

GET THE JOB!



GET THE JOB!



In this section, you'll learn valuable tips for writing a resume, the art of filling out an application, how to write a cover letter that demands attention, successful job hunting tips (hint: most jobs never make the papers), how to job shadow and network, what an information interview is and how to make it work for you, and how to wow 'em during an interview. Good luck!

One of the most valuable resources for Missouri job seekers is Missouri Career Source, Missouri's Workforce Resource. Start job seeking at:

www.missouricareersource.com

You can access thousands of Missouri jobs with job matches based on skills as well as job titles; job market search feature to find openings by title, skill set, field of study, or zip code; personal home page to store searches, position descriptions, and communication with businesses; and on-line unemployment insurance claim reporting (available in Missouri Career Centers). All missouricareersource.com users can receive personal assistance from staff at Missouri Career Centers. Find your local Missouri Career Center by clicking on the "Missouri Career Center" logo of the website or by calling 1-888-728-JOBS. There is a list of Career Centers and contact information on pages 51-52. Another great resource is Career One Stop. Explore careers, education and training providers, get resume and interview tips and much more at: **www.careeronestop.org**.

RESUME TIPS

You should use a resume because:

- It introduces you to the employer and creates the first impression.
- It helps set you apart from the crowd in the interview screening process.
- It jump-starts the process of selling you to prospective employers.
- It summarizes your qualifications and experience.

Things to keep in mind when creating a resume on-line:

- Have your personal information organized before you begin entering data.
- Review your electronic resume for spelling errors or incorrect entries.
- If you are using a personal computer in a resource room of a one-stop career center, a public school or public library, there will be someone there to assist you with questions.

What information should I include?

Personal Data: Include name, addresses, phone numbers and e-mail address.

Education and Training: List most recent schools and training.

Work Experience: Cite experience relevant to the job you are seeking.

School or Community Activities: Include leadership positions you have held.

References: The preferred method is to list your references' name, titles, addresses

and phone numbers on the resume, cover letter or on a separate sheet. Don't say "Available on Request."

Miscellaneous: Include information such as military service, special skills or knowledge, or membership in professional organizations.



There are two ways to organize your resume:

1. Skill-Based Method: Emphasizes skills and abilities gained in previous jobs, activities and accomplishments. Divides qualifications into major functions and provides a brief listing of jobs and dates held.
2. Reverse-Chronological Method: Arranges work experience according to date. Highlights a strong work history for someone with experience.

The Skill-Based Method

Joe E. Applicant
5408 Anywhere Drive
Jefferson City, MO 65109
Phone: (573) 893-0001
E-mail address: applicant@here.now

OBJECTIVE

Seeking a career opportunity in transportation offering travel, advancement and change.

EXPERIENCE

Truck Driving: Four years' experience in over-the-road truck driving. Responsible for loading and unloading the trailer. Inspected and prepared trucks for road trips. Fueled and cleaned the trucks. Kept daily logs.

Cross Country Truck Lines- Hauled grain and steel across the United States. 5/04 - Present

XL Refrigerator Lines- Transported beef sides in eastern United States. 12/01 -2/04

Machining: Five years' experience operating machines in a factory setting.

M & M Machine- Set-up and operated automatic screw machines. Read blueprints and assisted in keeping tolerances to within +/- .0001 inch. Checked work using precision measuring instruments. Trained employees on machine operations. 5/99-11/01

Waterloo Machine Shop- Drilled and bored holes with a radial drill press. Laid out blueprints on steel sheets prior to cutting steel patterns. Kept work area clean. 10/96- 3/99

Construction: Seven years' experience in the construction trades.

ABC Construction- Estimate and bid jobs. Set forms, poured and finished concrete for riverways, foundations, steps and patios. 7/93- 10/99

XYZ Building and Supply- Waited on customers and assisted them in selecting home improvement materials. Operated a cash register. Knowledgeable about building material products. 3/92-7/93

EDUCATION

Valley Community College, Topeka KS
Blue Hills Technical Center, Canton MA

Machinist Certificate 5/00
Mechanic Certificate 6/01

The Reverse-Chronological Method

Joe E Applicant
5408 Anywhere Drive
Jefferson City, MO 65109
USA

Home Phone: (573) 893-0001
Cell Phone: (573) 751-2240
E-mail: applicant@here.now

Objective:

Seeking a career opportunity in transportation that offers travel, advancement and change.

Employment History:

Cross Country Truck Lines
5666 Cherry Lane
Cheyenne, WY 87567
5/04 - Present

Grain and Steel Transporter

Hauled grain and steel across the U.S.

XL Refrigerator Lines
2858 Mill Drive
Boston, MA 26547
12/01 - 2/04

Beef Side Transporter

Transported beef sides in eastern U.S.

M & M Machine
9090 River Rd.
Topeka, KS 60578
5/99 - 11/01

Machinist

Set up and operated screw machines.

Trained new employees on machine operation.

Education, Licenses and Certificates:

Valley Community College
Topeka KS

Machinist Certificate 5/00

Blue Hills Technical Center
Canton MA

Mechanic Certificate 6/01

Awards

Employee of the Month, Cross Country Truck Lines 11/04 and M & M Machine 6/01

References

Gil Mechnic, Jr.
1919 Robot Way
Columbia, MO 65203
(573) 111-1111
mechnic@here.now

Harry B. Trucker
12 Mack Way
Taos, MO 61111
(573) 111-1111
hbtrucker@here.now

Resume Checklist

Did you:

- Emphasize your assets; show how your skills meet the employer's needs?
- Write in a truthful, clear and concise manner?
- Say what you wanted to say?
- Use action verbs?
- Outline your work history, education, references, etc. on one to two pages?
- Write your resume in a business-like way?
- Proof for typing, grammatical and spelling errors?
- Rewrite the resume several times?
- Print your resume on high-quality paper for a professional image?
- Include only relevant information?
- Check phone numbers, addresses, and e-mail addresses?

