

Department of Workforce Development
Administrative Services Division
Human Resource Services
201 East Washington Avenue, A400
P.O. Box 7946
Madison, WI 53707-7946
Fax: (608) 261-0707



State of Wisconsin
Department of Workforce Development
Scott Walker, Governor
Manny Perez, Secretary
Allison Rozek, Division Administrator

To: Applicants for Employment & Training Specialist (A)
Job Announcement Code: 10-03515

Thank you for expressing your interest in the Employment & Training Specialist (A) positions with the Department of Workforce Development. This application packet includes a Training and Experience Questionnaire, which is a type of examination designed for you to provide specific information about your qualifications for these positions. It includes questions that require more in-depth information than can be provided by a resume alone.

Before preparing your answers to the exam questions or submitting any application materials, thoroughly read the Instructions for Completion that are on the next page. Please note, application materials are reviewed monthly on a regular basis. Applications received by the 15th of the month will be included in that month's review. Applications received after the 15th of the month will be included in the following month's review.

The responses you provide to the questions are considered "exam" materials and will be rated by a panel of experts who are familiar with the duties of this position and the knowledge, skills and abilities necessary to perform the job duties. Be specific in the information you provide. It is important that your responses sufficiently describe your experience so that the persons who will review and score your examination materials are able to make an accurate judgment regarding your training and experience. Our goal is to obtain an accurate picture of each candidate without introducing irrelevant information.

This packet also contains: an Affidavit, an Application for State Employment form, a Veterans Preference form, and, at the end of this packet, a copy of the position descriptions for these positions, which you should keep for future reference.

Please submit all completed application/examination materials as described in the Instructions for Completion on the next page to: Ginevra Ewers; DWD/Human Resource Services; P.O. Box 7946; Madison, WI 53707-7946, or you may e-mail your materials to GAEJobs@dwd.wisconsin.gov, or fax to 608-261-0707.

Questions concerning the exam or the selection process may be directed to Ginevra Ewers at (608) 266-9310, or e-mail GAEJobs@dwd.wisconsin.gov.

Sincerely,

A handwritten signature in black ink that reads 'Christine Goslawski'.

Christine Goslawski
Staffing Specialist

INSTRUCTIONS FOR COMPLETION OF THIS EXAM

PLEASE READ CAREFULLY. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY AFFECT YOUR SCORE ON THIS EXAM.

1. This exam is comprised of 6 questions which require a narrative response. Limit your response to each question to **one double-spaced typed page**, using a font size no smaller than 10. Also leave an adequate margin to ensure all content of your responses will photocopy. **DO NOT** submit a resume in lieu of responses to any of the 6 questions.

2. DO NOT write your name on any pages that contain your answers. Write **ONLY** the last 4 digits of your social security number at the top of the pages containing your answers.

3. The raters who will evaluate your materials will not have access to each response. For this reason, **begin your response to each question on a separate page, and respond to each question individually**, even if it means repeating information found in another response.

4. Before you begin to answer the 6 questions, **review the position descriptions** that have been included in this packet, and use them to guide you as you describe your training and experience related to the duties of these jobs and the required knowledge, skills and abilities.

5. For each experience described, provide the **name of your employer or the organization for whom you performed the work, and the length of your experience.**

Be specific in the information you provide. Include information that will enable the raters to determine the extent of your experience and skill level for each of the questions, such as your relevant job duties, the environment in which you performed these duties (e.g., practicum, internship, volunteer employment, paid employment), level of supervision under which you performed, your level of accountability, and your level of responsibility. It is important that your responses sufficiently describe your experience so that the persons who will review and score your examination materials are able to make an accurate judgment regarding your training and experience. **NOTE:** Some of the questions will indicate additional factors you should address in your response.

6. There are two questions that ask you to provide information on your training and/or experience in specific areas. If you have such training, please identify if it is **academic training or other training**, such as a workshop; the name of the course; the amount of time spent in the training (e.g., semester, 2-day workshop); and who provided the training (University, employer, vendor).

Complete and submit the Affidavit (located on the following page), a completed Application for State Employment Form, the Veterans Preference Form, and your responses to the 6 examination questions, and, if your veteran's status has not been verified in WISCIJOBS, a **copy of your Form DD-214 and documentation of your service-connected disability percentage rating (Veteran's Preference Letter)**. Send all materials to:

Ginevra Ewers
DWD, HUMAN RESOURCE SERVICES
P.O. Box 7946
Madison, WI 53707-7946

OR

E-mail: GAEJobs@dwd.wisconsin.gov

OR

Fax to 608.261.0707

Please use only one method to submit your application materials.

Incomplete application/examination materials will NOT be considered. For example, a missing application for state employment, a resume but no responses to the exam questions, etc.

An impartial review panel consisting of two or more persons will independently evaluate all examination responses. You will then receive a notice which tells you your civil service test score and rank. The scores are ranked from highest to lowest. **Information you provide in your responses will be subject to verification.**

AFFIDAVIT

PLEASE READ AND SIGN THE FOLLOWING STATEMENT AND RETURN WITH MATERIALS.

I understand that my responses to the six questions and all other application materials submitted comprise an examination and that the practice or attempt to practice any deception or fraud will result in my application being withdrawn, or removal from the position if I am hired. I certify that all information provided herein is true to the best of my knowledge, and that the information can be verified, if necessary, by persons whom I can name as references if requested.

SIGNATURE _____ DATE _____

NAME (PRINT) _____

ADDRESS _____

PHONE NO. _____

LAST FOUR DIGITS OF SOCIAL SECURITY NUMBER _____

**THE FOLLOWING IS FOR USE IN POSITIONS THAT REQUIRE BILINGUAL SKILLS.
ONLY CHECK THESE BOXES IF YOU HAVE THE FOLLOWING SKILLS:**

I verify that I fluently speak and understand the Spanish and English languages.

