

ACCESSIBILITY

MontgomeryWorks is committed to making our services available and accessible to all Montgomery County residents. We offer the following:

- Multi-lingual staff
- CCTV document magnifier (*Wheaton only*)
- JAWS screen reader
- Microsoft accessibility features on all computers
- Wheelchair accessible computer workstations
- Zoom-text magnifier with 24-inch monitor
- TTY at front desk and in resource room (*Wheaton only*)
- Sign language interpreters for pre-registered workshops & classes (*with advance request*)
- Informational and workshop materials in alternate formats: Spanish, large print, on disk, or Braille (*with advance request*)

If at any time you require additional assistance or a reasonable accommodation in order to fully access our services, please let us know.

LOCATIONS AND HOURS OF OPERATION

Westfield Wheaton • Westfield South Office Building

11002 Veirs Mill Road (1st Floor) • Wheaton, MD 20902
(Behind Checkers and the Social Security Administration)

Hours:

M & W 8:30 – 5:00 | Tu & Th 8:30 – 6:00 | F 8:30 – 3:00
☎/TTY: 301-946-1806 | Fax: 301-933-4427

Gaithersburg • Lakeforest Mall

701 Russell Avenue • Gaithersburg, MD 20877
(2nd floor – next to Macy's)

Hours:

M - Th 8:30 – 5:00 | F 8:30 – 3:00
☎ 301-519-8253 | Fax: 301-519-7233

Sales & Service Learning Center • Westfield Wheaton

11160 Veirs Mill Road, Suite LLH-17 • Wheaton, MD 20902
(Next to H & R Block; between JC Penney and DSW Shoes)

Hours:

M – Th 8:30 – 5:00 | F 8:30 – 3:00
☎ 240-403-3600 | Fax: 240-403-3604

Youth Programs • Maryland Multicultural Youth Center

1320 Fenwick Lane, Suite 600 • Silver Spring, MD 20913

Hours:

M - F 9:00 – 5:00
☎ 301-495-0441

CUSTOMER SERVICE & SATISFACTION

We take customer satisfaction very seriously at MontgomeryWorks. After your visit, please take a moment to tell us about your experience by completing a customer satisfaction survey. The surveys are located in multiple areas around our center. The answers we receive help us to continuously review and improve the quality of programs and services we provide to the public.



MontgomeryWorks is a project of the Montgomery County Department of Economic Development and supported with funding from the U.S. Department of Labor.

www.montgomeryworks.com



Helping People Find Jobs...and Jobs Find People

MontgomeryWorks is Montgomery County's "One-Stop Career Center." A One-Stop Career Center is a place where state, local, and community organizations work together to provide employment and training assistance to job seekers in one place. MontgomeryWorks provides career resources, computers, workshops, and access to career fairs and recruitment events. Best of all, our services are offered to you at no cost.

VISITING OUR CENTERS

If this is your first visit, you will be asked to complete a one-time registration form. Each time you return, you need only sign-in to our secure system.

Resources are available for you to conduct a self-directed job search. If you would like assistance from staff, you are required to register with Maryland Workforce Exchange (www.mwejobs.com - see inside). Our staff will meet with you to discuss your employment situation and make recommendations for workshops, offer job search strategies, and provide information about our community partners.

Most of our services are on a first come-first served basis. If you are asked to wait to use a computer or meet with staff, please take advantage of the many employment resources available in our Career Resource Library.

When you visit our Center, we recommend that you "dress for success." A job search should be a full time job and dressing like you are interviewing will not only raise your morale, it may lead to an on the spot interview. We often have business representatives on site and they are here looking for professional, qualified candidates. It could be you! Remember, you only have one time to make a good first impression!

OUR PARTNERS

MontgomeryWorks relies on a consortium of partners that provide many community services. Our partners include Montgomery College, Job Corps, Housing Opportunities Commission, Health and Human Services, Division of Rehabilitation Services, and more! Partners may offer specific services for people who have been laid off, low income adults, people with disabilities, older workers (55+), out-of-school youth, veterans, ex-offenders, and MORE. Information about these partner services is available in our resource room and on our website. **Eligibility for partner services is determined by the partner organization and not MontgomeryWorks.**

WHY DO WE ASK YOU TO REGISTER WITH YOUR SOCIAL SECURITY NUMBER?

