

# Fort Bliss Employment Readiness Program



(2009)

***Employment Information  
for Military Families***



**Fort Bliss, Texas  
915-568-1132**

The Employment Readiness Program (ERP) developed this booklet to provide a common source of employment information to military families to make the transition to Fort Bliss easier. It is designed to provide answers to frequently asked questions and to provide general employment information. It is not designed to replace the established procedures of individual organizations. All of the information enclosed in this booklet was current at the time of publication. To ensure that you are following the correct procedures it is recommended that you directly contact the hiring organization.

Good luck with your job search!

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# WELCOME TO FORT BLISS!



Dear Military Family Member,

I extend a warm welcome to you as/before you arrive to Fort Bliss, Texas. I hope to provide you with information on employment opportunities in this area. Army Community Service (ACS) and the Employment Readiness Program (ERP) are designed to assist family members in gaining employment and continuing employment after relocation. We have also partnered with the Workforce Solutions of Upper Rio Grande and have staff on site so that together we can all assist with your employment needs without you having to go off-post.

ERP offers weekly job listings on employment and volunteer opportunities both on and off post, classes and workshops, individual counseling/advising sessions, and job skills training to assist you in gaining the tools you need to successfully obtain employment. In preparing for employment, it is helpful to hand-carry important items with you. Examples include but are not limited to:

- Resume
- Job Announcement/vacancy description
- Official school transcripts and certifications
- Letters of reference (if applicable)
- Previous employer contact information

Employment preparation and selection take a considerable amount of time and work. When you are ready to start your employment journey, consider us for your first stop. You will find staff eager to assist you. To expedite our services to you, please register in the following websites before visiting the Employment Readiness Program:

[www.workintexas.com](http://www.workintexas.com); [www.elpasojobregister.com](http://www.elpasojobregister.com), [www.cpol.army.mil/](http://www.cpol.army.mil/) and [www.usajobs.gov/](http://www.usajobs.gov/)

Please feel free to visit our office located inside the Army Community Service, located in Building 2494, Ricker Road.



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## **How We Can Assist You in Your Job Search:**

The military lifestyle presents unique challenges to military spouses who are looking for employment due to frequent relocations. Additionally, it is widely recognized that successful spouse employment assists in retaining the career Active Duty service member. The ERP was originally created to specifically address the employment needs of today's military spouses by providing them with the tools they need to successfully search for and obtain employment.

- ▶ CAREER COACHING
- ▶ JOB POSTINGS
- ▶ VIRTUAL ASSISTANT TRAINING
- ▶ JOB SKILLS CLASSES
- ▶ SMALL BUSINESS COUNSELING
- ▶ SPOUSES TO TEACHERS
- ▶ ACCESS TO COMPUTERS, FAX, & COPIER
- ▶ JOB FAIRS
- ▶ RESUME ASSISTANCE
- ▶ RESOURCE LIBRARY
- ▶ ATTIRE FOR HIRE
- ▶ OPERATION RE/MAX
- ▶ ARMY SPOUSE EMPLOYMENT PARTNERSHIP

*Professional Career Development Services are available to Military Spouses, Teens, DoD civilians, Retirees, and service members.*

### **FREE WORKSHOPS:**

- Writing a Winning Resume
- Creating Connections for Job Search Success (Networking to Get Working!)
- Ten Steps to a Federal Job
- Ace Your Next Job Interview!
- Career Exploration & Planning
- How to Mobilize Your Home Business



## JOB SEARCH STRATEGIES

*Planning Your Job Search...Make the Most of Your Time!*

### FACTS:

- You will need to spend 20 to 40 hours per week looking for a job, developing a resume, contacting references, etc...If you want a full-time job, you'll have to look for it full-time!
- You will need to use MANY different resources to search for available jobs
- Nothing should be getting more of your time and attention than the search for your new job.
- You are the only one who can make sure your job search will get you a job you really want!

### WHERE TO LOOK FOR JOB OPENINGS:

- Help Wanted Ads in the Newspaper [www.elpasotimes.com](http://www.elpasotimes.com)
- Internet Job Banks (see list below of banks)
- Company or Agency Websites (see list of Major El Paso Employers in this book)
- Direct Company/Organization Contact via mail, phone, or in-person
- Workforce Development Centers (Upper Rio Grande @ Work)
- Networking...Meet people!
- Employment Agencies
- Job Fairs: Upcoming Job Fairs can be viewed at <http://workintexas.com>
- Business Associations and/or Publications
- View Job Boards
- Consider Volunteering at a place you would like to work to get your name known and experience with the company

Searching for a job often requires good time management skills. To make the most of your time, schedule daily what you will do to search for employment.

*Example schedule:*

9 am - 10 am	Research companies
10am -11am	Read help wanted ads / compose cover letters
11am -12 pm	Check internet sites
12 pm -1 pm	Lunch
1 pm - 2 pm	Network
2 pm - 3 pm	Follow-up on leads
3 pm - 4 pm	Down-time

# JOB SEARCH STRATEGIES

## NOTEWORTHY JOB BANKS AND WEBSITES IN TEXAS:



The Riley Guide	<a href="http://www.rileyguide.com">www.rileyguide.com</a>
Army One Source	<a href="http://www.myarmylifetoo.com">www.myarmylifetoo.com</a>
Work in Texas	<a href="http://www.workintexas.com">http://www.workintexas.com</a>
El Paso Job Register	<a href="http://www.elpasojobregister.com/">http://www.elpasojobregister.com/</a>
Military.com	<a href="http://www.military.com/spouse">www.military.com/spouse</a>
Indeed	<a href="http://www.indeed.com">www.indeed.com</a>
Career One Stop	<a href="http://www.careeronestop.org">www.careeronestop.org</a>
Jobster	<a href="http://www.jobster.com">www.jobster.com</a>
Career Builder	<a href="http://www.careerbuilder.com">www.careerbuilder.com</a>
True Careers	<a href="http://www.truecareers.com">www.truecareers.com</a>
Nation Job	<a href="http://www.nationjob.com">www.nationjob.com</a>
El Paso Times	<a href="http://www.elpasotimes.com">www.elpasotimes.com</a>
Individual Company Websites	(Such as <a href="http://www.ups.com">www.ups.com</a> or <a href="http://www.epcc.edu">www.epcc.edu</a> )
Jobs in the Money	<a href="http://www.jobsinthemoney.com">www.jobsinthemoney.com</a>
Human Service Department	<a href="http://www.os.dhhs.gov">www.os.dhhs.gov</a>
City of El Paso	<a href="http://www.ci.el-paso.tx.us">www.ci.el-paso.tx.us</a>
County of El Paso	<a href="http://www.co.el-paso.tx.us">www.co.el-paso.tx.us</a>
School Districts and Colleges	(Such as <a href="http://www.episd.org">www.episd.org</a> or <a href="http://www.utep.edu">www.utep.edu</a> )
Monster Board	<a href="http://www.monster.com">www.monster.com</a>
Mental Health & Retardation	<a href="http://www.mhmr.state.tx.us">www.mhmr.state.tx.us</a>
Hospital Websites	(Such as <a href="http://www.sphn.com">www.sphn.com</a> )

# NETWORKING TIPS



## The Secrets Of Effective Networking

Your next job will probably come either from your friends or from their friends, so networking--building personal relationships--is vitally important.

**Where to start.** List all your personal friends and business associates. By letter first, then by telephone later, explain your situation, describe your career direction, and ask for advice and ideas.

**Reestablish old friendships in follow-up phone calls.** Ask about your friend's work and family; get caught up on recent events. Wait until your listener asks about you, and then explain your situation in positive terms, even if it's hard to find positives. Ask for suggestions, and specifically ask, "Who else should I be talking to?"

If you find networking hard because you don't want to use your friends, or because you dislike asking for help, overcome this by genuinely caring about those you call. Your interest will delight them, and they'll gladly share information. Remember, you'd willingly help them if they came to you needing similar support.

**Force yourself to use the telephone;** it gets easier as you call. Look for information about industry trends or trends in your functional area or specialty. Watch for plans for new products or services. Seek out emerging markets, hidden jobs, and companies that are hiring. Listen for upcoming retirements and insider tips about corporate culture or political infighting. Pay attention to news of reorganizations, expansions, mergers or acquisitions. Ask about business associations, publications, or resources. Focus on anything change-related, because change means opportunity.

**How to structure a meeting.** Your telephone calls will soon produce face-to-face meetings. In the beginning, be friendly and establish rapport. Set the stage by asking how much time you'll have. State your purpose clearly and directly. Share your excitement and enthusiasm, and ask for advice and ideas. In general, listen more than you talk. Watch for opportunities, and take brief notes. Ask for referrals to other experts. Before you leave, ask for a business card, discuss a next step, and offer heartfelt thanks.

**How to recognize opportunities.** Don't look only for specific openings where someone else held the job before. Watch closely for: Problems you would enjoy solving. Weaknesses in a company where you could help. Example: becoming an in-house attorney where there was none before. Work groups where you like them and they like you. In employment this is

called "good chemistry" or "good fit." Companies where people are complaining, troubled, or under pressure. This often indicates too few people to do the work at hand: a need for hiring. Anywhere you see something missing that you could add a logical extension or improvement. Example: pizza delivery for a pizza restaurant.

**Listen 80% and talk 20%.** Personal meetings should be interactive, like tennis; but in general, others would rather talk than listen. Therefore, give them your full attention. Listening builds trust and says, "I care about you." If you're having trouble getting hired, try listening 50% more.

Yet there is a time to talk about you. Sooner or later, your host will say, "Tell me about yourself," "Why are you here?" or "How can I help you?" When that happens, take twenty seconds--not twenty minutes--to answer.

**Walk in prepared.** Know what you want. Never enter a meeting without knowing why you're there. You'll waste your time, waste your contact's time, and look unprofessional. Show up unprepared too often and word will get around that you lack focus. No one will want to talk to you.

**Key questions to ask.** One goal of networking is to get referrals, but how do you ask for names? You can be too direct and put others off. You can be too vague, and come away empty handed. So what do you say?

In general, it's better to be subtle and indirect rather than blunt. "Can you give me the names of your friends?" might put your host on the defensive; the answer may be no. "Who else should I be talking to?" is far less threatening and will elicit the names of friends and key contacts anyway.

If you're wondering what else to ask in a networking session, try these on for size: How does my resume look? What would you change or modify? Are my letters crystal clear? Do you have any advice or ideas for me? Who else should I be talking to? Are there any groups or organizations I should attend? Are there any books or publications I should read? What would you do if you were me? Who would you be talking to?

