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# work SEARCH



# Table of Contents

Resumes . . . . .	1 - 2
Resume Examples . . . . .	3 - 5
Worksheets . . . . .	6 -7
Resume Tips . . . . .	8
Skills & Abilities . . . . .	9
Skill Highlights . . . . .	10
Cover Letters & Apps . . . . .	11
Cold Calling . . . . .	12
Interview Process . . . . .	14
Things to Remember . . . . .	15
Employer Questions . . . . .	16
Networking . . . . .	17
Good Faith Work Search . . . . .	18

WSI Contact Information

# Resumes

Selecting the correct resume format is important in creating an effective resume. There are three common types of resume formats; deciding which type is best for you will be based on your work history, skills, and education and/or training.

## Types of Resumes

The **CHRONOLOGICAL** resume is the best format to use when you don't have any time gaps in your work history and not many job changes in a short amount of time. When using the chronological format you list your most recent job first, then other jobs beginning with the next most recent. You would list the most recent education or training first then the next recent one, etc.

The **FUNCTIONAL** resume focuses on your work related skills and your transferable skills. It is the best format to use when you have large gaps in your work history and had many job changes in a short period of time. This is also a good format to use when your previous jobs or job titles do not relate to your current job goals. (i.e.: career change or recent graduate with little work experience.)

The **COMBINATION** or **HYBRID** resume combines the best aspects of the chronological and functional formats. It lists your work history and education in chronological order and highlights your qualifications. It's a good format for those with a solid employment background or someone who has special skills they want to emphasize. Combination or hybrid formats also work well when your previous jobs and job titles don't relate to your current job goals. (i.e.: career change or recent graduate with little work experience.)

Your resume needs to show how you are qualified for each position you are applying for. You may want to review your resume and make adjustments based on the position for which you are applying.

Now you have selected a resume format, the next step is to select the major headings for your resume and decide what you want to include in each area:

## Contact Information

- Name, address, phone number, and current email address

## Work History

If using a **Chronological** resume format:

- List your most recent job or position title, work responsibilities in order of importance, name of employer, location of work, and dates you were employed.
- List the training or knowledge you possess for the position.

If using a **Functional** resume format:

- Group your similar skills together and label them with a skill heading. Create skill headings which match the level of job you want and present you as well qualified for the job.
- Under work history, or a similar heading, list your most recent job or position title, name of employer, location of work, and dates you were employed.

# Resumes

If using a **Hybrid** or **Chronological** resume format:

- Combine the chronological and functional formats.

## Education

- List your degree or area of study, the college you attended, and the location of the college.
- If you have more than one college degree, list the degree most relevant to the position you are applying for first.
- If you have taken college coursework, but do not have a degree, list the coursework with a heading which supports the position.
- List any training you have completed that pertains to the job for which you are applying.
- Include any certifications and licenses.

## References

- References belong on their own page.
- Begin the reference page with your name, address, telephone number and email address. It is suggested you copy and paste the same heading you used on your resume for the reference page.
- List 3-4 references of people who can talk about your strengths, skills, and work experience. Good references are previous employers, co-workers, teachers, or other professionals.
- Be sure to have permission from all of your references before listing them. Give a copy of your current resume to each person on your reference list so they have a complete picture of your skills and work experience.

List the person's name, title, company, address, phone number, and email address:

John Doe, President  
Doe Manufacturing  
000 22nd Street  
Some City, ND 99999  
(111) 222- 3333  
jdjones@doemanufact.com

## Letters of Recommendation

- Letters of recommendations from previous employers can be useful if they reflect outstanding service.
- Letters of recommendation can be included with your resume or given to the employer at the time of your interview.

# First/Last Name

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722 East Street, Williston, ND 58801

[first.lastname@gmail.com](mailto:first.lastname@gmail.com)

(701) 999-9999

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## Transferable Skills

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Dependable and a hardworking; supervisory experience; have trained other staff; easy to get along with; able to multi-task; diplomatic, trustworthy and honest; able to solve problems and handle conflict; assembly and building skills; have mentored others; can manage and motivate people; good communication skills; and computer literate.