I verify that I fluently speak and understand the Hmong and English languages.

YOU ARE RESPONSIBLE FOR KEEPING YOUR CONTACT INFORMATION UP-TO-DATE IN WISCJOBS. Visit www.wisc.jobs to update your contact information as needed.

(THIS PAGE MUST BE SIGNED AND RETURNED WITH EXAM MATERIALS)

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EMPLOYMENT & TRAINING SPECIALIST (A) TRAINING AND EXPERIENCE QUESTIONNAIRE

NOTE: Please limit your response to each of the following SIX questions to no more than 1 **(ONE)** page per question.

For each experience described, provide the name of your employer or organization for whom you performed the work and the length of your experience.

Information you provide in your responses will be subject to verification.

Question No. 1

Describe your experience(s) providing services to and interacting with customers or other persons. Include the following in your response:

- who the customers/other persons were,
- the purpose(s) for your interactions with the customers,
- experiences handling difficult customers, and
- the methods you used to handle difficult customers.

Question No. 2

Describe your experience(s) working as a member of a group or groups, or work/project teams. Include the following in your response:

- the purpose of the group and the impact of the team's/group's work,
- the composition of the team/group,
- how you and other group members interacted with each other, and
- your role in the team/group.

Question No. 3

Describe your most significant experiences using oral communication skills **and** written communication skills, for example, writing a research paper for a class, preparing written documents in a business setting, public speaking, teaching/instructing adults, or similar.

Include in your response:

- the type and form of communication,
- the purpose or intent of the communication, and
- the setting in which your experience took place.

Question No. 4

Describe your experience(s) planning and organizing work and setting priorities to meet goals and deadlines.

Include in your response:

- **methods you used to plan and organize work and set priorities,**
- the setting within which these activities took place, and
- experience with and methods you used to handle changes in priorities and deadlines.

Question No. 5

Describe your training (i.e., academic coursework, other training such as a workshop) and experience(s) that provided you with **knowledge of employment and employability related issues and topics**, such as, but not limited to, career development, demographic and labor market information, resume writing, job search methods, job seeking tools and resources, job placement, skills assessment, and similar.

Note: Please refer to the **position descriptions** at the end of this packet for more information regarding employment issues and topics.

Turn Page for Question 6.

Question No. 6

Describe your formal training (i.e., academic, other training such as a workshop) and experience(s) motivating, encouraging others **and/or** promoting a program, service, product, or similar.

Include in your response:

- a description of the situation,
- the setting in which your experience took place,
- the methods you used, and
- the outcome.

End of Exam Questions.

STATE OF WISCONSIN
APPLICATION FOR STATE EMPLOYMENT



General Instructions

- These instructions are for use in completing the Application for State Employment, form OSER-DMRS-38.
- Applications will be accepted **only** for vacancies announced online at www.Wisc.Jobs, WiscERS.state.wi.us (for at-risk or laid-off state employees only), or in the Wisc.Jobs Bulletin.
- **Read the announcement carefully and submit application materials to the address listed in the announcement.**
- **Print clearly!** If we cannot read your information we cannot process your application.
- You **must** provide the following: **job announcement title, job announcement code, first name, last name, last four digits of social security number, month of birth, day of birth, mother's maiden name (last name only), mailing address, city, state, zip code, country, legal authorization to work in the U.S., Wisconsin residency, work hours, county(ies) where you will accept employment, and signature on certification statement.**
- You must ensure that the completed, signed application is received on or before the announced deadline date, at the specified location. **The Office of State Employment Relations (OSER) and other state agencies are not responsible for late, lost, misdirected or damaged mail.**
- You may take clean photocopies of the application, printed front and back on one sheet of paper, and submit that as the official application.
- As a veteran with an honorable discharge or a spouse of a veteran, you may be eligible to receive additional points on your civil service scores. Current state employees are not eligible for veterans points. Please view the Veterans Preference Supplement form OSER-MRS-38L, found online at <http://OSER.state.wi.us> under "Jobs" at Application Forms.
- Qualified persons with a disability may be eligible for consideration in the interview process. Please complete the Disabled Expanded Certification form OSER-MRS-159, found online at <http://OSER.state.wi.us> under "Jobs," at Application Forms.
- Questions should be directed to the contact in the job announcement, or the Office of State Employment Relations, Employment Services Center can be contacted by telephone (608) 266-1731, or e-mail ESC@wisconsin.gov.
- **SCORE REUSE:** Some exams allow applicants to reuse their score instead of retaking the exam, and the grade notice will indicate if an applicant can use this option. Applicants interested in score reuse should do so by the Score Reuse date indicated on their Notice of Examination Results or Reuse Score By date in their online Wisc.Jobs job cart. This can be completed online by creating an account on www.Wisc.Jobs or checking the score reuse box in section 1 of this application (under the job announcement title) and submitting to the contact on your grade notice or the Office of State Employment Relations, P.O. Box 7855, Madison, WI 53707-7855. Applicants also may call the Office of State Employment Relations, Employment Services Center at (608) 266-1731, or e-mail ESC@wisconsin.gov. Refer to www.Wisc.Jobs or the contact listed in the job announcement for more information.

State of Wisconsin
Application for State Employment - Instructions - page 2 of 4

1. JOB ANNOUNCEMENT TITLE

A job title is required to process your application. Complete an application for each job you apply for unless the job titles were announced in the same announcement. Enter the job title as it appears in the announcement.

JOB ANNOUNCEMENT CODE

An accurate Job Announcement Code is required to process your application. The Job Announcement Code is listed in the heading of the job announcement. If the job announcement lists two Job Announcement Codes, enter the second code on the line provided.

2. NAME

A last name, first name, and middle initial (if applicable) are required to process your application.

