



**Veteran Representatives:** Jarrod Wright 509-665-3721  
Eileen Boylston 509-766-4111

# ***VETERANS NEWSLETTER***

**January 2017**

*Gagan Malhotra*

Head of Business Development at SSIPL Retail LTD

## **The Ultimate Soft Skills Of Truly Successful People**

Colleges and job training programs tend to focus on the hard skills you need for a particular career — how to use specific tools and programs, the knowledge needed to complete your tasks — but there are other skills, so-called “soft” skills that are perhaps even more important for a truly successful career.

In fact, there’s nothing soft at all about soft skills; they can be difficult to master, but if you do, you’ll be employable in practically any field. No matter what your industry, position, or current employment, the following seven skills are vital to success in any chosen field.

### **1. High EQ**

EQ stands for emotional intelligence quotient, and your emotional intelligence determines how well you relate to other people, your ability to put yourself in other’s shoes, and your ability to build rapport. It’s important when you’re managing or working with a team, in networking, in understanding workplace politics and really any time you need to interact with a co-worker or client. In other words: it’s invaluable to develop these skills. You can improve your EQ by mindfully practicing putting yourself in another’s shoes, for example, to practice empathy and understanding.

### **2. Communication Skills**

You might have the most brilliant ideas in the room, but if you aren't able to effectively communicate those ideas, you'll never get anywhere. Being able to communicate clearly is vital to working with managers, teams, and clients. You can start improving your communications skills by studying the [words and phrases you should never use](#), and paying more [attention to what you say](#).

### 3. Decision Making

A decisive person is going to be desirable in any position, at any level, and the ability to make decisions is especially important the higher up you climb on the ladder. Taking forever to decide, procrastinating by doing unnecessary research, or avoiding making decisions altogether aren't a good way to get ahead anywhere. Practice being decisive and demonstrating your decision making abilities to get ahead.

### 4. Integrity

Integrity at work means owning your mistakes, doing what you say you're going to do when you say you're going to do it, acknowledging when new information means you're wrong, and being willing to say, "I don't know." People will respect and trust a person much more who has a reputation for integrity than someone who never admits he's wrong or always puts the blame on others.

### 5. Drive

Having drive doesn't have to mean working 80 hours per week or volunteering for every extra project. Instead, demonstrating that you have drive could mean consistently working hard while you're at work. It could mean having the initiative to continue your education in your field or go the extra mile for a project. It demonstrates that you're committed to your work, and that's very attractive to employers and managers.

### 6. Focus

Maintaining focus is an extremely important skill, whether we're talking about focusing on a single task at hand or on your long-term objectives. It also means not getting sidetracked by "shiny object syndrome" or by what seems easy or expedient.

### 7. Balance

Perhaps most importantly, the key to a successful career in any job is maintaining a healthy balance. Only you can determine what makes a healthy balance for you, but it's vital to balance your career [with those things that will make you truly happy](#).

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## *Upcoming Events:*

Flagging Certification Classes (1 day class/\$50.00)

**January 13 & February 10, 9:00am-4:00pm**

Big Bend Community College, Moses Lake, WA 98837

Call Jordan Shipley for more information: 509-793-2374

2017 Wenatchee Valley Employment Summit & Job Fair

**January 24, 2017, 10:00am-3:00pm**

Wenatchee Convention Center, Orchard Exhibit Hall and adjoining library  
Wenatchee, WA 98801

Big Bend Community College Job & Career Fair  
**March 1, 2017, 9am-3pm**  
7662 Chanute Street, Moses Lake, WA 98837

Chelan/Douglas Job & Resource Fair  
**March 30, 2017, 10am-1:30pm**  
Pybus Public Market  
3 N. Worthen, Wenatchee, WA 98801

Job & Resource Fair  
**April 12, 2017, 10am-2:00pm**  
Colville Tribal Government Center  
13 Belvedere, Nespelem, WA 99155

**WorkSource Closed:** January 2<sup>nd</sup> (New Years' Day Holiday) & January 16<sup>th</sup> (Martin Luther King Day Jr. Day)

*Did you know: --*

## *Medicare and Tricare After Age 65:*

By taking a few simple steps, retirees can make sure they have their TRICARE benefits after they turn 65 years old. Beneficiaries should receive a postcard from the Defense Enrollment Eligibility Reporting System (DEERS) four months before their 65th birthday. Beneficiaries have to register in DEERS to get TRICARE coverage after reaching age 65. Beneficiaries must have Medicare Part A and Part B to be eligible for TRICARE for Life (TFL). TFL is Medicare "wrap-around" coverage for TRICARE beneficiaries who are entitled to Medicare Part A and have Medicare Part B. The Medicare initial enrollment period is seven months. If a beneficiary misses their initial enrollment period, their next chance to sign up for Medicare Part B is during the general enrollment period, January 1 through March 31. The Medicare coverage will begin July 1st. The monthly premium for Part B may go up 10 percent for each 12-month period that a beneficiary could have had Part B, but didn't sign up for it. Also, there will be a lapse in your TRICARE coverage until Part B is effective. Be sure to sign up for Part B no later than two months before your 65th birthday. If beneficiaries do not receive a postcard they should call 1-800-538-9552.

