



# Focus/Assist – Part 2

*Assisting Job Seekers & Staff Access to Focus/Career-Explorer  
Workforce Edition through v3.30*

*Triage and Customer Engagement*

*...a Dynamic Back-Office Solution*



# Focus/Assist – Triage and Customer Engagement

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*Workforce Edition v3.30 Focus Suite – This document is updated periodically as new features are added.*

## **Section 1: Introducing the Focus Suite**

Whether you're new to the Focus suite or transitioning from an earlier version, Burning Glass welcomes you to its new v.3 platform, designed to provide greater flexibility and time savings for workforce staff. The expanding menu of features – both new and redesigned – has been built in collaboration with workforce clients across the United States. Many once-custom features have become standard, while other once-standard features are now client-configurable, providing various options for workforce agencies to manage their business practices, which may differ slightly or significantly from one state to the next. No matter where your agency falls across the business-practice spectrum, Focus continues to support the overarching policy framework for US Department of Labor programs.

***As public workforce staff, you will be using the Focus/Assist “back-office” application, which allows you to:***

- Assist and manage job seekers, and triage those who may have issues associated with their resumes, job search, or use of the services available to them in Focus/Career-Explorer. You also may create job seeker accounts and resumes for full-service customers, send messages, manage lists, assign activities, set follow-ups, post notes/reminders to records, resolve issues, and access job seeker accounts and profiles.
- Assist and manage employers/businesses, and triage those who may have issues associated with their job postings, candidate searches, or use of the services available to them in Focus/Talent. You also may create employer accounts and job postings for full-service customers; send messages; assign activities; set follow-ups, post notes/reminders to records; resolve issues; access employer accounts; and access profiles for job orders, employers/companies, and hiring managers.
- View or manage approval queues for employer accounts, job postings, and referrals requests – based on your agency's assignment of roles and permissions.
- Create ad hoc reports on the customers you serve – based on your agency's assignment of roles and permission.

In a typical workforce deployment, your Focus suite includes six, fully integrated applications that support your labor exchange – job seekers, employers, and the workforce/partner staff that provide services to these customers. For job seekers, Career and Explorer display as a single self-service application, while Talent – also self-service – houses all employer functionality. Staff shares Assist and Reports, with Reports accessible under a single tab. Driven by artificial intelligence, the Lens job-matching engine delivers search-and-match functionality between resumes and job postings, ranking matches from 0 to 5 stars. The suite feeds information to your case-management and federal reporting system via APIs mapped to the appropriate fields.



## Section 2: What this Training Guide Covers

When assisting job seekers, staff will work from Focus/Assist to accomplish all staff-assisted functions and activities. While this guide covers only the functionality staff use to with its job seeker customer population, it also includes full coverage of the Focus/Career and Explorer applications, as accessed and viewed in the staff-assisted mode – similar to a “remote into” mode to customer accounts. Also covered are Focus/Reports, as related to job seeker reporting, which resides within the Focus/Assist application. Below are snapshots for the applications and targeted sections included in this guide.

Focus/Assist™

Staff

*On arrival, staff signs in with username & password, or request password help that delivers directly to their Outlook inboxes & requires a password change.*

Staff Dashboard

*After sign-in, staff assigned to work in multiple offices is required to select the office where they will begin working. When arriving at the Dashboard, staff will find updates on items pending in approval queues & fast-click icons to saved ad hoc reports.*

Assist Job Seekers

*In Assist Job Seekers, staff finds & triages job seekers, resolves job seeker issues; creates new or accesses job seeker accounts; assigns job seekers to staff; assign activities; email or add seekers to lists; & add notes, reminders & follow-ups for staff or job seekers.*

Approval Queues

*In Approval Queues, staff with appropriate permissions will approve job seeker referral requests. All queues can be managed independently with permissions centralized or distributed across offices.*

Account Settings

*All staff may access Account Settings to change passwords, update contact information, set queue alerts, & manage saved searches & custom messages.*

**Focus/Career™  
Job Seekers**

*On arrival, options include new account registration, sign-in for returning customers, password help, and limited search without registering, & access to career exploration tools.*

**Account Registration**

*Job seeker provides username, password, optional SSN, & security Q&A. If no SSN is given, additional info is captured. Accepting the client-specified Terms of Use is required. Career filters and flags inappropriate email addresses to staff.*

**Home Page**

*Home page offers access to all Career and Explorer options, links to up to 5 resumes, bookmarks, & displays of job matches to saved searches, matches recently sent, matches recently viewed, & jobs to which seeker has been referred.*

**Account Settings**

*Job seeker can change username, password, email, & security Q&A.*

**Resume Builder**

*Allows job seeker to upload, paste, or create resumes using questionnaire-based wizard; captures work history, education, add-ins, customer demographics, & hiring preferences; & auto-generates a summary for resumes. Resume format, emphasis, hide, email, & download features also are provided.*

**Job Search/Match**

*Career allows seeker to locate jobs with a wide array of search options, to save searches for job alerts by email, & to clone jobs with similar requirements.*

**Gap Analysis**

*Job seeker can evaluate resume against the specialized, software, & foundation skills typically required by employers to identify gaps in their skills, education, & experience. Various features provide options to enhance resumes & search results.*

**Focus/Explorer™**

**Job Seekers**

*Explorer shares a common Home page with Career, allowing job seekers to build labor market intelligence while pivoting between exploration & job-search/resume-building features in a single account. Together, Career-Explorer provides a self-service base to manage their career trajectory & interface with workforce staff & services as needed.*

**Explore My Career & Internship Options**

*To swim the ocean of career possibilities, job seekers or students without a clearly defined path can find a wealth of valuable information on in-demand jobs, internships, employers, skills, degrees, & certificates statewide & by major metropolitan areas. Hiring and salary trends, experience and educational requirements, certificates & licensing, necessary skills, & common career paths all display in convenient light boxes, allowing users to bookmark items for future reference or email interesting information to themselves or friends.*

**Research Programs of Study, Careers & Employers**

*Target research options and explore programs of study, specific careers, and employers in statewide and MSA displays. Drill down on data to view & bookmark descriptions of job titles, skills, degrees & certificates, & employers as they relate to career planning & trajectories.*

**See Where My Experience Can Take Me**

*Excellent features for career changers, labor market re-entrants, and returning service members who wish to investigate how their transferable relate to the civilian labor market. Throughout Career-Explorer, users can pivot to job search results to view what today's labor market holds.*

**Focus/Reports™**

**Staff**

*Focus/Reports displays within the Focus/Assist application and is available at sign-in. All reports use faceted search technology so users can build ad hoc reports from various criteria panels to create reports in table or bar chart presentations.*

**Job Seeker Reports**

*Criteria panels include job seeker status, characteristics, & qualifications; veterans status; occupation & salary; keywords & contexts, resume, job seeker summary and activity log items; referral outcomes; & location & time periods.*

### Section 3: Who Are Focus/Assist Users?

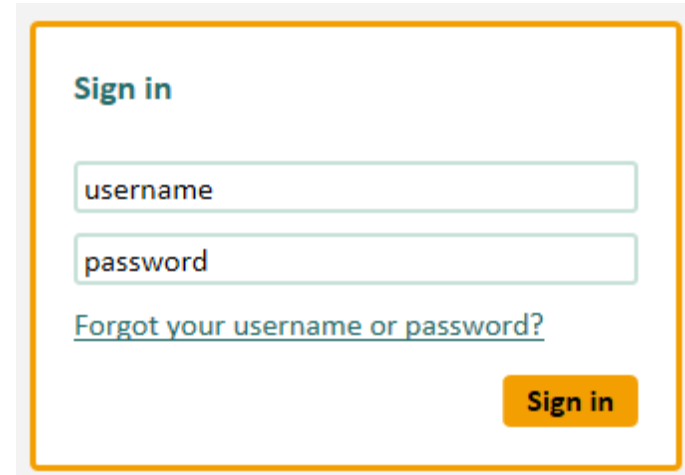
How workforce staff functions in the Focus suite will vary from one agency to the next. Depending on decisions that management makes on workflows and how they are implemented, feature access can be either centralized or distributed across field offices. How staff permissions are assigned and managed within your agency hierarchy will be set by agency or IT enterprise policies. To handle these varied needs, the Focus/Assist application includes flexible application security and staff permissions features spread across four broad user roles and a wide range of functional permissions that can be assigned in many combinations. From the broadest perspective, Focus divides its role structure as follows:

- **Staff-users:** Most staff using Focus/Assist will hold a staff-user role, but permissions may vary. The permissions assigned to any staff-user will apply to all offices where the staff-user is assigned to handle work, including those given statewide permissions. View-only permissions are available for all functions involving public-facing customers, allowing agencies to limit access while staff is being trained or when staff only needs information access to assist customers. Usual feature access for staff-users falls within: *Manage Job Seekers*, *Manage Employers* (and job orders), *Manage Approval Queues*, and *Reports* – with flexible choices within each permission group.
- **Manager-users:** Manager-users represent individuals in the agency supervisory and managerial hierarchy. As with staff-users, location assignments and functional permissions can vary. In most settings, it may be useful to permit the manager-user role for at least two individuals to ensure appropriate back-up and coverage during absences. The functional difference between a staff-user and a manager-user permission in Focus/Assist is the view of all staff and assignments, assigned to the office/s to which the manager-user is assigned.
- **System Administrators:** Typically, Level 1 help desk staff and some workforce program managers will be system administrators. They will coordinate with managers on business practices, workflow settings, and system defaults to support decisions on how the Focus suite will operate for the business environment. System Admins may also control some features that hidden from staff- and manager-users, such as blocking/unblocking customer accounts if the Focus suite's Terms of Use are violated. Normally, these actions would be policy-driven and subject to administrative or legal consultation or decision. Usual feature access for System Admins includes: *Set system defaults*, *Message templates*, *Manage Activities*, and *Home Page Announcements*.
- **Account Administrators:** Security for application access and permission assignment resides in the Focus features for *Managing Offices* and *Managing Staff*. Account administrators can create other account admins and must assign all system administrators, manager-users, and staff-users. In circumstances where AA and SA functional responsibilities may overlap, permissions can be shared. It is also possible for individuals to hold both the AA and SA role, based on client-level discretion or IT enterprise requirements.

## Section 4: Welcome to Focus/Assist

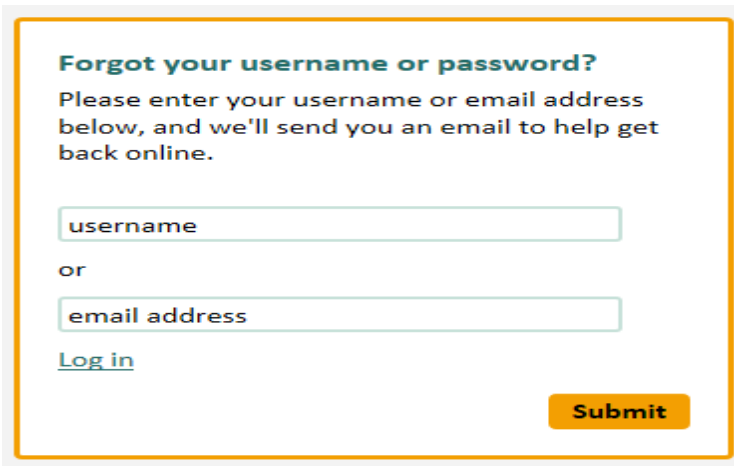
To sign into Focus/Assist, a username/email and password are required. In most workforce deployments, staff usernames are their business email addresses and passwords are their personal choice. In deployments with a single-sign-on feature, the sign-in process and credential requirements may vary. Your trainers will advise on any custom features.

**Prior to your first sign-in**, your staff account will be created, either by an Account Administrator or through migration of staff data from your legacy or donor system. Focus/Assist will send an email to your inbox that includes a system-generated password. You will also receive the URL for your staff application, likely in a separate email. Click the URL link to launch your browser. When Focus/Assist opens, a credentials light box will display as show (at right). Enter your username and the system-generated password you received. Click the Sign in button.



The image shows a 'Sign in' form with a title 'Sign in' in blue. Below the title are two input fields: 'username' and 'password'. Under the 'password' field is a blue link that says 'Forgot your username or password?'. At the bottom right of the form is a yellow 'Sign in' button.

**Note:** If Focus/Assist does **NOT** accept your sign-in credentials, reconfirm that you have entered them correctly and try again. If your manager, trainer, or IT team has provided first-time, sign-in instructions, follow those instructions.



The image shows a 'Forgot your username or password?' form. The title is 'Forgot your username or password?'. Below the title is the text: 'Please enter your username or email address below, and we'll send you an email to help get back online.' There are two input fields: 'username' and 'email address'. Between the two fields is the word 'or'. Below the 'email address' field is a blue link that says 'Log in'. At the bottom right of the form is a yellow 'Submit' button.

**If you forget your sign-in credentials in the future**, Focus offers a simple password help function. Click “Forgot your username or password?” and the light box (at left) will display. Enter your username and click the Submit button. Focus/Assist will send you another system-generated password by email. Check your junk mail folder if the email does not come to your inbox. With Focus, you need not call security staff or the help desk team for a password reset, unless your deployment has been configured to remove the help feature.



**The Welcome to Focus/Assist light box** will include the information and instructions your agency has specified, but will look similar to the display below. Be sure to write down your help desk contact information (telephone and email) for quick reference, as needed. Note also that if you are unable to access a feature or area of the Focus/Assist application that is critical to your work, contact your manager first about the permissions that have been assigned to you. Workforce agencies manage staff permissions using various protocols, but often, help desk staff is unable to change staff permissions. Your manager may need to submit a formal request to Security staff, who may track all permission assignments and changes for audit purposes.

**Welcome to Focus/Assist**

Please click the appropriate tab above to assist customers. Your security permissions control your access to the Approval Queues tab where queues for both job seeker and employer accounts are located. The Reports tab will be available in a future Focus/Assist version, and the Management tab is used only by security staff.

If you have problems navigating the site, please contact Support at +1 (617) 227 4875 or [support@burning-glass.com](mailto:support@burning-glass.com). If you do not have appropriate security permissions, please consult with your office manager to verify your access before contacting the Support team.

Please confirm which office you are currently working at?

### Choosing Your Office

Focus/Assist supports staff working in one office, multiple offices, or offices statewide. Your location assignments will be set by your manager and scripted into the permissions tied to your Staff Identification record. If you are assigned to work in multiple offices or offices statewide, Focus/Assist will require you select the office where you will be working. The selection feature at the left will not display if you are assigned to only one office.

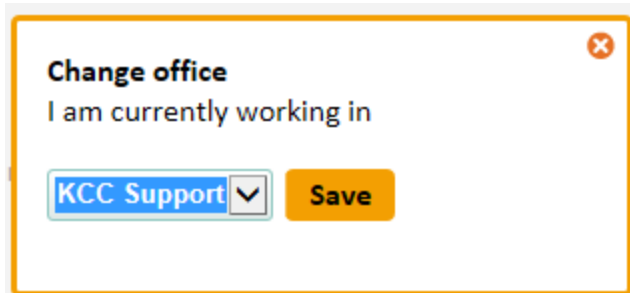
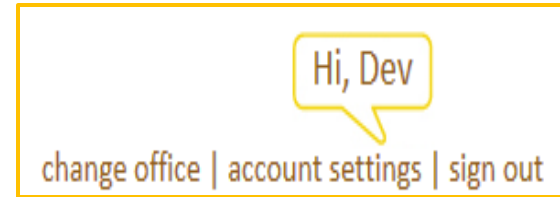
### What Your Office Selection Means

Most importantly, the office you select – at any time you’re working in Focus/Assist – is where your work will be credited for all activities that apply to your agency’s federal reporting to USDOL. Many of these activities are automated, requiring you to take no action other than deliver the appropriate service to employer or job seeker customers. Some activities will be available for you to select against a job seeker or an employer record – these also will be credited to the office location you selected.

Your personal location selection also allows you to view the job seeker and employer/job order records that are assigned to each location by using filters on the Assist Job Seekers and Assist Employer tabs. These records are ZIP-code assigned to offices, based on the ZIP codes your agency has designated as their service areas. If you work only in one office, your record views and filters will be set to display only the customers tied to your office’s service area, but you will always be able to search statewide for any job seeker or job order you need to access.

## Changing Your Office Selection

When you need to change offices, it's not necessary to sign out and sign in again to select a different location. At the top right corner of your Focus/Assist page, several hyperlinks display to you no matter where in the application you may be working. Click the "change office" hyperlink (shown at right) and the selection feature will display with a drop-down of your available offices.



The menu of your assigned office selections will populate the drop-down below, allowing you to select the office change you need to make. Select and save - simple enough!

## Other Account Settings

Also at easy access are "account settings," which may vary depending on the features your agency's deployment or integration allows. The standard Focus/Assist features allow you to change your password; update your contact information; manage any saved messages you create to communicate with customers; manage any saved searches you create to routinely scan for matches; and to set up email alerts from Focus/Assist to notify you where items are in the approval queues, needing your attention. Not all staff will have permissions to manage approval queues, but if these are among your assignment – or if you are working in multiple non-Focus applications every day – the alerts can help you manage your time and assignments effectively.

The most likely account settings that could be affected by your agency's integration are Change Password and Update Contact Information. For instance, if a single-sign-on is deployed and you are signing into a portal with several non-Focus applications available to you, it's possible that all staff sign-ins and credentials will be managed in a different application. In this scenario, your agency may disable these features in Focus/Assist and direct staff to change credentials and update their contact information in the portal location that provides access to all applications. This also may redirect the location of the regular Password Help feature, but your integration will still provide these abilities to you. For now, however, let's look at the Focus/Assist features that are standard. After clicking "account settings," you will see the display below.

CHANGE PASSWORD | UPDATE CONTACT INFORMATION | MANAGE SAVED MESSAGES | MANAGE SAVED SEARCHES | EMAIL ALERTS

## Account settings

### Change password \* *required fields*

Note: Passwords are case-sensitive.

Current password *	<input type="text"/>
New password *	<input type="text"/>
Retype new password *	<input type="text"/>

## Change Password

At the left, the change password feature is case-sensitive. It also requires you to enter your current password, provide a new password, and then re-enter it for verification.

Burning Glass recommends that you change your password regularly or to adhere to any change frequency your agency requires for application security measures.

## Update Contact Information

The contact information that staff is allowed to manage/change may also be subject to your agency's specifications.

All required fields are marked with an asterisk, but these also are subject to specifications for the Focus deployment in your state. Burning Glass sets defaults for State and Country configured for your location.

**Always save changes you make.** A save button does display on this page but is not shown in the screen clip at right.

### Account settings

Update my contact information \* *required fields*

First name *	<input type="text" value="Dev"/>
Last name *	<input type="text" value="Client DO NOT ASSIGN"/>
Middle initial	<input type="text"/>
Personal title *	<input type="text" value="Mr"/>
Job title	<input type="text" value="Tester for Test Ltd"/>
Address *	<input type="text"/>
ZIP or postal code *	<input type="text"/>
City *	<input type="text"/>
State *	<input type="text" value="- select state -"/>
County *	<input type="text" value="- select county -"/>
Country *	<input type="text" value="- select country -"/>
Phone number *	<input type="text" value="( ) - - -"/> extension <input type="text" value="landline"/>
Alternate phone number 1	<input type="text" value="( ) - - -"/> landline
Alternate phone number 2	<input type="text" value="( ) - - -"/> landline
Email address *	<input type="text" value="client@Employee.com"/>

## Saved messages

When working in Focus/Assist, messaging to customers is provided for three tiers: 1) individuals staff messages, 2) agency-specified standard messages, and 3) home page announcements, which also are agency-specified but controlled by permission. Opportunities to create individual staff messages will display to you throughout Focus/Assist, allowing you to create, save, and manage your custom correspondence with job seekers and employers. When saved, your custom messages populate the drop-down at the right, allowing you to retain and edit messages for both customer groups. Simply select the radio button for job seekers or employers to engage the correct drop-down.

Select the message you wish to edit. The message you saved will display in the text box for you to revise as needed. Be sure to save your changes. Both a Save and a Delete button display with this feature but are not shown in the screen clip at right.

**Account settings**  
**Saved messages**

Show saved messages for  job seeker  employer

- select saved message -

## Saved Searches

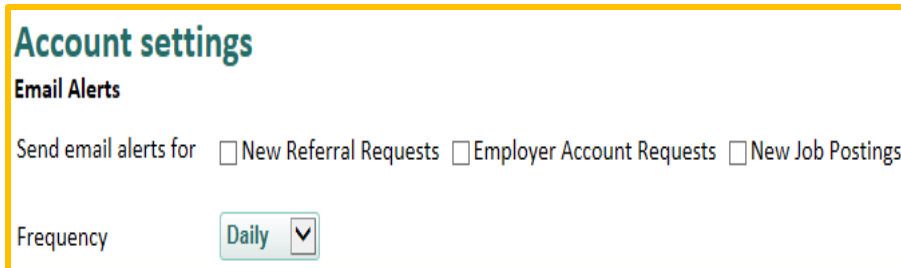
Managing saved searches is also performed from your account settings. In the sample below, a search for personnel managers was saved for a daily notification, specifying candidates with a Bachelor’s degree within 100 miles of a ZIP code. From this feature, you can view the current criteria. Clicking on the [job title](#) hyperlink returns you to the search criteria to adjust your search parameters. You also can edit the notification frequency (daily or monthly), view the alert status information, or delete the search.

**Account settings**  
**Saved searches**

1 results found      Display  records per page      Page : « Previous  of 1 Next »

Saved search name	Search criteria	Status	
<a href="#">Personnel Manager</a>	Keywords: personnel manger in ** FullResume ** Search within: 100 Miles Search zip: 40601 Education level(s): ** BachelorsDegree **	On, Daily, HTML	<a href="#">Edit notifications</a> <a href="#">Delete search</a>

## Email Alerts



The screenshot shows the 'Account settings' page with the 'Email Alerts' section highlighted by a yellow border. The section includes three checkboxes for 'Send email alerts for': 'New Referral Requests', 'Employer Account Requests', and 'New Job Postings'. Below these is a 'Frequency' dropdown menu currently set to 'Daily'.

Setting email alerts against new items arriving in the Focus/Assist approval queues requires a check mark for the queues you're assigned to attend, a selection for either daily or weekly frequencies, and a save for your setting (Save button is not shown in the screen clip). As a suggestion, staff users who are responsible to review and approve items in the queues may benefit most from daily alerts, since timely processing may be governed by agency

policy. Manager users may find weekly alerts more relevant as reminders for queue items that are pending for all staff in all offices assigned to them. At a minimum, manager users will need queue permissions on at least a View-only setting for any queue that is distributed to their offices.

## Section 5: Focus/Assist Staff Dashboard

The Focus/Assist staff dashboard provides a quick-reference center to keep you informed. No matter what your permissions may be, this page will display to you after signing in and selecting your work location. The work location selection will only display if you are assigned to handle work for multiple offices or statewide. Other items located on your dashboard are:

**All-Staff Messages:** Focus/Assist provides a feature so Account and System Administrators can send Home Page Announcements to all job seekers, all business customers, or all staff using the Focus/Suite. How this feature is used is at your agency's discretion, but a likely use would be to advise you when the system will be down for maintenance. You can read, keep, or dismiss any message that displays to you.

**Approval Queue Status:** New items awaiting staff review in each approval queue are shown on the dashboard. All totals are statewide. New items are provided since your last sign-in, and totals are flagged when they've been waiting multiple days for staff attention. If your deployment does not use approval queues, this information is suppressed.

**Daily Statistics:** Information on resumes (from Focus/Career-Explorer); job postings (from Focus/Talent); and job postings from spidered job feeds are provided for deployments that use these applications and feeds. This information is system-generated and will not display until your Focus deployment is live and information is available. When active, you will see:

- The number of searchable resumes and the number of searchable resumes added on the previous day;
- The number of searchable job postings and the number of searchable job postings that were added on the previous day; and
- The total number of spidered jobs coming from your job feed/s.

### The Staff Dashboard

The screenshot shows a dashboard with the following elements:

- Navigation Tabs:** dashboard (selected), assist job seekers, assist employers, approval queues, reporting, manage focus suite.
- Notification:** ✖ Offices will be closed December 24 and 25, 2015.
- Approval queue status:**
  - Job postings: 0 new posting(s) since last sign in | 181 flagged posting(s) waiting for review
  - Employer account requests: 0 new account(s) requests since last sign in | 139 account(s) request waiting more than 1 business day
  - Referral requests: 0 new request(s) since last sign in | 0 request(s) waiting more than 1 business day
- REPORTS:** Six report cards with bar charts and labels:
  - 3/6/2015 Employers-WebDriver
  - 3/6/2015 JobSeekers-WebDriver
  - 3/6/2015 JobOrders-WebDriver
  - 3/18/2015 Edited-JobOrders-
  - 3/18/2015 Employers-WebDriver
  - 3/18/2015 JobSeekers-WebDriver

## Section 6: Assist Job Seekers Tab

Delivering services and assistance to job seekers are primary labor-exchange responsibilities. While Focus/Assist addresses the traditional workforce service needs, it also steps beyond the classic model to offer you automated triage services for the job seekers you need to reach. This powerful information tool uses pre-defined, criteria-based issues to identify job-seeker behaviors; evaluate their system usage, resumes and skills sets; and assess problems for appropriate outreach and issue resolution.

