



BERKS COUNTY

PENNSYLVANIA CAREERLINK® BERKS COUNTY

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www.jobgateway.pa.gov

www.bccl.org

FREQUENTLY ASKED QUESTIONS ABOUT CAREERLINK

What is CareerLink and what services do you offer?

Pennsylvania CareerLink® Berks County is a one-stop employment center, connecting job seekers with employers and job opportunities. CareerLink is a partnership that brings together many of Berks County's most effective workforce development services to serve you better – through technology and personal service. Through its partners, CareerLink offers a variety of services to help you find your next job. These include: a job search website, www.jobgateway.pa.gov; a Resource Room with Internet-access computers, fax machine, phones, and reference materials to assist with your job search; screening and referral to job postings; and information sessions on job search and career topics.

What services are available for veterans?

Our Veterans' Employment Representatives can provide specialized job search assistance to veterans, along with referral to other veterans agencies.

What training do you offer?

Pennsylvania CareerLink Berks County offers many free information sessions of interest to job seekers. You can view our monthly schedule at www.bccl.org. Call or visit the front desk to schedule to attend. Sessions include:

Resume Writing - English

Hidden Job Market/Career Decision Making

Computer Basics – Spanish

Resume Writing – Spanish

Computer Basics - English

How to Identify Your Skills

Do you offer tests to help me discover my skills and interests?

There are a variety of tests available. Simple web-based interest and work importance inventories are available on the Internet-access computers in our Resource Room. We also offer WorkKeys® testing to determine work readiness in Reading for Information, Locating Information, Applied Mathematics, and other specialized skills. Visit the front desk for more information.

What is Civil Service? How do I apply for Civil Service positions?

Civil Service is the system used for hiring many of the employees for local and state government positions. CareerLink offers monthly information sessions to explain the state Civil Service application and hiring process, along with information about local and federal government jobs. Information is also available on the Civil Service website, www.scsc.pa.gov. Information about federal civil service opportunities is available at www.usajobs.gov.

How do I get financial assistance to pay for training?

There are many sources of financial aid to assist with paying for training, either through grants, scholarships, loans or work-study awards. Grants are awards of money that do not need to be repaid. Federal (Pell) grants and state (PHEAA) grants require completion of the Free Application for Federal Student Aid (FAFSA). You can get this form from the school you plan to attend or by calling 1-800-4FED-AID, or you can apply over the Internet at www.fafsa.ed.gov. Reading Area Community College offers a free semester of classes to Berks County residents who were laid off by their employer, or residents of other areas who were laid off by an employer located in Berks County, within the last year. You can also apply for funding through the Workforce Innovation and Opportunity Act and the Trade Adjustment Act at CareerLink. In general, you must meet the applicable eligibility requirements to receive any of these types of training grants. Loans are amounts of money that must be repaid, usually after your training has ended. You can apply for low-interest Stafford or Perkins loans through your bank or credit union.

How do I apply for Unemployment Compensation?

You can apply for Unemployment Compensation benefits from the convenience of your home by phone or through the Internet. To file a claim, call the UC Service Center toll free at 1-888-313-7284 Monday, Tuesday, Thursday and Friday from 8:00 AM to 4:00 PM. The TTY access number for individuals with deaf or hard of hearing disabilities is 1-888-334-4046. A courtesy phone is available in our waiting area. UC Service Centers experience a high volume of calls on Mondays. For quicker service, call Tuesday through Friday when call volume is lighter. You can file a claim through the Internet at www.uc.pa.gov. When you apply, you will need your Social Security number, your PA driver's license number (if you have a license), your alien registration number (if you are not a US citizen), the name and address of your last employer, and your most recent pay stub.

How do I file an appeal on my Unemployment Compensation claim?

You can file an appeal by completing a *Petition for Appeal* form and faxing it to the UC Service Center. A self-service fax machine is available in the Resource Room for your convenience.

Do you have a list of employers that are hiring?

Employers post their job openings on www.jobgateway.pa.gov, so job seeker may access and apply for these local and statewide opportunities at any time. The job postings change frequently as new employers are added and others are removed. Interested job seekers should create an account and resume on the website and check for appropriate job postings frequently.

Do I need to enroll on the Job Gateway website to get a job?

It is to your advantage to enroll as a job seeker at www.jobgateway.pa.gov. In addition to the hundreds of job opportunities in Berks County that are posted on the website, you can also access and apply for thousands of other jobs across the state. Using the Job Gateway website is an easy and convenient way for you to search for the right job. Employers who post jobs on the website can also search for you and view the resume you created.

When will I hear from the employers I applied to on-line?

That depends on the needs of the employer. Some employers have positions to fill immediately and will contact qualified applicants quickly. Other employers are building a labor pool of applicants and contact them as future hiring needs arise. Or, depending on the number of qualified applicants, you may never hear from the employer. You can also follow up with the company on your own, so be sure to keep contact information about each employer.