---

## Work History

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**Tank Truck Driver**, ProStar Energy Services, Williston, ND; 01/2012 to present

Work site: North Dakota Oilfields

Drives water truck hauling fresh water to well sites and hauls the flow-back and used water away; in charge of other pushers; completes paperwork; enters water tickets in computer; completes time cards and inputs data into computer; emails results to supervisor daily.

**Delivery Driver**, Home Furniture Inc., Mack Truck Parts, Salt Lake City, UT; 1997-2011

Drove truck and delivered furniture to customers' homes or place of business; loaded and unloaded the truck; assembled and set up furniture; completed order delivery forms and obtained customer signatures; removed unwanted furniture and empty containers from homes; cleaned out inside of truck; trained new employees; counter and phone sales; determined parts needed and wrote up parts orders; completed paperwork.

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## Educational History

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Diploma, Smart High School, Smart, UT

Diploma, Management, Salt Lake Community College, Salt Lake City, UT

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## License

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Class A Commercial Driver's License, Endorsements: Tanker, Doubles & Triples

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# First / Last Name

701-999-9999

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1300 West 40th Street, Fargo, ND 58103

[first.lastname@gmail.com](mailto:first.lastname@gmail.com)

## CAREER TARGET: Industrial Facility Maintenance

**PROFILE:** Recent Graduate eager to lead or roll up sleeves to get the job done. Skilled in troubleshooting, analyzing, and solving problems. Safety focused. Ready to meet challenges and handle emergency situations. Hands-on experience performing preventive and predictive maintenance.

## SKILLS AND ABILITIES

---

**COMMUNICATIONS:** Effective communicator (written and verbal).  
Worked with dispatch and management on oil rig moves.  
Coordinated work and materials with vendors and contractors.  
Kept accurate testing and maintenance records of all equipment.  
Proficient in Microsoft Office 365.

**SPECIAL TALENTS:** A natural problem solver who feeds off of variety and is cool under pressure.

**LEADERSHIP:** Directed, managed, coordinated workflow for teams of six.  
Success working together with a team.  
Hands-on with unique ability to motivate others.  
Managed workers in set up/tear down of water/septic on rigs.

**EXPERIENCES:** Basic electrical skills, building portable electric panels.  
Basic hydraulic and pneumatic repair and trouble shooting.  
Possess problem solving skills.

**OTHER EXPERIENCES:** Knows the way around an oil rig and machinery.  
Operated multiple heavy equipment machinery including, motor/earth graders, dozers, rollers, and excavators.

## WORK EXPERIENCE

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Oil Rig Lead Person, MonDak Water & Septic Service, Stanley, ND; two years  
Heavy Equipment Operator, H&K Construction, Stanley, ND; two years

## EDUCATION

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**Industrial Facility Maintenance** Certificate Program  
Minnesota State Community and Technical College, 2017

**First / Last Name**

**701-999-0743**

1300 West 40th Street, Fargo, ND 58103

[first.lastname@gmail.com](mailto:first.lastname@gmail.com)

*Highly motivated; creative, collaborative, and skilled!*

## **FOCUS & QUALIFICATIONS**

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Highly skilled in Microsoft Office Suite 2016 including Word, Excel, PowerPoint, Publishing, Access. Records management (electronic and paper); organized with time management skills. Conflict management and communication skills while managing issues with lawyers and doctors after family member's accident. Exceptional customer service skills and direct experience in healthcare and retail environments. A problem solver, and dedicated to helping others.

## **EDUCATION**

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**Administrative Assistant, Associate of Applied Science**  
Northland Community and Technical College, East Grand Forks, MN  
GPA 3.5

Excelled in human relations, supervisory leadership, and sociology classes.  
Developed PowerPoint presentation.  
Created national conference brochure and budget.

## **EXPERIENCE**

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**Certified Nurse Assistant**, Employer Name, Anytown, ND; 7 years

Assisted residents with daily living activities including bathing, feeding, transporting and changing clothes; resolved any issues of care with residents; prioritized work tasks for efficiency and effectiveness; brought resident issues to direct supervisors when needed.

