

Bsc communication; violation contractor; Metropolitan (help people find employment and send referrals over; career assistant organization) sent her a link at the website; didn't see anything she finds interesting on risekit (management, customer service, data entry); looks everyday/logs onto risekit never sees anything. Or she may not qualify for the position.

Technical stuff can get in the way (can't type whole words)

Risekit is basically just like any other job websites. Felt like the site was trustworthy; risekit doesn't ask for too many details; asks basic questions.

Her job hunting experience:

Just recently finished resume and uploaded her resume to risekit. Was working at previous job for 5 years before.

Her kids keep her motivated; if her kids see her slack, so do they.

Need 5-6 years of experience"àstops her from applying for stuff she may be interested in doing. Deal breakers: she needs benefits; doesn't want a contract position.

Experience with making a resume: last job helped make her resume; so, it followed her. She piggy backed on what they did, and then worked on it and fixed it from that point.

Look at website to know more about them and the position. Explain who she is in the interview. Sends a thank you letter.

What makes job search more difficult: when you see something you want, but you don't have the skills for it. She needs to stop keeping her self-confidence low, needs to push her stuff and believe in herself more.

Has used an unemployment office, but nothing like an organization like Metropolitan.

To apply and look for jobs, she uses cellphone and tablets

Checks her email everyday. Prefers to text, not call. Doesn't use whatsapp. Does phone screen impact decision?--> no, phone is just nearer and she can flip it on side to use keyboard.

Checks risekit once in a blue moon. When first login, she sorts and looks at list. Solely there to apply for jobs, doesn't look much at things that are offered like trainings and workshops.

She comes back to risekit to see if there are different job listings than on glassdoor and indeed.

Text message push notifications feel spammy/scammy/unprofessional. Would prefer email.

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Used to working with professional level people; people who already have resume  
LLC makes sure they aren't homeless, have food security, & getting their finances in order  
Looking for something quick and easy to get their resume done and apply for jobs  
First got involved with HWDG, Georgia center for opportunity has a platform that helps with unemployment phase  
Help get over 9-10 dollars and get housing; how long do they help: could be up to 6 calls in a day for one person. Typically over phone-calls and emails & zoom calls  
Develop trust with them before they start working with them towards finding a job, they need to talk with them and get to know them

They're very involved and help candidates build up their self-confidence and self-image. Sometimes don't think they've accomplished anything.

Help walk them through constructing a resume

Basic walk-thru with a candidate

First call is to build trust and get to know one another; do they have a resume; measures where they are

Difficulty with transportation? Etc.

It has to be quick because most get rental assistance for only 3 months; a lot of candidates have their own sources/job leads

Follow up on who they talk with, who they've interviewed with; make sure they're in a good place/on track

How do you break through?

Send them instructions on setting up their account; unfortunately, when they check in, most candidates don't do much else other than that

Idea: maybe automatic emails? Ways of encouragement?

On Risekit

The easier the process the better

Likes the opportunity for mentors to see what type of activity candidates have/see where they are

What was *your* experience?

Didn't take that long to figure it out

Just had to get acquainted which wasn't that hard

Not sure why candidates aren't following through

Is there anything that would make Risekit easier for you/improve?

Nothing.

Is there anything difficult about Risekit?

Hasn't had much of a chance to see anything bc candidates he follows haven't gone through the process all the way

Access to Risekit thru phones?

Resume part would be too hard

Often times find jobs through other sources

How do you approach inspiring/motivating candidates?

Just tell them to do something

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Bachelors in social work; husband active duty; 3 relocations; worked with different universities; grant writer/grant administrator

Actively looking for work in the beginning of May; found RiseKit thru RollCall Chicago (for military spouses)

How was RiseKit described: specific resource/job search engine to find work that's meaningful and less likely to be a scam.

When first signed up, difficulty level? RiseKit was a bit more time-consuming and glitchy. Haven't used it much bc of that. Likes the way it's formatted though. Likes how dashboard gives you a summary of your activity and recommendations and past activity. Relevant suggestions.

Experience: have had a lot more success on Indeed. Has a unique background hard to find specific roles in her background. Harder to do on broader search websites.

Likes to be able to do things on her phone. Easier for her to submit a higher number of applications.

What makes you stay motivated/how you feel you're making progress: she just needs to stay in the job market. Defeating: when jobs require a lot during their interviews (presentations and stuff) and getting a rejection. Just tell participants they don't get it.

Priorities?: Pay that's competitive, stay home, making sure job/employers are looking for a huge amount of work that will take her 24 hours to complete.

What's your take on resume making on RiseKit?: figuring out what language works best; ATS; making different resumes for different jobs is tough.

Walk thru going through rounds of job interviews: phone screens (5 mins to 45 mins)—what your general skills are/basic stuff; then zoom call—get full hiring panel; some people have asked to go in to interview in person (mask on; 6 feet apart); job offers come through emails.

How to prepare: pull out key responsibilities, especially ones she has a lot of experience with and ones she doesn't have experience with, talking about work experience, why do you want this job, basic stuff; look at website to get basic background about the company.

What makes job search more difficult than it needs to be? Mismatch of what the job description says vs. what they ask in the interview; the vibe is off (joining a zoom room and not being acknowledged); being sent to wrong conference room; they aren't answering phone or buzzer; just all round being disrespected.

Finding childcare that was full-time (major life factor that's been an impact). With Covid-19, they only opened a certain spots available each month. Having a childcare option would be helpful. Finding childcare, prepping for interview, spending money to get to interview location (huge barrier for those coming from lower Socio-economic status).

Daily use: phone, computer, tablet (Kindle). For job search?: phone

Communication?: Majority of communication is with texting, 2<sup>nd</sup>: email, 3<sup>rd</sup>: phone calls, 4<sup>th</sup>: zoom.

Phone screen size is a factor on whether she uses phone or computer. Goes to comp if forms are too long or formatting is too wide (off).

How long used: July, have logged in 4-5 times

When first sign in to risekit: make sure resume is up to date and see what most recent job postings are

Likes there are extra resources and doing the assessment *before* you complete applications (places like indeed make you do it in an email afterwards).

How can improve? She actually forgot about risekit for a couple of weeks. Advertise risekit more and connect with vets and stuff. Keeping people engaged with occasional push emails.