboard

From your Dashboard, you can use the widgets to access all the key features you'll need to prepare your background information, search for and apply for jobs, research education services, and access your messages (see figure below). Most of these features are also accessible from the left navigation menus.



My Dashboard Widgets with Key Features Highlighted

- To configure your dashboard widgets:
 1. At the bottom of the dashboard, click the [Configure Dashboard Widgets](#) link.
 2. On the configuration page that displays, check or uncheck the boxes for the widgets you want to appear on your dashboard, and then click the Save button to save your changes.



3. To rearrange where the widgets appear, you can:
 - a. Follow the on-screen instructions on the configuration page to use the keyboard to move widgets between the three columns, and then click the Save button to save your changes.
OR...
 - b. On the dashboard page itself, mouse over the widget heading bar until the cursor changes to a 4-sided arrow, and then use your mouse to drag and drop widgets where you want.

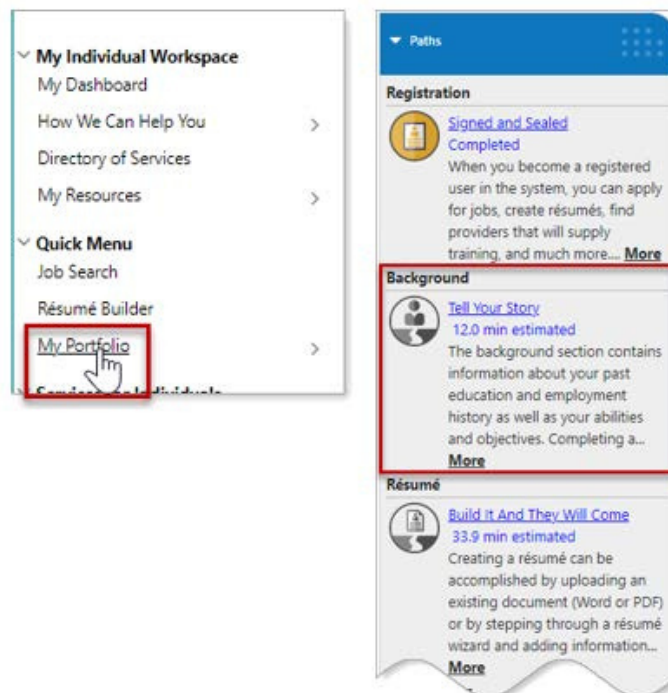
Entering Your General and Background Information

To simplify tasks later on when using the system, it is important to complete the information about yourself and your skills, education, and employment background. Some of this information was gathered during your registration and can be used later to create résumés and job applications and to apply for government programs.

□ To complete your general and background information:

1. From the Quick Menu group, click My Portfolio □ Personal Profile .

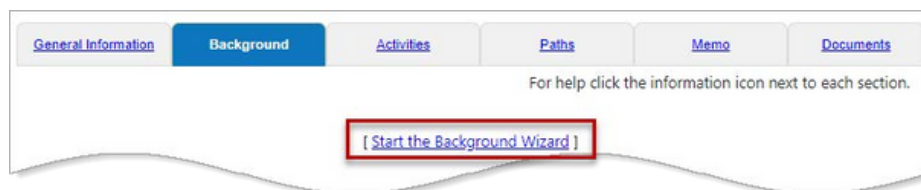
Note: You can also get to your Personal Profile and the General Information and Background tabs from the Paths widget on your dashboard (see figure below).



My Portfolio Option in Quick Menu Group and Background Section of Paths Widget


The General Information tab of your personal profile will be active. Much of this data was gathered during your registration.

2. Complete any blank fields on the General Information tab as desired and then click the Save button.
3. Click the Background tab and then click the Start the Background Wizard link (see figure below) to step through each section, including Education History; Occupational Licenses, Certificates and Training; Employment History; Job Skills; Tools and Technology; Résumé Items; References; and Additional Employer Searchable Items, such as Desired Occupation.



