

# Employing Veterans



**JOB  
SERVICE**  
North Dakota 

# Telling the Story Today -

- Marlys A. Morgenstern, Job Service North Dakota State Veterans Program Administrator
- Brenda Bergsrud, North Dakota Department of Veterans' Affairs State Women and Minority Veterans Coordinator

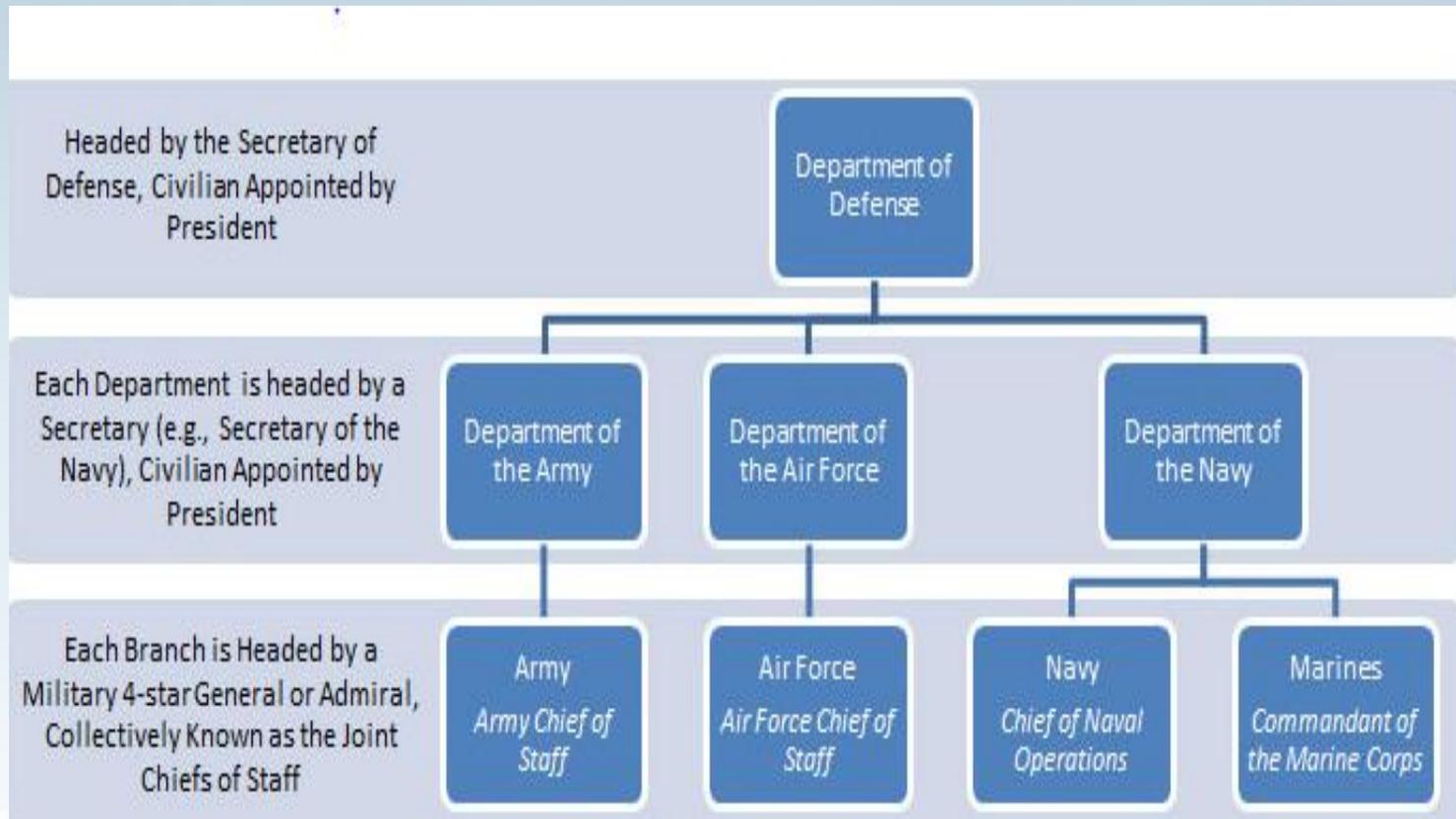
# Hiring our Veterans - Great for Business..... Great for America!

