

A Business Guide

to Understanding the Basics of Hiring a Veteran.







Job Connection Education Program

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www.jcep.info

Who Are We?

JCEP is an employment partnership initiative, funded by the National Guard Bureau, designed to provide relevant and timely workforce training and job-placement assistance to Iowa National Guardsmen, Reservists and <u>their spouses</u>.

History - Why?



How we do it...

- <u>Employment assistance</u> for unemployed or underemployed Service Members <u>and their spouses!</u>
- JCEP's <u>one-on-one "high touch" personal service</u> helps participants identify aptitudes and abilities honed in the military.
- <u>Create a plan</u> for transferring them to a civilian job setting.
- Education in <u>understanding and mastering key job-search</u> <u>resources and services</u> for optimal job placement.
- <u>Connection through employer partnerships</u>.

How we do it...



JCEP Employment Cycle

Resume Building!!

Identify and translate Military Skills into language you can understand!!!

Veterans Have the Skills you Want to Hire

Me Construction	dia/Graphic Arts	Foreign Area Speci	alists Welders	HVAC
Contracting / Purc	Food Service hasing	Intelligence	Plumbers	Satellite
Postal Operations	The milite	ary has over	• 7,000 job	Pilots
Postal Operations		across more		Air Traffic Controllers
Marine Specialties	-		1% of these	controllers
Engineers	jobs ho	ave a direct equivalent.		Lawyers
Material Handling	Finance / Account Medical Specialties	ng Polio Transportation	ce / Security Do Telecommunicatio Supply Chain /	
Mechanics Machin	Human Res	ources / Training ecruiting	IT / Computer	Logistics

Intangible Skills

By serving in the military, veterans gain transferable skills:

- Project management
- Personnel management
- Training/instruction
- Counseling
- Operations
- Interpersonal communication
- Leadership
- Problem solving / decision making / trouble shooting
- Process improvement
- Requirements gathering

JOB CONNECTION EDUCATION PROGRAM

Xxxx X. Xxxxx

1234 XXXXXX St. XXXXXX, Iowa 12345 (XXX) XXX-XXXX *XXXXXX@XXXXX.

Professional Summary

- Solid professional with over 10 successful years in demanding leadership and managerial positions.
- Proven leader, who thrives leading and empowering employees, poised and competent with demonstrated ability to lead in stressful situations.
- Exceptional organizational skills, thrives in a deadline-driven environment.
- Effective communication skills, both oral and written, able to build and manage cohesive teams.
- Excellent problem solving skills, perfected in the most extreme of circumstances, able to quickly access the problem, determine a solution, implement the plan and document lessons learned.

Skills Summary

- Project Management
- Personnel Management
- Operational Management
- Logistics Management
- Strategic Planning Management Support
- Leader Development
- Employee Support

Employment History

Iowa National Guard, Des Moines, Iowa

Executive Officer

- Supervises the accountability, maintenance and readiness of 42 million dollars' worth of military equipment and infrastructure.
- Accountable for training, planning, daily operations, logistical plan and implementing security measures of the organization.
- Managed federal contracts to exceed 11 million dollars for security contractors, equipment

- Implementation
- Training
- Consulting
- Team building
- July XXXX Present

But, What If There is Still a Skills Gap?

<u>Education assistance</u> for those Soldiers who would prefer to get their degrees or trade certifications

(Apprenticeships / OJT)

Your company can choose to develop an On-the-Job Training programs to bridge it.

* Funding <u>may</u> be available to pay for much or all of this OJT program:
•Veteran's G.I. Bill

State-provided jobs training grants



Eligible costs for reimbursement include: course design and development
instruction costs for job-specific training
training materials and supplies
training facility rental
travel costs



JCEP Building Employer Partners:

- JCEP works with local companies explaining the Job Connection Education Program and the <u>benefits of hiring a National Guardsman and Veterans.</u>
- <u>Referrals</u> When a JCEP participant applies for a job the business advisor makes sure the HR manager he's been working with is aware the application has been made.
- JCEP staff certainly <u>can't guarantee participants will get the job</u>, but they
 do their best to make sure the participant's resume and application are
 <u>appropriate for the position</u>.



** 114 Hires as of Today**

Industry	% of Hires	Average Wage
Government	22%	\$21.97
Manufacturing	11%	\$16.13
Finance	9%	\$17.75
Information Technology	9%	\$17.61
Sales	9%	\$13.97
Customer Service	9%	\$11.40
Administration	8%	\$23.36
Construction	8%	\$18.39
Transportation	3%	\$15.64
Logistics	3%	\$15.33
Health Services	3%	\$9.50
Security	2%	\$20.54
Education	2%	\$ <mark>23.32</mark>



Job Connection Education Program

Questions?

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HIRING A VETERAN



What an Employer Should Know

- How to interpret the military resume.
- Differences in the veteran interview.
- What a veteran expects from you.
- How to recruit Veterans.



MILITARY RÉSUMÉ.



When reviewing a résumé, there are normally three main areas of confusion:

- 1. Rank
- 2. Military Skills
- 3. Military Terminology

Our job is to try to eliminate that confusion before you see the Veteran.