LAST FOUR DIGITS OF SOCIAL SECURITY NUMBER

The last four digits of your Social Security Number are required to process your application.

DATE OF BIRTH

Use numbers to identify the month and day you were born (MM and DD) example: January 2 would be 01 and 02. The month and day of your birth are required to process your application. Year of birth is optional and is used as an additional identifier only.

MAILING ADDRESS

Your Address, City, State, Zip Code and Country are required to process your application. If you have an existing Wisc.Jobs job cart you may update your information online anytime at www.Wisc.Jobs. If you do not have an existing job cart, you may create one at www.Wisc.Jobs or notify the Office of State Employment Relations by mail: P.O. Box 7855, Madison, WI 53707-7855; phone (608) 266-1731; or e-mail ESC@wisconsin.gov.

MOTHER'S MAIDEN NAME

This information is required to process your application. Enter your mother's maiden name (last name only) or another name or word that will serve as an additional identifier to make your applicant record unique.

PHONE NUMBER(S)

Please provide a phone number(s) where you can be reached if there are questions regarding your application or to schedule an interview.

3. LEGALLY AUTHORIZED TO WORK IN THE U.S.

Completion of this section is required to process your application. Check YES only if you are one of the following: (1) a citizen or national of the United States; (2) a lawful permanent resident; or (3) an alien authorized to work in the United States.

4. WISCONSIN RESIDENCY

Completion of this section is required to process your application. Indicate whether you are a permanent resident of the State of Wisconsin. Wisconsin residency is required only for Limited Term and Project positions.

5. WORK HOURS

You must include the type of work you will accept in order for us to process your application. Check all types of work hours that you will accept.

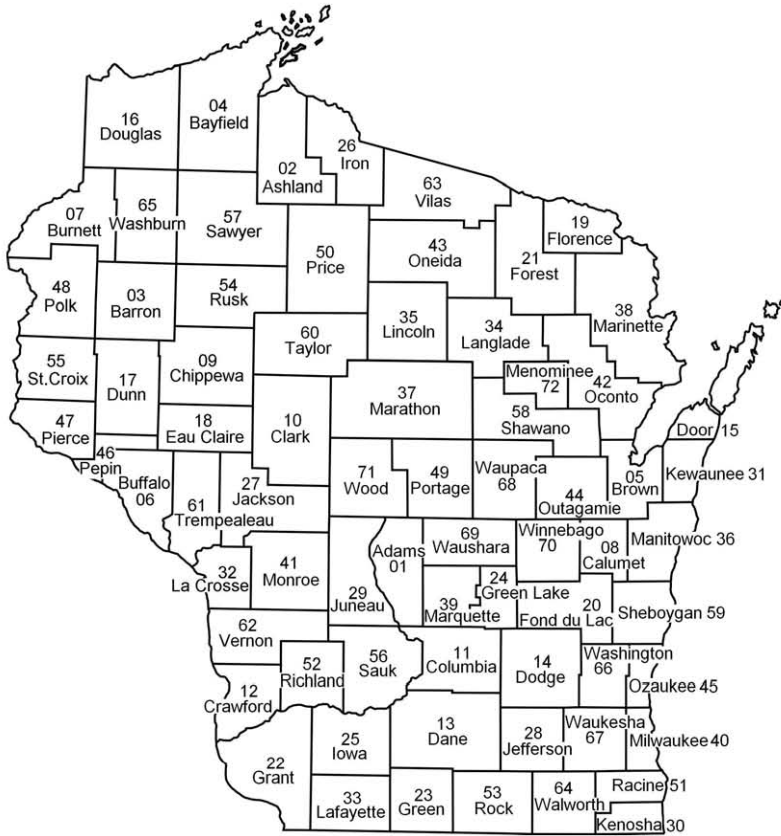
INSTRUCTIONS CONTINUE ON THE NEXT PAGE

**State of Wisconsin
Application for State Employment - Instructions - page 3 of 4**

6. **COUNTIES WHERE YOU WILL ACCEPT EMPLOYMENT (PLEASE NOTE THAT COUNTY CODES HAVE CHANGED.)**

At least one code is required to process your application. Select the desired code(s) below for the county(ies) where you will accept work and transfer that two-digit number to section 6 in the application. We will only consider you for jobs in the locations you indicate on your application.

<u>Code</u>	<u>County</u>	<u>Code</u>	<u>County</u>	<u>Code</u>	<u>County</u>	<u>Code</u>	<u>County</u>		
00	All Counties	15	Door	30	Kenosha	44	Outagamie	59	Sheboygan
01	Adams	16	Douglas	31	Kewaunee	45	Ozaukee	60	Taylor
02	Ashland	17	Dunn	32	La Crosse	46	Pepin	61	Trempealeau
03	Barron	18	Eau Claire	33	Lafayette	47	Pierce	62	Vernon
04	Bayfield	19	Florence	34	Langlade	48	Polk	63	Vilas
05	Brown	20	Fond du Lac	35	Lincoln	49	Portage	64	Walworth
06	Buffalo	21	Forest	36	Manitowoc	50	Price	65	Washburn
07	Burnett	22	Grant	37	Marathon	51	Racine	66	Washington
08	Calumet	23	Green	38	Marinette	52	Richland	67	Waukesha
09	Chippewa	24	Green Lake	39	Marquette	53	Rock	68	Waupaca
10	Clark	25	Iowa	72	Menominee	54	Rusk	69	Waushara
11	Columbia	26	Iron	40	Milwaukee	55	St. Croix	70	Winnebago
12	Crawford	27	Jackson	41	Monroe	56	Sauk	71	Wood
13	Dane	28	Jefferson	42	Oconto	57	Sawyer	99	Outside Wisconsin
14	Dodge	29	Juneau	43	Oneida	58	Shawano		



Cities with population of more than 100,000:

- Madison (state capital) is in Dane County, code 13
- Milwaukee (largest city) is in Milwaukee County, code 40
- Green Bay is in Brown County, code 05

OSER-DMRS-38 (rev. 06-10)
Wis. Stats. 230.16

**State of Wisconsin
Application for State Employment - Instructions - page 4 of 4**

7. GENDER - Check only one box.
8. RACE/ETHNICITY - Check only one box using the following definitions:
Black--Not of Hispanic origin: All persons having origins in any of the black racial groups of Africa.
Asian or Pacific Islander: All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands.
American Indian or Alaska Native: Persons descending from any of the original peoples of North America who possess ¼ degree of documented tribal descendancy or are enrolled with a federally or state recognized tribe, or are recognized by a federally or state recognized tribe as American Indians for state affirmative action purposes.
Hispanic: All persons of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture or origin, regardless of race.
White--Not of Hispanic origin: All persons having origins in any of the original peoples of Europe, North Africa, or the Middle East.

Gender and race/ethnicity information is used for equal employment opportunity/affirmative action (EEO/AA) purposes only. This information is confidential and is retained by state human resources professionals. If you do provide this information, you may be eligible for further consideration of job opportunities through the State of Wisconsin EEO/AA Plan.

9. EDUCATION LEVEL - Check only one box on the application. Indicate your single highest level of education completed.
10. HOW DID YOU FIND OUT ABOUT THIS JOB?
Please identify the source(s) of information that led you to apply for this vacancy. Use the check boxes on page 2 of the application.
11. ACTIVE MILITARY DUTY
If you are an active military duty member and unable to test at the regularly scheduled exam centers, complete this section along with the rest of the required application information, and return to the Office of State Employment Relations; Attention Exam Administration Coordinator; P.O. Box 7855; Madison, WI 53707-7855.
12. CERTIFICATION STATEMENT
Your application must be signed in order to process the application.



**Improve the State
of your career**

Search State of Wisconsin government employment opportunities online
at www.Wisc.Jobs.

Thank you for your interest in Wisconsin State Government employment. Wisconsin wants to find the best qualified people available to serve its citizens. Although everyone who applies cannot be hired, your application will be given every consideration.

**STATE OF WISCONSIN
APPLICATION FOR STATE EMPLOYMENT**

*** Indicates mandatory fields**

1. * Job Information

Job Announcement Title <i>(Complete an application for each job.)</i>	Job Announcement Code(s) <i>(seven digits)</i> ____ - _____ ____ - _____
<input type="checkbox"/> Score Reuse: Some exams allow applicants to reuse their exam scores. See page 1 of the instructions to learn more about score reuse.	

2. Personal Information

* Last Name:	* First Name:	Middle Initial:	
* Last Four Digits of Social Security Number:	* Month of Birth (MM):	* Day of Birth (DD):	Year of Birth (YYYY) <i>(optional)</i> ____
* Mailing Address 1:			
Mailing Address 2:		* Mother's Maiden Name: <i>(last name only)</i>	
* City:	* State:	* Zip Code:	* Country:
E-Mail Address:			
Daytime Phone Number:		Evening Phone Number:	
Other Phone Number (e.g., cell):		Fax Number:	

3. * Are you currently legally authorized to work in the United States? Yes No

4. * Are you a Wisconsin resident? Yes No

5. * Work Hours *(Check all that you will accept.)*

<input type="checkbox"/> Full Time <i>(40 hrs/week)</i>	<input type="checkbox"/> Evening 2 nd Shift <i>(3pm to 11 pm or similar hours)</i>
<input type="checkbox"/> Part Time <i>(less than 40 hrs/week)</i>	<input type="checkbox"/> Evening 3 rd Shift <i>(11pm to 7am or similar hours)</i>
<input type="checkbox"/> Seasonal <i>(minimum of 600 hours per year but less than 1,828 hours per year.)</i>	

6. * Counties Where You Will Accept Employment *(PLEASE NOTE THAT COUNTY CODES HAVE CHANGED.)*

Note: We will only consider you for jobs in the locations you indicate below. You must identify at least one county for us to process your application. Enter 2-digit County Code(s) below using the list provided on page 3 of the instructions.

County Code(s): ____ | ____ | ____ | ____ | ____ | ____ | ____ | ____ | ____ | ____ | ____

Application continues on next page

Administrative Use Only

Gender and race information are used for equal employment opportunity/affirmative action purposes only.

7. Gender

Female Male

8. Race / Ethnicity

(Check only one.)
 1. Black (not Hispanic) 3. American Indian or Alaskan Native
 2. Asian or Pacific Islander 4. Hispanic
 5. White (not Hispanic)

9. Education Level

(Check highest level completed.)
 1. Did not complete high school/GED 5. One-year vocational diploma
 2. Completed GED/HSED 6. Two-year associate degree
 3. Graduated from high school 7. Bachelor's degree
 4. Some college, no degree 8. Some graduate degree courses
 9. Graduate college degree

10. How did you hear about this job?

1. Office of State Employment Relations 9. Wisc.Jobs
 2. Job Service/Job Center 10. JobCenterOfWisconsin.com (JobNet)
 3. State Agency/UW Campus 11. State Agency/UW Campus Website
 4. Wisc.Jobs Bulletin
 5. Referred by Current State Employee
 6. Referred by Friend or Family
 7. Job Fair 12. Other: _____
 8. Newspaper Please list other source

11. Active Duty Military

We will test active duty military members stationed out of state who are unable to test at a regularly scheduled exam center. We will test only at approved U.S. military installations and only if the exam is administered by a Test Control Officer or equivalent person. Please provide the following information for the person who has agreed to administer the exam. A fee may be charged for this service.
Test Control Officer: Last Name: _____ First Name: _____ M.I.: _____
Title: _____ Agency: _____
Complete Mailing Address: _____
City: _____ State: _____ Zip: _____ Phone: _____

12. * Certification Statement

By signing below, I certify that the information I have provided in this application is true to the best of my knowledge and I understand that I may be required to verify the information before being appointed. I understand that any false, misleading, or missing information may disqualify me from employment consideration.

