



## **MENU OF JOB SEEKER SERVICES PROCEDURE**

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**EFFECTIVE DATE:** January 30, 2012

**REFERENCE:** State Policy #1015 and Local One Stop Guidance 10-05

**PURPOSE:** To ensure that a minimum set of comprehensive, quality services that accommodates the needs of diverse populations is available to jobseeker customers of WorkSource Wenatchee Affiliate. Center staff will be knowledgeable about Center menu of services for job seekers and be able to direct customers to the most appropriate service.

### **PROCEDURE:**

Customers attending WorkSource orientation (held twice weekly in English held once a week in Spanish) or inquiring about Center services (at walk in) are provided a WorkSource Wenatchee Affiliate menu of employment services, List of Partner Services and a Community Resource Guide. Customers will view the North Central One Stop Partner Video at orientation, (possible future locations in the Resource Room). The video gives a comprehensive overview of all services available throughout the local one stop system.

- A menu of seeker and community services is provided in both English and Spanish.
- Center staff direct customers to the most appropriate service.
- Staff will direct customers to the most appropriate Center or partner service that will help them achieve their goals of employment, training, job retention or increased earnings.

### **TRAINING:**

WorkSource Wenatchee Affiliate center staff will be trained on the Menu of Job Seeker Services Procedure by Administrator, the respective supervisor or by a designated appointee using the following:

- Menu of Job Seeker Services State Policy #1015
- Local One Stop Guidance LOG #10-05
- WorkSource Wenatchee Affiliate Menu of Job Seekers Services Procedure, Employment Services, List of Partner Services, Community Resource Guide, and North Central One Stop Video

WorkSource Wenatchee Affiliate Administrator and/or supervisor will document staff trainings with meeting agenda and minutes indicating staff members present at training.

*WorkSource Wenatchee Affiliate is an equal opportunity employer and provided of Employment and Training services. Auxiliary aids and Services are available upon request to persons with disabilities.*

*TDD 1-800-289-9196*

# EMPLOYMENT SERVICES

215 Bridge Street

Wenatchee, WA 98801

(509) 665-6605

[www.go2worksource.com](http://www.go2worksource.com)

## WORKSOURCE WENATCHEE AFFILIATE OFFERS:

### Career Computer Center

- 20 Computers / 2 Laser printers
- Internet / Internet favorites
- Microsoft Word / WinWay Résumé
- Career Exploration programs
- Software and typing tutorials
- Software & clerical testing

### Tutorials

- Windows XP
- MS Word / MS Excel / MS Access
- MS Publisher
- Powerpoint / Outlook
- Mavis Beacon Typing

### Information

- Résumés / Cover Letters
- Interviews / Job Search
- Filing for Unemployment Insurance
- Training Opportunity Information

### Other Resources

- Job Referrals
- Job Counseling
- Labor Market Information
- Staff Assistance
- Telephone / Fax / Copies

### JobHunter Workshops

We offer a series of free workshops designed to help you in your job search.

Topics include:

- Skills & Ability Analysis
- Job Search Strategies
- Perfecting Applications
- Effective Résumés & Cover Letters
- Interviewing

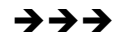
**These workshops are provided at no fee.**

Call 665-6605 to sign up!

### WorkSource Online

[go2worksource.com](http://go2worksource.com)

Internet access to job openings listed by all WorkSource offices.



### Free Information

#### **Handouts Include:**

Internet Address List  
Résumés  
Cover Letters  
Employment Interviews  
Thank You Letters  
And More...

### JobHunter Workshops

Which JobHunter Workshop is right for you?



## OUTBOUND CALLING FROM OUR OFFICE

Your best assurance of discovering job openings is to check our Internet site or come into our office.

You may also receive random pre-recorded messages via an auto-

mated dialing device. Calling times are from 8:30 a.m. to 9 p.m. Our systems will talk to answering machines or will display on your caller ID. If you miss the message or would like to talk to a

WorkSource Specialist during business hours, call 665-6605. We are open M-F, 8am to 5pm.

Let us know how we can help you!

**Search for jobs at [go2worksource.com](http://go2worksource.com)**

## WORKSOURCE WASHINGTON INTERNET SITE

<http://go2worksource.com>

The WorkSource Washington Internet site provides you with immediate access to WorkSource job orders, is updated every 15 minutes and provides full state-wide job search capabilities.

