

## A Spouse's Point of View

By Deb Kloepfel – President and CEO, MSCCN



Deb Kloepfel with Todd Davis from HealthNet

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### Job Interview Connection Teleconference

Todd Davis from HealthNet and I gave our first “Job Interview Connection” teleconference on Oct 12<sup>th</sup>. Over 75 participants signed up for our call!

The purpose of our Job Interview Connection Teleconference was to build a direct connection with Navy Family Service Centers, MSCCN, and military spouses in the area of job interview techniques.

Todd and I addressed relevant and on-target concerns from the participants who included Navy spouse employment professionals and military spouses. “This was the most meaningful and inspiring personal and professional connection regarding spouse employment I’ve been associated with since my time in the military,” said LaVerne Parchman, military spouse stationed in Okinawa Japan. LaVerne got up at 3:00 am from Japan to join our conference call!

We hope to reconvene all of our participants from this teleconference experience after a year’s time to begin a powerful network of job-sharing, job connection, and job matching. Meanwhile, we look forward to future teleconferences with Todd!

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**Health Net**

The MSCCN would like to take this opportunity to thank HealthNet for their generous in-kind donation when underwriting travel costs for the MSCCN’s mission involving military installation job fairs and keynote address events performed by Deb Kloepfel.



The MSCCN also sincerely thanks Gant Travel for their amazing support when underwriting the cost of travel on United Airlines for **all** MSCCN staff when performing MSCCN duties.



# The Unexpected Detour

## By Anne Wight, GCDF, CFLE, and CCRR



Most military members do not have to worry about sudden job loss. The ones who do are usually injured and must deal with multiple issues to find a new path for themselves. Fortunately, many government agencies and non-profits want to help injured service members. The biggest difficulty is to find the best fit of a reputable agency to meet the service member's unique needs.

Military spouses who face job loss usually do so in connection with relocation. They have time to prepare for their next job search and usually do not have to deal with serious medical issues at the same time.

Today's labor market is a tough one. Sudden job loss can happen to anyone at any time. Downsizing, take-overs, outsourcing, even contract protests can lead to temporary or permanent lay offs.

What would happen if sudden job loss happened to you or someone in your family? Have you prepared for that possibility? If not, here are a few suggestions that will help to prepare you for unexpected detours in your career:

1. Don't assume that things always happen to others and not to you. You need to prepare yourself for possibilities.
2. Pay off all your credit card bills monthly if at all possible. Live beneath your means and save for retirement.
3. Maintain an emergency account that equals at least six months of the primary wage-earner's income. This takes a while to accomplish but it will never happen if you don't start saving.
4. Keep your marketable skills up-to-date. Volunteer if you are not working, enroll in training, or take classes to stay current.
5. When seeking help financially or career-wise, first try reputable non-profits and governmental agencies. They are not focused on profiting from your problems.

Preparation is key. Are you financially prepared to endure a job loss? Are your skills current and marketable? If not, do something now in case job loss happens to you.

## Highlighted Spouse — Victoria Parham

Victoria Parham is a retired Army spouse, veteran, talk radio pod cast host and successful virtual business owner. After 20 years of the military spouse lifestyle, traveling the world, starting over, long-term separations, overcoming debt and career instability, Parham has earned the right to have something to say!

Parham gets a kick out of inspiring other military spouses through her own stories from the trenches; she considers herself to be a born entrepreneur; she thinks big, dreams big, and yes, she allows her purpose in life to be her passion.

There are so many critics that give the military spouse lifestyle a bad wrap, but the truth is," says Parham, "you'll do more, see more, and experience

more things in your 20 years than most people see, do or experience in a life time." She says the key to success as a military spouse, first and foremost, is having an open mind.

Victoria hosts a successful internet talk radio show called Military Spouse Talk Radio (<http://www.militaryspousetalkradio.com>) and is the dynamic president of the virtual business owner (VBO) training for military spouses offered at <http://www.vssciberoffice.com/vbo>. MSCCN salutes this very special military spouse!