**How to end.** When appropriate, establish a next step: a phone call, follow-up meeting, something to be mailed. If you end with no next step, you miss the chance to involve this person in your campaign--possibly a big mistake.

Tell people you value their suggestions and plan to take action on them. Say, for example, "I'll call the people you recommended and read the articles you suggested. Then I'll check back in a week or so to let you know what happened."

This approach lets the person know you take them seriously. It cements the relationship. In addition, it makes this person a more permanent part of your network, not just a passing

face. If you handle it right, you can call later for further help.

**Don't make the mistake of contacting people only once.** Your search will never build momentum. As you meet technical experts and business leaders, become a friend to them, and they'll likely return the friendship.

Your contact network should always be growing, not shrinking. The best way to expand it is to seek out new people and build relationships. It doesn't really matter who you choose, so long as you like them, they like you, and you can help each other.

**As you launch your job campaign, remember these basics:**

- Do your homework; don't expect others to teach you what you should research yourself.
- Dress well. Never go into a meeting without checking your appearance in a restroom mirror.
- Seek information only; don't ask directly for a job. Don't be pushy; don't *require* others to help.
- Be optimistic and upbeat. If you have fun, they'll have fun. If they have fun, they'll like you. If they like you, they're more likely to help you or hire you.
- When someone helps, offer something in return: a book, an article, a favor, or the name of a contact.
- Ask for a business card or for the correct spelling of name, title, and address. Then send a thank you note the same day you talk or meet.
- Always *give* more than you get.

I once met a highly successful job hunter with a secret. He said, "I create relationships. The relationships create the jobs." He was absolutely right; that's exactly how it works.

# **EMPLOYMENT OPPORTUNITIES ON POST**

## **NON-APPROPRIATED FUND POSITIONS**

Non-appropriated fund positions (NAF) are funded through Family and Morale, Welfare, and Recreation (FMWR) activities. NAF positions are advertised on the FMWR Fort Bliss Homepage <http://www.blissmwr.com/jobs/>. The online resume, RESUMIX, is typically not required for these jobs. Instead, positions can be viewed and applications can be downloaded from the website or obtained by visiting Building 504B, 568-6287. NAF has many continuous job announcements that can be applied for anytime. You can submit up to 3 applications every 3 months. A variety of positions exist such as Child/Youth Services Program Assistant, Bartender, Laborer, Food Server, Recreation Aide, Hotel Desk Clerk, Cashier, and others. See the Job Announcement Binder or the FMWR website for details on these jobs.

## **AAFES**

AAFES positions cover mainly retail activities, food service, PX, and shoppette employees. Applications for AAFES positions are completed online, via the AAFES website: <http://www.aafees.com>

## **COMMISSARY:**

Employs cashiers and baggers. To apply for a cashier position, pick up application at the cashier's cage inside the main doors. To apply for a bagger position, see the head bagger located in the front of the Commissary by the exit doors. Baggers work for tips only! If you are interested in applying for a position at the Fort Bliss Commissary you can apply by logging on to their website at [www.commissaries.com](http://www.commissaries.com) then go to human resources/job announcements. From there, you can go directly to the DeCA job site.

## **FINANCIAL INSTITUTIONS ON POST:**

First Light Credit Union, Armed Forces Bank, and Wells Fargo Bank are located on Fort Bliss. Applications are located inside each facility in their respective personnel offices.

## **BURGER KING / POPEYES/SUBWAY, ETC.:**

Applications are located inside each facility.

# EMPLOYMENT OPPORTUNITIES ON POST (Continued)

## CONTRACTORS

There are many private contractors located on Fort Bliss. The Army is continually adding new contractors and deleting existing ones. Inside the job announcement binders, you will find listings of contractors the Army has used in the U.S. and abroad; however, because it is impossible to know all of the contracted companies, the list is not complete. You will need to call the contracting companies or view the websites of the contractors you are interested in to get job listings and to see if jobs are available in El Paso. NOTE: *Army contractors are NOT obligated to give preference to military spouses.* The list of contractors in the job binder in the Employment Readiness Program is for your information only and is intended to assist you with your search for employment.



Instructors with skills and/or certification within one of the following areas are encouraged to apply to teach on a contract basis for this new Child and Youth Services Program:

Ballet/Gymnastics, Bowling, Karate, Golf, Piano, Voice Lessons, Drama/ Acting and Dance.  
The classes are for children and youth ages 3 and up.

A background check must be successful, paid training is mandatory, and the ability to get along well with the youth of our community is a necessity.

These will be contracted positions for duration of individual course lengths.

For more information on becoming an instructor with SKIES Unlimited, contact (915) 569-7732.

# EMPLOYMENT OPPORTUNITIES ON POST (Continued)

## APPROPRIATED FUND POSITIONS

Appropriated Fund (AF) positions are funded by tax dollars. Examples of AF positions are General Schedule (GS) and Wage Grade (WG) positions. There are many ways to search for appropriated positions, but two of the common search engines that people in the Fort Bliss area use are [www.cpol.army.mil](http://www.cpol.army.mil) and [www.usajobs.gov](http://www.usajobs.gov). These positions vary substantially in qualification requirements and are typically quite competitive in nature. All applications for Department of the Army positions are available by self-nomination through the RESUMIX system found on Civilian Personnel Online. CPOL has an online tutorial on the website to assist you in navigating your search and posting your resume using RESUMIX. Instructions on how to apply:

### Step 1

Find a job that you would like to apply for, READ THE ANNOUNCEMENT THOROUGHLY; it will explain EVERYTHING you need to know, such as; WHO can apply, WHAT you need, How to apply, and WHEN the closing date is.

### Step 2

If you HAVE A RESUME ONLINE with Army Resume Builder click the SELF NOMINATION link usually found on page 2 of the vacancy announcement you want to apply for. **\*\*You must be a US citizen to apply for Civil Service Jobs\*\***

**\*\*Check "ANSWER" to make sure your resume has been saved to the central database and has been processed before you do an online self nomination. RESUMIX classes are also taught at ACS on a regular basis. Please call the front desk at 568-1132 to sign up for the next *Ten Steps to a Federal Job* class if you are interested in learning about how to apply through this system.**

## MILITARY SPOUSE PREFERENCE PROGRAM (MSP)

Military Spouse Preference (MSP) derives from Public Law 99-145, "DoD Authorization Act of 1986", Section 806, "Employment Opportunities for Military Spouses". This section implemented measures to increase employment opportunities for spouses of members of the Armed Forces. The intent is to lessen the employment and career interruptions of spouses who relocate with their military sponsors. Military spouse preference provides worldwide employment preference for spouses of active duty military members of the U.S. Armed Forces who are relocating to accompany their military sponsor on a Permanent Change of Station (PCS) move to an active duty assignment.

The Military Spouse Preference Program . . .

- applies to eligible spouses of active duty military members of the U.S. Armed Forces, including the U.S. Coast Guard and full-time National Guard, who are applying and referred for certain positions at Department of Defense activities in the U.S., its territories and possessions, and in overseas areas;
- applies only within the commuting area of the permanent duty station of the sponsor;
- applies only if the spouse entered into the marriage with the military sponsor prior to the reporting date to the new duty assignment.
- does not apply when the sponsor is separating or retiring.

**MSP Continued**

***What recruitment actions are subject to the provisions of military spouse preference?***

Spouse preference applies when management wants to fill a position from a competitive list of applicants. A spouse preference eligible who is ranked among the “best qualified” on a competitive list must be selected for the position. If more than one spouse is determined to be best qualified among the candidates, management may select any one of them.

Preference applies to Department of Defense appropriated fund positions at grades GS-15 and below, equivalent broad and pay band, and wage grade positions in the competitive or excepted service. Positions that require mandatory mobility agreements and positions in intelligence-related activities are excluded. Preference also applies to positions in non-appropriated fund instrumentalities at grades UA-8 and below (or equivalent grade levels).

If management chooses to select from a list of noncompetitive candidates or select an individual from one of the alternative recruitment sources, spouse preference does not apply. The alternative recruitment sources are: appointment of a 30% disabled veteran; VRA appointment; transfer at the same or lower grade, reassignment or change to lower grade; placement to correct an EEO deficiency; placement of a handicapped individual; or placement of an employee returning from an overseas tour or duty with return rights.

Military spouses who are immediately appointable to a competitive service position in the continental United States exercise their preference through registration in Program S of the DoD Priority Placement Program (PPP). To meet the appointability requirement, the spouse must be in one of the following categories: a current Federal career/career-conditional employee; serving under a VRA or Schedule A handicapped appointment; have reinstatement eligibility; have eligibility under E.O. 12721; or have competitive service eligibility based on employment under other merit systems.

Program S registrants may be referred for positions being filled through noncompetitive sources. In such cases, they are considered in the same manner as other Priority 3 registrants.

Military spouses shall be given preference when filling actions in overseas/foreign areas in accordance with local hiring procedures.

***When does spouse preference apply?***

Spouse preference eligibility begins 30 days prior to the sponsor’s reporting date to the new duty station and continues throughout the tour until the spouse accepts or declines a continuing (permanent) appropriated or non-appropriated fund position from any Federal agency in the commuting area.

There is no limit to the number of times spouse preference may be exercised when applying for non-continuing positions, i.e., temporary, time limited, or positions without a fixed work schedule.

**MSP Continued**

Spouses may be simultaneously referred for permanent and temporary positions until they accept or decline a continuing position. However, if the military spouse is placed into a non-continuing position, MSP eligibility for other non-continuing positions will be suspended until 60 days prior to the expiration of the non-continuing position.

In overseas areas, spouses do not receive preference until they actually arrive at the overseas location.

***Are there grade level restrictions applicable to individuals exercising spouse preference?***

Spouses may register at grades no higher than that previously held on a permanent basis. If the spouse's only Federal service was overseas under time-limited appointment, he/she may register for the highest grade held if the spouse has appointment eligibility under Executive Order 12721. Spouses who are not current Federal employees who have E.O. 12721 and reinstatement eligibility may register under either option, whichever is more beneficial. Spouses who have no prior Federal employment exercise preference at the grade for which certified on an employment register.

Spouses may register for the lowest grade for which qualified and available.

***How do spouses register to exercise preference?***

Referral through Program S of the PPP is the only means by which eligible, immediately appointable spouses will receive preference for competitive service positions in the continental United States. Employment preference for military spouses in overseas areas is subject to local hiring procedures. Army has recently launched its automated delegated examining authorities staffing tool for applicants, including military spouses. Human resources offices also maintain systems for spouses who are applying through OPM certificates, or applying for excepted service positions.

