

PREFERRED WORKER Adviser

Summer 2004

Would you like to work for the government? Here's how! *by Ursulla Bischoff*

Where to look

If you have access to the Internet, you can find job search information at www.wcd.oregon.gov. Find "Jobs in Oregon" then click on "Government Jobs." The Government Jobs category allows you to look up city, county, and state job openings.

If you don't have Internet access at home, your local library should have computers available for you to use. A reference librarian or other library staff member will help you if you are unfamiliar with the computer or using the Internet.

Obtaining/completing the application

The PD 100 (the application for most State of Oregon jobs) can be found on the www.wcd.oregon.gov Web site, in Word and PDF formats. Follow the mouse-clicking path described. Be sure to read the helpful tips on how to complete the application. The application can also be found at the bottom of each state jobs posting. You can fill out the PD 100 online, print it, or save it in a format you can use later.

Continued on Page 2

Employers using Job Match

Are you interested in knowing the employers that are using Job Match? The *Preferred Worker Advisor* will now list the name and geographical location of employers that have posted jobs within the last two to three months.

Barrett Business Services	Eugene and Salem
Department of Consumer & Business Services, State of Oregon	statewide
CMTS.....	Portland/Metro
Blue Star Flagging.....	statewide
Wilsons Carpet	Willamette Valley, Portland/Metro
Cascade Door	Central Oregon
Laurence's Auto Body & Paint	Eastern Oregon
River Roofing, Inc.....	Willamette Valley
Archer Internet Services.....	statewide
Credit Associates.....	Central Oregon
Ray Jackman Repair	Willamette Valley
Bayview Pizza and Bakery	Coastal
Mobile Tune Auto Repair	Southern Oregon
Color Craft Construction	Portland/Metro
JMJ Design Builder	Willamette Valley
KJM & Associates.....	Willamette Valley
Blue Mountain Traffic Control	statewide

In this Issue

Would you like to work for the government?	1
Employers using Job Match	1
Register for our new e-mail service	1
New direct link.....	1
Meet Christy Johnson	2
Job search tips	3
Success story	3
Environmental controls.....	4

Register for our new e-mail service

If you are looking for employment, we have a new system that will allow you to register by location to receive job postings. When an employer posts a job on the Preferred Worker Program Job Match site in the geographical location for which you are registered, an e-mail will be sent to you with a link to the job posting. For more information, call (800) 445-3948 or (503) 947-7588.



New direct link

Are you looking for a faster way to find the Preferred Worker Program or the Job Match Web site online? Use our new direct link at www.Oregonpwp.info.

Meet Christy Johnson



Christy Johnson

Christy is a re-employment specialist with the Re-employment Assistance Unit (RAU) in Salem. She provides technical

direction to Oregon's injured workers and their employers. She spends her day answering questions on the phone and determining worker and employer eligibility for premium

exemption, wage subsidy, and obtained employment purchases.

Christy holds a Bachelor of Science in liberal studies from Eastern Oregon State University. Her degree is unique due to the fact that she created her curriculum and petitioned the school board for acceptance.

Christy has an extensive knowledge of the Workers' Compensation Division. She started her career in WCD in the mailroom and was quickly promoted to the support unit of the Dispute Resolution Section. After a short time, she was promoted into

the Benefit Consultation Unit, where she became a certified claims examiner. After a year and a half, she was promoted into the Preferred Worker Program, where she plans to remain.

Christy truly enjoys working for the Preferred Worker Program and feels the re-employment specialist position is a good fit. She works hard to process requests quickly and facilitate win/win situations for Oregon workers and employers.

Christy's e-mail address is christy.l.johnson@state.or.us. ■

Would you like . . . *Continued from Page 1*

Other resources

The Oregon Department of Administrative Services offers application workshops called SEAT (State Employment Application Tips) on the second Wednesday of each month, 7:30-10 a.m. During these sessions you can learn about benefits of state employment, job announcements, the PD 100 employment application, tips for writing exam responses, and interview preparation. The next SEAT sessions are July 14, and August 11 in Salem at DAS offices, 155 Cottage Street NE. DAS will consider requests for SEAT sessions at other locations for a minimum of 12 attendees. To register for a session, call (503) 378-8344.