Today's outline:

- Understanding the Military Experience
- The Veteran Employee
- Supporting Veterans in the Workplace



# Military Structure and Branches



# Military Personnel

- Enlisted (84%) – perform specific job functions
- Warrant Officers (2%) – highly specialized experts
- Commissioned Officers (14%) – management and leadership roles, need bachelors degree or higher

# **The Average Soldier**

RANK: E-4 (Corporal or Specialist)

AGE: 22

TIME IN SERVICE: 4 Years

BASE PAY: \$2,081.10 per month

EDUCATION: High School Graduate

MARITAL STATUS: Married w/ two Children

RACE: 60% Caucasian/40% Ethnic Minority

GENDER: 85% Male - 15% Female

AVERAGE WORK DAY: When the mission is complete

# Basic Tenets of Military Culture

- *Duty, Honor, Country"*
- The military emphasizes discipline and hierarchy, prioritizes the group over the individual, and uses specific rituals and symbols to convey important meanings and transitions.
- Military law requires commanding officers and those in authority to demonstrate virtue, honor, patriotism, and subordination in all that they do.

# Deployment....

“The reason First Platoon did not get wiped out had nothing to do with the Apaches flying overhead or the 155s at Blessing; it was because the men reacted not as individuals but as a unit. Stripped to its essence, combat is a series of quick decisions and rather precise actions carried out in concert with ten or twelve other men. In that sense it's much more like football than, say, like a gang fight. The unit that choreographs their actions best usually wins. They might take casualties, but they win.

“That choreography -- you lay down fire while I run forward, then I cover you while you move your team up -- is so powerful that it can overcome enormous tactical deficits.... The choreography always requires that each man make decisions based not on what's best for him, but on what's best for the group. If everyone does that, most of the group survives. If no one does, most of the group dies.

“That, in essence, is combat.”

*Sebastian Junger, War*

# What deployments are like -

It depends...

- ✓ Location
- ✓ Occupation
- ✓ Duration
- ✓ Communication
- ✓ Reintegration

# Challenges in Transitioning from Combat to Home – “Battlemind -

## Combat -Zone



## Home -Zone

Cohesion with buddies  
Accountability and control  
Targeted aggression  
Tactical awareness  
Lethally armed  
Emotional control  
Non-defensive driving  
Discipline and obeying orders

Withdrawal from others  
Lack of control  
Hyper-vigilance  
Inappropriate aggression  
“Locked and loaded” at home  
Detached and uncaring  
Aggressive driving  
Giving orders leads to conflict  
no clear “chain of command”)

# Why Hire Veterans.....

- Veterans bring with them the skills to do the job in a timely and efficient manner
- Veterans have both the hard and soft skills coveted by employers - such as leadership, integrity, management, teamwork, accountability, and responsibility
- Federal tax incentives - \$1,200 to \$9,600 per hire – under the Work Opportunity Tax Credit (WOTC) Program

# The Veteran Employee

- Working well in a team
- Having a sense of duty
- Experiencing self-confidence
- Being organized and disciplined
- Possessing a strong work ethic
- Having the ability to follow through on assignments
- Possessing a variety of cross-functional skills
- Being able to problem solve, adapt to changing situations, and follow rules and schedules

ability accomplish action assess aware calm changing concepts conscious country direction employees enable  
exist experienced health integrity leaders leadership learned locations manage materials maturity  
military organization policy practical pressure procedure proven resources  
responsibility result safety schedules service situation skills strategic supervision  
teamwork translate tremendous understand unique unsurpassed various  
**veterans** work

# Veteran Recruitment and Hiring

- Advertise jobs and search for candidates on [jobsnd.com](http://jobsnd.com) – Veterans are identified with a U.S. flag by their name
- Advertise on social media sites
- Have a job fair; traditional or virtual; multiple or single
- Have a dedicated military section on your organization's website
- Encourage Veteran employees to refer fellow Veterans for job openings
- Develop a PR campaign to market your organization as military-friendly

# Issues Veterans face in the job market -

*“Would like to find some work. My old location it's hard to find work. So I moved from Philadelphia, PA because I was told you can find work here. So I'm here. Thank you for any help you can give.”*

# Issues Veterans face in the job market -

- Translation of transferrable skills
- Not prepared for the transition from military to civilian life
- Missed networking and educational opportunities

# Issues Veterans face in the job market -

- Veterans have the leadership and managerial skills - but not the formal education required by the job order
- National Guard and Reserve - Possibility of another deployment
- Stigma of PTSD or TBI

## **PTSD Myth-Busters.....**

**Myth: All Veterans  
suffer from PTSD  
issues**

## PTSD Myth-Busters.....

**Myth:** All veterans suffer from PTSD issues.

**Fact:** A November 2012 Gallup Poll reported that 13% of American adults are considered veterans. The majority of veterans have never been in combat situations. Of those veterans who have, "the rates of PTSD and depression range from 9% to 31%, depending on the level of functional impairment reported" per a June 2010 National Center for Biotechnology Information study. This represents slightly more than 1% of the total population of U.S. veterans.

## **PTSD Myth-Busters.....**

**Myth:** Veterans returning from combat with PTSD are more likely to exhibit violent or threatening behavior in the workplace

## PTSD Myth-Busters.....

**Myth:** Veterans returning from combat with PTSD are more likely to exhibit violent or threatening behavior in the workplace.