A resume should be:

- Brief: Most resumes are only scanned. Try to keep it short!
 - Clear: Use simple statements.
 - Neat: Well typed or printed.
 - Honest: 80 percent of employers verify resumes.
- Resources: Ready to Go Resume, Yana Parker

APPLICATIONS

A potential employer asks you to fill out a job application. You take it as a sign that the company is interested in you, so you eagerly comply. But as you start filling out the job application, you realize that the extra resumes you brought don't include your former employers' addresses and phone numbers, as resumes typically don't. Until now, you haven't had to recall the street number of the residence where you lived six years ago, so you draw a blank. You can remember your references' names, but not their business phone numbers. You start to get nervous and can't even remember the grade point average you are so proud of. So, you have to sheepishly ask if you can take the job application home, like some little kid who didn't do his homework.

Employers are usually in a hurry to fill vacant positions, because the longer it takes, the more it costs them. If they're interested in hiring you, they want to get the ball rolling right away with plenty of leeway for completing paperwork, including time-consuming background, credit and reference checks.

Remember that your resume is only a calling card. Employers often want you to fill out a job application on the day of your first round of interviews, because that's what they really need to start the ball rolling. So one of the worst things you can do is to turn in an incomplete job application or delay the process by asking to take it home. Don't get beat by competing candidates. Source: <http://www.about.com>

Here are some tips for successfully completing an application

1. Read directions before you write.
2. Be prepared. Take all the information you might need with you:
 - Dates and addresses of all last work experience (paid and volunteer)
 - Names and addresses of schools attended and references
 - License numbers, social security number, health card, etc.
 - Resume
3. Print neatly. Make sure spelling and grammar is correct. Take two copies of the application, just in case you make a mistake. Be absolutely sure that your writing is legible.
4. Answer all items or explain any items left blank.
5. Include any and all skills that apply to this job (including hobbies, clubs, volunteer work, etc.).
6. Pitch your skills and experience to match what you think the employer is looking for. Don't sell yourself short; include information that would give the employer a better picture of your special talents and skills.
7. If there are problems or questions about your health, legal status, or reasons for leaving school or jobs, try to be as positive as possible and leave long explanations for the interview. Be prepared to deal with the questions later.
8. Take your own pen! Black ink only. Don't assume the company stocks pens.
9. Have someone proofread your application if at all possible.
10. Take the time to do it right. Work quickly and efficiently, make sure all information is complete and correct, then hand it in.

You can find some sample job applications at: <http://www.nhlink.net/employe/example.htm>

Another excellent application resource can be found at: <http://jobsearchtech.about.com/od/interview/l/aa041000.htm>

COVER LETTERS

Send a cover letter whenever you send a resume.

A cover letter:

- Explains why you are sending your resume.
- Gets the employer interested in your resume.
- Targets the resume to a specific position or career field.

What should I include?

Cover letters are clear and concise. They usually have three to four paragraphs consisting of the opening, the body and the closing.

The opening

- State why you are writing.
- Indicate the position you would like to apply for and how you learned of the opening.
- Get the employer's interest by touching on your skills.

The body

- Don't repeat all of the information in your resume.
- Direct the employer's attention to the skills that make you right for the job.
- Point out what you can contribute to the company, not what you want from them.
- Mention that your resume is attached for more details.

The closing

- Indicate that you look forward to meeting the employer.
- Take the initiative and let the employer know how and when you will contact him or her to set up an appointment.
- Use phrases like "get together" or "meet with you" instead of "interview."

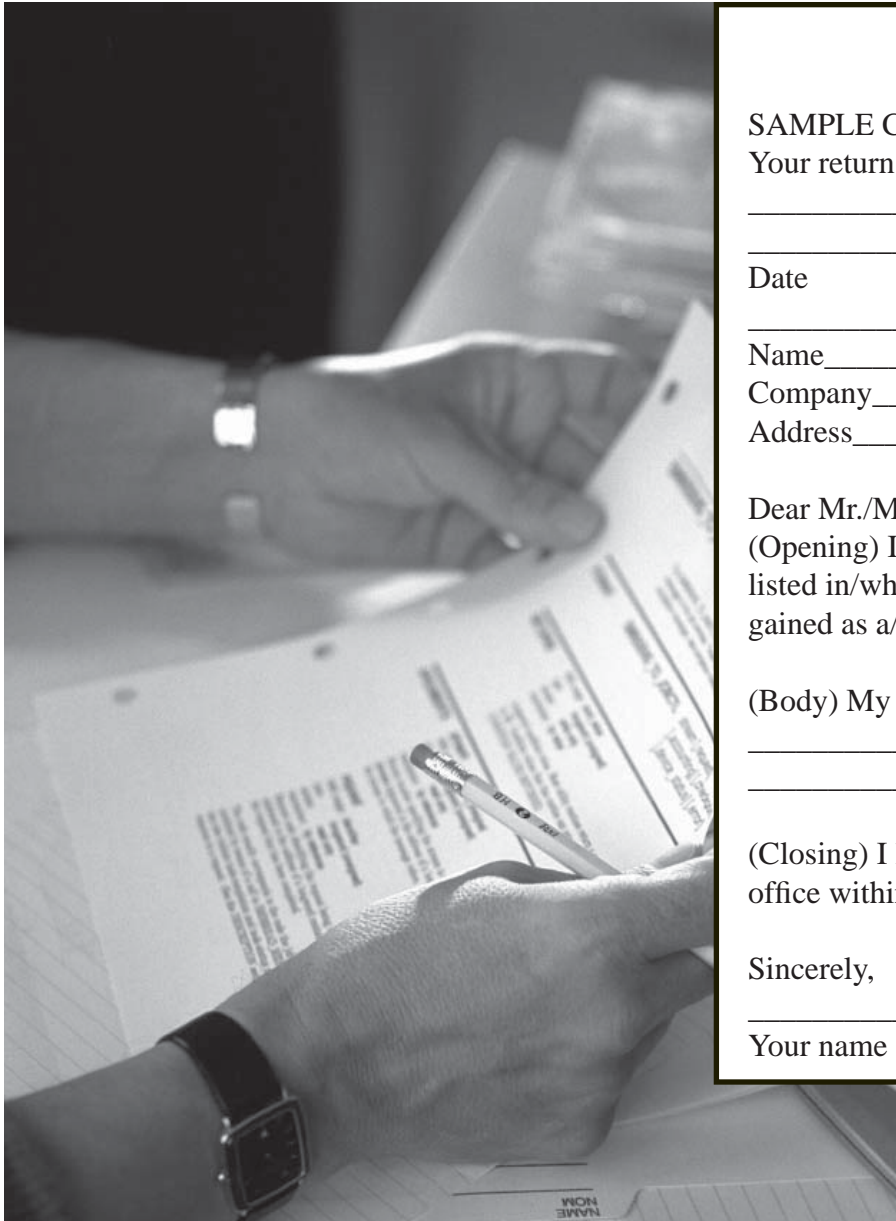
Cover Letter Checklist

Have you:

- Included your complete return address, phone number, and e-mail address?
- Chosen appropriate salutations (Dear Mr./Ms./Mrs.)?
- Chosen a business-like format?
- Written an introductory paragraph that grabs attention?
- Highlighted key strengths and abilities?
- Demonstrated how your abilities would be a valuable asset to the company?
- Stated your relevant education and experience?
- Proofread for typing, grammatical and spelling errors?

Resource: The Perfect Cover Letter, Richard H. Beatty, John Wiley & Sons, Inc.





SAMPLE COVER LETTER FORMAT

Your return address

Date

Name_____, Title_____

Company_____

Address_____

Dear Mr./Mrs._____:

(Opening) I am interested in applying for the position of _____, which was listed in/which I learned from _____. My experience and skills gained as a/an _____ would be an asset to your company.

(Body) My qualifications for the position include _____

_____. My enclosed resume includes further details.

(Closing) I look forward to meeting with you to discuss my qualifications. I will call your office within the next week to confirm a convenient day and time.

Sincerely,

Your name and signature

JOB HUNTING

Hunting for a job is a difficult process. Finding the ideal job is up to you. The traditional job-hunting approach involves looking in newspaper want ads, searching through help-wanted notices on bulletin boards, going to employment agencies and applying for available jobs at personnel departments. The key component is that you are reacting to a publicly offered job. With the nontraditional or active job-hunting strategy, you do not wait until there is a job opening but use techniques that lead you to jobs before they are ever publicly announced. When you're proactive sometimes a new job may be created for you.

Active Job Hunting Top Ten

1. The best jobs go to the best job hunters and not necessarily to the most qualified people.
2. Thinking is vital to your finding a good job—your fears and anxiety about finding work may keep you from thinking.
3. People hire you because you have something to give to them, not because you need a job.
4. Ask potential employers and job contacts for advice. They love it. Ask for their advice about positions, companies and opportunities. Do not ask for a job.
5. Going strictly by the book is only likely to get you in the book and not the job. Think of new and creative solutions to an employer's problems or to your job hunt.
6. Use the Internet and telephone. These are fast ways to get enormous amounts of relevant information. Never ask for a job over the phone.
7. Resumes can be like junk mail. Do not rely on the resume as your only method of finding a job.
8. Learn to speak the language. Each field has words and phrases with special meaning.
9. A word of advice about personnel offices and employment agencies: they see many people looking for jobs, so their goal becomes screening people out, not in. Employment agencies never work as hard for you or care as much about your job search as you do.
10. The person at the top may be waiting for you. You will probably be rejected many times. However, the president, department head, chief executive officer or owner may be willing to talk directly to you about a future position.

Traditional Approach Versus Active Approach

Traditional Advantages

- It provides a familiar structure.
- Applicants who look good on paper have an edge.
- People with interests and skills that fit standard positions have an edge.

Disadvantages

- Less than 50 percent of jobs are obtained this way.
- The emphasis is on fitting a person to a job, not a job to a person.
- People wanting to make a career change or transfer skills to other areas are often overlooked.
- People seeking to blend skills rarely find positions this way.

Active

Advantages

- Allows you to find unadvertised jobs.
- De-emphasizes comparison with others, highlights your unique skills.
- Allows you to find out a lot about the potential employer.
- Allows you to create a job using your unique skills.

Disadvantages

- It is an unfamiliar approach for many job seekers.
- It requires time and energy.
- It requires assertiveness and a take-charge attitude that some find difficult.

Seven New Rules of the Working World

1. Be a Jack/Jill of All Trades- The most employable worker is the multi-skilled, versatile worker.
2. Get an Edge and Keep it Sharp- Identify what you do best and continuously strive to improve upon and upgrade your skills.
3. There Is No “I” in Team- Today’s workforce is a partnership of employees who can interact with each other and apply their individual strengths for the good of all.
4. Born to be Wired- There is no substitute for computer and technology skills.
5. Watch Your Language!- The ability to express yourself clearly and precisely is one of the skills employers value the most.
6. May I Help You?- The ability to maintain good customer relations is one of the most sought-after skills in any business.
7. Networking Works- You will always benefit from building a relationship with people both inside and outside the workplace.

Source: Connecticut Career Resource Network

JOB SHADOWING

What is job shadowing?