Background Wizard Link

4. Complete all required fields and any additional information as desired on each page of the wizard.
5. Click the Finish button on the last page.

 *Tip: Your next best step is to create a résumé. Not only can you use it to apply for jobs, but registered employers can also find you when searching for candidate résumés. See “Creating a Résumé” below for instructions.*

What's Next to Reach Your Goals?

Use the list below as your high-level “roadmap” for navigating the system to complete your desired activities. It will lead you to the places in the system where you can find the information or complete the tasks you need to achieve your goals.

Note: You can find step-by-step instructions for key tasks later in this quick reference guide. You can also create your own personalized Activities list to keep track of your progress. See “Creating Your Personalized Activities List” later in this guide. For some activities—or if you need more help using the system—you may need to visit your local One-Stop Career Center for assistance.

How to Get to Key Places in the System

All paths below start from the menu groups in the left navigation menu, though you can also access most of these from the widgets on your dashboard. Some options may not be available due to your site configuration.

Find a Job

Create a Résumé

- From the Quick Menu group, click Résumé Builder. See “Creating a Résumé” below for step-by-step instructions.

Search for Jobs

- From the Quick Menu group, click Job Search. See “Searching for Jobs” later in this guide for step-by-step instructions, and also “Managing Job Search Results”.

Set up a Job Search Alert (Virtual Recruiter)

- From the Services for Individuals menu group, click Job Seeker Services▢Virtual Recruiter. See “Creating a Virtual Recruiter Job Search Alert” later in this guide for step-by-step instructions.

Research Employers

- From the Services for Individuals menu group, click Job Seeker Services▢Employers to search for employers using various criteria.

Find Employment Recruiting Events in Your Area

- From the Other Services menu group, click Appointment Center▢Events Calendar to search for events you’re interested in (Event Category).

Apply for Jobs

- Do a job search (see above), then click on a job you want to apply for. See “Applying for a Job” later in this guide for step-by-step instructions.

Create a Cover Letter for a Specific Job Application

- From the Services for Individuals menu group, click Job Seeker Services▢Letter Builder to create and manage your letters.



Prepare for an Interview

- From the Services for Individuals menu group, click Job Seeker Services □ 10 Steps to read interviewing tips along with lots of other job seeking best practices.

Get Financial Assistance or Other Benefits

See What Federal Assistance Programs You May Be Eligible For

1. Make sure all your General and Background information is complete in the system. See “Entering Your General and Background Information” earlier in this guide.
2. From the Services for Individuals menu group, click Community Services and Benefits □ Eligibility Requirements to learn about programs you may qualify for based on your answers to some questions.
3. To apply for any federal assistance programs, you will need to visit your local One-Stop Career Center.

Apply for Unemployment Insurance Benefits or Check Your Claim Status

- If your state has the *Unemployment Services* module, from the Services for Individuals menu group, click Unemployment Services □ File a Claim to begin the process
OR...
- If your state uses another unemployment system, or you need help using the Unemployment Services features, you’ll need to contact your local One-Stop Career Center for assistance.

Find Educational Scholarships You Might Qualify For

- From the Services for Individuals menu group, click Education Services □ Scholarship Search.

Research Sources of Educational Financial Aid

1. From the Services for Individuals menu group, click Education Services □ Financial Assistance Links.
2. Click a desired link to learn more (links to external websites).

Identify an Occupation/Career to Pursue

Assess Your Skills and Preferences

1. From the Quick Menu group, click My Portfolio □ Self Assessment Profile.
2. Click on each tab title link to enter or change information about your job skills, personal skills, work interests and values, and the tools and technology you have experience with.
3. To do all five assessments from one page, click the Multiple tab. From this tab, you can find matching occupations based on your assessment results.

Research Occupations

- From the Services for Individuals menu group, click Career Services □ Career Informer to display the Occupations search page, where you can look up occupations using numerous criteria. (This is the same as selecting LMI Services □ Occupation Profile from the same menu group.)

Match Up Your Skills and Preferences with Occupations to Find the Ideal Career

- From the Services for Individuals menu group, click Career Services □ Career Explorer and explore the links.