The military divides their ranks into three categories:



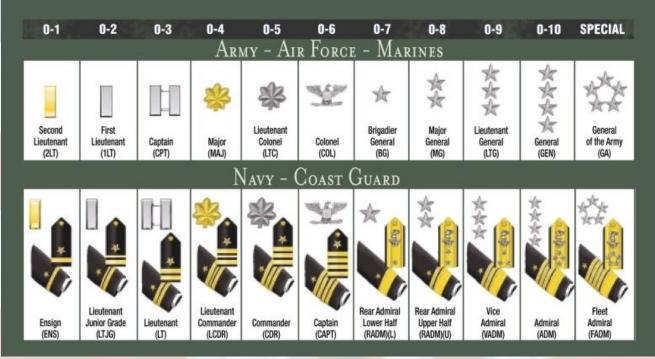
Ranks, can be unique to unique to each branch of service. (Lance Corporal, Petty Officer, Admiral)





Grade applies equally across each branch of service.

OFFICERS



www.defense.gov/about/insignias/





How Military Rank Translates to Civilian Roles and Responsibilities

		Military Role and Education	Civilian Role and Responsibilities
	Officers	Provide overall management	President, Division Chief, and senior
	(01 – 010)	and leadership in their area of	managers
1		responsibility	Responsible for management ,
		Undergraduate to graduate	organizations, and efficiency of various
		degrees	departments in a corporation
	Warrant	Highly trained functional	Highly experienced technical leaders,
	Officers	specialists	experts and trainers that perform extremely
	(WO1 – CW5)	 Many have college degrees 	specialized functions, such as maintaining
	(the company IT system or serving as the
			pilot for the company plane
-	Enlisted	 Functional Specialists and 	"Hands-on" workers performing a variety of
	(E1 – E9)	technicians with varying degrees	jobs
		of leadership and management	• As they rise up the ranks of the company
		experience. As they progress	based upon their leadership and many
		with promotions, they assume	years of experience, they assume more
1		responsibility and provide direct	responsibility and perform positions such
		supervision of subordinates	as a manager and foreman.
		High school diploma/GED/	
		college degrees	





Organization Size and Side-by Side Comparison

_			
	pproximate number of people	Military Name	Civilian Name
15-	16	Platoon	Team/Department
70-	250	Company/Battery	Unit/Department
300)-900	Battalion	District/Division
300	00-5000	Brigade/Regiment	Group/Division
700	00-15000	Division	Region
200	000-45000	Corps	Company





For every job in the military, there is a Code.

A military Occupational Code (MOC) is an alphanumeric or numeric code that denotes a specific military job.



11FX (Fighter Pilot)

Many veterans will refer to these codes in place of the formal name of their job duties. (Computer Technician, Supply Chain Clerk etc.)

There are variations in this code based upon branch of service.





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Education	Military
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Operate, test, maintain, or calibrate unmanned, automated, servo-mechanical, or electromechanical equipment. May operate unmanned submarines, aircraft, or other equipment at worksites, such as oil rigs, deep ocean exploration, or hazardous waste removal. May assist engineers in testing and designing robotics equipment.

Sample of reported job titles: Electro-Mechanical Technician (E/M Technician), Electronic Technician, Test Technician, Tester, Mechanical Technician, Product Test Specialist, Electro-Mechanic, Electronic Instrument Technician, Laboratory Technician, Maintenance Technician

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ADDITIONAL MILITARY SKILLS



Remember!

Military personnel are always tasked with additional job duties such as...

- Safety Officer/NCO
- Retention NCO
- EEO Officer/NCO
- Intelligence Officer
- Drill Sergeant
- Recruiter
- And numerous other assignments.

They are flexible and trainable.



TRANSLATING MILITARY TERMS



Many of these titles wont be on O'Net.

• S1, G2, CO, Executive Officer (XO) etc.

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		pany, battalion, and brigad billet is not a command; r		
	XO is typically resp	oonsible for the manageme	ent of day-to-day activitie	es,
	such as maintenan	ce and logistics, freeing th	e unit commander to	
	concentrate on tac	tical planning and executio	n. The XO also takes cl	harge in
	the absence of the	CO. While the experience	e gained as an XO is hig	Jhly 📃
	beneficial for an of	ficer's professional develo	opment, it is not necess	arily a
	prerequisite for a c	ommand position. In the L	Jnited States Navy and (Coast

http://en.wikipedia.org

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tactical reserved tactical warning	tery of aircraft and personnel <u>ve</u> ng ng and attack assessment tables	actical operations center DOD) A physical groupment of those elements of a general and special staff concerned with the current tactical operations and the actical support thereof. Also called TOC. Source: JP 3-33

www.dtic.mil/doctrine/dod_dictionary/



TRANSLATING MILITARY TERMS



- Veteran = Anyone who served (There are many Federal definitions.)
- Retired Veteran = Retired from the military w/20+ years of service or medically retired.
- Active Duty = Fulltime military includes Active Guard and Reserve (AGR).
- Guard & Reserve = Not fulltime military; Still have service responsibilities with Guard and Reserves

 Returned Guard and Reserve (Demobilized) = No longer deployed; May or may not have service responsibility

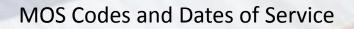


REVIEWING A DD-214



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	e. Total Prior Inactive Service	00	195	15
	f. Foreign Service	02	11	29
	g. Sea Service	00	00	00
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DD-215 is also an official document. It is a "Correction to the DD-214" issued after the DD-214 has been issued.