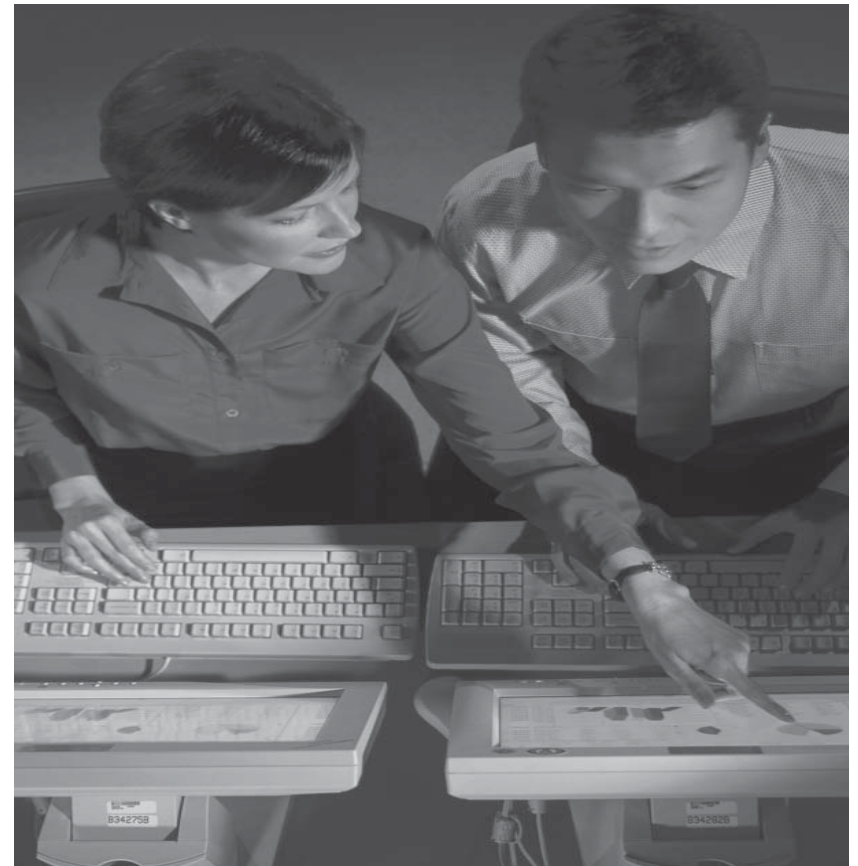
Job shadowing is a temporary, unpaid exposure to the workplace in an occupational area of interest. You’ll witness firsthand the work environment, skills, the value of professional training and potential career options. Job shadowing is designed to increase career awareness, help model your career through example and reinforce the link between learning and work requirements. Job shadowing is limited because you can only observe. Direct work experience, responsibility and skills are not acquired. Who would you like to shadow? The governor’s wife? An eighth grade West Virginia boy did in 2006.

Where do you shadow?

Almost any workplace is a potential job shadowing site. (But not usually the governor’s mansion!) Check out the programs through your current or future school, but be aware that safety or security regulations may prohibit job shadowing in some industries.

For more information on job shadowing, go to:

www.jobshadow.org



NETWORKING

Did you know that 80 percent of all job openings never reach the general public? Most people find jobs by directly contacting an employer or by word-of-mouth. It is not luck. There are definite strategies job seekers can use to tap into the hidden job market. Successful job hunters learn to develop their own job leads. They make contacts with employers before positions become available. They also use whatever contacts they have to learn of prospective openings. They work at developing new ones, too—that's networking. Keep in mind networking requires time, energy and planning.

Start by contacting people you already know. Your friends, family, neighbors and co-workers can all be part of your initial network. Don't hesitate to let people know you are job hunting; it is part of the job search process.

Give your contacts adequate information. Specify your skills, qualifications and the type of job you are pursuing. Give everyone a copy of your resume.

Expand your networking contacts. Networking is not limited to job leads. Your contacts can provide useful information about businesses and industries and referrals to people in your field. It is up to you to follow through on information you are given. Try to talk with the people who hire. As your network expands, the prospect of finding a job increases.

Keep records of your networking. Record the names of the people you contact and the information they provide. An index card filing system provides organization and a visual reminder of your progress.

Follow up as you establish your network. Maintain contact with people in your network. Remind them that you are still committed to your job search. Let them know of your progress. If someone is helpful, write a thank you note.

Be aware of the impression you make. Treat everyone with courtesy and respect. First impressions count. Never be rude, and never try to pressure anyone into finding you a job. Go over what you want to say beforehand if you are nervous. Always express your appreciation to anyone who takes the time to speak with you.

Adapted from *Job Hunting: A Self-Directed Guide* by Lauren Collins and Charlie Mitchell.

Ten Networking Tips

(Adapted from *Networking* by Mary Scott Welch.)

1. Do give as much as you get.
2. Don't be afraid to ask. Use your network!
3. Don't ignore your obvious networks: friends, family, clubs, church.
4. Do report back to the network or individual about your progress.
5. Do follow up on leads.
6. Don't expect your network to function as a placement office.
7. Don't be discouraged if someone brushes you off.
8. Do refine your questions so that people can respond.
9. Do keep expanding your network.
10. Do accept advice when you've asked for it - avoid the "yes but" response.

Examples of Networking Techniques

“I’m looking for an entry level job in events management -- Do you know anyone who is working as a convention planner or events manager? Do you know anyone who works for X company or Y company? Can you give me their name and telephone number? May I say that I got his/her name from you?”

“Hello, Mr. Wise, my name is Bill Wynn. Martha Pabon suggested I speak to you about a career change I’m considering. I was a financial analyst with Mammoth Bank for seven years. Since their merger, I’ve been exploring options in finance and accounting. I’d like to meet with you next week for about 20 to 30 minutes to get any advice you have to offer. Would Tuesday morning be convenient?”

Maintaining Your Momentum

Find ways to handle stress. Job hunting is energy draining, nerve-racking and frustrating. Too much stress can cause fatigue, feelings of helplessness or burnout. When you feel stressed, take time to renew yourself through a favorite activity or hobby. Alcohol or drugs won’t help. Exercise is a great stress reliever. Eat well, too. You will be able to return to your job search energized and confident.

Develop a support group. There may be times during the job search when you feel discouraged and down on yourself. Find at least two people who support your goals and with whom you feel comfortable talking. When you are discouraged, call these people and share your progress.

Set realistic short-term goals. Focusing only on your major goal can be overwhelming. Break your job search down into a series of small steps. This will help you monitor your progress, make your efforts more efficient and provide a sense of satisfaction as you complete each task. If your major goal is to find a job within the next three months, your short-term goal could be to contact at least three employers this week.

Avoid stops and starts. Putting continuous effort into your job search is better than an on-again, off-again job search. Many job hunters focus all their attention on one job lead. If rejected, they don’t do any job hunting until the next big lead comes along. This style is not good because it puts too much emphasis on one job. Effective job hunters always look for job leads.