Research the Job Market for Your Geographic Area/Occupation

- From the Services for Individuals menu group, click Labor Market Services □ Labor Market Facts to explore a wealth of LMI data for any area you specify, or select a profile to see a summary of LMI data for a specific geographic area, an occupation type, or an education type.

Get Training, Education Credentials, or Licensing/Certification for Your Career

Find Free and Online Learning Resources

1. From the Services for Individuals menu group, click Education Services □ Online Learning Resources.
2. Click a desired link to learn more (links to external websites).



Research Training Providers

- From the Services for Individuals menu group, click Education Services □ Training Providers and Schools to search or browse alphabetical listings by area.

Research Training/Educational Programs

- From the Services for Individuals menu, click Education Services □ Training and Education Programs to search or browse alphabetical listings by area.
OR...
- To browse more specific program listings, click Education Services □ Education Profile Informer.

Creating Your Personalized Activities List

You can get to all the places in the system listed in the previous section—and more!—by using the Activities tab from your Individual Profile.

Your Activities page will maintain the list of activities suggested for you based on your answers to the questions presented, and you can keep track of your progress using the Complete checkboxes.

Tip: You can access the same areas of the system that appear on the Activities page by exploring the options in the following menus of the Services for Individuals group: Career Services, Job Seeker Services, Education Services, and Community Services.

□ To access your Activities list page:

1. From the Quick Menu group, click My Portfolio □ Personal Profile □ Activities tab.
2. Click the Add / Modify Activities button to display a page of activity categories you may be interested in.
3. Check all that apply and click Next.
4. Click Yes for all questions that apply to you and then click Next.

You've now created your Activities list (see figure below) that you can return to at any time to begin an activity by clicking on a link, or mark as complete by checking the box.

Activity	Complete	Select
see background information on choosing a new career or occupation.	<input type="checkbox"/>	<input type="button" value="Select"/>
identify your occupational skills and strengths.	<input type="checkbox"/>	<input type="button" value="Select"/>
identify occupations similar to yours that match your skills and strengths.	<input type="checkbox"/>	<input type="button" value="Select"/>
identify and analyze occupations based on wages, experience, and education.	<input type="checkbox"/>	<input type="button" value="Select"/>
see detailed information on specific occupations.	<input type="checkbox"/>	<input type="button" value="Select"/>
see background information on how to conduct a job search.	<input type="checkbox"/>	<input type="button" value="Select"/>
see detailed information on employers.	<input type="checkbox"/>	<input type="button" value="Select"/>
see listings of jobs currently available.	<input type="checkbox"/>	<input type="button" value="Select"/>

Personalized Activities List



Key Tasks for Job Seekers

Creating a Résumé

Tip: If you previously completed Background information for your personal profile, the Résumé Builder will incorporate this information so you don't have to re-enter it. In most parts of the Résumé Builder, you can choose to have the system update your background data if you change or add it on the résumé.

□ To create a comprehensive résumé using the interactive Résumé Builder:

1. From the Quick Menu group, click Résumé Builder.
2. Scroll down to the Résumés tab, and click the Create new Résumé thumbnail image.
3. Enter a Résumé Title.

Tip: To get employers' attention, create résumé titles that reflect your desired occupation, as the title is a searchable field. Omit personally identifying information, like your name, from the title.

