



# **State of Washington Job Match**

**Staff User Guide – Part 1**  
**Version 3.0**

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# Job Match for Job Seekers

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## Section Objectives

After completing this section you will be able to:

- Create a job seeker account and complete the account setup process
- Review and edit profile information
- Create, upload, and manage resumes
- Create cover letters
- Upload application documents
- Search for job opportunities and set notifications for new jobs matching search criteria
- Save and apply to job opportunities
- Manage a calendar and view messages in the Message Center
- Complete a career profile and find matching occupations
- Search for workshops and hiring events
- Apply occupational search tools to find information about jobs and careers
- Create a monthly expenses budget
- Access resources on specialty group microsites

## Section Duration

Instruction for this section will last approximately 3 hours.



## Lesson 1: Account Creation and Setup

### Welcome Page

The Welcome page (worksourcewa.com) provides job seekers and employers with access to career tools and resources. Many resources are available to job seekers without a WorkSource account, such as searching for jobs and researching occupations. Users must login to perform other activities, such as creating resumes and applying to WorkSource jobs.

Navigate to the job seeker sign in page (seeker.worksourcewa.com) to create or login to a WorkSource account by clicking in the blue box labeled “Job Seeker” or click the “Job Seeker” silhouette in the top-right corner of the screen.



### Sign In Page

The Sign In page allows users to create Secure Access Washington (SAW) accounts, create WorkSource accounts, and login to existing WorkSource accounts. You must have a SAW account before creating a WorkSource account.

New users to Washington government services can create and activate a SAW account by clicking “Sign up” in the “Need an account? Start here” box and the system will guide the user through the process.



Users that have a SAW account, but do not have a WorkSource account, will be prompted to complete a user setup form after entering their SAW login credentials in the “Have an account? Sign in” box. Submitting this form will complete seeker registration and create the WorkSource account.

Users with existing SAW and WorkSource accounts can login to their accounts on the WorksourceWA.com site using their SAW credentials. Users will not be able to login using credentials from their old Go2WorkSource accounts.

## Welcome to WorksourceWA.com!

Our goal is to power your job search with the information, tools and resources you need to find your next job fast!

Have an account? Sign in.

Enter the username and password you provided when registering for [Secure Access Washington \(SAW\)](#).

**Important:** You can't sign in using your Go2WorkSource.com username and password. You must create a new [SAW account](#).

Username:

[Forgot username](#)

Password:

[Forgot password](#)

[Resend my activation code](#)

Sign in

Need an account? Start here.

Your first time here, you must create and activate a [Secure Access Washington \(SAW\)](#) account.

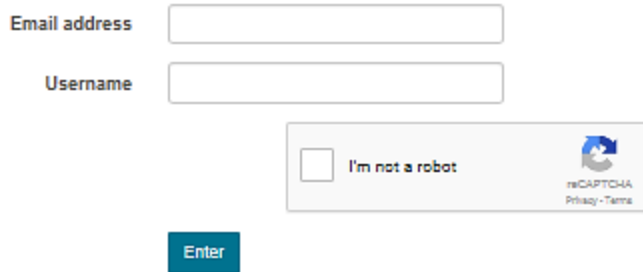
Sign Up

## Self-Service Password Reset

If users forget their password, the password reset feature allows users to access the account without helpdesk support. Click the “Forgot password” link and the system will prompt the user to enter the email address and username associated with the account. Then, click the checkbox next to “I’m not a robot.” In some cases users will be presented with a series of pictures and instructed to select the images that meet specific criteria, such as “Select all images with trains.” If this happens, select the images as instructed and click “Verify.” Once the system has completed the verification, click “Enter.” Users will receive a system-generated email that includes a link and instructions to change the account password.

## Forgot my password

To access your account, please enter your email address and username so we can locate your account information.

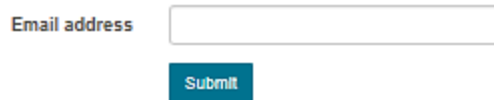


The form contains two input fields: "Email address" and "Username". Below these fields is a reCAPTCHA widget with the text "I'm not a robot" and a checkbox. At the bottom of the form is a blue "Enter" button.

The system also provides a self-service option for users who forget their username. Click the “Forgot username” link,

## Forgot my username

To access your account, please enter your email address so we can locate your account information.

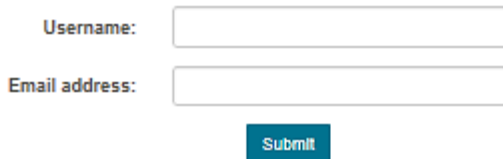


The form contains one input field labeled "Email address". Below the field is a blue "Submit" button.

Finally, if a new user created a SAW account but did not activate it, click “Resend my activation code,” enter the username and email address, and click “Submit.” The system will send an email with a new activation code.

## Resend Activation

To access your account, please enter your email address and username so that we may send your activation code.



The form contains two input fields: "Username:" and "Email address:". Below these fields is a blue "Submit" button.

## Secure Access Washington Account (SAW) Creation

Users must have an active Secure Access Washington (SAW) account in order to create an account on WorksourceWA.com.

To create a SAW account, navigate to the sign in page and click “Sign up” in the “Need an account? Start here” box. The system will prompt the user to complete the Account Setup page, which includes name, email address, username, password, and a secret question and answer. Passwords must meet specific criteria:



- Between 10-20 characters
- Contain a number
- Contain a lowercase letter



- Contain an uppercase letter
- Contain a special character

As users enter the password, a green checkmark will appear next to each requirement that is

## Account setup

Name	<input type="text"/>
Email	<input type="text"/>
Confirm email	<input type="text"/>
Username	<input type="text"/>
Password	<input type="password"/>
	<div> <div>Password requirements</div> <div> <p>✗ At least 10 characters</p> <p>✗ No more than 20 characters</p> <p>✗ Contains a number</p> <p>✗ Contains a lowercase and uppercase letter</p> <p>✗ Contains a special character</p> <p>✗ Passwords match</p> </div> </div>
Confirm password	<input type="password"/>
Choose a secret question	<input type="text"/> 
Your answer	<input type="text"/>
	<div> <input type="checkbox"/> I'm not a robot            </div>
	<input type="button" value="Save and continue"/>

met. The final requirement is to enter the exact same password in the Confirm Password field.

At the bottom of the Account Setup page, click the checkbox next to “I’m not a robot.” In some cases you will be presented with a series of pictures and instructed to select the images that meet specific criteria, such as “Select all images with trains.” If this happens, select the images as instructed and click “Verify.” Once the system has completed the verification, click “Save and continue.”

The system will display a confirmation page that says, “Your account has been created and an activation email has been sent to you.” Users will receive an activation email from “WorkSourceWashingtonNoReply@ESD.WA.GOV” to the email address provided in Account Setup. Open the email and click the link to activate the account.

The system will automatically navigate to the seeker sign in page and display a confirmation that the SAW account has been activated.

Login by entering the username and password set up for the SAW account.

## WorkSource Account Setup

After entering the username and password for the SAW account in the “Have an account? Sign in” box, the system will display the User Setup form to create a WorkSource account. This form includes the following sections: Verification Details, Contact Information, Residential Information, Mailing Address, Profile details, and Additional Information such as Military Service, Disability, Farmworkers, and Program Assistance. Throughout the User Setup form, required



fields are identified by a red asterisk. Click the “Help” icons displayed throughout the setup process to see additional helpful information for each section.

### Verification Section

In the verification details section, indicate if the user is legally entitled to work in the United States. If no, the user will not be able to create a WorkSource account. The system will notify the user and provide a list of services available to users without registering. Upon closing the notification screen, the seeker is redirected to the Welcome page.

Additional required fields in this section include: Social-Security Number (SSN), Re-enter Social Security Number (SSN), and Date of Birth.

#### Verification details [Why do we ask for this information?](#)

\* Are you legally entitled to work in the United States?

Yes

No

* Social Security number	* Re-enter Social Security number (SSN)	* Date of birth:
<input type="text" value="SSN"/>	<input type="text" value="Re-enter SSN"/>	<input type="text" value="mm/dd/yyyy"/>

In the Account Details section, the user’s email address is pre-filled with the SAW email address. It cannot be edited on this screen. Instead, click the link to change the email address which will allow users to update the address linked to the SAW account.

At the bottom of the screen, check the box “I accept the terms and agreements” and click “Next.”

#### Account details

\* Email address:

jane.test[REDACTED].com

[Change email address](#) | [Change password](#)

In order to serve you better, we share some of your personal information with WorkSource partners offering additional employment and training services. Partners are prohibited from sharing this information with anyone not involved in WorkSource. If you ask us, we will not share your information – it may however, affect your eligibility for additional employment and training services offered by WorkSource partners. Contact your local [WorkSource office](#) for additional information.

\* ☐ I accept the [terms and agreements](#)



## Contact Information

In the Contact Information section, complete the required fields: First Name, Last Name, Primary Phone Number, Type, and Preferred Contact Method.

Phone number type must be selected from the drop down list provided:

- Mobile
- Home
- Work
- Relative's
- Other
- Not Identified

To add additional phone numbers, click "Add more phone numbers." Also, select preferred contact method from the drop down list:

- Alternate phone
- Email
- In person
- Mail
- Mobile
- Other
- Primary phone number
- Text message

### Contact information

\* First name:

\* Last name:


\* Primary phone number

\* Type

- SELECT - ▼

\* Preferred contact method

- SELECT - ▼

 Add more phone numbers

## Residential Information

In the Residential Information section, complete the required fields: Country, Home Address, City/Town, State/Province, and Postal/ZIP Code. The County field will automatically populate based on the ZIP code provided. Users without a current home address can still complete the registration process by checking the box next to "I do not currently have an address."

The system defaults to using the home address as the mailing address. If this is not the case, un-check the box in the Mailing Address section to enter a separate mailing address.



## Residential information

\* Country


\* Home address

Home Address 2

\* City/Town:

\* State/Province:

\* Postal/ZIP code

 ZIP code lookup

County

☐ I do not currently have an address

## Mailing Address

☒ Check here if home address is same as mailing address

### Profile Details

The fields in the Profile Details section are optional and gather information about user demographics, employment status, education, and other background information. For some fields, additional fields will appear dynamically based on the user's response.

Select appropriate options for Gender, Ethnicity, and Race. "Decline to Identify" is an option for these fields.

### Profile details

**Gender**

☐ Male ☐ Female ☐ Decline to identify

**Ethnicity**

☐ Hispanic or Latino ☐ Non-Hispanic or Latino ☐ Decline to identify

**Race**

☐ Native Hawaiian/Other Pacific Islander ☐ White ☐ Asian ☐ American Indian/Alaska Native ☐ Black/African American ☐ Decline to identify

The next questions in the profile details section ask about employment status, English proficiency, and translation assistance. If "Yes" is selected for the translation assistance question, select Spanish or Russian from the required drop down list that appears.



**Employment status**

☒ Employed ☐ Employed w/Notice of Termination ☐ Employed w/Military Separation ☐ Not Employed

**Do you have limited English proficiency?**

☒ Yes ☐ No

**Do you need translation assistance?**

☒ Yes ☐ No

**\* Select a Language**

- SELECT -



The next questions in the profile section ask about school enrollment, homeless status, highest level of education, runaway status, and issues that may impact referrals.

If currently enrolled in school, select the school type from the drop down list that appears:

- High School
- Alternative High School
- Community College
- State College/University
- Vocational/Technical School
- Private College/University
- Other School

**Are you currently enrolled in school?**

☒ Yes ☐ No

**\* School Type**

- SELECT -



**Are you homeless?**

☐ Yes ☐ No

**What is your highest level of education?**

- SELECT -



**Are you a runaway?**

☐ Yes ☐ No

**Are there any issues at any time in your past, such as a conviction, that may impact a referral to an employer or training program?**

☐ Yes ☐ No


For education, use the drop down list to select the highest level completed. Options include no school grades completed, individual grades from 1-12, high school diploma or equivalents, individual years of post-high school college, and multiple post-high school degrees, up to the doctorate level.

## Military Service

In the Military Service section, additional fields will appear dynamically based on the user's response.

If the user clicks "Yes" to the first question indicating a status of Active Duty Military, Veteran, Spouse of a Veteran, or National Guard/Reserves member who has been called to Active Duty, a second question will appear about dishonorable discharge.

### Military service

To learn more about Veteran preference, [Click here](#) 

**\* Are you: Active Duty Military, Veteran, Spouse of a Veteran, or National Guard or Reserves member who has been called to Active Duty?**

☒ Yes ☐ No

**\* Were you released from the military with a dishonorable discharge or are you a spouse of the military member who was dishonorably discharged?**

☐ Yes ☒ No

If "Yes" is selected for the dishonorable discharge question, no additional military information is required. If "No" is selected, a series of additional military service questions appear.

Determine if you wish to be identified as a veteran for employers that provide priority of service. Then, if you have attended a Transition Assistance Workshop you will be prompted to enter the workshop date.

**\* Do you want to be identified as a veteran for employers seeking to hire veterans?**

☐ Yes ☒ No

**\* If you have served in the military, did you attend a Transition Assistance Program (TAP) Workshop?**

☒ Yes ☐ No

**\* TAP Workshop Date**



For the next question, select "Yes" if currently serving in the military and complete the additional questions that appear about current military service. Select the applicable Branch of Service from the drop down list that appears:

- Not Applicable
- Army or National Guard
- Navy
- Air Force
- Marines
- Coast Guard



Indicate if the user is retiring in the next 24 months and if the user is separating in the next 12 months. If “Yes” is selected for either the retiring or separating questions, identify Military Service Start and End Dates and Employment Availability Date when prompted.

\* Are you currently serving in the military?

☒ Yes ☐ No

\* Branch of service

- SELECT -

\* Are you retiring in the next 24 months?

☐ Yes ☒ No

\* Are you separating in the next 12 months?

☒ Yes ☐ No

\* Military service start date

mm/dd/yyyy 

\* Military service end date

mm/dd/yyyy 

\* Employment availability date

mm/dd/yyyy 

Users who have previously served in the military must enter military start/end dates and select the applicable Branch of Service from the drop down list that appears:

- Not Applicable
- Army or National Guard
- Navy
- Air Force
- Marines
- Coast Guard

Users will also be asked if service was only in the National Guard or reserves. If “Yes,” indicate if the unit was activated during a period of war or a campaign for which a campaign badge was issued.



\* Did you previously serve in the military?

☒ Yes ☐ No

\* Military service start date

mm/dd/yyyy



\* Military service end date

mm/dd/yyyy



\* Branch of service

- SELECT -

+ Add another tour of duty

\* Did you serve only in the National Guard or reserves?

☒ Yes ☐ No

\* Was your unit activated during a period of war or a campaign for which a campaign badge was issued?

☐ Yes ☐ No

If “Yes” is selected for having a service connected disability (SCD), an additional field appears prompting users to select the percentage of SCD from a drop down list. The list ranges from “0” to “100” in 10-point increments.

Users who have participated in the VA Vocational Rehabilitation and Employment Program (Chapter 31) must indicate “Yes.”

\* Do you have a service connected disability?

☒ Yes ☐ No

\* Percentage of service connected disability (SCD) ?

- SELECT -

\* Are you participating in the VA Vocational Rehabilitation and Employment Program (Chapter 31)?

☐ Yes ☐ No





Next, four questions apply to users who are the spouse of a military member.

Are you the spouse of a military member who:

**\* Has a total permanent service connected disability?**

☐ Yes ☐ No

**\* Was detained by an enemy force or was a prisoner of war for 90 days or more**

☐ Yes ☐ No

**\* Is listed as missing in action?**

☐ Yes ☐ No

**\* Died as a result of a service connected disability?**

☐ Yes ☐ No

Select “Yes” or “No” for the next set of questions in the Military Service section about homelessness, incarceration, eligibility for public assistance, length of unemployment after discharge, high school diploma status, and Wounded Warrior or caregiver status.

**Are you homeless, or in danger of becoming homeless?**

☐ Yes ☐ No

**Are you currently or have you been incarcerated?**

☐ Yes ☐ No

**Are you receiving or are you eligible for public assistance?**

☐ Yes ☐ No

**Have you been discharged in the past 3 years and unemployed for a total of 27 weeks or longer in the past 12 months?**

☐ Yes ☐ No

**Do you lack a high school diploma or GED?**

☐ Yes ☐ No

**Are you a Wounded Warrior or caregiver for a Wounded Warrior?**

☐ Yes ☐ No



If “Yes” is selected for separating from the military under other than dishonorable conditions and being discharged due to force downsizing, enter the Approved Separation Date when prompted.

If “Yes” is selected for having a DD Form 2958, note the requirement to present the form to the case manager.

If help is needed to obtain a copy of the DD-214, click “Yes” and a DD-214 link appears that navigates users to the National Archives and Records Administration website.

Are you separating from the military under other than dishonorable conditions and being discharged due to force downsizing?

☒ Yes ☐ No

\* Approved Separation Date

Do you have a DD Form 2958?

☒ Yes ☐ No

You are required to present the DD 2958 form to the case manager.

Do you need help obtaining a copy of your DD-214?

☒ Yes ☐ No

[DD-214 Form](#)

## Disability Information

If “Yes” is selected to acknowledge a disability, an additional question will appear to determine if the user’s resume/application should be made available to employers proactively recruiting candidates with disabilities. Please note that user’s specific disability information will not be shared with any employers. Alternatively, click “No” or “Decline to Identify.”

### Disability

\* Do you have a disability?

<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Decline to identify
--------------------------------------	--------------------------	---

\* Some employers proactively recruit for candidates with disabilities. Do you wish to have your resume/application available to those employers?

☐ Yes ☐ No

## Farmworkers

If “Yes” is selected to indicate most wages are from farm work or food processing, an additional question will appear to specify which type of work was performed most often.

### Farmworkers ?

\* Are most of your wages from farm work or food processing?

☒ Yes ☐ No

\* Which one (farm work or food processing) did you or do you do most?

☐ Farm Worker ☐ Food Processing Worker

If farm work is selected, three required questions will immediately appear to gather additional information.

\* Which one (farm work or food processing) did you or do you do most?

☒ Farm Worker ☐ Food Processing Worker

\* In the last 12 months, did you work at least 30 days?

☐ Yes ☐ No

\* Were there days when you did not have work due to lack of work?

☐ Yes ☐ No

\* At any time, did work require you to spend the night away from your home?

☐ Yes ☐ No

If food processing work is selected, only the first follow up question will appear immediately. If the user selects “Yes” to indicate work was performed for at least 30 days within the last 12 months, the second follow up question will appear to indicate if there were days when there was a lack of work. If “Yes” is selected for the second follow up question, the third question will appear about spending the night away from home.

## Program Assistance

If “Yes” is selected to determine eligibility for program assistance services, four additional questions will appear. Indicate “Yes” or “No” for each.



## Program assistance

\* Would you like to determine your possible eligibility for future services?

Yes

No

\* If you are currently unemployed, have you been unemployed for 4 months or longer?

☐ Yes ☐ No

\* Are you receiving General Assistance (GA), Refugee Cash Assistance (RCA) and/or Basic Food Assistance?

☐ Yes ☐ No

\* Are you a member of a low-income household?

☐ Yes ☐ No

\* Are you receiving TANF?

☐ Yes ☐ No

Once all required fields are complete, click “Submit” to finish registration and navigate to the seeker dashboard.

Note, if the user indicates veteran status, the system will display a Priority of Service notification and require the user to acknowledge it prior to viewing the seeker dashboard. The notice explains key definitions and the services afforded to eligible Veterans and covered persons to take priority over non-covered persons for the receipt of employment, training, and placement services provided under new or existing qualified job training programs.

## Hands-on Activity – Create an Account

**Complete all of the steps to create a job seeker account and complete your profile.**

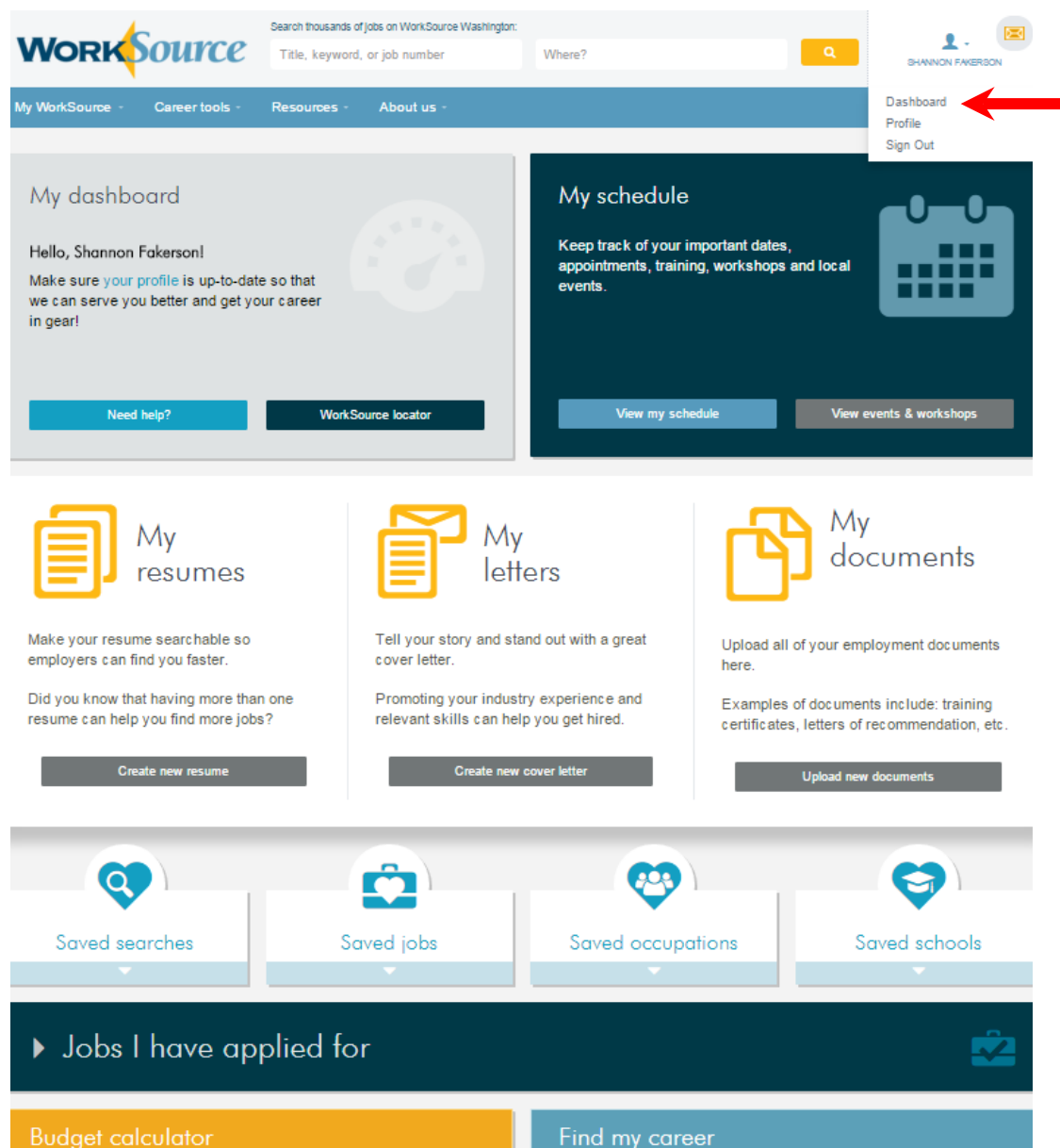
- Create and activate a SAW account.
- Login with SAW credentials and enter information into all required fields on the User Setup form.

## Lesson 2: Seeker Dashboard and Profile Management

### Seeker Dashboard

Once registration is complete, users are navigated to the seeker dashboard. When existing users sign in, they land directly on the seeker dashboard. From this dashboard, job seeker activities are initiated using the navigation bar and/or additional quick-links throughout the dashboard, such as creating resumes, creating cover letters, uploading relevant application documents, and searching for upcoming career events.

To access the seeker dashboard from any page on the WorkSource site, click the seeker icon in the upper right corner and select “Dashboard” from the menu. Alternatively, select My Dashboard from the My WorkSource menu on the navigation bar or click the WorkSource logo.



The screenshot displays the WorkSource Seeker Dashboard for a user named Shannon Fakerson. At the top, there is a search bar with the text "Search thousands of jobs on WorkSource Washington:" and a search button. Below the search bar is a navigation bar with links: "My WorkSource", "Career tools", "Resources", and "About us". On the right side of the navigation bar, there is a user profile icon and a dropdown menu with options: "Dashboard", "Profile", and "Sign Out". A red arrow points to the "Dashboard" option in the dropdown menu.

The main content area is divided into two columns. The left column, titled "My dashboard", includes a greeting "Hello, Shannon Fakerson!", a message "Make sure your profile is up-to-date so that we can serve you better and get your career in gear!", and two buttons: "Need help?" and "WorkSource locator". The right column, titled "My schedule", includes a message "Keep track of your important dates, appointments, training, workshops and local events." and two buttons: "View my schedule" and "View events & workshops".

Below the main content area, there are three sections: "My resumes", "My letters", and "My documents". Each section has an icon, a title, a description, and a button. "My resumes" has a document icon, the title "My resumes", the description "Make your resume searchable so employers can find you faster. Did you know that having more than one resume can help you find more jobs?", and a button "Create new resume". "My letters" has a document icon, the title "My letters", the description "Tell your story and stand out with a great cover letter. Promoting your industry experience and relevant skills can help you get hired.", and a button "Create new cover letter". "My documents" has a document icon, the title "My documents", the description "Upload all of your employment documents here. Examples of documents include: training certificates, letters of recommendation, etc.", and a button "Upload new documents".

At the bottom of the dashboard, there is a row of four icons: a magnifying glass, a briefcase, a group of people, and a graduation cap. Below each icon is a label: "Saved searches", "Saved jobs", "Saved occupations", and "Saved schools". Below these labels are four buttons: "Jobs I have applied for", "Budget calculator", "Find my career", and a button with a briefcase icon.

## My dashboard

Hello, Shannon Fakerson!

Make sure [your profile](#) is up-to-date so that we can serve you better and get your career in gear!



[Need help?](#)

[WorkSource Locator](#)

In the My Dashboard section, click the “your profile” link to navigate to the My Profile page and view or update account information.

Click “Need Help?” to contact a WorkSource specialist for assistance.

Click “WorkSource Locator” to search for WorkSource offices and

affiliates by geographic area.

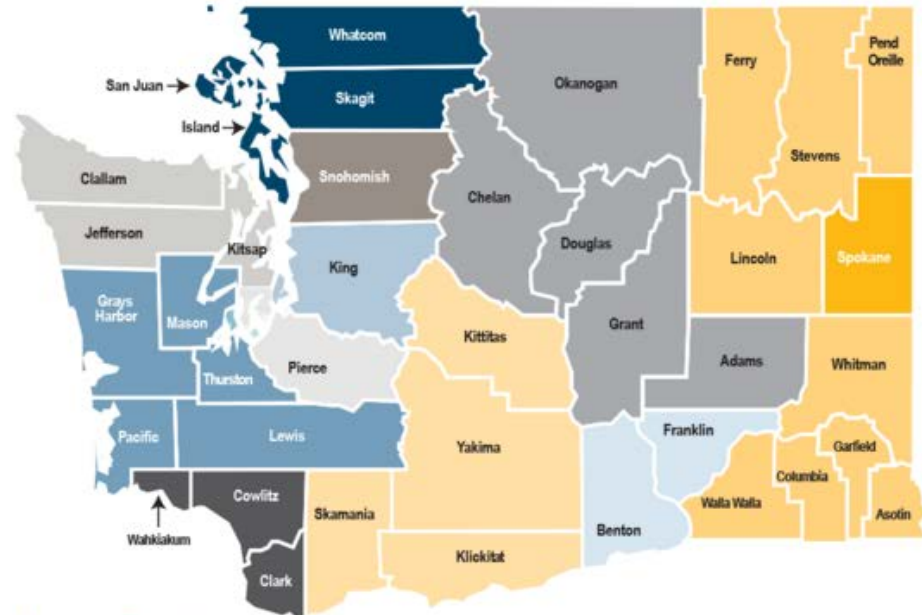
## WorkSource locator

Select an area:

- All -

- ☐ Hire a veteran 🏆
- ☐ Farmworker staff 🌾
- ☐ Business services 🏢

Select location

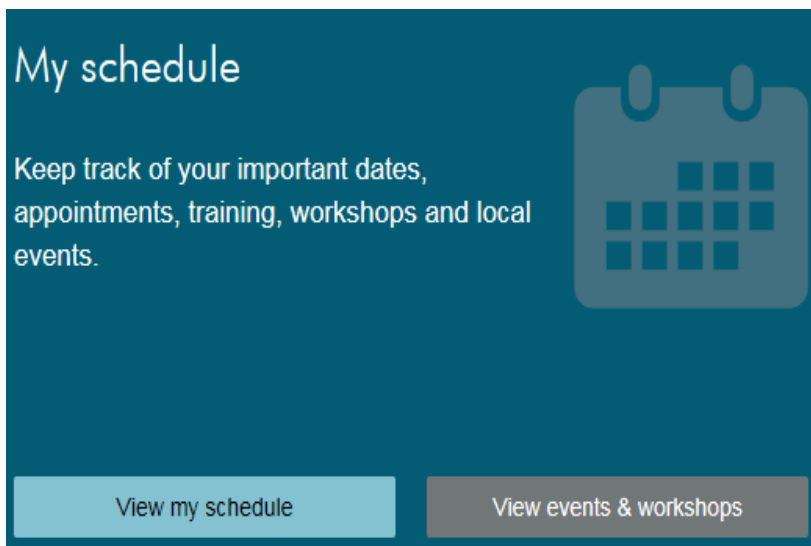


Benton-Franklin

▶ WorkSource Columbia Basin 🏢 🌾 🏆

The locator defaults to listing all offices by region. Select an area from the drop-down menu or click a region on the map to find specific office locations. Click the checkbox next to available filter options to see locations that support veteran hiring, farmworker staff, or business services.