## *Free Classes & Workshops*

**Skills & Abilities Analysis**  
**1:30-4:30**

**Jan 10 & 24**

**Perfecting Applications/Resume & Cover Letter Jan 11 & 25** **1:30-4:30**

**Interviewing Techniques** **Jan 12 & 26**  
**1:30-4:30**

**Basic Computer Classes Part 1** **Jan 5, 12, 19, 26**  
**10:00-12:00**

**Basic Computer Classes Part 2** **Jan 6, 13, 20, 27**  
**10:00-12:00**

**Key Train** **Jan 9, 23, 30**  
**9:30-11:30**

**Starting Fresh – How to get a job with** **Jan 17 & 31**  
**1:30-4:00**  
**A Criminal Background**

*\*\*Attendees must provide an external memory device (Thumb/Stick Drive).*

## ***Hot Jobs!***

**Go to [WorkSourceWA.com](http://WorkSourceWA.com) for complete details and more jobs**

**Snow Plowing Technician.** Work closely with Foreman in the de-icing and removal of snow from walks, driveways and parking lots for various residential and commercial properties according to the specified contracts. Always represent the company's best interest, maintain the highest level of integrity and professionalism. Maintain a clean and safe job site, while ensuring current landscape and property is not damaged in the efforts of removing snow. Maintain and care for your personal or company provided equipment, tools and vehicles. Proficiently and safely use snow removal equipment such as shovels, plows, snow blowers, ATV's, skid loaders, vehicles with plow blades, and other power and manually operated tools and equipment used to perform snow removal. Safely and appropriately distribute de-icing solutions, including calcium chloride or rock salt.

**Employment Specialist.** Employment Specialist is a position, with the primary function of assisting program clients to find and retain community employment. In addition to the employment services provided to program clients, the employee is required to develop and maintain professional working relationships with local businesses and community members; and to provide basic office management duties.

**Snow Plow Drivers.** Completes scheduled route in a timely manner. Ensures operation of equipment by completing preventive maintenance requirements, and filing maintenance request forms. Prepares truck for operation by inspecting general condition; checking fluid levels and tire pressure etc. Maintains safe operation and clean appearance by complying with Company policies, procedures, and standards, as well as state and local driving rules and regulations; cleans truck exterior and interior.

**Laborer.** General laborer, Will mostly be stacking lumber. May use small forklift. Maintains clean and safe work site by removing scrap; sweeping, general clean up  
Full time position.

**Care Provider.** A DSP provides all services within Washington Supported Living Program rules, policies, regulations, and guidelines. Provide activities of daily living skills assistance and training in: hygiene, bathing, walking or moving about, medication assistance, health and safety or other skill areas. Provide instrumental activities of daily living skills assistance and training in: menu, shopping, meals preparation, transportation, behavior, recreation, integration, competence, power and choice.  
Provide typical household cleaning and grounds maintenance such as basic repairs, cleaning, vacuuming, mopping, using home appliances, etc.

**Store Supervisor.** The Store Supervisor is responsible for providing assistance to the Store Management in all aspects of operations for a fast-paced, high volume duty-free retail store. This includes store operations in absence of managers, demonstrating outstanding sales and customer service skills for sales and support store associates, generate sales, store housekeeping, loss prevention, merchandising, pricing, cash register operations (POS), adherence to U.S. Custom Regulations and all company policies and procedures.

**Warehouse Associate.** The Warehouse Associate performs a variety of warehousing duties including receiving, distributing and delivering products to stores within the region. Prepare items for delivery. Load and unload stock items. Operate a forklift to move and arrange stock in warehouse. Receive, unload, check and shelve incoming items according to established procedures. Mark stock items and attach necessary paperwork as required. Assist shipping and receiving by unloading trucks, checking in merchandise, matching purchase orders to sales orders and distributing merchandise to sales associates for processing. Maintain stock inventory. Maintain warehouse safety, cleanliness and organization.

**Customer Account Representative.** Maintain accurate records of customer account activity, to include current and past due accounts. Review past due accounts and communicate in person and via phone with the customers to promote timely payments. Collect customer payments on a timely basis and meet daily/weekly collection standards. Complete customer service calls in a timely manner as assigned. Load/unload truck, or other vehicle, per policy to safely protect coworker and merchandise. Deliver merchandise to customer homes in Company provided vehicle as assigned. Install and set up merchandise, and instruct customers on proper use of merchandise.

**Information Technology Support.** We are looking for candidates who love the energy of a rapidly growing start-up company and have a knack for creative problem solving to organize and integrate IT systems. Will be responsible to perform a company-wide IT audit and develop a plan for ERP integration.

WorkSource is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to persons with disabilities. TTY (Washington Relay Service 1-800-833-6384)