* Signature: _____ Date: ___ / ___ / _____

State of Wisconsin

Office of State Employment Relations
Division of Merit Recruitment and Selection

VETERANS PREFERENCE SUPPLEMENT
TO THE APPLICATION FOR STATE EMPLOYMENT

To claim veterans preference points or to qualify to submit a late application as a recently discharged veteran, you must submit this completed form. Please carefully read the information below and complete the required sections on the reverse side. You may submit this completed form with your *Application for State Employment* form (OSER-DMRS-38) or you may submit it separately. **You need to complete this form only once, unless your status or active service period changes or you wish to file a late application.**

- **PREFERENCE POINTS:** Qualifying veterans and certain spouses of veterans can be granted preference points on civil service exam scores. These points will be added to your exam score if your civil service score is 70 or higher. The top-scoring veterans may be considered for future positions. "Qualifying" means that you, or your spouse, served during one of the periods or in a qualifying campaign listed in Section C (on the reverse side of this form), AND you are not a current permanent state employee in classified civil service.

If you wish to claim veterans preference, complete Sections A, B, and C on the reverse side of this form. Provide personal information in Section A; identify the number of veterans preference points for which you are eligible in Section B; and mark the appropriate box for your (or your spouse's) period of active service in Section C. **Note:** You must complete all three sections to be eligible for veterans preference. After completing the form, submit it with your *Application for State Employment* form (OSER-MRS-38). **If your name is referred to a state agency for an interview, the agency will ask you to verify your eligibility with your DD 214 form or other federal documents.**

- **DISABLED VETERANS WITH A 70% OR MORE DISABILITY:** If you are currently a permanent classified state employee, and you are a veteran with a service-connected disability of 70% or greater, your name may be included with the list of names sent to the hiring agency for interviews from promotional exams. If you qualify, you must complete Sections A, B (Item B4), and C on the reverse side of this form to receive this benefit.
- **LATE APPLICATIONS (For Multiple-Choice Exams Only):** Positions that are announced typically have a deadline date by which applicants must apply. Under certain circumstances, veterans may submit applications after the application deadline date and still be tested and considered for job vacancies. If you are a recently discharged veteran who wants to file a late job application, you must meet the definition of veteran below, submit your application no more than 45 days after separating from the U.S. Armed Forces, and meet other criteria listed below.

The following definition of "veteran" applies only for accepting late applications. IT IS NOT THE SAME DEFINITION USED FOR VETERANS PREFERENCE POINTS. You are a veteran, for late application purposes only, if you meet at least one of the following:

1. Served on active duty in the U.S. Armed Forces for at least 180 days, not including training; or
2. Were discharged from the U.S. Armed Forces because of a disability incurred during active duty or because of a disability that is later determined by the U.S. Department of Veterans Affairs to have been incurred during active duty; or
3. Were honorably discharged from the U.S. Armed Forces; or
4. Are eligible to receive federal veterans' benefits.

To file a late application, complete Sections A and D on the reverse side of this form and submit the form with your *Application for State Employment* (OSER-DMRS-38). **Note:** To file a late application, other criteria must be met. For example, the civil service employment register must have been established not more than 60 days before you separated from the U.S. Armed Forces; the civil service employment register has not expired; and the examination was a machine-scored (multiple-choice) exam. Call the contact shown in the job announcement or the Office of State Employment Relations, Employment Services Center at (608) 266-1731 to obtain this information and to determine your eligibility to file a late application.

101 East Wilson Street 4th Floor • P.O. Box 7855 • Madison, WI 53707-7855
An Equal Opportunity Employer Functioning Under An Affirmative Action Plan

VETERANS PREFERENCE SUPPLEMENT to the *Application for State Employment*

Please read the information on the reverse side of this form before completing this page. Please print all requested information.

A. PERSONAL INFORMATION:

1. Last Four Digits of Social Security Number		2. Mother's Maiden Name *		
3. Last Name		4. First Name		5. Middle Initial
6. Mailing Address		7. City	8. State	9. Zip Code
10. Day Phone () ()		11. Evening Phone () ()		

*Enter your mother's maiden name or another name or word that will serve as an additional identifier to make your applicant record unique.

B. PREFERENCE POINTS: (CHECK ALL BOXES THAT APPLY)

Mark (X) the correct box below to tell us your status and the number of preference points you are eligible for.

1. I am a non-disabled veteran. (10 points)
2. I am a disabled veteran whose disability is LESS THAN 30% and is service-connected. (15 points)
3. I am a disabled veteran whose disability is 30% OR MORE and is service-connected. (20 points)
4. I am a disabled veteran whose disability is 70% OR MORE and is service-connected. (You must be a permanent state employee in classified service to be given preference on promotional exams.)
5. I am a spouse of a disabled veteran whose disability is 70% OR MORE and is service-connected. (10 points)
6. I am an un-remarried spouse of a veteran who was killed in action OR died from a service-connected disability. (10 points)

C. ACTIVE SERVICE INFORMATION:

Mark (X) the correct box below to tell us the period in which you (or your spouse) served. (You must mark at least one box in order to receive the preference points indicated in Section B.)

- 99 - Served for at least two continuous years on active duty under honorable conditions; or the full period of initial service obligation; or was discharged or released after less than two years due to hardship; a service connected disability or a reduction in the armed forces. (Service did not have to occur during a war period or campaign.)