Click the yellow arrow to the left of the office name to view additional details about that location (i.e., hours of operation, street address, phone number, fax number, email address, list of available services).



Click “View My Schedule” to access information about upcoming appointments and other events in a calendar view. See lesson 7 for more information about My Schedule.

Click “View Events & Workshops” to search for and add upcoming job fairs and workshops to your calendar. See lesson 8 for more information about this feature.

Under My Resumes, click “Create New Resume” to build or upload new resumes. When a resume already exists, click “Manage Resumes” to navigate to the resumes page. Alternatively, click the resume title links to view or edit that specific resume. See lesson 3 for more information about this functionality.

Under My Letters, click “Create New Cover Letter” to create new cover letters. When a cover letter already exists, click “Manage Letters” to navigate to the letters page. Alternatively, click the letter title links to view or edit that specific cover letter. See lesson 4 for more information about this functionality.

Under My Documents, click “Upload New Documents” to upload relevant documents. When documents have already been uploaded, click “Manage Documents” to navigate to the documents page. Alternatively, click the document title links to view that specific document. See lesson 5 for more information about this functionality.



Make your resume searchable so employers can find you faster.

Did you know that having more than one resume can help you find more jobs?

Create new resume



Tell your story and stand out with a great cover letter.

Promoting your industry experience and relevant skills can help you get hired.

Create new cover letter

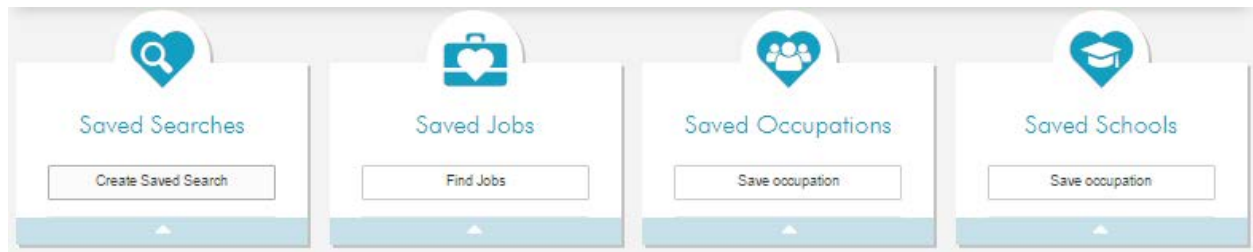


Upload all of your employment documents here.

Examples of documents include: training certificates, letters of recommendation, etc.

Upload new documents

Click any of the arrows below “Saved Searches,” “Saved Jobs,” “Saved Occupations,” or “Saved Schools” to expand or collapse saved information for each. More information for these features appears in lessons 6 and 8.

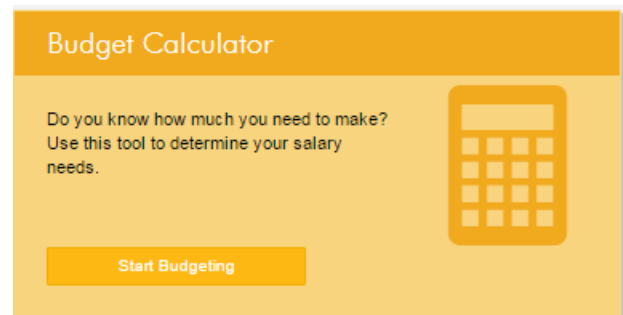


Click the arrow next to “Jobs I have applied for” to quickly view summary information for those jobs.

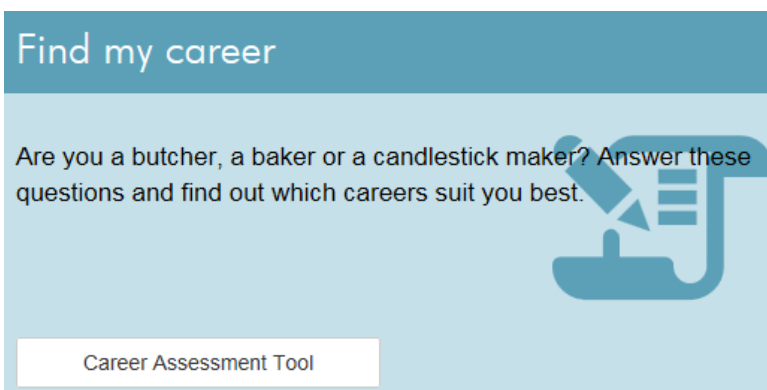


Click “Start Budgeting” at the bottom of the seeker dashboard to access the Budget Calculator tool.

The Budget Calculator section creates a budget based on interests and lifestyle and calculates a target salary to assist in selection of occupations.



See lesson 7 for more information about this functionality.



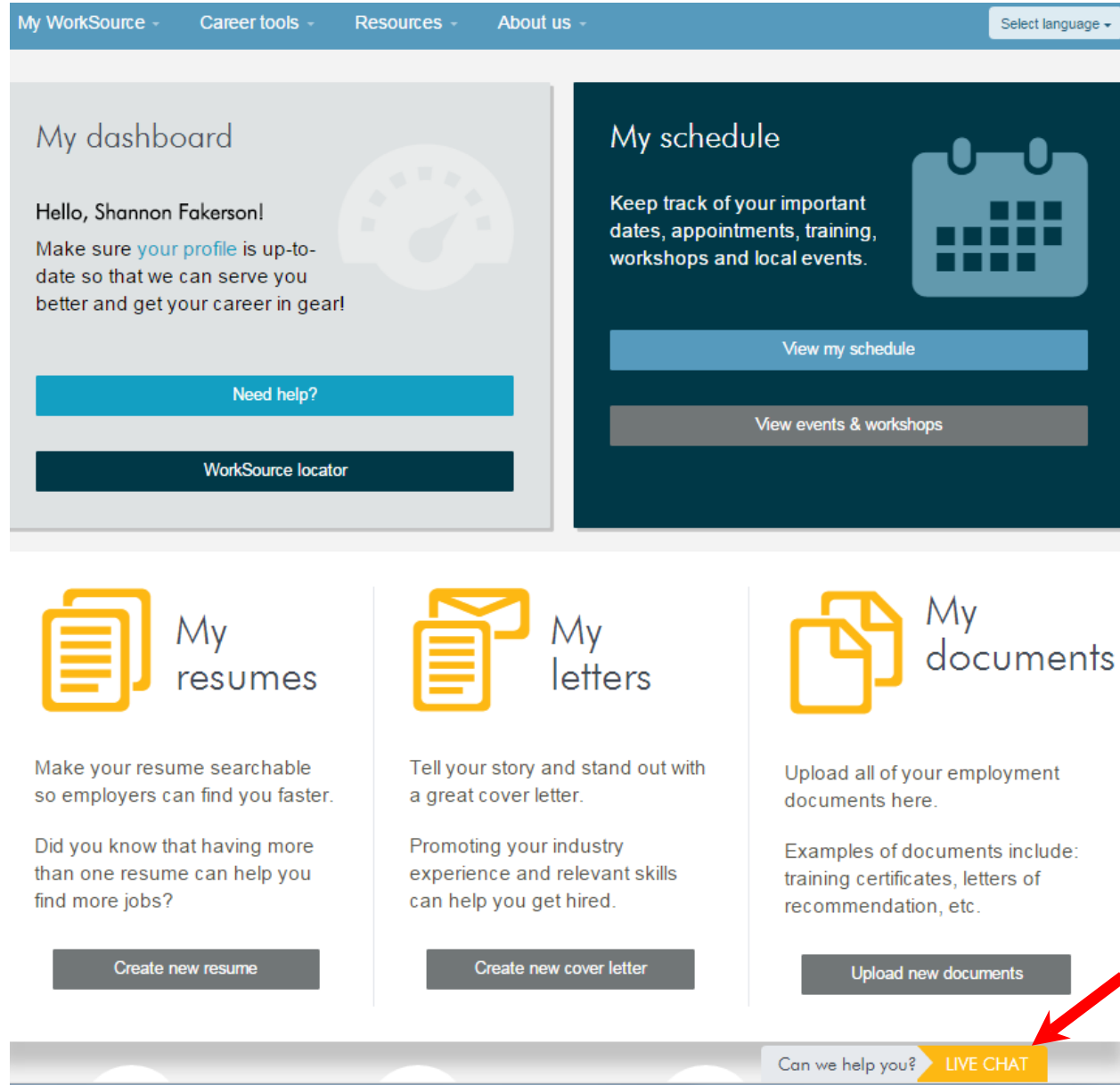
Click “Career Assessment Tool” at the bottom of the seeker dashboard to begin the Career Profile Inventory.

The tool matches users to occupations based on their interests. More information about Career Profile is in lesson 7.



## Chat

At the bottom of the screen is a link to initiate a “Live Chat” to with a WorkSource staff member. You can conveniently communicate with staff through an instant messaging system about your career development goals or request assistance with using the website’s tools and resources.



The screenshot displays the WorkSource user interface. At the top, a navigation bar includes links for "My WorkSource", "Career tools", "Resources", and "About us", along with a "Select language" dropdown. The main content area is divided into two columns. The left column, titled "My dashboard", greets the user "Shannon Fakerson!" and provides a prompt to update their profile, with buttons for "Need help?" and "WorkSource locator". The right column, titled "My schedule", encourages users to track important dates and offers buttons to "View my schedule" and "View events & workshops". Below these are three sections: "My resumes" (with a "Create new resume" button), "My letters" (with a "Create new cover letter" button), and "My documents" (with an "Upload new documents" button). At the bottom, a footer bar contains the text "Can we help you?" and a prominent "LIVE CHAT" button, which is highlighted by a red arrow.

Live Chat - Google Chrome

<https://c5.velaro.com/Chat/Chat.aspx?stage=chat&sul>

**WorkSource** LIVE CHAT

Lisa Jarek: Hello, **Nicole**. What can I help you with today?

Nicole: Can you tell me where I can find contact information for my local WorkSource office?

Lisa Jarek: Absolutely! You can use the WorkSource locator - there is a link for this under the Resources tab in the top navigation on every page of the site.

Nicole: Great, thanks for your help!

Lisa Jarek: You're welcome! Have a nice day.

[END CHAT](#) [E-mail transcript](#)

A live chat window will appear to provide links for unemployment claims and prompt the user to identify the county in which they live. Then the system will connect the seeker to a WorkSource staff member and initiate the conversation.

To respond to a message, type a response in the box provided and click Send.

Before ending a chat session, click the “e-mail transcript” link at the bottom of the window to send yourself a copy of the chat discussion for future reference.

If WorkSource staff is unavailable to chat, users will be prompted to submit their question in writing along with their email, so that staff can respond when they are next available.

**WorkSource** LIVE CHAT

There are currently no supporters logged in. Please leave us your email address and any questions you have so that we may get back to you.

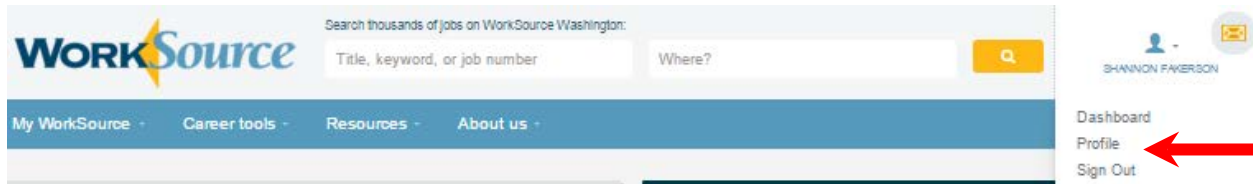
E-mail:

Message:

**[ Send ]**

## Profile Management

Click the user icon in the upper right corner of the dashboard and select “Profile” to view and edit profile information on the My Account page.



The Account Profile summarizes the information entered during the user setup process. Users may edit any account information except for their name, username, social security number, and secret question and answer. To change email address or password, click the links provided to edit your SAW account in a separate pop-up window. For all other fields, edit the text on the profile page directly and click Apply. A message will appear at the top of the page to confirm the profile was updated.

### Account profile

\* Required fields

#### Verification details Why do we ask for this information?

\* Are you legally entitled to work in the United States?

Yes

No

\* Date of birth:

05/12/1990

#### Account details

\* Email address:

eshannonmacfak@fake.com

[Change email address](#) | [Change password](#)

#### Contact information

\* First name:

Shannon

\* Last name:

Fakerson

\* Primary phone number

222-222-2222

\* Type

Home

\* Preferred contact method

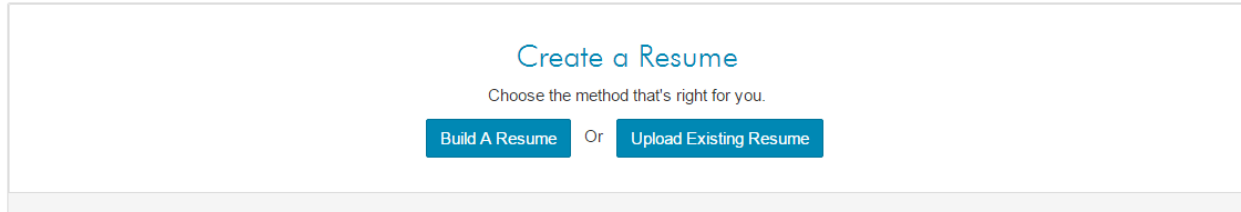
Email

## Lesson 3: Resumes

Select “Resumes” from the My WorkSource menu on the navigation bar. Alternatively, click “Create New Resume” in the My Resumes box on the dashboard.

Click “Build A Resume” or “Upload Existing Resume.” The resume builder option guides users through a step-by-step process to enter relevant resume information typically requested by employers. The resume upload option allows an existing resume in an acceptable format (e.g., Microsoft Word, Adobe Acrobat) to be directly uploaded to the user’s account.

### Resumes



Want a job-winning resume? We can help! [Get advice online!](#)

**Note:** Only one resume can be **public** (searchable by employers) at any given time, but you can create multiple resumes and select any saved resume when you apply online.

## Resume Builder

From the Resumes page, select “Build A Resume.” There are four steps to complete the resume build process (Getting Started, Experience, Related Information, and Finishing Up). Required fields are marked with a red asterisk.

### Getting Started

Information under the Contact Info and About You sections will automatically pre-populate with information entered during the account setup process. The information is viewable within the resume builder but not editable. Click the “update your profile” links under either section to edit the information shown.

Under Resume Basics, enter a resume title that describes the focus of the resume to differentiate it from other saved resumes. The title is not seen by employers.

Use the text box under “Enter/edit your objective” to write an objective that describes your career aspirations. This field can also be used to summarize and highlight relevant training, skills, and experience. This field is optional.

In the Career Info section, users are required to select a career level and security clearance level. Willingness to relocate and willingness to travel are optional fields. Note that fields in this section apply to all resumes and will be pre-populated for all subsequent resumes. The pre-populated information is editable. Each time information in the Career Info section is edited, all saved resumes will reflect the changes automatically.

## Resume builder

The resume builder allows you to create a uniform resume that provides all of the information required by employers.

Getting started

Experience

Related information

Finishing up

### Contact info

The following information is automatically applied to all resumes. If any information is missing or inaccurate, please [update your profile](#).

First name:	Shannon
Last name:	Fakerson
Home address	130 aurther blvd
Home Address 2	
City/Town:	Spokane
State/Province:	Washington
Postal/ZIP code	99202
Country	US
Telephone number	(703) 555-5555 (Home)
Optional phone number 2	
Optional phone number 3	
Email address:	shannonfake4@fake.com

### About you

The following information is automatically applied to all resumes. If any information is missing or inaccurate, please [update your profile](#).

U.S. military service:	None
Work status:	I am authorized to work in this country for any employer.

### Resume basics

\* Resume title:

Enter/edit your objective

Character count: 0 (2,000 character limit)

### Career info

The following information is automatically applied to all resumes.

\* Career level:

- SELECT -

I am willing to relocate:

☐ Yes ☐ No

I am willing to travel:

- SELECT -

\* Security clearance

- SELECT -

#### \* Career Level:

Experienced (Non-Manager)

- SELECT -

Student (High School)

Student

Entry Level

Experienced (Non-Manager)

Manager (Manager/Supervisor of Staff)

Executive (SVP, VP, Department Head, etc)

Senior Executive (President, CFO, etc)

Select an option from the Career Level drop down list.

Indicate if willing to relocate and select percentage of willingness to travel from the drop down list with options ranging from “No Travel Required” to “Up to 100%.”

Select a security clearance level from the drop down list options.

#### \* Security Clearance

None

- SELECT -

None

Active Confidential

Active Secret

Active Top Secret

Active Top Secret/SCI

Active TS/SCI-CI Polygraph

Active TS/SCI-FS Polygraph

Inactive Clearance

Other Active Clearance



### Target Job

Tell us about the type of job you'd like to find.

**\* Desired Job Type** (Select all that apply)

- ☐ Employee
- ☐ Intern
- ☐ Temporary/Contract/Project
- ☐ Seasonal

**\* Desired Job Schedule** (Select all that apply)

- ☐ Full-Time
- ☐ Part-Time
- ☐ Per Diem

### Desired Salary/Wage and Availability

**Salary**

 Per Year ▼

**Availability**

- ☐ Days (1st shift)
- ☐ Evenings (2nd or 3rd shift)
- ☐ Weekdays
- ☐ Weekends

[Save For Later](#) [Save and Continue](#)

For the Target Job section, click checkboxes to indicate Desired Job Type and Desired Job Schedule.

Users have the option to enter a desired salary and select the pay rate from a drop down list with options of:

- Per Year
- Per Hour
- Per Week
- Per Month
- Bi-weekly
- Per Day
- Quarter
- Other
- Piece Rate

Select the applicable checkboxes to indicate job availability.

When all required fields are complete, click “Save and Continue.” Alternatively, click “Save For

Later” to save the resume and return to the Resumes page. The resume can be viewed and completed at a future time.

## Experience

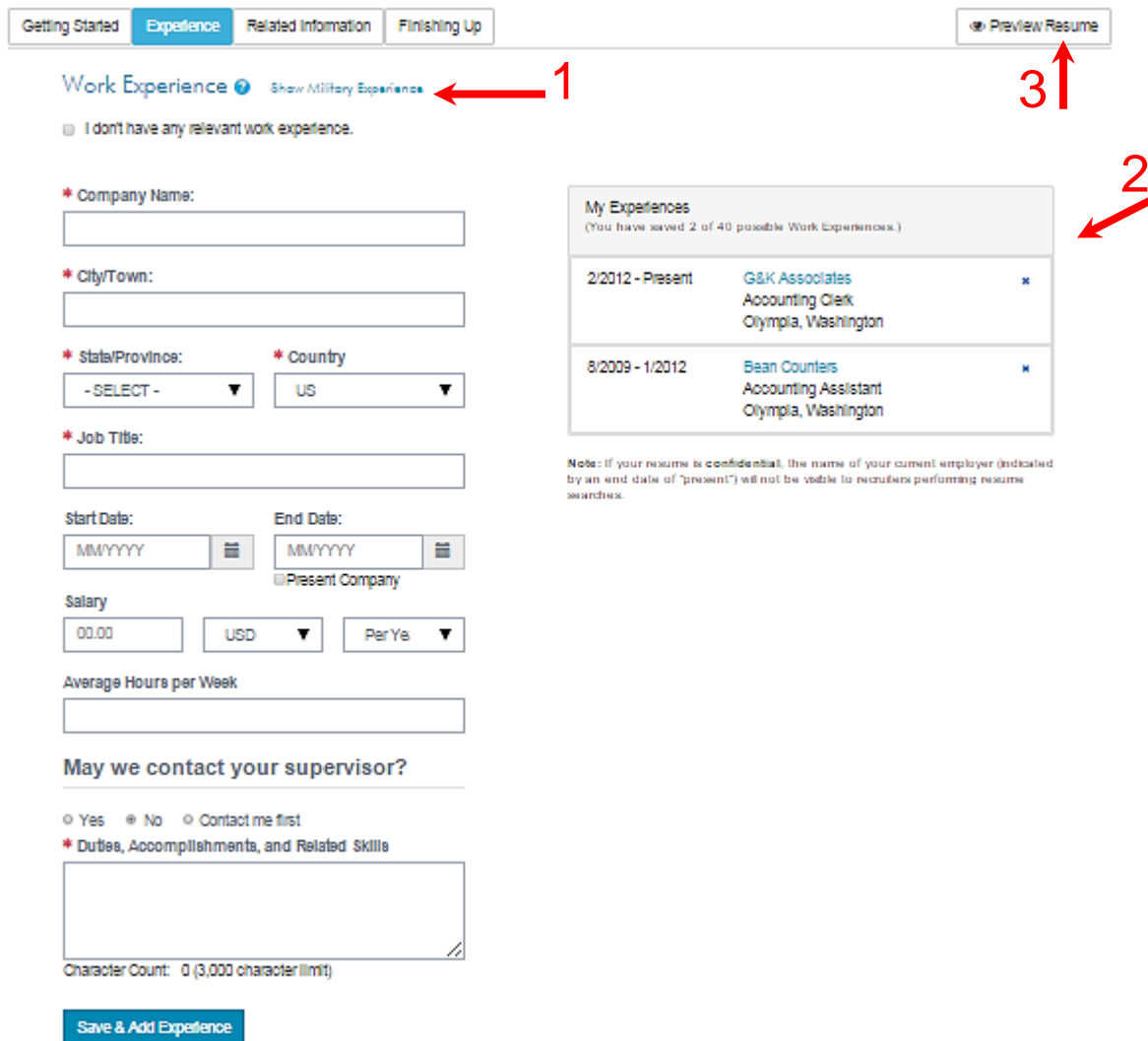
Complete all required fields under the Work Experience section (marked with a red asterisk). This section defaults to show standard work experience. To enter military-related work experience, click the “Show Military Experience” link (see arrow 1 in the screenshot on the next page). If neither type of experience applies, select the checkbox to indicate “I don’t have any relevant work experience.” Selecting this box will remove the fields for work experience from the screen, and they will no longer be required.

When entering standard work experience:

- Specify Company Name, City/Town, State/Province, Country, and Job Title.
- Type in the Start Date and End Date or select the dates using the calendar icons.
- Click the checkbox to indicate if presently employed at that company.
- Fields are available to enter salary information and the average hours worked per week.
- Select “Yes,” “No,” or “Contact me first” to indicate if the current supervisor can be contacted. If “Yes” is selected, fields for the Supervisor’s Name and Phone Number appear.
- Enter up to 3,000 characters in the text box for Duties, Accomplishments and Related Skills.

When finished, click “Save & Add Experience.” The work experience entry will appear on the right side of the screen and can be edited by clicking the company name link. To delete a work experience entry, click the “x” that appears next to the entry. (See arrow 2 in the screenshot below.)

While building a resume, it can be previewed from the Experience step and onward. Click “Preview Resume” in the top right corner of the resume builder pages (see arrow 3 in the screenshot below). The preview will appear in a separate browser window. Note, the preview is a snapshot in time and does not refresh if additional changes are made to the resume. To preview the most recent version, close any open resume preview windows, make the necessary changes, and then re-click “Preview Resume.”



Getting Started **Experience** Related Information Finishing Up Preview Resume

Work Experience [Show Military Experience](#) ← 1

☐ I don't have any relevant work experience.

\* Company Name:

\* City/Town:

\* State/Province:  \* Country:

\* Job Title:

Start Date:  End Date:

☐ Present Company

Salary:

Average Hours per Week:

May we contact your supervisor?

☐ Yes ☐ No ☐ Contact me first

\* Duties, Accomplishments, and Related Skills

Character Count: 0 (3,000 character limit)

**Save & Add Experience**

**My Experiences**  
(You have saved 2 of 40 possible Work Experiences.)

2/2012 - Present	<a href="#">G&amp;K Associates</a> Accounting Clerk Olympia, Washington	x
8/2009 - 1/2012	<a href="#">Bean Counters</a> Accounting Assistant Olympia, Washington	x

Note: If your resume is confidential, the name of your current employer (indicated by an end date of "present") will not be visible to recruiters performing resume searches.

2

3



When entering Military experience, select the applicable branch and rank from the drop down lists.

Enter the Military Occupation Code.

Indicate status using the drop down list:

- Honorable,
- General Under Honor,
- General,
- Bad Conduct,
- Dishonorable, and
- Not Applicable.

Enter the Start Date.

Enter the Discharge Date or click the Present Experience checkbox if the military experience is current.

Enter the Unit Name.

The Unit Phone number field is optional.

Indicate the Location of Last Duty Station by typing the City/Town then using the drop down lists for Country and State.

Define the responsibilities of the occupation using the text box. Up to 3,000 characters can be used.

When finished, click “Save & Add Experience.” See the standard work experience portion of this lesson for more details about how to edit and delete experience entries after they are entered.

## Military Experience [Show Standard Experience](#)

☐ I don't have any relevant work experience.

\* Branch and Rank:

- SELECT -

- SELECT -

\* Military Occupation Code:

\* Status:

Honorable

\* Start Date:

MM/YYYY

\* Discharge Date:

MM/YYYY

☐ Present Experience.

\* Unit Name

Unit Phone:

\* Location of Last Duty Station

U.S.

- SELEC

Responsibilities:


Character Count: 0 (3,000 character limit)

Save & Add Experience

Once all standard work and military experience is entered, scroll down to the Education section of the resume builder.

Under the Education section, complete the required fields marked with a red asterisk. Fields for standard education appear as default. Military education can be entered by clicking the “Show Military Education” link. If neither type of education applies, select the checkbox to indicate “I have no relevant education.”




**Education**  [Show Military Education](#)

☐ I have no relevant education.


\* **School/Program Name:**

\* **City/Town**



**State:**

- SELECT - 

**Country**


US 

\* **Degree/Level:** **End Date:**

- SELECT -  MM/YYYY 

**Major** **Minor**

**Honors** **Total Credits Earned**

Select 

**GPA**

of GPA Max.

**System for Awarded Credits**

☐ Semester Hours

☐ Quarter Hours

☐ Other

**Relevant Coursework, Licensures and Certifications**

Character Count: 0 (2,000 character limit)

**Save & Add Education**

Enter the School/Program Name and City/Town.

The State and Country fields are optional.

Select Degree level from the drop down list: Some High School Coursework, High School or Equivalent, Certification, Vocational, Some College Coursework Completed, Associate Degree, Bachelor's Degree, Master's Degree, Doctorate, and Professional.

Optional fields include:

- End Date
- Major
- Minor
- Honors (with options of cum laude, summa cum laude or magna cum laude)
- Total Credits Earned
- GPA
- System for Awarded Credits
- Relevant Coursework, Licensures and Certifications (with a 2,000 character limit)

Click "Save & Add Education."


The saved education information will appear on the right side of the page and can be edited by clicking the School/Program link. To delete an education entry, click the "x" that appears next to the entry.

[Save and Previous](#) [Save For Later](#) [Save and Continue](#)

The following fields appear for Military Education: Name/Title of School, Course Title, and Type of Training (Military Occupational Training or Career Development). Optional fields include Apprenticeship Course and Completion Date.

Click "Save & Add Education."

When finished entering all Experience and Education, click "Save and Continue" to move to the next step of the resume builder. Other options are "Save and Previous" and "Save for Later."

**Military Education**  [Show Standard Education](#)

☐ I have no relevant education.

\* **Name/Title of School:**


\* **Course Title:**

\* **Type of Training:**

☒ Military Occupational Training

☐ Career Development

**Apprenticeship Course:** **Completion Date**

MM/YYYY 

**Save & Add Education**

## Related Information

This step of the resume builder is optional. If information will not be entered on this step, click “Save and Continue” to move to the final step of the builder. However, if information is entered, each section has required fields.

In the References section, identify if the reference is Professional or Personal. Enter a name and phone number for the reference. Company, Title and Email fields are optional. Click “Add Reference” to save the information.

In the Language section, select an applicable language from the drop down list. Select the level of proficiency (i.e., None, Novice, Intermediate, Advanced) for Spoken, Written, and Read. Click “Add Language” to save the information.