Awards

Record of Military Training

Registration w/County Recorder

Only on Member – 4 Copy



REVIEWING A DD-214



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If the Veteran entered the military from Iowa, the Iowa Dept of Veteran Affairs should have a copy.

If not an Iowa Veteran, it may be much more difficult to obtain, as some state do not maintain these records.

In this case, it will need to be ordered from:

http://www.archives.gov/veterans/



THE VETERAN INTERVIEW



Questions you can ask when interviewing a Veteran

- Years of Service
- Grade or Rank
- Military occupation
- Work experience and training received



THE VETERAN INTERVIEW



Questions you should avoid.

- What type of discharge did you receive?
 - Unless ascertaining Veteran's Preference status.
 - Could reveal medical information.
- Are you going to be called for duty any time soon?
- Did you see any action while you were in?
 - Could suggest a question about PTSD/TBI.







When Interviewing a Veteran you can expect:

- Self Confidence Sometimes bordering on arrogance. Pride.
- Self Consciousness Unsure how to interview or their military experience relates to your job opening.
- Use of "Acronyms" It's a habit. Have them explain.
- Setting at Attention Very rigid, no smile, strong eye contact.
- "Yes Sir" or "Yes Ma'am" It's also a habit.



Veterans have high expectations concerning:

 Promotion Potential
 Regular promotion or pay increases with clearly defined requirements.



They have high expectations concerning:

- Benefits
 - They receive full benefits in the military.
 This may be more important to married veterans.



They have high expectations concerning:

- Professional Leadership
 - Veterans are well trained in leadership
 - Fair and equitable treatment
 - Consideration of skills and abilities
 - Recognition for ability and accomplishments



\$ Money \$

Let's talk about money.



The Average Wage in Iowa is \$18.15 per hour. This equals \$37,752 per year.

BLS - 2nd Qtr 2011

While deployed to a combat zone, military personnel pay no income taxes, which means a married service member could take home...







PFC/E-3 (Over 2 years): \$38,480 Per Yr (\$18.50 per hr)
 Cpl/E-4 (Over 3 years): \$42,086 Per Yr (\$20.58 per hr)
 Sgt/E-5 (Over 4 years): \$48,401 Per Yr (\$23.27 per hr)

This is the wage that the veteran's family has been living on while deployed.

This wage also determines the wage they must accept when drawing their Unemployment Insurance.



Veterans who have not been recently deployed, will have different expectations.

If the salary that the veteran is asking for is above the local market value for that position, take the time to explain this to the veteran.

> Salary may not be a Deal Breaker!



RECRUITING VETERANS



- 1. Do not stereotype veterans
 - Veteran UI Rate can be misleading (<u>BLS Aug 2012</u>)
 - National Rate: 8.0%
 - All Vets 18 and over: 6.6%
 - Gulf War Era II Vets: 10.9% (90 day period, School)
 - Because a veteran is disabled, does not mean he does not have the ability to do the job.
 - There are degrees of disability.
 - Not all veterans have PTSD
 - Non-Vet PTSD Rate 6.8%
 - Vet PTSD Rate 13.8%



RECRUITING VETERANS



2. Know your IowaWORKS Veteran Representative.

- They may have the right veteran for your position.
- They can help interpret résumés, answer general questions and provide related resources.
- 3. Make it obvious you want to recruit veterans.
 - Put it on your web page.
 - Don't hide it under "Diversity"
 - Use the veterans you already employ.
 - Take a veteran employee with you to Vet Job Fairs.
 - Veterans know Veterans.



RECRUITING VETERANS



4. Offer GI Bill approved training.

- Approved through the Iowa Dept. of Education.
- 5. Post your jobs on Veteran specific job boards.

6. Support your local Employer Support of Guard and Reserves (ESGR).

Remember, Word Gets Around!



HIRING A VETERAN



Are there any questions about

- How to interpret the military resume.
- Differences in the veteran interview.
- What a veteran expects from you.
- How to recruit Veterans.



HIRING OUR HEROES



Links

- Rank Insignia and Titles
- Military Occupation Codes
- Terminology
- Iowa Dept of Education
- Work Opportunity Tax Credit www
- Iowa ESGR
- Other Information (or to contact an IWD Vet Rep)

www.defense.gov/about/insignias/

www.onetonline.org/crosswalk/

en.wikipedia.org www.dtic.mil/doctrine/dod_dictionary/

educateiowa.gov/

x Credit <u>www.doleta.gov/business/incentives/opptax</u>

www.iowaesgr.org

www.lowaWorkforce.org/veterans/