Active service for at least one day during one of the following wartime periods:

- 01 - August 27, 1940, to July 25, 1947
- 02 - June 27, 1950, to January 31, 1955
- 03 - August 5, 1964, to January 1, 1977
- 04 - Served on active duty as a member of the Reserve or National Guard who was ordered to active duty because of the 1961 Berlin Crisis under Section I of Executive Order 10957.
- 05 - Persian Gulf War/Desert Shield/Desert Storm (August 1, 1990, to date to be determined)
- 06 - Afghanistan War (September 11, 2001, to date to be determined)
- 07 - Iraq War (March 19, 2003, to date to be determined)

Entitlement to the Armed Forces, Navy, or Marine Corps Expeditionary Medal or the Vietnam Service Medal for participation in the following campaigns that occurred within the inclusive dates indicated.

- 10 - Berlin August 14, 1961, to June 1, 1963
- 11 - Congo July 14, 1960, to September 1, 1962
- 12 - Cuba October 24, 1962, to June 1, 1963
- 13 - Grenada October 23, 1983, to November 21, 1983
- 14 - Laos April 19, 1961, to October 7, 1962
- 15 - Lebanon July 1, 1958, to November 1, 1958
- 16 - Lebanon August 1, 1982, to August 1, 1984
- 17 - Quemoy and Matsu August 23, 1958, to June 1, 1963
- 18 - Taiwan Straits August 23, 1958, to January 1, 1959
- 19 - Vietnam July 1 1958, to August 4, 1964
- 20 - Middle East Crisis See s. 45.01 (11)(b), Wis. Stats.
- 21 - Operation Just Cause – Panama December 20, 1989, to January 31, 1990
- 22 - Operation Restore Hope-Somalia December 9, 1992, to date to be determined
- 23 - Bosnia December 1, 1995, to date to be determined
- 24 - Operation Enduring Freedom September 11, 2001, to date to be determined

D. LATE APPLICATIONS:

- Mark (X) this box only if you meet the definition of a veteran under the "Late Applications" section on the reverse side, and you want to be scheduled for the civil service test(s) as a late applicant. Indicate the job announcement code(s) of the exam(s) for which you would like to submit a late application _____. See reverse side for late application information.

APPLICATION MATERIALS CHECKLIST

Have you completed and included all of the following in your application packet?

- Application for State Employment Form
- Affidavit
- Veteran's Preference Form, and, if your veteran's status is not yet documented in WISCJOBS, Form DD-214, and VA documentation showing the percentage rating of service-connected disability.**
- Responses to the six questions

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(These position descriptions are provided for your use. Please do not return with your application materials.)

Position Description

Employment & Training Specialist (A) or (B)

POSITION SUMMARY

The Employment and Training Specialist A and B position is a critical member of Wisconsin Job Service's field staff. Wisconsin Job Service works to promote economic and workforce development, employment and training, and career development. Primary responsibilities for this people-centered position include the provision of high quality customer service such as skills training, case management, mentoring, job search assistance, placement, career development, retention, and career advancement to a variety of underemployed and unemployed jobseekers and career-changing workers. Other responsibilities include program development and coordination, program outreach and recruitment, communication, problem solving, innovation, and leadership.

The position serves under the general supervision of Job Service regional management. While the position provides services primarily in Job Centers, it is also expected to travel and provide outreach services to high schools, technical colleges, community based organizations, and other locations as necessary. Services are provided one on one and in groups; in person, via the internet, and over the phone. Job Service is constantly exploring new technologies and new service delivery strategies – this position is expected to learn, grow, and adapt as these new methodologies are implemented. Examples include call center technology, new internet based tools, and video conferencing.

The position applies current program knowledge; performance goals; labor market information; internet-based tools (especially the Job Center of Wisconsin); wage and trend information regarding high growth and high wage industries and occupations; workplace needs; worker skills, qualifications, and interests; career assessment, development, and planning strategies; and knowledge of the local, regional, and statewide labor market and business community needs to provide assisted self service, case management, one on one, and group services to a variety of customers.

It is essential that the position communicate effectively, work effectively with partner agencies, is able to work with and serve a diverse group of coworkers and customers, is readily adaptable to changing conditions, and is able to balance multiple priorities. Performs all duties in conformance with federal, state and local laws, rules, regulations, and guidelines governing public sector employment, equal opportunity and nondiscrimination in the workplace.

Regular travel will be expected as part of this position. As part of the Job Service District outreach plan, it is expected that staff will provide services via a regional network of locations (including Job Centers and other locations such as high schools, technical college campuses, and community based organizations). The vast majority of this travel will be regional and not require an overnight, though occasional travel may be statewide and require an overnight.

Exhibits, utilizes, and focuses on the following competencies:

- **Problem Solving:** Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Customer Service:** Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills:** Maintains confidentiality; Remains open to others' ideas and tries new things.
- **Oral Communication:** Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Written Communication:** Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Teamwork:** Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.
- **Change Management:** Develops workable implementation plans; Communicates changes effectively; Monitors transition and evaluates results.
- **Ethics:** Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Organizational Support:** Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Supports affirmative action and respects diversity.
- **Strategic Thinking:** Develops strategies to achieve organizational goals.

- **Judgment:** Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Motivation:** Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles.
- **Planning/Organizing:** Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Organizes or schedules other people and their tasks.
- **Professionalism:** Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality:** Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality
- **Quantity:** Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- **Adaptability:** Adapts to changes in the work environment; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality:** Is consistently at work and on time; Arrives at meetings and appointments on time.
- **Dependability:** Follows instructions, responds to management direction.
- **Initiative:** Seeks increased responsibilities; Looks for and takes advantage of opportunities.