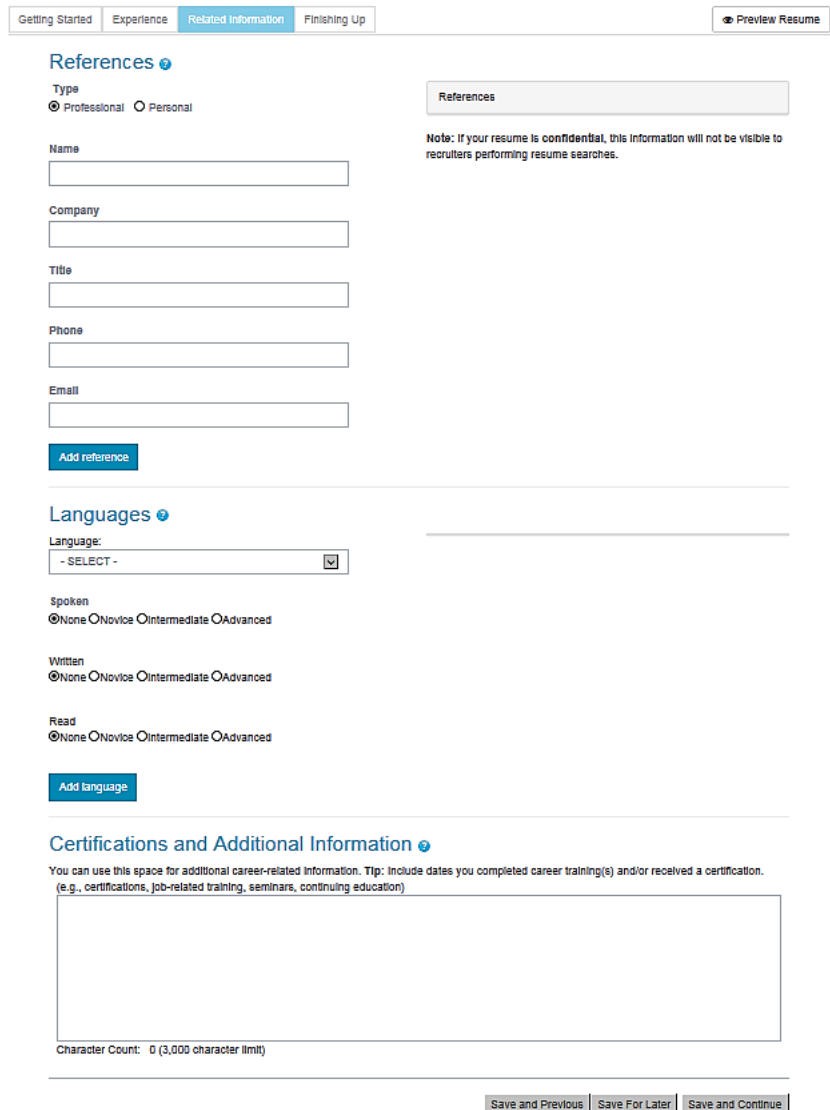
Under Certifications and Additional Information, list additional career-related information (e.g., Knowledge, Skills and Assessments) and certifications.

Click “Save and Continue” to navigate to the next step of the resume builder. Alternatively, click “Save and Previous” or “Save For Later.”

## Finishing Up

The system allows users to have one searchable resume at a time. Under the Make Searchable section, select one of three options for Resume Status: Public, Limited, or Private.

- Public resumes are searchable and viewable by employers.
- Limited resumes are also searchable and viewable by employers, but contact information and current employer will not be viewable.
- Private resumes are saved to the user’s account and can be attached to job applications, but are not searchable by employers.



The screenshot shows the 'Related Information' section of the resume builder. At the top, there are tabs for 'Getting Started', 'Experience', 'Related Information' (which is active), and 'Finishing Up'. A 'Preview Resume' button is in the top right. The 'References' section has a 'Type' dropdown with 'Professional' (selected) and 'Personal' options. Below are input fields for 'Name', 'Company', 'Title', 'Phone', and 'Email'. An 'Add reference' button is at the bottom of this section. The 'Languages' section has a 'Language' dropdown with '- SELECT -' and a checkmark icon. Below are three groups of radio buttons for 'Spoken', 'Written', and 'Read', each with options 'None', 'Novice', 'Intermediate', and 'Advanced'. An 'Add language' button is at the bottom. The 'Certifications and Additional Information' section has a text area for additional information, a character count of 0 (3,000 character limit), and three buttons at the bottom: 'Save and Previous', 'Save For Later', and 'Save and Continue'.

Review the summary information for the resume that is displayed. Alternatively, click the “Convert to Word Document Format” link to download the resume information in a word document for review.

Click “Save” and navigate to the Resumes page. The saved resume will be displayed in the summary list and can be managed (see the Manage Resumes section within this lesson).

Getting StartedExperienceRelated InformationFinishing Up

Preview Resume

### Make Searchable

Please review your resume, as shown below, for accuracy and completeness. By selecting to save your resume as public or limited (confidential) you will allow recruiters to find your resume during resume searches.

---

Resume Status

- ☒ **Public** - Employers can search for and view your resume.
- ☐ **Limited** - Employers can search for and view your resume, but your contact information, references, and your current employer will not be visible.
- ☐ **Private** - Employers cannot search for or view your resume.

Save

---

Resume Preview

Page Down to:

Resume SectionSummary Section

CONTACT INFO

John Smith

123 Fake Street

Olympia, WA 98501

US

JohnSmith@fakeemail.com

Mobile: (703) 555-5555

RESUME

BACK TO TOP

Convert to Word Document

Use this option to convert your resume to a Word document format. You may then upload your resume on to use to apply to job announcements on the Worksource site. [Convert to Word Document Format](#)

## Resume Upload

From the Resumes page, select “Upload Existing Resume.” Required fields are marked with a red asterisk.

Enter a resume title that describes the focus of the resume to differentiate it from other saved resumes. This title is not seen by employers.

Choose one of three options for Resume Status: Public, Limited, or Private. Please note that if Limited is selected, it is the user’s responsibility to remove contact information and current employer information from the uploaded resume text.

See the Resume Builder segment of this lesson for more information on the About You, Career Info, Work Experience, and Target Job sections.



## Upload a Resume

We'll help you post your existing resume. Complete this step and you'll be on your way!

### Resume Basics

\* Resume Title:

(e.g., Senior Marketing Director, Experienced Sales Manager)

Resume Status

- ☒ Public Employers can search for and view your resume.
- ☐ Limited Employers can search for and view your resume, but your contact information, references, and your current employer will not be visible.
- ☐ Private Employers cannot search for or view your resume.

### About You

The following information is automatically applied to all resumes. If any information is missing or inaccurate, please [update your profile](#).

US Military Service: None

Work Status: I am authorized to work in this country for any employer.

### Career Info

The following information is automatically applied to all resumes.

\* Career Level:

I am willing to relocate:

☒ Yes ☐ No

I am willing to travel:

\* Security Clearance

### Work Experience

I don't have any work experience.

☐

\* Most Recent Employer:

\* Most Recent Job Title:

### Target Job

Tell us about the type of job you'd like to find.

\* Desired Job Type (Select all that apply)

- ☐ Employee
- ☐ Intern
- ☐ Temporary/Contract/Project
- ☐ Seasonal

\* Desired Job Schedule (Select all that apply)

- ☐ Full-Time
- ☐ Part-Time
- ☐ Per Diem



Click “Upload File” to locate and select the desired file from the computer being used. Otherwise click “Dropbox” or “Google Drive” to upload a resume saved to either of those online applications. A pop-up box will appear prompting users to sign in and/or grant permission for WorkSource to access resumes saved to those applications.

The uploaded file type must be Microsoft Word (.doc or .docx), Plain Text (.txt), Rich Text (.rtf), or PDF (.pdf) and 500 KB or smaller. When a file is selected, the file location will be displayed next to the “Browse or Choose File.”

After all required fields are completed, click “Save For Later” or “Save and Continue” to navigate to the My Resume page.

#### Desired Salary/Wage and Availability ?

Salary

	Per Year ▼
--	------------

Availability

- ☐ Days (1st shift)
- ☐ Evenings (2nd or 3rd shift)
- ☐ Weekdays
- ☐ Weekends

#### Upload a Resume ?

\* Upload your existing resume by selecting a file below.

Files supported: DOC, DOCX, PDF, RTF, TXT; 500KB max

<b>UPLOAD FILE</b>	<b>DROPBOX</b>	<b>GOOGLE DRIVE</b>
--------------------	----------------	---------------------

Please select a Microsoft Word file (97 or newer), 500 KB or smaller.

---

Save For Later	Save and Continue
----------------	-------------------

On the My Resume page, review the uploaded resume and information, edit this information, or add additional resume data that will be searchable for employers. Click “My Resume Is Finished” to save the resume and return to the Resumes page.

## My Resume

Take a moment to review all sections of your resume. Complete resumes give employers a more accurate overview of your skills, experience and career path.

---

### Resume title [Edit](#)

Public Affairs Specialist

---

### Resume status [Edit](#)

**Public** - This resume is searchable by employers.

---

### Contact info [Edit](#)

Shannon Fakerson  
214 Brownsville Road  
Washington, District of Columbia 20006  
US  
E: Eshannonmacfaker@fake.com  
P: 222-222-2222

---

## Your resume information

### Work experience [Edit](#)

Dates employed	Job title	Company	Location	Description
----------------	-----------	---------	----------	-------------

## Manage Resumes

Select Resumes from the My WorkSource menu on the navigation bar. Alternatively, from the seeker dashboard click “Manage Resumes” in the Resumes section in the center of the page.

The Resumes page shows a summary of saved resumes by resume title. Users can save up to ten resumes, which includes a combination of uploaded resumes and resumes created using the resume builder. New resumes are identified by a yellow star and the word “New.”

Additional information displayed includes: Resume Status, Employer Resume Search Activity (i.e., Views, Saves), and Last Date Modified.

Click the resume status link to change status to one of the following options: Public, Limited, or Private. Because only one resume is searchable at a time, changing a resume status to “Public” or “Limited” defaults the remaining resumes to “Private.” Incomplete resumes will display a status of “Incomplete.” Employer Resume Search Activity displays the number of employers that have viewed and saved each resume.

Actions to manage resumes include View, Edit, Copy, Send, Print, Save As Word Doc, Renew, and Delete.

- “View” opens a new window to review the resume.
- “Edit” navigates to the Resume Builder.

- “Copy” creates a duplicate resume that can be edited, which can expedite the build process for a new resume.
- “Send” opens a window to send a copy of the resume to one recipient.
- “Print” opens a window to select printers and printing features.
- “Save As Word Doc” is only available for resumes created with the resume builder and will allow users to download the resume in a print-friendly format.
- “Renew” is only available for the resume that is searchable to employers. Clicking this link will refresh the date your resume was posted, which is a field employers can sort/filter by when searching resumes.
- “Delete” permanently removes the resume from the system.

## Resumes

### Create a Resume

Choose the method that's right for you.

[Build A Resume](#)
Or
[Upload Existing Resume](#)

You have saved **2** of **10** possible resumes.

<b>Consultant</b> <div> <a href="#">View</a> <a href="#">Edit</a> <a href="#">Copy</a> </div>	Status: <b>Private</b> Views: 1 Saves: 0 Last Modified: 8/21/2015 <div> <a href="#">Send</a> <a href="#">Print</a> </div>	<div> <a href="#">Save As Word Doc</a> </div> <div> <a href="#">Delete</a> </div>
<b>Receptionist</b> <div> <a href="#">View</a> <a href="#">Edit</a> <a href="#">Copy</a> </div>	Status: <b>Public</b> Views: 0 Saves: 0 Last Modified: 8/21/2015 <div> <a href="#">Send</a> <a href="#">Print</a> </div>	<div> <a href="#">Renew</a> </div> <div> <a href="#">Delete</a> </div>

## Hands-on Activity – Resumes

### Create a resume using the Resume Builder:

- Enter information into all required fields.
- Make the resume status public.

### Manage your resumes:

- Change the status of a resume.
- Generate a Word document for the resume created from the builder.
- Copy a resume, and then delete it.

## Lesson 4: Cover Letters

Access the Cover Letters page by selecting Cover Letters from the My WorkSource menu on the navigation bar. Alternatively, click “Create New Cover Letter” in the My Letters box on the dashboard. The Cover Letters page shows a summary of saved letters by title. Up to five cover letters can be saved.

Click “Create A New Letter” on the letters page to begin the cover letter process.

### Cover Letters

Create your cover letters in advance and you'll be ready for new opportunities. You can create and manage up to 5.

You have saved 0 of 5 possible letters.

Create A New Letter

### Create Cover Letters

Users can write their own cover letter or use one of the system's templates. Cover letters must be 4,000 characters or less.

When developing a letter from scratch, enter a title for the cover letter that describes its focus and to differentiate it from other saved letters. The title is not visible to employers and must be 50 or fewer characters. Then type the custom letter content into the available text box.

#### Create Letter

Creating letter is easy. Simply give your new letter a title, enter the text and click **Save Letter**. If you're creating a cover letter, you can start by choosing one of our templates.

**Note:** Please use **plain-text only** in your letter. HTML and scripting is not supported.

Templates:

Choose Template

\* Title:

(50 character limit) Title is for your reference only. It is **not** visible to employers.

\* Enter Text:

Character Count: 0  
(4,000 character limit)

Save Letter or Cancel Letter

When using a cover letter template, select one of the two options from the drop down list. There is a template for college graduates and another for those with relevant work experience.

The Title and cover letter text will populate with template information. Both fields are editable.





If the college graduate template is selected, edit the following information:

- Name of the Hiring Manager
- Job Title
- Information to demonstrate the user has researched the company
- Skill(s) possessed that add value to the company
- Degree earned
- Name of school
- Academic highlights
- Applicable academic experience
- Internship experience

If the relevant work experience template is selected, edit the following information:

- Name of the Hiring Manager
- Job Title
- Current Job Title
- Highlight Skills
- Current/past employers' names
- Years of Experience
- High level description of responsibilities
- Key responsibilities
- Skill(s) possessed that add value to the company

Click “Save Letter” to save for future use. Click “Cancel Letter” to discard the draft. Users will be navigated to the Cover Letters page.

## Create Letter

Creating letter is easy. Simply give your new letter a title, enter the text and click **Save Letter**. If you're creating a cover letter, you can start by choosing one of our templates.

**Note:** Please use **plain-text only** in your letter. HTML and scripting is not supported.

Templates:

\* Title:

\* Enter Text:

Cover Letter 1 (college grad) ▼

Cover Letter 1 (college grad)

(50 character limit) Title is for your reference only. It is **not** visible to employers.

Dear [hiring manager name]:

[if hiring manager name is unknown, use:]

Dear Hiring Manager:

I was interested to see your job posting on WorkSource for a [job title], and would like to learn more about this

Character Count: 1436  
(4,000 character limit)

Save Letter or Cancel Letter

## Manage Cover Letters

After creating a cover letter, relevant information displays on the Cover Letters page, including Date Created and available actions (i.e., View, Copy, Edit, Send, and Delete).

- “View” opens a window to review the saved cover letter.
- “Copy” creates a copy of the selected letter and adds the word “COPY” to the title on the Cover Letters page for ease of locating and editing.
- “Edit” navigates to the Edit Letter page so title and text revisions can be made.
- “Send” opens a window to facilitate email delivery to one recipient. Enter an email subject and the recipient’s email address then click “Send.” Click “Cancel” to discard the email.
- “Delete” permanently removes the cover letter from the system.

### Cover Letters

Create your cover letters in advance and you'll be ready for new opportunities. You can create and manage up to 5.

You have saved 1 of 5 possible letters.

Name	Date Created	Actions
Mechanic	8/21/2015	<a href="#">View</a>   <a href="#">Copy</a>   <a href="#">Edit</a>   <a href="#">Send</a>   <a href="#">Delete</a>

[Create A New Letter](#)

## Hands-on Activity – Cover Letter

### Create a cover letter:

- Insert a template of your choice and edit the text to correspond with the information for one of your resumes.



## Lesson 5: Documents

### Upload Documents

Select Documents from the My WorkSource menu on the navigation bar. Alternatively, select “Upload New Documents” in the My Documents box on the dashboard.

Users have the option to save employment-related documents to their accounts, such as DD-214, transcripts, and/or letters of recommendation. This serves as a document repository for users to conveniently store all documents in one location. Documents can be downloaded and emailed to an employer upon request. Up to 15 documents can be uploaded and saved to a user account. Document file sizes are limited to 500KB or less for upload.

Click “Upload File” to locate and select the desired file from the computer being used. Enter a Document Name and click “Upload.” Click “Cancel” to abandon the document upload process.

Alternatively, click “Dropbox” or “Google Drive” to upload a resume saved to either of those online applications. A pop-up box will appear prompting users to sign in and/or grant permission for WorkSource to access resumes saved to those applications.

### Documents

Upload up to 15 application documents, including cover letters, letters of recommendation, awards, and more.

You can upload up to 15 documents



\* Document Name

**Upload** Cancel

To use one of your documents for an application, click the document name to save it to your computer. Then attach it to your application. To delete a document, click the “x” in the right-hand column.

Name	File Type	File Size	Download	Delete
------	-----------	-----------	----------	--------

The uploaded document title will appear in a table at the bottom of the Documents page.

### Manage Documents

Uploaded documents are managed from the Documents page. Related information appears next to each saved document, including File Type and File Size.

Click the document name link to open and view the saved document. Click the arrow icon under ‘Download’ to download a file. Click the “x” under Delete to delete a saved document.



## Documents

Upload up to 15 application documents, including cover letters, letters of recommendation, awards, and more.

You have uploaded 1 of 15 documents





\* Document Name

File accepted

**Upload** [Cancel](#)

To use one of your documents for an application, click the document name to save it to your computer. Then attach it to your application. To delete a document, click the "x" in the right-hand column.

Name	File Type	File Size	Download	Delete
<a href="#">Letter of Recommendation</a>	.doc	27.5 KB		

## Hands-on Activity – Documents

### Upload at least two application documents:

- Save a blank Word document, or a Word document with “dummy” information to upload. Alternatively, try uploading different file types (e.g., PDF, text file).

### Manage documents:

- Click on the Name of a document to view it.
- Delete a document.


## Lesson 6: Job Search

The job search feature allows users to search for jobs using a semantic search instead of the traditional keyword method. This means the job search utilizes a proprietary knowledge database to expand the search query semantically, beyond traditional keyword searches that are limited to exact word matches. For example, if a user searches for a "sales" position, the query expands to find "Account Managers" and "Account Representatives" in addition to "Sales Representative" and "Sales Manager" positions.

### Search for Jobs

To immediately conduct a job search, enter criteria in one or more of the search fields (Title/Keyword/Job Number and Location) at the top of any WorkSource page then click the magnifier icon. Multiple keywords or a job number can be entered when searching for jobs. The "Where?" field allows users to search for jobs by location. Enter a city, county, state, ZIP code, etc. A type-ahead feature is included for the location field; selecting an option from the dynamic list is recommended.

Search thousands of jobs on WorkSource Washington:

Title, keyword or job number	Where?	
------------------------------	--------	---

### Search Results

The default view for job search results is a summary view, where the job title, company, location, and posting date are displayed. Click "Detail" to change the view to a display a brief job summary for each opportunity. Sort results by Relevance or Date using the links in the top right corner.

Filter results using the options in the left side-bar. The Current Search area of the left side-bar shows the search criteria for the displayed results. To remove individual criteria filters click "x." Click "Clear Filters" to remove all filters.

Additional filters are provided in the lower section of the left-side bar. Posted Date filter options include: All Jobs, Today, Yesterday, Last 3 days, 7 days, 14 days, and 30 days. Job Types filter options include: Contract, Full Time, Internship, Other, and Part Time. If location criteria were entered, Radius options include 5 miles, 10 miles, 20 miles, 30 miles, 40 miles and 50 miles (search defaults to a radius of 20 miles). There is also an option to filter by employers looking specifically for veterans. Click a filter link to automatically update the search results.

Recommended jobs will appear on the right side of the screen. Recommended jobs are matched to the user based on a number of criteria, including user profile information (e.g., desired job title, location), job search history, and job apply history.

Save this search and email me jobs

#### Search Filters

##### Current Search

Clear filters

Title: Sales ✕  
City, county, or postcode: Seattle, WA ✕  
Radius: 20 ✕

##### Posted Date

All jobs  
Today  
Yesterday  
Last 3 days  
Last 7 days  
Last 14 days  
Last 30 days

##### Radius

5 miles  
10 miles  
20 miles  
30 miles  
40 miles  
50 miles

##### Job Titles

Sales Representative  
Sales  
Account Manager  
Sales Manager  
Retail Sales  
Business Development Manager  
Retail Sales Specialist  
Regional Sales Manager  
Field Sales Representative  
Field Sales

##### Job Types

Contract (440)  
Full Time (8590)  
Internship (176)  
Part Time (458)

## Sales jobs in Seattle, WA

Summary | Detail

Sort by: Relevance | Date

Jobs 1-25 of 4312 | Page 1 of 40

1 2 3 4 5 6-10 » Next >

### Financial Sales Professional

AXA Financial Advisors • Bellevue, WA • 3/23/2015

### New Business Opportunity Graphic Designer - Print Sales

Vistaprint Reseller • Bellevue, WA • 3/3/2015

### Sales & Management Career Fair - March 24th @ 6pm! New Companies Attending

United Career Fairs • Bellevue, WA • 3/3/2015

### Customer Service/Sales

Vector Marketing Corporation • Seattle, WA • 2/24/2015

### Sales - Digital Marketing Services

National Register • Seattle, WA • 2/23/2015

### Commercial Sales Professional / Sales / B2B - 101229

Terminix • Kent, WA • 3/4/2015

### AT&T Sales Support Representative Bellevue Redmond WA

AT&T - Retail • Bellevue, WA • 7/20/2015

### Sales Account Manager

Almo Corporation • Seattle, WA • 3/6/2015

#### Recommended Jobs

##### Chief Data Assistant

This account development manager sample job description can assist in your creating a job ...

Walker Andersen Tenino, WA

##### Forest Assistant Fire Management Officer

JOB SUMMARY: A career with the Forest Service will challenge you to manage and care for more than ...

United States Federal Government  
Olympia, WA

##### Operations Assistant

Overview: This position provides direct support to the Interim Operations Manager and Service ...

Catholic Community Services of  
Olympia, WA

##### Retail General Manager -Retail Manager - Assistant

Drive your Future! Pilot Flying J is seeking an experienced Retail General Manager to oversee our ...

Pilot Flying J Corporate Tumwater, WA

##### Assistant Manager

Are you looking for a career path? As a Part-time Assistant Manager with ConAm you will be placed on ...

ConAm Tumwater, WA

## View Jobs

Click a job title link to navigate to the Job View page and view the full job description and additional information about the position and company.

Click "Save Job" to add the job posting to a list of saved jobs for the user's account. The saved jobs list is accessible from the My WorkSource menu or the seeker dashboard. Click "Print" to print the job posting. Click "Email" to open a new window for sending emails. Enter an email address for the recipient(s) and sender in order to perform this action. Click "Share" to share the job opportunity through social media outlets, such as Facebook, Twitter, and Pinterest.

[Back to Search Results](#)

## Restoration Mechanic

Custom Porsche Restoration  - Times Square, WA 98101

Posted: 7/29/2015 - Expires: 9/27/2015 11:00:00 AM

Job ID: 144880934

Apply Now

Save Job

 Print

 Email

Share

### Job Description


The successful candidate for our Porsche Restoration Mechanic position will have 2+ years working on older Porsches including the 4 cylinder 356, 912 and 914 models. Experience with modern water cooled flat 6, and V engine designs will be considered a plus.

Mechanical knowledge as well as body and sheet metal experience is a must. Experience repairing Porsche bodies is considered a plus, but any body experience is considered useful.

Major duties include removing and rebuilding major mechanical components like engines and transaxles, repairing rust and accident damage and finish work, and diagnosing and repairing electrical problems. Knowledge of model year changes a plus, but not necessary as you'll be working with our existing model experts. Secondary duties include race car preparation and fabrication.

Ability to work in teams is necessary as no car is completed by only 1 person. Major duties are split by our mechanical staff based on the requirements of the job.

### Job Summary

 Veteran Preference

### Company Details

Company  
Custom Porsche Restoration

Industry  
Motor Vehicle Gasoline Engine and Engine  
Parts Manufacturing

Contact method  
Contact Info

### Job Information

Location  
Times Square, WA 98101

## Apply to Jobs


Click "Apply" to navigate to the Application page. The system defaults to selecting the user's searchable resume. However, users can select any completed resume saved to their account using the drop down list provided.

Users can select any saved cover letter to send to the employer using the drop down list. Alternatively, click "Create a Cover Letter" to navigate to the Cover Letter page and create a new cover letter (see lesson 4).

## You are applying for: Restoration Mechanic at Custom Porsche Restoration

Choose a resume to send. You may optionally send a cover letter, or create a new one.

\* Resume:  

Cover Letter  

[Create a new cover letter](#)

Click "Apply" after selecting a resume and cover letter. If the employer has attached a questionnaire to the job posting, the questionnaire will immediately appear on the screen for the user to complete. Answer all required questions and click "Continue" to complete the application submission. The system displays a confirmation that: "Your resume was successfully sent."



In order to complete your online submission for this job, the employer has requested that you answer the following questions. Your answers will then be forwarded to the employer along with your resume. Please note that the employer may evaluate your submission based on some or all questions (mandatory and optional) that you answered.

\* Indicates Required Information

## Basic Screening

Questions determine a candidates familiarity with generalities relative to older Porsche models. Differentiating between relative newbies and experienced Porsche mechanics with an appreciation for the older cars is vital to employment here at CPR.

\*What is the proper order of the introduction of the following Porsche racing Models?  
☐ 906, 907, 908 910  
☐ 906, 910, 907, 908  
☐ 910, 907, 908, 906  
☐ 910, 908, 907, 906

\*Will a 356 engine fit into a 911 body shell?  
☐ Yes ☐ No

\*What was the first racing Porsche to win overall at Le Mans?  
☐ 718  
☐ 917 LH  
☐ 908 Long tail  
☐ 917 K

## View Applied Jobs

Select Applied Jobs from the My WorkSource menu on the navigation bar to view and track the status of applied to jobs. Alternatively, click “Jobs I have applied for” on the seeker dashboard.

The Apply History page lists all jobs applied to directly on the WorkSource site, jobs applied to on an employer’s own site that was accessed by clicking “apply” from the WorkSource site, or jobs the user was referred to by staff within the last 18 months. The job title, date of application/referral, company name, location, and method and status of the application are displayed. If the job is still open, click the link to view the job announcement. Also, the system displays the resume and cover letter sent with each application.

The application status options include:

- Application Started: User did not complete the application process or did not properly log out.
- Resume Received: User resume has been submitted.
- Application Complete: The agency has received all information necessary to assess the application.
- Application Incomplete: Resume was received by the agency as part of the application process, but additional materials are required to be considered complete.
- Reviewing Applications: The announcement is closed and the selection process is underway.
- Eligible – Not Referred: User met the minimum qualification requirements but was not referred for selection consideration.





- Eligible – Referred: User met the minimum qualification requirements and was referred for selection consideration.
- Ineligible – Apply Requirements: Application was submitted to the agency, but user did not meet the "Who May Apply" requirements.

Note: applications submitted through an employer's external website are not tracked through WorkSource; users must visit the employer's website directly to view status of these applications.

## Applied Jobs

### My Apply History

[Restoration Mechanic](#) - Custom Porsche Restoration, US-Washington/Seattle

Date applied: N/A

Received: [Mechanic](#)

Cover Letter: [Mechanic](#)



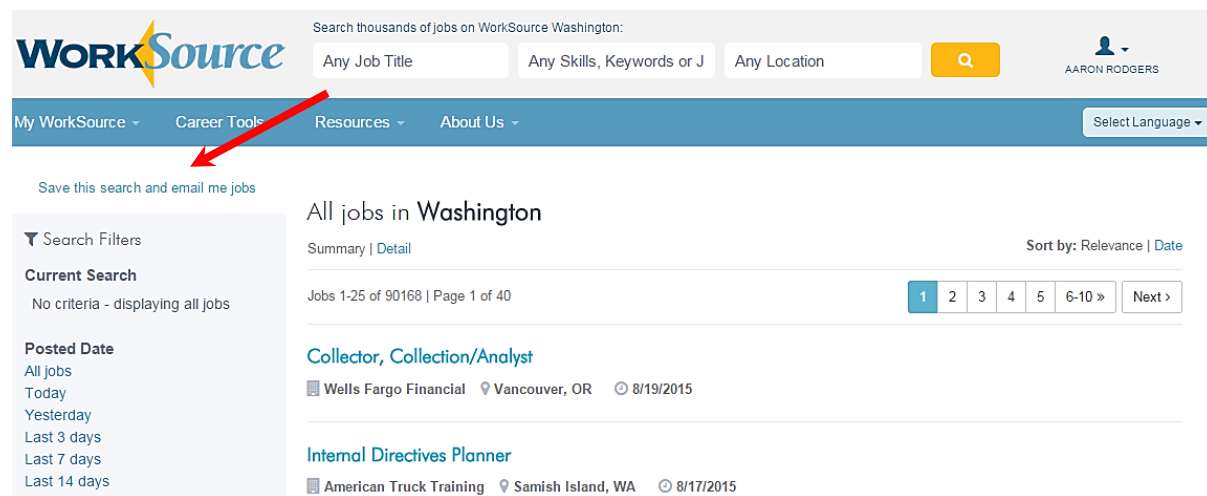
You have applied to 1 jobs in the last 18 months

[Go To Dashboard](#)


## Save Job Searches

Users can save job searches (i.e., search agents) to prevent having to repeatedly enter search terms manually. Saving a job search also provides the option to receive email alerts about new job opportunities that match saved search criteria.