Spouses should ensure that they have the following documents with them to register for preference:

- Application resume
- Copy of an SF-50 documenting current or previous appointment(s)
- Copy of last performance appraisal if currently working for the Federal government Executive Order 12721 paperwork showing eligibility (if returning from the overseas area)
- DD 214, Member 4 copy (if prior service)
- SF 15, if claiming 10 point preference and letter from the Veterans Administration dated within the last year showing the percentage of disability
- Transcripts (may be necessary if education is relevant to qualifications for the position. Original transcripts are required if applying for Health Care Provider Positions)
- Licenses/certifications (if applicable)
- PCS orders documenting sponsor's assignment

# GENERAL EMPLOYMENT OPPORTUNITIES OFF POST



## *What is the Army Spouse Employment Partnership (ASEP)?*

The ASEP is a unique and expanding partnership between the Army and Corporate America, designed to provide jobs, training opportunities, and career progression for Army Spouses while providing American companies with talented, diverse, and dedicated employees. Corporate and military partners represent retail, healthcare, hi-tech, telecommunications, and defense industries. They offer varied career opportunities for skilled, unskilled, and professional workers. In December 2002, an employment summit laid the foundation for this partnership between the Army and the Corporations. Currently, there are 26 National partnerships created and the program is likely to expand. Be sure to indicate that you are a military spouse on your application and/or resume when applying to these companies. Please visit [www.myarmylifetoo.com](http://www.myarmylifetoo.com) for details on participating companies supporting military spouse employment opportunities.

### **ASEP CORPORATE PARTNERS INCLUDE:**

#### **Adecco USA**

<http://www.adeccousa.com/>

#### **Army & Air Force Exchange Service (AAFES)**

<http://www.aafes.com>

#### **AT&T**

<http://www.at&t.com/military>

#### **Boys & Girls Club of America**

<http://bgca.org/careers/>

#### **Defense Commissary Agency (DeCA)**

[http://www.commissaries.com/inside\\_deca/HR](http://www.commissaries.com/inside_deca/HR)

#### **The Home Depot**

<https://careers.homedepot.com/cg/?>

#### **Lockheed Martin**

<http://www.lockheedmartin.com>

#### **Manpower Inc.**

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

#### **Sears Holdings**

<http://www.searsholdings.com/careers/>

#### **SunTrust**

<http://www.suntrust.com>

#### **Social Security Administration**

<http://www.socialsecurity.gov/>

#### **Starbucks**

<http://www.starbucks.com/default.asp?>

#### **H & R Block**

<http://www.hrblock.com/career/index.html>

#### **ACS-Inc.**

[www.acs-inc.com](http://www.acs-inc.com)

#### **MILITARY PARTNERS**

#### **Army Career & Alumni Program (ACAP)**

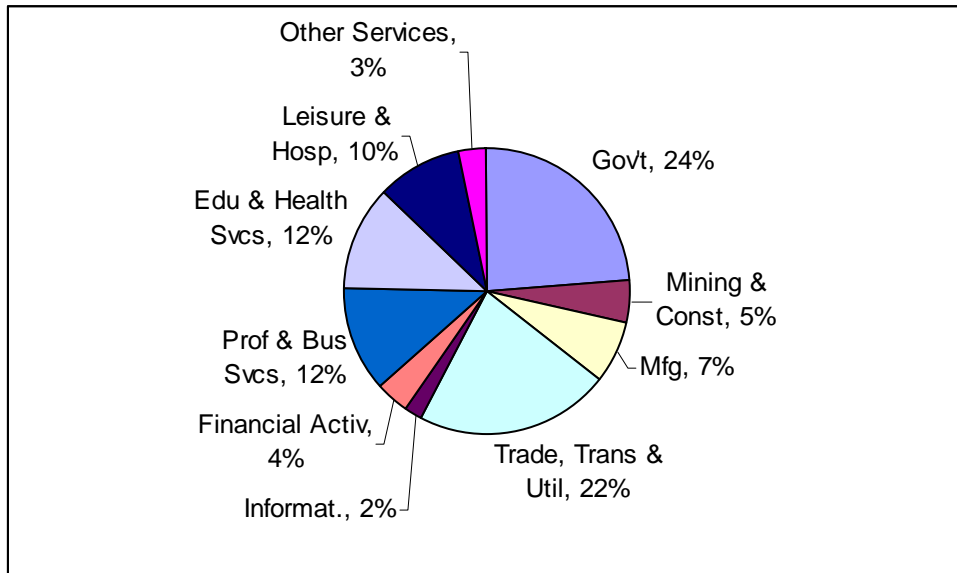
<http://www.acap.army.mil>

#### **Army Civilian Personnel**

<http://www.cpol.army.mil>

# EL PASO LABOR FORCE OVERVIEW

(List generated by Texas Workforce Commission and verified by El Paso Regional Economic Development Corporation, 2007 Updated: April 2008)



## LABOR FORCE

The U.S. portion of the Greater El Paso Region (El Paso County, Texas; Otero County, NM and Dona Ana County, NM) has a labor force of 449,467. According to the U.S. Bureau of Labor Statistics, the regional labor force grew by 8.9% between 2000 and 2007 (the latest seven-year period for which data is available) and the nation grew by 1.3%. Current labor force participation in the region (60.3%) and each of its counties is lower than the averages for New Mexico (63.2%), Texas (66.6%), and the nation (65.8%). This is an indicator of a larger potential hidden labor supply for companies with the appropriate job opportunities.

The region has a younger population relative to New Mexico, Texas, and the nation. In 2007, the median age in the Greater El Paso Region was just 31.2 years versus 36.3 years in New Mexico, 33.4 years in Texas, and 36.7 years in the nation. The proportion of residents between the ages of 20 and 34 is projected to increase region-wide by 9.0% between 2004 and 2009, compared to the national average of 3.8%. Some firms prefer to locate operations in areas with a median age that approximates or is below the national norm for optimal access to younger talent.

The Greater El Paso Region offers local companies access to a trainable, growing workforce with the skills needed for diversified office and industrial operations, at a wage lower than many other urbanized areas. Average industry earnings in the Greater El Paso Region are below New Mexico, Texas, and national averages.

The region's overall earnings (\$22,982) are 84.3% of the New Mexico average (\$27,264), 66% of the Texas average (\$34,759), and 65.5% of the national average (\$35,081).

<b>Labor Force, Employment &amp; Unemployment Rate</b>						
	El Paso, MSA				Texas	U.S.
	Labor Force	Employment	Unemployment	% Rate	% Rate	% Rate
June-08	297,500	279,000	18,500	6.2%	4.3%	5.7%
May-08	296,600	280,500	16,200	5.5%	4.3%	5.2%
June-07	290,800	272,200	18,600	6.4%	4.7%	4.7%

Source: Texas Workforce Commission, Unemployment (LAUS), 2008  
Updated: July 2008

<b>Wage and Employment for Private Industry, 4th Quarter 2007</b>				
El Paso, MSA				
Industry	Establishments	Employment	Avg. Weekly Wage	Avg. Yearly Wage*
Natural Resource and Mining	93	912	\$435	\$22,620
Construction	1,188	15,527	\$665	\$34,580
Manufacturing	640	20,278	\$752	\$39,104
Trade, Transportation and Utilities	3,787	60,799	\$571	\$29,692
Information	174	5,485	\$791	\$41,132
Financial Activities	1,368	11,267	\$708	\$36,816
Professional and Business Services	1,848	31,394	\$564	\$29,328
Education and Health Services	1,337	30,374	\$683	\$35,516
Leisure and Hospitality	1,259	26,402	\$239	\$12,428
Other Services	1,258	6,624	\$384	\$19,968
Unclassified	91	164	\$480	\$24,960

\*Avg Yearly Wage is calculated by multiplying the Avg. Weekly Wage by 52 weeks in a year.  
Source: Texas Workforce Commission, March 2008  
Updated: May 2008

## LARGEST TEN PRIVATE SECTOR EMPLOYERS

	<b>Employer</b>	<b>Type of Business</b>	<b>Number of Employees</b>
1	Tenet Hospital Ltd.	Healthcare and Social Assistance	6,587
2	T & T Staff Management	Employment Services	5,158
3	Echo Star Communications	Technical Support Center	2,900
4	Las Palmas Del Sol Regional	Health Care and Social Assistance	2,300
5	GC Services	Inbound Customer Service Center	1,710
6	RM Personnel	Employment Services	1,325
7	Readyone Industries Inc.	Manufacturing	1,200
8	Automatic Data Processing	Business Solutions	1,000
9	El Paso Electric Co	Utilities	987
10	Redcats USA Inc (Brylane)	Inbound Customer Service Center	980

**The following is an overview of some additional indicators of the El Paso economy.**

More than 70 *Fortune* 500 companies call El Paso their home, including Hoover, Eureka, Boeing, and Delphi.

El Paso is an important entry point to the U.S. from Mexico. Once a major copper refining area, chief manufacturing industries in El Paso now include food production, clothing, construction materials, electronic and medical equipment, and plastics.

Education is also a driving force in El Paso's economy. El Paso's three large school districts are among the largest employers in the area, employing more than 19,000 people between them. The University of Texas at El Paso (UTEP) has an annual budget of nearly \$250 million and employs nearly 3,600 people. A 2002 study by the university's Institute for Policy and Economic Development stated that the University's impact on local businesses has resulted in \$349 million.

The military installation of Fort Bliss is a major contributor to El Paso's economy. Fort Bliss is the site of the United States Army's Air Defense Center and produces approximately \$80 million in products and services annually, with about \$60 million of those products and services purchased locally. Fort Bliss' total economic impact on the area has been estimated at more than \$1 billion. In addition to the military, the federal government has a strong presence in El Paso to manage its status and unique issues as a border region. The Immigration and Naturalization Service (INS), the Drug Enforcement Agency (DEA), and the U.S. Customs Service all have agency operations in El Paso to regulate traffic and goods through ports of entry from Mexico. Including these agencies, government job growth in the area is expected to rise to 64,390 jobs by 2009-2010.



## **RESOURCES**

<b>The City of El Paso</b>	<b><a href="http://www.elpasotexas.gov">www.elpasotexas.gov</a></b>
<b>The Greater El Paso Chamber of Commerce</b>	<b><a href="http://www.elpaso.org/epcoc-chamber">www.elpaso.org/epcoc-chamber</a></b>
<b>Texas Labor Market Information Tracer</b>	<b><a href="http://www.tracer2.com">www.tracer2.com</a></b>
<b>Texas Workforce Commission (LMI)</b>	<b><a href="http://www.twc.state.tx.us/customers/rpm/rpmsub3.html">www.twc.state.tx.us/customers/rpm/rpmsub3.html</a></b>
<b>America's Career Infonet</b>	<b><a href="http://www.acinet.org">www.acinet.org</a></b>
<b>Occupational Outlook Handbook</b>	<b><a href="http://www.bls.gov/">http://www.bls.gov/</a></b>
<b>Department of Labor</b>	<b><a href="http://www.dol.gov/">http://www.dol.gov/</a></b>

El Paso has many companies and organizations looking for qualified candidates to fill their job openings. The following is a listing of major employers located in El Paso, both public and private. Call or visit the website of the company/organization you are interested in to learn about current vacancies and how to apply. For postings of companies specifically looking to hire military spouses, please review the job binders at the Employment Readiness Program.