**Customer Service and Cashier**, Convenience Fuel Store, Any city, State; 1 year

Provided customer service and completed customer transactions; handled cash and balanced cash register daily; kept shelves orderly, clean, and well stocked; assisted customers in product selection, maintained a clean environment; and answered business phone.

# Worksheet for Creating Resumes

For help in identifying more of your skills, analyze help wanted ads or job postings. The Dictionary of Occupational Titles also provides thousands of job descriptions which can be used to identify more of your skills

List all skills for each position you've held:

Job Title: Cashier

Company: Smith & Jones Company

Location: Kalispell, MT

Dates Employed: 06/03/2012 - 05/09/2017

**List Skills Used In This Job:**

Operated cash register

Customer service skills

Handled money

Completed returns and exchanges

Priced items

Put up sale signage

1st Job Title: \_\_\_\_\_

Company: \_\_\_\_\_

Location: \_\_\_\_\_

Dates Employed: \_\_\_\_\_

**List Skills Used In This Job:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2nd Job Title: \_\_\_\_\_

Company: \_\_\_\_\_

Location: \_\_\_\_\_

Dates Employed: \_\_\_\_\_

**List Skills Used In This Job:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3rd Job Title: \_\_\_\_\_

Company: \_\_\_\_\_

Location: \_\_\_\_\_

Dates Employed: \_\_\_\_\_

**List Skills Used In This Job:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



# Worksheet for Creating Resumes (cont.)

5th Job Title: \_\_\_\_\_

Company: \_\_\_\_\_

Location: \_\_\_\_\_

Dates Employed: \_\_\_\_\_

**List Skills Used In This Job:**

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6th Job Title: \_\_\_\_\_

Company: \_\_\_\_\_

Location: \_\_\_\_\_

Dates Employed: \_\_\_\_\_

**List Skills Used In This Job:**

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7th Job Title: \_\_\_\_\_

Company: \_\_\_\_\_

Location: \_\_\_\_\_

Dates Employed: \_\_\_\_\_

**List Skills Used In This Job:**

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8th Job Title: \_\_\_\_\_

Company: \_\_\_\_\_

Location: \_\_\_\_\_

Dates Employed: \_\_\_\_\_

**List Skills Used In This Job:**

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# Resume Tips

- The resume is a tool to sell yourself.
- Complete your resume on a computer.
- Create a 1-2 page resume on 8 ½ x 11 resume paper or good quality paper.
- Do not make copies of an original; each resume should be printed.
- Only print on one side of the paper.
- Should be easy to read and understand.
- Be truthful and positive.
- List a short description of your responsibilities in your current or previous positions.
- Be brief and stress your results; what did you contribute to your last employer?  
(i.e.: increased sales, reduced costs, improved a product, implemented a new program.)
- Use action verbs.
- If you do not have a lot of work experience, highlight some of the related classes you have taken.
- Do not list your salary, unless an employer specifically requires it.
- Do not list hobbies or interests, unless they apply to the position.
- Do not include personal information or pictures.
- Always include a cover letter.
- Do not fold your resume; mail it in a large envelope.
- Use an email address that sounds professional and avoid nicknames. (i.e.: bornwild@gmail.com is not a good email address to use for work search.)



# Know Your Skills and Abilities

## Types of Skills

- Adaptive Skills (Personality Traits): Skills a person uses on a daily basis. (i.e.: positive attitude, ability to follow instructions)
- Transferable Skills: Skills developed in one situation, which can be transferred to future employment. (i. e.: good computer skills, public speaking)
- Job-Related Skills: Skills a person must have to perform a specific job or type of job. (i.e.: accounting degree, computer programming)

## Identifying your Skills

What are your interests and abilities?

- What do you already know about yourself?
- What do you enjoy?
- What motivates you?
- What do you do well?
- What comes naturally to you?
- What are your hobbies?
- What would you consider your perfect job?
- Do you like working alone or with others?

Identifying jobs compatible with your interests and abilities.

- Don't limit yourself.
- Keep an open mind! Options may not be readily seen.
- Expand your work search by looking at your experience and skills, and how they fit into different fields.
- Talk to people about their career choices.
- Research and learn more about other jobs.
- Conduct informational interviews.