The Department of Revenue also offers informational networking

sessions to tell attendees about job openings within the Department of Revenue and to give them tips on applying for and filling out the PD 100. Sessions will be September 1 and November 4 at the Department of Revenue in Salem, 955 Center Street NE. There will be signs directing you to the "fishbowl." Seating is limited, so call for reservations: (503) 947-2039. Leave your name, phone number, and the job position you are interested in.

The Employment Department Web site offers information about employment trends, jobs that are in high demand, and job search tips, at www.WorkingInOregon. Click on Job Market Info-OLMIS on the main page of the Employment Department Web site and then click Site

Index (at the top lefthand corner.) You can review articles, publications, useful Web sites, and other tools to find and maintain employment.

The Department of Consumer and Business Services (DCBS) advertises its job openings on the Preferred Worker Job Match site at www.wcd.oregon.gov. DCBS consists of the Workers' Compensation Division, the Workers' Compensation Board, Building Codes Division, Oregon OSHA, Insurance Division, Ombudsman for Injured Workers, Small Business Ombudsman, Office of Women, Minority and Emerging Small Business, Oregon Medical Insurance Pool, Division of Finance and Corporate Securities, and other offices and programs. ■

Administrator, *Workers' Compensation Division*
John Shilts

Reemployment assistance

Salem office (800) 445-3948
Medford office (800) 696-7161
Web site www.wcd.oregon.gov

Contributors

Ursulla Bischoff ursulla.bischoff@state.or.us
Ana Contreras ana.contreras@state.or.us
Dan Gammon dan.r.gammon@state.or.us
Bob Williams robert.t.williams@state.or.us

Editor, *WCD Communications and Training Section*
Ana Contreras ana.contreras@state.or.us

Editing, Dian Cox, *DCBS Communications*
Design, Shonnie Emerson, *DCBS Communications*

Preferred Worker Adviser is a publication of the Oregon Workers' Compensation Division.

In compliance with the Americans with Disabilities Act, this publication is available in alternative formats. This publication is in the public domain and may be copied and distributed without permission

The Adviser is printed on recycled paper and is recyclable. ■



Job search tips *By Ursulla Bischoff*

Become an expert

Employers like to see prospective applicants who are prepared. Three things to consider before going to an interview:

Review your skills — Take time to review all of your past jobs and write down the skills you acquired during employment. Take your notes with you to the interview. When you are asked a question, it helps to have a quick reference.

Many skills are transferable and can be used in different work environments. For example, Susan wants to work as a receptionist, something she has never done before. However, she has done telephone sales and worked in a retail environment. The retail job required her to answer customer questions by phone and in person. She has the skills to be a good receptionist.

Learn about the company and the job you are applying for

Many companies have Web sites. The Web site usually provides an overview of what the company does as well as its mission statement, address, etc. Many employers send job descriptions after scheduling an interview. Review the job description and be prepared to ask at least one question about the job. This shows the employer you have done your homework. If a job description is not sent, conduct an informational interview. Talk to people who do the job or who hire others to do it.

Employers are impressed by applicants who are familiar with the company and the job for which they are applying. By taking the time to gather details, you are showing the employer that you are interested in the job and are taking the interview seriously.

Be professional — Dress appropriately for the job you are applying for. Look at the work environment when you pick up and drop off your application. If the environment is casual, you probably don't need to wear a suit.

Arrive at least 15 minutes before the interview. This shows the employer that you are punctual.

Call before your interview and ask how many people will be in the interview process. Many companies want a copy of your application and résumé, and a list of references. Make copies for each interviewer.

Remember you have a benefit that sets you apart from other applicants — you are a Preferred Worker. If you have difficulty explaining the program, have your prospective employer call a Preferred Worker Program representative at (800) 445-3948 or (503) 947-7588. ■



Success story *By Dan Gammon*

Dale, a 47-year-old mobile home assembler, injured his neck and right shoulder. He has permanent restrictions from extending his neck, lifting more than 50 pounds, and from any overhead work or lifting above the shoulder level.