The job seeker dashboard (shown below) consolidates feature access and assigns job seekers to office service areas based on their ZIP codes. When you access this tab, the table displays all job seekers, with and without issues, assigned to the offices where you work. A group of filters allows you to sort job seeker records in many combinations.

dashboard
assist job seekers
assist employers
approval queues
reporting
manage focus suite

JOB SEEKER DASHBOARD | [SEARCH JOB POSTINGS](#) | [SEND MESSAGES](#) | [MANAGE LISTS](#) Create new job seeker account

### Job seeker dashboard

Show All job seekers

For these offices My offices

Offices - select -

Issues With and without issues

Handled by - select -

Go

+ Find a job seeker

Action - select action - Go

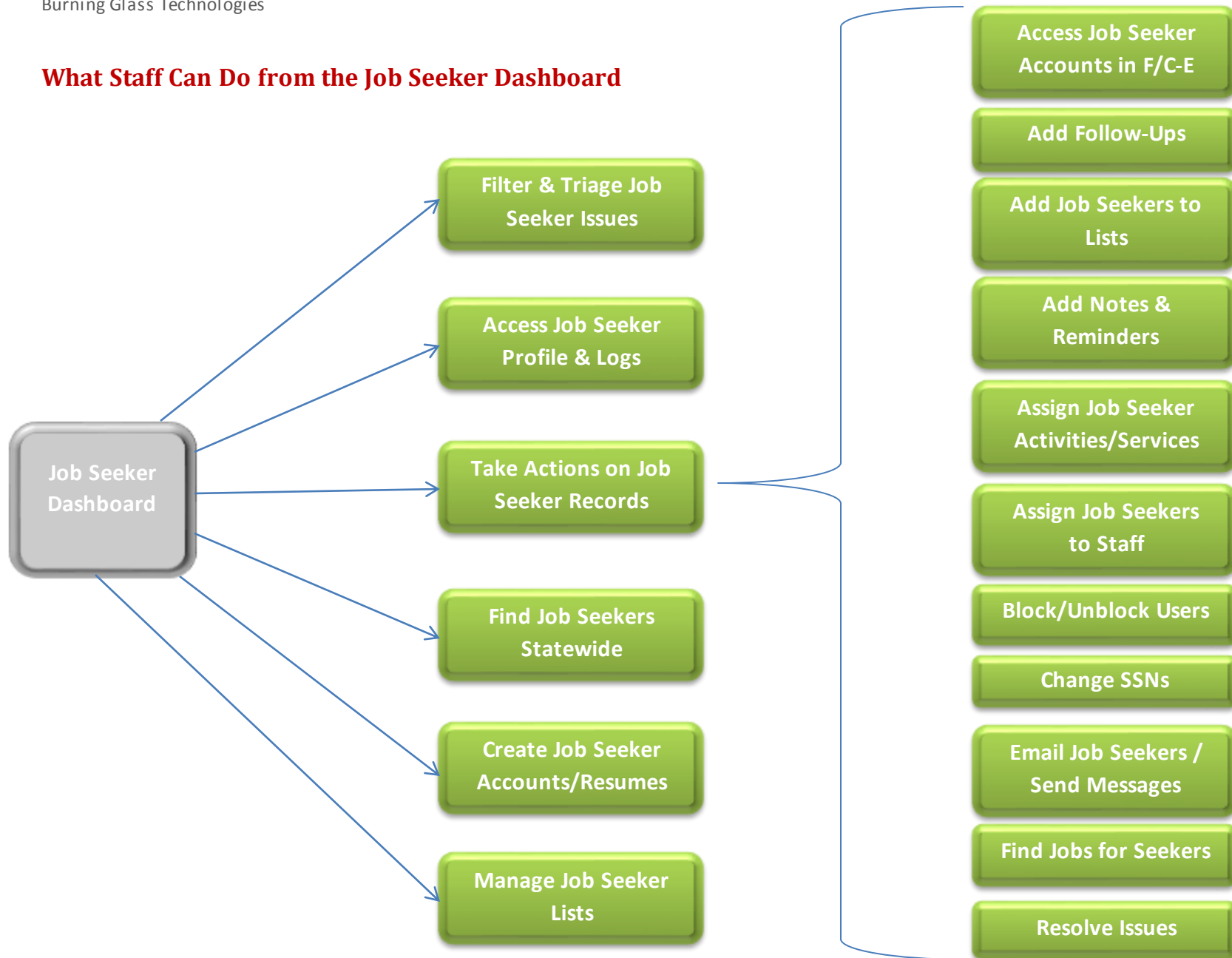
Display 10 records per page

679 results found

Page : [« Previous](#) 1 of 68 [Next »](#)

<input type="checkbox"/> NAME	JOB SEEKER ID	LOCATION	LAST ACTIVITY DATE	ISSUES
<input type="checkbox"/> <a href="#">Astle, Aaron</a> <span style="color: red; font-weight: bold;">-</span>	5854d57a-c3a8-4f6f-824b-3fdf27ba45b1	Ogden, Utah	2/26/2014 12:08:54 PM	Job seeker not searching jobs
<input type="checkbox"/> <a href="#">Boggs, Aaron</a> <span style="font-size: small;">📄</span>	c949bcf0-acfb-4e5a-936a-004a9954376e	Katy, Texas	10/30/2014 6:41:25 AM	Job seeker not clicking on leads, Job seeker not searching jobs, <a href="#">+ 2 more</a>
<input type="checkbox"/> <a href="#">Addair, Abbie</a> <span style="font-size: small;">📄</span>	BGT:000000005550562	Amelia, Virginia	6/17/2014 8:45:11 AM	Job seeker not clicking on leads, Job seeker not searching jobs, Job seeker not signing in

### What Staff Can Do from the Job Seeker Dashboard





## Filters and Settings

Dashboard filters provide you with a variety of settings to sort job seeker data in the dashboard table display. When new settings are applied, click the Go button (at far right) to change the data. Note also that some filters display differently, based on assigned permissions.

JOB SEEKER DASHBOARD | [SEARCH JOB POSTINGS](#) | [SEND MESSAGES](#) | [MANAGE LISTS](#) Create new job seeker account

### Job seeker dashboard

Show  Issues  Go

For these offices  Handled by

Offices

**Show:** Filter defaults to “All job seekers” registered in Focus/Career-Explorer. You also may filter by “Non-veteran job seekers” and “Veteran job seekers.” If your Focus deployment integrates with the UI Claims system, a flag may be passed to identify UI claimants in Focus/Assist. Your Show filter would include “UI claimants” in the drop-down.

**Issues:** Filter defaults to “With and without issues” to work in conjunction with the Show filter default and present a complete view of the Focus/Career-Explorer registrants, regardless of whether the job seekers need attention. From here, you may sort job seekers “with any issues” and “with no issues.” The default settings for the Show and the Issues filters should be used when searching for job seekers statewide to ensure that all results are returned and the complete talent pool is searched. The remaining items in the drop-down correspond with the Issues column in the table display, allowing you to find, for instance, all job seekers who are not clicking on leads.

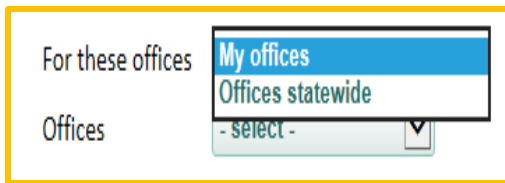
Go

**With and without issues**

- With any issues
- With no issues
- Job seeker giving positive feedback**
- Job seeker giving negative feedback
- Inappropriate email address
- Job seeker not clicking on leads
- Job seeker not reporting for interview
- Job seeker not responding to employer invitations
- Job seeker not searching for jobs
- Job seeker not signing in
- Job seeker rejecting job offers
- Posting poor-quality resume
- Requiring follow-up
- Showing low-quality matches
- Suggesting post-hire follow-up

Page : « Previous  of 59 Next »

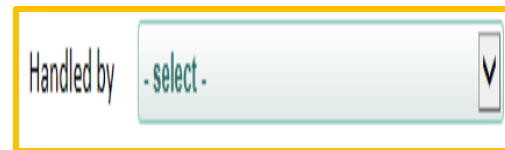
LOCATION	LAST ACTIVITY DATE	ISSUES
Arlington, Virginia	5/14/2014 11:00:18 AM	Job seeker not clicking on leads, Job seeker not searching jobs, Job seeker not signing in



**For these offices:** Filter defaults to “My offices,” returning the job seekers that are ZIP-routed to the office/s where you have been assigned to work. When you are searching for job seekers statewide, be sure to select “Offices statewide” to expand the filter criteria.



**Offices:** Filter defaults to “select,” working in conjunction with the “For these offices” filter above. If you are assigned to work in multiple offices, the drop-down will pre-populate with only your assigned offices. If you are assigned to work “statewide,” the drop-down will pre-populate with all offices in your Focus office network.



**Handled by:** Filter defaults to “select,” working in conjunction with the “Offices” filter above. This filter displays differently for those in the staff-user role and those in the manager-user roles. If you are a staff-user, the drop-down will allow you to select “All assignments” or “My assignments.” All assignments are all job seekers who are ZIP-assigned to the office selected in the “Office,” while “My assignments,” display all job seekers who are assigned to you. If your office elects not to assign job seekers to individual staff, all job seekers would be filtered by “All assignments,” representing a single customer pool that you and your colleagues could handle on a first-come, first-served basis.

If you are a manager-user, the “Handled by” filter will pre-populate with a staff list for the office selected in the “Offices” filter, which would be those offices where you are assigned to manage staff. As a manager-user, you can select the name of any staff member to review the work assigned to that individual.

***Staff-Users’ drop-down will display:***

- All assignments
- My assignments

***Manager-user drop-downs will display:***

A staff list for the offices where you manage staff, allowing you to select the staff name to review that individual’s assignments.

## Incorporating Triage into the Service Delivery Structure

While triage can be a time-management challenge when staff is short or diverted to other responsibilities, the importance of customer engagement cannot be understated. In most workforce agencies, local managers have wide latitude in addressing the employment services mission according to the dynamics of their immediate labor market and the availability of staff resources to meet labor market needs. It's a tough juggling act! Focus/Assist is designed to target job seekers with issues that may hinder their re-employment, and subsequently, your effectiveness in getting them back to work.

**Understanding the Job Seeker Issue Flags:** Settings for the job seeker issue flags are predetermined by agency program manager, who advise Focus System Administrators which flags will be used and how criteria will be set. These client-configurable settings and criteria parameters may vary from one Focus client to the next. The settings below are only viewable in Focus/Assist by staff with Account and/or System Administrator permissions, but it's important for you to understand how they relate to the issues you see on the Job Seeker Dashboard.

At the right are the default settings and parameters available. Once these are in place, Focus/Assist finds the job seekers who meet the criteria and displays them in the Job Seeker dashboard table / Issues column. You can then intervene with job seekers who need help and resolve the issues they have.

### What the Issues Tell You:

1. When job seekers are "Not logging in" you can expect to see, depending on the parameters set, multiple issues to accumulate for some job seekers. "Not clicking on leads" and "Not searching for jobs" frequently cluster. These may indicate the job seeker has problems accessing available technology or needs additional IT training to feel comfortable with a self-service application. If training isn't the problem, transportation assistance or information on

- Seeker not logging in  
Flag if  days since last login (self-service only)
- Seeker not clicking on leads  
Flag if fewer than  leads viewed in  days
- Seeker not searching jobs  
Flag if fewer than  jobs searched in  days
- Seeker rejecting job offers  
Flag if  or more job offers rejected in  days
- Seeker not reporting for interviews  
Flag if seeker did not report for  or more interviews in  days
- Seeker not responding to employer invitations  
Flag if seeker did not respond to  or more employer invitations in  days, with a grace period of  days
- Showing low-quality matches  
Flag if fewer than  matches of  stars or above in  days
- Posting poor-quality resume  
Flag if resume contains less than  words and/or less than  auto-extracted skills
- Suggesting post-hire follow-up  
Hire reported by employer, staff or job seeker
- Inappropriate Email Address  
Flag if red or yellow words have been used in job seeker email address
- Giving positive survey responses  
Flag when job seeker responds to the customer service questions positively
- Giving negative survey responses  
Flag when job seeker responds to the customer service questions negatively

alternate computer access points may be helpful. If none of these issues exist, the job seeker simply may not be motivated – possibly problematic if a work-search requirement is in play. If staff resources are short, resolution of some flags could be assigned to other staff, such as UI program auditors. Some flags may provide useful real-time monitoring of UI claimants who must meet work-search requirements, and offer the UI program valuable information on claimant system usage and behaviors that are inhibiting their successful job placement outcomes.

2. Flags for “rejecting job offers” and “not reporting for interviews” are triggered when employers, job seekers, or staff selects these as referral outcomes. Referral outcomes are reported voluntarily and passed to case-management for federal reporting. These issues can be critical indicators for job seekers who are also UI claimants.
3. When job seekers are “Showing low-quality matches,” the issue for “posting poor-quality resume” also may be flagged. A resume workshop might be the ideal resolution.
4. The “Inappropriate email address” flag triggers when filters run against job seeker email addresses at registration and when they change their usernames. Due to the structure of email addresses, the Boolean logic used for filtering will not flag all inappropriate references. Users can create endless combinations for addresses that might not flag, but could be suggestive or inappropriate on a resume. You should continue to review email addresses independent of this feature.
5. The “Suggesting post-hire follow-up” is a customer-service function triggered when “Hired” is reported by an employer, job seeker or staff members as the referral outcome, which is voluntary reporting. It is not intended as an issue, per se, but to create a staff opportunity to reach out, congratulate the job seeker, check on other service needs, determine whether the seeker wishes to continue matching their resume against jobs, or to encourage them to continue using FCE as a life-long career-building tool. Depending on staff resources, this may be a function that Help Desk staff could monitor and resolve.
6. “Giving positive (or negative) survey responses” are flagged to tell you when employers have responded to customer-service questions display to them when closing or refreshing a job posting. Whether it’s good news or bad, reaching out to thank job seekers for feedback or to resolve problems are good ideas.

## Find a Job Seeker Panel

Searching for job seekers works in conjunction with the dashboard filters and uses the same Go button to display results. The search criteria below allow you to identify job seekers in several ways. Use these filters to narrow and widen your locations and job-seeker targets. The External seeker ID identifies seekers with the number assigned in your case-management application, while the Focus ID finds job seekers according to the number assigned to their Focus/Career-Explorer accounts.

- **Find a job seeker**

First name

Date of birth mm/dd/yyyy

Email address

Last name

SSN  +

External seeker ID  +

Focus ID  +

### Assigning Activities/Services to Multiple Job Seekers:

Just back from the job fair with a list of job seekers who need an activity assigned? Find them by SSN, the External ID, or the Focus ID. To build your Selected SSN list, enter up to 20 SSNs. Click the + sign after each entry. Each selected SSN will display with a remove function (⊗). After completing your entries, click the Go button (associated with the dashboard filters and the Find a job seeker panel).

Check the column header “Name” to auto-tick all boxes in the table. From the Action menu’s drop-down, select “Assign activity/service” and click the Go button (to the right of the Action menu). Two drop-downs will display for “Category” and “Activity,” providing the selections from which you can choose.

SSN

+
AOSO

**Selected SSNs**

625-97-8245 ⊗

888-77-8888 ⊗

963-63-9633 ⊗

Action	Name	ID
<div style="border: 1px solid #ccc; padding: 2px;"> <span style="font-size: 0.8em;">- select action -</span>                      Access job seeker account                      Add follow-up                      Add job seeker(s) to list                      Add note or reminder                      Assign activity/service                      Assign job seeker(s) to staff                      Block/Unblock job seeker                      Change job seeker's SSN                      Email job seeker(s)                      Find job for job seeker                      Mark as resolved                 </div>		
<input checked="" type="checkbox"/>	NA	
<input checked="" type="checkbox"/>	He	004870941
<input checked="" type="checkbox"/>	Job	
<input checked="" type="checkbox"/>	Johnson, Dwayne	BGT:00000000004829511

Go

## The Job Seeker Action Menu

Focus/Assist provides an Action menu that enables you to accomplish tasks related to the job seekers shown in the dashboard table after you have filtered results for a desired group. The Action Menu displays directly above the table with a Go button to trigger the selection action.

Action   Display  records per page 1 results found Page : « Previous  of 1 Next »

<input type="checkbox"/>	NAME	JOB SEEKER ID	LOCATION	LAST ACTIVITY DATE	ISSUES
<input type="checkbox"/>	<u>Bentley, Simon</u>	BGT:000000004760721	Not recorded	2/27/2014 8:27:29 AM	Job seeker not clicking on leads, Job seeker not searching jobs, Job seeker not signing in, Posting poor-quality resume, Showing low-quality matches <a href="#">Hide</a>

Some menu selections allow actions against only one job seeker record at a time, while others may be applied to multiple records. In either case, you will select the record by ticking the check box at the left of the job seeker’s name, select the desired action from the menu, then click Go to trigger the next step. The available actions for staff-users and manager-users are shown below.

**Access Job Seeker Account:** You may access only one job seeker account at a time. This feature launches the Focus/Career-Explorer application, allowing you to enter the job seeker’s account and take actions on the job seeker’s behalf. This may be performed against self-service records or full-service records that staff mediate at all times. Actions could include creating or updating a resume, troubleshooting a reported problem from the customer, or using the Explorer functionality for career counseling. When you access (or remote into) a job seeker account from the Assist application, some actions you take will generate automated staff-assisted activities that will be credited to you and to the office where you are working at that time.

**IMPORTANT:** Do **NOT** sign into a job seeker’s account from the public-facing job seeker URL or portal, as those activities will credit as job seeker self-service.

- select action -

- Access job seeker account
- Add follow-up
- Add job seeker(s) to list
- Add note or reminder
- Assign activity/service
- Assign job seeker(s) to staff
- Change job seeker's SSN
- Email job seeker(s)
- Find job for job seeker
- Mark as resolved

**Add Follow-ups:** You also may add follow-ups to an individual job seeker’s record. This feature creates custom follow-ups for any issues you wish to discuss with job seekers and displays “Requiring follow-up” in dashboard table’s “Issues” column. This enables you to capture issues that are not among those automatically flagged by Focus/Assist. And like all issues, you can resolve them at a later time – one by one, or all at once.

### Add follow-up

**Notes \*:**

Contact job seeker about new plant opening next month and anticipated positions for accounting clerks.

Cancel
Save

To trigger the light box (at right), tick the check box by the job seeker’s name, then select “Add follow-up” from the Action menu. Click Go and the light box will display. In the “Notes” box, enter the issue or topic you wish to discuss with the job seeker. After saving the follow-up, a success message will display. The follow-up will be added to the Issues column on the job seeker dashboard table.

Any follow-up you add will display in the “Issues” column on the Job Seeker dashboard for that job seeker.

<input type="checkbox"/> NAME	JOB SEEKER ID	LOCATION	LAST ACTIVITY DATE	ISSUES
<input type="checkbox"/> <a href="#">Help, Amanda</a>	BGT:000000004870941	Not recorded	4/24/2014 1:21:20 PM	Posting poor-quality resume <span style="border: 1px solid #800000; padding: 2px;">Requiring follow-up</span>

Your follow-up also will be dated and logged in the Job seeker’s profile in the “Notes and Reminders” panel. To access a job seeker’s profile, click his/her name. The hyperlink will open their profile. Scroll down and open the “Notes and Reminders” panel. The dated log appears under the feature.

Add note or reminder

Show Notes All

Display 10 records per page    1 results found    Page : « Previous 1 of 1 Next »

Dev Client DO NOT ASSIGN TO STAFF - May 12, 2014

Contact job seeker about new plant opening next month and anticipated positions for accounting clerks.

**Add Job Seeker/s to List and Manage Lists:** You may add individuals or a group of job seekers to a list by ticking the relevant record/s check boxes and selecting the "Add Job Seeker to list" option from the Action menu. In the example below, four seekers are filtered with the issue "posting poor-quality resume." By creating a list, you can contact all of them about a resume-writing workshop

<input checked="" type="checkbox"/>	<b>Johnson, Dwayne</b>	BGT:0000000004829511	Not recorded	4/3/2014 8:55:32 AM	Posting poor-quality resume
<input checked="" type="checkbox"/>	<b>Monroe, James</b>	BGT:0000000004780621	Not recorded	5/7/2014 1:03:14 PM	Posting poor-quality resume
<input checked="" type="checkbox"/>	<b>Doe, Jane</b>	BGT:0000000004882951	Frankfort, Kentucky	4/10/2014 11:21:33 AM	Posting poor-quality resume
<input checked="" type="checkbox"/>	<b>Joplin, Janis</b>	BGT:0000000004798991	Not recorded	5/1/2014 10:48:54 AM	Posting poor-quality resume

After clicking "Go" for the "Add job seeker/s to list" action, the light box below displays. The drop-down displays any list that you have created before, with a selection for "New list." When "New list," is chosen, enter a title for the list in the text box below, and then click the "Add job seekers to list" button. A success message will display. To access the list later, select the "Manage Lists" feature from the dashboard's feature line (shown below from the top of the dashboard).

### Add 4 job seekers to list

New list ▼

Resume Workshop List

Cancel
Add job seekers to list

**JOB SEEKER DASHBOARD** | SEARCH JOB POSTINGS
SEND MESSAGES | MANAGE LISTS

Lists" functionality displays a drop-down for list selection. When selected, the job seekers in that list will display for additional actions, such as deleting members from a list or deleting the list when it is no longer needed. You also can access stored lists from the drop-down in the "Send Messages" feature, also shown in the feature line above. As you become familiar with Focus/Assist navigation and its feature relationships, your ability to access the same feature from various locations will increase. This will reduce time spent searching for a single path back to a feature.

On opening the "Manage Lists" feature, the "View, Edit and Delete

#### VIEW, EDIT, AND DELETE LISTS

Resume Workshop List ▼

NAME
<input type="checkbox"/> Doe, Jane
<input type="checkbox"/> Johnson, Dwayne
<input type="checkbox"/> Joplin, Janis
<input type="checkbox"/> Monroe, James

Delete members
Delete list



**Add Notes and Reminders:** You may add notes and reminders to a single job seeker’s record. Notes and reminders will post to the “Notes and Reminder” log in the Job seeker’s profile. Reminders may be sent by email or posted to the job seeker’s home page. You also can send or post reminders to yourself, or to you and the job seeker. A reminder you post for yourself will display on Focus/Assist staff dashboard. Take these steps to add notes and reminders.

From the job seeker dashboard, tick the check box at the left of the job seeker’s name, select “Add note or reminder” from the Action drop-down, and click the “Go,” button. The light box (at left) will display.

Select the radio button for note or reminder. If you select a reminder, identify the distribution from the reminder drop-down. When posting to dashboards, a calendar picker will allow you to set the posting date.

Add the appropriate text and click the “Add note or reminder” button. A success message with verify the action.

For future reference, a Notes and Reminder log is provided for each Job Seeker Profile. The “Show” filter drop-down allows you to select Notes or Reminders. When “Notes” are selected, a nested drop-down appears (at right) and defaults to “All.” Other selections allow you to filter the log by the issues you resolved or follow-ups you created for the job seeker.

This log captures the items below:

- **Notes**
- **Reminders**
- **Resolved issues**
- **Follow-ups**

**Assign Activity/Service:** Staff may assign an activity/service to an individual job seeker’s record by ticking the relevant record’s check box and selecting the "Assign activity/service" option from the Action menu. After clicking the Go button, two nested drop-downs will display for Category and Activity. When the Category is selected, the corresponding Activity drop-down populates for staff selection.

Action: Assign activity/service [v] [Go]

Counseling [v]

- Activity -  
Career Guidance  
Career/Labor Market Info  
Employability Skills  
Group Sessions  
IEP - Individual Employment Plan  
Individual & Career Planning  
Interest Inventory  
Job Coaching  
Job Prep Interviewing Skills  
Job Retention Services  
Job Search Planning  
Vocational Guidance-Other  
Vocational Rehab-Other

NAME [v]

Help, Amanda

Julakanti, Chandra

Johnson, Dwayne

Monroe, James

### Pending Enhancements for Activities/Services

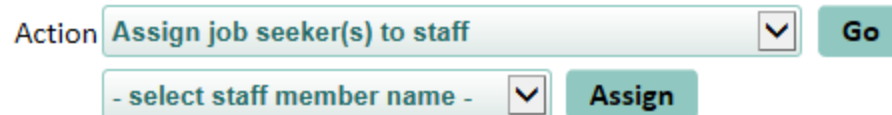
Burning Glass plans to redesign the current Categories and Activities drop-downs to better align USDOL Federal Reporting selections and to include client’s state and local activities and services. This feature will become client-configurable in the future, allowing client to create their own categories and activities, assign activities to those categories, and auto-map the activities to their case-management systems.

In addition, the Focus Suite’s automated activities for job seekers and employers will be expanded so more user actions will generate activities/services that staff won’t need to select. Some automated activities will be unlimited, while others are limited to one logging every 24 hours, per job seeker or one per job seeker, per staff serving that job seeker.

Currently all referrals and self-referrals against statewide jobs entered to the Focus/Talent application are unlimited, direct referrals. All referrals and self-referrals against spidered job feeds are unlimited, interstate referrals.

**Assign Job Seeker/s to Staff:** Because workforce agencies may or may not assign specific job seekers to individual staff, Focus/Assist handles both scenarios. These scenarios also may vary across offices, depending on size, available staff and workflow decisions managers have made. A large office with high traffic may prefer to pool job seekers, with available staff assisting customers on a first-come, first-served basis. Smaller or more rural offices may assign job seekers to staff for more targeted service delivery or because less job-seeker traffic allows for more personalized staff-customer relationships to form. As a third scenario, these practices could be combined. The most common questions asked about this feature are below.

**Who can assign job seekers to staff?** Manager-users may assign or reassign job seekers to staff. Staff may assign job seekers to themselves, but may not reassign them to other staff. When managers assign/reassign job seekers, a second drop-down is populated with staff names (for the appropriate office) so the manager can select the staff assignment.



The image shows a user interface for assigning job seekers to staff. It consists of two rows of controls. The first row has a dropdown menu with the text 'Assign job seeker(s) to staff' and a downward arrow, followed by a green button labeled 'Go'. The second row has a dropdown menu with the text '- select staff member name -' and a downward arrow, followed by a green button labeled 'Assign'.

