

Quick Reference Guide to the Skill Matching and Referral Technology (SMART) 2010 Resume Service

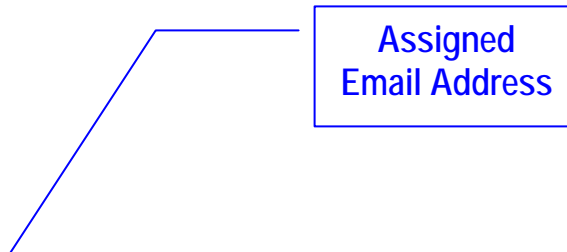
Step 1. To Begin

- 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 skill matching results, make sure each job includes at least 3 – 5 skills or work activities.**
- Talk with customer about how matching skills can reveal new opportunities. SMART 2010 matches customer skills, work experience and education to all jobs on file. When matches arrive by email, ask customer to look beyond job titles and read job descriptions carefully.

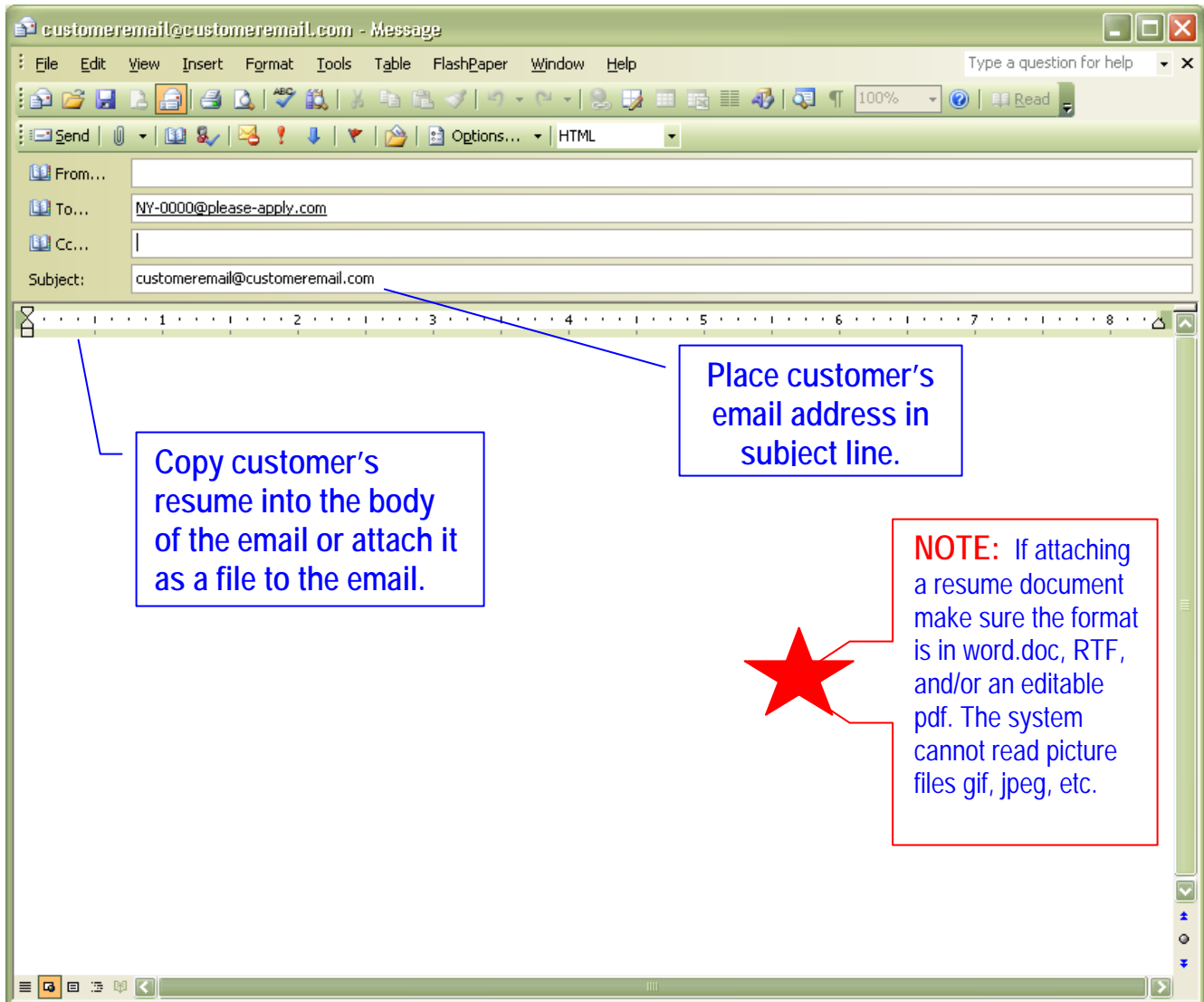
Step 2. Prepare Resume for SMART 2010 Scanning

To start the service, send an email message.

- To: {insert 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



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Step 3: Help Customer Understand Matches

Your customer should receive a list of job matches within 24 hours of submitting their resume to the SMART 2010 system. The matches will arrive in an email message from NYSDOL. Make sure that your customers check their spam filter/folder in case the email went directly there.



STOP! This is a good opportunity to discuss with your customer the emailed matches from the SMART 2010 system.

Help your customer understand why some matches might be a good choice. If your customer continues to be unhappy with the matches, 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 2010 will replace the old resume with the new resume.

Step 3A: Discuss Matching Detail

The Skill Matching Technology uses a geographic radius to filter for jobs close to the resume's

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contact location. SMART 2010 ranks job matches and filters for higher scoring matches. Your customer will receive matches that score above 70%. This may result in 1 to 10 job matches per email.

NYSDOL and SMART 2010 update the repository of open positions each night. The SMART 2010 system will automatically match subscribed customers to new jobs. Your customer *may* receive an email with a list of completely new matches. All customers will continue to receive job match email messages from SMART 2010 until they send an unsubscribe email message.



Please document your use of the service in your case notes section of OSOS.

Example: SMART 2010: For Resume Matching.

Step 4: SMART 2010 Status Reports

You will receive weekly reports on your customers. These updates will include the number of matches provided to your customer.

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

Step 5: Unsubscribe from SMART 2010 Resume Service

CONGRATULATIONS! Your customer has obtained employment and no longer needs the SMART 2010 resume service. To eliminate pesky job matching emails you must send an email to SMART 2010.

- To: {insert Center Assigned email address}
- The subject line must read: UNSUBSCRIBE:{insert your customer's email address}



At any point during the process you encounter any difficulty – don't panic!
Simply email: labor.sm.devs.performance@labor.state.ny.us to contact a representative from NYSDOL.