EMPLOYMENT SERVICES

IDAHO DEPT. OF LABOR

We are your career resource for job search assistance - job leads, search tips, creating resumes and much more.*

- Job search workshops and networking opportunities.*
- Job fairs sponsored by the department, other businesses or organizations.*
- Career guidance, assessments and training.
- Online skills and typing assessments.
- Wage ranges and other job market information.
- Internet access, computers, printers, copiers, phones and fax machines.*
- Assistance with complaints such as filing claims for unpaid wages.
- Applying for unemployment insurance benefits.
- Specialized services for veterans, farmworkers, youth, adults and dislocated workers.
- Connections to many other community and government resources.
- Searchable resumes to showcase your qualifications to any number of the more than 50,000 employers served by the Idaho Department of Labor.

* Our American Job Centers/local offices and several of our mobile locations typically offer these services in person.

Access job listings 24 hours a day, seven days a week on the Idaho Department of Labor's job search website:
idahoworks.gov

Other helpful links:
Idaho state government jobs
www.governmentjobs.com/careers/idaho

U.S. government jobs
www.usajobs.gov

Find your local office at:
labor.idaho.gov/officedirectory

Start your job search at:
labor.idaho.gov/jobseeker

The Idaho Department of Labor is an equal opportunity employer and service provider. Reasonable accommodations are available upon request. Dial 711 for Idaho Relay Service.

RESUME TIPS

IDAHO DEPT. OF LABOR

A resume is a one- or two-page summary of your education, skills, accomplishments and experience. Your resume's sole purpose is to get you an interview. It is your first shot at selling yourself to a potential employer

To prepare an effective resume, you need to present your experience, skills, qualifications and achievements and relate them to the job you are applying for. Present only the skills, knowledge and abilities that demonstrate your ability to perform the job.

Other tips to remember:

- Make your resume short — one page, if possible, two pages at most.
- Use lots of white space for easy reading.
- Use neutral colored quality paper — ivory or gray.
- Create your own resume targeted to each job you apply for.
- Use conservative fonts like Times New Roman or Arial.
- Be consistent with bolding, underlining and other typographical techniques.
- Give it a neat and clean appearance — no staples, coffee stains or crumples.
- Use action verbs to describe job duties for both current and past jobs.
- Quantify if possible. Show numbers and percentages when appropriate. Example: "Contacted 20 customers per day" or "Sold $50,000 worth of merchandise per month."
- State if accomplishments produced tangible results for the company.
- Avoid paragraphs; use bulleted statements to present information.
- Proofread it for grammar, punctuation and spelling errors.
- Ask someone to proofread your resume for errors.
- Avoid including salaries or the reason for leaving the last job.
- Ask yourself "Would I interview this person?" based on your resume.
- Keep your resume current.
- If requested, place your references and salary history on a separate page, not on the resume itself.
- Complete your resume with a tailored cover letter.

Access job listings 24 hours a day, seven days a week on the Idaho Department of Labor's job search website:
idahoworks.gov

Other helpful links:
Idaho state government jobs
www.governmentjobs.com/careers/idaho

U.S. government jobs
www.usajobs.gov

Find your local office at:
labor.idaho.gov/officedirectory

Start your job search at:
labor.idaho.gov/jobseeker

The Idaho Department of Labor is an equal opportunity employer and service provider. Reasonable accommodations are available upon request. Dial 711 for Idaho Relay Service.

JOB APPLICATION TIPS

IDAHO DEPT. OF LABOR

Your job application is the first impression you give an employer. Businesses often receive hundreds of applications for a single job, or they keep applications on file and review them as openings occur. To be sure your application gets put into the "interview pile" and not the "discard pile," follow these common sense tips:

- Supply all the information requested including addresses and telephone numbers.
- List the specific position you are applying for; do not make them guess.
- Do not leave blank spaces. If a question does not apply, address it by writing "not applicable" or "N/A" in the space.
- If you do not understand a question, ask someone to explain it to you.
- Answer questions completely, especially when describing the duties of previously held jobs.
- Be honest. If the answer to a question represents a problem area for you — for example if you were let go from your last job or have been convicted of a felony — write "will discuss" in the space provided. Do not try to evade the question.
- Proofread your job application to check for spelling and grammatical errors.
- Answer questions to sell your qualifications as they relate to your ability to perform the job.