## **MAJOR EL PASO EMPLOYERS: PUBLIC & PRIVATE**

<b>EMPLOYER</b>	<b>JOB LINE NUMBER</b>	<b>WEB SITE</b>
CITY OF EL PASO	(915) 541-4094	<a href="http://www.elpasotexas.gov/personnel/employment.asp">http://www.elpasotexas.gov/personnel/employment.asp</a>
EL PASO COUNTY	(915) 546-2039	<a href="http://www.co.el-paso.tx.us/hr/joblist.htm">http://www.co.el-paso.tx.us/hr/joblist.htm</a>
EL PASO POLICE DEPT	(915) 541-4094	<a href="http://www.elpasotexas.gov/police/career_opportunities.asp">http://www.elpasotexas.gov/police/career_opportunities.asp</a>
EL PASO COMMUNITY COLLEGE	(915) 831-6378	<a href="http://www.epcc.edu/HR/welcome.htm">http://www.epcc.edu/HR/welcome.htm</a>
HOWARD PAYNE UNIVERSITY		<a href="http://www.hputx.edu/jobs/index.htm">http://www.hputx.edu/jobs/index.htm</a>
TEXAS TECH UNIVERSITY HEALTH SCIENCES EL PASO	(915) 545-6515	<a href="http://www.elp.ttuhs.edu/hr2/jobs.htm">http://www.elp.ttuhs.edu/hr2/jobs.htm</a>
UNIVERSITY OF TEXAS AT EL PASO	(915) 747-8837	<a href="http://www.utep.edu/branch/job.html">http://www.utep.edu/branch/job.html</a>
WEBSTER UNIVERSITY		<a href="http://www.webster.edu/admin/hr/jobs.html">http://www.webster.edu/admin/hr/jobs.html</a>
NEW MEXICO STATE UNIVERSITY		<a href="http://www.nmsu.edu/jobs.html">http://www.nmsu.edu/jobs.html</a>
EL PASO ISD	(915) 779-4000	<a href="http://www.episd.org/employment">http://www.episd.org/employment</a>
SOCORRO ISD		<a href="http://www.sisd.net">http://www.sisd.net</a>
YSLETA ISD	(915) 434-0450	<a href="http://www.yisd.net/join/join_us.jsp">http://www.yisd.net/join/join_us.jsp</a>
CLINT ISD	(915) 926-4150	<a href="http://www.clintweb.net/?go=employment">http://www.clintweb.net/?go=employment</a>
SAN ELIZARIO ISD	(915) 872-3909	<a href="http://www.san-elizario.k12.tx.us/">http://www.san-elizario.k12.tx.us/</a>
LAS PALMAS MEDICAL CENTER	(915) 521-1655	<a href="http://laspalmaselpaso.com/careers.html">http://laspalmaselpaso.com/careers.html</a>
DEL SOL MEDICAL CENTER EL PASO	(915) 595-9237	<a href="http://www.delsolhealth.com/eRecruitRedirect.asp">http://www.delsolhealth.com/eRecruitRedirect.asp</a>
THOMASON HOSPITAL	(915) 521-7960	<a href="http://www.thomasoncares.org/">http://www.thomasoncares.org/</a>
ACS JOBLINE	COMMUNITY SERVICES	791-5400
AFFINA	CALL CENTER	791-7900
AIR SYSTEM COMPONENTS	GRILLS/REGISTERS	852-9111
ALBERTSON'S, INC. (4 LOCATIONS)	GROCERY DRUG STORE	584-9467
ALCOA FUJIKURA, LTD.	MFG WIRE HARNESSSES	860-4700

APPLEBEE'S	RESTAURANT	771-7630
AT&T	CALL CENTER	782-3814
AUTOTRONIC CONTROLS CORP.	MFG. AUTO & IGNITIONS PARTS	857-5200
AZAR NUT COMPANY/FRANKLIN CONNECTIONS*	RETAIL FOOD SERVICES	877-1133
BANK OF AMERICA (13 LOCATIONS)	BANK	633-0808
BANK OF THE WEST (6 LOCATIONS)	BANK	532-1000
BARNETT-HARLEY DAVIDSON	CAR DEALERSHIP	592-5804
BEAUMONT ARMY MEDICAL CENTER	ARMY HOSPITAL	569-2121
BEST BUY	RETAIL	591-4491
BIG LOTS (4 LOCATIONS)	RETAIL-DISCOUNT	833-1194
BLOCKBUSTER VIDEO (12 LOCATIONS)	VIDEO TAPES	591-5564
BOEING COMPANY, THE	ELECTRONICS MFG	834-1400
BORDER APPAREL, INC. (3 LOCATIONS)	GARMENT INDUSTRY	772-7170
BORDER STEEL, INC.	STEEL MILL	886-2000
BROKERS LOGISTICS INC.	TRUCKING, WAREHOUSING	778-7751
BRUCE FOODS	FOOD PROCESSOR	821-2500
C&R DISTRIBUTING	DISTRIBUTIONS CENTER	781-7036
CAMINO REAL HOTEL	HOTEL	534-3000
CARDINAL HEALTH	MEDICAL PRODUCTS AND SERVICES	779-3681
CASA FORD/NISSAN	CAR DEALERSHIP	779-2272
CATTLEMAN'S STEAKHOUSE	RESTAURANT	544-3200
CENTRO DE SALUD FAMILIAR LA FE	CLINIC	534-7979
CEMEX	READYMIX, SAND, GRAVEL	565-4681
CHASE/JP MORGAN	BANK	546-6500
CIRCLE K CORP. (INCLUDES PHILLIPS 66)	CONVENIENCE/ GAS STATIONS	532-8143
CLAROSTAT SENSOURS & CONTROLS (HONEYWELL)	MFG. CONTROLS	858-2632

COMDATA	CALL CENTER, FINANCIAL	313-6400
COMPASS BANK	BANK	485-9200
CONEXANT	ELECTRONICS MFG	888-855-4562
D & G INVESTMENT COMPANY, INC.	COMMERCIAL LAUNDRY	565-1407
DAL-TILE	MANUFACTURE TILE	822-2611
DATAMARK, INC.	DATA ENTRY	778-1944
DAVID CARRASCO JOB CORPS CENTER *	JOB TRAINING	594-0022
DELPHI PACKARD ELECTRIC SYSTEMS	DISTRIBUTIONS CENTER	783-4200
DIAL AMERICA	TELEMARKETING	774-9972
DIAMOND SHAMROCK (VALERO ENERGY)	CONVENIENCE STORES, PIPELINE	833-7740
DICK POE MOTORS, INC. (3 LOCATIONS)	CAR DEALERSHIP	778-9331
DILLARD'S (2 LOCATIONS)	DEPARTMENT STORE	779-6969
ECHOSTAR SATELLITE CORP.	CALL CENTER	298-5710
EDS	ELECTRONIC DATA SYSTEMS	782-6201
EL PASO DISPOSAL	WASTE DISPOSAL	772-7495
EL PASO ELECTRIC COMPANY	ELECTRIC UTILITY	543-5711
EL PASO HEALTHCARE SYSTEMS	MEDICAL SERVICES	564-6100
EL PASO LAMINATES	AUTOMOTIVE LAMINATES	757-2300
EL PASO STATE CENTER	STATE MENTAL HEALTH FACILITY	881-5230
EL PASO TIMES (GANNETT GROUP)	NEWSPAPER	546-6100
EUREKA	VACUUM CLEANERS MFG	858-1093
FARMERS SELECT	DAIRY	772-2736
FCI LA TUNA	FEDERAL PRISON	791-9732
FEDERAL EXPRESS	SHIPPING	856-0088
FOLEY'S (MAY DEPT. STORES)	DEPARTMENT STORE	225-4006
FORT BLISS (CIVILIAN EMP.)	U.S. ARMY BASE	568-2508

FORT BLISS FEDERAL CREDIT UNION	CREDIT UNION	751-1147
FRED LOYA	INSURANCE AGENCY	590-5692
GOODTIME STORES	CONVENIENCE STORES	779-6105
GOVERNMENT EMPLOYEES CREDIT UNION	CREDIT UNION	778-9221
GREAT AMERICAN LAND & CATTLE COMPANY (4LOCATIONS)	RESTAURANT	751-5300
HANDGARDS, INC.	PLASTIC MFG	779-6606
HELEN OF TROY	PERSONAL CARE PRODUCTS	779-6363
HERITAGE AUTOMOTIVE (Lincoln-Mercury-Mitsubishi)	CAR DEALERSHIP	587-1800
HIGHLANDS REGIONAL REHAB HOSPITAL	REHAB FACILITY	298-7222
HOME DEPOT (2 LOCATIONS)	HOME IMPROVEMENTS	585-2319
HOME PRODUCTS INTERNATIONAL	PLASTIC INJECTION MOLDING	877-5656
HOOVER COMPANY, THE	VACUUM CLEANERS MFG	877-2600
HORIZEN HEALTHCARE	NURSING HOME, ACUTE CARE	532-8941
HOY-FOX AUTOMOTIVE GROUP(Lexus, Infiniti, Toyota, Acura)	CAR DEALERSHIP	778-5341
HUNT BUILDING CORP	CONST. & PROPERTY MNGT.	533-1122
INTERNATIONAL DATA	DATA ENTRY	629-7286
INTERNATIONAL GARMENT PROCESSORS	INDUSTRIAL LAUNDRY	857-4545
INTERNATIONAL PAPER	PACKAGING MFG	858-8877
INTERNATIONAL WIRE (3 PLANTS)	AUTO WIRE MFG	860-3800
J. C. PENNEY (4 LOCATIONS)	DEPARTMENT STORE	779-2000
JONES APPAREL OF TEXAS, INC.	CLOTHING MFG	298-0323
KESSLER INDUSTRIES (MFG & FOUNDRY)	METAL FURNITURE MFG	591-8161
K-MART (6 LOCATIONS)	DEPARTMENT STORE	591-9466