Select "Saved Searches" from the My WorkSource menu on the navigation bar or click "Create Saved Search" from the seeker dashboard. Alternatively, when job search criteria results in effective search results, click the "Save the search and email me jobs" link at the top left of the Job Search page.



Search thousands of jobs on WorkSource Washington:

Any Job Title Any Skills, Keywords or J Any Location 

AARON RODGERS

My WorkSource Career Tools Resources About Us Select Language

Save this search and email me jobs

Search Filters

Current Search

No criteria - displaying all jobs

Posted Date

All jobs

Today

Yesterday

Last 3 days

Last 7 days

Last 14 days

Last 30 days

All jobs in Washington

Summary | Detail

Sort by: Relevance | Date

Jobs 1-25 of 90168 | Page 1 of 40

1 2 3 4 5 6-10 » Next >

Collector, Collection/Analyst

Wells Fargo Financial Vancouver, OR 8/19/2015

Internal Directives Planner

American Truck Training Samish Island, WA 8/17/2015

Enter a title for the saved search that describes the job type or criteria used.



Select a frequency for how often search results will be emailed. Frequency options include: Daily, Weekly, Biweekly, and Monthly. To save a search so it is only run manually (i.e., login and view results on the website whenever you choose to) rather than receiving search result emails, select “None.”

The Create Saved Search page also displays the search criteria that have been selected, for reference. When complete, click “Save Agent.” Click “Save & Run” to save the job search and run the search at the same time.

### Create Saved Search

Tell us about the type of job you are looking for. We'll do the searching for you, and automatically notify you when the right jobs are posted. You can save up to 10 saved searches and can modify your search criteria at anytime.

\* Saved Search Title

\* How often do you want to receive search results?

Search Criteria

Job Title: **Sales**  
Location: **Seattle, WA**  
Radius: **20 miles**

[Cancel](#) [Save Agent](#) [Save & Run](#)

## Manage Saved Searches

Up to 10 job searches (i.e., search agents) can be saved to a user's account.

To navigate to the My Saved Searches page, select “Saved Searches” from the My WorkSource menu on the navigation bar. Alternatively, click “Saved Searches” from the seeker dashboard.

Information displayed for each saved search includes: name, type of search (On Demand/manual or Email), frequency of automated searches/email notifications, and the date it was saved.

Actions available to manage saved searches include: remove, edit, and go to saved search results. Click “Remove” to discard the search and remove it from the list. Click “Edit” to change criteria or the Search Name. Click “Go to Saved Search Results” to run the search and navigate to a current results page for that criteria.

### My Saved Searches

You have saved 2 of a possible 10 possible saved searches.

<b>Search Name:</b> Customer Service <a href="#">Remove</a>   <a href="#">Edit</a>   <a href="#">Go to Saved Search Results</a>	Type: Email	Frequency: Daily	Saved: 8/10/2015
<b>Search Name:</b> Sales General <a href="#">Remove</a>   <a href="#">Edit</a>   <a href="#">Go to Saved Search Results</a>	Type: Email	Frequency: Daily	Saved: 8/10/2015

## Hands-on Activity – Job Search

**Use the search fields to find jobs for a position of your choice:**

- Enter criteria into multiple search fields.
- Refine your search results using the filter options of your choice on the left side-bar.

**Save your job search (create a job agent):**

- Select a frequency of your choice to receive search result updates.

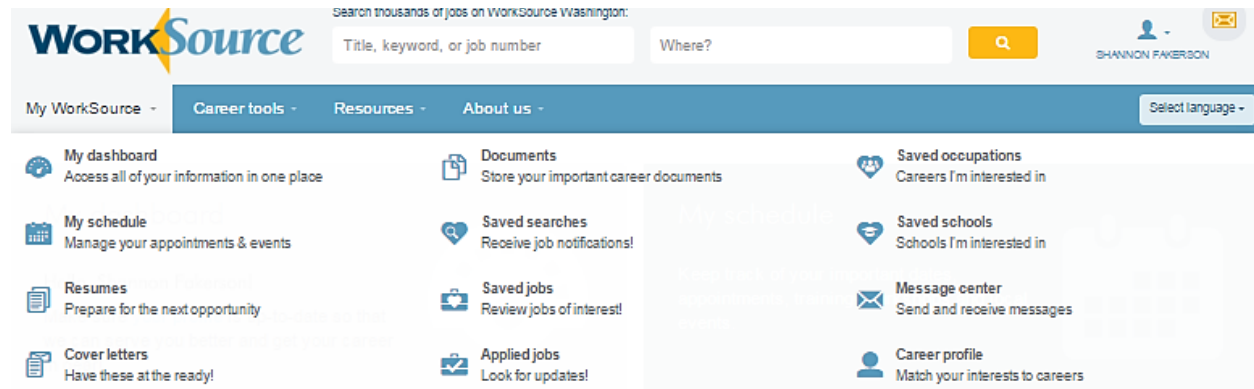
**Apply to a job:**

- Apply for a job of your choice with one of your saved resumes and cover letters.

## Lesson 7: Additional My WorkSource Menu Options

### Overview

Additional options to those already described appear in the My WorkSource menu on the navigation bar: My Schedule, Message Center, and Career Profile.

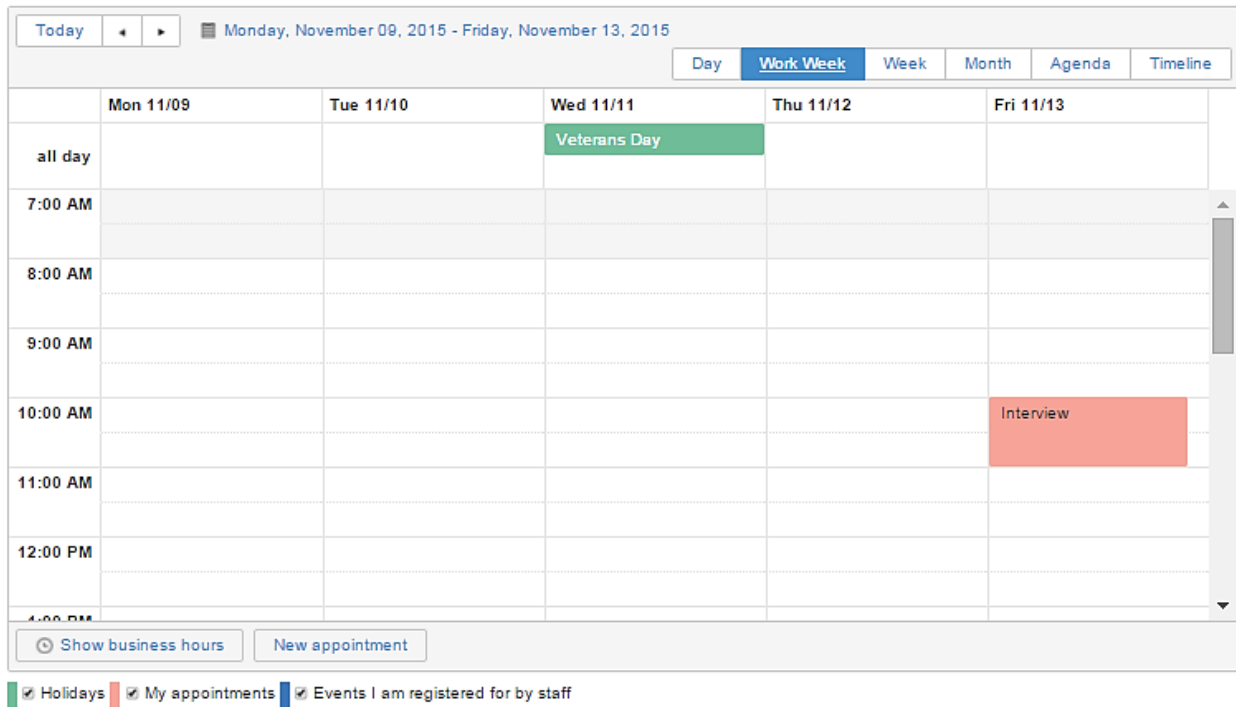


### My Schedule

My Schedule helps users manage their schedules. Users create appointments for important meetings (e.g., interviews) and view upcoming events or activities they are registered for, such as job fairs.

Select My Schedule from the My WorkSource menu on the navigation bar. Alternatively, click "View My Schedule" in the My Schedule section of the dashboard. The system will display a personalized calendar.

## Calendar



Today ◀ ▶ Monday, November 09, 2015 - Friday, November 13, 2015

Day **Work Week** Week Month Agenda Timeline

	Mon 11/09	Tue 11/10	Wed 11/11	Thu 11/12	Fri 11/13
all day			Veterans Day		
7:00 AM					
8:00 AM					
9:00 AM					
10:00 AM					Interview
11:00 AM					
12:00 PM					
1:00 PM					

⌚ Show business hours New appointment

☒ Holidays ☒ My appointments ☒ Events I am registered for by staff

Click “Day,” “Work Week,” “Week,” “Month,” “Agenda,” or “Timeline” to adjust the calendar's view.

Click “Show Business Hours” to display hours from 8:00 am to 5:00 pm.

Use the checkboxes at the bottom to filter the types of events displayed on the calendar, such as holidays, appointments, and other events and activities.

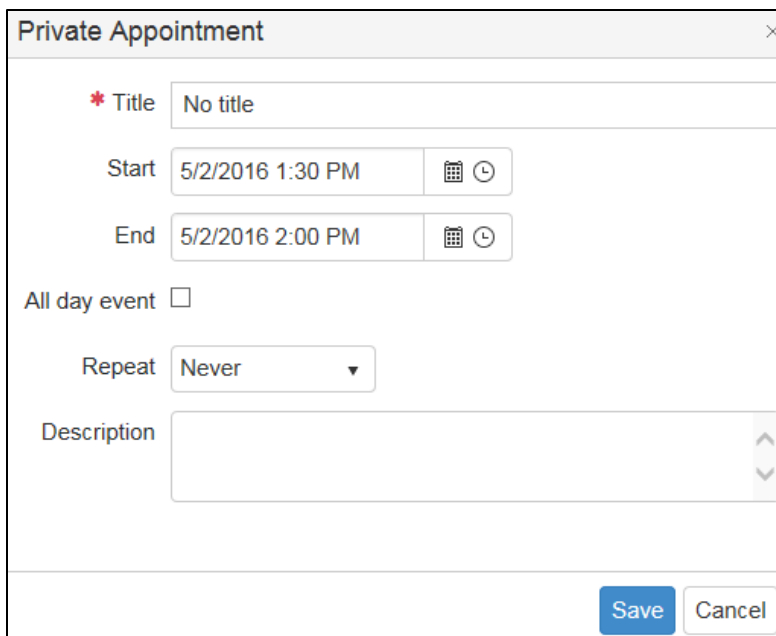
Holidays are automatically displayed on the calendar. Appointments can be created by the user. Events can be pushed to an individual seeker's calendar after registration. Each item is color coded (e.g., holidays are green) and users can de-select the checkbox next to each one to hide all events of that type on the calendar display.

To add an appointment, double click on the calendar at the specified date/time or click “New Appointment” at the bottom of the calendar. A window (shown right) will open to create the appointment. Enter a topic in the “Title” field and if desired, additional information in the “Description” field.

To edit the date or time, click the calendar or clock icon next to the “Start” or “End” boxes and make the desired changes.

Alternatively, click the “All day event” checkbox to indicate the appointment will last the entire day. Selecting this option will remove the time information from the Start and End fields and display the event in the “All day” section of the calendar.

Appointments can be repeated daily, weekly, monthly, or yearly by selecting the desired option. When all information is entered for the appointment, click “Save.” The appointment will appear on the Calendar.

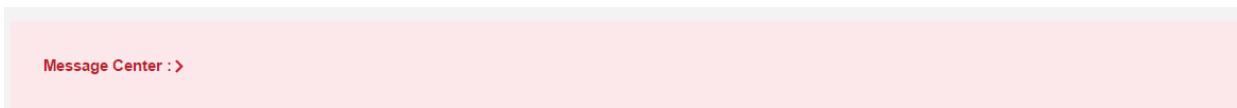
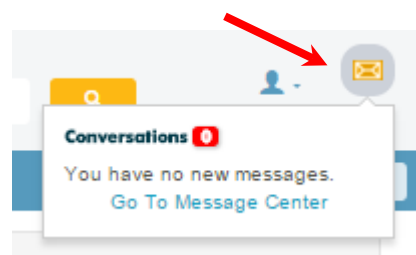


## Message Center

The message center provides a means of communication between the Employer and Seeker. It must be initiated by an Employer (via resume search results or prior communication) and the Seeker can then reply.

Select “Message Center” from the My WorkSource menu on the navigation bar or mouse over the envelope icon in the upper right corner of all WorkSource pages and click the “Go To Message Center” link.

Alternatively, new messages will be displayed in a separate section of the seeker dashboard.



The Message Center displays messages similar to an email inbox. The message subject is shown for each message. Click on a message subject to open and read the full message content. To delete a message from the Message Center, click the checkbox next to the message(s) then click the trash can icon.

Aaron Rodgers  
Edit settings

## Message Center

☐ MARK AS READ ☐

0 - 0 of 0

Inbox  
Sent  
Trash

To navigate to different areas of the message center, use the links in the left side-bar: “Inbox,” “Sent,” and “Trash.” Users can respond to received messages and view sent messages.

To manage Message Center settings, click “Edit settings” in the upper left corner under the user name. The Message Center Settings page will display with options to edit the frequency of receiving messages within the WorkSource site. Select “Immediately,” “In my Daily Digest,” or “Never.” Click “Save.”

Aaron Rodgers  
Edit settings

## Message Center Settings

Conversations

Email me updates when I receive new messages from:

Potential Employers

Immediately  
Immediately  
In my Daily Digest  
Never

Save

## Career Profile

The Career Profile Inventory tool matches users to occupations based on their interests. It is comprised of 60 interest-focused questions to determine occupations that are a good match for each user. Users can take the inventory without logging in to their account. However, they must log in to save results.

Select “Career Profile” from the My WorkSource menu on the navigation bar or click “Career Assessment Tool” in the Find My Career section of the seeker dashboard.

Select answers that best describe feelings about each activity or job. Answers shouldn't depend on current/desired education or salary, but should honestly reflect user's interests. Answer options include: Strongly Dislike, Dislike, Unsure, Like, Strongly Like. If no answer is selected, the default answer of “unsure” will remain.

There are three total pages. Click “Save And Continue” to move to the next page. After responding to the 60 questions, click “Save And Continue” to proceed.

## Your career profile

You'll be asked to answer 60 questions about what you like to do and how you like to work. To answer a question, click on the answers that best describe how you feel about each activity or job, review your answers and then click to save or log in to view your scores and proceed. If you are not prompted to save or log in, then you may have missed a question. Remember, there are no wrong answers. Your answers shouldn't depend on your education or the salary you want. Just be honest and think about what you really like to do. Your profile results reveal your score and the best fit for your career.



### Select Your Interests

« 1 - 20 21 - 40 41 - 60 »

1. Build kitchen cabinets	Strongly Dislike	Dislike	Unsure	Like	Strongly Like
2. Lay brick or tile	Strongly Dislike	Dislike	Unsure	Like	Strongly Like
3. Develop a new medicine	Strongly Dislike	Dislike	Unsure	Like	Strongly Like
4. Study ways to reduce water pollution	Strongly Dislike	Dislike	Unsure	Like	Strongly Like
5. Write books or plays	Strongly Dislike	Dislike	Unsure	Like	Strongly Like
6. Play a musical instrument	Strongly Dislike	Dislike	Unsure	Like	Strongly Like
7. Teach an individual an exercise routine	Strongly Dislike	Dislike	Unsure	Like	Strongly Like
8. Help people with personal or emotional problems	Strongly Dislike	Dislike	Unsure	Like	Strongly Like
9. Buy and sell stocks and bonds	Strongly Dislike	Dislike	Unsure	Like	Strongly Like
10. Manage a retail store	Strongly Dislike	Dislike	Unsure	Like	Strongly Like
11. Develop a spreadsheet using computer software	Strongly Dislike	Dislike	Unsure	Like	Strongly Like
12. Proofread records or forms	Strongly Dislike	Dislike	Unsure	Like	Strongly Like

## Career Profile Results

Profile results reveal scores for six interest categories. The graphic will change depending on the users scores for each category; the higher the score the larger the corresponding section in the circle. The screenshot below reflects the score for a user who selected “unsure” for all questions and received a balanced score for each category.

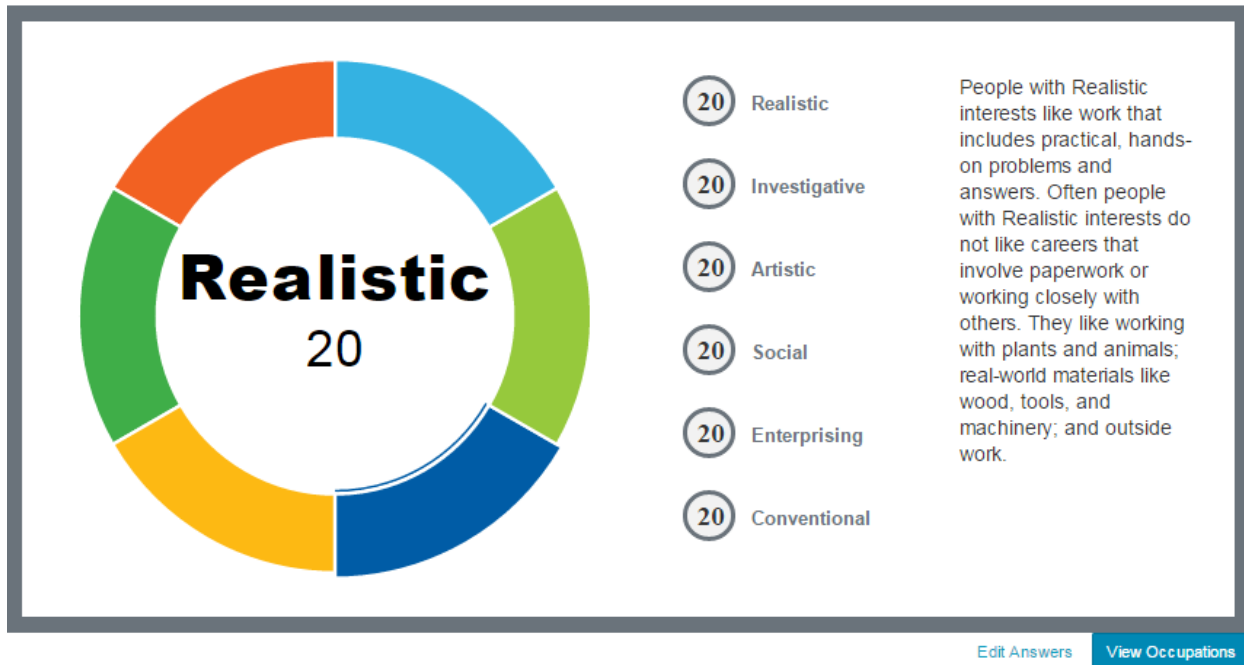
Click “Edit Answers” in the bottom right corner of the page to return to the inventory questions and change responses.

Click “View Occupations” to see occupations that match the career profile. The Occupation Search will be discussed in greater detail in lesson 8.



## Congratulations

We've got your career profile scores as well as an explanation of what they mean below. We found career options that match your interest.



The following definitions are used for each category in the inventory:

**Realistic:** People with Realistic interests like work that includes practical, hands-on problems and answers. Often people with Realistic interests do not like careers that involve paperwork or working closely with others. They like working with plants and animals; real-world materials like wood, tools, and machinery; and outside work.

**Investigative:** People with Investigative interests like work that has to do with ideas and thinking rather than physical activity or leading people. They like searching for facts and figuring out problems.

**Artistic:** People with Artistic interests like work that deals with the artistic side of things, such as acting, music, art, and design. They like creativity in their work and work that can be done without following a set of rules.

**Social:** People with Social interests like working with others to help them learn and grow. They like working with people more than working with objects, machines, or information. They like teaching, giving advice, and helping and being of service to people.

**Enterprising:** People with Enterprising interests like work that has to do with starting up and carrying out business projects. These people like taking action rather than thinking about things. They like persuading and leading people, making decisions, and taking risks for profits.



**Conventional:** People with Conventional interests like work that follows set procedures and routines. They prefer working with information and paying attention to details rather than working with ideas. They like working with clear rules and following a strong leader.

### **Hands-on Activity – My Schedule & Career Profile**

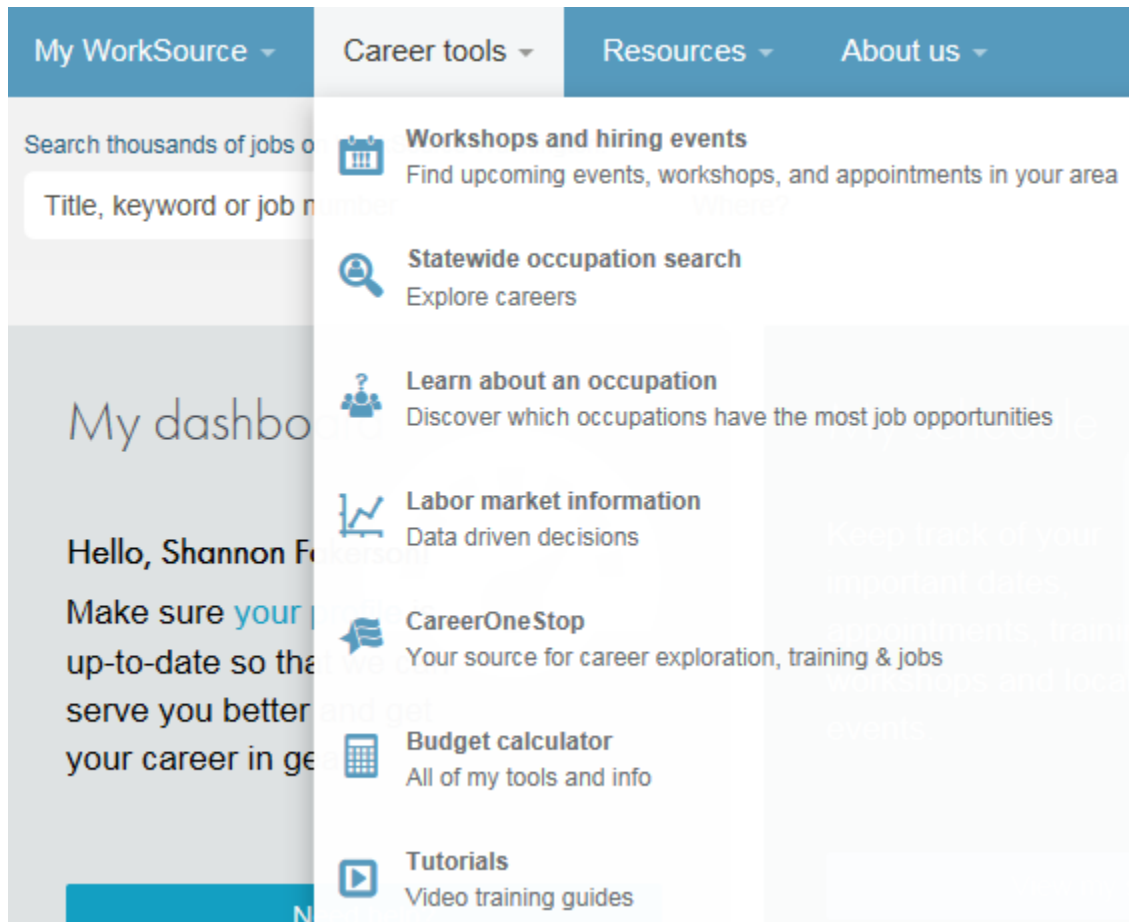
**Schedule an appointment on the calendar for a date and time of your choice.**

**Complete the 60 question inventory to create a Career Profile.**

## Lesson 8: Career Tools

### Overview

Mouse-over the Career Tools menu on the navigation bar to view the list of tools that users can leverage to self-guide their career development. Tools include: workshops & hiring events, statewide occupation search, learn about an occupation, labor market information, CareerOne Stop, budget calculator, and tutorials.



### Workshops & Hiring Events

The Workshops and Hiring Events section lists upcoming activities in your area. There is a separate tab for workshops versus hiring events. You can search for workshops and events by location and/or keywords.

Use the links at the bottom of event descriptions to add an event to your calendar in My Schedule, forward an event to a friend, or take other event actions, such as adding the event to an external calendar or setting reminders.

## May 2016

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

All events listed here are free and open to the public unless otherwise noted. E-mail us to list your job fair, career fair, seminar or hiring event. Please be sure to include the event title, date, time, location, event description and contact information. To assure a timely event posting, please send your request at least two weeks in advance.

[List View](#)
[Month View](#)
[Detail View](#)
[Summary View](#)

MAY JUN JUL AUG SEP OCT NOV

### Zip Code Search

within  miles of

### Keyword Search

[Prev](#)
[Next](#)

[Subscribe](#)
[My Events](#)

## Coyote Ridge Corrections Center Correctional Officer Informational Event



**Monday, May 2, 2016 | 9am – 3pm**

**Location:** WorkSource Columbia Basin  
815 North Kellogg Street, Suite D  
Kennewick, WA 99336

CRCC officers will be on site to answer any employment questions and assist in application process in the WorkSource Col resource center.

CRCC is recruiting for Correctional Officer 1 candidates.

**Sponsor:** WorkSource Columbia Basin  
**Contact Name:** Kai Scheerer  
**Contact Phone:** 509.734.5953

[ADD TO CALENDAR](#) | 
 [FORWARD TO FRIENDS](#) | 
 [OTHER EVENT ACTIONS](#)

## Professional Connections



**Monday, May 2, 2016 | 12 – 1pm**

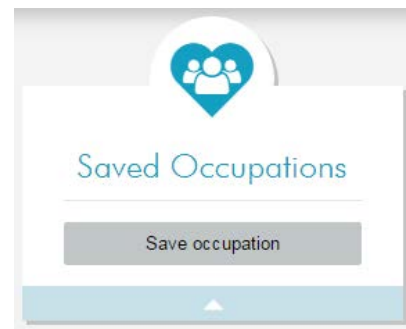
**Location:** WorkSource Vancouver  
204 SE Stonemill Drive Suite 215 - Vancouver, WA 98684

It is a no-fee weekly networking session that is open to everyone. Professional Connections is a good starting point for sole proprietors, entrepreneurs, and small business persons looking to hone their communications skills among other like- business people. We will help you prepare and deliver an elevator speech; work v you on how to present yourself and your thoughts, and give you the confidence to grow your business networking circles.

## Statewide Occupation Search

The Statewide Occupation Search allows users to explore occupations in different industries. This tool assists users with learning about required skills, salary ranges, and other information for various occupations.

Select “Statewide Occupational Search” from the Career Tools menu in the navigation bar or click “Save occupation” in the Saved Occupations section of the seeker dashboard.



## Statewide occupation search

Search thousands of occupations in Washington by industry or keyword. To find out if an occupation is in demand or not in demand in your local area, see [Learn about an occupation](#).

### Industry search

- Select Industry -

Go

### Keyword search

(e.g. doctor, build houses)

Go

### Military search

Enter the name or code of your military classification to view suggested civilian careers with similar work.

Use <https://www.onetonline.org/crosswalk> website to find a code for your military classification

All branches

(e.g. 0963, radio chief)

Go

### Find my career

Are you a butcher, a baker or a candlestick maker? Answer these questions and find out which careers suit you best.

Career assessment tool

Users who have not completed the Career Profile Inventory tool can click the link on this page to do so. Otherwise, the career profile results will appear in the Find my career box. There are three search boxes: industry search, keyword search, and military search. The military search will suggest civilian careers similar to the military work entered.

To perform an industry search, select an option from the drop down list and click “Go.” Industries include: Administration & Support Services; Arts & Entertainment; Construction; Education; Farming, Forestry, Fishing, & Hunting; Finance & Insurance; Government; Health & Counseling; Hotel & Food; Management; Manufacturing; Media & Communication; Mining, Oil, & Gas; Professional, Science, & Technology; Real Estate & Rentals; Retail; Self-Employed; Service; Transportation & Storage; Utilities; and Wholesale/Commercial Sales.

To perform a keyword search enter a keyword and click “Go.”

To perform a military search, select a military branch from the drop-down list, type a keyword or military occupation in the text box, and click “Go.” A link to the O\*NET website is provided to identify a code for military classification, if needed.



Search results will list occupations with the average pay in Washington State. If the salary is followed by an asterisk, the figure reflects the average salary for the entire U.S. and is not specific to Washington State.

Sort results by order of best match or by salary by clicking on the desired header. Clicking on the header a second time will reverse the order of the sort. The results default to descending order based on salary.

## Statewide occupation search

Sort your search results or select and compare details of two occupations. Find out if an occupation is in demand or not in demand in your local area, at [Learn about an occupation](#).