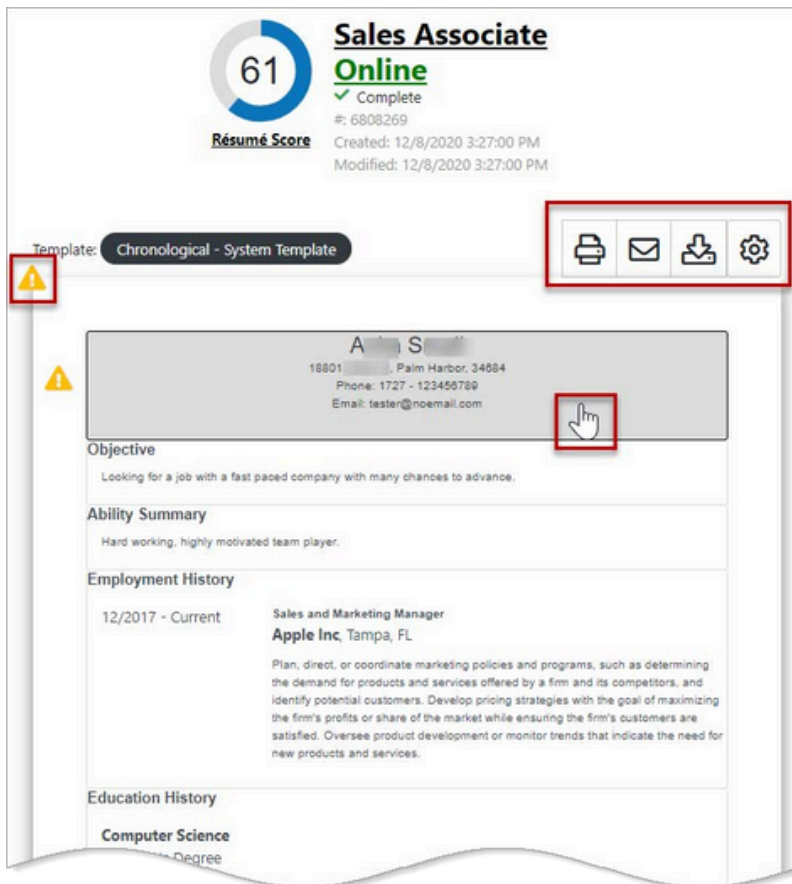
4. Specify if you want to allow employers to view your résumé as soon as you save it.
Note: If you select "Online", but you create your resume with required fields still incomplete, the résumé will remain Offline until you add those fields.

Tip: Selecting 'Allow...' will give you the greatest visibility, however, if you choose 'Hide,' you can still use your résumé to apply for jobs. You can change this response later, if desired.

5. Choose how you want to create your résumé:

- Comprehensive – Visually update each résumé section. Requires the most time and effort, but employers are most likely to find this résumé type. (This procedure covers the comprehensive option.)
- Upload – Automatically transfers text from a résumé file you upload (Word or PDF format) to add to your existing background data. This method saves time, but you will be prompted to identify extracted segments of the upload file to be used, and complete any missing information.
- Duplicate a résumé in our system – Creates a duplicate résumé from a previously created one that you can then modify. This is the quickest method, but requires an existing résumé (this option only displays if you have an existing résumé already saved in the system).

6. Click Save. The interactive Résumé Builder displays your résumé page pre-filled with information from your General and Background Information tabs (see figure below).



Sales Associate
Online
 Complete
 #: 6808269
 Created: 12/8/2020 3:27:00 PM
 Modified: 12/8/2020 3:27:00 PM

61
Résumé Score

Template: Chronological - System Template

18801 [redacted], Palm Harbor, 34684
 Phone: 1727 - 123456789
 Email: tester@noemail.com

Objective
 Looking for a job with a fast paced company with many chances to advance.

Ability Summary
 Hard working, highly motivated team player.

Employment History

12/2017 - Current **Sales and Marketing Manager**
Apple Inc, Tampa, FL

Plan, direct, or coordinate marketing policies and programs, such as determining the demand for products and services offered by a firm and its competitors, and identify potential customers. Develop pricing strategies with the goal of maximizing the firm's profits or share of the market while ensuring the firm's customers are satisfied. Oversee product development or monitor trends that indicate the need for new products and services.