**Fact:** The Mayo Clinic's definition of PTSD does not include violent behavior. "In fact, not one single research study exists linking violent behavior with the diagnosis of PTSD," according to the April 2012 issue of The Badge of Life.

## PTSD Myth-Busters.....

**Myth:** Hiring a veteran means that they will bring their PTSD baggage into the workplace and decrease productivity and morale

## ***PTSD Myth-Busters.....***

***Myth:*** Hiring a veteran means that they will bring their PTSD baggage into the workplace and decrease productivity and morale.

***Fact:*** A case study from Syracuse University's Institute for Veterans and Military Families in March 2012 argued that the skills developed through military training make veterans vital workers in a business environment. Veterans' experience working in national and global settings with diverse work forces remains unmatched by other employees. Veterans are loyal and have integrity — "soft skills" virtually every employer desires.

**Accommodating  
Service Members  
and  
Veterans**

# PTSD SYMPTOMS

- Upsetting thoughts
- Frequent dreams (nightmares)
- Flashbacks/environmental stimuli
- Detaching oneself/a feeling of detachment
- Guilt for being a survivor
- Insomnia
- Mood swings
- Cognitive/memory difficulties

# Lack of Concentration

- Reduce distractions
- Provide a private space
- Increase natural lighting
- Divide large assignments into small ones
- Plan for uninterrupted work time

# Working with a Supervisor

- Give assignments or duties in writing
- Provide day to day guidance
- Positive reinforcement
- Clear expectations and consequences
- Develop strategies to deal with problems before a crisis

# Interacting with Co-Workers

- Encourage the employee to walk away from frustrating situations or confrontations
- Allow to work from home if needed
- Provide partitions or privacy
- Provide awareness to coworkers

# Other supports

- Use of a support animal
- Stress management techniques
- Allow frequent breaks
- Allow phone calls for support
- Time off for counseling
- Refer to EAP(employee assistance program) and Vet Centers
- Identify and remove triggers

# Job Service North Dakota Veterans Employment Team

- [jobsnd.com](http://jobsnd.com)
- Priority of Service
- Case Management
- Job Search Assistance
- Labor Market Research

# **Job Service North Dakota Veterans Employment Team**

- Career and Educational Guidance
- Résumé Assistance
- Interview Skills
- Referrals to Supportive Services
- Reemployment Workshops
- Translation of military skills to civilian terms



# Veterans

*Job Service gives veterans priority service*

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- [StarMark Hospitality, Fargo](#)
- [StarMark Hospitality, Fargo](#)

[See All Job Fairs...](#)

## News & Events

- [October 2013 Online Job Openings Report Available](#)
- [Job Service Veterans' Employment Team Receives Mark Sanders Award](#)

[See all News...](#)

# Translating Military Skills

Websites listed in Veterans Employment Services Brochure

[\*online.onetcenter.org/crosswalk\*](https://online.onetcenter.org/crosswalk)

[\*careeronestop.org/military transition\*](https://careeronestop.org/military-transition)



## Crosswalk Search

### Apprenticeship

Search codes or titles from the Registered Apprenticeship Partners Information Data System (RAPIDS).

Examples: 0235, glass blower

### DOT

Search codes or titles from the Dictionary of Occupational Titles (DOT).

Examples: 865.131-010, tree pruner

### Education

Search codes or titles from the 2010 Classification of Instructional Programs (CIP).

Examples: 50.0402, advertising

### Military

Search codes or titles from the Military Occupational Classification (MOC).

Select a branch:

Examples: 0963, radio chief



## Military Crosswalk Search for: 42A

Search again:

1 code matching "42A" in Military Occupational Classification (MOC)

### 42A Human Resources Specialist (Army - Enlisted)

43-4161.00 [Human Resources Assistants, Except Payroll and Timekeeping](#)

The following military titles are no longer in active use:

### 42A Adjutant General, General (Army - Commissioned Officer only)

11-3121.00 [Human Resources Managers](#)



[Updated 2010](#)

## Summary Report for:

### 43-4161.00 - Human Resources Assistants, Except Payroll and Timekeeping

Compile and keep personnel records. Record data for each employee, such as address, weekly earnings, absences, amount of sales or production, supervisory reports, and date of and reason for termination. May prepare reports for employment records, file employment records, or search employee files and furnish information to authorized persons.