These 238 careers might be a good match for Professional, Science, & Technical.

[Back to occupation search](#)

Geophysical Data Techn... ✕ Geoscientists ✕

Compare 2	Occupation (In order of best match) ⚙	Average Salary Range* ⚙
<input type="checkbox"/>	Architectural & Engineering Managers	\$95,910 - \$142,180
<input type="checkbox"/>	Biofuels/Biodiesel Technology & Product Development Managers	\$95,910 - \$142,180
<input type="checkbox"/>	Computer & Information Systems Managers	\$89,470 - \$143,780
<input type="checkbox"/>	Marketing Managers	\$85,450 - \$149,630
<input type="checkbox"/>	Computer & Information Research Scientists	\$83,080 - \$116,290
<input type="checkbox"/>	Petroleum Engineers	\$82,800 - \$127,450
<input type="checkbox"/>	Physicists	\$81,470 - \$168,810
<input type="checkbox"/>	Nuclear Engineers	\$81,440 - \$120,210 *

To compare occupations side-by-side, click the checkboxes next to desired occupations in the list and then click “Compare.” This will display different aspects of both jobs, such as average pay and education, required licenses/certifications, and skills. For skills, the system will display different skill levels required for each occupation (e.g., high, medium, low) as well as overlapping skills commonly used across all occupations being compared. Click “Back to Occupation Results” to continue.

Basic Information	Geophysical Data Technicians	Geoscientists, Except Hydrologists and Geographers
Pay	U.S. Annual Salary \$54,810/yr U.S. Hourly Wage \$26.35/hr	U.S. Annual Salary \$89,910/yr U.S. Hourly Wage \$43.22/hr
Training	Moderate-term on-the-job training	None
Certificates	15	8
Education	Associate's degree	Bachelor's degree
Experience	None	None
Licenses	0	0

Skill Levels	Geophysical Data Technicians	Geoscientists, Except Hydrologists and Geographers
Biology	Very Low	Medium
Chemistry	Low	High
Mathematics	Very Low	Medium
History and Archeology	Very Low	Medium
Learning Strategies	Very Low	Medium
Systems Evaluation	Low	Medium
Critical Thinking	Low	Medium
Complex Problem Solving	Low	Medium

## Skill Overlaps

The following skills are commonly used in both of these occupations.

- Engineering and Technology
- Computers and Electronics
- Administration and
- Monitoring

## Occupation Information Sheet

Click an occupation title to view additional information about a specific occupation including a general definition. The Summary Tab includes the following sections: Skills, Abilities, Knowledge, Education, Pay, State Employment Trends, Personality, Tools, and Technology.

### Geophysical Data Technicians



Measure, record, or evaluate geological data, using sonic, electronic, electrical, seismic, or gravity-measuring instruments to prospect for oil or gas. May collect or evaluate core samples or cuttings.

Related: [Biological Technicians](#) [Broadcast Technicians](#) [Computer, Automated Teller, & Office Machine Repairers](#) [Food Science Technicians](#) [Radio Mechanics](#)

Industries: [Mining, Oil, & Gas](#) [Professional, Science, & Technical](#)

Save

Summary

Details

<div>Skills</div> <div> Reading Comprehension Active Listening Critical Thinking </div>	<div>Pay</div> <div> <div>U.S. Annual Salary\$54,810/yr</div> <div>U.S. Hourly Wage\$26.35/hr</div> </div>
<div>Abilities</div> <div> Written Comprehension Oral Comprehension Oral Expression </div>	<div>Washington Employment Trends</div> <div> <div>Currently Employed80</div> <div>Yearly Projected Openings10</div> </div>
<div>Knowledge</div> <div> Computers and Electronics Engineering and Technology Mathematics </div>	<div>Personality</div> <div> Conventional: People interested in this work like activities that include data, detail, and regular routines. They do well at jobs that need:  Integrity Attention to Detail Independence Dependability Adaptability/Flexibility Initiative </div>
<div>Education</div> <div> Education Associate's degree Work Experience None Training Moderate-term on-the-job training Education and Training Opportunities </div>	<div>Tools</div> <div> Soil core sampling apparatus Magnetometer geophysical instruments Levels Height gauges </div>

The Details tab provides additional information about the occupation, such as typical Work Activities performed in the occupation and definitions for the Skills, Abilities, and Knowledge listed on the Summary tab. Click “Save” to save the occupation; saved occupations are accessible from the seeker dashboard.



Summary

Details

## Work Activities

Prepare notes, sketches, geological maps, or cross-sections.  
 Operate or adjust equipment or apparatus used to obtain geological data.  
 Plan and direct activities of workers who operate equipment to collect data.  
 Set up or direct set-up of instruments used to collect geological data.  
 Record readings in order to compile data used in prospecting for oil or gas.  
 Supervise oil, water, or gas well-drilling activities.  
 Collect samples or cuttings, using equipment or hand tools.  
 Read and study reports in order to compile information and data for geological and geophysical prospecting.  
 Create photographic recordings of information, using equipment.  
 Interview individuals, and research public databases in order to obtain information.  
 Measure geological characteristics used in prospecting for oil or gas, using measuring instruments.  
 Assemble, maintain, or distribute information for library or record systems.

At the bottom of the page under Additional Resources, click “Find xx Jobs” (where “xx” will reflect the occupation title) to search for job opportunities and navigate to the Job Search page.

Click “Education and Training” for the occupation to view relevant education and training opportunities in a separate window. Click “Save” to save a desired school for future reference; saved schools are accessible from the seeker dashboard.

Users are encouraged to contact schools directly for further information and enrollment.

## EDUCATION AND TRAINING

The following are training programs applicable to this occupation.  
 Interested in a school? Save a school to your Dashboard for reference.  
 You can save up to ten schools. To learn more, please contact each school individually.

Central Washington University		
400 East University Way, Ellensburg WA 98926-7501		
School Type	Public, 4-year or above	<a href="#">Admissions</a> <a href="#">Financial Aid</a> 509-963-1111
School Size	10,000 - 19,999	
Other Degrees Offered	Undergraduate degree or certificate offering, Graduate degree or certificate offering	
Website	<a href="http://www.cwu.edu">www.cwu.edu</a>	
Program Name	Geological and Earth Sciences/Geosciences, Other	
Length	4 years	
Award Level	Bachelor's degree	<a href="#">Save</a>

## Learn about an Occupation

The Learn about an Occupation link directs users to the Employment Security Department website for Washington State and provides information about which occupations are “in-demand” in different Workforce development areas. Icons identify occupations as having more job opportunities (in-demand), fewer job opportunities (not in-demand), or are expected to remain the same. Search by occupation and/or county.

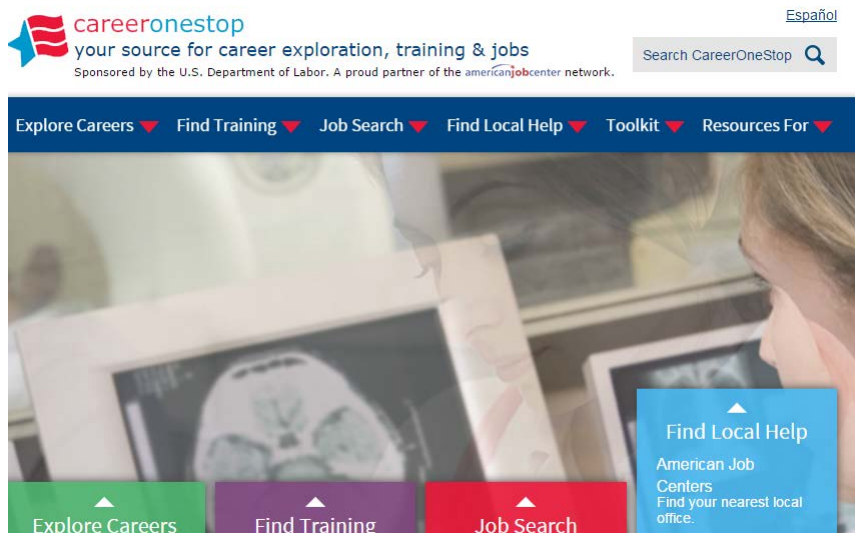
Search	Demand	SOC#	Occupation title	Green job	Workforce development area	Updated
Select occupation	↑ Demand	132011	Accountants and Auditors		Statewide	09/03/2015 12:00 AM
All Occupations	↑ Demand	132011	Accountants and Auditors		Pacific Mountain WDA: Grays Harbor, Lewis, Mason, Pacific, Thurston counties	09/03/2015 12:00 AM
Select area	↑ Demand	132011	Accountants and Auditors		Seattle King WDA: King County	09/03/2015 12:00 AM
All counties	↑ Demand	132011	Accountants and Auditors		Pierce WDA: Pierce County	09/03/2015 12:00 AM
Legend	↑ Demand	132011	Accountants and Auditors		Benton- Franklin WDA: Benton, Franklin counties	09/03/2015 12:00 AM
More job opportunities.	↑ Demand	132011	Accountants and Auditors		Spokane WDA: Spokane County	09/03/2015 12:00 AM
Job opportunities expected to remain about the same.						
Fewer job opportunities.						

## Labor Market Information

Select the Labor Market Information link from the Career Tools menu in the navigation bar to review useful labor market information. Users are directed to the Employment Security Department for Washington State website ([fortress.wa.gov/esd/employmentdata/home](http://fortress.wa.gov/esd/employmentdata/home)), where they can access information about the State’s employment conditions, economy, job market and work force.

## CareerOneStop

The CareerOneStop link directs users to the CareerOneStop website sponsored by the U.S. Department of Labor. Through this website, users can explore careers and access numerous resources for training and job searches.





## Budget Calculator

The Budget Calculator helps users determine how much money they will need to earn in their next job to cover expenses for their expected lifestyle.

Select Budget Calculator from the Resources menu and click “Get Started” to complete three steps to calculate a target salary.

### Step 1: Monthly Expenses

Enter the amount spent monthly for different expenses. If no money is spent on a particular expense, enter “0” so amounts will add correctly.

Expense fields include: Housing (rent or mortgage payments), Utilities (Electricity, Heating Fuel, Phone, Cable, Internet, Cell phone), Food, Transportation, Healthcare (for the household), Entertainment (for the household), Personal Care (for the household), Miscellaneous (household expenses), Savings, Training/School Expenses, and Loans (other than mortgage). Click Add Utility to enter additional utilities when necessary. Click Email or Print at the top of the page to save a copy of entries.

### BUDGET CALCULATOR

Answer a few questions in 3 easy steps about your interests and lifestyle to figure out your target salary. Use this target salary to help you choose the right occupation for you. The questions should take around 20 minutes to complete.

STEP  
1

Your Monthly Expenses

STEP  
2

Your Monthly Summary

STEP  
3

Your Salary Results

Enter the amount you spend on each of your monthly expenses. If you don't spend any money on a particular expense, enter \$0 so your total will add up correctly then proceed to Step 2 (Your Monthly Summary).

#### Housing

How much do you spend every month on your rent or mortgage payment?

\$ 1000

#### Utilities

How much do you spend every month on your household utilities? Enter the amount of each monthly utility bill and we'll add up the total. If you don't use a utility below, enter \$0. To add a new utility not listed, click "Add Utility" and enter amount.

Electricity	Internet
\$ 170	\$ 50
Heating Fuel	Cell Phone
\$ 100	\$ 200
Phone	Additional Utilities
\$ 0	+ Add Utility
Cable	Gym Membership \$ 115
\$ 100	\$ 0
	Utilities Total \$ 735



After all expenses are entered, click “Get My Summary” to advance to Step 2: Monthly Summary.

### Step 2: Monthly Summary

Preview a summary of expenses entered on the previous page and calculations for Total Monthly Expenses, Annual Expenses, and Taxes. Note, the Taxes calculation is based on 15% of the Total Annual Expenses value and is intended to be an estimate. Click “Edit Step 1” to revise monthly expenses.

Click “Get My Estimate” to navigate to Step 3: Your Salary Results.

STEP  
1  
COMPLETED  
Your Monthly Expenses

STEP  
2  
Your Monthly Summary

STEP  
3  
Your Salary Results

Your monthly summary will show the results of all your monthly expenses from Step 1. Your monthly expense summary will populate based on the amounts you entered. Click on any of the expenses in Step 1 to edit the amount.

<b>Housing</b>	<b>Other</b>	
Housing \$1000	Miscellaneous \$350	
Electricity \$170	How much a month do you spend on household transport? \$100	
Heating Fuel \$100	How much a month do you spend on household healthcare? \$100	
Phone \$0	How much a month do you spend on household entertainment? \$100	
Cable \$100	How much a month do you spend on household personal care? \$100	
Internet \$50	How much a month do you spend on household misc? \$100	
Cell Phone \$200	How much a month do you spend on household savings? \$200	
Gym Memberships \$115	How much a month do you spend on school? \$75	
<b>Total Monthly Expenses</b> \$2,860.00	<b>Annual Expenses</b> \$34,320.00	<b>Taxes (15 % Total Annual Expenses)</b> \$5,148.00

[EDIT STEP 1](#) [GET MY ESTIMATE](#)

### Step 3: Salary Results

View annual salary required to maintain the lifestyle described by monthly expenses. Target salary is listed by Gross Target Salary, Net Annual Target Salary and Target Hourly Rate.

STEP  
1  
COMPLETED

Your Monthly Expenses

STEP  
2  
COMPLETED

Your Monthly Summary

STEP  
3

Your Salary Results

Your results will show the annual salary you need to earn to maintain your current or expected lifestyle. Not what you expected? Go back to step 1 and edit your monthly expenses to get the results you would like.

### Your Target Salary

Gross Annual Target Salary	Net Annual Target Salary	Target Hourly Rate
\$39,468.00	\$34,320.00	\$19

[EDIT STEP 1](#) [SAVE](#)

Click Save to complete the budget calculator. If monthly expenses change over time, users can return to the saved budget to make edits.

## Tutorials

The tutorials page is accessible from the Welcome page and provides short videos to assist users with performing activities on the WorkSource website. Tutorial topics for job seekers include creating an account, resumes, cover letters and documents, job search, and career tools.

## Hands-on Activity – Career Tools

### Search Occupations:

- Search for occupations via industry and/or keyword.
- Compare 2 occupations.
- Save an occupation of your choice.
- Look for Training and Education opportunities for an occupation of your choice and save a school.

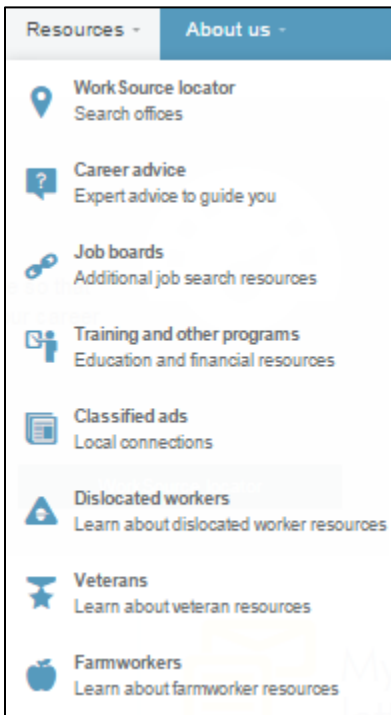
### Use the Budget Calculator:

- Enter as much budget information as you choose to calculate your target salary.

## Lesson 9: Resources

### Overview

Other available resources accessible through the WorkSource site include: Career advice, Job Boards, Training and other programs, Classified ads, and micro sites for Dislocated Workers, Veterans, and Farmworkers. The WorkSource locator listed at the top of this menu was discussed in Lesson 2.



### Career Advice

Select “Career Advice” from the Resources tab on the navigation bar to access career-related articles and resources, such as resume writing tips, interview techniques, and advice on navigating workplace challenges.

### Job Boards

Select “Job Boards” from the Resources tab on the navigation bar to view a list of regional, national, and specialty job boards to extend the user’s job search.

### Training and Other Programs

Select “Training and other programs” from the Resources tab on the navigation bar to research education and financial resources. The Training page includes links to Training and other Programs, E-Learning offerings, Financial Aid resources, Training Benefits, Eligible Training Providers, Colleges and Universities, and other resources.

## Classified Ads


Select “Classified Ads” from the Resources tab on the navigation bar to view a list of classified ads organized by region and publication.

## Specialized Websites

Specialized sites are incorporated into the overall seeker experience instead of navigating to an external system. The Resources menu contains links to websites (or, microsites) for dislocated workers, farmworkers, and veterans.

## Dislocated Workers

Select “Dislocated Workers” from the Resources menu on the navigation bar to navigate to the microsite for helpful information and resources including, Available Programs, Retraining Services, Apprenticeships and WorkSource offices.



### Services for dislocated workers

Helping laid off workers find meaningful work is a priority for WorkSource. Use the links below to connect to helpful information and resources.




#### Dislocated worker?

- Available programs
- Retraining services
- Apprenticeships
- Worksource offices

### You've lost your job, what's next?

It's a big shock to lose your job, but how you react makes all difference. The first step is to apply for unemployment benefits.

The fastest way to apply is online at [esd.wa.gov](http://esd.wa.gov) (24 hours a day). You also can apply by phone at 800-318-6022  Monday-Friday, 8 a.m. to 4 p.m.

Have the following information with you when you apply online or by phone.

- Your Social Security number.
- Names and addresses of all your employer for the past two years.
- Dates you worked (use your best estimate if you don't have exact dates).
- The reason you became unemployed.
- If you are not a U.S. citizen, have your employment authorization and expiration date.

Union member, former military personnel and federal employees may need to provide additional information.





## Veterans

The Veterans Microsite provides information and resources to assist veterans, veterans' families and employers in accomplishing their employment goals.

[My WorkSource](#)
[Career Tools](#)
[Resources](#)
[About Us](#)
[Select Language](#)


### Veterans

WorkSource values our veterans. Use the links below to connect to information and resources.



#### Hire a veteran

##### Veterans

[Apply for unemployment benefits](#)
[Employment resources](#)
[National Resource Directory](#)
[Hiring incentives](#)
[Veteran programs and benefits](#)
[Veteran staff](#)

#### You may qualify for special services if you served in the military

The links on the left take you to a wide array of benefits and services to help military veterans succeed in the civilian job market.

Here in Washington state, WorkSource helps thousands of military veterans – including disabled veterans – find jobs each year.

As a veteran, you can get priority access to WorkSource services. This includes priority referrals to jobs that are listed with WorkSource, as well as other employment services.

##### WorkSource centers offer veterans and their spouses:

- Job listings, job referrals and hiring events
- Resume, application and interviewing assistance
- Use of computers, photocopiers and phones
- Skill assessments and referrals to training and other resources

On the WorkSource website, you also can identify yourself as a veteran to make it easier for vet-friendly employers to find you, and you can search for job openings where employers are giving veterans priority over other applicants.

Most WorkSource centers have [veteran employment specialists](#) whose sole job is to help military veterans with disabilities and other severe employment barriers. They'll assess your skills and interests and put together an employment plan that's right for you.





## Farmworkers

Select Farmworkers from the Resources menu on the navigation bar to navigate to a microsite for resources and information of importance to farmworkers including Farm jobs, Agricultural Information and Farmworker Resources.



**Services for farmworkers and growers**

WorkSource values Washington growers and farmworkers. Use the links below to connect with information and resources.



**Growers**

**Farmworkers**

Farm Jobs

Agricultural Information

Farmworker Resources

Bilingual Staff

Worksource offices

**Assistance for farmworkers**

The links on the left take you to a wide array of information and resources.

Here in Washington state, WorkSource helps thousands of farmworkers find jobs and connect with important community resources.

WorkSource centers offers:

- Job listings, job referrals and hiring event.
- Résumé, application and interviewing assistance.
- Use of computers, photocopiers and phones.
- Skill assessments and referrals to training and other resources.



# Job Match for Employers

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## Section Objectives

After completing this section, you will be able to:

- Create a Secure Access Washington (SAW) account
- Request an employer account and login to approved accounts
- Manage account and company settings
- Perform basic and advanced resume searches to find qualified candidates
- Save and manage candidates in folders
- Create and manage templates to use for posting jobs, including letter templates and applicant questionnaires

## Section Duration

Instruction for this section will last approximately 2 hours.

## Lesson 1: Account Creation and Registration

### Welcome Page

The Welcome page (worksourcewa.com) provides job seekers and employers with access to career tools and resources.

Navigate to the employer sign in page (employer.worksourcewa.com) to create or login to a WorkSource account by clicking in the yellow box labeled “Employer” or click the “Employer” silhouette in the top-right corner of the screen.



### Sign In Page

The Sign In page allows users to create Secure Access Washington (SAW) accounts, request WorkSource accounts, and login to existing WorkSource accounts. Once logged in, users can post jobs, search resumes, and manage candidates.

New users to Washington government services can create and activate a SAW account by clicking “Sign up” in the “Need an employer account? Start here” box and the system will guide the user through the process. Users must have a SAW account before requesting a WorkSource account.

Users that have a SAW account, but do not have a WorkSource account, will be prompted to complete an employer account request form after entering their SAW login credentials in the



“Have an employer account? Sign in” box. Submitting the employer request form will initiate the account review and approval process. In order to verify/validate employer account requests, a system administrator will review employer information for authorization. If approval criteria are met, approval will occur within 1-3 business days and the system will issue an email confirming the account has been authorized. From that time on, users can login to their WorkSource accounts using SAW credentials.

Users with existing SAW and WorkSource accounts can login to their WorkSource accounts on the WorksourceWA.com site using their SAW credentials. Users that wish to access information from their old Go2WorkSource accounts must make sure their SAW account uses the same email address used for the Go2WorkSource account. If not, click the link provided in the “Sign in” box to update SAW account information.

### Employer: welcome to WorkSourceWA.com

Our goal is to power your search for talent with the information, tools, and resources you need to find your next great employee fast!  
Never have so many staffing tools and resources been available in Washington - at no cost to you.

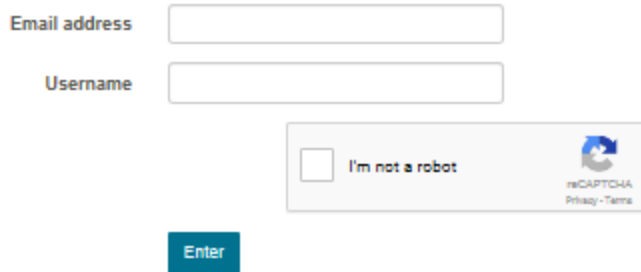
<p>Have an employer account? Sign in.</p> <p>Enter the username and password you provided when registering for Secure Access Washington (SAW).</p> <p><b>Important:</b> If you want to access information from your old Go2WorkSource.com account, you must make sure your SAW account uses the same email address you used to log in to your Go2WorkSource.com account. If not, please update your <a href="#">SAW Account</a>.</p> <p>Username:</p> <input type="text"/> <p><a href="#">Forgot username</a></p> <p>Password:</p> <input type="password"/> <p><a href="#">Forgot password</a></p> <p><a href="#">Sign in</a></p>	<p>Need an employer account? Start here.</p> <p>Your first time here, you must create and activate a <a href="#">Secure Access Washington (SAW)</a> account. SAW allows you access to multiple government services using a single username and password.</p> <p><a href="#">Sign up</a></p>
---	---

## Self-Service Password Reset

If users forget their account password, the password reset feature allows users to access the account without helpdesk support. By clicking the “Forgot password” link, users are given the opportunity to enter the email address and username associated with an account. Then, click the checkbox next to “I’m not a robot.” In some cases users will be presented with a series of pictures and instructed to select the images that meet specific criteria, such as “Select all images with trains.” If this happens, select the images as instructed and click “Verify.” Once the system has completed the verification, click “Enter.” Users will receive a system-generated email that includes a link and instructions to change the account password.

## Forgot my password

To access your account, please enter your email address and username so we can locate your account information.

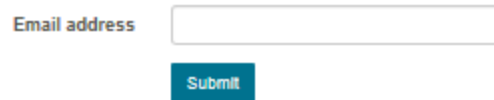


The form contains two input fields: 'Email address' and 'Username'. Below these fields is a reCAPTCHA widget with the text 'I'm not a robot' and a checkbox. At the bottom of the form is a blue 'Enter' button.

The system also provides a self-service option for users who forget their username. Click the “Forgot username” link,

## Forgot my username

To access your account, please enter your email address so we can locate your account information.

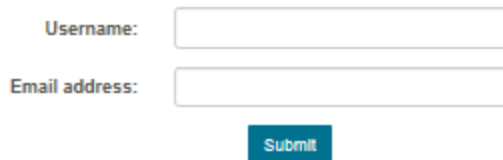


The form contains one input field labeled 'Email address'. Below the field is a blue 'Submit' button.

Finally, if a new user created a SAW account but did not activate it, click “Resend my activation code,” enter the username and email address, and click “Submit.” The system will email a new activation code to the email indicated.

## Resend Activation

To access your account, please enter your email address and username so that we may send your activation code.



The form contains two input fields: 'Username:' and 'Email address:'. Below these fields is a blue 'Submit' button.


## Secure Access Washington (SAW) Account Creation

Users must have an active Secure Access Washington (SAW) account in order to request an employer account on WorksourceWA.com.

To create a SAW account, click “Sign up” in the “Need an employer account? Start here” box. The system will prompt the user to complete the Account Setup page, which includes name, email address, username, password, secret question and an answer to the secret question. Passwords must meet specific criteria:

- Between 10-20 characters
- Contain a number
- Contain a lowercase letter
- Contain an uppercase letter
- Contain a special character

## Account setup

Name	<input type="text"/>
Email	<input type="text"/>
Confirm email	<input type="text"/>
Username	<input type="text"/>
Password	<input type="password"/>
	<div style="border: 1px solid #ccc; padding: 5px;"> <p>Password requirements</p> <ul style="list-style-type: none"> <li>✗ At least 10 characters</li> <li>✗ No more than 20 characters</li> <li>✗ Contains a number</li> <li>✗ Contains a lowercase and uppercase letter</li> <li>✗ Contains a special character</li> <li>✗ Passwords match</li> </ul> </div>
Confirm password	<input type="password"/>
Choose a secret question	<input type="text"/> <input type="checkbox"/>
Your answer	<input type="text"/>
	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="display: flex; align-items: center;"> <input type="checkbox"/> I'm not a robot             <div style="margin-left: 20px;">  </div> </div> </div>
	<input type="button" value="Save and continue"/>

As users enter the password, a green checkmark will appear next to each requirement that is met. The final requirement is to enter the exact same password in the Confirm Password field.

At the bottom of the Account Setup page, click the checkbox next to “I’m not a robot.” In some cases you will be presented with a series of pictures and instructed to select the images that meet specific criteria, such as “Select all images with trains.” If this happens, select the images as instructed and click “Verify.” Once the system has completed the verification, click “Save and continue.”

The system will display a confirmation page that says, “Your account has been created and an activation email has been sent to you.” Users will receive an activation email from “WorkSourceWashingtonNoReply@ESD.WA.GOV” to the email address provided in Account Setup. Open the email and click the link to activate the account.

The system will automatically

navigate to the employer sign in page and display a confirmation that the SAW account has been activated. Login by entering the username and password set up for the SAW account.

## Request WorkSource Account

After entering the username and password for the SAW account in the “Have an employer account? Sign in” box, the system will display the Employer Account Request form to register for a WorkSource account. This form has three sections: Account Information, User Information, and Additional Company Information. Throughout the Employer Account Request form, required fields are identified by a red asterisk.

The first section on the form asks users to enter Account Information, including first and last name, company name, Federal Employment Identification Number (FEIN), address, and phone.

**Account information** ?

First name \*

Last name \*

Company name \*

Unified Business Identifier (UBI)

[About UBI](#)

Employment Security Reference Number

[About ES Reference Number](#)

Federal Employment Identification Number (FEIN) \*

[About FEIN](#)

Company address \*

Company address 2

City \*

State \*

Washington

ZIP code \*

Country \*

US

Mailing address

☒ is same as primary location

Company phone \*

Company website

The second section is for User Information and only includes the user's email address. The system will automatically populate this field with the users SAW email address and it is not editable on this form.

**User information** ?

Email \*

In the Additional Company Information section, users must enter a 6-digit NAICS code to describe the company. A type-ahead feature is provided and the user must make a selection from the drop down list that appears. Also, a link to the US Census Bureau website is provided below the text box to identify an NAICS code for the company.

Users must select the Number of Employees for the company from the available drop down list that ranges from 1-9 to 10,000 or more.



Options for type of organization include:

- Private Sector
- Local Government
- State Government
- Federal Government
- International/Foreign Government
- Non-profit
- Higher Education
- K-12 Education

Finally, select federal contractor status.

Additional company information

NAICS code \*

Enter the 6 digit NAICS (North American Industry Classification System) code that best describes your company, e.g. "236210 - Industrial Building Construction". Use the [US Census Bureau NAICS](#) website to find a code for your company.

Number of employees \*

- SELECT -

Type of organization \*

- SELECT -

Are you a federal contractor? \*

☐ Yes ☐ No



After completing all required fields, click the checkbox to accept the terms of use and privacy policy at the bottom of the page.