**Can a job seeker be assigned to multiple staff simultaneously?** No, only one staff member may be assigned at a time.

**Can managers assign job seekers to themselves?** Yes.

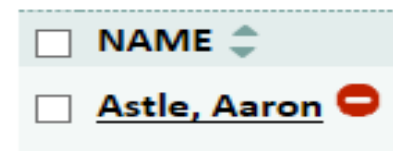
**Are any job seekers assigned to staff automatically?** Yes, if staff creates a full-service (mediated) job seeker account in FCE (via Focus/Assist), that job seeker is assigned to that staff automatically. A manager can reassign the job seeker if necessary.

**Does a job seeker's location control the staff assignment?** Since ZIP codes define an office's service area, job seekers are automatically attached to offices by their ZIP codes when they create their FCE accounts. If a job seeker registers using an out-of-state ZIP code, they are assigned to a default office – which may be the Help Desk. The Help desk (or the default office) staff can reassign these job seekers to the appropriate office service area.

For a job seeker to be assigned to an individual staff member, that staff must have permission to handle work for the office where the job seeker's ZIP code has been attached, either automatically or manually. Focus/Assist will display an error message when this condition is not met. Only a staff with the statewide permission can be assigned to any job seeker, regardless of the ZIP code or office. However, field staff is unlikely to have the statewide permission, which is usually reserved for Help Desk staff, assisting all offices.

**Block/Unblock Job Seeker:** This action is controlled by permission and may not be available to you. Burning Glass recommends that its workforce agencies develop policy to determine the appropriate circumstances in which job seekers (or business customers) should be blocked from accessing their Focus accounts. A logical circumstance would be that the customer has violated the Terms of Use they accepted in the registration process. Because the Terms of Use are custom to your agency’s concerns and legal provisions, they are a likely starting place for determining what a violation may entail. Burning Glass also recommends that this permission be limited to staff in the Account or System Administrator roles, and that a reporting policy be provided to all staff who might recognize when a customer is in violation.

Blocking a customer’s access to their self-service account is a serious action because it represents a denial of service, temporarily if not permanently. A set policy should determine whether customers are notified before or after the block is set, and what officials should be notified in advance to minimize complaints. When blocks are set, Focus notifies customers at sign-in that there is a problem with their accounts and to contact the help desk by telephone. It does not advise that the account is blocked or suggest that any violation is suspected. When customer accounts are blocked, you will see the red circle icon with a minus sign in search and filtering results on the job seeker dashboard. The feature only blocks or unblocks customer sign-in to their Focus application. It does **NOT** inactivate the customer record or notify the case-management system.



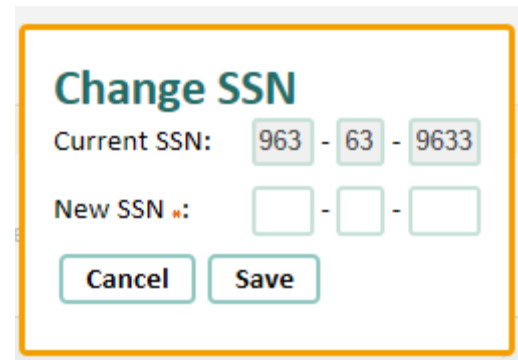
### Pending Enhancements for the Action Menu

In future releases, Burning Glass will add the ability to “Inactivate/Reactivate” customer accounts. This feature also will be under permission, but is likely to be available to most staff users. Job seekers, in particular, may contact staff asking them to close their self-service accounts. With this feature, the Focus account would be inactivated and the case-management system would be notified automatically to change the customer’s status. In addition, the following actions also would occur in Focus:

A job seeker’s resume will be de-registered from the Lens search engine and no longer display to employers or staff in job-match results. In Focus/Career-Explorer, this will reset the “Make my resume searchable to interested employers” to No. It also will unsubscribe the job seeker from any job alerts they may be receiving. For business customers, the inactivation will unsubscribe any resume alerts they may be receiving, but also check for any active job postings that must be closed before the inactivation can occur.

Customers will be able to reactivate their accounts simply by signing in again. Focus will display a pop-up to job seekers requesting them to update specific information that ensures their resumes are fresh and to collect key information, such as employment and education status, to update case managers. Employers will not be required to update information.

**Change Job Seeker SSN:** Staff may update a job seeker’s SSN by ticking the relevant check box and selecting the “Change job seeker SSN” option from the Action Menu. After clicking the “Go” button, the Change SNN light box will display. If the job seeker’s “Current SSN” field is populated, staff should verify that the current entry is either a pseudo SSN or the SSN does, in fact, include an incorrect SSN (usually due to a typographical error. The screen clip (at right) shows the light box when populated by a previous SSN entry. When the SSN was not provided previously, the current SNN field will display unpopulated and grayed back. Staff should complete only the new SSN field and click “Save.”

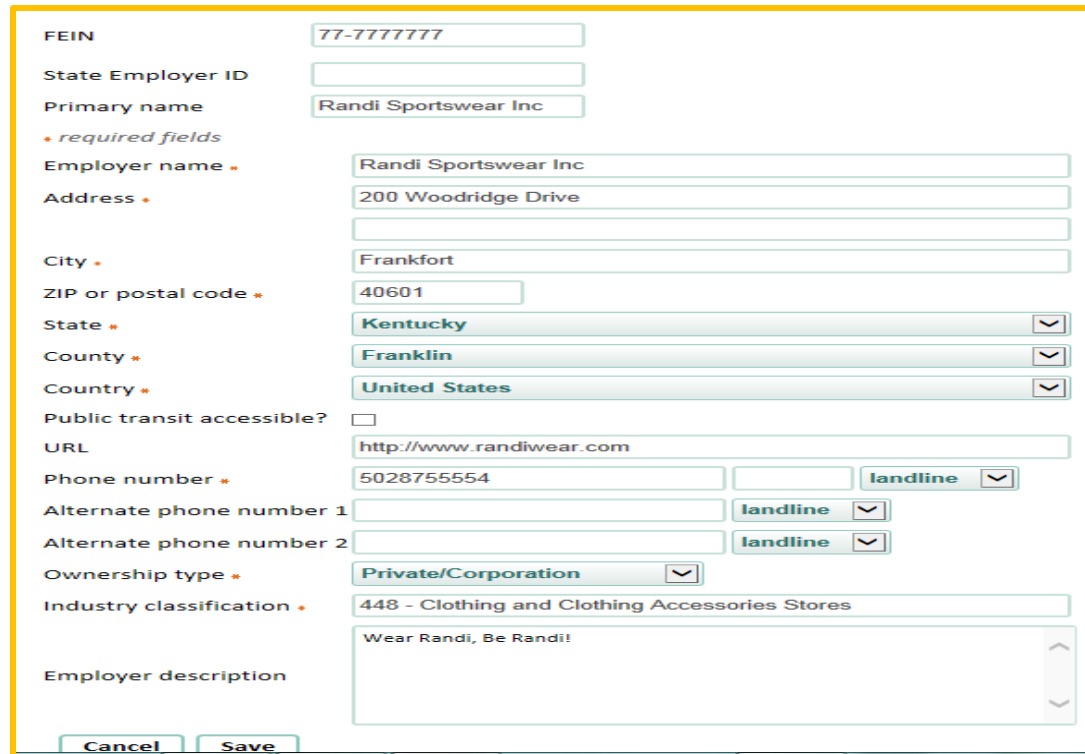


The image shows a 'Change SSN' light box. It has a title 'Change SSN' in blue. Below the title, there are two rows of input fields. The first row is labeled 'Current SSN:' and contains three input boxes with the values '963', '63', and '9633' separated by dashes. The second row is labeled 'New SSN \*:' and contains three empty input boxes separated by dashes. At the bottom of the light box, there are two buttons: 'Cancel' and 'Save'.

### Pending Enhancements for Change SSN

Burning Glass will provide a larger menu of change features so staff can update other job seeker demographics, including the SSN. The revised feature will mirror the “Edit Company address” feature in the Assist Employers tab (at right). The revised feature will replace the current “Change job seeker SSN” item in the Action menu drop-down.

For now, however, staff may update job seeker information, other than the SSN, by selecting the “Access job seeker account” option from the Action menu drop-down and revising the job seeker’s Contact tab in Focus/Career-Explorer. Regardless of where these changes are made, they will update the client’s case-management database.



The image shows a form for entering employer information. The fields are as follows:

- FEIN: 77-7777777
- State Employer ID: (empty)
- Primary name: Randi Sportswear Inc
- Employer name \* (required field): Randi Sportswear Inc
- Address \* (required field): 200 Woodridge Drive
- City \* (required field): Frankfort
- ZIP or postal code \* (required field): 40601
- State \* (required field): Kentucky
- County \* (required field): Franklin
- Country \* (required field): United States
- Public transit accessible?:
- URL: http://www.randiwear.com
- Phone number \* (required field): 5028755554 (landline)
- Alternate phone number 1: (empty) (landline)
- Alternate phone number 2: (empty) (landline)
- Ownership type \* (required field): Private/Corporation
- Industry classification \* (required field): 448 - Clothing and Clothing Accessories Stores
- Employer description: Wear Randi, Be Randi!

At the bottom of the form, there are two buttons: 'Cancel' and 'Save'.

**Email Job Seeker and Send Messages:** You may email individuals or a group of job seekers via email by ticking the job seeker check boxes and selecting the "Send Email" option from the Action menu. The email light box (shown below) displays to allow open-ended communication with the job seeker/s. You can copy yourself on emails by ticking the check box below the text box. This will send a copy to your Outlook inbox. The corresponding feature for email is Send Messages, which can work in conjunction with the Manage Lists feature discussed previously. Send Messages can be accessed from the feature line at the top of the job seeker dashboard.

**Email job seeker(s)**

type your subject here

type your message here

email me a copy of this message

Cancel Send message

4/3/2014 8:55:32 AM

You can copy yourself on emails by ticking the check box below the text box. This will send a copy to your Outlook inbox. The corresponding feature for email is Send Messages, which can work in conjunction with the Manage Lists feature discussed previously. Send Messages can be accessed from the feature line at the top of the job seeker dashboard.

**JOB SEEKER DASHBOARD** | **SEARCH JOB POSTINGS** | **SEND MESSAGES** | **MANAGE LISTS**

To determine which feature is most appropriate may depend on: 1) how informal the email should be, or 2) whether you will need to contact a group of job seekers again in the future. For instance, if you are contacting a group about an upcoming event, training, or workshop, it may be best to add them to a list for future contact so you can keep track of all invitees previously contacted. For less formal communication, the email feature from the Action menu may be all you need.

**Find Jobs for Job Seeker:** You can find job matches for a specific seeker automatically by ticking the job seeker's checkbox and selecting "Find jobs for job seeker" from the Action menu. This option allows you to search for jobs that match a specific job seeker's resume and search criteria, or to alter the search criteria without changing the job seeker's original settings in FCE. While the search posting page replicates what job seekers see in Focus/Career-Explorer, this action does not launch you into the job seeker's account. You may define or refine search criteria using any of the following methods:

- Contextual keyword searching (keyword searching on specific areas of job postings, such as job description, job title, employer name, or anywhere in a job posting).
- Matching against a ZIP code radius, cities and states, or in-state jobs only.

- Searching on specific criteria, including star matches, posting dates, educational level, salary level, internships, occupations and industries, emerging/high-growth sectors, job seeker abilities, or by excluding specific work histories from the resume.

In the display below, you see the default criteria that Sally Johnson set for her resume in Focus/Career-Explorer. (If you alter the criteria, the display will change to “Search job postings.”) To see job search results using Sally’s criteria, click the Go button.

**Search job postings for Sally Johnson**

search for these words in **Anywhere**

Search within this area **100 miles**  of **42701**

Search this state/city **- select state -**

**- select city -**

Only show in-state jobs

**- JOB MATCHING**

Jobs that are at least a **3-star match**  for this resume

All jobs, without matching this resume

**- POSTING DATE**

Display jobs added **Most recent 30 days**

**+ EDUCATION LEVEL**

**+ SALARY LEVEL**

**+ INTERNSHIPS**

**+ OCCUPATION AND INDUSTRY**

**+ EMERGING/HIGH-GROWTH SECTORS**

**+ PHYSICAL ABILITIES**

**+ EXCLUDE JOBS**

**Go »**

After clicking the “Go” button, the results for this search display as shown below.

### Job search results

These results are based on your search criteria. [Review & change criteria.](#)

add words to search for in **Anywhere**

LOCATION: within **100 miles** of ZIP code: **42701**

Display **10** records per page 7 results found Page: « Previous **1** of 1 Next »

RATING ?	DATE	JOB TITLE	EMPLOYER	JOB LOCATION	ACTIONS
<input type="checkbox"/> ★★★★★	23 Apr	<u><b>Chef, Cooking</b></u>	Cook alot 2	Elizabethtown, KY	<a href="#">How strong is this match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>
<input type="checkbox"/> ★★★★★	20 Apr	<u><b>Chef</b></u>	UNKNOWN	LOUISVILLE, KY	<a href="#">How strong is this match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>
<input type="checkbox"/> ★★★★★	03 May	<u><b>Prepared Foods Associate Team Leader</b></u>	Whole Foods Market, Inc.	LEXINGTON, KY	<a href="#">How strong is this match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>
<input type="checkbox"/> ★★★★★	17 Apr	<u><b>Executive Chef</b></u>	Sodexo	LOUISVILLE, KY	<a href="#">How strong is this match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>
<input type="checkbox"/> ★★★★★	07 May	<u><b>Chef Manager</b></u>	Compass Group	LOUISVILLE, KY	<a href="#">How strong is this match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>



*You now have various options to assist Sally in her job search.*

**Email Jobs:** Sally is a 4-star match for a chef’s position, but the job may be further than she originally planned to commute. They may be other reasons she would not consider this position, or office policy may require you to discuss opportunities with job seekers before referring them to jobs. The “Email a job,” allows you to reach out to Sally in advance of referring her to a position for which she’s highly qualified.

**Email job seeker(s)**

Job posting that might interest you

Dear Sally

The following posting(s) might be of interest to you and you should consider putting forward an application.

To apply, please submit a resume through Focus/Career by clicking on the following link(s)  
[http://stage-kentucky.focus-career.com/careerexplorer/jobposting/KENSTG\\_7CB153216DB84B6299CDA5EB6814A21A/invite/email](http://stage-kentucky.focus-career.com/careerexplorer/jobposting/KENSTG_7CB153216DB84B6299CDA5EB6814A21A/invite/email)

email me a copy of this message

Cancel Send message

When you select the “Email jobs” button, the light box (at left) will display, providing an editable message to invite Sally to apply for the job by submitting her resume through Focus/Career-Explorer. Some extra encouragement or enthusiasm about her high match score can always be added to the standard text. You also may copy yourself on the email for future reference.

Another possibility is to add a follow-up to Sally’s record so she will appear in the list of job seekers with pending issues and be readily accessible to contact. If Sally regularly checks her FCE account, you also can add a reminder on her home page as another gentle nudge.

**Refer to Jobs:** Referring qualified candidates to jobs, without advance discussions, may be the best choice to help Sally connect to this position. Simply tick the check box for the job, and then click the “Refer Jobs” button. Focus/Assist will make the referral and notify Sally by email. The job also will display on Sally’s home page panel for “Jobs to which you’ve been referred.” She can access the job information at any time.

**Referral completed**

The candidate has been successfully referred for the job

Ok

**Am I a good match for this job?** Sally also has several three-star matches, and the Executive Chef position might be a good fit that is closer to home. But why is she only a three-star match? What can you do to help Sally improve her chances or raise her match score to a four or five-star candidate? The answers may be found in “Am I a good match for this job?”

« [Job results](#)

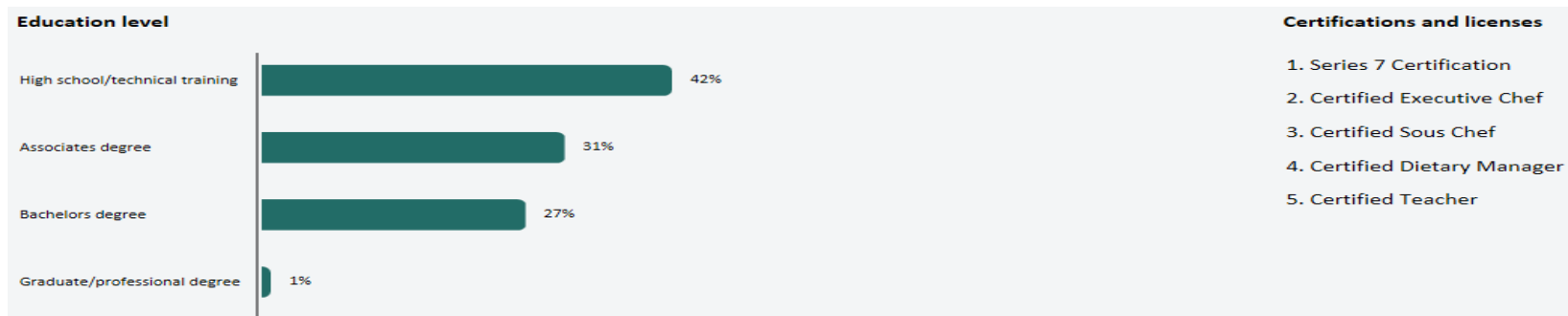
## Am I a good match for this job?

People who have placed into the **Chef** job typically have the following characteristics. We've identified gaps in your job seeker's resume and skill set, and provided you with recommendations that you can discuss with them.

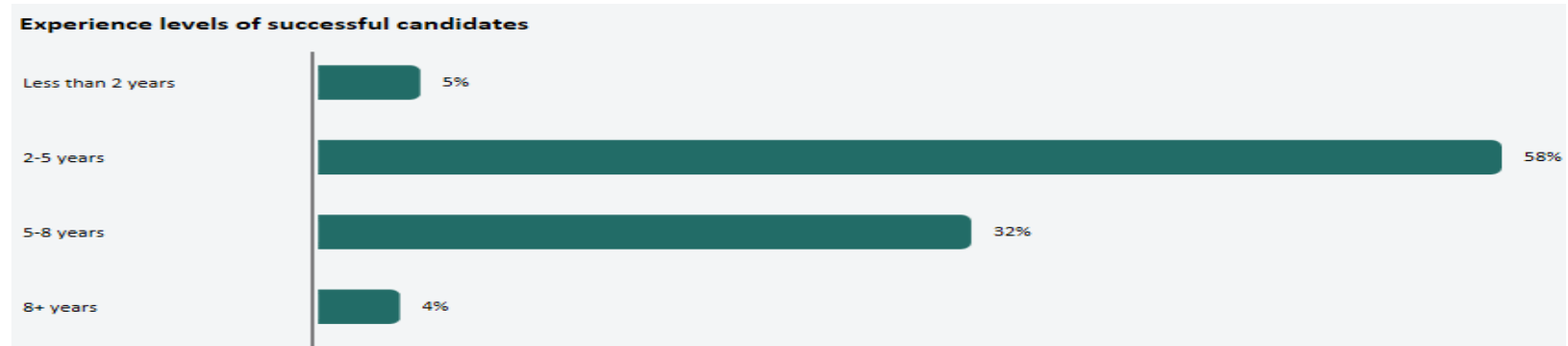
<b>1</b> <a href="#">Common skills</a>	<a href="#">SHOW</a>
<b>2</b> <a href="#">Education, certificates, and licenses</a>	<a href="#">SHOW</a>
<b>3</b> <a href="#">Level of experience</a>	<a href="#">SHOW</a>
<b>4</b> <a href="#">Common career paths</a>	<a href="#">SHOW</a>
<b>5</b> <a href="#">Potential gaps</a>	<a href="#">SHOW</a>

**Common skills:** In panel 1, Focus provides the specialized, software, and foundation (soft) skills that are typically associated with a chef’s position. These lists often trigger awareness that important skills have not been included on the resume.

**Education, certificate, and licenses:** In panel 2, Focus presents educational levels most common for individuals working as chefs, as well as a list of certificates and licenses they may have for this profession. Sally might benefit from additional education.



**Level of experience:** In Panel 3, Focus presents the levels of experience that successful candidates have had when placing into chef’s positions. Since Sally’s experience is well within range of the most successful group, experience probably isn’t the problem.



**Common Career Paths:** In Panel 4, Focus provides two views of career paths that are common to chefs – positions people go from being a chef and where what positions they typically held prior to becoming a chef.

**Potential Gaps:** In Panel 5, Focus evaluates Sally’s resume for gaps that could work against her when applying for the Executive Chef position. As expected, the problems appear to be gaps in her skills and education, giving you a starting place to help Sally become more marketable. You can steer her toward workshops that build her skills or certificates that enhance her credentials.

**5 Potential gaps**

HIDE

Based on the gaps we found between your skills and experience and the skills and experience of people who have placed into jobs like these, here are possible next steps for you:

**Skills**

Additional training in these skills:

- Building Effective Relationships with Customers / Co - Workers
- Meal Preparation
- Hiring and Firing
- Inventory Management
- Multi-Tasking
- Restaurant Management
- Restaurant Operations
- Scheduling
- Supervisory Skills
- Training Programs
- Communication Skills
- Cooking
- Management
- Performance Analysis
- Personnel Management
- Presentation Skills
- Problem Solving
- Quality Assurance and Control
- Purchasing
- Training Materials
- Budgeting
- Writing
- Planning
- Leadership
- Creativity
- Mathematics
- Merchandise Ordering
- Cash Handling
- Cost Management
- Customer service
- Equipment Maintenance
- Cost Control
- Financial Reporting
- Inspection
- Food Service Experience
- Event Planning
- Inventory Maintenance
- Team Building
- Costing
- Procurement
- Product Sale and Delivery
- Staff Development
- Staff Training
- Team Work
- Concept Development
- Employee Training
- Facilities Management
- Food Safety
- Organizational Skills

**Education**

- Culinary Arts
  - Certificate
  - Associate
- Restaurant/Food Services Management
  - Certificate
  - Associate

**Find more jobs like this:** Another feature that may widen a job seeker’s possibilities is “Find more jobs like this,” which matches the selected job to other similar jobs. In this display, the star matches are jobs-to-the-selected-job, rather than jobs against Sally’s resume. A quick glance tells you the market for chefs in Sally’s preferred area is likely strong enough to warrant the certification she might need. Perhaps a referral to training is in order, as well as a resume review for the skills Sally might have forgotten to include or may not have considered important?

<input type="checkbox"/>	★★★★★	29 Apr	<u>Chef, Cooking</u>	john smith	louisville, KY	<a href="#">How strong is this match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>
<input type="checkbox"/>	★★★★★	25 Apr	<u>Executive Chef</u>	UNKNOWN	LOUISVILLE, KY	<a href="#">How strong is this match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>
<input type="checkbox"/>	★★★★★	17 Apr	<u>Executive Chef</u>	Sodexo	LOUISVILLE, KY	<a href="#">How strong is this match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>
<input type="checkbox"/>	★★★★★	12 Apr	<u>Executive Chef</u>	Sullivan University	LOUISVILLE, KY	<a href="#">How strong is this match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>
<input type="checkbox"/>	★★★★★	28 Apr	<u>Executive Chef</u>	UNKNOWN	LOUISVILLE, KY	<a href="#">How strong is this match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>
<input type="checkbox"/>	★★★★★	03 May	<u>Sous Chef</u>	Cp Louisville	LOUISVILLE, KY	<a href="#">How strong is this match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>
<input type="checkbox"/>	★★★★★	20 Apr	<u>Chef</u>	UNKNOWN	LOUISVILLE, KY	<a href="#">How strong is this match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>
<input type="checkbox"/>	★★★★★	02 May	<u>Sous Chef</u>	UNKNOWN	EDMONTON, KY	<a href="#">How strong is this match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>
<input type="checkbox"/>	★★★★★	22 Apr	<u>Chef</u>	UNKNOWN	LEXINGTON, KY	<a href="#">How strong is this match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>

**Do Not Display this Job Again:** A fast way to eliminate jobs that would not interest Sally is to click “Do not display this job again.” This suppresses the job posting/s only from Sally’s search results, but does not impact other job seekers who might be interested in those positions. But before you click, be sure that Sally agrees. Also consider that, while some positions may not be Sally’s ultimate dream job, they may hold excellent short-term possibilities as she improves her skill set, or completes training and certification work. Rule out nothing!

**Mark as Resolved:** To resolve job seeker issues or a follow-up that you added, tick the job seeker’s check box and selects "Mark as resolved" from the Action menu. When job seekers have multiple issues or follow-ups (as shown below), a check box will display for each, allowing you to resolve the issues individually over time or at the same time. As long as any issue remains, that job seeker’s record will continue to display in the

**Resolve Issues For Amanda Help**

Issues \*

Posting poor-quality resume

Requiring follow-up

Notes \*

Worked with job seeker to update missing skills in resume.

Cancel Save

dashboard table for triage. When you resolve all issues, the job seeker will no longer have issues. You will need to find that individual by using the “Find a Job Seeker” for searches, or by changing the “Issues” filter to “With no issues.”

If you are repeatedly clearing issues for the same job seeker, this may indicate minimal system use or a lack of engagement in job-search process. You may want to add a Note to the job seeker’s record about your observation.

The upside to this observation will always be the messages behind the issues job seekers experience and the real opportunities they create for you to help.

It’s never easy to remember every job seeker who faces challenges, but with Focus/Assist keeping their issues in the forefront, you can direct your energy toward problem solving instead of problem finding.

### Find a Job Seeker

In the regular course of assisting job seekers, searching statewide to find them is a necessity. In the dashboard’s “Find a Job” panel, you may search by first name, last name, SSN, date of birth, email address, and by an External seeker ID or the Focus ID. A calendar picker is provided for the date-of-birth field.