He has returned to work with a new employer as a sales representative in a hardware store. Dale offered his new employer premium exemption and wage subsidy as incentives to hire him, as he had no experience in retail sales.

Almost immediately after starting to work, Dale encountered a few tasks that were a challenge to his physical capacities. One of his duties is to stock shelves with large containers of paint and sealers that weigh more than 50 pounds. Although the em-

ployer had a hand truck to transport the containers from the storage area to the retail shelves, it was of little use in lifting the containers to the shelves or in retrieving them for customers.

Dale also had difficulty reading labels describing part numbers on shelves above his head (as high as seven feet from the floor). This is a task he needed to perform almost continuously throughout the day. Dale is 5 feet 7 inches tall.

A Preferred Worker Program consultant, the employer, and Dale, agreed to purchase a powered lift truck with an adjustable-height platform that has cylindrical rollers and a "load retriever." This equipment can lift the containers to the exact height of the shelving and, with little effort, these containers can be off-loaded to the

shelf. To load the container onto the lift truck, a strap is harnessed to a powered winch, wrapped around the container, and it is pulled onto the roller platform.

To overcome the problem of reading labels on overhead shelves, a light-weight periscope with a magnifying lens was fabricated to allow Dale to read labels without difficulty.

Dale's employer says he can offer Dale more hours now, because he has gained full productivity with these modifications. Dale feels better because he is earning more money, and he doesn't have to rely on others to perform tasks that were once beyond his ability to perform. ■

Environmental controls

Worker disability

The worker suffered a traumatic brain injury and a cervical strain when she fell down a flight of stairs. At the time of her injury, she was working at a health club as a membership salesperson.

As a result of the brain injury, the worker is sensitive to environmental distractions such as noise, light intensity, and temperature. Her doctor reported that the worker must be able to control noise, light, and temperature levels as necessary for her to perform work that requires attention to detail. She also needs to control exposure to visual distractions such as people frequently passing by her office. In addition, because of visual problems related to the brain injury, she has difficulty using a small computer screen. Because of the neck injury, the worker must avoid repetitive or prolonged neck extension, forward neck flexion, and repetitive or prolonged lateral flexion of her neck.

Work setting

The worker returned to work at a different health club as the membership sales director. Her small office has a window and a door with a glass insert that faces the exercise

room next to her office. She uses the office to meet with prospective club members, prepare documents, and make and receive telephone calls. She also works at the front counter, where she receives phone calls.

Job obstacles

Even with the office door closed, the worker was distracted by the level of noise from the exercise machines and by the rapid movements of club members using the machines. When she closed the door, the temperature in the office significantly increased. She was not able to control lighting in the office. Because of these environmental distractions, the worker was not able to do her job in an effective and timely manner. The office was equipped with a standard small-screen monitor. Also, she had to repetitively flex or extend her neck to reach materials stored at floor level and overhead and flex her neck laterally to use the hand-held phone in her office and at the front desk.

Modification

The worker's office was remodeled. A solid-core door with noise-deadening glass was installed. The windows were replaced with

noise-deadening windows. Blinds were installed on the door and the windows. Existing lighting was replaced with dimmable lighting. Air conditioning was added to the office. A 19-inch flat-panel monitor was provided. Ergonomic furnishings were purchased, including a chair with cervical support, a slant board, and a copy holder so that the worker can maintain neutral head posture when reading or preparing documents. A custom-designed work surface with shelving and a file cabinet was installed to eliminate the repetitive neck flexion and extension. Two noise-canceling headsets (one for the office and one for the front desk) were provided to eliminate lateral neck flexion and to reduce external noise when the worker uses the telephone.

When asked about the impact of the worksite modification, the worker said, "Because of the modification, I have been able to come back to work. I have employment and job security. Without it, I don't know where I'd be today."

Cost

The cost for the modification was \$12,821.