# Highlight the Skill

## SAMPLE:

Skill Heading: Strong Work Ethic

Skill Heading: \_\_\_\_\_

### List Skills Used With This Skill Heading:

Dependable and reliable

Punctual/on-time

Complete work by deadlines

Willing to work overtime

Will initiate work

Able to work independently

Take responsibility for my actions

Honest

Maintain a positive attitude

Professional

\_\_\_\_\_

Skill Heading: \_\_\_\_\_

### List Skills Used With This Skill Heading:

\_\_\_\_\_

\_\_\_\_\_

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### List Skills Used With This Skill Heading:

\_\_\_\_\_

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Skill Heading: \_\_\_\_\_

### List Skills Used With This Skill Heading:

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\_\_\_\_\_

# Cover Letters and Applications

A cover letter should always accompany your resume. A cover letter includes:

**Introduction:** Explain why you are writing the cover letter.

**Body:** Explain why you are interested in working for this employer and how you are qualified for this position. Do not repeat the information on your resume.

**Closing:** Ask for an interview and thank the employer for their consideration.

## Cover Letter Tips

- Address your cover letter to a specific person; do not use “Dear Sir:”
- Customize your cover letters.
- One page in length on 8 ½ X 11 resume paper or good quality paper.
- Do not make copies of an original; each cover letter should be printed.
- Only print on one side of the paper.
- Should be easy to understand.
- Be truthful and positive.
- Proofreading is essential; read your cover letter word for word.
- A built-in spell check is not a substitute for proofreading.

## Applications

- First impressions may begin with your application, both written and on-line.
- Applications are used as a screening tool to determine who to interview.
- Read the entire application prior to completing it.
- Be sure to complete your application in black ink, if not otherwise suggested.
- Print neatly, especially if your handwriting is hard to read. If an employer is unable to read your writing you will not be considered for the position.
- Do not abbreviate if you have room to write it out.
- Fill in all areas, except questions of personal nature. (i.e.: your age, weight, etc.)
- Be sure to complete your application accurately and truthfully.
- Use not applicable (N/A) to indicate the question or section does not apply to you.
- Under “Position applying for”, always state the title of the position for which you are applying.
- Under salary you expect, write “open” or “negotiable”.
- Use “will explain” in areas where your answer may sound negative to the employer and would be better explained in the interview.
- Prepare a sample application to use each time you fill out an application. This will make the application process go quickly for you, and you won’t have to rely on your memory for employment date, names and addresses.
- Proofread your application prior to submitting it.

# Cold Calling

- A cold contact is an important strategy for work search. It is a contact made to an employer who does not know you or is not expecting to hear from you. You will be able to find out if there is a job opening, who is doing the hiring, or if the employer will be hiring in the near future.
- The advantage of cold calls is the ability to make several calls or contacts in a short period of time. By using the phone, you can save yourself many hours and expense in traveling from company to company.
- Increasing the number of people you contact = increases your chances of being interviewed.
- Do not rule out an opportunity to meet with employers.

## Cold Calling Tips

- Practice your cold calling. Listen to what the employer is saying and be prepared to respond.
- Prepare a script of what you are going to say, such as: “Good morning/afternoon. I would like to speak to the person in charge of hiring (job title).” Once you are transferred to that person: “Good morning/afternoon, Mr./Ms. \_\_\_\_\_. My name is \_\_\_\_\_ and I am interested in employment with your company.”
  - Be prepared to answer: What position you are interested in with their company.
  - Be prepared to provide: Brief overview of your background.
  - Be prepared to request: An informational interview (meeting to find out more about the position).
  - If there are no current openings, ask if they foresee any openings in the future or if there is a website where current openings are listed.
- Do not chew gum, eat or drink during your calls.
- Speak clearly and confidently.
- If you schedule an interview; be sure to confirm the date, time and address. Ask for directions if you are unfamiliar with the location.
- Make sure you obtain the name of the person you will be meeting with.



# The Interview

You are there to sell yourself.

Employers generally make their decisions about you within the first five minutes.

Your handshake, eye contact, appearance, confidence, poise, and non-verbal presentation make a first impression.



