

# Community Coordinator

## Report

Lassen County

OCTOBER-DECEMBER  
2013

### Susanville Welcomes Big 5 Sporting Goods!

November 2013 welcomed Big 5 Sporting Goods to their new Susanville location. To achieve this challenging task of recruitment, store prep and set-up, staff from the Business and Career Network and Big 5 recruitment department worked non-stop to ensure the interviewing, hiring, and training of new personnel was accomplished within a very short time frame.

Outreach throughout Butte, Lassen, Modoc, Plumas and Sierra counties was done to draw all interested people to a 2 day hiring event at the Business and Career Network on October 23 and 24, 2013. Initial interviews were completed and successful candidates were called back for a second round of interviews and job offers pending background reports.

Big 5 training staff then utilized the Business and Career Network again on November 9 for new hire orientations and training. The initial hire was for 35-40 people for store prep and set-up with 20+ people being offer continued employment in positions of Sales Associates and Cashiers.

Amy Reed, District Supervisor stated "We are very pleased with the hiring results and want to thank AFWD staff for all of their help and the use of the Business and Career Network building. This team was very friendly, professional, and accommodating to our requests and needs."

Big 5 Sporting Goods is one of America's top retailers of name brand sporting goods and accessories. With 429 locations spread throughout 12 western states.



### Calendar of Events

#### Resume Writing Workshop

January 5, 2014

10:00am-12:00pm

#### Firefighting/Forestry Career Exploration

January 7-8, 2014

9am-4pm

#### 2014 Labor Law Update Workshop

January 15, 2014

2:00pm-4:00pm

#### Interviewing Skills Workshop

January 19, 2014

10:00am-12:00pm

### Coming in April 2014

#### Job Fair 2014

April 12, 2014

Lassen County Fair Grounds  
Jensen Hall



## Managing Multiple Projects, Objectives and Deadlines

The Career Center Advisors at Lassen BCN attended a Skill Path Seminar on managing multiple projects, objectives, and deadlines. The seminar discussed many aspects of time management, such as how to identify challenges to productivity, how to handle competing priorities, getting organized, project planning, people management, and stress control. Some tips for becoming organized included prioritizing tasks by importance and urgency and using a time accountability log. The CCA's also learned what kind of personality types they each resemble (innovator, relater, analyzer, and driver) and how that nature contributes to the team's capabilities.

The attendees agreed the seminar was very beneficial and encouraging. They were even spotted organizing their offices after they returned! With motivation for increased efficiency, the CCA's are planning to stay organized, keep activity logs, work on one task at a time, and set goals and achieve them before moving on to others.



# AFWD One-Stop Statistics

## Lassen Visitors

**7430**  
**AFWD**

## Business Services

Business Served 1281

Services Provided 5394

Positions Filled 1679

On-the-Job Training 211

## Program Services

Adult 307

Dislocated Worker 227

Youth 121

Employed 428

## Unemployment Rate

Butte 9.3% Plumas 11.0%

Lassen 10.0% Sierra 10.4%

Modoc 10.3%

## Steve's Pumps and Well Drilling On-the-Job Training

Steve and TeriLynn Bejcek began their water well drilling and maintenance business 23 years ago. This partnership has endured their share of ups and downs through the course of the business along the way. They have always been determined to be a valued employer, willing to invest in their employees from wages, training, benefits, and overall employee happiness.

Steve's Pumps and Well Drilling requested recruitment assistance for an Office Assistant in the Fall of 2013, several candidates were presented to Steve and TeriLynn for consideration, interviews were conducted and Kelly Richards was successfully offered the job of Office Assistant. Kelly's work history was strong in customer service but she had no experience in the arena of water well drilling, engineering and maintenance so an On-The-Job training (OJT) plan was negotiated which assists the new employee gain valuable and necessary skills and the employer gain a well trained and knowledgeable employee at the completion of the training contract.

Kelly has worked very hard to gain the skills she needs to be a confident employee at Steve's Pumps and Well Drilling and the company continues to work hard at providing any training tools and resources to Kelly as she continues this career path in this ever changing and competitive field of trade.

TeriLynn expressed, "I am thankful for the services and opportunities the Business and Career Network offers us small business owners, the reimbursement for Kelly's training time has been beneficial to us and more than anything this opportunity allowed us to really look at what skills are necessary for our Office Assistant to not only understand the business but to be the best customer service representatives for our customers."



## Determination is the Word!

In August, having recently moved back to Lassen County from Sacramento, Austin Skillen came to the Lassen Business and Career Network in need of job search assistance. Austin had graduated from high school in Sacramento and been living in Transitional Housing for foster youth. He enrolled in some college courses, but did not finish. Austin gained some skills volunteering at a center in Sacramento. Returned to Lassen County and reunited with his family, Austin was required to attend college or work. Choosing to work, Austin met the eligibility for and was enrolled in AFWD's Youth Program. Austin worked with his advisor to develop a plan which included attending workshops to help him with job search, interviewing, and customer service skills. He also participated in a work readiness workshop and a basic life skills workshop to help him with the skills to live on his own again. He was assisted with developing a resume, completing a master job application, and a job search plan. Austin applied to several jobs posted on the Business and Career Network's Job Board and completed several interviews.

One of the businesses on his job search plan was Jack-in-the-Box. He had interviewed with an assistant manager in September, was told the General Manager would call, and then never heard back. Determined, Austin repeatedly called on the business and was offered interview times, but the manager would repeatedly reschedule. Austin used his newly learned networking skills with a friend working at the business to gain an interview with the General Manager that proved successful. In December, Austin was hired by Jack-in-the-Box as a cashier. Not only happy to be employed, he is pleasantly surprised by how much he enjoys the fast-paced environment of the fast food restaurant business.



# This Quarter's Success Stories

## Bowhead Hires at Sierra Army Depot

With the demise of many of the GWOT (Global War on Terrorism) contracts, the Business and Career Network saw many dislocated federal workers from Sierra Army Depot (SIAD) at the end of the first quarter of this year. One of those was Cindy Leonard, a federal employee for the past four years at SIAD. We assisted Cindy with the submittal of her unemployment application to EDD, an online application to URS (a contractor at SIAD), and a paper presentation style resume which she used to apply to local retailers. She was also looking to develop her knowledge of Microsoft Office to increase her employability in office occupations. We enrolled her in an Element K subscription to upgrade her skills in Microsoft Word. Cindy had heard through her contacts at SIAD that a federal contractor, Bowhead, new to the depot was hiring. She submitted an online application, but at the same time, was concerned that something was wrong with her unemployment application. She had not heard from EDD. We helped Cindy with contacting EDD. Due to budget cuts and technology changes with EDD, her application was not properly received and had to be resubmitted. Having gone without income for weeks, we assisted Cindy with supportive services. Cindy completed her Element K Microsoft Word training and received a certificate of completion along with a job offer from Bowhead. Cindy accepted and started work again at SIAD in mid November.

After 23 years serving our country in the Oregon Air National Guard, Dan Holland relocated to Susanville with his family. Although he could be technically retired, Dan felt he was too young and still had many years of employment to give. He worked with his Career Center Advisor to identify the type of work he was interested in, as well as identify his transferrable skills to assist him with a new career path. After much effort, Dan applied and was offered employment with Bowhead working at Sierra Army Depot. Dan was excited to start a new career utilizing his military experience.