Additional tips for paper applications:

- Follow directions. Take your time and, using black ink, write clearly and neatly without abbreviations.
- Be prepared. If you need to apply directly at the business location, have the information you need to complete the application before going to the business.
- Be sure to sign your name and date the application.

  Note: In some cases it is okay to attach a well-written, accurate, printed resume with the application, but a resume is not considered a replacement for the application.

Access job listings 24 hours a day, seven days a week on the Idaho Department of Labor's job search website:
idahoworks.gov

Other helpful links:
Idaho state government jobs
www.governmentjobs.com/careers/idaho

U.S. government jobs
www.usajobs.gov

Find your local office at:
labor.idaho.gov/officedirectory

Start your job search at:
labor.idaho.gov/jobseeker

The Idaho Department of Labor is an equal opportunity employer and service provider. Reasonable accommodations are available upon request. Dial 711 for Idaho Relay Service.

INTERVIEWING TIPS

IDAHO DEPT. OF LABOR

The job interview is a strategic conversation with a purpose. Your goal is to convince the employer that you have the skills, background and ability to do the job and that you will fit into the organization. At the same time, learn as much as you can about the job, future career opportunities and the organization to determine if you really want the job.

Your personality, confidence, enthusiasm, positive outlook and excellent interpersonal and communication skills count heavily in a job interview. An interview is not a completely objective process, and the selection is not based on skills alone. It's a subjective encounter, and the qualified person the interviewer likes the best is most likely going to get the job.

Some guidelines for the interview:

- Arrive 15 minutes early to the interview; on time is too late.
- Greet the interviewer by his or her last name ("Mr. Jones," "Ms. Hernández") with a smile.
- Wait to be seated.
- Maintain good eye contact throughout the interview. This denotes confidence and truthfulness.
- Keep your discussion relevant to the job. Do not offer unnecessary personal information.
- Do not answer questions with a simple "yes" or "no." Sell yourself by using examples, and paint a clear picture of where, when, how, what and why you gained the necessary skills to do the job.
- Stress your achievements, records and accomplishments.
- Answer all questions to the point. Do not ramble.
- Stay positive. Do not make derogatory remarks about previous or present employers.
- Do not request information on salary, commission, bonuses or vacation on the initial interview.
- Tell the employer what you are going to do for them, NOT what they can do for you.
- Always represent yourself honestly.
- At the conclusion of the interview, show your enthusiasm by emphasizing your interest in the position.
- Always send a thank you note after the interview — a personalized, handwritten note is best.

Access job listings 24 hours a day, seven days a week on the Idaho Department of Labor's job search website:
idahoworks.gov

Other helpful links:
Idaho state government jobs
www.governmentjobs.com/careers/idaho

U.S. government jobs
www.usajobs.gov

Find your local office at:
labor.idaho.gov/officedirectory

Start your job search at:
labor.idaho.gov/jobseeker

The Idaho Department of Labor is an equal opportunity employer and service provider. Reasonable accommodations are available upon request. Dial 711 for Idaho Relay Service.

DISLOCATED WORKER PROGRAM

IDAHO DEPT. OF LABOR

The Idaho Department of Labor offers services to help individuals become re-employed as quickly as possible, established under the Workforce Innovation and Opportunity Act.

Initial eligibility

- 18 years of age or older
- U.S. citizen or eligible to work in the United States
- Males must comply with Selective Service requirements when appropriate
- Unemployed due to a plant closure within the past three years (includes pending closures)
- Unemployed due to a layoff within the past three years or received a notice of layoff, and is unlikely to return to that occupation
- Self-employed but business has failed
- Displaced homemaker

Career services

- Orientation to the information and services available
- Initial assessment of your needs and abilities
- Job search and placement assistance
- Labor market information and statistics
- Information about other federal, state or local agency programs
- Diagnostic testing, evaluation and skills assessment
- Career planning
- Basic skills training such as GED, language, mathematics or basic computer skills
- Out-of-area job search assistance
- Relocation

Training services

- Occupational skills training
- On-the-job-training
- Customized training
- Registered Apprenticeship
- Pre-apprenticeship
- Entrepreneurial training
- Skills upgrade training and retraining

Access job listings 24 hours a day, seven days a week on the Idaho Department of Labor's job search website:
idahoworks.gov

Other helpful links:
Idaho state government jobs
www.governmentjobs.com/careers/idaho

U.S. government jobs
www.usajobs.gov

Find your local office at:
labor.idaho.gov/officedirectory

Start your job search at:
labor.idaho.gov/jobseeker

Ask us about services for low-income adults and youth age 16 and over.