**Sample of reported job titles:** Human Resources Assistant (HR Assistant), Human Resources Specialist (HR Specialist), Personnel Assistant, Administrative Assistant, Human Resources Coordinator (HR Coordinator), Human Resources Technician (HR Technician), Human Resources Associate (HR Associate), Human Resources Administrative Assistant, Human Resources Consultant (HR Consultant), Human Resources Representative (HR Representative)

View report:

[Summary](#)

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## Veterans ReEmployment

### More information for:

[Disabled veterans](#)  
[Women veterans](#)  
[Workforce professionals](#)

### Want to hire a veteran?

Visit [Hire a Vet](#)

### Not a veteran?

Visit [Worker ReEmployment](#)

 I want to match my military skills to a civilian career

 I want to go back to school

 I need transition resources

# Match your military experience to civilian jobs.

go

## Local Help

### Find an American Job Center:

Enter a ZIP Code or City:

State:

Select a State



go

[Advanced Search](#)

## Unemployment Benefits

- Am I eligible?
- How do I apply?
- When will my benefits run out?

go

## Military-to-Civilian Job Search

Military job title or MOC

Find jobs in:

City, State, or ZIP code

go

Or [job search by keyword](#)

## More Benefits and Assistance

- Health care
- Food support
- Housing and energy assistance

go



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America's Career InfoNet

Occupation Information

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## Occupation Profile

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### Selected Criteria:

Occupation: **Human Resources Assistants, Except Payroll and Timekeeping** [Change Occupation](#)

State: **North Dakota** [Change State](#)

Profile Content: *(content listed below)* [Modify Profile Content](#)

[Wages](#) | [Employment Trends](#) | [Knowledge, Skills, & Abilities](#)  
[Tasks & Activities](#) | [Tools & Technology](#)  
[Education & Training](#) | [Related Occupations](#) | [Web Resources](#)

## HUMAN RESOURCES ASSISTANTS, EXCEPT PAYROLL AND TIMEKEEPING: NORTH DAKOTA

### Occupation Description

Compile and keep personnel records. Record data for each employee, such as address, weekly earnings, absences, amount of sales or production, supervisory reports, and date of and reason for termination. May prepare reports for employment records, file employment records, or search employee files and furnish information to authorized persons.

# Labor Market Information

- Research wages  
and economic data



- Assess current trends in ND's job market
- Review the current economic climate for an industry anywhere in ND
- Analyze the labor market in areas of ND where you may want to locate your business

# October 2013 Online Job Openings Report – Job Service North Dakota

- 19,420 Job Openings
- 11,954 active résumés (9517 in-state/2437 out-of-state)
  - ✓ 2723 - Office and Administrative Support
  - ✓ 1481 - Construction and Extraction
  - ✓ 1192 - Transportation and Material Moving
- Counties with over 1000 job openings:

Burleigh County 2500	Stark 1284
Cass County 4424	Ward 2542
Grand Forks County 1847	Williams 2097
- 28 counties reported more job openings than resident labor supply

# October 2013 Online Job Openings Report – Job Service North Dakota

Occupations with the largest number of job openings –

1. Transportation and Material Moving – 2,567
2. Office and Administrative Support – 2,545
3. Sales and Related – 1,999
4. Food Preparation and Serving Related – 1,319
5. Construction and Extraction – 1,309

# Employment Situation of Veterans

- ND unemployment rate:
  - Veterans: 2.1%
  - Non-Veterans: 2.7%
- National unemployment rate:
  - Veterans: 6.9%
  - Non-Veterans: 6.8%

# Is your Organization Veteran-Friendly?

This material was generated by Corporate Gray and the Burton Blatt Institute at Syracuse University and is based on research conducted under the U.S. Department of Veterans Affairs contract VA 101-C17232.

- ✓ Does your organization have a strong Veteran recruitment and hiring program?
- ✓ Does your organization have supportive policies and practices in place for members of the National Guard and Reserve?
- ✓ Does your organization support affinity groups for Veterans?
- ✓ Does your organization provide orientation training to new Veteran employees?
- ✓ Does your organization have a mentorship program for new Veteran employees?
- ✓ Does your organization recognize employees for their military service?

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- ✓ Does your organization provide training to supervisors on Veterans' issues and available resources?
- ✓ Does your organization offer EAP services provided by professionals trained in Veterans' issues?
- ✓ Does your organization encourage employees to seek assistance for professional or personal issues?
- ✓ Does your organization give preference to Veteran-owned businesses when vendor support is needed?
- ✓ Does your organization support a military-focused philanthropic effort?



**Contact Job Service North  
Dakota at [jobsnd.com](http://jobsnd.com)**

**Employer resources can be  
found at:**

- [vetsuccess.va.gov](http://vetsuccess.va.gov)
- [americasheroesatwork.gov](http://americasheroesatwork.gov)

# Questions?

*Marlys Morgenstern, 701-328-2416*  
[mmorgenstern@nd.gov](mailto:mmorgenstern@nd.gov)

*Brenda Bergsrud, 701-328-5465*  
[brenda.bergsrud@va.gov](mailto:brenda.bergsrud@va.gov)



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