KOHL'S DEPARTMENT STORE (2 LOCATIONS)	DEPARTMENT STORE	594-2797
L & F DISTRIBUTOR	BEER DISTRIBUTOR	772-4246
LALA IMPORTS	NONDURABLE GOODS	779-6500
LEVITON MANUFACTURING	LIGHT SWITCH MFG	877-1200
LOWE'S HOME IMPROVEMENTS (3 LOCATIONS)	HOME IMPROVEMENTS	581-4401
LUCCHESE INCORPORATED (ACME)	BOOTS MFG	778-3066
M & Q PLASTIC PRODUCTS	PLASTIC MFG.	780-2312
MAGNOLIA COCA-COLA BOTTLING CO.	BOTTLING	593-2653
MARRIOTT HOTEL	HOTEL	779-3300
MEDIFLEX HOSPITAL INDUSTRIES	MEDICAL SUPPLIES MFG.	231-5000
MERVYN'S (3 LOCATIONS)	DEPARTMENT STORE	591-8186
MIKE GARCIA MERCHANT SECURITY, INC.	SECURITY SERVICE	772-7047
MILLENIUM PLASTICS	PLASTIC INJECTION	834-2700
MISSION CHEVEROLET	CAR DEALERSHIP	317-5929
MONTEVISTA AT CORONADO, THE	SENIOR LIVING CENTER	833-3864
MOTORWAY AUTO GROUP (Westway Dodge, Expressway Ford, Gateway Nissan, Jaguar of El Paso)	CAR DEALERSHIP	834-2800
OFFICE DEPOT (4 LOCATIONS)	OFFICE PRODUCTS	779-5544
OWENS BROCKWAY CLOSURE & SPECIALTY PRODUCTS	PLASTIC COMPONENTS	772-7495
PETRO STOPPING CENTERS HOME OFFICE	TRUCK STOPS	859-3911
PHELPS DODGE MINING COMPANY (COPPER)	REFINING/ROD MILL/WIRE	778-9881
PHILIPS CONSUMER ELECTRONICS	ELECTRONICS MFG	778-0170
PIZZA PROPERTIES (Peter Piper Pizza, Burger King)	RESTAURANT	855-2121
PLASTICS ENGINEERED COMPONENTS	PLASTIC INJECTION	594-1095

PLASTIC MOLDING TECHNOLOGY, INC.	PLASTIC INJECTION	790-0181
PREWASH & PRESSING (EXCEL COMPANY)	JEANS FINISHING	544-0126
PRICE'S CREAMERIES	DAIRY, MILK & MILK PRODUCTS	565-2711
PROLOGIS TRUST	ACCOUNTING CENTER	877-2700
RAYTHEON CORPORATE FIELD OFFICE	AEROSPACE	783-4850
READY ONE INDUSTRIES	GARMENT	833-1145
RIO GRANDE PORTLAND CEMENT EL PASO	MFG CEMENT	544-1750
RIO VISTA REHABILITATION	HOSPITAL	544-3399
RUDDOCK MANUFACTURING	MFG. MENS CLOTHING	544-3530
RUDOLPH CHEVROLET	CAR DEALERSHIP	544-4321
SAM'S CLUB (3 LOCATIONS)	GEN MERCHANDISE	771-0004
SBC (formerly Southwestern Bell)	TELECOMMUNICATION	587-8300
SEARS ROEBUCK (2 LOCATIONS)	DEPARTMENT STORE	775-4900
SEVEN-ELEVEN STORES	CONVENIENCE STORES	562-3039
SHAMALEY FORD ISUZU NEW/USED	CAR DEALERSHIP	591-8600
SIEMENS ENERGY & AUTOMATION	ELECTRONICS MFG	857-4200
SIERRA PROVIDENCE HEALTH NETWORK	HOSPITAL	577-1400
SMURFIT-STONE CONTAINER CORP.	PACKAGING MFG	778-0882
SOUTHWEST AIRLINES	AIRLINE	779-6670
SOUTHWEST LAMINATES	AUTOMOTIVE LAMINATE	757-2300
SPEAKING ROCK	ENTERTAINMENT CENTER	860-7777
STAGECOACH CARTAGE & DISTRIBUTION, INC.	TRUCKING, WAREHOUSING	779-8315
STATE FARM	CALL CENTER	298-8000
TARGET (3 LOCATIONS)	DEPARTMENT STORE	590-3560
TAYLOR PUBLISHING COMPANY	PUBLISH YEARBOOKS	857-4002

TELERX	CALL CENTER	849-4800
TEXAS DEPT. OF HEALTH	PUBLIC HEALTH	834-7683
TEXAS DEPT. OF HUMAN SERVICES	WELFARE	834-7500
TEXAS DEPT. OF PUBLIC SAFETY	HIGHWAY PATROL, LICENSES	855-2105
TEXAS DEPT. OF TRANSPORTATION	HIGHWAY DEPARTMENT	790-4200
TEXAS GAS SERVICE COMPANY	GAS UTILITY	544-6300
THOMASON GENERAL HOSPITAL	COUNTY HOSPITAL	544-1200
TIME WARNER COMMUNICATIONS	CABLE TV	772-1123
TIMELY INTEGRATED	TRUCKING	851-9799
TITAN PLASTICS GROUP	PLASTIC INJECTION	419-547-6918 (OHIO)
TONY LAMA	BOOTS MFG	778-8311
TORO CO. IRRIGATION & CONSUMER PROD.	SPRINKLERS MFG	757-2586
UPS	WAREHOUSING	778-3636
UPS SUPPLY CHAIN SOLUTIONS	TRUCKING/WAREHOUSING/BROKERAGE	779-7762
U.S. BORDER PATROL	U.S. GOVERNMENT AGENCY	534-8308
U.S. CUSTOMS SERVICE	U.S. GOVERNMENT AGENCY	633-7300
U.S. DRUG ENFORCEMENT ADMINISTRATION	U.S. GOVERNMENT AGENCY	832-6000
U.S. IMMIGRATION & NATURALIZATION SERVICE	U.S. GOVERNMENT AGENCY	225-1941
U.S. INT'L BOUNDARY & WATER COMMISSION	U.S. GOVERNMENT AGENCY	832 -4100
U.S. POSTAL SERVICE	U.S. GOVERNMENT AGENCY	275-8777
UNION PACIFIC RAILROAD COMPANY	RAILROAD & FREIGHT	599-2142
UNITED BLOOD SERVICES	BLOOD SERVICES	544-5422
UNITED PARCEL SERVICE (UPS)	SHIPPING	799-7762
VERIZON BUSINESS	TELEMARKETING	594-6010

VISTA HILLS HEALTH CARE	NURSING HOME	593-1131
W SILVER INC.	FABRICATING STEEL MILL	886-3553
WALGREEN'S DRUG STORE (20 LOCATIONS)	DRUG STORE	595-2788
WAL-MART (7 LOCATIONS)	DISCOUNT RETAIL	856-3685
WELLS FARGO BANK (12 LOCATIONS)	BANK	532-9922
WEST TELESERVICES CORPORATION	TELEMARKETING	585-9555
WESTERN REFINERY	PETROLEUM REFINING	775-3411
WYNDHAM	HOTEL	778-4241
YAZAKI NORTH AMERICA(EWD & ELCOM)	MFG. WIRE HARNESSSES(AUTO)	298-2000
YMCA (5 LOCATIONS)	SERVICE	533-3941
YWCA (5 LOCATIONS)	SERVICE	533-2311

## STAFFING AGENCIES

The following job placement agencies offer employment in almost every career field. They offer temporary, temp-to-hire, and permanent positions. Set up an appointment before visiting them. All agencies provide proficiency testing for skills such as typing, computer software, and light industrial. **Most of these agencies want to hire military spouses!**

### **Adecco Staffing**

7500 N Mesa Ste 301 or 1320 N  
Zaragoza Rd # 108  
**(915) 842-9400 or (915) 872-9252**

### **Accustaff (Randstad)**

1200 Golden Key Circle  
Suite 330  
**(915) 592-3400 or (915) 544-5698**

### **Snelling & Snelling**

4900 N. Mesa St.  
**(915) 532-1981**

### **Gail Darling Staffing**

4150 Rio Bravo St  
**(915) 598-1900**

### **Southwest Staffing Inc.**

12025 Rojas Dr. Ste L  
**(915) 857-9719**  
**(915) 857-3340 fax**

### **RM Personnel & Perfect Match Executive Recruiting**

4707 Montana  
www.rmpersonnel.com  
**(915) 565-7780**

### **Kelly Services**

1325 George Dieter Dr Ste 3  
**(915) 591-0248**  
1000 Hawkins Blvd  
**(915) 772-8997**

### **Manpower Temporary Services**

1790 N Lee Trevino Dr.  
**(915)592-6196**  
4141 Pinnacle St  
**(915) 532-0813**

There are additional staffing agencies listed in the phone book under "Employment."

## WORKFORCE SOLUTIONS



Workforce Solutions @ is a network of career offices established by the Upper Rio Grande Workforce Development Board, the administrative entity for the workforce programs in West Texas. They offer reference materials, job listings, job referrals, unemployment insurance information, computer tutorials, career planning resources, and community information on a variety of topics. They frequently host employer job fairs. Visit the Fort Bliss Satellite Center at the Army Community Service, Employment Readiness Program at 2494 Ricker Road, Fort Bliss, TX or call (915) 566-8965. Visit online and search postings at <http://workintexas.com>.



## **SPOUSES TO TEACHERS**

Spouses to Teachers (STT) is a Department of Defense program designed to provide military spouses an opportunity to obtain information regarding teaching credentials and careers in public education. This initiative recognizes that teaching is a professional career field of great interest to military spouses. However, key to becoming a teacher is obtaining teacher credentials accepted by the states in which military families are likely to be stationed.

### **Eligibility:**

All Spouses of Active Duty Military Personnel, Drilling Reserve and National Guard Members who are interested in becoming a Teacher.

### **WHAT BENEFITS ARE AVAILABLE?**

- Individualized Counseling and Advisement on Teacher Certification Programs and Processes in Texas
- You may also receive reimbursement up to \$600 for the costs of Certification Examinations (THEA, TOPT, TEXES, OR EXCET) taken after September 1, 2004

**Contact: Meryl Kettler, Coordinator, Texas Spouses to Teachers**

Email: [spousestoteachers@esc13.txed.net](mailto:spousestoteachers@esc13.txed.net)

Call: 512-919-5484 or 800-810-5484

Visit online at [www.spousestoteachers.com](http://www.spousestoteachers.com)



## **Operation RE/MAX**

Real estate is an attractive career choice for military spouses and family members. The educational and licensing period is reasonably short, moving every few years can be advantageous in that they can build a large referral base and there's unlimited income potential. Military spouses and family members also tend to thrive in real estate due to the close-knit military community, the tendency toward systemizing tasks and the number of social activities associated with military life.