I certify, by my submission of this request for access to this Web site, that I am a legitimate business seeking to hire job seekers to careers within my company. My business has granted me the authority and responsibility to post, modify, delete or manage job vacancies on this site. I understand that as a registered user, I must have my own distinct user ID and password and that I am not allowed to share my user ID or password. I understand that by requesting an account I am responsible and must ensure that all information obtained from this site, to which I have privileged access, will not be provided to anyone without the express written permission of the site, which is powered by [Monster.com](#). I understand that my access is granted as a convenience and any abuse, as determined by the State, of this privilege may result in my being denied access. I will promptly report any suspected unauthorized use of these services to the site administrators at email: [customer support email address]. I agree to abide by these rules of behavior and I understand the consequences of unauthorized behavior as described below.

☐ \* I have read, and I accept, Monster's [Terms of use](#) and [Privacy Policy](#).

Cancel

Submit request

Click "Submit request" to submit the employer account information for review. The system will display a message to confirm successful submission of the information. Users will be notified via email within 1-3 days when the account is approved. Approved WorkSource accounts are accessible using SAW account credentials.

Users will be taken to the employer dashboard upon login. For more information about the employer dashboard, see lesson 2.

## Lesson 2: Employer Dashboard & Your Account

All employer activities are accessible from the dashboard. Users search resumes, post jobs, and manage candidates (including creating folders of categorized candidates). The navigation bar at the top of the screen and quick links in the dashboard allow users to perform activities.

[Home](#)
[Jobs](#)
[Candidates](#)
[Your account](#)
[Help](#)

Select language

**Welcome back, Shannon.**

Search resumes, post a new job or manage your job postings below.

[Search resumes](#)
[Post a job](#)

**Manage job postings**
[View all](#)

Job title	Status	Expires	Views	Clicks	Applies	Matches
<a href="#">Receptionist</a>	Active	1/17/2016	0	0	0/0	<a href="#">4</a>
<a href="#">Receptionist</a>	Expired	11/8/2015	0	0	0/0	0

**Tutorials**

Please note that the following are links to generic tutorials on Monster's employer functionality and are intended to provide you with basic instruction. There are slight differences in the functionality leveraged by WorkSource.

[Resume search overview](#)  
[Resume search example](#)  
[Viewing results](#)  
[Viewing actions](#)  
[Saving resume searches](#)

[Manage folders](#)  
[Manage multiple resumes](#)  
[Understand resume sections](#)  
[Acting on resumes in folders](#)  
[Tips for boolean users](#)

**Candidate folders**
[View/Manage](#)

Title	Total
My Favorites	<a href="#">1</a>

**Saved resume searches**
[View/Manage](#)

Title
<a href="#">Receptionist 3+</a>

**Resources!**

**Washington business hub**
[Starting a business](#)  
[Taxes](#)  
[Employer resources](#)  
[Avoid layoffs](#)  
[Mandatory posters](#)

**Economy**
[Economy information](#)  
[Wage data](#)  
[Labor area summaries](#)

**Other resources**
[Hire a veteran](#)  
[Agricultural employers](#)

**WorkSource centers**
[Office locator](#)

From the Jobs menu, users post jobs and manage postings. For more information on these activities, see lesson 3. From the Candidates menu, users search for candidate resumes, manage saved candidates, and manage saved searches. For more information on these activities, see lessons 4 and 5. From the Your Account menu, users can manage account settings, company settings, account users, and templates in the hiring library. For more information on these activities, see later topics in this lesson and lesson 6. From the Help menu, users may contact the support desk.

Below the navigation bar is the “Search resumes” and “Post a job” buttons. These buttons provide a shortcut alternative to the navigation bar for accessing common employer activities.

The dashboard also includes summary sections for major employer activities. If an employer has created job postings, they are listed in the “Manage job postings” section. Click on individual postings or the “View all” link to view details and take actions (see Lesson 3). At the bottom of the employer dashboard are summary sections for “Candidate folders” and “Saved resume searches.” If users have created folders in which candidates are grouped and managed, they

can be accessed by the link displaying the number of saved candidates. Similarly, saved resume searches will be displayed in the summary section and can be managed using the links provided.

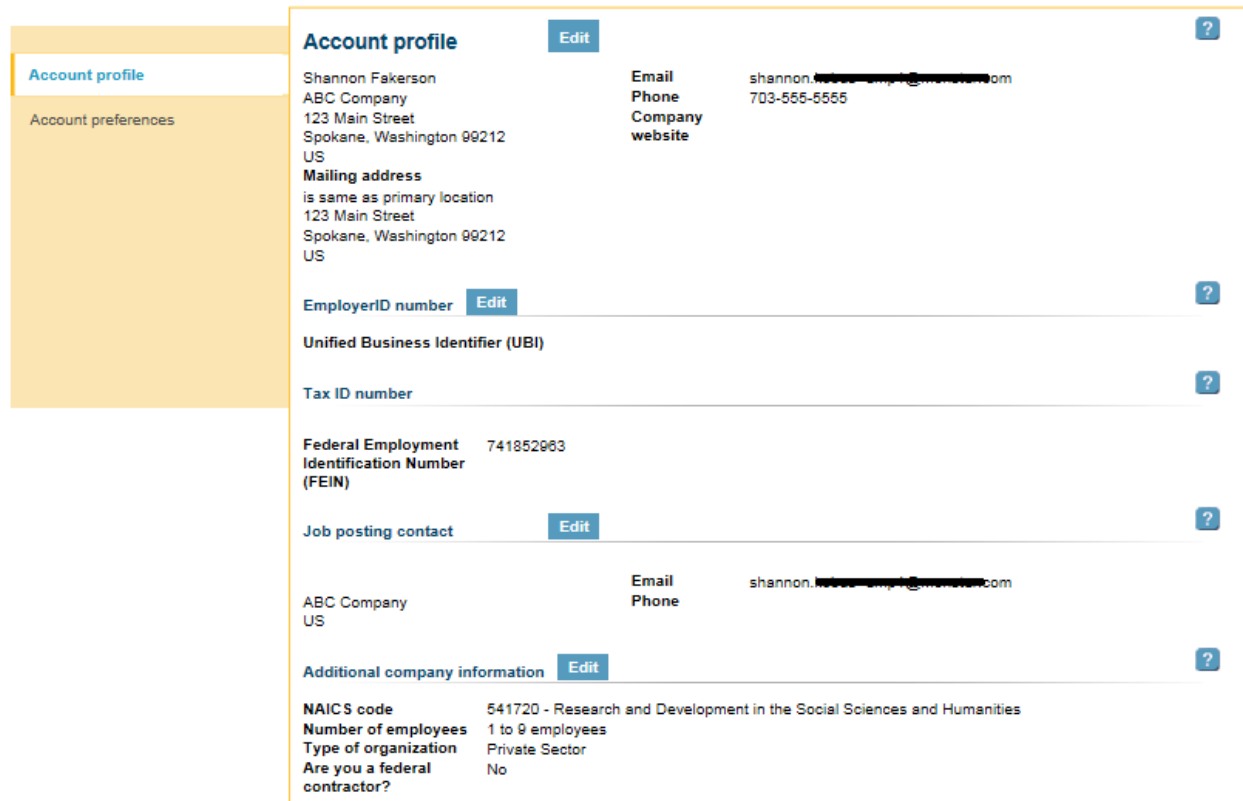
The Tutorials section on the dashboard provides helpful links to assist the user with every aspect of the employer site. Tutorials cover generic topics such as performing resume searches, saving resume searches and tips for Boolean searches.

## Account Settings

The Account Settings page displays profile and preferences information provided during registration. Access the Account Profile and Account Preferences pages by selecting the Account Settings option from the My Account menu on the navigation bar.

The Account Profile tab includes: Account Profile, Employer ID and Tax ID Numbers, Job Posting Contact, and Additional Company Information. To edit profile information, click “Edit” in the desired section. The system will display profile information in an editable format. To save changes, click “Save.”

### Account settings



The screenshot shows the 'Account settings' page with the 'Account profile' tab selected. The page is divided into two main sections: 'Account profile' and 'Account preferences'. The 'Account profile' section contains several fields for user information, each with an 'Edit' button and a help icon (?). The fields are: Account profile (with a sub-section for mailing address), EmployerID number, Unified Business Identifier (UBI), Tax ID number, Federal Employment Identification Number (FEIN), Job posting contact, and Additional company information. The 'Account preferences' section is currently empty.

Field	Value	Action	Help
Account profile	Shannon Fakerson ABC Company 123 Main Street Spokane, Washington 99212 US Mailing address is same as primary location 123 Main Street Spokane, Washington 99212 US	Edit	?
EmployerID number		Edit	?
Unified Business Identifier (UBI)			?
Tax ID number			?
Federal Employment Identification Number (FEIN)	741852963		?
Job posting contact	ABC Company US	Edit	?
Additional company information	NAICS code: 541720 - Research and Development in the Social Sciences and Humanities Number of employees: 1 to 9 employees Type of organization: Private Sector Are you a federal contractor?: No	Edit	?

The Account Preferences tab allows the user to set preferences that apply to the user’s individual account. The Standard Apply Response Preferences section determines how applicant responses are received. Users choose to receive responses through their WorkSource

account only (Job folder), or through the WorkSource account and email (Job folder & email). Users may also choose to only receive responses from candidates who meet provided filter criteria (Job folder & email (restricted)). If email is included, the user can specify additional preferences regarding email format (HTML or text), subject line information, and content.

Account profile

Account preferences

### Account Preferences

Preferences set below will apply to your individual user account.

#### Standard Apply Response Preferences

You can set Apply Online preferences for other users in [Company Preferences](#).

**Response Method**

☐ Job folder  
☒ Job folder & email  
☐ Job folder & email (restricted)  
Only accept responses from candidates who meet filter requirements (if supplied).

**Email format**

☒ HTML  
☒ with attachment

**Email subject line**

☒ Default  
☐ Custom

**Email content**

☒ Include screening questionnaire results (answers and score), if available

**Viewing candidates online**

☒ Show all candidates  
☐ Show only non-rejected candidates (i.e., rejected via filtering and screening)

The Page Display section determines defaults for viewing information on the screen, such as pre-populating information on job posts and the number of items displayed on the Manage Candidates screen.

### Page Display

Should job posting enhancements be automatically preselected?

☒ Follow default settings  
☐ Always  
☐ Never

How many items do you want to see listed on manage screens? (e.g., Manage Candidates)

☐ 10 items per page  
☒ 20 items per page  
☐ 50 items per page

**Results view**

☐ Brief  
☒ Detailed

**Candidate detail (viewing individual candidates)**

☒ Tab view  
☐ Single page view

**Sort results by**

☐ Date (most recent resumes first)  
☒ Relevance

**Manage User Display (applies to Manage Candidates, Manage Jobs and Manage User screens)**

☒ Hide Inactive User Results  
☐ Display Inactive User Results

## Resume Search

Which search options would you like to have available when you conduct a resume search?

Settings will be used in Power Resume Search as well as in Classic Search

### Search criteria

[Include All](#)

Most recent employer ☒ Yes ☐ No

Job title ☒ Yes ☐ No

☒ Most Recent Job Title ☐ Target Job Title

Most recent job description ☒ Yes ☐ No

Schools attended ☒ Yes ☐ No

Desired salary ☒ Yes ☐ No

### Search by location

Selected locations ☒ Yes ☐ No

Zip code radius ☒ Yes ☐ No

Work authorization ☒ Yes ☐ No

☐ Select Specific Countries ☒ Auto-apply to selected countries

### Job seeker profile

Education level ☒ Yes ☐ No

☒ Minimum Level ☐ Selected Level(s)

Career level ☒ Yes ☐ No

Language proficiency ☒ Yes ☐ No

Work status ☒ Yes ☐ No

Job type ☒ Yes ☐ No

Company category ☒ Yes ☐ No

Select your preferred board ☐ Additional candidates from Monster

☐ WorkSource candidates

## Resume Search Results



### Keyword preference

☒ Flexible keyword

☐ Restricted keyword

## Job Posting Notification



Please send me job posting notifications (i.e., job posting activity, expired postings, incomplete postings) by email.

☒ Yes

☐ No

## Recommended Resumes Email Notification

Please send my recruiters who post jobs a notification by email containing Recommended Resume matches.

☒ Yes

☐ No

Cancel

Save

The Resume Search section determines which search options are available when performing a resume search.

The Resume Search Results section allows the user to specify if the keyword search is flexible or restricted. Finally, users specify notification preferences regarding job posting activity and recommended resumes.

After making desired selections, click "Save."

## Company Settings

If the user is the account administrator, the user will be able to add and edit company profile information. The Company Profile can be accessed using the Company Settings option from the Your Account menu on the navigation bar. In addition, users can update Company Preferences on this page.

### Company settings



The screenshot shows the 'Company Settings' page. On the left is a sidebar with 'Company Profile' and 'Company Preferences'. The main content area is titled 'Company Profile' and has an 'Edit' button. Below the title is the 'Company Address' section, which includes 'Physical Address' (ABC Company, 123 Main Street, Spokane, Washington, 99212, US) and 'Mailing address' (123 Main Street, Spokane, Washington, 99212, US). There is a 'Benefits Offered' section with three radio button options: 'No benefits provided', 'Decline to provide benefits information', and 'Benefits outlined below'. Below that is the 'Special Hiring Features' section with two checkbox options: 'Older Worker Friendly' and 'Veteran Friendly'.

Click “Edit” to revise company profile information. Company profile information includes a textbox to enter a company description, a section for benefits offered, and special hiring features. All of these fields are optional. The company description is limited to 7,000 characters and the system provides editing tools and a spell check feature.

If users select to include benefits information, additional checkbox options will appear including a text box to enter additional benefits not listed.

Enter a profile for your company that includes such information as products and services, location(s) and work environment.

- ☐ No benefits provided  
☐ Decline to provide benefits information  
☒ Benefits outlined below

Check all that apply


- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Medical                          | <input type="checkbox"/> Child Care                          | <input type="checkbox"/> Stock Options         |
| <input type="checkbox"/> Dental                           | <input type="checkbox"/> Tuition Reimbursement               | <input type="checkbox"/> Profit Sharing        |
| <input type="checkbox"/> Life Insurance                   | <input type="checkbox"/> Flexible Benefit / Spending Account | <input type="checkbox"/> Relocation Assistance |
| <input type="checkbox"/> Vision                           | <input type="checkbox"/> Job Share                           | <input type="checkbox"/> Uniform Allowance     |
| <input type="checkbox"/> Vacation Time                    | <input type="checkbox"/> Flex Time                           | <input type="checkbox"/> Company Vehicle       |
| <input type="checkbox"/> Sick Leave                       | <input type="checkbox"/> 401K                                | <input type="checkbox"/> Expense Account       |
| <input type="checkbox"/> Extended Sick Leave / Disability | <input type="checkbox"/> Pension                             | <input type="checkbox"/> Travel Allowance      |
| <input type="checkbox"/> Paid Holidays                    |  |  |

List any additional benefits you offer not listed above

## Company Preferences

Preference set below will apply to all new user accounts.

### Standard Apply Response Preferences

☐ Restrict users to the preferences set below. 

#### Response Method

- ☐ Job folder  
☒ Job folder & email  
☐ Job folder & email (restricted)  
Only accept responses from candidates who meet filter requirements (if supplied).

#### Email format

- ☒ HTML  
☒ With attachment

#### Email subject line

- ☒ Default  
☐ Custom

#### Email content

- ☒ Include screening questionnaire results (answers and score), if available

#### Viewing candidates online

- ☒ Show all candidates  
☐ Show only non-rejected candidates (i.e., rejected via filtering and screening)

#### Recommended Resume Delivery:

Automatically send matching seekers an email that includes a link to view (and apply to) the Job

- ☐ Yes ☐ No

Accessible in the Job Folder in Manage Candidates (default)

- ☐ Yes ☐ No

Selections made on the Company Preferences tab will set the preferences applied to all new user accounts. Individual account holders can change their preferences on their respective Account Preferences page, unless the checkbox to restrict user preferences is selected (see red arrow).

Company Preferences include Standard Apply Response Preferences options discussed in the Account Settings section of this lesson. Company Preferences also include a Recommended Resume Delivery section allowing users to automatically send job postings to qualified job seekers and opt for resumes to be accessible in the Manage Candidates Job Folders.

## Users

The Users page displays a summary of existing accounts and allows for multiple actions to be taken. To access the Users page, click the Users option from the Your Account menu on the navigation bar.

Depending on assigned role, users have the following options in the Actions drop down list:

- View/edit account information
- Disable the account



## Users

Create and manage access to user accounts. ?

[▶ View pending users](#) Create User

Actions ▼

	Last Name ▲	First Name	Role	Status	Posting Access	Resume Search	
<input type="checkbox"/>	Fake1	Shannon	Administrator	Active	Yes	Yes	Actions <span>▼</span>

Account holders may add additional users to their account without requesting approval from account system administrators. There is no limit to the number of user accounts an employer can have. Click “Create User” to create a new user and open the Create User page.

## Create User ?

Create and manage individual user accounts.

### Role

☐ Administrator ☐ Super User ☒ Standard User ☐ Hiring Manager

Email address \*

Confirm email address \*

First name \*

Last name \*

Cancel Save & Create Another User Save

All create user fields are required:

- Email Address
- Confirm Email Address
- First Name
- Last Name

Please note that the email provided must match an email address for an existing SAW account. Otherwise, the new user will need to create a SAW account with the email address provided here. The new user will receive an email notification with instructions for activating their employer WorkSource account.

The role of the new user account defaults to Standard User but can be edited. Each role is granted different permission levels for performing activities in the account depending on rules established by the enterprise manager.

Users assigned the 'Administrator' role can:

- Create, modify, and delete users
- Administer company preferences
- Require use of Hiring Library items
- View, modify, and delete user items
- View individual and company level reports

Users assigned the 'Super User' role can:

- View, modify and delete user items
- View individual and company level reports

Users assigned the 'Standard User' role can:

- View personal and public items
- View personal reports

Users assigned the 'Hiring Manager' role can:

- View, rate, and add notes to assigned candidate folders

Click "Save & Create Another User" to submit the new user account information and enter additional users, or click "Save" if finished entering new users. Once the new user account information is submitted, the user is navigated back to the Users screen where the new account information is displayed in the Pending Account section until the new user logs into the account for the first time.

## Users

Create and manage access to user accounts.			
<a href="#">▼ Hide pending users</a>			
New accounts are pending until users log in and complete registration.			
Email ▲	Role		
shannon.koback@monmouth.com	Standard User	<a href="#">delete user</a>	<a href="#">send reminder</a>

Administrators can delete pending users or send email reminders to login and complete registration.

## Lesson 3: Job Posting

The system provides a two-step wizard to help employers post jobs. The first page of the wizard collects job details, such as job information, the job description, and company information. The second page of the wizard allows the user to select posting options, such as job post criteria and additional hiring tools.

### Job Details Page

The first section on the Job Details page is Job Information. Required fields include:

- Job Title
- Job Location
- Job Type
- Job Duration

The Job Title field includes a type-ahead feature that suggests job titles as text is entered. The user may select a job title from the dynamic drop down list. Job Location defaults to the U.S. and will automatically populate the City and State fields when a valid ZIP Code is entered. A link is provided to look up ZIP codes, or the user may enter the City and State directly by selecting State from the drop down list. Job Type defaults to Employee and Full Time, but other options are available from the drop down lists, including:

- Temporary/Contract
- Intern
- Seasonal
- Full Time
- Part Time
- Per Diem

Job Duration is an optional field, including:

- 1-3 days
- 4-150 days
- Over 150 days

Salary/Wage information is optional and includes a minimum and maximum amount with the currency in US dollars. There is a drop down list to specify the pay interval:

- Per Year
- Per Hour
- Per Week
- Per Month
- Biweekly
- Per Day

Other Salary Information is optional; the user may choose to enter commissions, bonuses, etc.

The Years of Experience field is optional, and includes:

- Less than 1 year
- 1+ to 2 years
- 2+ to 5 years
- 5+ to 7 years
- 7+ to 10 years
- 10+ to 15 years
- More than 15 Years

Career Level and Education Level are also optional, with the following choices:

-select-
Some High School Coursework
High School or equivalent
Certification
Vocational
Some College Coursework Completed
Associate Degree
Bachelor's Degree
Master's Degree
Doctorate
Professional

-select-
Student (High School)
Student
Entry Level
Experienced (Non-Manager)
Manager (Manager/Supervisor of Staff)
Executive (SVP, VP, Department Head, etc)
Senior Executive (President, CFO, etc)

Reference Code and Number of Positions to be filled are also optional fields. The Reference Code allows users to enter a value according to organizational procedures for internal tracking purposes.

<b>Job title *</b>	<input type="text" value="Receptionist"/>		
<b>Job location *</b>	<div>US</div> <div> <div>ZIP Code</div> <div><input type="text" value="98021"/></div> <div><a href="#">Find ZIP code</a></div> </div> <div> <div>City</div> <div><input type="text" value="Kennard Corner"/></div> </div> <div> <div>State</div> <div><input type="text" value="Washington"/></div> </div>		
	<small>Monster recommends entering a city and state, or ZIP code to improve your job's visibility to job seekers.</small>		
<b>Job type *</b>	<input type="text" value="Employee"/>	<input type="text" value="Full Time"/>	
<b>Job Duration *</b>	<input type="text" value="Over 150 Days"/>		
<b>Salary/wage</b>	<div>min</div> <div><input type="text"/></div>	<div>to</div> <div><input type="text" value="max"/></div>	<div>USD (\$)</div> <div><input type="text"/></div>
	<small>(e.g., 25,000 - not 25K)</small>		
<b>Other salary info</b>	<input type="text" value="e.g. commissions, bonuses"/>		
<b>Years of experience</b>	<input type="text" value="-select-"/>		
<b>Career level</b>	<input type="text" value="-select-"/>		
<b>Education level</b>	<input type="text" value="-select-"/>		
<b>Reference code</b>	<input type="text"/>		
<b>Number of Positions</b>	<input type="text" value="1"/>		

The second section of the Job Details page is the job description. Select from one of three methods to provide a job description. Two options are shortcut methods and the third option allows for text to be entered directly. A minimum of 200 characters is required for the job description.

**Job Description**

**Shortcuts**

Type a job title below and search for a sample description

Or  
Upload a job description

.doc, .docx, .txt, .rtf files only

**Or Enter Your Own**

Enter job responsibilities, qualifications, benefits and company information. For added security, don't include email addresses or web links. You'll be able to add them later.

Job description

A Font Size
B I U
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Minimum of 200 characters required. \*
Words: 0 Characters: 0

Copying from Word? [Preview](#) before posting.

### Job Description - Shortcuts

The first shortcut option is to search for an existing job description sample and enter it into the job posting wizard. Type a job title in the provided textbox and click “Search.” A list of sample descriptions will appear below the search textbox. Click on a job description link to view it in a new window and click “Use This Description” to insert the text into the field. Users can edit the sample description as needed.

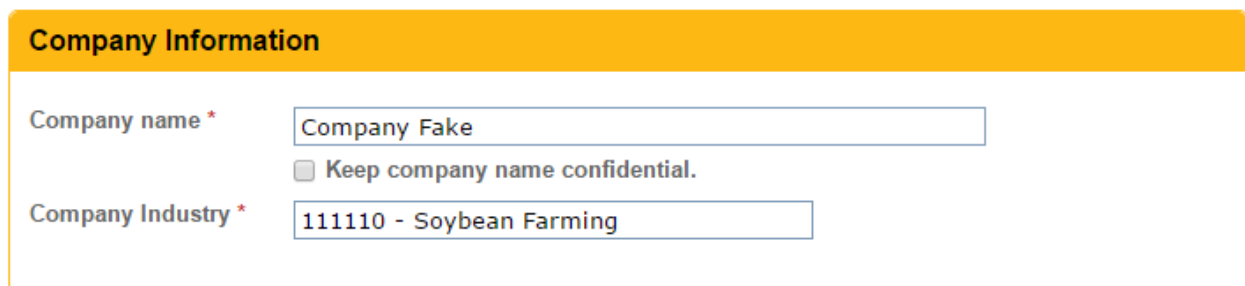
The second shortcut option is to upload an existing job description from your computer/network. Click “Browse” and navigate to the file they wish to upload. The file must be in one of the following formats: .doc, .docx, .txt, or .rtf. There is no file size limitation.

#### *Job Description - Or Enter Your Own*

The third option is to use the rich text editor to type a job description manually. Text editing and formatting functions are available to customize the job description information.

Below the job description field is a “Preview” link that allows the user to preview the job description as it would appear in the job posting. If this link is clicked, a new window opens with the preview. The preview window is a snapshot in time and does not refresh if additional changes are made to the job posting. To ensure users are previewing the most recent version of the posting, close the preview window, make any necessary changes, and then click the “Preview” link again.

The next section on the Job Details page is Company Information. The Company Name field is required; however, the user has the option to check the “Keep Company Name Confidential” checkbox to hide that information from candidates. Company Industry is a required field that is pre-populated with the company’s industry from your account information, but can be modified. The Industry field offers the type-ahead feature and the user must select one of the NAICS codes from the drop down list that appears.



The screenshot shows a form titled "Company Information" with a yellow header. It contains two main fields: "Company name \*" and "Company Industry \*". The "Company name" field has a text input with "Company Fake" and a checkbox labeled "Keep company name confidential." which is currently unchecked. The "Company Industry" field has a dropdown menu showing "111110 - Soybean Farming".

In the Apply Method section, Email Address and Contact Method are required fields. The email address will not appear in the job posting; the system will use this email address to notify the user of job seeker interest. The user is required to select at least one Contact Method, but may select more than one. The system defaults to the first option indicating applicants will apply to the job posting using the online system apply feature and will be managed through the users account. Unclicking this box will disable the online apply feature and prevent the user from adding a questionnaire to the job posting.

If applicants apply online, the “Flag Resumes When Candidates Do Not Meet Specific Criteria” checkbox is available. Use this feature to specify job application criteria (e.g., career level, minimum education, ZIP code) and the system will flag candidates who apply for the job but who do not meet the criteria. This feature is optional.

Alternatively, the user may specify a URL of their choice to direct seekers to when they apply to the job. When entering the URL, users must include “http://” at the beginning.

Finally, users have the option of having applicants apply by contacting them directly. If this is selected, fields will appear to enter email, phone, fax, and mail. The user will be required to provide contact information for the options selected.

**Apply Method**

Email address \*

shannonfake1@email.com

Note: Your email address will not be included on your posting.

Contact method \*

Candidates apply online and are managed using my account. Please note that job apply screening will not be available if this feature is disabled.

☐ URL

Candidates will be redirected to this URL to apply. Please include http:// at the start of the URL.

☐ Flag resumes when candidates do not meet specific criteria.

☒ Candidates contact me directly

☒ Email

shannonfake1@email.com

☐ Phone

703-555-5555

☐ Fax

☐ Mail

The Additional Information section allows the user to enter further descriptions of the job posting. This section is optional.

**Additional Monster information**

Job Shift	<input type="text" value="- SELECT -"/>
Public transportation available	<input type="text" value="- SELECT -"/>
Veteran preferred	<input type="text" value="- SELECT -"/>
Disability preferred	<input type="text" value="- SELECT -"/>
Green job	<input type="text" value="- SELECT -"/>
Category	<input type="text" value="- SELECT -"/>
Federal contractor	<input type="text" value="No"/>
Affirmative action plan available	<input type="text" value="No"/>
Minimum age	<input type="text" value="e.g. 21 years"/> <input type="text" value="- SELECT -"/>
Type of screening/checks	<input type="checkbox"/> Drug testing/screening <input type="checkbox"/> Background checks <input type="checkbox"/> Credit checks <input type="checkbox"/> Reference checks <input type="checkbox"/> Bonding <input type="checkbox"/> Motor vehicle record check <input checked="" type="checkbox"/> Other <input type="text"/>
Additional testing required	<input type="checkbox"/> Employer will perform testing <input type="checkbox"/> Other source will perform testing <input type="checkbox"/> Job Center will perform testing
Testing description	<input type="text"/>

At the bottom of the Jobs Details page, click the icon of the magnifying glass over the document, or on the “Job Posting” link, to open a new window with a preview of how the job posting will appear in its current state. The browser window is a snapshot in time and does not refresh if additional changes are made to the job posting. To ensure users are previewing the most recent version, close any open preview window, make the necessary changes, and then click the “Job Posting” link again.

Users have the option of saving a job posting as a template that can be used in future postings. This action saves time if posting a similar position in the future. To save a posting as a template, click the “Save Job to Hiring Library” checkbox. If selected, an option appears to mark the job template as private (i.e., the template is not accessible to non-administrative users). Users can access and manage saved templates, including job postings, cover letters, and questionnaires, from the Hiring Library. For more information about the Hiring Library, see lesson 6.

When finished, click “Continue” or the “Save for Later” link. Clicking “Continue” will save information on the Job Details page and take the user to the Posting Options page to complete the job posting. The “Save for Later” link preserves the work on the current job posting and will take the user to the Manage Job Postings page. The user may then return at a late time to complete the job posting.



## Preview Your Post



See how your [job posting](#) will look to potential candidates.

## Hiring Library

Speed up your next job posting! Save this job now for later use.

