

Quick Reference Guide to the Skill Matching and Referral Technology (SMART) Resume Service

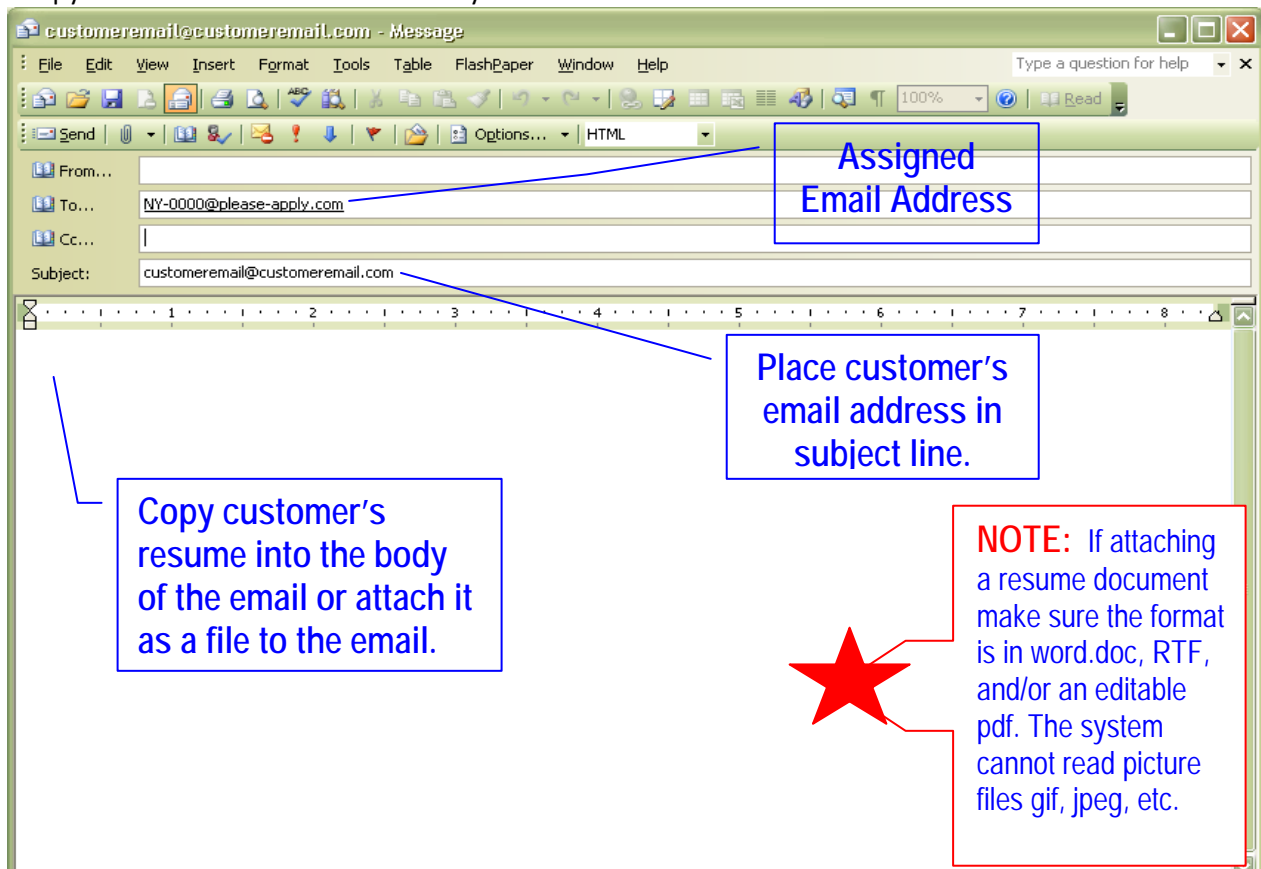
Step 1. To Begin

- Get resume from customer in either an electronic Word document or a non-image PDF file. Help customer create his or her own email account if needed.
- **With customer, review work experience for last job or two. Because employers seek candidates with current skills, and for best lead results, make sure each job includes at least 3 – 5 skills or work activities.**
- Talk with customer about how using information about skills, instead of conducting a purely word matching job search, can reveal new opportunities. SMART generates leads based on customer skills, work experience and education. Leads are made based on all jobs on file. When job leads arrive by email, ask customer to look beyond job titles and read job descriptions carefully.

Step 2. Prepare Resume for SMART Scanning

To start the service, send an email message.

- To: center assigned email address
- Type the customer's email address into the subject line of the email message
- Copy customer's resume into the body of the email or attach it as a file to the email



Step 3: Help Customer Understand Job Leads

Your customer should receive a welcome message within the first 5-15 minutes of submitting the resume to SMART. The job leads will arrive in an email message from SMT@workforcenewyork.org. Make sure that your customers check their spam filter/folder in case the email went directly there. Customers will get at least one message from SMART per week.

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STOP! This is a good opportunity to discuss with your customer the emailed job leads from the SMART system.

Help your customer understand why some leads might be a good choice. If your customer continues to be unhappy with the job leads, review their resume with them. Are they highlighting their skills and work history they want to build on? If not, help them edit their resume. You can begin the process again by starting with Step 1. Using the same customer email address, SMART will replace the old resume with the new resume. On the other hand, are the jobs the customer is interested in available in the area you are searching? This may be a good time to discuss alternative options, including searching other areas of New York State. Remember, if the customer would like to search more than one area at a time, he or she will need two email addresses, with a resume submitted for each.

Step 3A: Discuss Matching Detail

The Skill Matching Technology uses a geographic radius to filter for jobs close to the resume's contact location. SMART ranks job leads and filters for higher scoring leads. Your customer will receive matches that score above 70%. This may result in 1 to 10 job matches per email. If a customer does not have any high scoring leads during the week, a lower scoring lead email will be sent on Friday.

NYS DOL and SMART update the repository of open positions each night. The SMART system will automatically generate leads for subscribed customers to the new jobs. Your customer *may* receive an email with a list of completely new job leads. All customers will continue to receive job lead email messages from SMART until they send an unsubscribe email message.



Please document your use SMART by recording **an L1 Activity Service** in OSOS.

Example: check "Customer Subscribed to SMART".

Step 4: SMART Status Reports

You will receive weekly reports on your customers. These updates will include the number of leads provided to your customer, the job titles, and the "score" of each lead.

Your center manager will receive monthly reports detailing the number of resumes scanned into the system and the number of job leads generated.

Step 5: Unsubscribe from SMART Resume Service

CONGRATULATIONS! Your customer has obtained employment and no longer needs the SMART resume service. To eliminate pesky job lead emails you must send an email to SMART.

- To: Center Assigned email address (must be the email address used when subscribing the customer)
- The subject line must read: UNSUBSCRIBE: customer's email address
 - (ex. UNSUBSCRIBE: Tom.Jones@hotmail.com)

Note: Space between Unsubscribe and email address.



At any point during the process you encounter any difficulty – don't panic!
Simply email: dews.smart2010@labor.ny.gov to contact a representative from NYSDOL.