***Career and training services are provided based on eligibility and priority requirements, individual needs, abilities, current labor market requirements and appropriateness. These services are not entitlements.**

Idaho Department of Labor **labor.idaho.gov**

A proud partner of the americanjobcenter network

I-81-209e Rev. 4/2020

The Idaho Department of Labor is an equal opportunity employer and service provider. Reasonable accommodations are available upon request. Dial 711 for Idaho Relay Service.

UNEMPLOYMENT INSURANCE FACTS

IDAHO DEPT. OF LABOR

Purpose of unemployment insurance

To alleviate hardship when an individual suffers loss of income through involuntary unemployment and to maintain purchasing power in the economy.

Who is eligible to receive benefits?

If you are an unemployed worker seeking unemployment insurance benefits, you must:

- Have worked for an employer covered by the Employment Security Act. Independent contractors or self-employed workers are not covered.
- Be able, available and actively seeking full-time work. You must be willing to work during customary hours at customary wages and be mentally and physically able to work.
- Have total wages of at least 1.25 times your highest quarterly wages, receiving at least $1,872 in covered wages in one calendar quarter.

How much can an unemployed worker receive each week and for how long?

The weekly benefit amount varies, up to a maximum of 60 percent of the state's average wage. A claimant's highest quarterly earnings in the "base period" are divided by 26 to determine this amount. The number of weeks of full entitlement you can receive will vary between 10 weeks at a minimum and 26 weeks at a maximum. The maximum amount of weeks is dependent on the unemployment insurance rate and is calculated every three months.The formula is a ratio of your total base period wages divided by your highest base period quarter.

More. . .

- The employer you work for pays the "premiums" for this insurance program in the form of a tax based on the wages you earn.
- Each state has its own laws governing this program, varying from state to state.
- Each week you must meet certain conditions to qualify for unemployment insurance. It is an eligibility program, not an entitlement program.
- Your unemployment claim will be based on your earnings from a 12-month period called the "base period." You can only file one claim during any 12-month period.
- Every unemployment insurance claim is considered on its own merit.
- Unemployment benefits are taxable. You may request that 10 percent of your weekly benefit be withheld for federal taxes.

Work and unemployment benefits

You can still receive your full weekly unemployment benefit if you work a part-time job that pays half or less of that weekly benefit amount. If the part-time job pays more than half of your weekly benefit amount, your benefit amount will be reduced dollar for dollar for the part-time wage that is more than half the weekly benefit amount.

Example: You receive $336 a week in unemployment benefits. Your part-time job pays $166 per week, which is less than one-half of your benefit amount so you can collect your entire weekly benefit. But if your part-time job pays $200 a week, which is $32 above one-half of your benefit, your weekly benefit for that week will drop to $304.

You must file an unemployment insurance claim online at labor.idaho.gov

Find your local office at labor.idaho.gov/officedirectory

The Idaho Department of Labor is an equal opportunity employer and service provider. Reasonable accommodations are available upon request. Dial 711 for Idaho Relay Service.

HOW TO FILE FOR UNEMPLOYMENT BENEFITS

IDAHO DEPT. OF LABOR

If you have used the Claimant Portal before, you will need your email address and password. If not, you will need to register at labor.idaho.gov/claimantportal

Before you file

Gather all of the following information.

- Your work history information for the past two years including:
  Employer names, addresses, phone numbers, supervisors and dates of employment.
- Your current contact information.
- Your driver's license or state ID number and work authorization information, if applicable.
- Your bank account number and bank routing number, if you choose direct deposit to receive your payments.
- The date your employer states you will be returning to full-time work, if applicable.

How to file

File online at labor.idaho.gov/claimantportal. You can use your own computer, one in any of our local office locations or at a local library. Many libraries throughout the state have computers that are free for the public to use. Filing a claim should take about 20 minutes.

After you file

1. **Report your Waiting Week.** This is the first weekly report, and you must report your waiting week to certify your claim. File your waiting week online the first Sunday after you open your claim.