☐ Save Job to Hiring Library

Job Details

Posting Options

[Continue](#) or [Save for Later](#)

## Posting Options Page

All fields in the Job Search Criteria section are required. Search Location and Search Occupation directly impact results when seekers search for jobs. Search Location will auto-populate based on information entered on the Job Details page, but can be edited if necessary. Search Occupation may also auto-populate based on information entered on the Job Details page, but can be edited if necessary.

Posting Date defaults to the current date but can be edited by clicking on the calendar icon and selecting a future date. Expiration Date defaults to 60 days after the posting date but can be edited similarly.

## Job Search Criteria

Review the advertising criteria for your job posting and make any changes if necessary.

**Search location \*** 1 region(s) are included with your post.

Region	
US - WA - Seattle	<input type="button" value="X"/>

[Add Another](#)

**Posting Date \*** 8/18/2015

**Expiration Date \*** 10/17/2015

Default expiration date is 60 days from 8/18/2015 posting date.

**Search occupation \*** 3 occupation(s) in a category are included with your post.

Category	Occupation	
Administrative/Clerical	Reception/Switchboard	<input type="button" value="X"/>

[Add Another](#)

There are multiple methods to add Search Occupations that will match job postings with job candidate searches. The Search Occupation field contains a type-ahead feature that suggests occupations as text is typed in the box. Select an occupation from the dynamic drop down list and click “Add.” Alternatively, click the “Browse List” link to select search occupations from a categorized list that appears in a pop up window.

Category	Occupation (up to 3)		My Selections
Accounting/Finance/Insurance	Administrative Support	<input type="button" value="Add"/> <a href="#">Remove</a>	Reception/Switchboard
Administrative/Clerical	Claims Processing		
Banking/Real Estate/Mortgage P	Data Entry/Order Processing		
Biotech/R&D/Science	Executive Support		
Building Construction/Skilled Tra	Filing/Records Management		
Business/Strategic Management	General/Other: Administrative/C		
Creative/Design	Office Management		
Customer Support/Client Care	Property Management		
Editorial/Writing	Reception/Switchboard		
Education/Training	Secretary/Executive Assistant		
Engineering	Transcription		

or [Cancel](#)

After Search Location and Search Occupation information is added, they will appear on the Posting Options page and can be deleted by clicking “X.”

The Additional Hiring Tools section will only appear if candidates are allowed to apply online, which can be managed in the Contact Information section on the Job Details page. The “Screening” checkbox provides the user with an opportunity to add a questionnaire to the job

posting. Applicants will respond to the questionnaire as part of the application to supplement qualification evaluations. Screening questionnaires are discussed further on the next page and in lesson 6.

The “Auto-Reply Letter” checkbox automatically sends a reply letter to any seeker who applies to the posting.

If the “Screening” checkbox is selected, the user will automatically have the option to include an auto-reply letter; therefore the user does not need to select both options.

#### Additional Hiring Tools

- ☐ **Screening**  
Add a custom questionnaire to your job posting to help identify qualified responses.
- ☐ **Auto-Reply Letter**  
Add an automatic response for job seekers who apply to your job posting.

Note, if additional hiring tools are selected, the user is navigated to the Screening Questionnaires page or Letters page after clicking “Post Job Now” to select the specific tool desired. If additional hiring tools were not selected, clicking “Post Job Now” will post the job and display a confirmation page.

### Screening Questionnaire

If the user selects the “Screening” checkbox to add a questionnaire to the job posting, the user will have the option to create a new questionnaire or choose an existing questionnaire. For more information on how to create a new questionnaire, see lesson 6.

Select Use a Saved Questionnaire to choose from questionnaires stored in the Hiring Library (via the Questionnaires tab). Alternatively, select a sample questionnaire from the Washington ESD Questionnaires tab. The Use a Saved Questionnaire view defaults to Washington ESD Questionnaires that are recommended based on the information in the job posting. To view all existing questionnaires or questionnaires for a specific industry, make the selection of your choice from the View drop down list.

Click “Go Back” to modify previous sections of the job posting process. Click “Save for Later” to save the job posting and selected questionnaire for future completion. Click “Skip” to continue with the job posting without using a questionnaire. Click “Continue” to view and edit the selected questionnaire, if desired. Users will have the option to add an auto-reply letter in this step. Click “Continue” again to save the questionnaire information and post the job; the job posting is immediately available to job seekers.

## Post a Job

[Job Details](#)[Posting Options](#)**Job title: Receptionist**

### Screening Questionnaire



You can include a questionnaire to help you screen job seekers who apply to your posting.  
How do you want to include a questionnaire?

- ☐ Create a new questionnaire  
You can create questions or import saved questions
- ☒ Use a saved questionnaire  
You can choose a previously created questionnaire.

[Questionnaires](#)**Washington ESD Questionnaires**View Washington ESD Recommended Questionnaires ▼

Receptionist
Secretary
Office and Administrative Support Workers, Other
Office Assistant
Administrative Assistant

[Preview](#)[Go Back](#)[Save for Later](#)[Skip](#)[Continue](#)

Once the job is posted, the system will display a confirmation page which includes a unique ID number, the search area, and the search category for the job posting, in addition to links for other job tools (e.g., manage jobs, post another job). The system-assigned ID number helps to identify the posting and keep track of all activity related to that posting. Also, the system will recommend resumes that match the job posting, if available, and will save them in the job's candidate folder accessible from the Manage Candidates page.

## Thank You!

[View Job Posting](#) 

Job ID	Search Area	Search Category
144880975	US-Washington-Seattle	Administrative/Clerical



### Recommended Resumes

We've found [5 resumes](#) that match your job posting.

[View Resumes](#)

### More Job Tools

#### Manage Job Postings

Check the status of your job postings - view candidates and more.

[Manage Jobs](#)

#### Post Another Job

Post a job in minutes

[Post a Job](#)

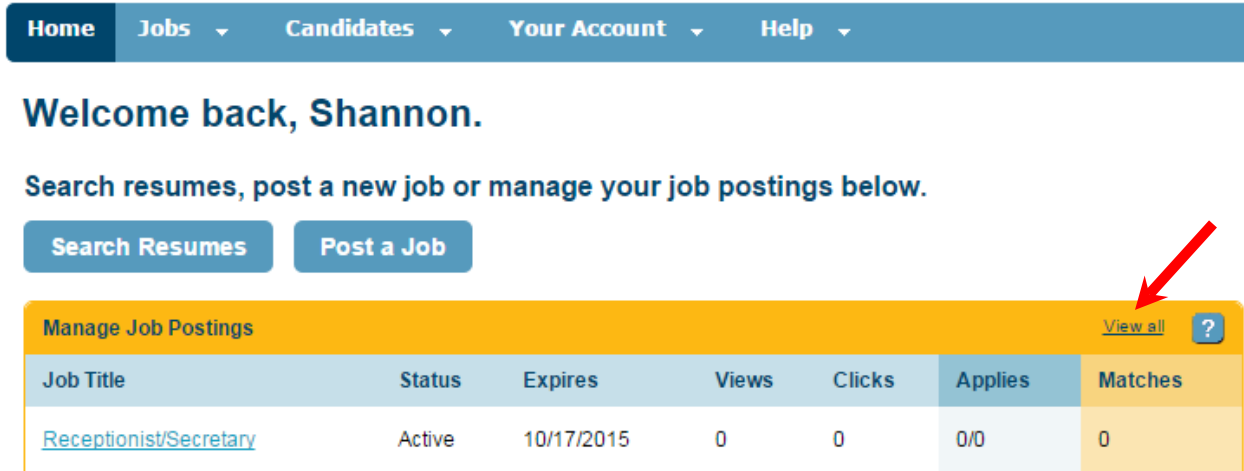
## Hands-on Activity – Post a Job

Use the Job Post wizard to post a job for a position of your choice:

- Enter information into all required fields.
- In the Job Description section, either type your own short narrative in the box provided or insert a sample job description using the Search shortcut.
- Save the job to the Hiring Library.
- Add an existing Questionnaire to the job posting.
- Preview your post.

## Manage Job Postings

Access the Manage Job Postings page by selecting the Manage Job Postings option from the Jobs menu on the navigation bar. Alternatively, click the “View All” link on the job postings summary section of the dashboard.



Job Title	Status	Expires	Views	Clicks	Applies	Matches
<a href="#">Receptionist/Secretary</a>	Active	10/17/2015	0	0	0/0	0

The Manage Job Postings page defaults to displaying a summary of all active jobs. The summary includes highlights of the type of job posting as well as tracked information (e.g., number of views, clicks, and online applications). Views refers to the number of times seekers have viewed the job posting and Clicks refers to the number of times seekers have clicked on any of the action links within the job view, such as save, share, etc.

The side-bar on the left side of the screen allows the user to modify which postings are displayed on the screen. Under View, users select which types of job postings they want to see:

- Incomplete
- Pending
- Active
- Expired
- Archived

They can also choose to see postings from different users on the account with the User drop down menu. In the Edit Filters section of the side-bar, users can filter postings by date modified, Reference Code, or Job ID number.

Users can take multiple actions to manage job postings in their account. For active postings, select an option from the Actions drop down menu next to each posting, including:

- Edit
- Renew
- Copy
- Expire
- Archive

- Preview

For incomplete postings, edit or delete the posting. For archived postings, edit, renew or copy the posting. Users can also click the job posting name or ID link to view the job and click “Edit” to make edits.

Click the checkbox next to each job posting for multiple postings and use the “Select” drop down menu to execute bulk actions.

## Manage Job Postings

**Views**

[Incomplete Jobs](#)

[Pending Jobs](#)

[Active Jobs](#)

[Expired Jobs](#)

[Archived Jobs](#)

**Edit Filters** [Clear All](#)

**Modified Date**

From

To

**Reference Code**

**Job ID**

[Update](#)

**Active Jobs** (1 of 1 Jobs) ?

Select 0 Jobs Selected

☐ Select All/Clear All Sort by Modified Date Descending [Go](#)

Job Title	ID	Modified	Expires	Views	Clicks	Apply Online	Emails	Matches	Actions
<input type="checkbox"/> <a href="#">Receptionist/Secretary</a>	<a href="#">144880935</a>	8/3/2015	10/2/2015	0	0	<a href="#">0</a>	0	0	<a href="#">Actions</a>

[Edit](#)

**Location:** US, 98012, WA, Mill Creek  
**Originally Posted:** 8/3/2015  
**Inventory Type:** Standard Job  
**Site:** Washington ESD

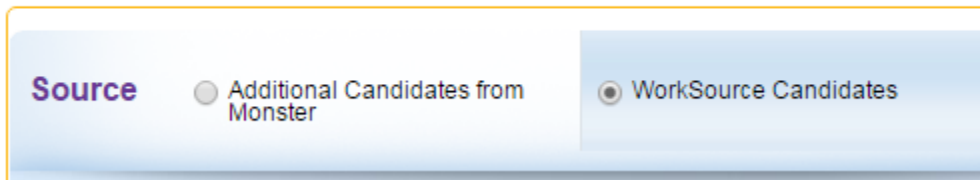
## Lesson 4: Resume Search

There are a number of options to launch the Search Resumes function. On the employer dashboard, users may choose the Search Resumes option from the Candidates menu on the navigation bar or click “Search resumes” from the dashboard.

It is recommended that initial resume searches be broad to include a wide audience. Enter information into a limited number of search fields (described below). Then refine the search criteria to narrow the candidate pool, as needed. One method to refine the search criteria is to review the Candidate Details from the preliminary search to generate ideas for additional search criteria, such as skills.

At the top of the Search Criteria screen, users have the option to search resumes from one of two sources. The first source pulls candidates from the web (i.e., Monster.com); the second source is a database maintained by Washington in support of WorkSource.

### Talent Search



### Basic Search

The Basic Search provides a simple set of search criteria for searching resumes. Enter basic information to quickly initiate a search.

#### *Job Title*

As the user enters characters for a job title, a type-ahead feature produces a drop down list of existing job titles from which to choose. Selecting a job title from the dynamic drop down list is recommended, but not required. Alternatively, complete typing a job title of their choice.

#### *Years of Experience*

The user has multiple options for typing in the desired years of experience. Entering a discrete number of years will attempt to match resumes with that number exactly. Entering numbers separated by a hyphen will search for years within the range (including the bounds). An upper bound can be specified by using a “<” prefix (e.g., “<8”), and a lower bound can be specified by entering “+” after the number (e.g., “2+”).

#### *Nice to Have versus Required*

This feature appears on a subset of search criteria fields. If the “Nice to Have” icon is shown, resumes that comply with the associated criteria are sorted to appear first in the search results list. Click this icon to toggle to the “Required” option and show only resumes meeting the associated criteria in the search results. For a basic search, the Years of Experience and the Skills/Keywords fields utilize this toggle icon feature.



### Location

This field allows the user to order or limit results to candidates near a specified location. Location may be specified as a State, City or ZIP code, and this field includes a type-ahead feature. The drop down list to the right of location allows the user to specify a range (e.g., within 50 miles), and a checkbox is provided to limit search results to candidates who are authorized to work in the specified location.

### Skills/Keywords

These fields allow the user to order or limit the search results to specific criteria. The type-ahead feature provides the user with common keywords linked to resumes in the database. The “Add Another Skill or Keyword” link creates additional fields if more than three Skills/Keywords are necessary.

### Language Proficiency

This field stipulates a language and associated proficiency level. Proficiencies of Beginner, Intermediate, Advanced, and Fluent can be specified.

### Resumes Updates

This field allows users to limit the search criteria to resumes that have been updated after the specified date. Options in the drop down list include multiple choices for ranges in days, weeks, and months. If you do not want to limit the search criteria for this field, select All Resumes.

[Show Advanced Search Options](#)
?

**Job title**

Entering a job title is highly recommended

(e.g., Sales, Accountant, Engineer)

**Years of experience**

Nice to have

(e.g., 4, 2-3, 5+, <8)

**Location**

within

50 miles ▼

(i.e., city, state, OR ZIP Code)

☐ Limit results to job seekers [authorized to work](#) in this location

**Skills/Keywords**

Enter terms related to candidates industry or expertise (e.g. java, telesales, call center, retail, SOX)

x


x

Nice to have

Nice to have

Nice to have

[Add another skill or keyword](#)

**Language proficiency**

Select a Language ▼

Select a Minimum ▼

[Add another language proficiency](#)

**Resumes updated**

All Resumes ▼

Search

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## **Advanced Search**

If additional search criteria are needed beyond the Basic Search, click on the “Show Advanced Search Options” link. The resume search page will expand to include the fields described below.

### *Education*

This field allows the user to specify a Minimum Education Level from a drop down list as well as a Degree/Major. The Degree/Major field allows the user to select “Nice to Have” or “Required.”

### *School*

The field allows the user to limit or order the results by adding specific schools in the resume search criteria.

### *Company*

This field allows the user to limit or order the results by adding specific company names in the resume search criteria.

### *Candidate Name*

This field allows the user to search for a specific candidate when their name is known.

### *Job Type*

This option allows users to filter search results by applicant’s job type preference. Options include Per Diem, Temporary/Contract, Seasonal, Permanent, Full Time, Intern, Part Time, and Casual.

### *Job Duration*

This field provides a drop down list of job durations in increments of years. Use this to select a desired average tenure.

### *Willing to Travel*

This field provides a drop down list of percentages in 25% increments representing the amount of time candidates are willing to travel for work. Users can also select “No travel required.”

### *Relocation*

This field is a checkbox that limits search results to candidates who are willing to relocate.

### *Security Clearance*

This option allows users to filter search results by applicant’s security clearance status. Options include Active Confidential, Active Secret, Active Top Secret, Active Top Secret/TCI, Active TS/SCI-CI Polygraph, Active TS/SCI-FS Polygraph, Inactive Clearance, and Other Active Clearance.

### *Veterans Preference*

This field is a checkbox that allows users to restrict results to only candidates that have priority of service status (veterans).

## Education


Minimum education level

All education levels ▼

Degree/Major

(e.g. MBA, MS Math, MSCS, English)

[Add another degree / major](#)

Nice to have 

School

[Add another school](#)

Company

[Add another company](#)

Candidate name

Maximum salary

☒ Include candidates without salary information

Job type

- |  |                                    |
|--|------------------------------------|
| <input type="checkbox"/> Per diem            | <input type="checkbox"/> Full time |
| <input type="checkbox"/> Temporary/ Contract | <input type="checkbox"/> Intern    |
| <input type="checkbox"/> Seasonal            | <input type="checkbox"/> Part time |
| <input type="checkbox"/> Permanent           | <input type="checkbox"/> Casual    |

Job duration

▼

Select a desired average tenure.

Willing to travel

No Travel Required ▼

Relocation

☐ Limit results to job seekers who are [willing to relocate](#)

Security clearance

- |  |   |
|--|---|
| <input type="checkbox"/> Active Confidential   | <input type="checkbox"/> Active TS/SCI-CI Polygraph |
| <input type="checkbox"/> Active Secret         | <input type="checkbox"/> Active TS/SCI-FS Polygraph |
| <input type="checkbox"/> Active Top Secret     | <input type="checkbox"/> Inactive Clearance         |
| <input type="checkbox"/> Active Top Secret/SCI | <input type="checkbox"/> Other Active Clearance     |

Veterans preference

☐ Yes



## Search Criteria Example

The search example shown below is based on the following criteria:

- 1) At least three years of experience as a receptionist is required
- 2) Any Location
- 3) Telephone Skills are required
- 4) Experience with Microsoft Excel and Travel Planning is preferred
- 5) Any Language proficiency
- 6) All resumes will be searched regardless of last date revised



Enter the criteria into the basic search fields as shown and click “Search.”

<b>Job title</b> <small>Entering a job title is highly recommended</small>	<input type="text" value="Receptionist"/> <small>(e.g., Sales, Accountant, Engineer)</small>	
<b>Years of experience</b>	<input type="text" value="3+"/> <small>(e.g., 4, 2-3, 5+, &lt;8)</small>	<input type="button" value="Required"/>
<b>Location</b>	<input type="text"/> <small>(i.e., city, state, OR ZIP Code)</small>	within <input type="text" value="50 miles"/>
<input type="checkbox"/> Limit results to job seekers <a href="#">authorized to work</a> in this location		
<b>Skills/Keywords</b> <small>Enter terms related to candidates industry or expertise (e.g. java, telesales, call center, retail, SOX)</small>	<div><input type="text" value="Telephone Skills"/> <input type="text" value="Microsoft Excel"/> <input type="text" value="Travel Planning"/> <a href="#">Add another skill or keyword</a></div>	<div><input type="button" value="Required"/> <input type="button" value="Nice to have"/> <input type="button" value="Nice to have"/></div>
<b>Language proficiency</b>	<input type="text" value="Select a Language"/>	<input type="text" value="Select a Minimum"/>
<a href="#">Add another language proficiency</a>		
<b>Resumes updated</b>	<input type="text" value="All Resumes"/>	

## Resume Search Results

The resume search functionality will return a list of candidates that match the search criteria. The system will indicate at the top of the page the number of candidates on the list. The active Search Criteria is shown on the left portion of the screen, which can be revised and resubmitted to broaden or narrow the results list.

Each candidate receives a match score. The match score is calculated by a proprietary algorithm that matches the specified criteria with resume content. Match scores range from 0-10, where higher scores indicate a better match.

When Veterans from the Monster resume database appear in the search results, a red and blue icon (  ) is shown to the right of each candidate's name. For candidates in the WorkSource database, a yellow icon (  ) appears to the left of the candidate's name to identify Veteran status.

The Search Results page shows a summary of each candidate's information. Links are provided on the right side of each candidate summary for the user to perform candidate actions:

- Add to Folder
- Block Candidate
- View Candidate

These options allow users to save and organize collections of candidates, remove candidates from future search results, and view detailed candidate information.

Users can also select the check box next to a candidate's name and perform the same actions using the drop down box at the top of the search results page. Bulk actions for multiple candidates can also be performed this way.

The "View Candidate" and "Add to Folder" links are described in the next section.

**Learn to Be a Power User**  
[Power Resume Search Tutorial](#)

**Folders**

**Search Criteria** **Search**

**Source**

☐ Additional Candidates from Monster

☒ WorkSource Candidates

**Job title**  
Receptionist

**Years of experience**  
Required: 3+

**Location**

**Skills/Keywords**  
Required: Telephone Skills  
Nice to have: Microsoft Excel, Travel Planning

**Language proficiency**

**Resumes updated**  
All Resumes

**Search**

**Advanced Search**

[Save this search](#) | [New Search](#)

**Saved Searches**

[Receptionist](#)

[Manage saved searches](#)

**Search Results** (1-3 of 3 Candidates) [Too few results?](#) | [Too many results?](#)

Select 0 candidates selected

<p><b>9.7 match</b> <b>John Smith</b> <a href="#">Viewed</a></p> <p>Olympia, WA   Associate Degree</p> <p>Receptionist/Secretary, Staffing Plus</p> <p>Top Skills Experience</p> <p>Telephone Skills 5.1 yrs</p> <p>Travel Planning 5.1 yrs</p> <p>Microsoft Excel 5.1 yrs</p>	<p><b>Resume Updated</b> 2 weeks ago</p> <p><b>Experience</b> 5.1 yrs</p> <p><b>Authorization</b> US</p> <p>Authorized</p> <p><b>Desired Salary - Relocation</b> -</p> <p><b>Source</b> WorkSource</p> <p>Candidates</p>	<p><a href="#">Add to folder</a></p> <p><a href="#">Block candidate</a></p> <p><a href="#">View candidate</a></p>
<p><b>9.0 match</b> <b>Fname Lname</b> <a href="#">Viewed</a></p> <p>Seattle, WA   -</p> <p>Receptionist, JG Group</p> <p>Top Skills Experience</p> <p>Telephone Skills 4.8 yrs</p> <p>Microsoft Excel 4.8 yrs</p> <p>Microsoft PowerPoint 4.8 yrs</p>	<p><b>Resume Updated</b> 5 weeks ago</p> <p><b>Experience</b> 7.9 yrs</p> <p><b>Authorization</b> US</p> <p>Authorized</p> <p><b>Desired Salary - Relocation</b> -</p> <p><b>Source</b> WorkSource</p> <p>Candidates</p>	<p><a href="#">Add to folder</a></p> <p><a href="#">Block candidate</a></p> <p><a href="#">View candidate</a></p>
<p><b>9.0 match</b> <b>Melissa Rowdy</b> <a href="#">Viewed</a></p> <p>Seattle, WA   Bachelor's Degree</p> <p>Receptionist/Secretary, Happy Industries</p> <p>Top Skills Experience</p> <p>Telephone Skills 3.6 yrs</p> <p>Travel Planning 3.6 yrs</p> <p>Documentation 3.6 yrs</p>	<p><b>Resume Updated</b> 2 weeks ago</p> <p><b>Experience</b> 3.6 yrs</p> <p><b>Authorization</b> US</p> <p>Authorized</p> <p><b>Desired Salary - Relocation</b> Won't Relocate</p> <p><b>Source</b> WorkSource</p> <p>Candidates</p>	<p><a href="#">Add to folder</a></p> <p><a href="#">Block candidate</a></p> <p><a href="#">View candidate</a></p>

● = Meets job requirements

## View Candidate

By clicking on a candidate's name, or the "View Candidate" link, users can view additional details about the candidate.

On the Resume tab, review the complete resume posted by the candidate. Please note that the screenshot below shows a partial view of the candidate's resume. Words in the resume that match the search criteria are highlighted in yellow. The Candidate Detail tab shows a summary of the candidate's Experience/Work History, Education, and Skills, when available. The Additional Info tab shows additional information provided by the candidate, such as career information and target job. The Activities tab shows actions that have been performed on the candidate, such as saving the candidate's resume in a folder. The Activities tab will only appear when actions have been performed on the candidate.

Return to the list of search results by clicking the "Back to Search Results" link at the bottom of the Candidate Detail page.

9.7 match

**John Smith**  
Olympia, WA | Associate Degree

- Receptionist/Secretary, Staffing Plus

123 Fake Street  
Olympia, WA 98501  
US  
Home: -  
Mobile: (703) 555-5555  
[JohnSmith@fakeemail.com](mailto:JohnSmith@fakeemail.com)

Resume updated 2 weeks ago  
Experience 5.1 yrs  
Authorization US Authorized  
Desired Salary -  
Relocation -  
Source WorkSource Candidates

[Send Message](#)  
[Add to Folder](#)  
[Print](#)  
[Forward Resume](#)  
[Add Note](#)  
[Rate Candidate](#)  
[Update Status](#)  
[Block Candidate](#)

[Resume](#)
[Candidate Detail NEW!](#)
[Additional Info](#)
[Activity](#)

Submitted 8/4/2015  
Resume Updated 2 weeks ago  
Resume **Receptionist**

Resume ID 6fyrvjgd38pxanz

**Receptionist**

CONTACT INFO

John Smith  
123 Fake Street  
Olympia, WA 98501  
US  
[JohnSmith@fakeemail.com](mailto:JohnSmith@fakeemail.com)

Mobile: (703) 555-5555

RESUME

Resume Headline: **Receptionist**

Objective:

To obtain a position as a secretary in a people-oriented organization with a challenging environment, to achieve the corporate goals, and to maximize my secretarial **skills** and experience.

Experience:

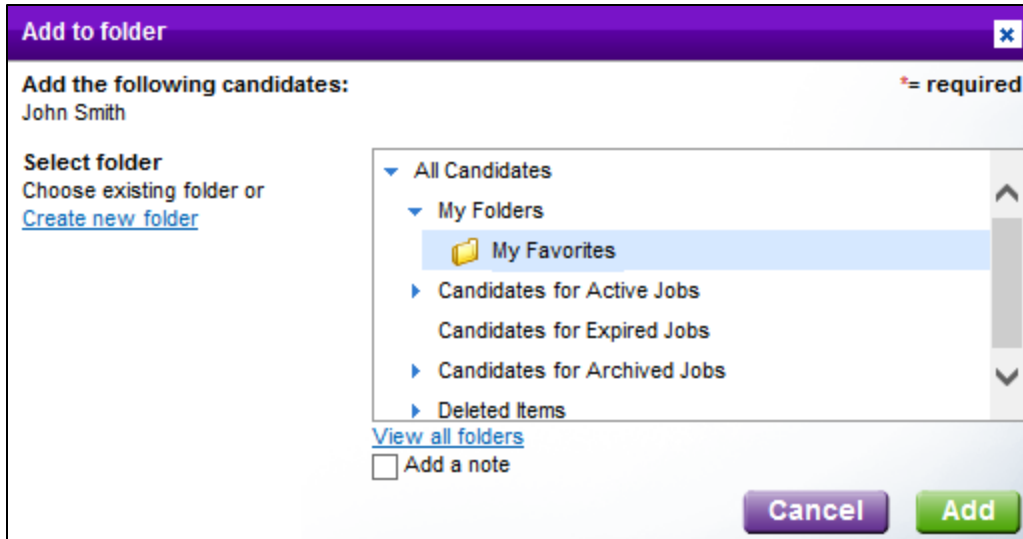
7/2010 - Present      Staffing Plus      Portland, Washington, US  
**Receptionist/Secretary**

- Applied **telephone skills** to respond to inquiries.
- Prepared and organized paperwork and other materials as needed for meetings, conferences, **travel** arrangements and expenses reports.
- Maintained office scheduling and event calendars.
- Composed, typed, and distributed meeting agendas and minutes, routine correspondences and reports.
- Set up and handled incoming mail and office filing systems.
- Collected and coordinated the flow of internal and external information.
- Proficient in **Microsoft Word** and **Microsoft Excel**

## Add Candidate to Folder

The “Add to folder” link on the Resume Search Results page will save the selected candidate in the folder of your choice.

In the Add to Folder window, navigate to an existing folder or create a new folder to organize saved candidates. Folders can be managed from the Manage Candidates page. For more information about the folders, see lesson 5.



**Add to folder** [X]

Add the following candidates: \*= required  
John Smith

**Select folder**  
Choose existing folder or  
[Create new folder](#)

- ▼ All Candidates
- ▼ My Folders
  - My Favorites
  - ▶ Candidates for Active Jobs
  - Candidates for Expired Jobs
  - ▶ Candidates for Archived Jobs
  - ▶ Deleted Items

[View all folders](#)

☐ Add a note

Cancel
Add

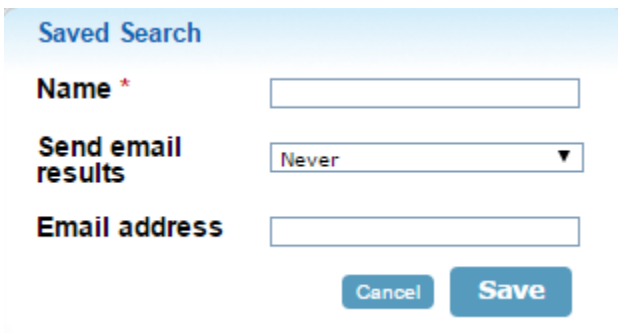
## Save Resume Search

Initiate a new search or save the current search by using the links at the bottom of the search criteria side-bar. When the “Save This Search” link is clicked, the Saved Search window opens.