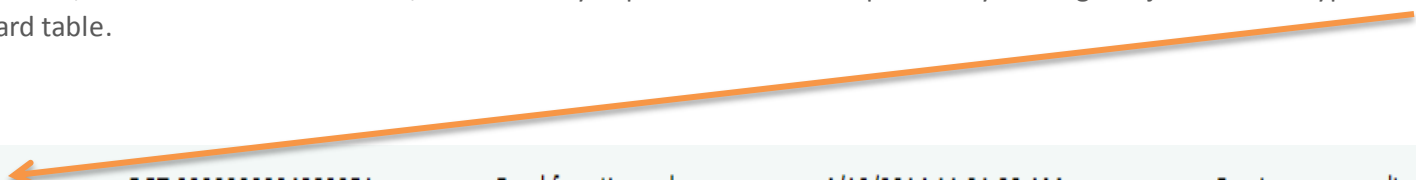
**Find a job seeker**

First name	<input type="text"/>	Date of birth <i>mm/dd/yyyy</i>	<input type="text"/>	Email address	<input type="text"/>
Last name	<input type="text"/>				
SSN	<input type="text"/>	External seeker ID	<input type="text"/>	Focus ID	<input type="text"/>

The “Find a job seeker” panel operates in conjunction with the dashboard filters and is controlled from the same “Go” button. To search for job seekers statewide, set the “For these offices” filter to “Offices Statewide.” Set the “Issues” filter to “with and without issues.”

### View Job Seeker profiles

When self-service accounts and resumes are created in Focus/Career-Explorer – or when staff creates accounts/resumes on a job seeker’s behalf using Focus/Assist – a master record automatically generates in Focus/Assist for each customer. These are known as the Job Seeker profiles, which can be viewed only by staff. Profiles are driven by dynamic data collection that captures job-seeker usage information, self-service activities of job seekers, and staff-assisted activities/services that you provide. You access profiles by clicking on a job seeker’s hyperlinked name from the dashboard table.



<input type="checkbox"/> <u>Doe, Jane</u>	BGT:000000004882951	Frankfort, Kentucky	4/10/2014 11:21:33 AM	Posting poor-quality resume
---	---------------------	---------------------	-----------------------	-----------------------------

Each profile provides a wealth of information for triage and tracking, as well as an excellent audit trail for Unemployment Insurance professionals to monitor job-seeker engagement related to continued benefit eligibility. From here, you can quickly “profile” a job seeker and

## Job seeker profile: Dwayne Johnson

- + Profile
- + Contact Information
- + Resume
- + Activity Summary
- + Referral Outcomes
- + Survey Responses
- + Job seeker Activity Log
- + Notes and Reminders
- + Assigned Offices

develop key insights to their statuses, potential needs, employability, and customer behaviors. The Job seeker profile displays data in nine panels shown at the left and described below.

**Profile:** Demographics on military service, disabilities, UI claimant flag, and related information that may impact job seeker’s employability, program eligibility, or special needs.

**Contact Information:** Job seeker’s address, telephone, and email address.

**Resume:** Details, such as resume length, number of resumes, extracted skills, searchable status, and willingness to work overtime or relocate. Also includes hyperlinks to open job seeker resumes in a pop-up.

**Activity Summary:** System usage statistics for registration, sign-ins, and on-line help; resume updates; and total job searches, matches, and referrals. Display since registration or for last 7, 30, 60 or 180 days.

**Referral Outcomes:** Voluntarily reported by employers, job seekers, or staff, referral outcomes are displayed by total counts for 16 possible employment interactions between job seekers and employers offering positions. Outcomes are USDOL compliant and mapped to the case-management system for federal reporting.

**Survey Results:** Also voluntarily reported, a brief customer-service survey displays on job seeker home pages when Focus/Career-Explorer requests referral outcomes. The survey/outcome report can be scheduled to display every 7, 14, or 30 days, asking the job seeker, “How’s your job search going?”

**Job Seeker Activity Log:** This automated activity log captures staff services, resume creation/updates, referrals, and activities against job seeker records, all viewable by service type, time frame, and users (job seeker and staff). Many items captured in this log are returned to case-management for USDOL federal reporting. You also may add activities/services to the log without returning to the Action menu to access this feature.

Show **all services** for **last 30 days** by **all users** Display **10** records per page Page : « Previous **1** of 1 Next »

USER	DATE	ACTIVITY/SERVICE
Monroe, James	5/7/2014 1:16:02 PM	Updated resume
Monroe, James	5/7/2014 1:15:55 PM	Updated resume
Monroe, James	5/7/2014 1:15:45 PM	Updated resume
Monroe, James	5/7/2014 1:15:42 PM	Updated resume
Monroe, James	5/7/2014 1:15:34 PM	Updated resume
Monroe, James	5/7/2014 1:13:46 PM	Updated resume
Monroe, James	5/7/2014 1:13:13 PM	Updated resume
Monroe, James	5/7/2014 1:05:17 PM	Added new resume
Monroe, James	5/7/2014 1:05:17 PM	Updated resume

Add activity/service **- select action -** **Go**



**Notes & Reminders:** Also accessible from the dashboard’s Action menu drop-down, the Notes and Reminder feature captures any staff-created and resolved follow-ups, and all resolved job seeker issues, logging this information for staff review and reference. A “Show” filter displays either notes or reminders, and the “All” filter displays follow-ups and resolved issues, which also can be shown separately.

Just as notes & reminders can be added from the Action Menu drop-down, they also may be added from the job seeker profile.

Add a note  
 Add a reminder for myself   
 Email  Post to dashboard on

Type note or reminder here.

Show Notes  All

Display 10  records per page    1 results found    Page : [« Previous](#) 1  of 1 [Next »](#)

*Dev Client DO NOT ASSIGN TO STAFF - May 13, 2014*  
Contacted customer about resume additions; reschedule interviewing skills workshop to precede pending interview.

**Assigned Offices:** The Assigned Office panel includes a feature used by the agency’s default office to assign job seekers to field offices. Job seekers who register from other states or whose ZIP codes have not been previously assigned to an in-state office service area will be assigned by the default office.

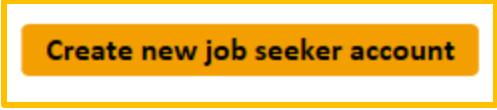
- select an office -

KCC Support

The Assigned Office feature is by permission only, although the feature is viewable by all staff regardless of permissions. You will always know a job seeker’s office assignment from this panel. All add/remove/update functionality is “grayed back” to staff who do not have the “Administer Office Assignment” permission.

### Create New Job Seeker Account Button

You also may create new job seeker accounts to handle full-service (mediated) customers. This button displays on the dashboard's top right position (under Account settings). It launches you into the same functionality that self-service job seekers use to register, but without taking you out of Focus/Assist. For each job seeker, you will be required to create an email username, password, security question/answer reminder, the date of birth, and key demographics. Depending on agency policy, you may be asked to use a pseudo-email address for staff-created job seeker accounts, or to obtain a valid email address from the job seeker – or possibly, to help them create a free account. Hyperlinks to AOLMail, Gmail, Windows Live, and Yahoo are provided for convenience.



**Create new job seeker account**

**NOTE:** If full-service customers later decide to become self-service customers, you can pass their usernames and passwords to them, and they can change their account sign-in credentials.

## Section 7: Approval Queues – Job Seeker Referral Requests

Staff permissions for reviewing and approving employer accounts, job postings, and referral requests will vary from one workforce agency to the next. Each queue can be managed independently of the others, and queues may be set for centralized management or distributed across the field office network. Given the immediate need to approve job seeker referral requests in each office's service areas, as well as field staff's close relationship to customers, most workforce agencies distribute the Referral Requests queue to field office staff.

The Focus suite handles several types of referrals to jobs, but not all of these will be sent to the approval queue or require staff approvals.

**Job Seeker Self-Referrals (Spider jobs):** Job seekers may self-refer to any job in a spider job feed without staff approval and regardless of their resume match score for a particular job. These self-referrals will **NOT** require queue approval. They are logged as interstate referrals and sent to the case-management system for USDOL federal reporting.

**Staff Referrals (Spider jobs):** You may refer job seekers to any job in a spider job feed, regardless of resume match score for a particular job. These self-referrals will **NOT** require queue approval. They are logged as interstate referrals and sent to the case-management system for USDOL federal reporting.

**Job Seeker Self-Referrals (Talent jobs):** Depending on the agency's default settings, some job seekers may self-refer to jobs in the Talent (statewide) job feed, if their resume star matches meet a specific pre-set level. These self-referrals will **NOT** require queue approval. They are logged as direct referrals and sent to the case-management system for USDOL federal reporting. **When job seekers do NOT meet the star-match requirement or the workforce agency elects NOT to set a default match score, their referral requests are sent to the Referral Request queue for staff review and approval.** Agencies also may select a workflow that allows hiring managers to set a match score that is higher or lower than the agencies match-score requirement.

**Staff Referrals (Talent jobs):** You may refer job seekers to jobs in the Talent (statewide) job feed, based on the agency referral policy, which may or may not be dependent on the Lens star match. Typically, staff has wide latitude to determine job seeker suitability for a position, and often may be working with hiring managers who are willing to relax or negotiate job requirements as they relate to job seeker qualifications. Focus recognizes this need for local flexibility. Since workforce staff is the final authority on referrals, these referrals will **NOT** require queue approval. They are logged as direct referrals and sent to the case-management system for USDOL federal reporting.

**A sample Referral Request queue displays below.**

The Approve Referral Request queue is accessed in the Approval Queue Tab. Links are provided for you to access the approval queues individually. Filters allow you to sort items in the queue by Status, Job seeker type, and Office.

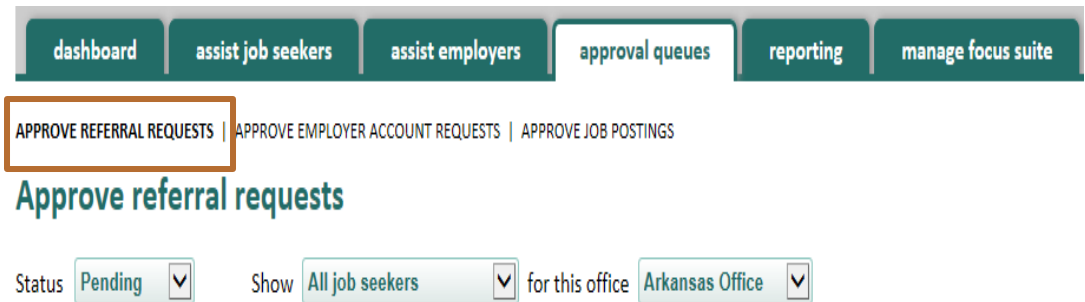
**Status:** This filter defaults to **Pending**, and also includes statuses for **Denied**, **On Hold**, and **Reconsider**. If you have permissions to approve referral requests, you may need to deny a referral. These candidates remain accessible if you need to reconsider your initial decision. Job seekers who update their resume and receive a higher star match may request another referral. Hiring manager may

invite a candidate to apply or ask you to refer a candidate even when that individual does not meet the stated qualifications. In either case, the “Denied” and “Reconsider” statuses work together to give candidates a second chance. The “on-hold” status allows you to retrieve candidates who were automatically placed in this status. When hiring managers hard close jobs (before the job expires) or place jobs “on hold” while candidates have referral requests pending in the queue, Focus automatically notifies the candidates that these jobs are either permanently or temporarily unavailable. For “on hold” jobs” that are reactivated within 30 days, Focus automatically restores candidate requests to the queue.

**Show:** This filter defaults to “All job seekers” but also allows you to sort by “non-veteran job seekers” and “veteran job seekers.”

**Office:** This filter defaults to the office where you are currently assigned or have selected as the office in which you’re working. The latter occurs only when you have permissions to work in multiple offices or statewide. If you are assigned only to one office, that will be your default.

When requests are pending in the queue, this main page will display them in the table below. To access an individual referral request, click on the hyperlinked Job Title/Company item.



dashboard | assist job seekers | assist employers | **approval queues** | reporting | manage focus suite

APPROVE REFERRAL REQUESTS | APPROVE EMPLOYER ACCOUNT REQUESTS | APPROVE JOB POSTINGS

### Approve referral requests

Status: Pending | Show: All job seekers | for this office: Arkansas Office

1 referrals found

Display 25 records per page Page : « Previous 1 of 1 Next »

STAR MATCH	JOB TITLE/COMPANY	JOB SEEKER NAME	JOB SEEKER LOCATION	REQUEST DATE	TIME IN QUEUE
☆☆☆☆☆	<a href="#">barbaque cook, Ribs Galore</a>	John Casey	Radcliff, Kentucky	Jul 30, 2014	190 day(s)

This opens a side-by-side comparison of the candidate's default resume and the job posting to which he/she has requested a staff referral. Deny and Approve buttons display at the top right position. From here, the decision is deny or approve rests with the workforce professionals with queue approval permission. You may also click directly into the Job seeker or the Job order profile for additional information.

## Approve referral request: John Casey

### Referral request status

Referral request status: Pending

Referral star match: ☆☆☆☆☆

Reason for referral: All referrals have to be reviewed by staff

Deny referral

Approve referral

### Referral request information

#### Resume

[View Job seeker profile](#)

##### John Casey

(270) 766-2121 (Cell)  
121 I Dont Know Avenue  
Radcliff, KY 40160  
johncasey@yahoo.com

##### Summary

I have 18 years of experience, including as an Administrative Clerk and as a Data Entry Clerk in industries including Chemicals and Allied Products and Miscellaneous Repair Services. Most recently, I have been working as an Administrative Clerk at AT&T from January 2010 to March 2014. My skills and experiences include: office management, scanners. I hold an Associate of Arts (AA) degree in Business Administration from Sullivan University.

##### Experience

AT&T, Radcliff, KY Jan. 2010Present

##### Administrative Clerk

Assisted with billing functions. \* Prepared bills, contracts, policies, invoices, checks, expense reports. \* Used and coordinated maintenance of office equipment, such as copiers, scanners, fax machines, voicemail systems, computers. \* Proofread materials. \* Reviewed and verified data. \* Maintained and updated files. \* Processed and distributed incoming mail. \* Prepared mailings. \* Prepared and edited routine correspondence. \* Responded to requests for information. \* Answered and screened telephone calls. \* Provided support to office manager. \* Greeted and directed visitors, deliverymen, the general public, clients, employees. \* Verified receipts. \* Resolved customer complaints. \* Made appointments and travel arrangements. \* Maintained calendars. \* Ordered office supplies. \* Maintained a professional image and attitude. \* Scheduled meeting rooms.

Bell South, Radcliff, KY

Data Entry Clerk

Mar. 1996Jan. 2010

#### Job Posting

[View Job profile](#)

##### barbaque cook

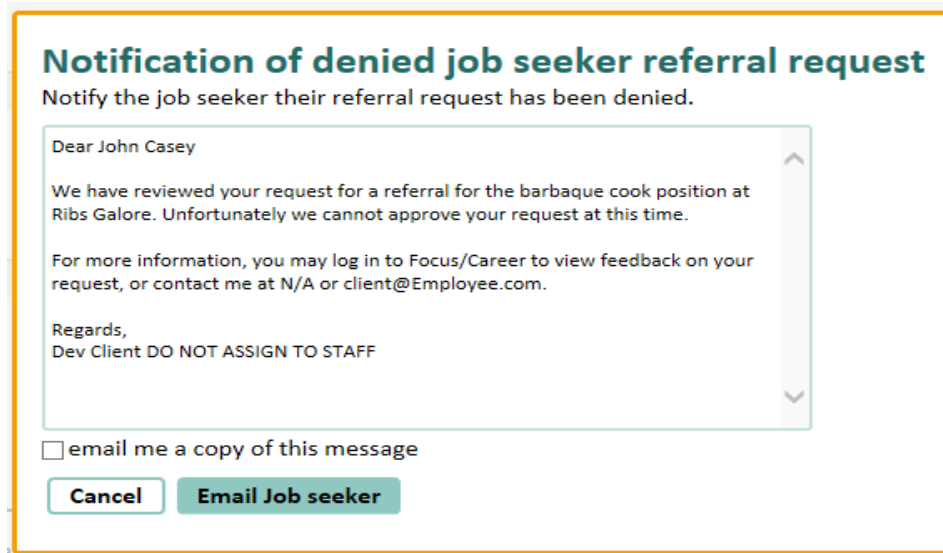
Ribs Galore  
Radcliff, KY (40160)  
Number of openings: 2  
Application closing date: 8/1/2014

Salary range \$10.00 - \$12.00 Hourly  
Normal working days are Monday, Wednesday and Thursday  
Full-time position  
Normal work shifts are First (day)  
Permanent position  
Court-ordered affirmative action

- \* Prepare food in a restaurant
- \* Weigh and measure ingredients
- \* Prepare soups, meats, desserts.
- \* Prepare raw produce for cooking or eating
- \* Cook foods by roasting, broiling, frying, steaming, grilling.
- \* Order food, smallware, equipment.
- \* Keep records and accounts
- \* Kept up a detailed knowledge of the menu

### Denying a Referral Request

When you deny a candidate’s referral request, the light box (at left) will display. This message is editable and you may copy yourself by email. The candidate is notified under your auto-generated signature. Buttons allow you to either Cancel or Email Job seeker.



### Approving a Referral Request

When you approve a referral, Focus/Assist displays a success message and automatically generates a standard response to the candidate. This email is control from a client-editable template in Focus/Assist. The referral then posts to the job seeker’s Focus/Career-Explorer home page in the “Jobs to which you have been referred” panel. From there, job seekers may reference the job posting and all employer contact information for the job.

## Section 8: Staff-Created Accounts for Full-Service Job Seeker Customers

You can access the Focus/Career-Explorer application from two features in Focus/Assist on the Job Seeker Dashboard. The “Access job seeker account” option from the Action Menu drop-down launches staff into FCE to view existing job seeker accounts (either full-service or self-service), and the “Create new job seeker account” button allows staff to create a new account.

To create a new account, click the “Create new job seeker account” button on the Job Seeker dashboard. Step 1 of the job seeker registration will display as shown in the light box below. In this sample, a pseudo-email is used to create the email/username address. Other options for staff-created email addresses may be to use an email provided by the job seeker, or an email account from a free Internet service provider, created for the job seeker.

### Create new job seeker account Step 1 of 2

\* required fields

ACCOUNT DETAILS	
Email address *	<input type="text" value="juliefhanson@staff.com"/> <small>No email account? Use a free service: <a href="#">AOLMail</a>, <a href="#">Gmail</a>, <a href="#">Windows Live</a>, <a href="#">Yahoo!</a></small>
Re-enter email address *	<input type="text" value="juliefhanson@staff.com"/>
Password *	<input type="password" value="●●●●●●●●"/> <small>6-20 characters; must include at least one number.</small>
Re-enter password *	<input type="password" value="●●●●●●●●"/>
Social Security Number (SSN)	<input type="text" value=""/> - <input type="text" value=""/> - <input type="text" value=""/> <small>Job Seekers's SSN will be stored securely and used only to link this account to existing records for Unemployment Insurance or related programs. If job seekers does not provide an SSN, you will be asked to capture additional information.</small>
Re-enter SSN	<input type="text" value=""/> - <input type="text" value=""/> - <input type="text" value=""/>
Security question *	<input type="text" value="What was the first car you owned?"/> <input type="button" value="v"/>
Security answer *	<input type="text" value="Toyota Corolla"/> <small>Answer is case-sensitive.</small>

**SSN Provision:** In the sample registration (at left), the SSN has not been provided. Job seekers are not required to provide their SSNs to register in Focus/Career-Explorer. Burning Glass recognizes that public workforce agencies cannot require SSN data-collection. However, this unique identifier is important for matching legacy records in the client’s case-management system to prevent creation of duplicate accounts. In standalone, non-integrated deployments, no record matching occurs in the registration process.

**Secondary Validation Criteria:** When the Focus suite is integrated with a case-management system, and SSNs are not provided, Focus uses other job seeker demographics to match legacy records. These fields include first name, last name, ZIP code, address, city, state, and data of birth. Middle initial and phone number are optional. This information also pre-populates the job seeker’s “Contact” tab in Focus/Career-Explorer.

**Terms and Conditions:** A Terms and Conditions document is a required sign-off for job seekers. The same text displays when you register job seekers, but requires you to confirm that you have explained the Terms to the jobs seekers. The text change for staff appears on the confirmation button on the screen below.

**Create new job seeker account Step 1 of 2**

Re-enter SSN  -  -

Security question \*

Security answer \*  Answer is case-sensitive.

Since Job seeker did not supply SSN, please capture the additional information for validation. Provide job seeker's name, date of birth, and address.

**Additional information \***

First name \*  Middle initial  Last name \*

Phone number

ZIP code \*

Address \*

City \*  State \*

Date of birth \*   mm/dd/yyyy

Accepting the Terms of Use constitutes the job seeker’s agreement to abide by the site’s policies and other provisions required by the agency. If job seekers violate the Terms and Conditions, Focus provides features to block them from accessing their accounts until the circumstances surrounding their misuse are resolved to the agency’s satisfaction.

**Terms and Conditions Step 2 of 2**

Your use of this site is subject to the terms and conditions (hereinafter "Terms") specified herein. It is important that you take the time to read the Terms carefully. In order to use the Services, you must first agree to the Terms. You may not use the Services if you do not accept the Terms. Your use of this Site shall constitute agreement to and acceptance of this Site. If you use this site, you understand and agree that this site and its operator will treat your use of this site as acceptance of the Terms from that point onwards. You may not use this site and you may not accept the Terms if (a) you are not of legal age to form a binding contract with This Site, or (b) you are a person barred from receiving the Services under the laws of the United States or other countries including the country in which you are resident or from which you use the Services. Before you continue, you should print off or save a local copy of the Terms for your records.

**SECTION 1. USER CONDUCT**

**Specific Prohibited Uses.** The site may be used only for lawful purposes by individuals who may form legally binding contracts who are seeking employment. This site is not intended for use by minors. IF YOU DO NOT MEET THE FOREGOING REQUIREMENTS, YOU MAY NOT ACCESS OR USE THIS SITE OR ANY OF THE SERVICES ON OR THROUGH THE SITE. This site authorizes you to view and download a single copy of any job posting, resume, report, or other materials on this site for your personal use only. You must retain all copyright and other proprietary notices contained on such materials. You may not sell or modify the materials or reproduce, display, publicly perform, distribute, or otherwise use the materials in any way for any public or commercial purpose (other than for searching for a job



**Options after Completing Registration:** After accepting the Terms of Use, you have completed the account registration. From here, you may continue to oversee accounts and create a resume on his/her behalf, or provide the sign-in credentials to the job seekers who can then become self-service customers. In either case, resume completion is the next logical step.

To locate the job seeker’s account from Focus/Assist, go to the “Find a job seeker” panel on the Job Seeker dashboard. Leave the Show filter on the “All job seekers” default, and set “Offices statewide” and “With no issues.” Enter the job seeker’s name, DOB, SSN, or email address to narrow the search criteria, and then click Go. The newly registered job seeker will display in the Dashboard table. Because Julie’s account below does not yet have a resume, Focus has not yet assigned a Job Seeker ID number and a last activity date has not generated. No issues have posted against her record.

### Job seeker dashboard

Show All job seekers ▼

For these offices Offices statewide ▼

Offices - select - ▼

Issues With no issues ▼

Handled by - select - ▼

Go

---

➤ Find a job seeker

First name

Last name

Date of birth mm/dd/yyyy

SSN  -  -

Email address

Job seeker ID

---

Action - select action - ▼ Go

Display 50 ▼ records per page

1 results found

Page: [« Previous](#) 1 ▼ of 1 [Next »](#)

	NAME	JOB SEEKER ID	LOCATION	LAST ACTIVITY DATE	ISSUES
<input checked="" type="checkbox"/>	<b>Hanson, Julie</b>		Frankfort, Kentucky		

To access Julie’s account, tick the check box by her name (as shown above), select “Access job seeker account” from the Action Menu dropdown, and click Go again. This launches Focus/Career-Explorer in a new browser window and places you on Julie’s home page.

## Section 9: Focus/Career-Explorer Home Page

When you access any job seeker’s home page from Focus/Assist, the greeting line will display as “Logged in as [name of job seeker].” This is the primary indicator that you have accessed her account properly as staff. Any work performed via this method will be credited as “staff-assisted” for USDOL federal reporting. You can use the Focus/Career-Explorer application just as job seekers do. Let’s look at Aaron Boggs account.

The screenshot shows the Focus Explorer home page for user Aaron Boggs. The header includes the logo "FOCUS EXPLORER A BURNING GLASS SOLUTION" and a navigation bar with "home", "job search", and "explore careers & education". A user status bar indicates "Logged in as Aaron Boggs" with options for "My bookmarks", "My account", and "Sign out".

The main content area is divided into several sections:

- find a job** search bar with a "Go »" button.
- New matches for your saved searches** (HIDE): Active Search is "Texas Administrators" with an "Edit this search" link. Below it, it says "No matching job found".
- Matches we've recently sent you** (HIDE): "No jobs of interest have been received in the last 7 days".
- Jobs for which you have referral activity** (HIDE): "No referrals found".
- Jobs you've recently viewed** (HIDE):
  - Oct 16 - [Salon / Spa Manager](#) , Neal & Davis
  - Oct 22 - [Cleaner - Office](#) , Zamorano Enterprises Reg.
  - Oct 22 - [Boardinghouse Keeper](#) , Zamorano Enterprises Reg.
  - Oct 22 - [Offices Cleaner](#) , [Confidential]
  - May 20 - [Film Spooler](#) , Test Company 1

The right sidebar contains several utility buttons:

- Create, edit or upload a resume
- Search for jobs
- Explore my career options
- Research a specific program of study, career or employer
- See what I can study to get ahead
- See where my experience can take me

Below these are sections for:

- My resumes**: "0 employers have viewed your resume in the past 90 days." A dropdown menu shows "Resume on 9/3/2013 8:25 AM" with a list of "Resume on 9/3/2013 8:25 AM" below it.
- My bookmarks**: "Click on the 'bookmark' link to save it here."

## Home Page Features

The Focus/Career-Explorer home page consolidates key information and feature access so you or job seekers can manage their careers and job search effectively. Tab management for application access and button access to specific features provide easy navigation, while information panels display job seekers' latest system interactions for searches, matches, referrals and jobs. The home page displays on default at customer sign-in or when you access the account from Focus/Assist.