2. **Report for Each Week.** File a weekly certification every week until you are back to full employment. Benefit weeks are from Sunday through Saturday. We recommend filing your weekly report on Sunday. Remember you are filing for the prior week.

3. **Start Looking.** Keep track of your work search contacts as you have to report them weekly. You are required to make at least two contacts per week and register for work or you will be denied benefits. Need help with your work search? Please register for work at idahoworks.gov or stop in your local office. We are here to help.

To file your initial claim or weekly report, go to labor.idaho.gov/claimantportal

Access job listings 24 hours a day, seven days a week on the Idaho Department of Labor's job search website:
idahoworks.gov

Other helpful links:
Idaho state government jobs
www.governmentjobs.com/careers/idaho

U.S. government jobs
www.usajobs.gov

Find your local office at:
labor.idaho.gov/officedirectory

Start your job search at:
labor.idaho.gov/jobseeker

The Idaho Department of Labor is an equal opportunity employer and service provider. Reasonable accommodations are available upon request. Dial 711 for Idaho Relay Service.

HOW TO FILE FOR UNEMPLOYMENT BENEFITS - PAGE 2

IDAHO DEPT. OF LABOR

Need to Know Information

- **Read the Idaho Labor Unemployment Insurance Claimant pamphlet that will be mailed to you.** It contains information protecting you from making mistakes during the claim process that could jeopardize your benefits. You are responsible for reading and following all directions.

- **Monetary Determination.** Along with your pamphlet, you will receive a monetary determination stating your weekly and total benefit amount, based on the wages your employer reported to us. If the information is incorrect, call us to prevent potential overpayments.

- **Severance Pay.** If you receive severance pay in a lump sum when employment is severed, you must report the payment when it is paid. If you are receiving periodic severance payments, you must report the payments for the time period covered.

- **Reporting Wages on your Weekly Continued Claim.** Make sure you report wages for the week you earn them, even if you haven't been paid yet. Report gross earnings (before taxes and any deductions).

- **Issues.** If there is additional information needed to determine if you are eligible for benefits, we will contact you by phone or email. Continue to file your weekly certification carefully and honestly. If you realize you made a mistake while filing, give us a call at (208) 332-8942. To prevent delays in payment, call within 24 hours.

- **Out of the Area.** Anytime you go out of town or leave your local labor market area, you must report your absence on your weekly certification. This includes weekends, medical appointments, personal travel, vacations and job searches that take you out of the area.

- **Important! Your claim will stop if** you have not claimed benefits for two or more consecutive weeks **OR** you claim and have earnings more than 1.5 times your weekly benefit amount for two consecutive weeks. **To re-open your claim, go to** labor.idaho.gov/claimantportal. Reopen your claim **during** the week you have reduced hours or are laid off, and you ***must*** enter your most recent work history.

Visit labor.idaho.gov/uifaqs **for additional information.**

Note: These directives are subject to change based on significant changes in state and federal economy.

Access job listings 24 hours a day, seven days a week on the Idaho Department of Labor's job search website:
idahoworks.gov

Other helpful links:
Idaho state government jobs
www.governmentjobs.com/careers/idaho

U.S. government jobs
www.usajobs.gov

Find your local office at:
labor.idaho.gov/officedirectory

Start your job search at:
labor.idaho.gov/jobseeker

The Idaho Department of Labor is an equal opportunity employer and service provider. Reasonable accommodations are available upon request. Dial 711 for Idaho Relay Service.

TRADE ACT ASSISTANCE

IDAHO DEPT. OF LABOR

Trade Adjustment Assistance (TAA) is a federal program administered by the Idaho Department of Labor that assists U.S. workers who have lost or may lose their jobs due to imports/exports of foreign trade. The program provides adversely affected workers with opportunities to obtain the necessary skills, credentials, resources and support necessary to become re-employed.

Identifying Trade-Related Reasons for Job Impacts

- Is your company/employer doing business in other countries?
- Do they compete with products or services originating from other countries?
- Has the company recently been sold or purchased by another company that does the same or similar type of work?
- Have there been a significant number of layoffs throughout your company or one of its divisions?
- Have you or your co-workers trained replacement workers based in other countries?

If any of the above conditions pertain to company job losses, workers may qualify for Trade Act benefits and services.