## **RE/MAX International**

RE/MAX is home of The Real Estate Leaders®. The RE/MAX Concept combines maximum commissions and the best support services to attract the top agents and, increasingly, the top real estate newcomers.

There are many reasons to become part of the RE/MAX network. Every program and service that RE/MAX provides is designed to enable Sales Associates to reap the maximum reward for their efforts and to help them reach their full professional potential. From national television advertising to a global referral network, and from RE/MAX Satellite Network training to state-of-the-art electronic tools, RE/MAX offers it all.

On average, RE/MAX Associates sell more real estate than other agents. They are better qualified to set the right price for the homes they list; better equipped to market those homes; and likely to find a buyer in a shorter period of time. Experience and education make them better qualified to find the right home for any buyer. The proof of quality service is in repeat customers and in customers who refer their friends to RE/MAX Associates. RE/MAX Sales Associates average 70 percent of their business from repeats and referrals, while other agents average about 30 percent from those sources.

With offices in more than 60 countries, RE/MAX is one of the fastest-growing real estate franchise networks on the planet. More than 120,000 Sales Associates in more than 6,500 offices have made the RE/MAX network their career of choice. [Learn more about opportunities with RE/MAX. Contact for more information at http://www.operationremax.com/ or visit your Employment Readiness Manager.](http://www.operationremax.com/)

# SELF-EMPLOYMENT OPPORTUNITIES



## Is Entrepreneurship For You?

In business, there are no guarantees. There is simply no way to eliminate all the risks associated with starting a small business - but you can improve your chances of success with good planning, preparation, and insight. Start by evaluating your strengths and weaknesses as a potential owner and manager of a small business. Carefully consider each of the following questions.

**Are you a self-starter?** It will be entirely up to you to develop projects, organize your time, and follow through on details.

**How well do you get along with different personalities?** Business owners need to develop working relationships with a variety of people including customers, vendors, staff, bankers, and professionals such as lawyers, accountants or consultants. Can you deal with a demanding client, an unreliable vendor, or a cranky receptionist if your business interests demand it?

**How good are you at making decisions?** Small business owners are required to make decisions constantly - often quickly, independently, and under pressure.

**Do you have the physical and emotional stamina to run a business?** Business ownership can be exciting, but it's also a lot of work. Can you face six or seven 12-hour work days every week?

**How well do you plan and organize?** Research indicates that poor planning is responsible for most business failures. Good organization of financials, inventory, schedules, and production can help you avoid many pitfalls.

**Is your drive strong enough?** Running a business can wear you down emotionally. Some business owners burn out quickly from having to carry all the responsibility for the success of their business on their own shoulders. Strong motivation will help you survive slowdowns and periods of burnout.

**How will the business affect your family?** The first few years of business startup can be hard on family life. It's important for family members to know what to expect and for you to be able to trust that they will support you during this time. There also may be financial difficulties until the business becomes profitable, which could take months or years. You may have to adjust to a lower standard of living or put family assets at risk in the short-term.

## SELF-EMPLOYMENT OPPORTUNITIES CONTINUED

There are many resources available to you if you are interested in starting a small or home-based business.

The Women's Business Border Center, partially funded by the U.S. Small Business Administration, visits the ACS ERP Office as requested to provide technical assistance to Military Spouses who are interested in pursuing or expanding a business of their own. (This also includes home-based business such as *Mary Kay* or *Avon*)

- Assistance in compiling a business plan, financing and loan packages, marketing research and analysis, tax and permit information, types of business structures available, and legal information is available at no charge!
- Information is also available on special interest topics such as Women, Minority, and Veteran Business Opportunities.

Call Martha Najera for more information or to schedule an appointment with a WBBC representative on Fort Bliss at 566-4066 or email [mnajera@ephcc.org](mailto:mnajera@ephcc.org)

For Small Business Ownership information on the web, the following sites will be helpful:

Women's Business Border Center	<a href="http://www.hispanicwomenscenter.com">www.hispanicwomenscenter.com</a>
Small Business Administration:	<a href="http://www.sba.gov">www.sba.gov</a>
SCORE	<a href="http://www.score.org">www.score.org</a>
National Business Association	<a href="http://www.nationalbusiness.org">www.nationalbusiness.org</a>
Internal Revenue Service	<a href="http://www.irs.gov">www.irs.gov</a>





## The Staffcentrix Portable Career & Virtual Assistant Training Program™

A Program for Military Spouses Based Upon the  
Rapidly Growing “*Virtual Assistant*” Industry

Virtual Assistants (VAs) are self-employed individuals who provide off-site business-support services to their clients. These services vary from one VA to the next, based on their experience and expertise, and can include day-to-day administrative tasks, competitive research, Website design, resume writing, accounting, bookkeeping services, marketing support, translation, and graphic design. Work assignments are communicated through e-mail, phone, fax, mail, diskette transfer, and real-time online messaging. The virtual nature of these relationships lends itself easily to the transient or “nomadic” lifestyle that is so much a part of military family life.

Staffcentrix, LLC, is a company that specializes in training military spouses to become virtual assistants, to deliver their exclusive Portable Career & Virtual Assistant Training Program™. As the name implies, this Program is designed to teach military spouses to launch and grow their own virtual assistant businesses, and thus embark on a rewarding, challenging, and truly portable career.

### **Candidates for the Program should have a minimum of:**

- 2 years of administrative support experience, Internet access, a good working knowledge of basic software, a computer with a Windows 95 or newer operating system, and—above all—a strong desire for employment or employment change.

If you are an active-duty military spouse who would like to participate in this free training program, please complete and submit the online application at <http://www.msvas.com> or the Employment Readiness Program at 915-568-1132 for more information.

# VOLUNTEER OPPORTUNITIES



## **WHY VOLUNTEER?**

Volunteering is a great way to gain valuable work experience and learn new skills, establish local contacts, and network with potential employers to get your foot in the door!

**To make an appointment with the *Volunteer Coordinator*, call ACS at 568-1132.**

There are many different organizations both on and off post that adults and youth can volunteer at. The Volunteer Coordinator will assist you in determining your interests and picking an organization to work in.

## **Samples of organizations seeking Volunteers On-Post:**

Army Community Service, Army Family Team Building, Child and Youth Services, Framing Bliss, Fisher House, Junior Enlisted Family Center, NCO Wives Club, Boy Scouts, Girl Scouts, Outdoor Recreation, and many more!!

## **Samples of organizations seeking Volunteers Off-Post:**

American Red Cross, American Heart Association, Animal Rescue League, Big Brothers/Big Sisters, United Way, Homeless Shelters, and many more!!

**What is the Army Volunteer Corps (AVC)?** The AVC is a new way of thinking about volunteers and volunteering within the Army. It is an umbrella that encompasses all volunteers and organizations using volunteers. No matter where individuals volunteer in the Army community, they have the same goal. People volunteer to contribute to the Army, to Soldiers, and to their family members. The intent of the AVC is to recognize this commonality of purpose among all Army volunteers and to instill the same pride in being an Army volunteer as they now have for the organization where they provide their service. The establishment of the Army Volunteer Corps connects volunteers and demonstrates the Army's commitment to its volunteers.

**How do I join the AVC?** There is no organization to join. You are a member of the AVC when you volunteer for any organization that provides service to Soldiers and families.

**Vision:** Promote and strengthen volunteerism by uniting community volunteer efforts, supporting professional management, enhancing volunteer career mobility, and establishing volunteer partnerships to support individual personal growth and life-long volunteer commitment.

**Mission:** A trained and resourced professional volunteer force supported by Army leadership and prepared to contribute to Army readiness and well-being.

## MARKET YOUR VOLUNTEER EXPERIENCE

### **Put Volunteer Work on Your Resume**, by Susan J. Ellis of Energize, Inc.

When you are looking for a job, your resume gets your foot in the door. It represents you to a potential employer and you want it to stand out from the resumes of the other applicants. One way to capture the interest of an employer is to show that you are an involved citizen -- someone who works to make the community a better place to live. In other words, make sure your volunteer work appears on your resume.

It is a common misconception that there is only one "right" way to design a resume. Actually, the most important thing is to present the information in such a way as to document and support your career goal. If you tell a prospective employer that you want a particular job, your resume must prove that you are the right candidate to fill it. Sometimes your paid work history may not be as important as what you have done as a volunteer in demonstrating that you have the necessary job skills.

One approach used by many people is to add a section to their resumes called "Community Service" or "Volunteer Work." They list the highlights of their volunteering here, to show that they have interests outside of their employment history already described. This is certainly better than ignoring volunteer experience on a resume, but it is not the best way to highlight what you have learned as a volunteer.

Consider integrating your volunteer work into the section of your resume called "Work Experience." Even if you were not paid a salary and did not consider the volunteering to be "employment," it certainly was productive work and should count as "experience." The key is to translate what you gained from the volunteer activity into the language of the paid work world.

Don't use "volunteer" as a job title. It's an adjective and alone does not convey the work that you accomplished. So, if you did tutoring, use the title "Tutor." If you coordinated a project, identify your work accurately as "Project Coordinator." The fact that you filled this position in an unpaid capacity is part of your description of the work. First grab your prospective employer's interest with an accurate position title.

Next describe the volunteer work in terms of your achievements, highlighting the skills that you learned and demonstrated. What would be important to the work world about what you did? For example, did you raise \$100,000? Did you manage a budget or accomplish goals on schedule? Did you supervise a staff of people? Even if they, too, were volunteers, your success required the ability to be a motivating leader. All these sorts of things impress an employer.

Take the time to analyze what you learned as a volunteer. Did you have the chance to practice public speaking? Write reports, news releases, and newsletters? Plan projects, coordinate sub-committees, train others to do the work? Such skills are applicable to just about any setting.

Describe your activities and achievements fully. You do not need to say these were done as a volunteer, though you are of course welcome to do so. If you feel uneasy about representing volunteer work as equivalent to a full-time paid job, you can identify the volunteering as being part-time. Be honest. Don't overstate what you did. But also be sure to give yourself the credit you deserve.

If you are a student seeking your first real job, being able to show volunteer work on a resume demonstrates that you had interests beyond the classroom. If you are returning to the paid work force after some time away, your volunteer activities prove that you kept yourself sharp and involved. If you want to change career fields, it may be your volunteer work in the new field that tells a prospective employer you're worth the risk, even if all your paid employment history is in some other field.

Be unapologetic about giving space on your resume to volunteering. Since the whole goal of a resume is to get you an interview, think how more interesting your face-to-face conversation will be when you add all those community activities to show you who really are.