The Name field is required and uniquely identifies this set of search criteria from others. The Send Email Results options are viewable using a drop down list:

- Daily
- Weekly
- Bi-Weekly
- Monthly
- Never

The system will automatically run the saved search and notify users of the results via email based on the frequency selected in this field. Results are sent to the address entered in the Email Address field. Click “Save” to save the search. Saved searches appear under the Saved Searches section at the bottom of the Search Criteria side-bar on the Resume Results page as well as on the Dashboard.



**Saved Search**

**Name \***

**Send email results** Never ▼

**Email address**

Cancel
Save



## Manage Saved Searches

By clicking Saved Searches from the Candidates menu in the navigation bar, users are able to view and manage saved searches. Click the name of the search, which is an active link, to run the search and view the search criteria. Alternatively, select the Run Search option from the Actions drop down list. The Actions drop down list also allows the user to edit or delete the saved search. Click “Create Saved Search” to set the search resume criteria and save-search options in the same step.

### Saved Searches

**Note:** 1 of a possible 20 searches have been saved. ?

Name	Search ID	Modified ▾	Type	Email Results	Contact
<a href="#">Receptionist</a>	6246266	8/3/2015	Cloud Resume Search Agent	Never	Actions ▾

[Create Saved Search](#)

## Hands-On Activity – Search Resumes

**Use the resume search feature to find potential candidates for an Accounting Clerk position:**

- Perform a Basic Search to find candidate resumes, using job title and years of experience.
- Update your search criteria to narrow or expand your search results, by changing the source, adding/removing search criteria, and/or changing the “nice-to-have/required” toggle.
- Save your final job search.
- Save candidates to a folder.

## Lesson 5: Manage Candidates

Manage folders and saved candidates by selecting the Manage Candidates option from the Candidates menu on the navigation bar. When selected, users will be directed to the Manage Folders page.

Alternatively, links are provided in the Candidate Folders summary section on the dashboard. The “View/Manage” link will navigate to the Manage Folders page, or click the number link under Total to navigate to a specific folder and view candidates.

With this feature, users manage candidate folders, customize the screen display for viewing folders and candidates, and manage candidates within folders. Each of these activities is described in this lesson.


[Home](#)
[Jobs](#)
[Candidates](#)
[Your Account](#)
[Help](#)

### Welcome back, Shannon.

Search resumes, post a new job or manage your job postings below.

[Search Resumes](#)
[Post a Job](#)

#### Manage Job Postings

[View all](#)


Job Title	Status	Expires	Views	Clicks	Applies	Matches
<a href="#">Receptionist</a>	Expired	8/18/2015	0	0	0/0	0
<a href="#">Receptionist/Secretary</a>	Active	10/2/2015	0	0	0/0	0

#### Tutorials

Please note that the following are links to generic tutorials on Monster's employer functionality and are intended to provide you with basic instruction. There are slight differences in the functionality leveraged by WorkSource.

[Resume Search Overview](#)  
[Resume Search Example](#)  
[Viewing Results](#)  
[Viewing Actions](#)  
[Saving Resume Searches](#)


[Manage folders](#)  
[Manage Multiple Resumes](#)  
[Understand Resume Sections](#)  
[Acting on Resumes in Folders](#)  
[Tips for Boolean Users](#)

#### Candidate Folders

[View/Manage](#)

Title	Total
My Favorites	<a href="#">4</a>

#### Saved Resume Searches







[View/Manage](#)


Title
<a href="#">Receptionist</a>

## Manage Candidate Folders

There are a number of actions users can take to manage candidate folders. Grayed options on the navigation bar (i.e., View Candidates, Create New Folder, Rename, Share/Edit, and More Actions) indicate they are inactive. When a folder is selected (by clicking the radio button next to the folder title) additional options become active and change from grey to blue.

### Manage Folders

 View Candidates	 Create New Folder	 Rename	 Share / Edit	More Actions ▾	 Shortcuts ▾	Results Per Page ▾
 Edit Filters ▾    Current filters:    Folder Type: All Folders (except Hidden and Deleted)						
	Name	Candidates	Folder Type	Owner	Last Activity ▾	Job Ref Code
<input type="radio"/>	My Favorites	3	My Folder	Shannon Fake1	8/3/2015	
<input type="radio"/>	Receptionist/Secretary (Mill Creek) US, 98012, WA, Mill Creek	0	Job (Active)	Shannon Fake1	8/3/2015	

The “View Candidates” link displays all the candidates in the selected folders. Alternatively, click the name of the folder to only view candidates in that folder.

The “More Actions” menu on the navigation bar provides the user with the opportunity to reassign members of a folder to another user account, delete a folder, or undo a previous action.

The “Shortcuts” link provides users with an opportunity to view collections of candidates grouped by system defined properties (e.g., View Candidates in the Last 60 Days, In Active Jobs, In Pending Jobs, In Expired Jobs, In Archived Jobs).

The “Edit Filters” link provides options to filter the display of folders based on Folder Type, Folder Name, User Account, Job Reference Code, and a date range of activities.



Folder Type

All Folders (except Hidden and Deleted) ▾

Folder Name

Job Ref Code

Last Activity

from :   to :  

Apply

or

Reset Filters

The “Create New Folder” link opens a dialog box to enter the name of a new folder. The “Rename” link opens a dialog box to alter the name of an existing folder.

### Create New Folder

Folder Name

**Create** or Cancel

### Rename Folder

New Folder Name

**Rename** or Cancel

## Display Candidates in Folders

When viewing the list of candidates within a folder, users can edit the screen display by using the Results View, Sort by, and Edit filter options.

### Manage Candidates

☐ View Details | [Print](#) | [Forward](#) | [Send Message](#) | [More Actions](#) | 0 selected of 3

[Results View](#) | [Sort By](#)

[Edit Filters](#) | **Current filters:** Status: All | Rating: All | Screening: All

☐

**Kat Jobseeker - Receptionist/Administrative Assistant for Billing Department/Customer**

[W](#)

★★★★★

US-WA-Vancouver  
 Saved in: My Favorites

<b>Level</b>	Experienced (Non-Manager)	<b>Saved</b>	8/3/2015
<b>Experience</b>	N/A	<b>Resume Updated</b>	4/29/2015
<b>Education</b>	N/A	<b>Hiring Status</b>	<a href="#">Resume Received</a>
<b>Salary</b>	40,000 /yr	<b>Screening</b>	N/A
<b>Relocation</b>	Will Not Relocate	<b>Method</b>	Private Candidate Search

☐

**Joe Jobseeker - Dental Assistant**

★★★★★

US-WA-Walla Walla

The “Results View” link allows the user to select either “single-line” or “multi-line” (default) to display candidate information. Single-line display allows the user to view more candidates at one time, but less detailed information.

### Multi-line Display Example:

☐

**Clinton Roughton - Welder**

★★★★★

US-GA-Newnan  
 Saved in: My Favorites

<b>Level</b>	Experienced (Non-Manager)	<b>Saved</b>	1/9/2015
<b>Experience</b>	N/A	<b>Resume Updated</b>	3/23/2014
<b>Education</b>	Vocational	<b>Hiring Status</b>	<a href="#">Resume Received</a>
<b>Salary</b>	N/A	<b>Screening</b>	N/A
<b>Relocation</b>	Will Not Relocate	<b>Method</b>	Resume Search

☐

**Vincent Casale - TUGBOAT AN BARGE, CRANE OPER, WELDER, FAB**

★★★★★

US-FL-Jacksonville  
 Saved in: My Favorites

<b>Level</b>	Manager (Manager/Supervisor of Staff)	<b>Saved</b>	11/12/2014
<b>Experience</b>	10+ to 15 Years	<b>Resume Updated</b>	2/4/2014
<b>Education</b>	Certification	<b>Hiring Status</b>	<a href="#">Resume Received</a>
<b>Salary</b>	25,000 - 45,000 USD/yr	<b>Screening</b>	N/A
<b>Relocation</b>	Will Relocate	<b>Method</b>	Resume Search

### Single-line Display Example:

	Name	Location	Hiring Status	Rating	Screening	Saved ▼
<input type="checkbox"/>	<a href="#">Clinton Roughton</a> 	US-GA-Newnan	Resume Received	    	N/A	1/9/2015
<input type="checkbox"/>	<a href="#">Vincent Casale</a> 	US-FL-Jacksonville	Resume Received	    	N/A	11/12/2014

The “Sort By” link allows users to sort the contents of a folder in ascending or descending order based on the following criteria: Date Saved, Name, Method, Screening Score, Rating, and Hiring Status.

The “Edit Filters” link allows users to filter candidates in a folder by Rating, Screening Score, Hiring Status, or date (range) the candidate was saved.

## Manage Candidates

There are a number of actions users can take to manage saved candidates in a folder. The first four actions on the Manage Candidates navigation bar (i.e., View Details, Print, Forward, and Send Message) are inactive until a candidate is selected using the checkbox next to the candidate’s name. When the links are active, the color will change from gray to blue.

The “View Details” link will navigate to the candidate’s details (e.g., resume) view. Alternatively, click on the candidate’s name.

The “Print” link opens a separate window to connect to a printer of your choice and specify printing preferences.

The “Forward” link opens a separate window which allows the user to send candidate information to a coworker. The Forward Resumes page shows the name of the selected candidates and provides two options for privacy settings:

- Viewable Company-Wide
- Private

If the user selects Viewable Company-Wide, the forward activity is viewable to all users on the company account, whereas the Private option will only display the action on the user’s individual account when looking at the candidate information.

To forward a candidate, provide the receiver’s email address, a subject, and a message (limited to 7,000 characters). Email addresses can be entered manually or selected from the user’s address book. The system conveniently provides a “Save to Address Book” checkbox if the email address is not already saved. In addition, click on the “Address Book” link to access and manage contact information.

The “Save Message as a Note” checkbox allows users to save the contents of the typed message as a note, which is accessible when viewing the saved candidate information. Once the fields on the page are complete, click “Send” to forward the resume.



## Forward Resumes

Selected: John Smith [✉](#)

### Privacy Settings

- ☒ Viewable Company-Wide  
☐ Private

To:

(Enter a new address or select an email address from your address book)

☐ Save to address book [address book](#)

Subject

Message (optional)

7000 characters remaining

☐ Save message as a note.

[Send](#) or [Cancel](#)

The “Send Message” link opens a new window from which the user may send the candidate an email message. The window prompts users to enter a subject for the email and a message.

Users have the option of typing directly into the Subject and Message fields or using a template. To use a template, select the template name from the Letter Template drop down list. This will populate the text fields with template information, which is then available for editing. A spell check feature is provided. Also, the user may print the message using the Printer icon.

## Send Message

Selected: John Smith [✉](#)


### Letter Template

New letter... ▼

### Subject

### Message

[Preview letter](#)



SmartFields ▼

7000 characters remaining

☐ Save letter to my Hiring Library.

[Send](#) or [Cancel](#)

The smart field feature automatically inserts unique information in the message, such as the recipient's name, so users are not required to edit these details for each email sent. To insert a smart field into the email message, navigate to the desired section of the message and select the option from the drop down list (shown left).

SmartFields

- Date
- Sender's first name
- Sender's last name
- Sender's email address
- Recipient's first name
- Recipient's last name
- Recipient's email address
- Job title from job posting
- Job seeker's unique resume identifier
- Job View URL

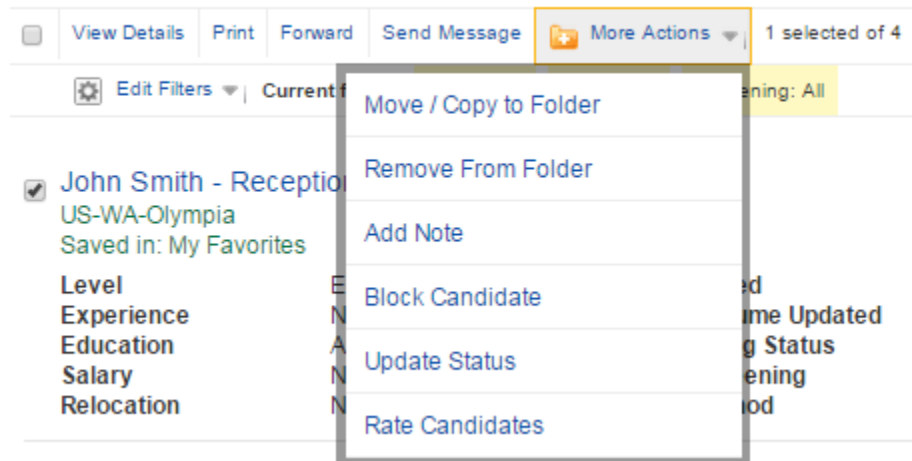
To preview the final letter with the smart fields activated, click the "Preview Letter" link.

The Save the Letter to My Hiring Library option saves the message in letter format so it can be used for future communications. Saved letters are managed through the Hiring Library described in lesson 6.

## More Actions

From the More Actions drop menu, users can perform a number of activities to manage candidates.

### Manage Candidates



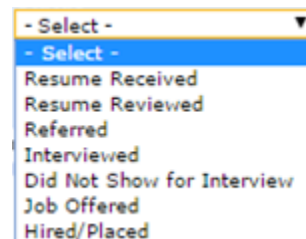
The Move/Copy to Folder action allows users to add the candidate to additional folders, or move the candidate to a new folder.

The Remove From Folder action allows users to delete the saved candidate from the folder. The candidate will no longer be saved; however, the candidate may appear in future resume searches.

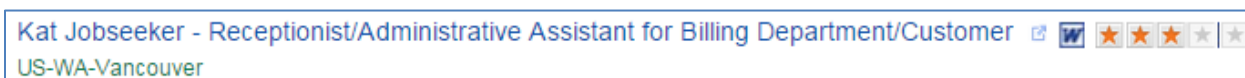
The Add Note action allows users to enter a comment in a text field that will be viewable in the candidate's details.

The Block Candidate action will prevent the candidate from appearing in future searches. The candidate's name will be displayed in a strike-through font without the candidate summary when viewing candidates in the folder.

The Update Status action allows users to track status activities for the candidate. The following options are available from the drop down list (shown right).



The Rate Candidate action allows users to enter a rating on a 5-point scale to indicate the user's opinion of the candidate's qualifications. Ratings are displayed as stars next to the candidate's name.





## Hands-On Activity – Manage Candidates

**Navigate to the Manage Folders page to view and manage folders and candidates:**

- Create a new folder and move candidates into the new folder.
- Adjust the folder/candidate display by using the “Sort by” and/or “Edit Filters” menus.
- Take actions to manage candidates, such as updating their status, adding a note, or rating the candidate.

## Lesson 6: Hiring Library

In the Hiring Library, users create and manage:

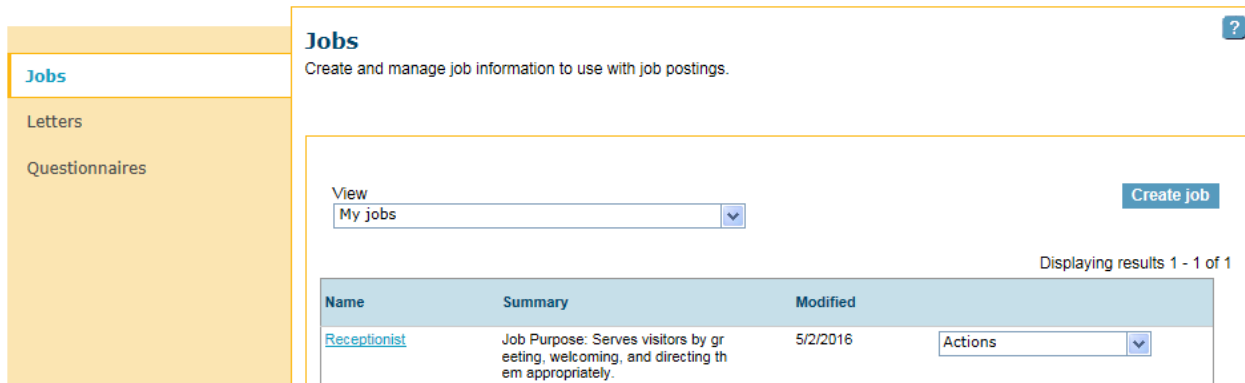
- 1) Job posting templates,
- 2) Letters to job seekers, and
- 3) Screening questionnaires to evaluate applicant qualifications during the application process.

To access the Hiring Library, from employee dashboard select Hiring Library from the Your Account menu on the navigation bar.

### Job Information

The Hiring Library defaults to the Jobs page. This page displays a summary listing of all current job templates. Any jobs saved to the Hiring Library through the job posting wizard will be included in this list. Click on the “Name” link for a job template to view details of the template or use the Actions drop down list to edit, copy, or delete the template.

### Hiring Library



The screenshot shows the 'Jobs' page in the Hiring Library. On the left is a sidebar with 'Jobs' (selected), 'Letters', and 'Questionnaires'. The main content area has a header 'Jobs' with a subtitle 'Create and manage job information to use with job postings.' and a 'Create job' button. Below this is a 'View' dropdown menu set to 'My jobs'. A table displays one job template:

Name	Summary	Modified	
<a href="#">Receptionist</a>	Job Purpose: Serves visitors by greeting, welcoming, and directing them appropriately.	5/2/2016	Actions

Displaying results 1 - 1 of 1

### Create a Jobs Template

To create a new jobs template, click “Create Job” from the Jobs page of the Hiring Library. This will open the Create Job screen and allow users to enter a template name and a summary, for reference purposes. If the template is used to post a job, the candidates will not see the name and summary information.

The create job screen also includes fields to enter all the job detail information included in the first step of the job posting wizard (lesson 3). Once all required fields are completed, the template can be saved for future use.

**Jobs**

Letters

Questionnaires

### Create Job

Information entered in the two fields below will help you to locate and select this job in the library and when posting a job. **This information is not visible to job seekers.**

Name \*

100 character max.

Summary \*

100 character max.

**Job information**

Job title \*

Job location \*

US

ZIP code

[Find ZIP code](#)

### Apply a Jobs Template

To use a job template to create a new job posting, follow the steps described in lesson 3 to open the job posting wizard. At the top of the page, above the Job Information section, the system will provide an option for selecting a template and users may select the template by name from the drop down list (see screenshot below). This will automatically complete the Job Details page with template information that can be edited to fit the position.

Post a Job

Job Details

Posting Options

**Posting Shortcuts**

Use Saved Jobs

- Select -

- Select -

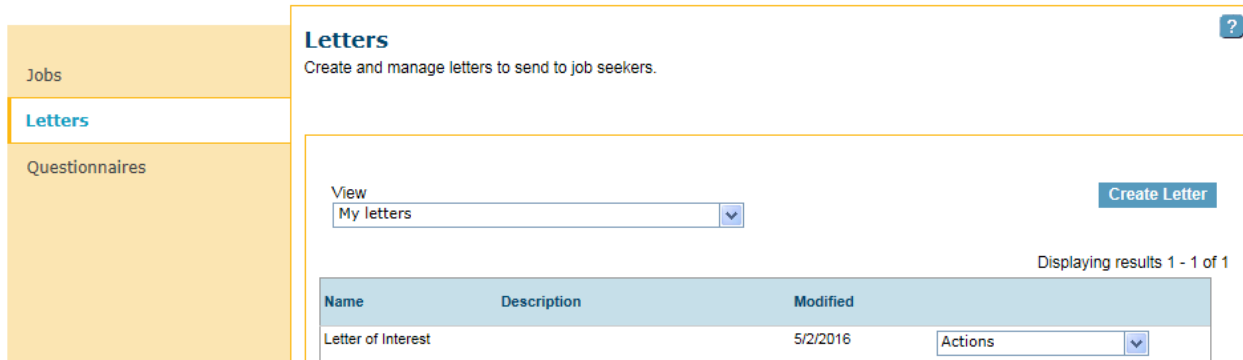
Receptionist/Secretary

Job Information

### Letters

The Letters page in the Hiring Library allows users to create and manage letters to send to job seekers. This page displays a summary listing of all current saved letters. Any letters created and saved to the Hiring Library through the job posting wizard will be included in this list. Similarly, email messages using the Send Message feature saved to the Hiring Library will be included in this list. Hover the cursor over the “View” link next to the name of the letter to show a preview or use the Actions drop down list to edit, copy, or delete letters.

Select from letters created in the user’s account or public letters created by other users, if available, by using the View drop down list and selecting My Letters or All Letters.

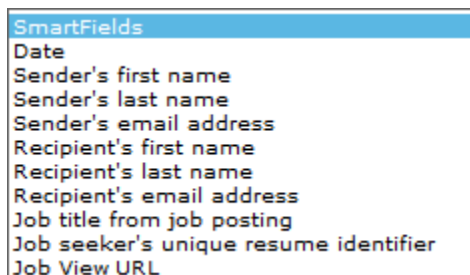


## Create a Letter

To create a new letter in the Hiring Library, click “Create Letter” on the Letters page. Users must enter a name for the letter, a subject for the letter, and a body. The description field is optional. Note that only the Subject and Body fields will be viewable by the letter recipient. The Name and Description fields will assist the user in locating the appropriate letter in the future.

When creating the body of the letter, a spell check feature is provided. Also, the user may print the letter using the Print icon.

The smart field feature automatically inserts unique information in the letter, such as the recipient’s name, so users are not required to edit these details for each letter sent. To insert a smart field into the text of the letter, navigate to the desired section of the letter and select the option from the drop down list:



To preview the letter with the smart fields activated, click the “Preview Letter” link.

Once all required information is entered, click “Save” to save the letter in the Hiring Library. It will then be available for future use. Click “Cancel” to terminate the letter creation process.

\* =Required

### Create Letter



Name \*

Description

Note: Letter name and description are not visible to job seekers.

Subject \*

Body \*

SmartFields

[Preview letter](#)

Cancel

Save

## Questionnaires

The Questionnaires page in the Hiring Library allows users to create and manage questionnaires that job seekers will complete when applying to jobs. Questionnaires are used to gather additional information about candidates' job qualifications. The Questionnaires page displays a summary listing of all current saved questionnaires. Any questionnaires created and saved to the Hiring Library through the job posting wizard will be viewable here.

The Questionnaires tab shows questionnaires created by users on the account. The Washington ESD Questionnaires tab shows existing questionnaires for different types of jobs the user can select and edit. Click on the name of the questionnaire in the list to view it or select "view" from the Actions drop down list. Additional user actions from the drop down list include edit, copy, and delete for user created Questionnaires. For Washington ESD Questionnaires, user actions only include view and copy.

Jobs

Letters

**Questionnaires**

### Questionnaires

Create and manage questionnaires to help you screen job seekers applying to your posting.

[Create Questionnaire](#)

Questionnaires
Washington ESD Questionnaires

View All Washington ESD Questionnaires

Name	Actions
<a href="#">Accounting Clerk</a>	<a href="#">Actions</a>
<a href="#">Accounts Receivable/Payable Clerk</a>	<a href="#">Actions</a>
<a href="#">Administrative Assistant</a>	<a href="#">Actions</a>
<a href="#">Admissions Coordinator</a>	<a href="#">Actions</a>
<a href="#">Advertising Clerk</a>	<a href="#">Actions</a>

### Create a Questionnaire

To create a new questionnaire, click “Create Questionnaire.” Users are required to enter a questionnaire name and have the option to add an introduction to summarize the content and purpose of the questionnaire. There are two options for building questions: create new questions or select from existing questions to import into the questionnaire.

\* = Required

### Create Questionnaire

**Name \***

Note: Questionnaire name is not visible to job seekers.

**Introduction**

Enter text that introduces your questionnaire to candidates.

[Add Question](#)
[Import Questions](#)

[Cancel](#)

To select an existing question, click “Import Questions.” The system will open the Import Question(s) window and display a list of questionnaires to choose from. Click the link for the desired questionnaire and scroll down to the bottom of the window to select the questions to import. Click the “Select All” checkbox to select all questions for import or click the checkbox next to individual questions. Click “Import” to insert existing questions in the new questionnaire.

## Create Question

### Import Question(s)

Choose the questionnaire that contains the questions you would like to import

Questionnaires

Washington ESD Questionnaires

View All Washington ESD Questions

#### Name

[Accounting Clerk](#)

[Accounts Receivable/Payable Clerk](#)

[Administrative Assistant](#)

[Admissions Coordinator](#)

[Advertising Clerk](#)

Select the questions you want to import.

Questionnaire: Receptionist

Select

All

Questions

Answers

Scoring

☐

Less than 1

1-2

3-5

6-9

10+

☐

How many years of experience do you have as a receptionist?

No Scoring Assigned

☐

How many years of experience do you have in this field or in similar occupations?

Less than 1

1-2

3-5

6-9

10+

No Scoring Assigned

To create a new question, click “Add Question.” Enter the text of the question in the Question field. To require an applicant to respond to the question during the application process, click the “Required Question” checkbox.

The Type of Question field defaults to Multiple Choice. For Multiple Choice questions, applicants select their response from a list of choices. For Yes/No questions, applicants select either “yes” or “no” when responding to the question. For Text questions, the applicant is provided with a textbox to type a narrative response to the question.

The Answer Choice section allows users to enter customized choices for multiple choice questions. The system default displays fields for four (4) choices; however, additional choices can be added by clicking the “Add More Answer Choices” link. Click the “Allow Candidates to Select More Than One Response” checkbox to allow applicants to select all choices that apply to them when answering the question, as opposed to being limited to selecting the single, best choice. If Yes/No is selected for the type of question, the Answer Choices section will dynamically update to show a “yes” and “no” option. If Text is selected, the Answer Choices section will be replaced by a sample textbox in which candidates will type their answers. Scoring is not available for Text responses.

The Answer Choice section also allows users to assign a score to each choice by clicking the “Assign a Score to Each Answer” checkbox. Uncheck this box if system-generated scores will not be used. To assign scores to choices, select a score option from the drop down list next to each choice, including:

- Auto-Reject
- Neutral
- Better
- Best

Click “Save” to save the question. When saved, the question appears in the Start of Questionnaire section. To add additional questions, repeat the steps above by clicking “Add Question” or “Import Questions.”

**Create Question**

Question \* \* = Required

☒ Required question (i.e., candidate must respond)

Answer Type \*

☒ Multiple Choice  
Candidates will choose from multiple answers. You can decide if candidates can choose more than one response.

☐ Yes/No  
Candidates can reply with either a "Yes" or "No" response.

☐ Text  
Candidates will write a complete text response to your question.

Answer Choices \*

Neutral ▼

Neutral ▼

Neutral ▼

Neutral ▼

[Add More Answer Choices](#)

☐ Allow candidates to select more than one response

☒ Assign a score to each answer [Learn more](#)

Cancel

Save

As questions are added to the questionnaire, the system will display a summary of each question in the questionnaire and allow users to take multiple actions.

From the drop down list to the right of each question, select Edit, Copy, or Delete to perform those actions. Users can also move the question up or down in the display order of the

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questionnaire. Alternatively, click on the question's link (blue text in the Question column on the screen) to view and edit question fields.

A "Preview" link is provided to view the questionnaire in the format the applicants will see. The system will open a new viewing window to preview the questionnaire when this link is clicked. Also, the "Spell Check" link is provided to spell check question text.

Start of Questionnaire				
<a href="#">Preview</a> <a href="#">Spellcheck</a>				
#	Question	Answers	Scoring	Required
1	<a href="#">How many years of experience do you have as a receptionist?</a>	Less than 1 1-2 3-5 6-9 10+	No Scoring Assigned	Yes <span>Actions ▼</span>
2	<a href="#">How many years of experience do you have in this field or in similar occupations?</a>	Less than 1 1-2 3-5 6-9 10+	No Scoring Assigned	Yes <span>Actions ▼</span>
3	<a href="#">Where did you acquire most of your experience?</a>	No experience Manufacturing, wholesale, retail trade, or real estate Health services industry Corporate office Other	No Scoring Assigned	Yes <span>Actions ▼</span>

### Auto-Reply Letter

At the bottom of the Create Questionnaire screen, the system allows users to specify a letter to send to all job applicants after they complete the questionnaire. Users can send the same letter to all candidates or choose different letters to send candidates based on their responses to the questionnaire. Specifically, designate one letter for candidates who are auto-rejected and a separate letter for candidates who score neutral and higher on the questionnaire. Saved letters can be selected from the drop down box or users may choose to create a new letter with the "Create New" link. Use the Preview and Edit links to perform selected actions.

After all questionnaire information and options have been completed, click "Save Questionnaire" to save the questionnaire to the Hiring Library.

## Auto-Reply Letter

You can send an auto-reply letter to candidates that apply to this job by creating a new letter or selecting a saved letter from your Hiring library.

- ☐ No, I do not want to send an auto-reply letter.
- ☐ Yes, I want to send the same auto-reply letter to all candidates.
- ☒ Yes, I want to choose different reply letters to send to candidates based on their responses to the questionnaire.

Send this letter to candidates who are auto-rejected

[Preview](#) | [Edit](#) | [Create New](#)

Send this letter to candidates who score neutral and higher

[Preview](#) | [Edit](#) | [Create New](#)

[Cancel](#)

[Save Questionnaire](#)

## Hands-On Activity – Create Templates

Navigate to the Hiring Library page and complete the following activities.

- View and edit the Job Template you created in Lesson 3.
- Create a Letter that could be sent to applicants. Use the SmartFields functionality and preview the finished letter.
- Create a Questionnaire for a position of your choice by importing existing questions and creating new questions.