Trade Adjustment Assistance Petitions

Workers must be approved under a federal Trade Adjustment Assistance petition to receive services and benefits. Petitions may be filed by any of the following:

- Three or more workers, or
- The worker's employer, or
- A union official or duly authorized representative of such workers, or
- The Idaho Department of Labor.

Petitions are submitted on the U.S. Department of Labor website dol.gov/agencies/eta/tradeact or by mail. The U.S. Department of Labor Office of Trade Adjustment Assistance conducts an investigation resulting in approval (certification) or denial of the petition application. Approved petitions carry an impact date and generally are valid for two years from the certification date. Denied petitions may be appealed in writing through the Office of Trade Adjustment Assistance. All petition determinations are posted on the USDOL TAA website and published in the Federal Register.

For assistance to file a Trade Adjustment Assistance petition, or for more information, contact your local Idaho Department of Labor office labor.idaho.gov/officedirectory or contact:

Idaho Department of Labor • TAA Coordinator
317 W. Main St. Boise, ID 83735-0780
Phone: (208) 332-3570 • Fax: (208) 947-0049

Access job listings 24 hours a day, seven days a week on the Idaho Department of Labor's job search website:
idahoworks.gov

Other helpful links:
Idaho state government jobs
www.governmentjobs.com/careers/idaho

U.S. government jobs
www.usajobs.gov

Find your local office at:
labor.idaho.gov/officedirectory

Start your job search at:
labor.idaho.gov/jobseeker

The Idaho Department of Labor is an equal opportunity employer and service provider. Reasonable accommodations are available upon request. Dial 711 for Idaho Relay Service.

TRADE ACT ASSISTANCE - PAGE 2

IDAHO DEPT. OF LABOR

Services and Benefits

- **Reemployment Services**
  The Idaho Department of Labor assists workers in finding a new job. Reemployment services include job referrals, job search assistance, resume writing, interview skills workshops and employment counseling.

- **Training**
  The Idaho Department of Labor connects workers with training services at no cost. Allowable types of training include classroom training, on-the-job training, customized training designed to meet the needs of a specific employer, apprenticeship programs, postsecondary education, remedial education (may include GED preparation), literacy training, basic math or English as a second language. When the training facility is outside the commuting area, some transportation costs may be paid. Additional eligibility criterion must be met to receive training paid by the TAA program.

- **Job Search Allowance**
  Job search allowance reimburses workers for authorized expenses incurred while seeking employment outside the commuting area. Job search allowance may reimburse up to 90 percent of the cumulative authorized travel and subsistence costs not to exceed a total of $1,250. An application for job search allowance must meet filing deadlines and be submitted before the job search begins.

- **Relocation Allowance**
  Relocation allowance reimburses workers for authorized expenses to move outside the commuting area for employment. Relocation allowances may reimburse up to 90 percent of the reasonable and necessary costs to move the worker, family and household goods to a new area. In addition, workers may receive a lump sum payment equal to three times their former average weekly wage up to $1,250 maximum. An application for relocation allowance must meet filing deadlines and be submitted before the relocation begins.

- **Trade Readjustment Allowance (TRA)**
  Trade Readjustment Allowance (TRA) is weekly income support to workers enrolled in full-time training. The amount of each TRA payment is based on the weekly unemployment insurance (UI) benefit amount already received. Workers must have been entitled to receive UI benefits and exhausted UI entitlement before receiving TRA. There are three types of TRA: Basic, Additional and Completion. Additional eligibility criterion must be met to receive each type of TRA.

- **Reemployment Trade Adjustment Assistance (RTAA)**
  Reemployment Trade Adjustment Assistance is a wage subsidy available to re-employed workers age 50 or older who do not earn more than $50,000 annually. RTAA payments may total 50 percent of the difference between the old and new wages, with a maximum of $10,000 paid over a period of up to two years.

Access job listings 24 hours a day, seven days a week on the Idaho Department of Labor's job search website:
idahoworks.gov

Other helpful links:
Idaho state government jobs
www.governmentjobs.com/careers/idaho

U.S. government jobs
www.usajobs.gov

Find your local office at:
labor.idaho.gov/officedirectory

Start your job search at:
labor.idaho.gov/jobseeker

The Idaho Department of Labor is an equal opportunity employer and service provider. Reasonable accommodations are available upon request. Dial 711 for Idaho Relay Service.