

## **FREDERICK COUNTY WORKFORCE SERVICES**

5340 Spectrum Drive, Suite A, Frederick, MD 21703

Tel. 301-600-2255 ~~ Fax. 301-600-2906 ~~ TTY. 301-600-1862

Hours: Monday-Thursday: 8:00am – 6:00pm and Friday: 8:00am – 4:00pm

[www.frederickworks.com](http://www.frederickworks.com) ~~~ [www.mwejobs.com](http://www.mwejobs.com)

### **FREQUENTLY ASKED QUESTIONS**

#### **1) I've never been here before, I've just lost my job or I need to change careers, where do I begin?**

You are in the right place! This is an opportunity for you to make a good decision that will affect the rest of your life, and everything you need to make that decision is here. The first steps are to enroll in the Maryland Workforce Exchange (MWE) at [www.mwejobs.com](http://www.mwejobs.com), and sign up for an orientation.

#### **2) Why do I need to enroll in the MWE?**

Enrolling in the MWE creates your profile as a job seeker, and allows you to take advantage of many resources. An active job seeker enrolled in MWE will have access to job opportunities, the ability to apply to those jobs, and participate in FCWS workshops and seminars. When your profile is active, employers can search your résumé when seeking candidates.

#### **3) Why do I need to attend Orientation to meet with a Career Specialist?**

FCWS orientation provides a comprehensive overview of resources offered at the Business and Employment Center (BEC). Attending orientation permits you the opportunity to decide what assistance you need and how you can benefit from the FCWS programs. Meeting with a Career Specialist will streamline your job search and direct you to the next step.

#### **4) Where are the jobs? I was told you can get me a job.**

The FCWS has many resources to help you find a job, including the MWE, workshops and seminars, handouts, guidebooks and listings on open employer positions. The FCWS website, [www.frederickworks.com](http://www.frederickworks.com), updates jobs in and around Frederick hourly, and the Fort Detrick Employment Guide features current job openings on Ft. Detrick campus. Subscribe to our weekly "Hot Jobs" emails, and "Ask the Career Coach" blog for a variety of job search topics. FCWS hosts job search related events, like career fairs and recruiting events. Check the white board in the reception area, our events calendar, our website, and in the resource lab for more information.

#### **5) Where can I find out if jobs are available at .....?**

Telephone books and internet access are available here in our center for you to find employers' information in order to contact them for open positions. You can also find employer information at [www.frederickworks.com](http://www.frederickworks.com) and the Office of Economic Development website, [www.discoverfrederickmd.com](http://www.discoverfrederickmd.com).

#### **6) How can I get money for training?**

FCWS may have scholarships available for employment training. There are eligibility requirements and each situation is unique, therefore you will need to meet with a Career Specialist to determine your eligibility. First, enroll in the MWE and complete the résumé section. Second, attend an orientation at FCWS. There you will have an opportunity to schedule a meeting with the Career Specialist to talk about training opportunities, and whether or not you qualify for scholarships.

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#### **7) How can I apply for a federal job? How can I reach a live person to talk to about federal jobs?**

You will want to use [www.usajobs.gov](http://www.usajobs.gov), Fort Detrick Employment Guide at [www.frederickworks.com](http://www.frederickworks.com), and individual federal departments' websites for job opportunities. Federal job advertisements have a point of contact to answer your questions. You may also attend the "How to Get a Federal Job" workshop at FCWS.

#### **8) Can you write or help me write my Knowledge, Skills, Abilities (KSAs)?**

A staff member can give you the resources to complete your KSA statements, but is not able to write them for you. FCWS offers "How to Get a Federal Job" seminar which addresses this topic and gives additional information about completing the KSA. You may also choose to view [www.resume-place.com/ksa\\_builder/template/](http://www.resume-place.com/ksa_builder/template/) for further assistance. Note that many resources at this site are free, but there is a fee for KSA review.

#### **9) How can I get a job at Frederick County Workforce Services (FCWS)?**

If positions are available at FCWS, they are posted on the Maryland Workforce Exchange ([www.mwejobs.com](http://www.mwejobs.com)), Frederick County Government ([www.frederickcountymd.gov](http://www.frederickcountymd.gov)) and FCWS ([www.frederickworks.com](http://www.frederickworks.com)). If it is a State position, it will also be posted at [www.dbm.maryland.gov](http://www.dbm.maryland.gov), click "job seekers" tab. You will want to check the websites on a regular basis.

#### **10) How do I search for part time or work at home opportunities?**

The process is the same as searching for full time employment: résumé, skills, and interview preparation. Using keywords such as "part-time", "work at home", "telecommute", and "home-based" will be useful in your keyword search. There are very few websites that list part time or work at home positions. The Maryland Workforce Exchange ([www.mwejobs.com](http://www.mwejobs.com)) and Craig's List ([www.craigslist.org](http://www.craigslist.org)) may be resources for part-time opportunities. Be aware that most work at home advertisements are scams.