We serve over 12,000 visitors per year! Our funding comes from federal, state and local government – which requires us to keep track of customer activity using social security numbers. **This information is kept secure and never shared.**

www.montgomeryworks.com

WHAT YOU WILL FIND AT MONTGOMERYWORKS

RESOURCE ROOM SERVICES – AVAILABLE TO ALL JOBSEEKERS

- Computers with Internet access, printers, fax machines & telephones/TTY
- A job search resource library
- Information on job fairs and recruitment events
- A weekly newsletter from our business team
- Current labor market information
- Community resource information and referrals
- Resource Specialists to guide you and answer questions

INTENSIVE SERVICES – BASED ON ELIGIBILITY

- Career counseling and employment planning
- Employment barrier identification and evaluation
- Training and credentialing through Montgomery College and other local career schools (in areas such as technology, health care & sales and customer service)
- Referrals to English as a Second Language (ESOL) classes, Adult Basic Education (ABE), and GED classes

WORKSHOPS

MontgomeryWorks offers job readiness and computer workshops on a variety of topics. Workshops are offered at all MontgomeryWorks locations – and change monthly. Please check our website (www.montgomeryworks.com/calendar.asp) for an up-to-date calendar.

LOOKING TO REFINE OR UPDATE YOUR SKILLS?

Consider enrolling in our *Online Learning Center*. PC and Business Skills lessons can be completed at your own pace from any computer with an Internet connection. You may take as many courses as you like over a 6 month period. The Online Learning Center is limited to Montgomery County residents. It requires a one-time introductory workshop and an active email account.

See a *Resource Specialist* for workshop information & to register for the workshop of your choice.

Sample Job Readiness Workshops

What Do You Want to Do With Your Life?
Successful Job Search & Career Planning
Resume Writing / Resume Critique
Successful Interviewing
Job Search Readiness for Ex-Offenders
Veterans Job Search Workshop
How to Apply for Federal Jobs
Customer Service Essentials

Sample Computer Workshops

Computer Basics
Word Basics

Other Workshops

How to Deal with Conflict
Stress Management
Financial Planning & Budgeting Basics

SALES & SERVICE LEARNING CENTER (SSLC)

Our Sales & Service Learning Center (SSLC) provides sales & customer service training for a variety of industries. The center is an official testing site for the National Professional Certification in Customer Service & Retail Management – and offers classes in Customer Service Essentials with additional options for customers who speak English as a second language. The SSLC hosts a number of job fairs throughout the year – and works closely with Westfield Wheaton to coordinate the hiring for mall tenants.

www.montgomeryworks.com

HELPFUL JOB SEARCH RESOURCES

MARYLAND WORKFORCE EXCHANGE (MWE)

WWW.MWEJOBS.COM

Maryland Workforce Exchange is Maryland's online job posting and job search portal.

As a registered user, you can:

- Explore career resources
- Research careers in high demand
- Build, update, and create multiple resumes – apply online for jobs
- Search for jobs and employers
- Create your own personal folder to store your information and resumes for future use
- Find occupational training that meets your needs & search for local training providers
- File an unemployment insurance claim



CAREER ONE STOP

WWW.CAREERONESTOP.ORG

CareerOneStop is a U.S. Department of Labor-sponsored web site that offers career resources and workforce information to job seekers, students, businesses, and workforce professionals. Find information on career exploration, salaries and benefits, education and training, resumes and interviewing.



Select *America's Career Infonet* from the *More Resources* drop-down menu to watch career videos showing the types of work people do in nearly 550 careers. Over 300 videos are available in Spanish.

O*NET

[HTTP://ONLINE.ONETCENTER.ORG](http://ONLINE.ONETCENTER.ORG)



O*NET (the Occupational Information Network) is a resource for researching and examining different occupations. Job and training seekers can identify jobs and careers that match their skills and abilities; career counselors can better identify career options for clients.

O*Net also links to information related to the job outlook and projected salaries in the United States, the State of Maryland, and our local community.

CAREER VOYAGES

WWW.CAREERVOYAGES.GOV

Career Voyages is the result of a joint partnership between the U.S. Department of Labor and the U.S. Department of Education. It is designed to provide information on high growth, in-demand occupations along with the skills and education needed to attain those jobs.

Information is also available in Spanish (www.explorandoprofesiones.gov/)

ONLINE JOB SEARCHING

Though most jobs are found through networking (or word of mouth), it certainly helps to know what's out there. www.simplyhired.com and www.indeed.com are two web sites that allow jobseekers to enter a job title and a zip code – and then search multiple job listings from a variety of sources within the community.

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