Goal and Worker Activities

45% A *Provision of quality customer service to job seekers.*

- A1 Performs job seeker customer intake activities, including but not limited to reception, referral to appropriate Job Center and community resources, describing available and appropriate services, determining program eligibility, and providing accurate, helpful information to facilitate customer access to the employment and training services they need.
- A2 Plans, implements and evaluates group and individual job search/employability development services connected with specific program responsibilities. Examples include program eligibility determination, employability assessment, employment planning, job search assistance, job seeking skills instruction, labor market education, and case management.
- A3 Administers and/or assists in the utilization of career assessment and development tools (such as WorkNet and WisCareers), testing programs (such as ability profiler), and other tools designed to help with career planning, referral to appropriate training, and quality matches to employment opportunities.
- A4 Develops curriculum and provides instruction to individuals or small groups of students in a classroom (workshop) setting. Workshops include, but are not limited to, resume writing, interviewing skills, job retention, job search, dressing to impress etc. Emphasis is on job search, job placement, retention, and advancement.
- A5 Monitors the progress and needs of the clients in relationship to vocational and education training. Other responsibilities may include conducting job search or motivational workshops, developing and monitoring employment or training sites, facilitating job clubs and other networking opportunities, etc.
- A6 Develops individual education and training plans and services for clients, assists and/or coordinates students and jobseekers in gaining access and assistance to post secondary education and training programs.
- A7 Develops and delivers curriculum and other training and assistance related to web based job search tools, career development, life skills, job readiness skills, and other employment and training related tools
- A8 Provides employment support to customers, including guidance, mentorship, coaching, case management, placement and follow-up, referral, orientation services, and outreach.
- A9 Provides services in a number of formats (including one and one and group), via a number of methods (including in-person, electronic, and phone), and through a regional network of locations (including Job Centers and other locations such as high schools, technical college campuses, and community based organizations).

20% B *Provision of career development and assessment*

- B1 Works with Job Service Career Counselors and other partners to facilitate career assessment services for customers
- B2 Plans and develops career development programs for customers, including access to career related information and counseling services
- B3 Becomes familiar with and assists customers in accessing local training programs, including WIA provided training services, technical college programs, WIA eligible training providers, and other training opportunities.
- B4 Facilitates customer understanding of and interaction with career pathways, career ladders, and lifelong learning.
- B4 Helps customers understand career values, awareness, decision-making process, and connecting career development with job search and interviewing skills.
- B5 Assists in the administration of standardized tests and career assessment tools.

15% C *Documentation*

- C1 Documents the provision of all reportable services and other required customer data in a timely manner and in accordance with the terms and conditions of relevant grants, contracts, partnership agreements, and automated systems.
- C2 Maintains program documentation including client progress and participation.
- C3 Records, maintains and utilizes a comprehensive database of general program information and program clients.
- C4 Helps input to required quarterly and annual reporting. May also be asked to assist in the preparation and delivery of such.
- C5 Reviews participants' files for eligibility compliance, required documentation, and forms.
- C6 Updates case notes, employment plans, and other documentation regarding the progress of clients.

10% D *Partnering, Serving as Community Resource*

- D1 Develops and maintains program partnerships and relationships to facilitate the accomplishment of program goals, including connecting customers to a steady stream of training, basic needs and employment opportunities.
- D2 Develops appropriate resources and opportunities for program participants, including training, basic assistance, and other referrals.
- D3 Develops and maintains effective working relationship with partner agencies, referral sources, training and educational institutions, and internal and external customers.
- D4 Provides training and technical assistance to staff and partners.
- D5 Networks; develops, maintains and stays current on community based resources and employment and training opportunities; and advise clients and case managers of potential opportunities.
- D6 Attends and participates in Job Service, Job Center and program team meetings.
- D7 Researches and prepares memos, reports, and supporting information to present findings and recommendations of service development and evaluation activities.

10% E *Other*

- E1 Provides atmosphere of customer service in assuring that clients are treated in a friendly and respectful manner.
- E2 Responds to inquiries, give appropriate information and referrals, and documents, if necessary.
- E3 Develops and assists with customer satisfaction surveys, focus groups and other methods of securing customer input to ensure services are continuously improving in quality and productivity.
- E4 Is involved in quality improvement activities on an ongoing basis (such as implementing processes as a result of performance measurement reviews, participation in teams, making suggestions to improve processes, etc).
- E5 Displays positive attitudes and behaviors in the accomplishment of job duties.
- E6 May assist in the orientation and training of new staff or partners.
- E7 Participates in staff meetings, in-service trainings, and seminars to facilitate professional growth .
- E8 Maintains an awareness of and professional involvement/collaboration with community resources.
- E9 Develops and maintains strong and effective working relationships with business and provides a variety of workplace services, including recruitment planning, job order servicing, screening and referral, information about available hiring incentives, retention assistance, seminars on topics such as workforce best practices, and referral to sources of assistance in wage, hour, and other employment issues.

E&T Specialist Skills and Knowledge

- ◆ Ability to work cooperatively with co-workers as part of an office team to coordinate and network with other agencies, and to interact professionally.
- ◆ Knowledge of methods to deal with difficult persons and situations calmly and with tact (e.g. an angry customer).
- ◆ Ability to get along with diverse populations including person with different ethnic or socio-economic backgrounds and persons with disabilities.
- ◆ Ability to work in a multi-agency Job Center environment in a cooperative and productive manner.
- ◆ Knowledge of effective oral and written communication skills.
- ◆ Knowledge of effective job search methods.
- ◆ Knowledge of skills, ability and knowledge required for a variety of occupations.
- ◆ Knowledge of employment and training needs of low income, underemployed, and other groups of persons facing substantial barriers to employment.
- ◆ Ability to interpret detailed information.
- ◆ Knowledge of record keeping and record management techniques.
- ◆ Knowledge of and experience with marketing methods and techniques.
- ◆ Ability to adapt and respond quickly to change.
- ◆ Knowledge and ability to use problem-solving techniques.
- ◆ Organizational skills
- ◆ Time Management skills
- ◆ Knowledge of and experience using computers and commercial software (both custom developed programs and commercial packages) and the internet

**Employment and Training Specialist
(Disabled Veterans Outreach Program Representative – DVOP
Division of Employment and Training**

Under direct supervision of the Regional Supervisor, Office of Veterans Services, this position provides a full range of placement and other services to all veterans, with priority of service to disabled veterans, campaign veterans, and other eligible applicants. This position will be on Case Management in working mainly with veterans with employment barrier(s) in coordination with partner agencies programs and Community Based Organizations (CBOs).