# Interview Process

## Preparation

- Research the company you are interviewing with on-line.
- Be prepared to share work related experiences and accomplishments, strengths, ability to learn new things, contributions to the organization, creativity in solving problems, or in handling people. Employers want examples of your accomplishments.
- Be prepared to summarize your qualifications at the end of the interview.
- Purchase a pen and folder to carry your mock application, extra copies of your resume, your references, and any additional notes you feel necessary.
- If you are not familiar with the location of the employer, find it before the day of the interview.
- Practice interviewing with family, friends or in front of a mirror.
- Get plenty of rest the night before.

## Interview Day

### Grooming and Hygiene Recommendations:

- Shower or bathe before the interview.
- Hair should be clean and neatly combed, no dandruff showing.
- Use deodorant.
- No perfume or cologne.
- No evidence of alcohol or tobacco.
- Teeth brushed and breathe fresh; do not chew gum.
- Fingernails neatly trimmed and hands clean.
- Clean shaven or neatly trimmed beard or mustache.
- Make-up, if used; neat and appropriate.
- Don't wear dark glasses.

### Clothing:

- Dress appropriate for the position you are applying.
- Colors of clothing are coordinated and not too loud.
- Clothes are neat, clean and fit properly.
- Shirts are buttoned appropriately and necklines not too low.
- Socks coordinate with outfit and no holes.
- Shoes clean, no noticeable scuff marks, and appropriate with style of clothing.
- Jewelry limited and tasteful.
- Belt is worn, if belt loops are present.
- Tie, if worn, is conservative and clean.

### Miscellaneous:

- Billfold or purse looks neat when opened.
- Keep cellphone on silent/off or leave in vehicle.
- Know the position you are applying for.



# Things to Remember for an Interview

- Be on time! Arrive at least 15 minutes early. (On time is late, early is on time).
- Keep cellphone on silent/off or leave in vehicle.
- Know the position you are applying for.
- It is normal to be nervous.
- Introduce yourself to the receptionist or secretary. If you are unsure how to pronounce the interviewer's name, ask the receptionist.
- Greet the interviewer by their name, and if they extend their hand, give a firm handshake.
- Remain standing until asked and shown where to be seated.
- Be prepared for small talk during the "ice-breaking" phase of the interview.
- Listen carefully, making sure you understand the questions, and respond appropriately to the information the interviewer is asking.
- Don't be afraid to think before you speak or ask for the question to be repeated.
- Don't cover your mouth with your hand when you are speaking.
- Look the interviewer in the eye when talking. If you find it hard to maintain contact, look at the tip of their nose.
- Be positive, show enthusiasm, and act confident.
- Never speak poorly of a former employer.
- Sit straight and lean slightly forward. Do not slouch, squirm, doodle, cross your arms or fidget while sitting in your chair.
- Explain when possible instead of using yes or no answers.
- Smile, nodding occasionally to show you understand.
- Offer your resume or references only upon request.
- Thank the interviewer for their time and make a positive statement of your interest in the position.
- Show genuine interest in the position; employers hire enthusiastic applicants.
- Once your interview is completed, be sure to immediately write a thank-you letter to the interviewer.
- Use business-like stationary and type your thank-you note.



# Employer Questions

## Questions Employers May Ask:

The interviewer(s) will ask questions about your job specific skills, experience, and abilities required to perform the job. Know the requirements for the position and be ready to explain how your background matches each requirement.

- Tell me about yourself (focus on your skills, education and experience versus your personal life).
- What interests you about our company? (good research on the company will assist you with this question).
- What are your strengths?
- What interests you most about this job?
- Why are you looking to change jobs or careers?
- What do you want to be doing in three to five years?
- Can you describe your experience following through on work projects?
- Describe your ability to initiate and complete tasks with little instruction.
- Give an example of when you worked independently on a major task.
- Describe a time when you served as part of a team and what you accomplished.
- Tell me about your ability to handle pressure.
- Tell me about your favorite supervisor and why.
- What two accomplishments have given you the most satisfaction? Why?
- How are you qualified for this position?
- Are you willing to work all shifts?
- Would you consider relocating?
- Are you willing to work overtime?
- Do you have references?
- What kind of salary are you looking for?
- Do you like working alone or with a team?