This site includes orders entered by WorkSource Staff *for* employers and orders entered directly *by* employers. Direct referral information is provided on employer entered job orders. Referral instructions for orders placed

by WorkSource staff may be accessed by calling your nearest WorkSource office. If you visit our office we may be able to provide you with fax assistance in applying for positions.



This site provides the opportunity to post your resume for employer

browsing and provides other helpful career information.

Internet access for employment purposes is available at our Career Computer Center. Staff assistance is also available.

We are ready and willing to help you with any questions you have regarding your Internet job search. Please feel welcome to utilize our services.

### INFORMATION ABOUT JOB LISTINGS ON [HTTP://GO2WORKSOURCE.COM](http://go2worksource.com)

Job numbers beginning with WA are listed by WorkSource offices and to apply you must follow the instructions listed under "How to

Request a Referral." Job numbers beginning with WS have been listed by the employer and furnish the employer's referral

instructions under "How to Request a Referral." Often, there is a link to an online application after the phrase "Job URL."

### HOW TO LOOK FOR WORK IN OUR OFFICE

1. Use the Career Computer Center PC's to access the Internet.
2. You may look for jobs in a variety of ways online: by job number, by location and occupation, or by keyword; or by accessing a company website.
3. When you locate a job listed by

a WorkSource office that you're interested in and qualified for, fill out one of the self-service forms and turn it in to the Information Desk. You will be called by an interviewer within a short time.

4. Jobs listed by private companies

have their contact information listed under the heading "How to Request a Referral."

5. Many companies and agencies will only accept online applications through their website. Online applications may take up to an hour to complete.

### JOBHUNTER Workshops

JobHunter Workshops offer the opportunity to improve your job search skills by providing you with tools, knowledge and professional advice from Employment Specialists.

Following is a list of workshops offered and a brief description of what each workshop covers:



#### Module 2: Skills & Abilities Analysis

Identify your interests and compatible work environments.

#### Module 3: Job Search Strategies

Learn what makes an effective job search. Understand the local labor market. Using the Internet.

#### Module 4: Perfecting Applications

Complete a master application. Learn about electronic applications.

#### Module 5: Effective Résumés and Cover Letters

Prepare a résumé worksheet. Learn how to create a cover letter.

#### Module 6: Interviewing

Learn what employers expect. Improve your interviewing skills.

**Schedule by calling (509) 665-6605**

**Or visit our office at 215 Bridge St  
Wenatchee, WA**



## *Partner Services in Wenatchee*

- **SkillSource**  
233 N Chelan St. Wenatchee, WA 98801 (509) 663-3091  
Basic skills instruction, career planning, skills assessment, computer skills, on-the-job and/or formal occupational training, support services
- **Employment Security**  
215 Bridge St. Wenatchee, WA 98801 (509) 665-6605  
Job listings, job referrals, employer recruitment assistance, Unemployment insurance information and access, job search workshops (skills and abilities, job search strategies, labor market, perfecting application, résumé/cover letters, interviewing. Targeted services for Veterans, Offenders, Work First
- **Division of Vocational Rehabilitation**  
630 N Chelan St. Ste B6 Wenatchee, WA 98801 (509) 662-0439  
Assist individuals with disabilities to obtain and keep employment – assessment counseling and guidance, vocational education, on-the-job training, internships, and job placement
- **Wenatchee Valley College**  
1300 Fifth St. Wenatchee, WA 98801 (509) 682-6800  
Liberal Arts and Sciences (Transfer Programs), Professional/Technical Programs (Workforce Education), Basic Skills and College Transitional Programs and Community and Professional Development (Continuing Education)
- **Opportunities Industrial Center – OIC of WA**  
11 Spokane St. Wenatchee, WA 98801 (509) 888-6012  
Migrant and seasonal farm workers and dependents – work experience, on-the job and formal occupational training, basic skills, assessment, support services, Spanish/ESL-GED classes.
- **Department of Social and Health Services (DSHS)**  
805 S Mission St. Wenatchee, WA 98801 (509) 667-6000  
Help with food, cash assistance, medical help, mental health, treatment for addictions, adoption, child care, child support, foster parenting and medical insurance for kids
- **Service Alternatives**  
23 S Wenatchee Ave. Ste 125 Wenatchee, WA 98801 (509) 630-7493  
Employment services, residential services, wraparound/kinship services, foster care, school-based services, independent living support, consultation and training