Education History


Computer Science
 Degree

Résumé Builder Page

7. From this visual representation of your résumé, you can perform the following actions:

- Update a section – Mouse over the desired section (which changes color and the cursor changes into a hand; see above in the Contact section), and click in it. This opens a page from which you can select to add a new entry and save it your résumé (and update your background data, if desired).
 - Change the look of the résumé – Click the gear icon to the above right of the résumé body. This opens an Edit Template section to the right of (or below on smaller screens) the body of the résumé, where you can rename, move, or hide sections; and change style formatting for all sections or only for specific sections of your résumé. Click the gear icon again to hide the Edit Template section.
- Note: If you wish to modify a System Template, you must save it as a custom one under a new name.*
- Change the résumé style template – (e.g., from Chronological to Functional) Click the black template indicator text above left of the résumé body and click on a thumbnail to choose a new résumé style.
 - Check for tips to improve the résumé score – Click on a yellow triangle icon in a section to see suggestions for improving that section. To see the complete scorecard, click either the Résumé Score link or score ring graphic to the left of the title.
 - Print, email, or download the résumé – Click the printer, envelope, or down arrow icon above right of the résumé body, as desired.
 - Change whether the résumé is accessible or not to employers – Click the large green Online/Not Online text under the résumé title to show/hide the résumé.



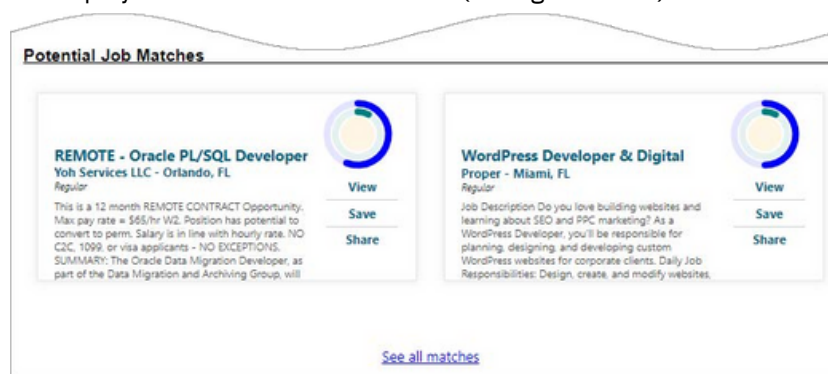
Note: If it says “Incomplete” at the top of the résumé, or an item has a red triangle icon  in the Additional Employer Searchable Items section, a pop-up message will indicate that you must fill out these items before you can post your résumé online.

- Change the title – Click the large title link above the Online/Not Online designation.
- Change Employer Searchable Items – These are items about you and your desired job that are not part of your printable résumé, but that employers can search by when looking for desirable candidates.

Click in any of the following sections below the body of the résumé to make a change: Desired Occupation, Salary, Location, Job Type, Driver’s License, Security Clearance, Job Skills, Tools and Technology, Typing Speed and Language Proficiency.

8. The changes you make to your résumé are automatically saved in real-time as you make them. If you don’t like something, just click in that section again, and make your changes.

As soon as you have a résumé created, the system will begin to show you potential jobs matches below the Additional Employer Searchable Items section (see figure below).



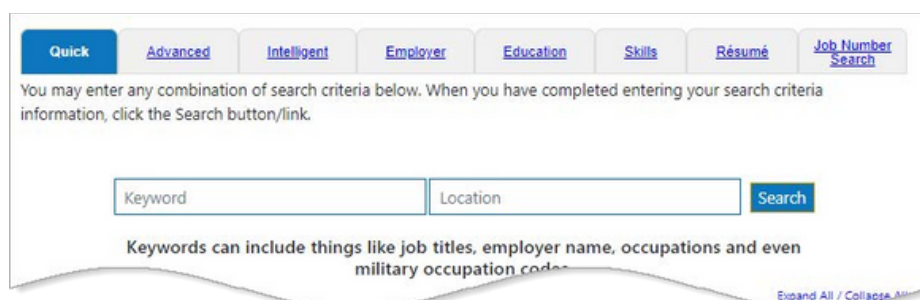
Potential Job Matches Section of Résumé Builder Page

Searching for Jobs

Find job listings based on a wide range of criteria, including keyword, employer, education level, skills, military occupation code, or your résumé.