Learn to cope with rejection. Rejection is part of life. For every positive response, you will receive a number of negative responses. Receptionists may be unhelpful, personnel directors may not return calls, companies may insist they cannot use you. Don’t take it personally.

Do not procrastinate. If you are procrastinating writing your resume or calling employers, do something to get yourself going. If you are a procrastinator by nature, now is the time to overcome a bad habit. There are a number of self-help books on procrastination available at libraries and bookstores.

Reassess your job-search progress. Occasionally reassess your goals and your general progress. Are there unforeseen obstacles? Do certain skills need improvement? Do you need more information? You may need to adjust your goals or take new measures to meet them. Seek assistance, advice and suggestions when needed. An obstacle need not end your job search.

INFORMATION INTERVIEWING

What is an information interview?

It's the process of gathering information through contacts. The most successful job hunters spend time talking to people and actively listening in various businesses and organizations before seeking job interviews.

Information interviewing may help you:

- Tap into a valuable source of career information.
- Gain a better idea of how your experiences can fit specific industries or fields.
- Learn firsthand what type of work environment different jobs offer.
- Decide what you want to do.
- Target your job search and market your skills effectively to employers.
- Build confidence in approaching others.

Where to begin?

- Chambers of Commerce often provide listings of area businesses
- Area Extension specialists
- Educators
- Guidance counselors
- Community workers
- Telephone directories
- Internet

What are some typical questions?

- What is a typical day like for you?
- What do you like least/most about your job?
- What types of changes are occurring in your field?
- How did you get into this type of work?
- What is your background?
- What types of skills or training are needed for this job?
- What type of advancement opportunities does this company offer?
- How do salaries in this field compare with other fields?
- What suggestions do you have for someone who is interested in this type of work?
- Whom do you suggest I talk to for further information?
- May I use your name in contacting them?

Other references:

Stoodley, Martha. Information Interviewing: What it is and How to Use it in Your Career.

Guidelines for an information interview

1. Your primary goal is to gather information, not to develop job leads.
2. Talk with the everyday people who are doing the type of work you might like to do.
3. Review what is available on the Web or in print about a particular career, company, organization or business before you interview others.
4. Ask for an appointment ahead of time.
5. Get permission to use someone's name when making contacts.
6. Keep records of the information you receive.
7. Send a thank-you note after the interview.

Eight Keys to Being a Valued Worker

1. Personal Values

Valued Workers:

- Are honest
- Are motivated
- Have personal and career goals
- Have a positive self-image
- Reach beyond personal limitations
- Exhibit a good attitude

2. Problem-Solving/Decision-Making Skills

Valued Workers:

- Are flexible
- Are creative and innovative
- Can reason and make objective judgments
- Adapt to change
- Plan and organize work

3. Relations with Other People

Valued Workers:

- Are team workers
- Are friendly
- Are cooperative
- Are tactful
- Have leadership qualities
- Respect the rights and property of others
- Accept authority and supervision
- Respect constructive criticism
- Respect diversity

4. Communication Skills

Valued Workers:

- Ask questions and listen well
- Express themselves clearly
- Seek help when needed
- Notify supervisor of absences

5. Task-related Skills

Valued Workers:

- Complete work on time
- Work neatly and accurately
- Care for tools and materials
- Follow directions
- Complete tasks
- Work to improve their performance

6. Maturity

Valued Workers:

- Are reliable and dependable
- Accept responsibility
- Show pride in their work
- Are willing to perform extra work and work overtime
- Work well without supervision
- Show initiative
- Are assertive when necessary
- Have confidence in themselves

7. Health and Safety Habits

Valued Workers:

- Observe safety rules
- Take an interest in good health habits
- Dress appropriately
- Practice good personal hygiene

8. Commitment to a Job

Valued Workers:

- Want to learn more
- Are enthusiastic
- Give their best efforts
- Are punctual and have good attendance
- Exhibit loyalty to their company
- Show concern for their future





INTERVIEW TIPS

Take a deep breath. You have one final hurdle between you and your dream job – the interview.

Know Yourself. Reassess your skills, abilities, experiences and accomplishments. Be ready to respond to questions about yourself; be able to communicate how you can meet the employer's needs.

Research the Job. Before the interview, learn as much as you can about the organization. Research the product manufactured or the service provided. Resources include the Internet, company literature and brochures, telephone books and Chamber of Commerce publications. Friends, libraries and networking contacts also may be good sources.

Listen Carefully to Interview Questions. Some questions may have several interpretations. If this occurs, state what you think you were asked, or ask for more specific information before responding. For some questions, you may need a few seconds to think about your response before answering. That's okay; better to pause than babble.

Practice Makes Perfect. Practice answering interview questions—but don't memorize answers. It is more important to be prepared for a variety of questions. Practice with a friend or family member. Imagine yourself in an interview responding successfully to the questions and feeling good about your answers.

Show Enthusiasm. Indicate to the employer that you are interested. Medley, in *Sweaty Palms*, says enthusiasm, sincerity, tact and courtesy are important qualities to communicate to the interviewer. Be as natural and comfortable as possible.

Dress for the Interview. Project an image that matches the requirements of the job and the company. Feel great about the way you look.

Salary and Benefits. Salary is almost always an interview concern—despite its importance, don't bring it up first. Generally, interviewers will not want to discuss salary until they have formed a favorable impression of you. It is helpful if you can find out what the position pays when researching the company.

Handling Potentially Discriminatory Questions. By law, pre-employment inquiries may not be asked that may discriminate on the basis of race, color, religion, sex, national origin or age. Medley, in *Sweaty Palms*, says if your reply can't hurt you, answer the question, but let the interviewer know that you know the law. Try to respond with more appropriate job-related information.

Questions you may be asked at your next job interview

- Tell me about yourself.
- What courses did you like best in school?
- Tell me about your previous work experience.
- What are your career goals?
- What do you consider your greatest strengths and weaknesses?
- What do you know about this company?
- What qualifications do you have that would make you successful?
- How much money do you expect to make?
- Have you ever been fired from a job?
- Why should I hire you?