**Text Size:** Allows job seeker to adjust the text size display.

- **Language Translation:** Access to language translator tool, which converts the user interface text for non-English speakers. When resumes are sent to employers, they revert to English.
- **My Account:** Allows job seeker to change their usernames, passwords, a secondary email address (for resume use), and their security question and answer.
- **My Bookmarks:** Collects jobs and career exploration pages for future reference.
- **Find a Job:** Quick search feature to find jobs by job title.
- **How is Your Job Search Going?** Displays a pop-up survey on pre-set schedule to obtain customer service responses and referral outcomes from job seekers. (See screen clip below.)
- **Resume Listings:** Hyperlinks for up to five resumes provide direct access to these documents.
- **Resume Views Counter:** Counter displays the number of times business customers have viewed the default resume. Displays only after the default resume has been created.

**Tab – Job Search:** Application access to the Focus/Career for resume-building tools, job matching, and gap analysis (on a per job basis).

- **Button – Create, edit & upload a resume:** Direct feature access to Focus/Career resume-building tools
- **Button – Search for jobs:** Direct feature access to Focus/Career job search criteria and matching.

**Tab – Explore Careers & Education:** Application access to Focus/Explorer for career and educational exploration.

- **Button – Research a specific career, employer or program of study:** Direct feature access to Focus/Explorer.
- **Button – Explore my career options:** Direct feature access to Focus/Explorer.
- **Button – See what I can study to get ahead:** Direct feature access to Focus/Explorer.
- **Button – See where my experience can take me:** Direct feature access to Focus/Explorer.

## Job Seeker Survey

The job seeker survey below displays on the home page on 7, 14, or 30-day intervals, depending on the client-configurable setting applied in Focus/Career Settings, which is located in the Focus/Assist, Manage Focus Suite tab. The survey feature also can be disabled. When job seekers do not have referrals to jobs, only questions 1-3 will display to collect survey responses. The survey is voluntary and can be closed without

responding. The default survey responses will not register unless job seekers click “Submit results.”

The screenshot shows a survey titled "How is your job search going?". It contains four questions:

1. Were you satisfied with the quality of matches you have found or received via Focus/Career?  
Very satisfied (dropdown menu)
2. Did you find or receive matches for jobs you had not previously considered via Focus/Career?  
 Yes  No
3. Did you receive employer invitations or apply for any of the jobs to which you were matched via Focus/Career?  
 Yes  No
4. Please update referral outcomes for the jobs below:  
Personnel Manager      Randi Sportswear Inc      - choose referral outcome - (dropdown menu)

At the bottom, there are two buttons: "Close survey" and "Submit results".

## Survey Philosophy

The default question text is targeted to obtain information on match quality, transferable skills awareness, and the use of employer invitations for job seekers to apply. It is intended to be brief and generic to increase user response rates and intuitively lead them to provide referral outcomes, which are traditionally difficult for workforce agencies to obtain.

## Pending Enhancements for Job Seeker Survey

Burning Glass plans to make the survey questions client-configurable, but will require the response format for each question to remain the same. Clients would not have the ability to add additional

customer service questions. Because the survey light box must adjust automatically to handle multiple job referrals, the additional space needed is best prioritized for referral outcomes rather than an expanded question set, which may impact response rates negatively.

## Section 10: Accessing the Focus/Career Application

Click the “Job Search” tab to display features available in Focus/Career.

The screenshot shows a navigation bar with three tabs: "home", "job search", and "explore careers & education". Below the navigation bar, there are two main menu items: "YOUR RESUME" and "SEARCH JOBS". The "SEARCH JOBS" menu is expanded, showing three options: "Create or upload a resume" (with a pencil icon and the note "best bet for best matches"), "Search for jobs" (with a magnifying glass icon), and two sub-options under "Search for jobs": "See job recommendations based on my resume" (with a right arrow icon and the note "we'll help you build or upload your resume first") and "Start or continue a job search without a resume" (with a right arrow icon and the note "results are limited without a resume").

When you select “Create or upload a resume,” the options below will display for three resume-building approaches.

YOUR RESUME | SEARCH JOBS

### Your resume

The more information you provide on your resume, the better the matches we can provide. When you're done, you'll be able to choose which information to display to employers.

#### CREATE A RESUME

The resume builder will guide you through all the steps of creating a resume. On average, creating a complete resume takes between 15-30 minutes, depending on how much detail you wish to provide. You'll be able to save your work and return to it at any time.

[Start resume»](#)

#### UPLOAD A RESUME

You may upload resumes in DOC, DOCX, RTF, or PDF formats. Your PDF must be text, not images – if you can search the PDF, it's text. After you've uploaded your resume, you'll have the opportunity to edit it.

Upload a resume

[Browse](#)

[Next step »](#)

#### PASTE/TYPE YOUR RESUME

Paste or type your resume, and the resume builder will help you format and enhance it.

0 words

[Next step »](#)

## Create a Resume – Step 1: Add a Job

When “Start resume” button is clicked, the page below is displayed. Let’s build Julie’s Information Technology resume.

1. Title the resume and save the title.
2. Enter the Job title – type-ahead text will display under the field for selection of specific job titles.
3. Enter Employer name
4. Enter Start Date. If the job seeker is currently employed in this position, check “I currently work here.” When box is ticked, the End Date field will retract.
5. Complete the remaining fields and click the “Save & Move to Next Step” button.

### Create a resume

Resume title \*  **Save** [Preview resume ?](#)

**WORK HISTORY** > CONTACT > EDUCATION > SUMMARY > ADD-INS > PROFILE > PREFERENCES > REVIEW

1. **Add a job** 2. Job title details 3. Work activities 4. Job description

**Save & Move to Next Step >>**

We'd like you to describe each of your recent work experiences. Go back 10-15 years if possible. Include jobs you might not want to show on your resume – you'll have the opportunity to hide them later on.

**+ SPECIAL INSTRUCTIONS FOR VETERANS, HOMEMAKERS, VOLUNTEERS, OR THOSE WITHOUT JOB HISTORY**

**1. Add a job** \* required fields

Job title *	<input type="text" value="Computer Systems Analyst"/>	<small>Standard job titles are provided for your convenience. You may still use your own job title if it's not on our list. If you are a veteran or military service member, enter your Military Occupational Classification (MOC) code to the job title field. We will populate your employer with the appropriate service branch and allow you to select your rank. We also provide work statements for many military occupations to help you describe your skills and duties for these jobs. This information will display on your resume and help us match you to civilian job openings where your military skills will transfer.</small>
Employer *	<input type="text" value="Burning Glass Technologies"/>	
Start date *	<input type="text" value="10/2010"/> mm/yyyy <input type="checkbox"/> I currently work here	
End date *	<input type="text" value=""/> > mm/yyyy	
Location *	<input type="text" value="Frankfort"/> <input type="text" value="Kentucky"/> <input type="text" value="United States"/>	
Wages/pay unit	<input type="text" value="68,500.00"/> <input type="text" value="Yearly"/>	<small>The salary information you provide will not appear in your resume and is collected only to help provide you with matches.</small>

**Save & Move to Next Step >>**

## Create a Resume – Step 1: Special Instructions

Focus/Career’s resume builder provides excellent ways to help selected target populations find their transferable skills. It helps veterans find skills that transfer from their Military Occupational Specialty to the civilian labor markets, and helps homemakers and caregivers capitalize on the skills they build every day when they were not considered “labor force participants.” For individuals with volunteer histories, showing these as work history can create a solid skills base that translates well to the jobs that are also paid.

We'd like you to describe each of your recent work experiences. Go back 10-15 years if possible.  
Include jobs you might not want to show on your resume – you'll have the opportunity to hide them later on.

### SPECIAL INSTRUCTIONS FOR VETERANS, HOMEMAKERS, VOLUNTEERS, OR THOSE WITHOUT JOB HISTORY

#### Veterans

If you have served in the military, we will ask you about your military occupation in the Profile area. If you feel your military rank and service constitutes a significant portion of your work experience, you can list your rank and military occupation as a job on your resume. We will try to find questions or text that relate to civilian equivalents.

#### Homemakers

If you have experience as a homemaker, care giver or stay-at-home parent, please enter 'Homemaker', 'Care Giver' or 'Home Manager' in the job title field so that we can further assist you in identifying transferrable skills valuable to employers. (We suggest you list the employer for the time you spent in such roles as "Self".)

#### Volunteer activities

Describe your volunteer activities in the Add-Ins area. However, if internships or volunteer work make up a large part of your work history, or their absence would create major time gaps in your resume, you may include them in work history.

#### No job history to enter?

[Follow this link](#) to jump to the Contact area.

Of critical importance with many job seekers in these situations is a lack of confidence due to absence from or unfamiliarity with the recent civilian labor market. With these features, Focus helps them and you cut through the fear of less desirable candidate or completely unemployable.

If you work in a veterans’ services position, this feature is excellent for transitioning service members – many of whom entered the military out of high school and have no prior exposure to the civilian labor force. Help them make the most of the excellent skills training and education they military provided.

And don’t let “unpaid work” hamper those volunteers or interns who need or want to find income-based careers. Just because they weren’t paid, doesn’t mean they didn’t work!

## Create a Resume – Step 2: Job Title Details

Focus provides radio buttons for the top job titles that most closely match the job title entered in Step 1. Select the title that works best. If an appropriate title does not display, more selections are available from within the job families listed below. Open these panels to find a different job title. When selection is made, click “Save & Move to Next Step.”

**WORK HISTORY** > **CONTACT** > **EDUCATION** > **SUMMARY** > **ADD-INS** > **PROFILE** > **PREFERENCES** > **REVIEW**

1. Add a job 2. **Job title details** 3. Work activities 4. Job description

**Save & Move to Next Step »**

Next, we're going to ask you about your job. To ask the right questions, we need to make sure we understand what your job was about.

**2. Job title details** \*required fields

---

Which of these titles best fits your job?

- Computer and Information Systems Managers
- Computer Software Engineers, Systems Software
- Computer Systems Analysts
- Network and Computer Systems Administrators
- Network Systems and Data Communications Analysts

If none of these titles fits, select from the following list:

- + Architecture and Engineering
- + Arts, Design, Entertainment, Sports, and Media
- + Building and Grounds Cleaning and Maintenance
- + Business and Financial Operations
- + Community and Social Services



### Create a Resume – Step 3: Work Activities

Based on the job title established in Step 2, Focus next displays a corresponding questionnaire on work activities. Job seekers may select up to 12 items in this step. If a 13<sup>th</sup> item is selected, a warning will display, allowing job seekers to de-select any previous items and prioritize others. A counter list captures all selections and provides an internal scroll bar for easy scanning.

**Save & Move to Next Step »**

---

#### 3. Work activities

Choose the most appropriate answer under each of the following work activities to describe the tasks you carried out in your job as a **Computer Systems Analyst** at **Burning Glass Technologies**.

Generic Job Title: **Computer Systems Analysts**

You may pick up to 12 statements.

---

**Test, maintain, and monitor computer programs and systems**  
 Yes     No

**Coordinate program and systems installation**  
 Yes     No

**Expand systems**  
 Yes     No

**Modify systems**  
 Yes     No

**Alter systems to accommodate new uses**  
 Yes     No

**Alter systems to improve workflow**  
 Yes     No

**Develop and revise**  
 system design procedures     test procedures     quality standards

**Document systems procedures**  
 Yes     No

**Assist staff with computer problems**  
 Yes     No

**Assist users with computer problems**  
 Yes     No

**Analyze computer performance indicators**  
 Yes     No

Your selected statements *you can edit these in the next step* ✕

- 8. Located and corrected code errors.
- 9. Used database management software.
- 10. Used development software such as C++,DCOM softw
- 11. Used web development tools such as Allaire ColdFusi
- 12. Used configuration management software such as Hy

## Create a Resume – Step 4: Job Description

In Step 4, all questionnaire selections display in the editable text box (below left). You may add new items in free text, add keywords associated with the job, or add additional work statements. When adding keywords, all selections are grouped in a single statement that begins, “Knowledge sets include:” followed by the selected keywords. After editing and adding to the job description text, click “Save & Move to Next Step.” Other features include “Save & Add Another Job,” which returns you to Step 1 of the Work History; and “Preview resume,” which allows you to evaluate the resume display at any point in the resume builder’s guided path.

The screenshot shows the resume builder interface for Step 4: Job Description. At the top, there is a "Resume title" field containing "Information Technology", a "Save" button, and a "Preview resume" button with a question mark icon. Below this is a navigation bar with steps: WORK HISTORY, CONTACT, EDUCATION, SUMMARY, ADD-INS, PROFILE, PREFERENCES, and REVIEW. The current step, "4. Job description", is highlighted. Below the navigation bar are two buttons: "Save & Add Another Job >>" and "Save & Move to Next Step >>".

The main content area is titled "4. Job description \* required fields". It contains a paragraph of instructions: "Edit your job description to personalize it. Your description will be even better if you add very specific descriptions of what you did, initiatives you led, and your particular accomplishments and contributions. To help you, we've included a list of keywords and statements you may select to add to your description."

On the left side, there is a list of statements to add to the job description:

- \* Tested, maintained, and monitored computer programs and systems.
- \* Coordinated program and systems installation.
- \* Modified systems.
- \* Altered systems to improve workflow.
- \* Developed and revised system design procedures, test procedures, quality standards.
- \* Documented systems procedures.
- \* Assisted users with computer problems.
- \* Analyzed computer performance indicators.
- \* Maintained technical knowledge with manuals.
- \* Used configuration management software such as HyperSpace software, IBM Rational ClearCase, Wise for Windows Installer.
- \* Used development software such as C++, DCOM software, Java.
- \* Used web development tools such as Allaire ColdFusion, HTML, JavaScript, Ruby on Rails.
- \* Tested, maintained, and monitored computer programs and systems, including coordinating the installation of computer programs and systems.
- \* Prepared cost-benefit and return-on-investment analyses to aid in decisions on system implementation.
- \* Provided staff and users with assistance solving computer related problems, such as malfunctions and programmed problems.
- \* Knowledge sets include: configuration management, software configuration management, software process.

On the right side, there is a section titled "Additional jobs details" with the subtext "Other skills or knowledge sets for this job include:". Below this is a "KEYWORDS" section with a minus sign icon and a list of keywords with checkboxes:

- c++ developer
- capability maturity model
- clearcase
- clearquest
- configuration management
- software configuration management
- software process

Below the keywords is a "STATEMENTS" section with a plus sign icon. At the bottom of the right panel are two buttons: "« Add" and "Refresh".

### When Job Seekers Wear Many Hats

Also in Step 4 of the Work History tab, notice the button shown below. But what does it mean to Wear Many Hats and to whom might it apply? We need only reference the job description that ends with, “All other duties as assigned” to identify to whom this feature might apply!

Did you wear many hats at this job?  
Describe other job activities you performed.

It also considers such job titles as administrative or executive assistant/secretary, association executive, or program manager – where

responsibilities cover a wide range of specialties but don’t apply consistently enough to be included in their typical job descriptions. Anyone engaged in extreme multi-tasking can benefit from “Wear Many Hats.” Simply click the button (at top), and enter a job title that represents the activities or skill sets would routinely fall.

**Other job activities** [Close]

Enter a job title that describes other activities you performed in this job.

 **Go**

**Other job activities** [Close]

Choose the most appropriate answer under each of the following work activities to describe the tasks you carried out while performing a **Basic Communications Instructor's** duties in your job as a **Homemaker at Self**.

You may pick up to 12 statements.

Provided educational instruction in: [What subject/topic areas did you teach?]  
basic communications for developmentally disabled (autistic) child, resulting in design of computer application that uses musical and visual triggers to maintain attention span and expand learning windows.

Prepare participants for Pre-GED and GED exams  
 Yes  No

Develop individualized lesson plans  
 Yes  No

Maintain accurate and complete documentation  
 Yes  No

Assign and grade classwork and homework  
 Yes  No

Prepare tests to gauge student performance  
 Yes  No

Administer tests and issue grades  
 Yes  No

Prepare routine progress reports on student performance  
 Yes  No

Enforce student attendance policies  
 Yes  No

Conduct classes, workshops, and demonstrations  
 Yes  No

Your selected statements you can edit these in the next step

- 6. Conducted classes, workshops, and demonstrations.
- 7. Established clear objectives for all lessons, units, and
- 8. Conducted educational goal setting.
- 9. Used software tools including: Microsoft Office suite,
- 10. Language skills: Spanish

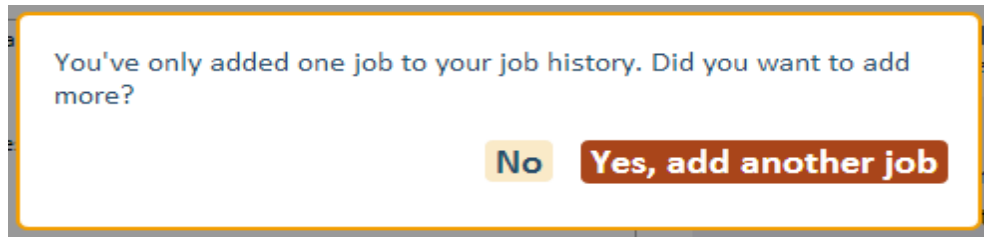
**Cancel** **Next: review your updated job description**

For instance, if an executive assistant also managed company travel arrangements – enter travel agent. If a program manager also compiled extensive reports, try statistician, information analyst, or demographer. If a former stay-at-home parent raised an autistic child, he/she may find great skill matches as a basic communications instructor.

Possibilities are everywhere! Don’t miss them.

### Encouraging Job Seekers to Be Complete

When job seekers click “Save & Move to Next Step” after providing only one history, Focus/Career displays the light box below to encourage them to be as complete as possible. Certainly, some job seekers are only embarking on their careers and have no work



history to include, and others will have only one work history. While Focus does not require work history to complete a resume, it includes steps to remind job seekers when they may not have finished a process that would benefit their job searches.

### Create a Targeted Resume – Adding Military Job Histories

Returning to Step 1 of the Work History tab, add a military job history using a Military Occupational Specialty (MOS) code or a military job title. When you enter the MOS in the job title field, selectable, type-ahead options for job titles will display below the field. When you enter or select from the optional list, the Employer field will pre-populate with the corresponding Military service branch. Also, the Rank field will display automatically with a corresponding drop-down of ranks appropriate to that branch of service.

#### SPECIAL INSTRUCTIONS FOR VETERANS, HOMEMAKERS, VOLUNTEERS, OR THOSE WITHOUT JOB HISTORY

##### **Veterans**

If you have served in the military, we will ask you about your military occupation in the Profile area. If you feel your military rank and service constitutes a significant portion of your work experience, you can list your rank and military occupation as a job on your resume. We will try to find questions or text that relate to civilian equivalents.

**1. Add a job** \*required fields

Job title \* 4068 - Data Network Technician Standard job titles are provided for your convenience. You may still use your own job title if it's not on our list. If you are a veteran or military service member, enter your Military Occupational Classification (MOC) code to the job title field. We will populate your employer with the appropriate service branch and allow you to select your rank. We also provide work statements for many military occupations to help you describe your skills and duties for these jobs. This information will display on your resume and help us match you to civilian job openings where your military skills will transfer.

Employer \* United States Marine Corps

Rank **Second Lieutenant**

Start date \* 07/2004 mm/yyyy  I currently work here

End date \* 08/2010 mm/yyyy

Location \* Quantico

Virginia

United States

Wages/pay unit 59,700.00 Yearly The salary information you provide will not appear in your resume and is collected only to help provide you with matches.

When using the MOS for a Work History entry, staff and job seekers enable Focus/Career to locate and match civilian labor force jobs with corresponding skills. Many specialties prepare veterans for a wider range of jobs and industry sectors than even they may realize.

Seeing real options can be extremely beneficial in reducing transition tension. Because skill relationships are not always obvious, this feature saves considerable research time for both you and job seekers.

Keep in mind, however, that other MOS codes may not translate as easily – such as

front-line combat positions. At the other end of the spectrum, some military jobs may be so highly specialized that Veterans may have fewer civilian opportunities to continue their career trajectory in certain labor markets. In these cases, Veteran case managers may find the Burning Glass Labor/Insight application helpful in locating labor markets where such specialties are in greater demand. When Veteran job seekers are willing to relocate, pointing them in the right directions can make a world of difference.

In Step 2, Focus displays radio buttons for the most transferable job possibilities. These may span many job sectors, providing multiple pages of listings. Be sure to explore all to find those most closely related to the MOS or the direction that most interests the veteran. When you make a selection, Focus will display the appropriate job questionnaire. The Veteran will continue the same Work History process as covered above.

**2. Job title details** \* *required fields*

---

Which of these jobs is most closely related to your military experience?

**1 2 3 4 5**

- Database Administrators
- Network and Computer Systems Administrators
- Telecommunications Specialists
- Computer Support Specialists
- Document Management Specialists
- Computer Operators
- Electricians
- Helpers--Electricians
- Telecommunications Equipment Installers and Repairers, Except Line Installers
- Electrical and Electronics Repairers, Commercial and Industrial Equipment

### Create a Targeted Resume – Adding Homemaker/Caregiver Job Histories

Breaking back into the labor force can be especially challenging for those who have stepped away for family responsibilities such as parenting or caring for an elderly family member.

By entering such job titles as Homemaker, Home Manager, or Care Giver, these job seekers may be surprised by the number and range of skills they've developed, not to

#### Homemakers

If you have experience as a homemaker, care giver or stay-at-home parent, please enter 'Homemaker', 'Care Giver' or 'Home Manager' in the job title field so that we can further assist you in identifying transferrable skills valuable to employers. (We suggest you list the employer for the time you spent in such roles as "Self.")

mention, how well they've positioned themselves for a new career that could require only some additional training or a certification to launch. From healthcare to hospitality to housekeeping, a solid career path can be well within reach.

Returning to Step 1 of the Work History tab, the usually unpaid, yet very important work of managing a home and caring for children presents numerous possible skills that can be included on a resume. When adding “Homemaker” as the job title, notice that the “Employer” field pre-populates as “Self.” Also, the “Wages” and “pay unit” fields are no longer required.

**1. Add a job** \* required fields

Job title \* Homemaker

Employer \* Self

Start date \* 05/1998 mm/yyyy  I currently work here

End date \* 06/2004 mm/yyyy

Location \* Frankfort

Kentucky

United States

Wages/pay unit - select pay type -

In Step 2, a list of options identifies job sectors where typical “homemaker” skills commonly are needed. Focus recommends that job seekers select the two most relevant areas of greatest interest or where they believe their strongest skills reside.

**4. Job description** \* required fields

Edit your job description to personalize it. Your description will be even better if you add very specific descriptions of what you did, initiatives you led, and your particular accomplishments and contributions. To help you, we've included a list of keywords and statements you may select to add to your description.

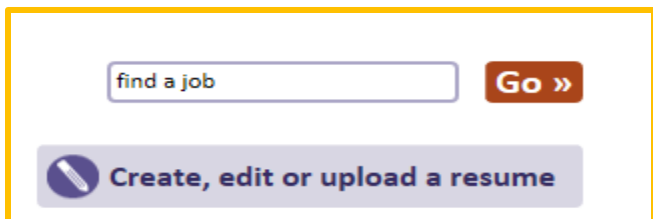
- \* Prepared nutritious meals.
- \* Operated equipment used for preparing food products.
- \* Served and stored food.
- \* Cooked with others in team effort.
- \* Created recipes.
- \* Carried out proper food storage procedures such as wrapping, labeling, dating, stocking, storing, rotating.
- \* Managed immunization schedule.
- \* Practiced illness prevention.
- \* Balanced nutrition.
- \* Promoted family exercise routine.
- \* Managed medical crisis.
- \* Provided care to child.

In Step 3, a questionnaire provides questions about work tasks and responsibilities, while Step 4 (at left) presents the selected items for editing or the addition of keywords and more work statements. Notice that the skills represent those in both Food Preparation and Services, and Health and Nursing categories.

Does that mean that job seeker is limited only to the skills gained in those categories? Not at all! Focus is about options, and if any job required people to “wear many hats,” parent must be at the top of the list!

## Section 11: Uploading/Pasting a Resume

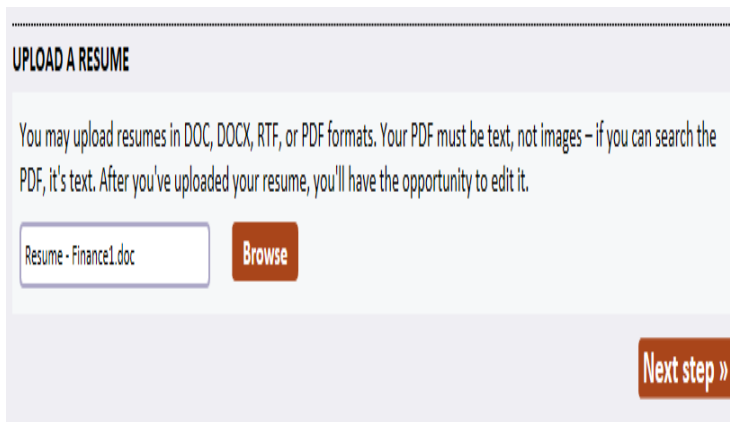
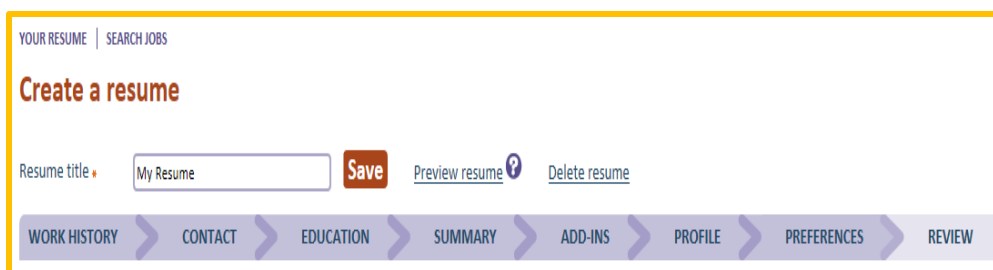
You may access the resume Upload and Paste features from two locations in Focus/Career-Explorer. From the home page, click “Create, edit, or upload a resume” under the “Find a job” feature (below). This will open the selection light box where you may select any of the resume options



– Create, Upload or Paste.