- To search for jobs:

1. From the Quick Menu group, click Job Search. (You can also access this search page by clicking Job Seeker Services □ Find Job Openings from the Services for Individuals menu group).



Job Search Tabs

2. To change the geographical search area from what was previously used, click the Area name to select a new search area, or enter a location in the Location field on the Quick tab (see figure above).



3. Select one of the following search methods by clicking on the tab title:

Quick – Select any combination of criteria.

Advanced – Select any combination of criteria.

Intelligent – Choose from three different pre-set job searches that use your profile information and jobs that other similar seekers have searched or applied for.

Employer – Select job sources and choose an employer search method.

Education – Select job sources and choose an educational program and level; good for recent grads with little to no relevant work experience.

Skills – Select job sources, then choose a match ratio (70%, 50%, 25%) for desired skill sets from your self-assessments: job, tools and technology, workplace WorkKeys® (if applicable), personal, interests, and work values.

Résumé – Select one of your résumés to search for jobs that fit the skills and other criteria included in it.

Job Number Search – If you have a specific job number, use this tab to find it in the system.

Click Search. A search results page displays all matching jobs. You can filter and sort these results. See

4. “Managing Job Search Results” below for details.

Managing Job Search Results

From the job search results page, you can filter and sort listings, view and apply for jobs, see how well your background and skills match up, and save and share jobs with others.

The screenshot displays the job search results page for the keyword "Technical writer" in Tampa. The search bar at the top shows "Search Jobs" with "Technical writer" and "tampa" entered, and a "Search" button. Below the search bar, a message states "We have found 41 jobs using your keyword 'Technical writer' in Tampa." A warning banner reads "WARNING: Always be on the lookout for job scams! Learn more on how to protect yourself against online scams and identity theft." The left sidebar contains filters: "Narrow Results" (highlighted), "Additional Keyword" (empty), "Distance" (radio buttons for 5 Miles, 10 Miles, 25 Miles, Any), "Posted Within" (radio buttons for Today, 3 days, 1 week, 2 weeks, A month, Any time), and "Employer" (checkboxes for various companies). The main content area shows job listings sorted by "Relevance" (highlighted). Each listing includes the job title, employer name, location, and a "View" button (highlighted). The first listing is "Technical Writer" at GSIQAMM Test Co 0302 - Palm Harbor, FL. The second is "Technical Writer III" at CAE, Inc. - Tampa, FL. The third is "Technical Writer II" at Omnicell, Inc. - Saint Petersburg, FL. The fourth is "Proposal and Technical Writer I" at ARCTOS - Tampa, FL.

Job Search Results Page



Employers that are registered and verified as legitimate in the system (as opposed to imported from third-party job sites) are labeled a “Preferred Employer” and have a gold star to the left of their names (see first job listing above).

From the job search results page, you can:

- Filter the results – Click the [Narrow Results](#) link at the top left of the list. A list of filtering options displays in the left pane.
 - Enter a keyword and/or click the desired checkboxes or radio buttons; the list will be filtered automatically.
- Sort the results – Click the [Sorted by Relevance](#) link at the top right of the list and make your selection from the drop-down list that displays (*Post Date, Employer, Salary*); the list will be sorted automatically.
- See how you match up – Mouse over the concentric circles to see pop-ups with the requirements score value: outermost ring is General, middle ring is Skills, and inner circle is Specialized. You can view match score details on the job details page. (This only displays meaningful values if you have skills and experience already entered in the system.)
- View job details – Click the job title, or View in the mini actions menu at right. The Job Details page displays. See “Applying for a Job” below for more information.
- Save the job – Click Save in the mini actions menu to save the job as a “Liked” job. This is the same as clicking the heart icon (Like This Job) on the Job Details page. It saves the job for quick access from the [Job Posts Liked](#) link in the Smart Seeker widget on your dashboard.
- Share the job – Click Share in the mini actions menu to open a pop-up window from which you can post the job to one of your social media accounts or email it to someone.
- Save the search criteria – Click the Save Search button at the bottom of the page to save the criteria as a Virtual Recruiter alert. See “Creating a Virtual Recruiter Job Search Alert” below for details.