Other Resources

Medley, Anthony, H. *Sweaty Palms, The Neglected Art of Being Interviewed.*

Fry, Ron. *101 Great Answers to the Toughest Interview Questions.*

Krannich and Krannich. *Interview for Success.*

Fein, Richard. *111 Dynamite Ways to Ace Your Job Interview.*



Top 10 questions YOU should ask the interviewer

- What are the job responsibilities?
- What are the promotion policies?
- What type of person do you need to fill this position?
- What do you like most about (name of company)?
- How are the goals and objectives set at (name of company)?
- What is the work/educational background of your employees?
- Can you tell me something about the department/area/location in which I'd be working?
- Would there be a training period, or would I start immediately?
- How would I be evaluated?
- What do you see happening 10 years from now at (name of company)?

Don't forget to say thank you!

Follow up on your interview with a thank you. Writing a thank-you note is another chance for you to stand out positively from the crowd. Common courtesy says you should always thank people for taking the time to interview you and provide you with information. But there are solid career reasons, too.

A thank you letter

- Reminds the employer of your skill and enthusiasm for the position.
- Helps the employer remember you.
- Leaves a good impression in the interviewer's mind.
- Encourages her or him to offer you a job or provide further contacts.

CAREER AGENCIES

WORKFORCE DEVELOPMENT

The Division of Workforce Development strives to provide jobseekers with access to jobs with increased earning potential and provide employers with a skilled workforce. Each year, thousands of jobseekers receive services from the Division and other workforce system partners that include finding job openings, being referred to jobs and training services, obtaining labor market information or learning how and where to seek employment on their own.

Missouri Career Centers are located in many communities around the state. These centers are equipped with personal computers for word processing, resume templates and Internet access; fax machines; telephones; and newspapers which are accessible through self-service resource rooms. All are available to aid Missouri's job seekers in their search for employment.

Job seekers and employers are able to link together through the Internet at www.missouricareersource.com 24 hours a day. This website also allows job seekers to view thousands of Missouri job openings. They may review career information, create a resume and post it so that it may be seen by employers locally, across the state, or nationwide.

Veterans receive first priority referral to all jobs and training opportunities for which they are qualified. Many locations have a representative who specializes in helping veterans. Referrals to the U.S. Department of Labor-Veterans' Employment and Training Service is also available for access to additional services for veterans.

Additional information regarding the programs and services offered may be found by contacting the Missouri Career Center in your area. Call 1-888-728-JOBS (5627) to be connected to the Missouri Career Center nearest you.

Auxiliary aids and services are available upon request to individuals with disabilities. The Missouri Division of Workforce Development is an Equal Opportunity Program/Employer.



CAREER CENTERS

Arnold

3675 West Outer Road, Ste. 102
Arnold, MO 63010-5231
636-287-8909
636-287-8932 (Fax)
arnold@ded.mo.gov

Branson

2720 Shepherd of the Hills Exprwy.
Ste. B
Branson, MO 65616-8103
417-334-4156
417-334-4159 (Fax)
branson@ded.mo.gov

Camdenton

PO Box 66
106 West Highway 54
Camdenton, MO 65020-0066
573-346-5616
573-346-2007 (Fax)
camdenton@ded.mo.gov

Cape Girardeau

216 North Fountain Street
Cape Girardeau, MO 63701-7340
573-290-5766
573-290-5746 (Fax)
capegirardeau@ded.mo.gov

Caruthersville

913 Highway 84 West
Caruthersville, MO 63830-8113
573-333-0409
573-333-1073 (Fax)
caruthersville@ded.mo.gov

Chillicothe

601 W. Mohawk Road
Chillicothe, MO 64601-3919
660-646-0671
660-646-5803 (Fax)
chillicothe@ded.mo.gov

Clinton

1661 North Second Street
Clinton, MO 64735-1193
660-885-5541
660-885-8541 (Fax)
clinton@ded.mo.gov

Columbia

1500 Vandiver Drive, Ste. 115
Columbia, MO 65202-1921
573-882-8821
573-884-5055 (Fax)
columbia@ded.mo.gov

Florissant

4040 Seven Hills Dr, Ste 166
Florissant, MO 63033-6770
314-877-3010
314-877-3020 (Fax)
florissant@ded.mo.gov

Ft. Leonard Wood

PO Box 440
Ft. Leonard Wood Military Base
Room 2203, Building 470
Ft. Leonard Wood, MO 65473-0440
573-596-0294
573-596-0281 (Fax)
fortwood@ded.mo.gov

Hannibal

203 North Sixth Street
Hannibal, MO 63401-3412
573-248-2520
573-248-2526 (Fax)
hannibal@ded.mo.gov

Independence

15301 East 23rd Street South
Independence, MO 64055-1698
816-325-5890
816-325-5825 (Fax)
independence@ded.mo.gov

Jefferson City

1716 Four Seasons Drive, Ste. 101
Jefferson City, MO 65101-1815
573-526-8115
573-526-3494 (Fax)
jeffcity@ded.mo.gov

Joplin

730 South Wall Avenue
Joplin, MO 64801-4542
417-629-3000
417-629-3011 (Fax)
joplin@ded.mo.gov

Kansas City-Full Employment Council

1740 Paseo
Kansas City, MO 64108
816-471-2330
816-471-2136 (Fax)
rroyston@ded.mo.gov

Kansas City-North

3100 NE 83rd Street, Ste. 1201
Kansas City, MO 64119-4465
816-437-3635
816-468-1943 (Fax)
gladstone@ded.mo.gov

Kansas City-South

6801 A Longview Road
Kansas City, MO 64134-3315
816-325-1000
816-325-1010 (Fax)
sharon.carter@ded.mo.gov

Kennett

1100 South By-Pass, Ste. 2
Kennett, MO 63857-3738
573-888-4518
573-888-1324 (Fax)
kennett@ded.mo.gov

Kirksville

2105 East Normal
Kirksville, MO 63501-3322
660-785-2400
660-785-2404 (Fax)
kirksville@ded.mo.gov

Lebanon

2639 S. Jefferson Ave, Ste. 1
Lebanon, MO 65536-5205
417-532-6146
417-532-6013 (Fax)
lebanon@ded.mo.gov

Lexington

802 South Route 13
Lexington, MO 64067-1516
660-259-4671
660-259-2791 (Fax)
lexington@ded.mo.gov

Maryville

Community Services, Inc.
1212B South Main Street
Maryville, MO 64468
660-582-8980
660-582-8975 (Fax)
maryville@ded.mo.gov