From the resume Review tab, click “Your Resume,” located at the middle left of the page (shown below). This link also takes users to the three resume options, but provides additional access to the “Create a new resume based on an existing one” feature.

**When uploading a resume,** Focus/Career-Explorer provides a standard “browse” feature to upload resumes from a computer desktop (shown below). After selecting the resume document, the name of the document will appear in the text box. The uploaded resume must be in DOC, DOCX, RTF or PDF format.

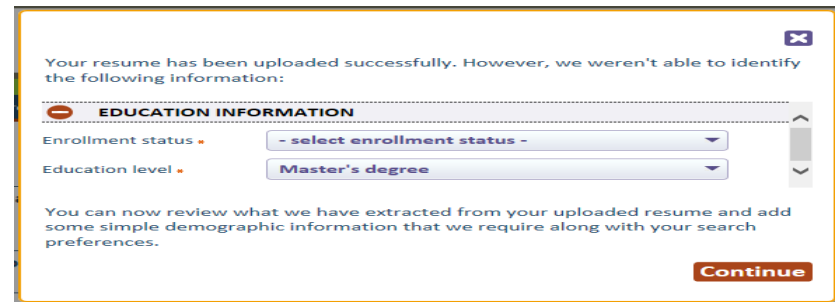


Click “Next step” to proceed. A brief processing time will elapse as the parser checks the resume to identify missing fields that are required in the resume’s guided path. When such items are located, Focus will display a light box, prompting you to select or complete the fields.

From there, users click “Continue.” This will navigate you to the Contact tab in the resume’s guided path. If any additional fields must be capture, indicators will display (in red) for the fields needed before saving the tab. The users will then proceed through the remaining tabs until each is completed and the resume displays in the Review tab.







At right is the Focus light box that displays when an uploaded resume has not provided information that is required to save a job seeker’s record in Focus/Career-Explorer. Typically, this same information is necessary for case-management data collection and will be passed to the CMS via an Application Programming Interface (API).



## The Uploaded Resume Display

When reaching the resume Review page, an uploaded resume will display in the user’s format and the “Resume style” drop-down selection will be “Original” (shown below). By comparison, resumes build using the wizard will be displayed in the “Standard” resume style. When users wish to retain their original formatting, the process is complete. They can save their resumes and view their matched.

Resume style **Original** Resume order **Emphasize my experience** Hide options   

**SMITH**  
Phone:  (616) 666-6666 | Email: mike.smith@demo.com

---

**SUMMARY OF QUALIFICATIONS**

Accomplished and highly qualified Senior Finance Manager with 13+ years of professional experience and success. Adept at overseeing daily financial operations, managing programs, forecasting and planning, analyzing and improving processes, and leading personnel through the completion of assigned tasks. Currently seeking a managerial position in Finance which will effectively utilize all acquired skills, abilities, and areas of expertise as follows:

<ul style="list-style-type: none"><li>Financial Management</li><li>Staff Training/Supervision</li><li>Performance Evaluation</li><li>General Accounting</li></ul>	<ul style="list-style-type: none"><li>Program Management</li><li>Process Analysis &amp; Improvement</li><li>Financial Reporting</li></ul>	<ul style="list-style-type: none"><li>Business/Revenue Growth</li><li>Budgeting/Forecasting</li><li>Financial Analysis</li><li>Business Administration</li></ul>
---	---	--

**PROFESSIONAL PROFILE**

Genzyme Corporation Jul. 2007 - Present  
*Senior Finance Manager - R&D Finance*

- Accountable for managing over \$300M in contract accounting for Clinical Operations and Functional Support (Regulatory Affairs, Clinical Operations, Compliance, Global Patient Safety, Clinical Pharmacy and Biomedical Affairs) including accrual reconciliations and unbilled services review.
- Manages the month-end closing and reconciliation process for R & D Finance

resume styles, several are available from the drop-down. You also can revert an uploaded resume back to its original style by selecting “original” from the drop-down.

## Pasting a Resume

Pasting a resume is the least recommended resume option, but is provided for those who feel more comfortable “cutting and pasting” their documents. Pasting works in the

same manner as uploading, but users may experience some problems if a pasted resume is heavily formatted. The parsing may be more accurate if the pasted resume is “straight text.” In either case, the features are easy-to-use and should not provide difficulty for less technical users.

## Section 12: Completing the Guided Path

In the Focus/Career resume builder, the Guided Path represents the required initial sequence that users follow when completing the default resume. For a resume to be complete, the user must complete all required fields in each tab, ending on the Review tab with the resume fully displayed. From Review, the “Save Resume and View Matches” button triggers three actions.

First, it registers the default resume in the Lens search engine and makes it viewable to employers and staff as a potential match to jobs. (**NOTE:** If users

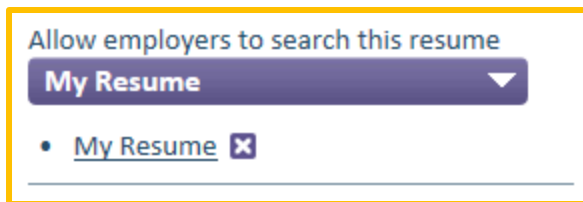


elect not to make their resumes searchable to interested employers (a selection on the Preferences tab), their resumes are still registered in Lens and will return matches for job seekers to view. Those matches, however, will not be displayed to employers.)

Secondly, it creates and populates the Job seeker profile in Focus/Assist, establishing the Focus job seeker ID. This includes information that appears in the profile, contact, and resume panels, as well as entries to appropriate logs (e.g., appropriate auto-generated activities). It also triggers behind-the-scenes routines that flag job seeker issues related to resumes and system usage. Lastly, this “Save” action triggers the API to send appropriate information to the case-management system.

**What happens when users stop before completing a resume?** This depends on where they stop. Notice above that the Work History tab has four steps. If you stop or time out during these four steps, you will lose all data entered in these steps. You must save on Step 4 to prevent this. Once beyond this point, Focus/Career retains all entries that precede the last saved tab. If you sign-out or time-out, Focus will return you to the same location where you stopped.

**When adding other resumes (after creating the first one), does the last resume added become the new default resume?** No. The first



resume will remain the default resume unless you (job seeker or staff) select another resume as the default to another resume. The default resume feature is found on job seekers’ home page (at left). Whichever resume is selected from the drop-down will become the default and is the only resume that is searchable by employers at that time.

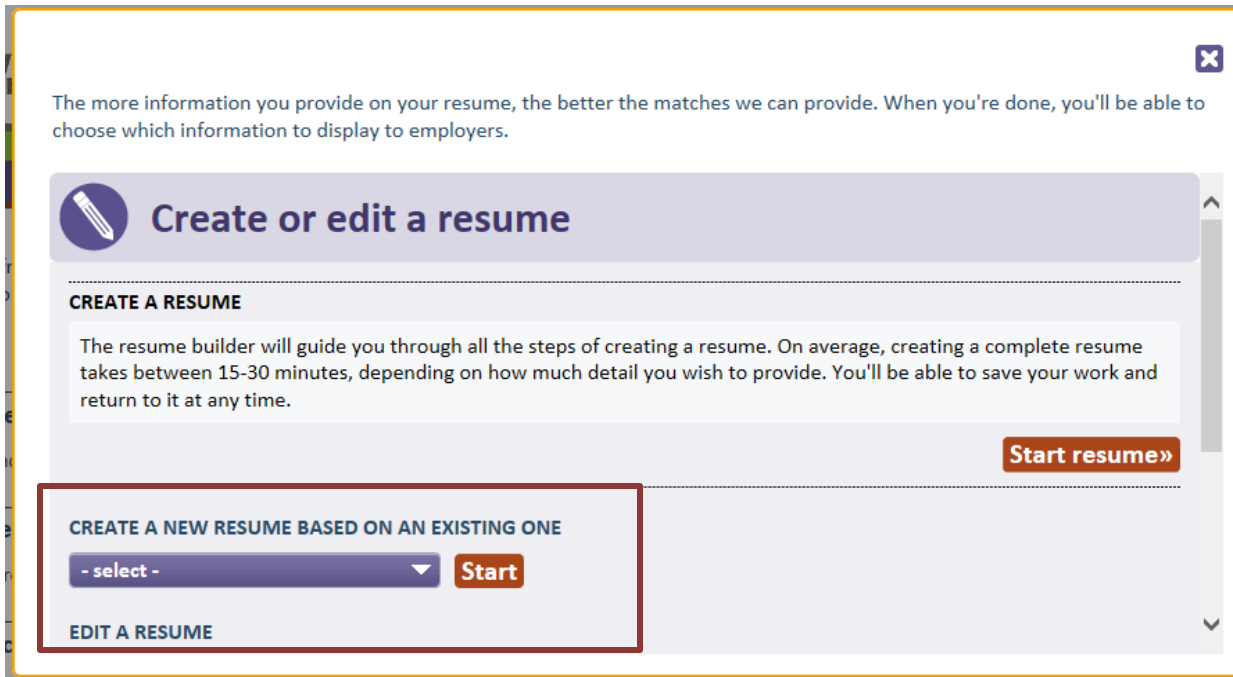
## Unrestricted Path

After completing the guided path on each resume, the edit path for that resume becomes unrestricted. You may go to any tab and update information. Following the tab sequence is no longer required. Users need only click “Save and Move to Next Step” to apply the changes made to that tab. All Saved information is sent to the case-management system based on the changes made in any individual tab.



## Managing Multiple Resumes

You may have up to five resumes, but only one resume is searchable at a time. To add another, click “Create, edit or upload a resume” from the home page to display the light box below. The scroll bar at the right allows users to find the action they prefer.




To start a completely new resume, click “Start resume.” This restarts the identical process used to create the first resume.

If you wish to use some of the information from another resume, Focus/Career-Explorer also provides the option to create a new resume based on an existing resume. The existing resume may be any resume previously created. A drop-down will display so you can select from your own documents. Simply make your selection and click “Start.”

When scrolling further down the light box, you may access the Upload and Paste resume features. Clicking either of these actions will provide you with the same options originally presented when creating your initial or default resume.

 **Upload a resume**

 **Paste a resume**

## Contact Tab – Anchoring the Resume

Information displayed in the Contact tab may be populated from various sources. New users will enter some of this information during registration, but in cases where user accounts exist in the case-management or other legacy system, the Contact tab may populate from that record to prevent duplicative accounts. When users upload resumes, some information for this tab will be parsed to populate the fields below, but staff should be aware that uploaded resumes may not provide all required information for the Contact tab. When the upload feature

### Create a resume

Resume title  Save [Preview resume](#) [Delete resume](#)

WORK HISTORY CONTACT EDUCATION SUMMARY ADD-INS PROFILE PREFERENCES REVIEW

Save & Move to Next Step »

*\* required fields*

First name  Middle initial  Last name

ZIP code

Address

Address

City  County

State  Country

Phone number  Home ▼ Additional phone number(s)

- select - ▼

[+ Add another](#)

Email address  LinkedIn profile / Website

Save & Move to Next Step »

completes the initial parsing, it identifies missing information and asks the user to make selection. However, parsing is not 100 percent accurate in all cases, and users may be required to complete a required field on this tab.

**Email Address:** The email address on the Contact tab will be populated initially with the job seeker’s username/email and will display on resumes as show on the Contact tab. If users wish to enter a different email for their resumes, the new email may be entered here and will not change the account’s username.

## Education Tab – Underpinning Experience with Education and Skills

When users build a resume using the Focus wizard, the education tab will be blank, except for the skills section, which will display the auto-extracted skills that Focus identified in the users work histories. With uploaded resumes, some information on the Education tab will likely be parsed into this tab, although it is possible that the parser could not recognize all information and determine where it should be placed. This is often due to how the user has formatted a resume. Burning Glass recommends that users check all fields for any potentially absent data.

**Enrollment status & education level:** For uploaded resumes, these required fields will be captured in the parsing or by asking the user to select from the same drop-downs when the parse could not identify responses to these questions. In resumes from the wizard, users must complete these fields on the Education tab.

**Degrees and diplomas:** Required fields in this section become required if data is entered to a single field. For instance, if the user shows a Bachelor’s degree, they must also provide the subject/major, the institution, and the completion date. For job seekers who are working toward a degree, an expected date of completion can be substituted for the completion date. This allows users to display degrees in progress on their resumes, but to indicate honestly to potential employers where they are in their educational attainment. Courses, honors, GPA, and Activities fields are not required, but are available for users who wish to share this information. When High School or General Education diplomas are included, “General” may be entered to the subject/major field for those who did not pursue a specialized track of study.

**Enrollment status & education level** \* required fields

Enrollment status \* Not attending school, H.S. Graduate ▼

Education level \* Bachelor’s degree or equivalent ▼

**Degrees and diplomas** \* required fields

Enter 'General' or 'N/A' under Major/Subject if you did not have a major or would like to leave this field unspecified. You will be able to hide graduation dates when you complete your resume.

Bachelor of Computer Science (BCS) \* [+ Add another degree](#) [- Delete this degree](#)

Management Information Systems \* University of Kentucky \*

Lexington Kentucky ▼ United States ▼

Completed \* 05/1997 mm/yyyy  Currently enrolled; expected completion date \* \_\_\_/\_\_\_ mm/yyyy

Courses  Honors  GPA  Activities

---

High School Diploma \* [+ Add another degree](#) [- Delete this degree](#)

Information Technology \* Highland Magnate for Science and Te \*

Lexington Kentucky ▼ United States ▼

Completed \* 05/1993 mm/yyyy  Currently enrolled; expected completion date \* \_\_\_/\_\_\_ mm/yyyy

Courses  Honors  GPA  Activities

**Occupational licenses and certifications:** When provided in an uploaded resume, these fields will populate to the extent that parse information was identifiable. At a minimum, the issue date is required if the Occupational license or certification field is populated.

**Occupational licenses and certifications**

*For occupational licenses or certifications in progress, please enter the expected completion date in the "Issue Date" column.*

Occupational license or certification  [+ Add](#) [- Delete](#)

Issuing organization  Issue date  mm/yyyy

City  **Kentucky**  **United States**

---

**Driver's License** \* required fields

Driver's license  **Yes**  **Kentucky**  **Regular Operator (Class D)**

Display driver's license information on my resume.

Endorsements (check all that apply)

Airbrakes  Motorcycle  Tank hazard

Doubles/Triples  Pass transport  Tank vehicle

Hazerdous materials  School bus

---

**Languages**

*Indicate all languages in which you are proficient.*

Spanish  [+ Add](#)

---

**Skills**

*We've identified certain skills from your resume. Please add other skills you would like employers to know you have.*

Skill  [+ Add](#)

c++

clearcase

cold fusion

computer networking

configuration management

**Save & Move to Next Step »**

**Driver's License:** Users must advise whether or not they have a driver's license, and if so, the state of issue and the type of license. Endorsements are optional but will vary by state as required by motor vehicle laws and regulations.

Displaying driver's license information on resumes is by user option, depending on the check box entry selected. However, if users have multiple resumes and wish to display the driver's license on only one resume, the information can be hidden on the other resumes by using the Hide feature on the resume Review tab.

**Languages and Skills:** While these are not required fields, the Skills section will automatically list critical skills that were identified automatically in the Work History tab from either an uploaded or wizard-built resume. Since this may not list every skill the user provided, the Skills feature allows them to add more. A pending enhancement for Languages is planned to capture user levels of proficiency.

### Summary Tab – Selling the Resume with Key Information

The resume Summary is auto-generated information captured by Focus from entries provided to the Work history and Education tabs. An editable text box allows users to change/update this information, reformat the paragraphs, revert to the original summary display, or exclude summaries from any of their resumes.

Currently, the Summary does not re-generate when changes are made to the initial resume **AFTER** the guided path is completed. As an example, when users do not provide all of their work histories while in the guided path, and then add another work history later while in the restricted path, the years of experience and the related industries from the additional work history will not be updated. These corrections must be made manually.

The screenshot shows a web interface for editing a resume summary. At the top, there is a 'Resume title' field containing 'Information Technology', a 'Save' button, and links for 'Preview resume' and 'Delete resume'. Below this is a navigation bar with tabs: WORK HISTORY, CONTACT, EDUCATION, SUMMARY (highlighted), ADD-INS, PROFILE, PREFERENCES, and REVIEW. A 'Save & Move to Next Step »' button is located in the top right. The main content area contains the text: 'We created this summary for you based on your resume so far. You may use it as is, edit it below, or omit a summary from your resume.' Below this text are two radio buttons: 'Use this summary' (selected) and 'Do not include a summary in my resume'. A large text area contains the generated summary text: 'I have 17 years of experience as a Computer Systems Analyst, a Data Network Technician and a Homemaker in industries including Wholesale Trade-Durable Goods, and Executive, Legislative, and General Government, Except Finance. Most recently, I have been working as a Computer Systems Analyst at Burning Glass Technologies (October 2010 to May 2014). My skills and experiences include: clearcase, cold fusion, computer networking, configuration management, illness prevention, immunizations, java, javascript, lesson planning, network security, troubleshooting, and application development. I hold a Bachelor of Computer Science (BCS) degree in Management Information Systems from the University of Kentucky. My High School Diploma in Information Technology is from Highland Magnate for Science and Technology in Lexington, Kentucky.' At the bottom left of the text area is a 'Revert to original summary' button, and at the bottom right is another 'Save & Move to Next Step »' button.



## Add-ins Tab – Rounding out the Job Seeker’s Achievements & Interest

The Add-in tab allows users to create optional sections for their resumes. By ticking the check boxes for the desired sections, free text boxes will display to enter information. Before saving this tab, users must delete any text boxes they did not use by clicking “Delete section.”

When counseling job seekers on resume building, staff may wish to offer the tips below.

**Don’t be redundant!** Some Add-ins may duplicate items already captured in their resumes. Technical skills may already be captured from the Skills section on the Education tab, and some of those skills may be technical or specialized. If Honors are related to educational achievements, they may be best added from the Degrees and diplomas features

**Summary or Objective? One, but not both!** In today’s labor market, most employers prefer a

Summary because it creates a concise snapshot or profile of both experience and education. Since busy hiring managers often read a small portion of each resume to determine who they’ll interview, the summary choice highlights what they’re looking for and could make the difference in further consideration.

**Internships – Add-ins or Work History?** Even unpaid internships can be viable work histories where good experience was obtained, particularly for younger job seekers just starting their careers without a lot of paid experience. Other factors to consider might be how long ago the

internship/s occurred; are they related to the seeker's current field of interest, most recent paid work history, or the types of jobs they're now seeking; and where should they display in the resumes to get the appropriate visibility from a busy hiring manager?

**Just how "personal" is "Personal Information?"** Many job seekers use personal information effectively, while others can get carried away with more information than employers need to know. Job seekers should avoid disclosing medical conditions or information of an extremely private nature. No life stories, please! A brief list of hobbies may give employers an idea of how one spends their free time, but caution is advised with "fringe" or high-risk activities that might concern a more conservative reviewer. Hobbies also could be included as **Interests**; a section that may sound a little less..."personal."

**Affiliations and Volunteer Activities** may or may not be sensitive, depending on their relevance to a particular position. Some affiliations or activities could raise red flags for reviewers, while others could work in a job seeker's favor. Some advance research into employers (via their websites, news articles, or contacts within the company) might provide insight to similar and different themes or shared affiliations. Volunteer activities may also be viable work history, best shown in that resume section. Longtime volunteers typically pick up many skills that are easily transferable to skills an employer might need. Again, consider relevance and choose accordingly.

**Professional Development – is this a certification?** Actually, it's probably best to think of professional development as work-related training, seminars, or workshops that did not result in a certificate or certification, which may require re-certification and documented educational hours over specified time periods and are better suited to the Licensing and Certification sections on the Education tab. Professional development often addresses "soft skills" such as written communications, team building, time management, or leadership or organizational skills.

**References – sometimes less is more!** A list of references may be lengthy enough to make a resume unwieldy, so this add-in could be best suited to a single statement: References available upon request. Many job seekers prefer to have their list of reference to present during an interview – something as a parting reminder to "check me out with these individuals." If an employer has not specifically requested references in the job description, it might be best to get the interview first and leave the follow-up for later. In either case, be sure to provide a balanced list of references – heavy on relevant professional references; light on personal contacts.

## Profile Tab – Capturing Key Demographics for Workforce Case Management

Capturing demographics that is necessary for case-management is critical to every public workforce agency. And because it’s so critical, this might present the question: Why don’t we capture this sooner in the resume building process? The position of this tab displays deeper into the guided path for a very good reason. To a job seeker, providing demographics about themselves can feel so “government and big brother.” The Burning Glass philosophy tries to reverse that mindset by showing job seekers the product they’re getting and you’re providing—up front. That’s their resume – something custom-built just for them and something that isn’t focused on demographics they “must” provide. Not to worry! Focus/Career Explorer will get the demographics and the guided path will lead job seekers right to the Profile tab but only after they’re comfortable and willing to be led.

The Profile fields are easily recognizable by any workforce staff, so little explanation is needed for this tab. For the job seeker, the most important statement appears at the top of this page: None of the information you supply will display on your resume other than military service.

Resume title \*  **Save** [Preview resume ?](#) [Delete resume](#)

WORK HISTORY > CONTACT > EDUCATION > SUMMARY > ADD-INS > PROFILE > PREFERENCES > REVIEW

**Save & Move to Next Step »**

We are required to ask a few demographic questions for federal reporting purposes. None of the information you supply will display on your resume other than military service. (You may hide military service on your resume when the resume is completed.)

\* required fields

---

Date of birth \*  mm/dd/yyyy

Employment status \*

Gender \*

Ethnicity/heritage \*  Hispanic or Latino  Not Disclosed  
 Non Hispanic or Latino

Race \*  Alaskan or American Indian  Black or African American  White  
 Asian  Hawaiian or Pacific Islander  Not Disclosed

U.S. citizen \*  Yes  No  
*To apply for jobs, you must be a U.S. citizen, a permanent resident alien, or authorized to work in the U.S.*

Disability \*

### Military Service – Honoring Veterans with Priority of Service and a Special Resume Section

Burning Glass is constantly in contact with state veteran representatives, LVERS, and DVOPS to gather input on new features and changing Title 38 regulations. Considerable changes will be coming to this section in future releases to incorporate recent changes and feature requests. Since the majority of job seekers will not have military career, most will never select the “Yes” radio button that opens the light box below. An

Military service  Yes  No

**Please tell us about your military service.**

Type of veteran

Employment status

Transitioning type

Service duty start date  mm/dd/yyyy

Service duty end date  mm/dd/yyyy

Military discharge

Campaign veteran  Yes  No

Are you currently homeless?  Yes  No

Have you attended a Transition Assistance Program course within the last three years?  Yes  No

Do you have a service-connected disability?

Branch of service

Rank

Military occupation title/specialty

Unit, Affiliation, and Honors

**Save & Move to Next Step »**

important step that veterans staff can take is to ensure that all veterans capture this information in Focus/Career Explorer, rather than skip this section and all it only to be captured in case-management. Why? **Because without self-disclosing as a veterans, many of the Focus features for veterans will not be accessible to them or capture them in ad hoc reporting. No other job seeker group receives as much “priority” as our veterans, so what will they miss?**

Their resumes will not have a customized section, highlighting their military service. For those with concerns about service dates in the distant past, they can hide the dates on the resume.

Job matching against their Military Occupational Specialties cannot be used to find a wider ranges of jobs for which they may qualify – a very valuable feature for transitioning service members.

They will not be included in Veteran Priority of Service job alerts and the 24-hour advance access to apply for jobs will not be available to them.

They will not be flagged in search results as Veterans, and employers searching for veteran job seekers will not find them in search results. In addition, when employers want to hire vets for a potential tax credit, they won’t be flagged for consideration.

Veteran staff will not be able to locate or filter their records in Focus/Assist for messages, list management, and other case-management communications and reports. Clicking “yes” to Military services does much more than a veteran job seeker might notice.

**Pending enhancements to the Military Service section:**

- Features to capture multiple military service periods will be added.
- “Type of Veteran” field will be updated to include Eligible spouses and Reservists/Guards
- Reserves and National Guard categories will be added to “Branch of service” and “Rank” fields.
- Continuous improvement of MOS matching and upgrades for transferable skills.

**Preferences Tab – Identifying the Job Seeker’s Objectives**

Other than finding a new career, job seekers have any number of preferences they want to be considered. The Preferences tab is where they tell us. Salary objective, willingness to work overtime or relocate, preferred work week, duration, and availability are critical factors. Location preferences tell us how far they want to commute and search for jobs, which are critical to matching. But perhaps the most important selection on the Preferences tab is “Make my resume searchable to qualified employers.”

What happens when a resume is not searchable? Employers will not see the job seeker’s resume in search results, but the job seeker will see job matches.

WORK HISTORY > CONTACT > EDUCATION > SUMMARY > ADD-INS > PROFILE > PREFERENCES > REVIEW

Save & Move to Next Step »

**My preferences** \* required fields

Make my resume searchable to qualified employers •  Yes  No *Your name and contact info will not be displayed – employers will only be able to contact you by confidential email.*

Wages/pay unit • 70,000.00  Yearly   
*The salary information you provide will not appear in your resume and is collected only to help provide you with matches.*

Are you willing to work overtime? •  Yes  No

Are you willing to relocate? •  Yes  No

Work week • Full time

Duration • Full Time, Regular

Shift availability •  Any  First (day)  Rotating  
 Second (evening)  Split  
 Third (night)  Varies

**Location preferences** \* required fields

Search within this area  of ZIP code •

Search this state/city

Only show in-state jobs

Save & Move to Next Step »

## Review Tab – Finalizing the Resume’s Presentation

Remember Julie, our job seeker from a few pages back? Below is her resume. Let’s see what she can do with it from this tab!