Creating a Virtual Recruiter Job Search Alert

Save your job search criteria from a search results page as part of a Virtual Recruiter job search alert that you can run on a daily, weekly, or monthly basis to search the system for matching jobs.

To create a Virtual Recruiter job search alert:

1. After conducting a job search, at the bottom of the search results page, click the Save Search button.
2. Enter a Title for this Virtual Recruiter Alert.
3. Specify how often to run the search.
4. Select how you wish to be notified. Alert notifications will automatically come to your Message Center in the system, but you can also select email or text message, if that option is available in your system.
5. Specify whether to receive “no jobs found” notification alerts.
6. Enter an expiration date (defaults to 90 days).
7. Click Save. Be sure to check your Message Center (and email, if selected) for alerts of job listings that might interest you.



Applying for a Job

□ To apply for a job:

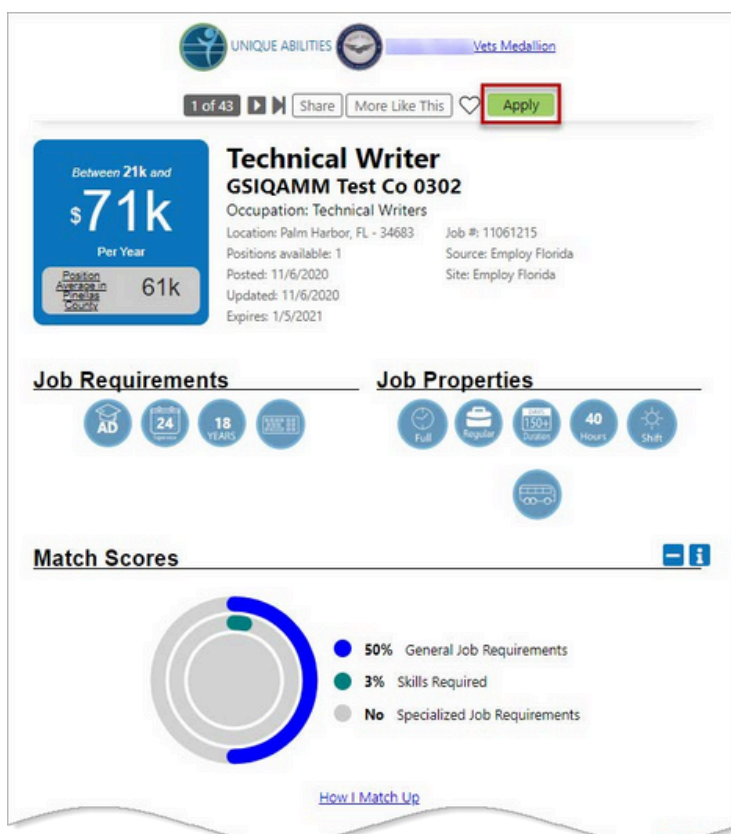
1. From the job search results page, click the desired job title, **View** in the mini actions menu on the right (see figure below).



Ways to View a Job from Search Results Page

The Job Order Details page displays (see figure below).

2. Review the job details on this comprehensive page.



Job Details Page for an Internal Job with a Preferred Employer

3. To apply, click the Apply button at the top right of the page.
 - a. For external jobs from third-party job posting sites, a new browser window opens; follow the instructions on the website.
 - b. For internal jobs posted by registered and verified employers, the system may display applicant screening questions (if supplied by the employer) and a list of ways you can apply, including:
 - Using your online résumé
 - Proving a general online application form



- At a Job Fair event you sign up for through the system
- Emailing electronic copies of résumé and cover letter to the employer
- Mailing paper copies of résumé and cover letter to the employer
- By phone or fax to the employer
- Applying in person at the employer location
- Applying through the employer's company website
- Applying at the nearest One-Stop job center office

How to Stand Out as a Desirable Job Candidate with Preferred Employers

Ready to tie all your hard work together into a desirable job candidate package for prospective employers to see? If you've completed most of the tasks and activities already presented in this guide, then you're well on your way!