This position also requires that the incumbent travel and provide outreach activities and services to veterans throughout the WDA.

- 40% A. **Case Management Services** - Provides case management services to veterans and other eligible applicants with intensive service needs to disabled veterans and campaign veterans. Furthermore, priority should address minority, female, and veterans with disabilities other than service-connected, economically disadvantaged, incarcerated veterans and/or homeless veterans with employment barrier(s).
1. Develop and maintain working relationships with case managed veterans and other eligible applicants.
 2. Provide case managed veterans with in-depth assessment and an **Individual Employability Plan** (IEP). Record all activity with case managed individuals as required, using computer-based ASSET screens with case management folders for documents such as DD214's, certifications, and Chapter 31 related information.
 3. Refer case managed veterans and other eligible applicants to appropriate agencies, supportive services, and other appropriate services such as counseling, testing or job search workshops as necessary.
 4. Refer case managed veterans and other eligible applicants to jobs, either through the use of job development or matching activities within ASSET or other available programs.
 5. Assist case managed veterans and other eligible applicants in preparation for employment seeking activities through preparation of resumes and application forms, instruction of internet and/or Job Center of Wisconsin usage, and access to other material and information, such as labor market analysis, as needed.
 6. Develop strong working relationships with partner agencies and other CBOs to provide work search activities.
- 20% B. **Intake & Assessment** - Participate in the registration and assessment of veterans and other eligible applicants.
1. Provide training to other staff, including those from partner agencies, regarding veteran intake and assessment.
 2. Secure client data needed to identify job readiness and type of services to be offered. Explain services and related benefits to veteran or other eligible applicants. Determine the "next steps" with the client based upon development of a **service plan**.

3. Determine which level of service newly registered veterans and other eligible applicants will receive from among; **1) Self Service** (which requires little or no assistance from veteran staff, **2) Staff Assisted Service** (which requires limited interaction with staff), and **3) Case Managed Service** (for those who have the need for additional service and follow-up).
4. Input all relevant information into the ASSET screens for veterans and other eligible veterans.
5. Review the case note screen to ensure that all necessary identifying information is recorded correctly. Monitor exiting of veterans to insure maximum accountability of provided services; exit when applicable.
6. Directly provide and/or coordinate services needed to implement the Individual Employability Plan.

20% C. **Partnership for Supportive Services** - Participate in community relations activities to promote veterans employment services.

1. Attend pertinent training sessions, seminars, meetings, etc., to maintain and improve knowledge of Veterans Employment and Training Programs.
2. Consult with other professionals in the field and in related fields to increase individual knowledge and understanding of the various employment and training issues for veterans.
3. Provide training and technical assistance to other staff regarding veterans' employment rights, priorities and benefits as established by State and Federal Regulations.
4. Develop, plan and implement innovative procedures, programs and projects which will provide new or improved services to veterans and other eligible applicants.
5. Provide outreach to veterans organizations, community-based organizations and other government agencies that service veterans and other eligible applicants.
6. Provide information and technical assistance to other agencies and organizations as required.
7. Establish and maintain working relationships with area agencies and organizations which provide veteran employment related services in order to facilitate a coordinated delivery of those services to veterans and other eligible applicants.
8. Establish and maintain other outreach activities to make veterans and other eligible applicants aware of and available services.
9. Refer veterans to appropriate agencies and organizations using established knowledge of services available.

20% D. **Placement and follow-up of job-ready veterans.**

1. Provide employment related services to veterans and other eligible applicants such as: job development, various job search activities (workshops, resume

writing assistance), job matching and referrals, labor market information, assistance at unit re-integrations, and with Rapid Response Teams.

2. Contact employers to determine what specific job openings may exist for veterans. Provide employers with information on wage subsidies and Work Opportunity Tax Credits (WOTC) that are available for hiring disabled veterans.
3. Educate employers about recruiting, hiring and maintaining veterans in their companies.
4. Access state, regional, and national job-matching databases to assist veterans in applying for solicited or unsolicited targeted job opening.
5. Provide employment related services to veterans and other eligible applicants such as: job development, various job search activities (workshops, resume writing assistance, interview skills update, etc.), job matching and referrals, and labor market information.
6. Provide veterans with current labor market information to assist in understanding the availability of jobs open to them, with particular attention to high demand careers, which would be most practical to pursue.
7. Guide job seekers through the job placement process which includes job development and working with employers as necessary in jobs which reflect consumer skills, strengths, interests, abilities, capabilities, concerns, resources and preferences.
8. Facilitate client decision-making and acceptance of personal responsibility in a manner consistent with the individual's culture and beliefs.
9. Conduct job matches using ASSET, ONET or other software programs. Contact qualified veterans and other eligible applicants with information about the job openings, including how to apply.
10. Provide and facilitate a full range of employment and training services, as appropriate, to meet the needs of disabled veterans, campaign veterans, and other veterans in the workforce development system.
11. Provide information, either individually or in groups, concerning the use of Job Center of Wisconsin, resume making software, vets center information and other self-service tools with the Job Center.
12. Maintain veteran information such as civil service preference forms, Veterans' Readjustment Appointment sheets and other notices in the Vet Center.
13. Review daily new job orders, primarily those that are veteran conducive in the WDA.