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# EDUCATION AND TRAINING OPPORTUNITIES



**BLDG. 641, TAYLOR RD  
Education Services Officer  
568-3386**

## **FORT BLISS EDUCATION CENTER**

**Counseling Appointments  
568-7161  
568-5635**

## ON-POST COLLEGES & PROGRAMS

Interested in pursuing or expanding your education? The following colleges have satellite campuses located on Fort Bliss.

### **Webster University**

The home campus for Webster University is in St. Louis, Missouri. Webster University's resident center at Fort Bliss offers on-post graduate work leading to Master of Arts degrees. There is also a campus available at Santa Teresa, New Mexico. [rrankin@webster.edu](mailto:rrankin@webster.edu)  
Rosi Rankin, Phone Military: 915-568-8063 Civilian: 915-562-4400/ Fax: 915-562-8635

<b>Fort Bliss</b>
MA Counseling
MA Health Service Management
MA Resources Development
MA Management
<b>Santa Teresa</b>
Master Of Business Administration
MA Business
MA Computer Resources and Information Management

## Park University:

Park University is a pioneer in non-traditional studies. The home campus is located in Parkville, Missouri. Through the Fort Bliss Resident Center, Park University offers degree completion at the associate and baccalaureate levels. **dkmpark@swbell.net** Darlene Muniz, Phone: 915-564-5803

### ***ASSOCIATE DEGREES***

AS Computer Science

AS Management

AS Social Psychology

### ***BACCALAUREATE DEGREES***

BS Computer Science

BS Management

BS Computer Information Systems, Management

BS Human Resources, Management

BS Health Care, Management

BS Social Psychology

BS Criminal Justice Administration

## El Paso Community College

El Paso Community College District, established in June 1969, is a charter member of the service members' opportunity college (SOC). There are currently five campuses and five centers (to include Fort Bliss) where programs are provided. **daleh@epcc.edu** Dale A. Hougham, Coordinator Ft Bliss Programs, Phone 915-562-4004. Off post, they have multiple locations throughout El Paso offering a wide array of Associate Degree programs. Visit [www.epcc.edu](http://www.epcc.edu) for more information!

### ***ASSOCIATE DEGREES***

Criminal Justice

Associate of Arts and Science

Continuing Education ( A+ Certification and More)

## OFF-POST COLLEGES & TECHNICAL SCHOOLS



**UTEP**'s six colleges (Business Administration, Education, Engineering, Health Sciences, Liberal Arts and Sciences) and graduate school offer 81 bachelor's and 74 master's degrees. Fourteen Doctoral degrees are offered. The university has been designated as a Doctoral/Research-Intensive University in the Carnegie Classification of Institutions of Higher Education. UTEP is the only doctoral-research university in the United States with a Mexican-American majority student population.

Admissions and Recruitment  
Academic Services Building Room  
102  
Phone: 915-747-5890  
Fax Number: 915-747-8893  
Website: [www.utep.edu](http://www.utep.edu)

Visit [www.utep.edu](http://www.utep.edu) to learn detailed information on available academic programs or to obtain an application for admission and information on financial assistance.



## UNIVERSITY OF PHOENIX

**Albuquerque Campus**  
7471 Pan American Freeway NE  
Albuquerque , NM 87109

**Kirtland AFB**  
Education Center  
Albuquerque , NM 87116

**Santa Fe Learning Center**  
Holley Office Building, 2201 Miguel Chavez  
Santa Fe , NM 87501

**Santa Teresa Learning Center**  
1270 Country Club Road  
Santa Teresa , NM 88008

Bachelor of Science in Business/Accounting  
Bachelor of Science in  
Business/Administration  
Bachelor of Science in Business/e-Business  
Bachelor of Science in  
Business/Management  
Bachelor of Science in Business/Marketing  
Bachelor of Science in Criminal Justice  
Administration  
Bachelor of Science in Health  
Administration

Bachelor of Science in Human Services  
Bachelor of Science in Information  
Technology  
Bachelor of Science in Management  
Master of Arts in Education  
Master of Arts in Education/Elementary  
Teacher Education  
Master of Arts in Education/Secondary  
Teacher Education  
Master of Management

## UNIVERSITY OF PHOENIX CONT'D

Master of Business Administration  
Master of Business Administration/e-Business  
Master of Business Administration/Global Management  
Master of Business Administration/Health Care Management  
Master of Business Administration/Human Resources Management  
Master of Business Administration/Technology Management

Master of Counseling/Community Counseling  
Master of Counseling/Marriage and Family Therapy  
Master of Science in Computer Information Systems  
Master of Science in Nursing  
Master of Science in Nursing/Family Nurse Practitioner  
Master of Science in Nursing/RN to MSN Bridge Program



## NEW MEXICO STATE UNIVERSITY

[www.nmsu.edu](http://www.nmsu.edu)

Campuses in Las Cruces and Dona Ana, NM

NMSU offers a wide variety of technical and traditional degree and certificate programs. Visit the website for detailed information or call 1-800-662-NMSU.

## TECHNICAL SCHOOLS

### Texas Tech School of Medicine

**915-545-6760**  
4801 Alberta Ave  
El Paso TX 79901

### Computer Career Center

**915-779-8031**  
6101 Montana Ave  
El Paso TX 79925-2021

### Howard Payne University

**915-778-4815**  
1201 Hawkins Blvd Ste A

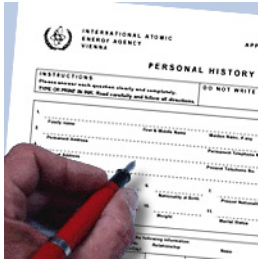
### Western Technical Institute

**915-231-4900**  
9451 Diana Dr  
El Paso TX 79924-6936

### Texas Tech University Health Sciences Center At El Paso

**915-545-6744**  
4800 Alberta Avenue  
El Paso TX 79936

# TIPS FOR COMPLETING JOB APPLICATIONS



What you look like and how you ask for the application may prove as important as the information you put on it! Dress professionally, be polite and respectful, and be prepared to apply.

1. **Know what position you are applying for.** If you write in “anything”, you will probably get nothing.
2. **Fill out the application completely.** Any questions you do not answer may cause the employer to think that you did not pay attention while reading the application or that you have something to hide. If some questions do not apply to you, write in N/A for “not applicable”.
3. **Be honest and accurate.**
4. **Think about your answer before you write it.** No one wants to read crossed out words or half-completed sentences.
5. **Never fold or roll your application.** This shows a general lack of concern about how you present yourself-and implies that this same lack of concern may present itself on the job if you were hired.
6. **Print Neatly and Don’t use a pencil to complete the form.** Pencil marks smudge and do not look business like. They give the impression you are not prepared. Instead, use a blue or black pen.
7. **Don’t smoke or chew gum.** If you feel the need to do either, wait until you are outside the employer’s place of business.
8. **Don’t use slang on the application.** Slang is informal. Because filling out a job application is part of a formal process, your use of words should be more formal.

## Chronological Resume Format

### NAME

Address  
City, State, Zip  
Email Address  
Home Phone

### OBJECTIVE

Be very specific about the position you are seeking

### SUMMARY OF QUALIFICATIONS

Give a brief description of your achievements, and skills which better describes your accomplishments

### WORK EXPERIENCE

List your most recent positions first. Give the job title, company name, location, and a summary of the job duties. Begin your duties with an action verb. List most relevant duties first, that directly relates to the position you are applying for.

### EDUCATION

List the most recent first. Include the name of the institution, dates attended, field of study, and the degree or certificate that was awarded. Include any training you have received as well.

### SKILLS

Computers, foreign languages with fluency level, & the use on special equipment

### AWARDS/HONORS/AFFILIATIONS

List the positions held if you held any offices such as secretary or treasurer. List the dates you were involved and the name of the organization. Be sure to describe your activities. List any awards and honors you have received that would be relevant to the position you are seeking.

## Resume Sample

### MARY ELLIOT

10 Brookings Avenue  
Ashville, NC. 23987  
(123) 456-7890  
[elliott22@cox.net](mailto:elliott22@cox.net)

### OBJECTIVE

Seeking an entry level administrative assistant position

### SUMMARY OF QUALIFICATIONS

- Excellent skills in organization, facilitation, communication, and presentation
- Fluent in English and Spanish
- Detailed Oriented
- Work well under pressure and in high stress situations

### WORK EXPERIENCE

1995-2000 Western Temporary Services  
Berkeley, CA. *Clerical Worker*

- Typed correspondences
- Answered Phones
- Filed personnel records
- Kept detailed records of contracts

1989-1995, M& J Accounting Firm  
Atlanta, GA. *Senior Clerk*

- Maintained company records and client files
- Evaluated customer applications for processing
- Handled high volume calls on multi-line phones
- Greeted clients and customers
- Operated fax and copy machines

### EDUCATION

A.A, Business Management/Accounting  
Vista College 1994

### SKILLS

Proficient in MS Word, Excel, & WordPerfect, Types 45 wpm, data entry skills, and 10-key by touch

## Functional Resume Format

### NAME

Address  
City, State, Zip  
Home Phone

### OBJECTIVE

Should be specific and state the position you are seeking

### HIGHLIGHTS OF QUALIFICATIONS

Summarized statements of your relevant qualifications for the position that you are seeking

### EXPERIENCE

Categorize your experience from all relevant positions held. Many individuals use a functional resume when they have the same work experience from several different jobs. A functional resume puts emphasis on an individual's skills and or experience rather than the dates of employment. Functional resumes camouflages gaps in employment of the lack of steady employment. Functional resumes are often used by military spouses, career changers, and individuals who have been out of the workforce for an extended period of time.

### EMPLOYMENT HISTORY

List previous jobs. Include job titles, name of employers, location, and dates employed.

### EDUCATION/TRAINING

List relevant education and training to include; degrees, certificates, licenses, and diplomas

## Sample Resume

### DAVID SMITH

25 Michigan Lane  
Jacksonville, FL. 88888  
davidsmith@nex.com

### OBJECTIVE

A position as an Electronics Maintenance Manager

### HIGHLIGHTS OF QUALIFICATIONS

- 15 years experience in management and hands on electronic maintenance
- Skilled technician with expertise in an array of electro-mechanical discipline
- Articulate communicator who conveys technical concepts in clear terms

### EXPERIENCE

#### *Management*

- Managed five departments consisting of 45 electronic technicians
- Maintained 100% accountability of over 2,000 component parts and materials with inventory values in excess of \$3 million
- Planned all electronic test equipment calibration schedules

#### *Electronics Technician*

- Repaired electrical and electronic aircraft systems and components using industry standard equipment
- Skilled in wire, cable bundle, coaxial, and connector repair
- Repaired, adjusted, and calibrated electronics equipment in general use in the surface and submarine Navy

### EMPLOYMENT HISTORY

1990-1995 **Sales Assoc.** Radio Shack Dallas, TX  
1995-2000 **Floor Manager** X-Technology Reno, NV.  
2000-2004 **Tech IV** Macon Industries San Diego, CA.