The Paths widget on your dashboard is a collection of activities and assessments that earn you badges as you complete them (they will change color from gray to gold).

The *Smart Seeker* status is reserved for those individuals who have used all recommended job-finding and professional development tools the system has to offer. You'll be more visible by ranking higher in search results when registered employers are looking for desirable candidates for their job openings.



- To access this collection of activities:
1. Click the [More Paths](#) link at the bottom of the Paths widget on your dashboard.
OR...
From the Quick Menu group, select My Portfolio □ Personal Profile □ Pathstab.
 2. Scroll down and find a path that interests you and follow the on-screen prompts to complete it.

Paths

Registration

[Signed and Sealed Completed](#)
When you become a registered user in the system, you can apply for jobs, create résumés, find providers that will supply training, and much more.... [More](#)

Background

[Tell Your Story](#)
12.0 min estimated
The background section contains information about your past education and employment history as well as your abilities and objectives. Completing a... [More](#)

Résumé

[Build It And They Will Come Completed](#)
Creating a résumé can be accomplished by uploading an existing document (Word or PDF) or by stepping through a résumé wizard and adding information... [More](#)

Assessments

[Yeah I Can Do That! Completed](#)
Select from thousands of nationally recognized job skills employers are looking for. Select a skills category and check all your skills.

[Sharpest Tool Completed](#)
Select from thousands of nationally recognized technical skills and tools. You can start your list by searching for them by occupation or keyword a... [More](#)

[More Paths](#)

Smart Seeker

You earn this designation by completing your [Profile](#), creating a full [Résumé](#) and actively seeking employment through [Job Searches](#). To maintain your status you will need to complete at least 5 [Job Searches](#) each week.

Activity	You	Average
Job Posts Viewed	3	1
Job Posts Liked	1	4
Applications Submitted	1	0
Résumés Requested	0	2

Paths and Smart Seeker Dashboard Widgets

	<u>SNAP E&T</u>	<u>EMPLOYMENT SERVICES</u>	<u>ADULT/ DISLOCATED WORKER</u>	<u>YOUTH SERVICES</u>	<u>INSPIRE</u>	<u>ADULT EDUCATION</u>	<u>VOC REHAB</u>	<u>PERSEVERE</u>	<u>BUSINESS SERVICES</u>
Job Search Assistance		✓	✓	✓	✓		✓	✓	
Job Readiness Workshops		✓	✓	✓	✓		✓	✓	
Career Exploration			✓	✓	✓		✓	✓	
Career Planning	✓	✓	✓	✓	✓	✓	✓	✓	
Referrals to community supports	✓	✓	✓	✓	✓	✓	✓	✓	✓
Soft Skills Development		✓	✓	✓	✓		✓	✓	
Veteran Services		✓							✓
Job Referrals & Job Matching		✓	✓	✓			✓	✓	✓
Unemployment Insurance Help		✓							✓
Support Services	✓		✓	✓			✓	✓	
Vocational Training	✓		✓	✓		✓	✓	✓	✓
Education	✓			✓		✓	✓		
Financial Literacy		✓	✓	✓	✓			✓	
On-the-Job Training			✓	✓			✓		✓
English Language Acquisition						✓			
Internships and Work Experience			✓	✓			✓		✓
Re-entry Support		✓			✓	✓		✓	✓



Connect with Us!

American Job Centers provide a full range of **free** workforce development assistance to job seekers and businesses!

- Career Guidance
- Training & Education Assistance
- Workshops
- Job Fairs & Hiring Events
- Wraparound Supports
- Job Matching
- Labor Market Information
- Assessments
- Resource Center
- Career Pathways Information

Scan the QR code and complete the form to connect with an AJC team member



jobs4tnwfs.tn.gov

secareercenter.org