Mexico

3626 B South Clark
Mexico, MO 65265-4104
573-581-4576
573-581-4590 (Fax)
mexico@ded.mo.gov

Moberly

1212 West Highway 24
Moberly, MO 65270-3109
660-263-5850
660-263-3901 (Fax)
moberly@ded.mo.gov

Monett

511 S. Kyler St.
Monett, MO 65708
417-235-7877
417-235-9467 (Fax)
monett@ded.mo.gov

Nevada

621 East Highland Avenue, Ste. 3
Nevada, MO 64772-1022
417-448-1177
417-448-1139 (Fax)
nevada@ded.mo.gov

Park Hills

107 A Industrial Drive
Park Hills, MO 63601-3170
573-454-2191
573-454-2154 (Fax)
parkhills@ded.mo.gov

Poplar Bluff

1903 Northwood Drive, Ste. 2
Poplar Bluff, MO 63901-2400
573-840-9595
573-840-9594 (Fax)
poplarbluff@ded.mo.gov

Rolla

1202 Forum Drive
Rolla, MO 65401-2562
573-364-7030
573-364-1865 (Fax)
rolla@ded.mo.gov

Sedalia

215 East Fifth Street
Sedalia, MO 65301-4506
660-530-5627
660-530-5633 (Fax)
sedalia@ded.mo.gov

Sikeston

202 S. Kingshighway
Sikeston, MO 63801-2946
573-472-5250
573-472-4577 (Fax)
sikeston@ded.mo.gov

Springfield

1514 South Glenstone
Springfield, MO 65804-1436
417-887-4343
417-888-4076 (Fax)
springfield@ded.mo.gov

St. Charles County

212 Turner Blvd.
St. Peters, MO 63376-1079
636-278-1360
636-278-1843 (Fax)
stcharles@ded.mo.gov

St. Joseph

301 South Seventh Street
St. Joseph, MO 64501-2284
816-387-2380
816-387-2029 (Fax)
stjoseph@ded.mo.gov

St. Louis Central

4811 Delmar Boulevard
St. Louis, MO 63108-1732
314-877-0916
314-877-0931 (Fax)
stlouiscentral@ded.mo.gov

St. Louis Cty. Deer Creek

3256 Laclede Station Road, Ste. 103
St. Louis, MO 63143-3753
314-877-0001
314-877-0022 (Fax)
stlouiscountydeercreek@ded.mo.gov

St. Louis County N. Oaks

26B North Oaks
St. Louis, MO 63121-2911
314-381-6700
314-381-7247 (Fax)
vernon_square@ded.mo.gov

St. Louis County South

7545 S. Lindbergh Blvd., Ste. 140
St. Louis, MO 63125-4839
314-416-2917
314-416-2915 (Fax)
stlouiscountysouth@ded.mo.gov

St. Louis-SLATE

1017 Olive St., Ste. 13
St. Louis, MO 63101-2022
314-589-8000
314-231-7923 (Fax)
info@stlworks.com

Warrensburg

1034 South McGuire St., Ste. C
Warrensburg, MO 64093
660-429-2504
660-429-2570 (Fax)
warrensburg@ded.mo.gov

Warrenton

111 Steinhagen Rd.
Warrenton, MO 63383-2103
636-456-9467
636-456-2329 (Fax)
warrenton@ded.mo.gov

Washington

1108 Washington Square Shopping Ctr.
Washington, MO 63090-5304
636-239-6703
636-239-0329 (Fax)
washington@ded.mo.gov

West Plains

3417 Division Drive, Ste. 1
West Plains, MO 65775-5789
417-256-3158
417-256-8059 (Fax)
westplains@ded.mo.gov



MISSOURI Career Center

Where talent and opportunities meet

EDUCATIONAL OPPORTUNITY CENTERS

Educational Opportunity Centers help people match their interests and strengths with appropriate college majors and career opportunities. The Higher Education Center of St. Louis and the U.S. Department of Education sponsor the Educational Opportunity Center. Services are provided free of charge. Anyone may use the Center's services.

Individuals wanting to further their education can get help in:

- Career exploration
- Interest inventory testing
- College and vocational/technical school selection
- One-on-one educational counseling
- Financial aid application assistance
- Admissions application assistance
- Choosing a right course of study
- Helping build self-confidence
- Student loan default remedies

Educational Opportunity Centers are located throughout Missouri and three full-time locations in Illinois and Kansas.

Illinois

Alton

651 E Broadway
Alton, IL 62002
618-465-5124

Belleville

110 N High, Ste 1
Belleville, IL 62220
618-235-1776

East St. Louis

East St. Louis Higher Educ. Campus
Building B, Second Floor, Suite 2079
601 James R. Thompson Boulevard
East St. Louis, IL 62201-3027
618-271-2643

Missouri

Crowder College

601 Laclede Ave.
Neosho, MO 64850
417-455-5608 or 866-822-1362

Forest Park

4495 Forest Park Ave.
St. Louis, MO 63108
314-535-6670

Kansas City

3100 Main Street, Ste. 100
Kansas City, MO 64111
816-759-4400

Midtown St. Louis

1408 N. Kingshighway, Suite 107
St. Louis, MO 63113
314-367-8100

Northside St. Louis

13 North Oaks Plaza
Natural Bridge at Lucas & Hunt
St. Louis, MO 63121-2911
314-385-4005

Southside St. Louis

4644 Gravois Ave.
St. Louis, MO 63116-2446
314-352-4113

Westside

3350 N. Broadway, Ste. 219
St. Louis, MO 63147-2300
(314) 389-0213

Kansas

Kansas City

Gateway Tower II
4th and State Avenue, Ste. 105
Kansas City, KS 66101
888-320-4097 or (913) 709-6906

Lawrence

The University of Kansas
1122 W. Campus Road
Joseph R. Pearson Hall, Room 305
Lawrence, KS 66045
888-320-4097

VOCATIONAL REHABILITATION CENTERS

What is Vocational Rehabilitation?