### EDUCATION/TRAINING

- Advanced Electrical and Electronics Training
- Digital Electronics Training
- Leadership and Management
- OSHA Hazards and Chemical Safety

# SAMPLE CHRONO-FUNCTIONAL RESUME (COMBINATION)

## BARBARA D. SMITH

811 My Place, Apartment A  
Atlanta, Georgia 31015

Phone: (915) 458-1662  
Alternate: (915) 299-6903

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### CAREER FOCUS: ADMINISTRATIVE ASSISTANT

Focused, detail-oriented administrative professional with 10+ years' experience providing superior customer service, management, and administrative support in fast-paced, profit-driven environments. Self-starter who meets operational deadlines and requirements while managing multiple priorities. Highly skilled at evaluating and resolving complex problems and making sound decisions. Possess outstanding communication skills and quickly establish rapport with customers, management, and staff members. Adept at working autonomously or as an integral team member to achieve organizational goals. Reliable and dependable with strong work ethics.

#### Key Strengths:

- Office Management / Protocol
- Outstanding Organization Skills
- Multi-Tasking
- Customer Service
- Multi-line Phone Systems
- Inventory Control
- Problem-Solving Skills
- Workplace Diversity
- Records Management
- Employee Supervision
- Word-Processing
- Interpersonal Skills

*Computer literate with proficiencies in Microsoft Word, Excel, Access, and PowerPoint*

---

### PROFESSIONAL EXPERIENCE

#### Closing Supervisor FOOD COURT

2002 - 2005  
Fort Bliss, Texas

- Oversaw operations for entire food court to include 7 well-known restaurant chains located inside a major retail facility; provided extensive customer service and dispute resolution to increase sales and promote customer loyalty.
- Supervised 25 employees on a daily basis, including 4 shift managers; assisted with all aspects of staffing to include interviewing, hiring, training, and performance reviews; provided training to employees and managers on customer service skills, suggestive selling techniques, safety, and proper food handling procedures to ensure compliance with health code regulations.
- Managed employee scheduling and inventory control duties to reduce food and labor costs to increase store revenue; performed bank deposits and managed cash flow of up to \$25,000 per day.
- Interfaced regularly with corporate offices and district managers to stay up to date on current advertising promotions to maximize sales; identified and trouble-shot equipment failures.

#### Shift Manager MY MANAGEMENT COMPANY

1997 – 2002  
Statesboro, Georgia

- Supervised approximately 15 employees to ensure smooth operations and outstanding customer service in a fast-paced environment; assisted with hiring and training all employees.
- Provided superior customer service to model successful employee performance and increase sales; resolved customer disputes in a professional, courteous manner.

## Barbara Smith Page–2

### Cashier ARBY'S

1992 – 1994  
Lakewood, Washington

- Handled large amounts of cash without sacrificing accuracy; balanced cash register at end of shift.
- Provided friendly, knowledgeable customer service; promoted sales by implementing suggestive selling techniques.
- Maintained the dining area to ensure cleanliness and promote a positive atmosphere to enhance the dining experience.

### Administrative Specialist UNITED STATES ARMY

1984 – 1988  
Worldwide Locations

- Maintained a computer database of administrative records for over 800 soldiers
- Processed a variety of administrative actions to include soldier location assignments, awards, requests for time off, life insurance modifications, promotions, in and out-processing, and discharge paperwork in a timely manner consistent with Army regulations and standards.
- Provided extensive follow up to soldiers regarding administrative requests in a professional and courteous manner; interfaced regularly with both unit and operations managers to discuss soldier issues and process timely requests.

## EDUCATION & TRAINING

### Griffin Technical College

Tacoma, Washington, 1990 – 1993, Completed 106 credit hours in business administration.

#### Relevant coursework includes:

Business Management, Economics, Accounting,  
Typing, Office Procedures and Protocol

### Administrative Specialist Course

United States Army, Fort Jackson, South Carolina, 1981.

USA Learning, Army & Air Force Exchange Service Distance Continuing Education Program, 2005.  
Completed 59 continuing education courses.

#### Relevant coursework includes:

Microsoft Office, Conflict Resolution, Communication Skills, Information Security  
Change Management, Business Etiquette, Management, Workplace Diversity,  
Time & Project Management, Negotiation Skills, Sexual Harassment

*References Available Upon Request*

## SAMPLE COVER LETTER

Your Street Address  
City, State ZIP  
Date

Name of Contact Person  
Title  
Company Name  
Street Address  
City, State ZIP

Dear Mr./ Mrs. Last Name:

State your interest in a specific position. Tell how you learned about the position. Indicate why you are qualified for the position.

Mention your enclosed resume. Summarize your relevant knowledge, skills, and accomplishments. Indicate why hiring you would be beneficial to the organization.

Restate your strong interest in the job. Mention that you will follow up with a phone call in one week. Give your phone number. Thank the reader for the time and consideration.

Sincerely

(Sign Here)

Your Name

Enclosure (You are noting that you have enclosed your resume.)

## SAMPLE REFERENCE PAGE

### PROFESSIONAL REFERENCES

Sally Smith  
1456 Bird Lane  
Detroit, Michigan 12345  
(313) 569-8745  
sallysmith@yahoo.com

Joe Smith  
12356 Robin Hood Drive  
Omaha, Nebraska 45695  
(568) 235-9566  
Joe\_smith@hotmail.com

Dennis Lopez  
12356 Street  
El Paso, Texas 79936  
(915) 123-4569  
Dennis\_lopez24@hotmail.com

# **JOB INTERVIEW TIPS**

## **Common Interview Questions:**

Always give detailed responses to interview questions citing clear examples!

1. Tell me about yourself.
2. Why should I hire you?
3. Tell me about a time when you encountered a difficult customer and how you handled the situation.
4. Describe your ideal supervisor.
5. Tell me about a time when you worked on a project that may not have gone so well.
6. What are your weaknesses?
7. Tell me what customer service means to you.
8. Describe a situation where you had to manage multiple tasks, include how you managed the situation.
9. Where do you see yourself 5 years from now?
10. What interests you about this job?
11. What do you know about our company?

## **ILLEGAL INTERVIEW QUESTIONS**

Some questions are illegal for employers to ask.

1. How old are you?
2. Do you have any children?
3. Are you married?
4. What disabilities or medical conditions do you have?
5. What church do you attend?



## **POSSIBLE QUESTIONS YOU CAN ASK AN EMPLOYER**

Often at the end of an interview, employers will ask-Do you have any questions? You should always prepare a list of a few questions to ask. This shows an employer you are interested and prepared!

1. When do you expect to make your decision by?
2. What type of training program do you have?
3. What do you like best about working here?
4. Can you describe what my supervisor's management style is like?
5. What qualities are you looking for in a candidate to fill this position?

## **QUESTIONS YOU SHOULD NEVER ASK AN EMPLOYER**

1. What does your company do?
2. How much do you pay?
3. What are your benefits?
4. Do you offer psychiatric benefits?
5. Do you have free parking?
6. How many holidays do we get here?

# ENTHUSIASM---the key to a great interview

**H**iring managers agree—enthusiasm separates the winners from the losers.

- **Show up 10 minutes early.** Hiring managers are clock watchers. Showing up late for a job interview can hurt your chances of getting the job 70% of the time.
- **Look professional.** You want to appear clean, neat, and proud. Conservative is best.
- **Come prepared.** Bring your resume, proper identification, social security card, working papers, notepaper, pen, and references.
- **Be extra courteous.** Say hello, smile, and be friendly to everyone you meet. You can be sure that the manager will ask what everybody thought of you after you've left the building.



- **Offer a professional greeting.** When you meet the manager, stand up straight, look them in the eye, smile, and give a firm handshake.
- **Show respect for the manager's position.** Address the manager as Mr. or Ms. unless they ask you to call them by their first name. Don't sit down until the manager tells you to.



- **Deliver a 30-second opening statement.** When the manager says, "okay, tell me a little about yourself"-Talk about training, education, experience, and your interest in the position.

- **Put a positive spin on things.** Turn your weaknesses into strengths.
- **Let body language do some talking.** Sit upright, use facial expressions to emphasize certain points, make eye contact.



- **Participate in the conversation.** Ask questions and give generous answers.
- **Become a storyteller.** Give detailed answers with lots of examples!!
- **Tell the manager why you want the job and why you are the right candidate for the position.**



- **Don't forget to say "Thank You".** Write a hand-signed thank you note reminding the manager how motivated you are to work for them. Send it immediately.

# **DRESS FOR SUCCESS**

## *What to Wear to a Job Interview or Job Fair*

### **WOMEN:**

Suit, pants or skirt business suit, black, brown, gray, or navy blue. Ensure it is pressed. Closed-toe shoes. Limit jewelry to a watch, ring, and conservative necklace such as pearls or a simple chain. No fragrances. Hair neatly combed or pulled back. Make-up should be conservative. You may want to wear lower-heeled shoes in the event of an extended tour.



### **MEN:**

Business suit, black, brown, gray, or navy blue and pressed. Shirts of a solid color and a conservative tie. For more casual job interviews, slacks, shirt, and tie may be all that you need. Hair neatly combed. Make sure you shave. Wear Brown or black shoes. No fragrances.

## **OTHER IMPORTANT TIPS...**

- Carry a portfolio containing copies of your resume, cover letter, references and letters of recommendation, and the job announcement so that you can refer to these documents and offer them to the employer.

Always write a Thank You letter to the interviewer(s) thanking them for taking the time to interview you! Restate your interest in the position as well as why you are the best qualified candidate. Thank them again and let them know you look forward to hearing from them. Hand sign the letter if possible and mail the very next day following the interview.

## **ATTIRE FOR HIRE PROGRAM**

Do you need clothing to go on a job interview or to start your career wardrobe?

One goal of the Employment Readiness Program is to empower military spouses with the tools they need to successfully obtain and maintain employment. We do this through training in job interview preparation, including how to dress for success. Attire for Hire is available to assist you with obtaining professional business attire to go on job interviews and enter the workforce with style!

**Business suits and professional attire are provided at no cost to military spouses through donations of nearly-new items from the military community.** If you need assistance in building your career wardrobe, visit the Junior Enlisted Family Center, located at the rear entrance of Building 51, Slater Road. Hours are Monday-Friday, 9:00 AM to 12:00PM and 1:00PM to 4:00PM.