## Questions to Ask the Employer:

- Why is this job available?
- What are the job responsibilities?
- What skills are most important for the job?
- What type of training do you provide?
- Are there opportunities for advancement?
- How many people are in the department?
- What goals does the company have?
- What kind of tools/equipment would I be working with?
- How often do you provide feedback on job performance?
- What do you like most about your company?
- When will you make a decision?

# Networking

Preparation is the key to a successful work search. It is vital to the success of your work search to use as many resources as possible. Employers advertise job openings using a variety of tools such as the classified sections in newspapers, state employment agencies, federal job listings, private employment agencies, job developers or headhunters, and college placement offices. There are a variety of job seeking websites available as well.

Have you heard the old saying “it’s not what you know, it’s who you know?” Employers prefer to hire people they know or perhaps someone a coworker knows. It is important to let friends, family members, and former coworkers know you are looking for work. This is called networking and it involves talking to others about your work search goals.

**N**eed to prepare and know your resources

**E**mployers not hiring today may be hiring tomorrow

**T**alking to others about your work search goals

**W**idening your horizons

**O**btaining information about new positions being developed

**R**esearching employers

**K**nocking on new doors

**I**dentifying jobs that have not yet been advertised

**N**etwork backwards – start with a job that interests you and then find someone you are connected to who can help you make connections

**G**o to social media

## Setting Goals

Setting goals is important when preparing to begin your work search. Looking for work requires a full-time commitment to be successful. When you are ready to start networking, you first need to be clear about your work search goals. Take time to think about what you want to know from others and what you want to tell others about yourself.

- What type(s) of job(s) you are interested in?
- What are the skills and experiences which qualify you for those jobs?
- Are you looking for work locally or are you willing to relocate?
- Have you identified certain companies you want to work for?
- Do you want to focus your work search towards a specific industry?

# Quick Reference for Good Faith Work Search

## Your Role in the Work Search Process

The following information describes your role in the work search process. A good faith work search requires you to complete 5 job contacts per day. Written documentation of these contacts is required and should be documented on the Employment Contact Log form. Contacts may include the following:

- Visiting a state/federal employment agency (Example: Job Service, Workforce Center)
- Visiting private employment agency (Example: Spherion, Kelly Services, Manpower)
- Using the internet to post your resume, look at job postings on an employer's website or elsewhere (Example: Monster.com, Indeed.com, CareerBuilder.com)
- Attending a job fair
- Contacting a vocational case manager
- Reviewing classified ads in local newspapers or other publications in your area that list job openings
- Following up on applications/resumes submitted
- Interviewing for a job
- Asking friends, family, or people in your community about job openings
- Contacting employers in person or by phone to discuss job openings (cold calls)
- Contacting employers to submit an application or resume
- Attending a Workforce Safety & Insurance (WSI) Job Seeking Skills workshop; for upcoming workshops, view our calendar at [www.workforcesafety.com](http://www.workforcesafety.com)
- Registering for WSI's Preferred Worker Program; for additional information, contact the Return to Work Coordinator at 800-440-3796 ext. 3876 or 701-328-3876
- Registering with the Division of Vocational Rehabilitation
- Participating in a mock interview

## How to have a successful work search

Establishing a clear focus and creating structure will help you be successful in your work search. Your first source of information is WSI's Work Search booklet. The booklet contains a lot of information from identifying your skills and creating a resume, to searching for a job and interviewing with employers.

Below are some top tips to help you be successful:

- Have an up-to-date resume
- Register with your local employment agencies
- Follow-up immediately on job openings provided by vocational case managers
- Make sure you are qualified for the jobs for which you apply
- Apply for jobs within your physical capabilities
- Practice your interview skills
- Be prepared, proactive, persistent, and organized



**North Dakota Workforce  
Safety & Insurance**

[www.workforcesafety.com](http://www.workforcesafety.com)

**Main Fax:** (701) 328-3820

**Main Office:** Bismarck

**Regular Mail:** PO Box 5585, Bismarck ND 58506-5585

**Overnight Mail:** 1600 East Century Ave, Suite 1  
Bismarck ND 58503-0644

[Back to Index](#)