WORK HISTORY >
CONTACT >
EDUCATION >
SUMMARY >
ADD-INS >
PROFILE >
PREFERENCES >
REVIEW

Save Resume & View Job Postings »

Resume style Standard Format Resume order Emphasize my experience Hide options

**Julie F Hanson**  
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 Frankfort, KY 40601  
 juliefhanson@staff.com

**Summary**  
 I have 17 years of experience as a Computer Systems Analyst, a Data Network Technician and a Homemaker in industries including Wholesale Trade-Durable Goods, and Executive, Legislative, and General Government, Except Finance. Most recently, I have been working as a Computer Systems Analyst at Burning Glass Technologies (October 2010 to May 2014).

My skills and experiences include: clearcase, cold fusion, computer networking, configuration management, illness prevention, immunizations, java, javascript, lesson planning, network security, troubleshooting, and application development. I hold a Bachelor of Computer Science (BCS) degree in Management Information Systems from the University of Kentucky. My High School Diploma in Information Technology is from Highland Magnate for Science and Technology in Lexington, Kentucky.

**Experience**

<p><b>Burning Glass Technologies, Frankfort, KY</b>  <b>Computer Systems Analyst</b>                      Tested, maintained, and monitored computer programs and systems. Coordinated program and systems installation. Modified systems. Altered systems to improve workflow. Developed and revised system design procedures, test procedures, quality standards. Documented systems procedures. Assisted users with computer problems. Analyzed computer performance indicators. Maintained technical knowledge with manuals. Used configuration management software such as HyperSpace software, IBM Rational ClearCase, Wise for Windows Installer. Used development software such as C++, DCOM software, Java. Used web development tools such as Allaire ColdFusion, HTML, JavaScript, Ruby on Rails. Tested, maintained, and monitored computer programs and systems, including coordinating the installation of computer programs and systems. Prepared cost-benefit and return-on-investment analyses to aid in decisions on system implementation. Provided staff and users with assistance solving computer related problems, such as malfunctions and programmed problems. Knowledge sets include: configuration management, software configuration management, software process.</p>	Oct. 2010 to Present
<p><b>United States Marine Corps, Quantico, VA</b>  <b>Data Network Technician</b>                      Managed computer and network systems. Controlled multiple networks. Maintained network hardware, systems software. Provided support for WAN, internet system. Maintained network hardware. Maintained network software. Monitored network problems. Provided troubleshooting of hardware problems, software problems, network problems, systems problems. Replaced defective components. Performed emergency recovery operations. Coordinated network security. Maintained virus protection software. Monitored network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future. Operated master consoles to monitor the performance of computer systems and networks, and to coordinated computer network access and use. Planned, coordinated, and implemented network security measures to protect data, software, and hardware. Analyzed equipment</p>	July 2004 to Aug. 2010

Frankfort, KY May 1998 to June 2004

**Homemaker**  
 Prepared nutritious meals. Operated equipment used for preparing food products. Served and stored food. Cooked with others in team effort. Created recipes. Carried out proper food storage procedures such as wrapping, labeling, dating, stocking, storing, rotating. Managed immunization schedule. Practiced illness prevention. Balanced nutrition. Promoted family exercise routine. Managed medical crisis. Provided care to child. Provided educational instruction in: basic communications for developmentally disabled (autistic) child, resulting in design of computer application that uses musical and visual triggers to maintain attention span and expand learning windows. Developed individualized lesson plans. Maintained accurate and complete documentation. Prepared tests to gauge student performance. Prepared routine progress reports on student performance. Conducted classes, workshops, and demonstrations. Established clear objectives for all lessons, units, and projects. Conducted educational goal setting. Used software tools including: Microsoft Office suite, Apple Garage Band, and various Flash applications. Language skills: Spanish

**Military Service**  
 Second Lieutenant, Data Network Technician July 2004 to Aug. 2010  
**United States Marine Corps**  
**Veteran Discharge** : Honorable

**Skills**  
 C++, Clearcase, Cold Fusion, Computer Networking, Configuration Management, Distributed Component Object Model(dcom), Illness Prevention, Immunizations, Java, Javascript, Labeling, Lesson Planning, Microsoft Office, Microsoft Windows, Network Security, Planning Skills, Progress Reports, Ruby On Rails, System Design, System Implementation, Troubleshooting, Web Site Development, Wide Area Network(wan), Workshops

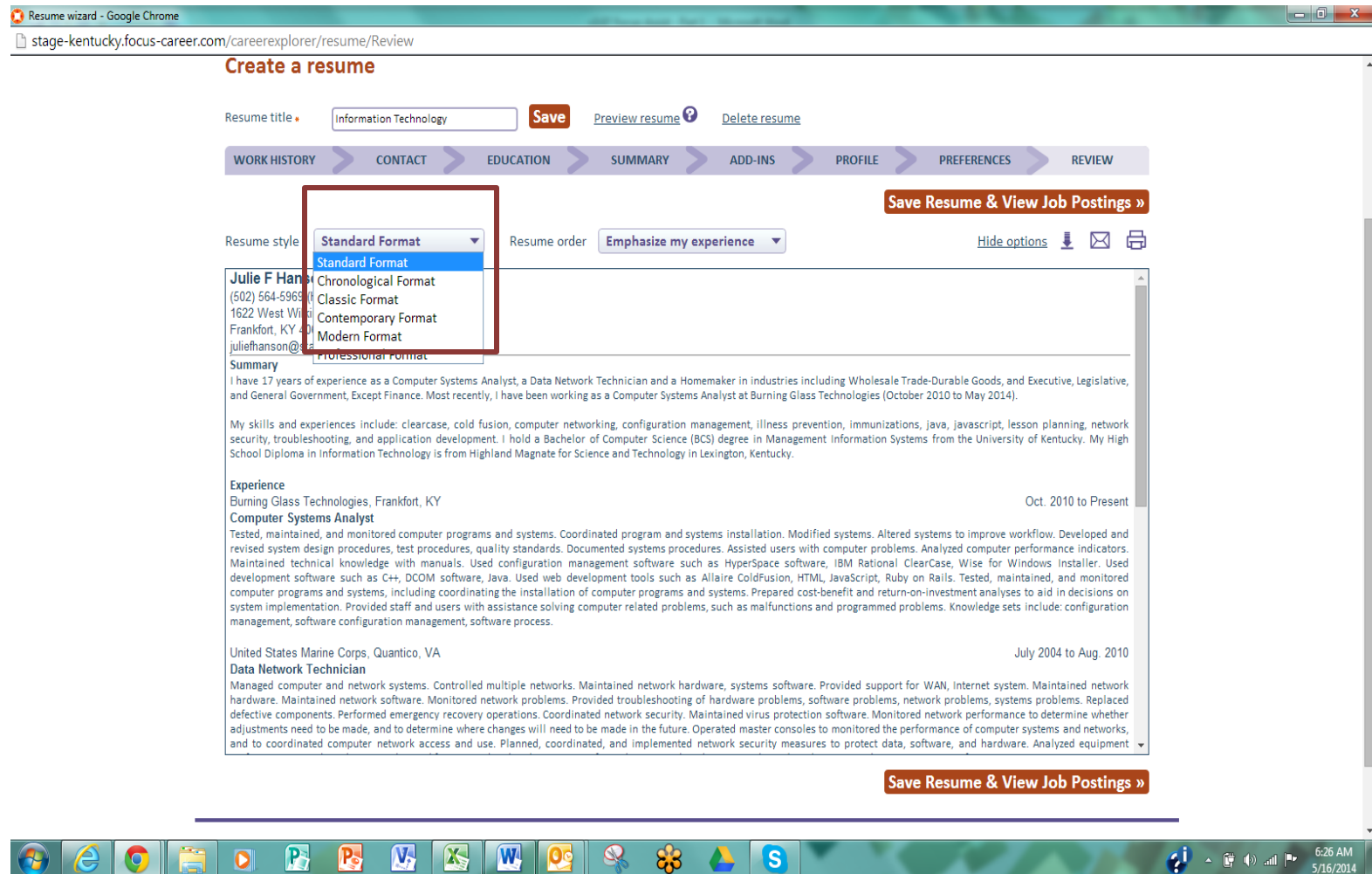
**Education**  
 1997 University of Kentucky, Lexington, KY  
**Bachelor of Computer Science (BCS):** Management Information Systems

1993 Highland Magnate for Science and Technology, Lexington, KY  
**High School Diploma:** Information Technology

**Publications**  
 "Redirect-Connect! - A Learning Explosion for the Autistic Child," software and curricula planning for parents and educators; Ashcraft Educational Publishing, ISBN 67-85446.

## Resume Tool 1 – Format Options

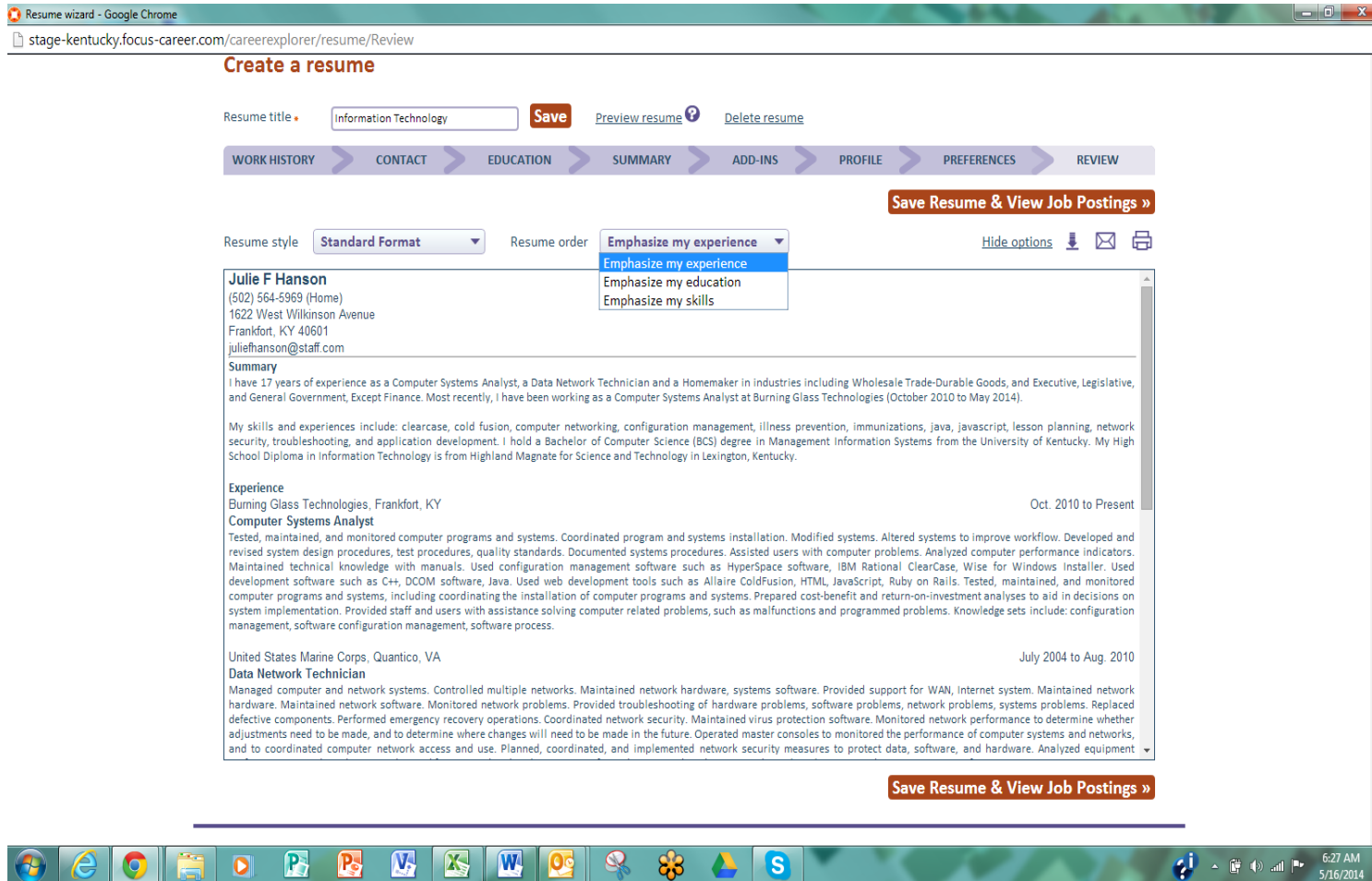
The resume style drop-down allows selection of six styles. The “Original” format will only display for uploaded resumes, bringing the total to seven when applicable.





## Resume Tool 2 – Emphasis Options

The Resume order drop-down allows users to change the emphasis of a resume by shifting the order of the sections. Need a functional resume for job seekers who are short on experience? Highlight their skills by moving them to the top. If education tops their qualifications, emphasize degrees. If job experience is their best selling point, use the default to “Emphasize my experience.”





### Resume Tool 3 – Hide Options

Users who wish to hide information on any resume have numerous options to disclose selectively only what is most important or relevant to any job to which they apply. Fourteen hide options, which can be changed easily on any resume put control in the user’s hands.



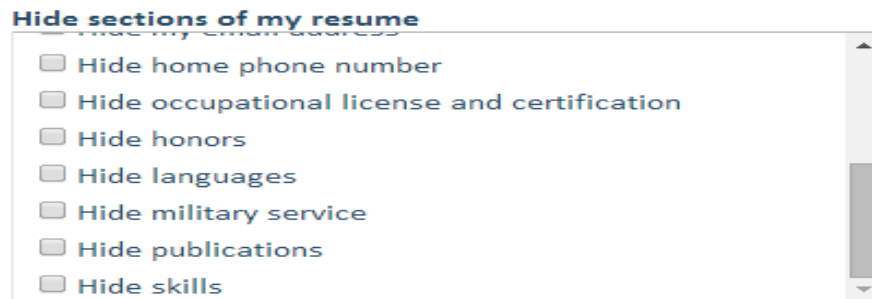
That interesting job as a bartender may have kept the lights on during the economic downturn, but some transitional employment strategies might not be too appealing to certain employers. Hide that work history if it might raise eyebrows.

Concerned that age might reduce the chances for securing an initial interview? Remove dates on selected items or remove all dates.

Prefer to be contacted by email? Hide the phone number, or hide the email and keep the phone number.

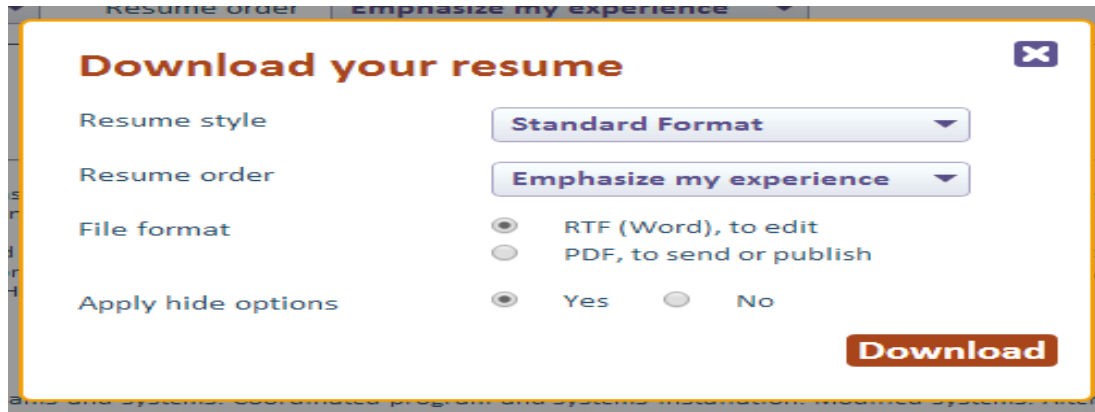
Want to keep those academic achievements handy, but perhaps they’re overkill with some employers? Tuck away the honors on one resume distribution and bring them front and center for another.

Being multi-lingual is a great asset, but is it relevant to every job? Hide the language proficiency and opt to highlight other skills.



### Resume Tool 4 – Download

For job seekers who want their resume/s available from a personal computer, the download feature is available. Select from two file formats, change the style and order, and keep or release those hidden items – all from the download light box.



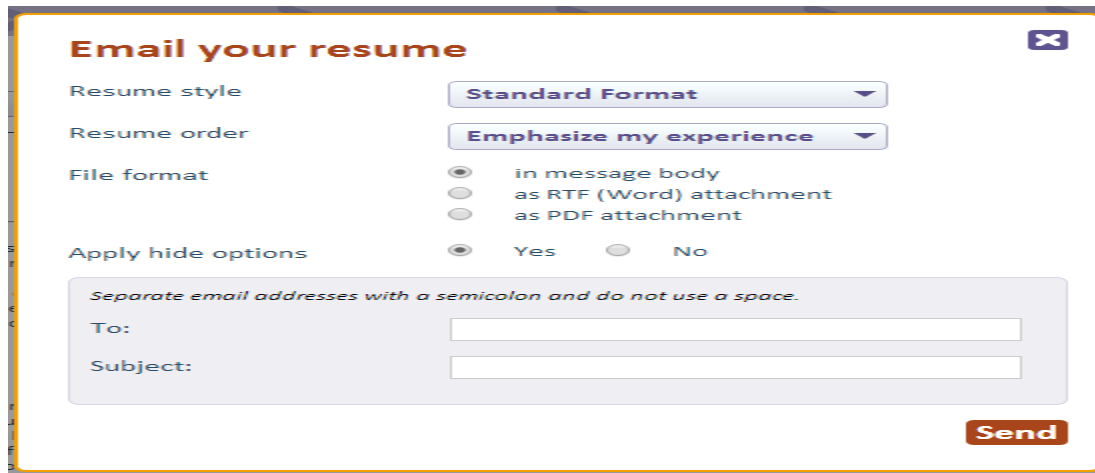
The screenshot shows a dialog box titled "Download your resume" with a close button (X) in the top right corner. It contains the following settings:

- Resume style: Standard Format (dropdown menu)
- Resume order: Emphasize my experience (dropdown menu)
- File format:  RTF (Word), to edit;  PDF, to send or publish
- Apply hide options:  Yes;  No

A "Download" button is located at the bottom right of the dialog box.

### Resume Tool 5 – Email

Email a resume to one or to several addresses. Make format changes as needed.



The screenshot shows a dialog box titled "Email your resume" with a close button (X) in the top right corner. It contains the following settings:

- Resume style: Standard Format (dropdown menu)
- Resume order: Emphasize my experience (dropdown menu)
- File format:  in message body;  as RTF (Word) attachment;  as PDF attachment
- Apply hide options:  Yes;  No

Below the settings, there is a text area with the instruction: "Separate email addresses with a semicolon and do not use a space." Below this are two input fields labeled "To:" and "Subject:". A "Send" button is located at the bottom right of the dialog box.

## Resume Tool 6 – Print

Need to print a resume? The print menu options will display based on the printer installed to the computer of use.

The image shows a software interface for printing a resume. On the left side, there is a 'Print' dialog box with the following settings:

- Print**: Total: 2 sheets of paper. Buttons: Print, Cancel.
- Destination**: EPSON WorkForce 545 ... Change...
- Pages**: All (selected). Input field: e.g. 1-5, 8, 11-13.
- Copies**: 1. Buttons: +, -.
- Layout**: Portrait (selected). Landscape (unselected).
- Color**: Color (selected). Black and white (unselected).
- Margins**: Default (dropdown menu).
- Options**:
  - Headers and footers
  - Two-sided
  - Background colors and images
- Print using system dialog... (Ctrl+Shift+P)

On the right side, there is a preview of a resume for Julie F. Hanson. The resume content includes:

- Header**: Julie F Hanson, (502) 564-5969 (Home), 1622 West Wilkinson Avenue, Frankfort, KY 40601, juliefhanson@staff.com
- Summary**: I have 17 years of experience as a Computer Systems Analyst, a Data Network Technician and a Homemaker in industries including Wholesale Trade-Durable Goods, and Executive, Legislative, and General Government, Except Finance. Most recently, I have been working as a Computer Systems Analyst at Burning Glass Technologies (October 2010 to May 2014).
- My skills and experiences include**: clearcase, cold fusion, computer networking, configuration management, illness prevention, immunizations, java, javascript, lesson planning, network security, troubleshooting, and application development. I hold a Bachelor of Computer Science (BCS) degree in Management Information Systems from the University of Kentucky. My High School Diploma in Information Technology is from Highland Magnate for Science and Technology in Lexington, Kentucky.
- Experience**:
  - Burning Glass Technologies, Frankfort, KY** (Oct. 2010 to Present) - **Computer Systems Analyst**: Tested, maintained, and monitored computer programs and systems. Coordinated program and systems installation. Modified systems to improve workflow. Developed and revised system design procedures, test procedures, quality standards. Documented systems procedures. Assisted users with computer problems. Analyzed computer performance indicators. Maintained technical knowledge with manuals. Used configuration management software such as HyperSpace software, IBM Rational ClearCase, Wise for Windows Installer. Used development software such as C++, DCOM software, Java. Used web development tools such as Allaire ColdFusion, HTML, JavaScript, Ruby on Rails. Tested, maintained, and monitored computer programs and systems, including coordinating the installation of computer programs and systems. Prepared cost-benefit and return-on-investment analyses to aid in decisions on system implementation. Provided staff and users with assistance solving computer related problems, such as malfunctions and programmed problems. Knowledge sets include: configuration management, software configuration management, software process.
  - United States Marine Corps, Quantico, VA** (July 2004 to Aug. 2010) - **Data Network Technician**: Managed computer and network systems. Controlled multiple networks. Maintained network hardware, systems software. Provided support for WAN, Internet system. Maintained network hardware. Maintained network software. Monitored network problems. Provided troubleshooting of hardware problems, software problems, network problems, systems problems. Replaced defective components. Performed emergency recovery operations. Coordinated network security. Maintained virus protection software. Monitored network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future. Operated master consoles to monitor the performance of computer systems and networks, and to coordinated computer network access and use. Planned, coordinated, and implemented network security measures to protect data, software, and hardware. Analyzed equipment performance records to determine the need for repaired and replacement. Configured, monitored, and maintained email applications and virus protection software.
  - Frankfort, KY** (May 1998 to June 2004) - **Homemaker**: Prepared nutritious meals. Operated equipment used for preparing food products. Served and stored food. Cooked with others in team effort. Created recipes. Carried out proper food storage procedures such as wrapping, labeling, dating, stocking, storing, rotating. Managed immunization schedule. Practiced illness prevention. Balanced nutrition. Promoted family exercise routine. Managed medical crisis. Provided care to child. Provided educational instruction in: basic communications for developmentally disabled (autistic) child, resulting in design of computer application that uses musical and visual triggers to maintain attention span and expand learning windows. Developed individualized lesson plans. Maintained accurate and complete documentation. Prepared tests to gauge student performance. Prepared routine progress reports on student performance. Conducted classes, workshops, and demonstrations. Established clear objectives for all lessons, units, and projects. Conducted educational goal setting. Used software tools including: Microsoft Office suite, Apple Garage Band, and various Flash applications. Language skills: Spanish
  - Military Service**: Second Lieutenant, Data Network Technician, United States Marine Corps (July 2004 to Aug. 2010). **Veteran Discharge : Honorable**
- Skills**

## Section 13: Job Matching and Related Features

From the resume Review tab, users can access the “Save Resume & View Job Posting” button (at right). After applying styles, emphasis, and hide features, it’s probably time to look for jobs that match the resume.

**Save Resume & View Job Postings »**

[Hide options](#)   

### Match results table

Users are taken to the Job search results below. The results table displays jobs by the highest to lowest star match to the resume, giving jobs from the Focus/Talent (statewide) feed priority over jobs from the spidered feeds. Column 2 provides the job posting date, while Job titles are hyperlinked to open the posting for review, and the table is completed by columns for Employer, job location, and actions.

**Unknown:** When employers display as “Unknown,” this does not mean the job is poorly sourced or a likely scam. Given Burning Glass’s rigorous monitoring of job sources it spiders, these “unknown” references are more likely to be legitimate sources where the employer name is located at the second layer of the website –requiring users to click an action or sign into the website to get more information. Spider robots cannot take these actions or access an interior layer.

YOUR RESUME | SEARCH JOBS

**Save This Search & Notify Me of New Jobs »**

### Job search results

These results are based on your search criteria. [Review & change criteria.](#)

add words to search for  in **Anywhere**

LOCATION: within **- select radius -** of ZIP code:

---

Showing 1-10 of 75 jobs  jobs per page Page(s) « previous 1 2 3 4 5 ... next »

RATING ?	DATE	JOB TITLE	EMPLOYER	JOB LOCATION	ACTIONS
★★★★☆	May 02, 2014	<a href="#">Systems Administrator</a>	Xerox	LONDON, KY	<a href="#">Am I a good match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>
★★★★☆	May 10, 2014	<a href="#">Condition Acquisition And Reporting Systems Cars Administrator</a>	Northrop Grumman	FRANKFORT, KY	<a href="#">Am I a good match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>
★★★★☆	May 05, 2014	<a href="#">Condition Acquisition And Reporting Systems</a>	Northrop Grumman	FRANKFORT, KY	<a href="#">Am I a good match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>
★★★★☆	Apr 22, 2014	<a href="#">Linux Systems Administrator</a>	Science Applications International Corporation	FORT KNOX, KY	<a href="#">Am I a good match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>

**Widen your net: see matches statewide**

**Don't see what you're looking for?**

## How to Apply

To apply for a job, users must click the [job title](#) hyperlink to view the posting. In the screenshot below, a job displays from the spidered job feed. When users are interested in applying for jobs, they click the “How to apply for this job” button to obtain additional information. In this example, job seekers may self-refer to any spidered job, regardless of their star match. This action is logged as an interstate job referral.

When users click how to apply from the Focus/Talent (state-wide) job feed, the action is logged as a (regular) referral.

Job seekers may not always receive an employer’s contact information from this action. Depending on the workforce client’s Focus suite settings or employer preferences for how their job postings will be managed, job seekers may be required to contact staff to obtain information or be screened for appropriate qualifications.