It is a program that helps persons with a physical or mental impediment obtain employment.

Eligibility

If you answer “yes” to each of the following questions, you may be eligible for vocational rehabilitation services.

- Do you have a physical or mental impairment?
- Does your impairment make it difficult for you to be employed?
- Can Vocational Rehabilitation services assist you in returning to employment?

Where to apply?

Contact the nearest Vocational Rehabilitation Center or write to the following address:

Coordinator

Vocational Rehabilitation

3024 Dupont Circle.

Jefferson City, MO 65109

573-751-3251

<http://vr.dese.mo.gov>

What services may be provided?

- Vocational guidance.
- A doctor’s examination to evaluate the extent of your disability.
- Medical and hospital care to reduce your disability so that you can work.
- Such items as artificial arms and legs, braces, wheelchairs or hearing aids to increase your ability to work.
- Job training. This may include college education, commercial or trade school, or on-the-job training.
- Work evaluation and adjustment.
- Transportation allowance while you are receiving medical treatment or job training arranged by your counselor.
- An allowance sufficient for noon meals if you receive job training in your home community.
- The cost of room and board if you are receiving job training away from your home community.
- Equipment that you will need when you are ready to go to work (including tools and a license if you need one).
- Help in finding a job.
- Help in solving problems that you may run into on the job.

A specialized service is the Rehabilitation Services for the Blind (RSB). RSB is a vocational rehabilitation service provided by the Missouri Department of Social Services, which offers people who are blind and visually impaired services and training leading to success in employment.

If you are interested in the services offered by Rehabilitation Services for the Blind, please visit the website at:

www.dss.mo.gov/fsd/rsb/vr.htm, call toll free at 1-800-592-6004, or send an e-mail to Michael.L.Merrick@dss.mo.gov

VOCATIONAL REHABILITATION CENTERS

Cape Girardeau

PO Box 1087
3102 Blattner Drive, Ste. 103
Cape Girardeau, MO 63702
573-290-5788; 877-702-9883
TDD: 573-290-5385; Fax: 573-290-5921

Chillicothe

603 West Mohawk
Chillicothe, MO 64601-3919
660-646-1542; 866-572-4049
Fax: 660-646-9741

Columbia

1500 Vandiver Dr., Ste. 111
Columbia, MO 65202-1563
573-882-9110; 877-222-8961
Fax: 573-884-5250; TDD: 573-882-9117

Farmington

PO Box 230
901 Progress Drive
Farmington, MO 63640-9157
573-218-6100; 800-640-7110
Fax: 573-218-6107; TDD: 573-218-6119

Hannibal

112 Jaycee Drive
Hannibal, MO 63401-2275
573-248-2410; 877-222-8960
Fax: 573-248-2409

Jefferson City

1500A Southridge Dr.
Jefferson City, MO 65109-1135
573-751-2343; Fax: 573-526-4474

Joplin

801 E. 15th Street
Joplin, MO 64804-0922
417-629-3067; 877-222-8964
Fax: 417-629-3148

Kansas City Downtown

615 East 13th St.
KC State Building Room G-3
Kansas City, MO 64106-2870
816-889-2581; Fax: 816-889-2586

Kansas City East

243 NW Executive Way
Lee's Summit, MO 64063
816-622-0600; Fax: 816-662-0610

Kansas City North

310 NW Englewood, Ste. 300
Gladstone, MO 64118-0040
816-467-7900; 877-270-0198
Fax: 816-467-7924; TDD: 816-270-0201

Kansas City Transition

243 NW Executive Way
Lee's Summit, MO 64063
816-622-0611; Fax: 816-622-0618

Kirksville

1412 North Osteopathy, Ste. B
Kirksville, MO 63501-3581
660-785-2550; 877-222-8962
Fax: 660-785-2552

Nevada

621 East Highland, Ste. 2
Nevada, MO 64772-3971
417-448-1332; 800-598-3471
Fax: 417-448-1351

Poplar Bluff

1903 Northwood Drive, Ste. 3
Poplar Bluff, MO 63901
573-840-9550; 800-281-9894
Fax: 573-840-9551

Rolla

PO Box 550
1101 W. Kingshighway
Rolla, MO 65401-0550
573-368-2266; 800-890-2867
Fax: 573-368-2382

Sedalia

2115 W. Broadway
Sedalia, MO 65301-2114
660-530-5560, 800-924-0419
Fax: 660-530-5567

St. Charles

3737 Harry S. Truman Blvd., Ste. 400
St. Charles, MO 63301-4052
636-940-3300; Fax: 636-940-3313

St. Joseph

State Office Building
525 Jules, Room 201
St. Joseph, MO 64501-1990
816-387-2280; 877-702-9876
Fax: 816-387-2089

St. Louis Downtown

220 S. Jefferson St., Ste. 110
St. Louis, MO 63103
314-877-2940; Fax: 314-877-2959

St. Louis North

4040 Seven Hills Road
Florissant, MO 63033
314-877-3200; Fax: 314-877-3201

St. Louis South

3248 Laclede Station Road
St. Louis, MO 63143
314-877-1900; 877-222-8968
Fax: 314-877-1920

St. Louis West

9900 Page Ave., Ste. 104
St. Louis, MO 63132
314-877-1500; Fax: 314-877-1530
TDD: 314-877-1524

Springfield North

613 East Kearney
Springfield, MO 65803
417-895-5863; 877-222-8965
Fax: 417-895-5869; TDD: 417-895-7934

Springfield South

1735 West Catalpa, Ste. C
Springfield, MO 65807
417-895-5720; 877-222-8967
Fax: 417-895-5725

West Plains

3417 Division Dr., Ste. 2
West Plains, MO 65775
417-256-8294; 877-222-8959
Fax: 417-256-8479