#### **11) How do I apply for a job online?**

Filling out an online application is a lengthy process that will require your concentrated attention. Be prepared to spend at least 30-60 minutes completing the application. Read the information and follow directions closely. You may be required to complete additional sections (questionnaires, skills tests, etc.) as part of the application process. You will want to have your résumé or work history that includes work dates and employers' contact information on hand when you begin the application. Most online applications require a current email address.

#### **12) How do I create an email account?**

There are several free email service providers like Hotmail ([www.hotmail.com](http://www.hotmail.com)), Yahoo ([www.yahoo.com](http://www.yahoo.com)), and Gmail ([www.gmail.com](http://www.gmail.com)). You can reach a website on the internet and follow the instructions to set up an email account. For more information, attend Email 101. Be sure to write down your new email address and password.

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#### **13) Do you have samples of résumés for college students or high school graduates who have never worked before?**

Attending our Résumés and Applications workshop will give you up-to-date information on résumé writing. We have a resource library with many résumé writing books and samples. You may want to check out some of these websites that offer samples:

Youth Services section: [www.frederickworks.com](http://www.frederickworks.com)

Adventures in Education: [www.aie.org/finding\\_a\\_career/](http://www.aie.org/finding_a_career/)

About.com: <http://jobsearch.about.com/od/teenstudentgrad/a/studentresume.htm>

[www.jobweb.com](http://www.jobweb.com): click on students tab

College Central: [www.collegecentral.com/Resumes.cfm](http://www.collegecentral.com/Resumes.cfm)

#### **14) What do I put down on my job application if I never worked before?**

You can use volunteer, household, school projects, and childcare activities as well as expanding on your education by describing your relevant course work. Completing the Employment History Worksheet and researching O\*Net and WinWay Résumés will help you to define your experiences. Attend our résumé seminar for more tips.

#### **15) How do I explain to an employer why I was fired from my job?**

You always want to take a negative and make it into a positive. Career expert and author, Joyce Lain Kennedy, offers suggestions to this question at:

<http://jobsearch.about.com/od/interviewquestionsanswers/a/interviewfired.htm>

#### **16) Are there any jobs available for ex-offenders?**

While it is a challenge, there are opportunities. You may want to consider being bonded. A Career Specialist can offer you a letter of eligibility for bonding that you can share with employers. You must be enrolled in the MWE and have entered your work history. You can pick up a federal bonding form at the Resource Desk. Complete it and return the form to the designated Career Specialist.

#### **17) I have limited reading and writing ability. Can someone at FCWS help me fill out my job application?**

You may contact Frederick County Adult Education regarding adult literacy programs. You may also bring a friend or relative with you to Frederick County Workforce Services to assist you with completing applications, etc. Resource desk staff assistance is available dependent on resource room level of activity.

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**18) Are there resources available to help me to get my GED and work at night?**

Yes, there are. You can contact Frederick County Adult Education, 240-236-8450, to register for GED classes. To look for work, enroll in and search for jobs on MWE.

**19) I don't know how to use a computer/I'm not very comfortable using the computer, where do I begin?**

Start with our monthly computer seminar, "Computers for Scaredy Cats", which will help you "conquer computers by learning the basics at an easy pace, without fear!" Then move on to Introduction to Computers and Windows. This seminar features an overview of the basics including terminology, parts of the computer, and how to use Windows.

**20) Is there someone who can look over my résumé?**

There is professional staff at FCWS who can review your résumé. Ask the resource desk staff for details. FCWS offers Résumé Doctor, Résumés and Applications seminar, and Résumé Clinic.

**21) What's the best time to be here for a computer class?**

You will want to arrive 30 minutes early for computer classes. There are 9 seats available. An admission ticket will be issued upon your sign-in at the FCWS front desk, and the classes are first come, first serve. Once the tickets are issued, the class is closed. If you don't receive a ticket, you may take advantage of the many tutorials found in our resource lab.

**22) Is there another room where I can take telephone calls from employers or use for a scheduled telephone interview?**

There are other telephones located in the Center that may be used for telephone interviews. They are available if the area is not being used for other purposes. See the resource desk staff person to check on availability.

**23) I can't get through to UI, now what do I do?**

If you receive a busy signal, continue to call until you are entered into the queue. Please remember the Call Center is extremely busy, but if you remain patient AND on the line, your call will be answered. Remain in the queue until you reach a representative who will be able to help you. Call hours are Monday-Friday, 7:30 am to 4:00 pm. You may call 877-293-4125 or 301-723-2000. Claims may be files online at

<http://www.dllr.state.md.us/employment/unemployment.shtml>.