« Job results

### Human Resources Generalist

Customer Job ID na  
Job ID 20140521\_13E15E3ACD354ADFB536442A6E87BF42

**How to apply for this job »**

[Am I a good match?](#) | [Find more jobs like this](#) | [Do not display this job again](#) [BOOKMARK THIS INFO](#) [✉](#) [🖨](#)

*This job has been viewed 0 times*

AdministrativeJOBS .COM By BEYOND The CAREER NETWORK™ Join Now | Sign In **Hiring?**

Resources ▾ Jobs ▾ What Where 🔍 Advanced

#### Human Resource Generalist

University of Louisville Physicians - Louisville, KY  
Job via CareerBuilder

Job Number 156527810

**View & Apply** [SAVE](#)

#### Job Description

**JOB SUMMARY:**

Providing Generalist Human Resources services for a multi-specialty physician practice group, the HR Generalist serves as a business partner by providing guidance and HR expertise to employees, managers and leaders throughout the organization. This position exists to deliver high level customer service to staff,

#### Human Resource Generalist jobs in Louisville, KY

Loading...

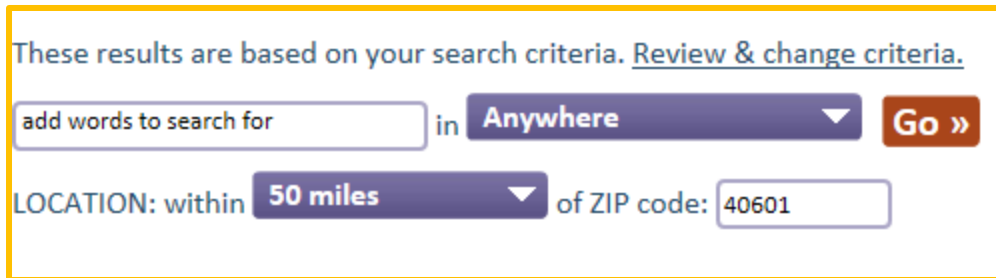
#### University of Louisville Physicians News

[SEE MORE](#)

Loading...

### Search Criteria and Saved Searches

The default job search criteria for all job seekers are established in Focus/Career-Explorer through a combination of elements. Skills, education, and experience from the default resume are weighted for job matching and star rankings; location preferences are captured from the Preferences tab; while other preference elements are factored into a robust profile of what job seekers want and what they bring to the table. This criteria populates the “Search job postings for (an individual job seeker),” which staff accesses from the “Finds jobs for seeker” feature via the Job seeker dashboard’s Action drop-down.



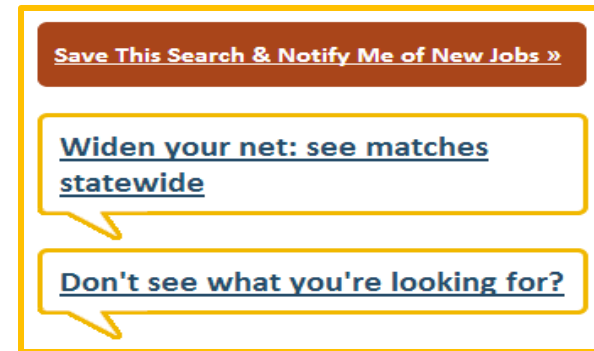
When staff tailors criteria to narrow or broaden search results for job seekers, these changes do not alter the default criteria established by job seekers in Focus/Career-Explorer. It remains in the background and staff changes revert to the default settings. Staff clicks the “Review & change criteria” link (at left) to display the search criteria page.

Three additional features complement the search criteria available to both staff and job seekers. These also display on the search results page for quick access.

“**Save this Search & Notify Me of New Jobs**” creates job alerts that may be set for daily or weekly delivery.

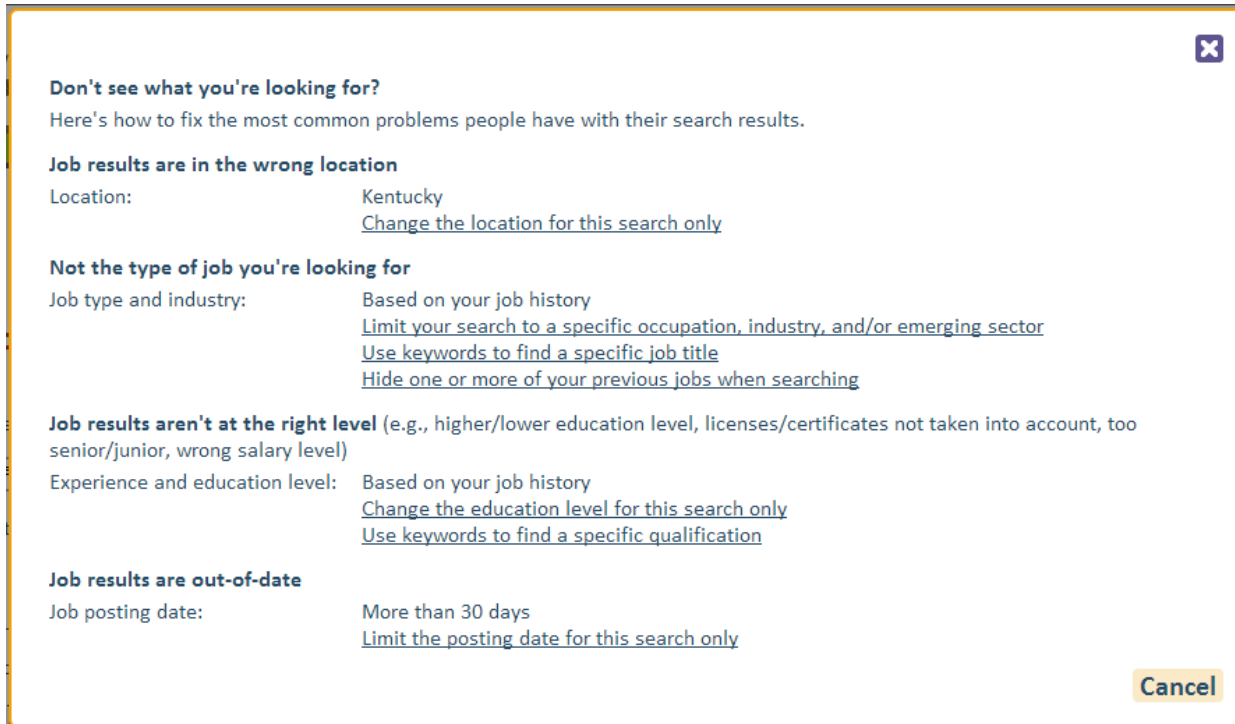
“**Widen your net: see matches statewide**” expands any search criteria with location settings by ZIP code and radius parameters or only specific cities/MSAs.

“**Don’t see what you’re looking for?**” opens a light box where guidance on setting search criteria is available.



## Online Help with Search Strategies

When staff or job seekers don't receive the search results they expect, "Don't see what you're looking for?" offers resolutions to the most common search-related problems individuals report. Focus tracks the number of times job seekers refer to the online help feature.



The screenshot shows a help dialog box with a close button (X) in the top right corner and a 'Cancel' button in the bottom right corner. The dialog is titled "Don't see what you're looking for?" and contains the following text:

Here's how to fix the most common problems people have with their search results.

**Job results are in the wrong location**  
Location: Kentucky  
[Change the location for this search only](#)

**Not the type of job you're looking for**  
Job type and industry: Based on your job history  
[Limit your search to a specific occupation, industry, and/or emerging sector](#)  
[Use keywords to find a specific job title](#)  
[Hide one or more of your previous jobs when searching](#)

**Job results aren't at the right level** (e.g., higher/lower education level, licenses/certificates not taken into account, too senior/junior, wrong salary level)  
Experience and education level: Based on your job history  
[Change the education level for this search only](#)  
[Use keywords to find a specific qualification](#)

**Job results are out-of-date**  
Job posting date: More than 30 days  
[Limit the posting date for this search only](#)

The count is shown in the Job seeker profile's Activity Summary. A high count might suggest that seekers are having difficulty obtaining expected search results, or possibly, just experimenting with search strategies.

On items with hyperlinked text, users are taken to specific Focus features to try search criteria changes related to their questions

### Analyzing Gaps – Am I a good match for this job?

Both staff and job seekers will gain much insight by accessing “Am I a good match for this job?” For job seekers, the information provided in panels 1-4 can be a reality check not only about their own skills, but also about the skills that other job seekers typically possess when placing into the same jobs. As a counseling tool that easily pivots the from search results table, this feature provides a natural segue into career exploration, awareness of educational and experience needs, and where skill gaps exist.

**Case in point:** A long-experienced executive assistant for a small company is suddenly unemployed after many years of service when the firm closes. She builds a solid resume, packed with the skills that have served her well, but is dismayed and disappointed when her resume matches her to executive assistant positions rank with only 2- and 3-star matches. How could this be? These jobs are the same title. But in today’s rapidly changing labor market, the demands for an executive assistant also have changed, particularly the specialized and software skills needed. In a small company with tenured staff, keeping pace with new methods and applications may not have been a priority for her former employer or the nature of the company’s business needs. Whatever the circumstances, Focus places priority on the skills that are missing from the resume but needed in the workplace. The Potential gaps identified in Panel 5 simplify the process and steer this job seeker toward new learning objectives.

[YOUR RESUME](#) | [SEARCH JOBS](#)

[« Job results](#)

### Am I a good match for this job?

People who have placed into the **Network / Systems Administrator** job typically have the following characteristics. We've identified any gaps in your resume and skill set, and provided you with recommendations for addressing them.

<b>1</b> Common skills	SHOW
<b>2</b> Education, certificates, and licenses	SHOW
<b>3</b> Level of experience	SHOW
<b>4</b> Common career paths	SHOW
<b>5</b> Potential gaps	SHOW



### Targeting Ideal Jobs – Find more jobs like this

“I really like this job,” he said, “but a 3-hour commute one way is more than I can handle.” No worries. Find more jobs like this! Cloning technology gives the Focus suite several features that ferret out similar possibilities, which may be more amenable to job seeker needs and circumstances. In this search equation, Lens is matching one job to a body of similar jobs and ranking the star matches against the cloned job, rather than the job against a resume. More possibilities, more options!

Showing 1-10 of 200 jobs  jobs per page Page(s) « previous 1 2 3 4 5 ... next »

RATING ?	DATE	JOB TITLE	EMPLOYER	JOB LOCATION	ACTIONS
★★★★★	May 02, 2014	<a href="#">Systems Administrator</a>	Xerox	LONDON, KY	<a href="#">Am I a good match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>
★★★★★	May 10, 2014	<a href="#">Information Technology Systems Administrator</a>	UNKNOWN	STANFORD, KY	<a href="#">Am I a good match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>
★★★★★	May 11, 2014	<a href="#">Information Technology Systems Administrator</a>	Mapi	LEXINGTON, KY	<a href="#">Am I a good match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>
★★★★★	Apr 30, 2014	<a href="#">Systems Administrator</a>	Vision Information Technologies, Inc	GEORGETOWN, KY	<a href="#">Am I a good match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>
★★★★★	May 02, 2014	<a href="#">Systems Administrator</a>	UNKNOWN	GEORGETOWN, KY	<a href="#">Am I a good match?</a> <a href="#">Find more jobs like this</a> <a href="#">Do not display this job again</a>

**Already checked out some possibilities and know they aren’t for you?** Click “Do not display this job again” to remove it from the search results. This feature only affects the search results for the seeker account where the action was taken.

## Section 14: Focus/Explorer – Finding Pathways through an Ever-Changing Labor Market

Behind the “Explorer careers & education” tab on the Focus/Career-Explorer home page, an ocean of user-friendly data awaits those job seekers who need solutions or strategic guidance to launch new career, set a different trajectory, or revive that long-ago pursuit of a dream career that slipped away. It’s not the path you take, it’s the journey.

Explorer begins its journey with four paths, many doors and countless ways to open them. It all depends on what job seekers need and which path leads to their doors for opportunity.

Explore my career and internship options leads to a deep dive into demand – the jobs, careers, employers, skills, degrees & certificates, and internships – that drove the labor market for the last 12 months.

Select the path, select the state, and choose the areas (MSAs) you wish to explore – or perhaps all MSAs statewide will provide the bigger picture into focus. Click Go!

The screenshot shows a navigation bar with three tabs: 'home' (orange), 'job search' (purple), and 'explore careers & education' (dark blue). To the right is a search bar with the text 'Search careers and education' and a 'GO' button. Below the navigation bar are four light blue buttons, each with an icon and text:

-  **Explore my career and internship options**
-  **Research a specific program of study, career or employer**
-  **See what I can study to get ahead**
-  **See where my experience can take me**

### Explore my career and internship options

The Explorer In-demand filters default to “Jobs in All Career Areas for Any/No Degree,” based on All Employers in the location of user’s choice. Below are the Top 10 jobs with hiring demand identified and salary rates by \$ icons. All hyperlinked items launch light boxes with targeted data about the item selected. Icons throughout the application provide handy tooltip text to may define data sources, benchmarks, ranking, and other presentations.

[BOOKMARK THIS INFO](#)  [GO](#)

**In-demand** **Jobs** **in** **All Career Areas** **for** **Any/No Degree**

Employer:  Location: **Kentucky, All Areas** Number of results: **10**

JOB	HIRING DEMAND	SALARY
1. <a href="#">Registered Nurse</a> ⓘ	Very High	\$\$\$
2. <a href="#">Tractor-Trailer Truck Driver</a> ⓘ	Very High	\$\$
3. <a href="#">Retail Sales Associate</a> ⓘ	Very High	\$\$
4. <a href="#">Customer Service Representative</a> ⓘ	Very High	\$\$
5. <a href="#">Sales Representative</a> ⓘ	Very High	\$\$\$
6. <a href="#">Physician</a> ⓘ	Very High	\$\$\$
7. <a href="#">Office / Administrative Assistant</a> ⓘ	Very High	\$\$
8. <a href="#">Software Developer / Engineer</a> ⓘ	Very High	\$\$\$
9. <a href="#">Laborer / Material Handler</a> ⓘ	Very High	\$\$
10. <a href="#">Retail Supervisor</a> ⓘ	Very High	\$\$

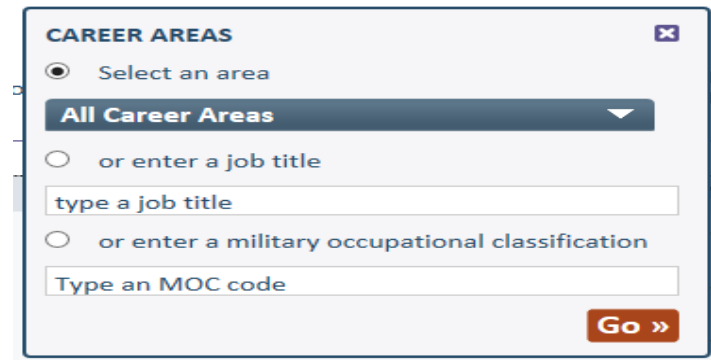
### The In-Demand Filters

In-Demand data can be displayed in various ways by selecting items from each of the navy blue drop-down bars. main filters filtered in various ways by

#### The In-Demand Filter



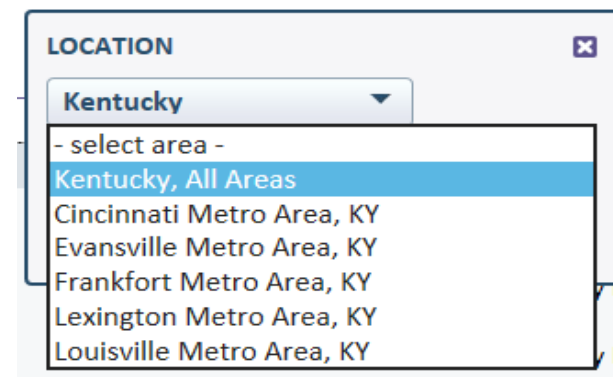
#### The Career Areas Filter



#### The Education Filter



#### The Location Filter



## The Jobs Light Box

The Jobs Light box displays when users click on any hyperlinked job title. It includes seven accordion panel with show/hide controls (as shown below).

The easy-to-follow data and simple graphic presentations are self-explanatory with most information spanning the last 12 months. Salary ranges include geographically specific data from the US Bureau of Labor Statistics, compared with nationwide salary averages from Burning Glass real-time analytics. A search feature connects users to the current job postings from the workforce agency’s statewide and spidered job feeds.

### Access to other lightbox is provided from some panels:

- Employers light box from In-demand employers
- Skills light box from Required skills
- Degree/Certification light box from Typical education required
- Jobs light box from Jobs with similar education and/or skill

<b>1</b> Salary & hiring trends	SHOW
<b>2</b> In-demand employers	SHOW
<b>3</b> Required skills: specialized, software, foundation	SHOW
<b>4</b> Typical education required	SHOW
<b>5</b> Level of experience	SHOW
<b>6</b> Jobs with similar education and/or skills	SHOW
<b>7</b> Explore common career paths	SHOW

## Registered Nurse ©

Filters: Kentucky, All Areas

Provides medical care and treatment, educates patients about their conditions, and provides emotional support to patients and families. Works in hospitals, schools, clinics or community health centers. Works under the supervision of a physician or other specialist, and serves as the primary point of care for patients in a hospital setting. May specialize in emergency room work, or treatment for a particular condition, or specialize in working with infants, the elderly or other patient groups. May work as an advanced practice specialists and prescribe medications in addition to offering specialty care.

Common titles: OR Registered Nurse, ER Registered Nurse, Staff Registered Nurse, Staff Nurse, Case Manager

### 1 Salary & hiring trends HIDE

Salary and hiring trends provide an overview of salary and hiring demand, nationally and by geographic area, for this occupation – as well as the available positions in the selected area over the last 12 months.

Hiring demand: **Very High**

LOW MEDIUM HIGH VERY HIGH



Positions available in the past 12 months:

5,205 positions



Ready to make a move?

See current postings for this job »

## The Career Area light box

The Career Area light box displays when users click on any hyperlinked career area. It includes two accordion panels for Hiring demand and Required skills –specialized, software, and foundation. Skills lists can be viewed independently by clicking on their grouped links.

As with all Explorer display, signed-in users may make bookmark light boxes to save information for future reference. An email feature also is provided to share data with friends.

### Access to other lightbox is provided from some panels:

- Jobs light box from Hiring demand
- Skills light box from Required skills

**Healthcare including Nursing Career Area**

Filters: Kentucky, All Areas

1 Hiring demand over the last 12 months SHOW

2 Required skills: specialized, software, foundation HIDE

Show: specialized skills [software skills](#) [foundation skills](#)

**SPECIALIZED SKILLS**

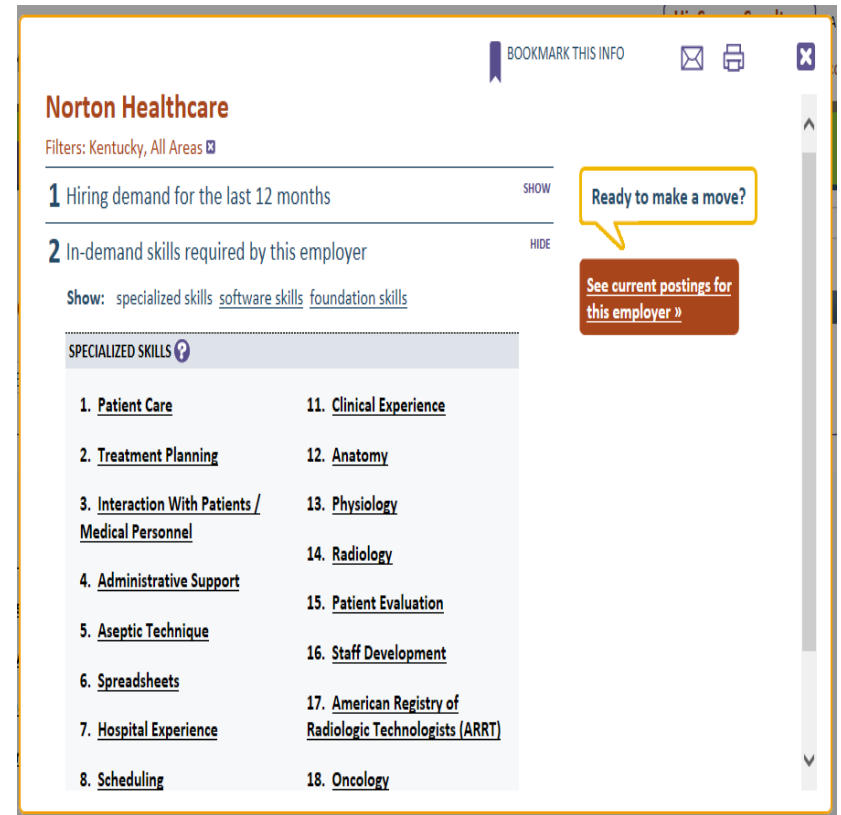
1. <a href="#">Patient Care</a>	11. <a href="#">Acute Care</a>
2. <a href="#">Treatment Planning</a>	12. <a href="#">Clinical Experience</a>
3. <a href="#">Therapy</a>	13. <a href="#">Rehabilitation</a>
4. <a href="#">Advanced Cardiac Life Support (ACLS)</a>	14. <a href="#">Surgery</a>
5. <a href="#">Patient/Family Education and Instruction</a>	15. <a href="#">Vital Signs Measurement</a>
6. <a href="#">Physical Therapy</a>	16. <a href="#">Phlebotomy</a>
7. <a href="#">Patient Direction</a>	17. <a href="#">Critical Care</a>
	18. <a href="#">Medical Coding</a>

## The Employer Light Box

The Employer light box displays when users click on any hyperlinked employer. It includes two accordion panels for Hiring demand and In-demand skills.

### Access to other lightbox is provided from some panels:

- Jobs light box from Hiring demand
- Skills light box from Required skills



### The Degrees/Certification Light Box

The Degree/Certification light box displays when users click on any hyperlinked degree or certification. It includes three accordion panels for Hiring demand, In-demand skills, and In-demand employers.

#### Access to other lightbox is provided from some panels:

- Jobs light box from Hiring demand
- Skills light box from In-demand skills
- Employers light box from In-demand employers

BOOKMARK THIS INFO

### Associate's Degree - Computer Networking Specialization

Filters: Kentucky, All Areas

1 Hiring demand for the last 12 months HIDE

Specific to your program of study [May be related to your studies](#)

JOB	HIRING DEMAND	SALARY
1. <a href="#">Network / Systems Administrator</a>	High	\$\$\$
2. <a href="#">Network / Systems Support Specialist</a>	Medium	\$\$\$

1

2 In-demand skills SHOW

3 In-demand employers SHOW

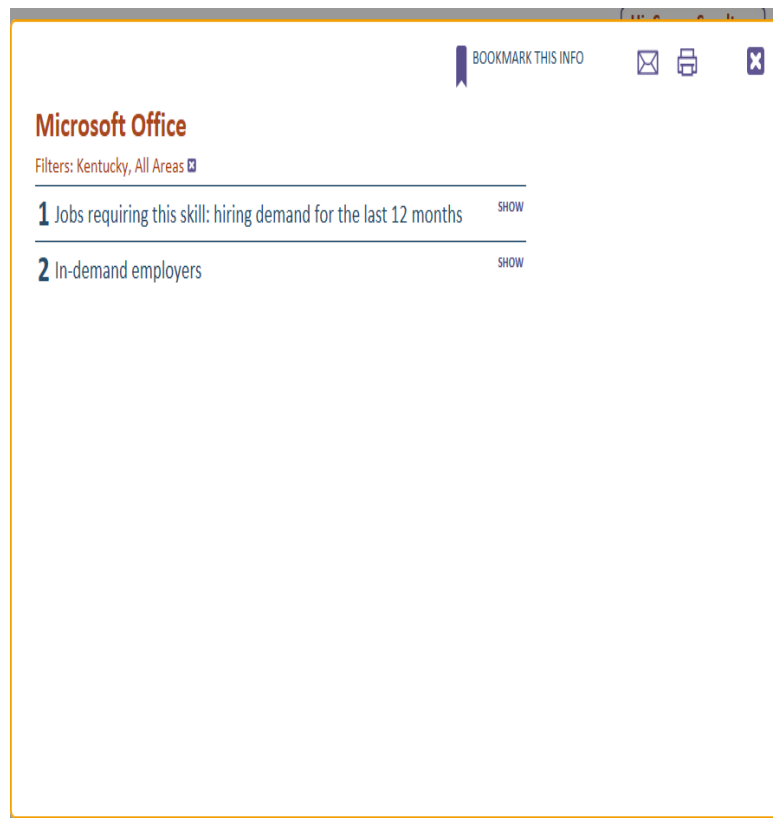


### The Skills Light Box

The skills light box displays when users click on any hyperlinked skill. It includes two accordion panels for Jobs requiring this skill with hiring demand and In-demand employers.

#### Access to other lightbox is provided from some panels:

- Jobs light box from Jobs requiring this skill; Hiring demand
- Employers light box from In-demand employers



### The Internship Light Box

The Internship light box displays when users click on any hyperlinked internship. It includes three accordion panels for In-demand skills, In-demand employers, and Top types of (specified) Internships nationwide.

#### Access to other lightbox is provided from some panels:

- Skills light box from In-demand skills
- Employer light box from In-demand employers



## Section 15: Change Log

<b>Corresponding Focus Version Number</b>	<b>Creation / Revision Date</b>	<b>Change Description</b>	<b>Revised by:</b>
3.07	05.16.2014	Training Document Created & Released, Assist Part 1 (Draft1)	GBH-BGT
3.07	05.28.2014	Training Document Updated, Assist Part 1	GBH-BGT
3.26	02.01.2015	Training Document Updated, Assist Part 2 (re-ordered series)	GBH-BGT
3.30	04.21.2015	Training Document Updated, Assist Part 2 (re-ordered series)	GBH-BGT