**To learn more about Victoria, see her website at <http://www.victoriaparham.com/>**



# MSCCN Talent Management Gateway— Powered by Kenexa



After founding the Military Spouse Corporate Career Network (MSCCN) in 2004 and establishing its mission to serve as liaison between military installations, job applicants, and corporate employers, Deb Kloepfel knew she needed to incorporate technology that would advance her vision. Receiving an in-kind gift of state-of-the-art enterprise applicant tracking technology from Kenexa Government Solutions, a leading provider of talent acquisition and retention solutions, Kloepfel has succeeded in her efforts to help military families find gainful employment in corporate America.

Implemented in Spring 2005, the MSCCN first focused on military installations and explained how the organization could help. The Kenexa system enabled interested applicants to register, post resumes, and apply to requisitions of interest to them. The MSCCN also established corporate partners—companies that were military supportive and willing to hire spouses, war wounded soldiers and veterans—and delivered access to the system to corporate recruiters who could search for applicants whose skills met requirements for open positions.

Kenexa Recruiter BrassRing allows organizations to reach candidates throughout the world. Part of the solution includes Kenexa's Community Gateway, which fosters a creative, collaborative and interactive communicative community for recruiters and candidates. With four separate module options, Community Gateway allows companies to attract more qualified candidates, integrate more tightly with job boards, and track potential candidates, allowing for more effective recruiting.

The Kenexa system provides a common area for the MSCCN, military installations, and corporate America to come together, share information in an efficient way and meet mutually beneficial needs. For job applicants, the system enables MSCCN to serve as a life-long generational career management partner.

Deb Kloepfel explains, "From the beginning, we wanted the program to have a very long shelf life and offer the value of life-long career management. When you look at service to your country, Kenexa did something no one else stepped up to do. Kenexa told us, 'put your people in jobs.' By giving us this in-kind service, ongoing support and technology, it has enabled us to truly connect the military applicant to corporate direct hire placement opportunities. Kenexa truly is the heart and soul of our operation."

MSCCN combines the Kenexa system with personal assistance from the MSCCN Team, all military spouses and veterans who understand the military lifestyle, to provide applicants with employment services that extend far beyond any job board or headhunter. The Air Force, Army, Navy, and Marine Corps have all signed Memoranda of Understanding, making MSCCN an official partner with all military family employment readiness programs.

MSCCN invites all job-seeking military spouses to register on the MSCCN Gateway and explore the many job openings that are listed there. MSCCN services are **free** to all military families thanks to corporate sponsorships and partnerships. Thank you Kenexa!

(The MSCCN Gateway is located at <http://www.mscn.org/>. Job seekers can click on "For Job Seekers" to start exploring job openings and post their resumes.)

***Feeling gratitude and not expressing it is like wrapping a present and not giving it.***

William A. Ward

## Highlighted Company —

# Raytheon

MSCCN is proud to have Raytheon as an MSCCN corporate subscriber. Here are some quick facts from the Raytheon website.

### A Global Leader in Technology-driven Solutions that provide Integrated Mission Systems for our Customers

Raytheon is an industry leader in defense and government electronics, space, information technology, technical services, and business aviation and special mission aircraft providing integrated mission systems to meet the critical defense and non-defense needs of our customers.

#### Businesses

- Integrated Defense Systems – Headquarters in Tewksbury, Massachusetts
- Intelligence and Information Systems – Headquarters in Garland, Texas
- Missile Systems – Headquarters in Tucson, Arizona
- Network Centric Systems – Headquarters in McKinney, Texas

- Space and Airborne Systems – Headquarters in El Segundo, California
- Raytheon Technical Services Company LLC – Headquarters in Reston, Virginia
- Raytheon Aircraft Company – Headquarters in Wichita, Kansas

Raytheon Company is an industry leader in defense and government electronics, space, information technology, and technical services.

Our focus is to attract and develop great talent. Are you ready to be challenged? Are you ready to achieve and be recognized? It's all here for you.

MSCCN invites readers to learn more about Raytheon at <http://www.raytheon.com> and to browse all the wonderful Raytheon job openings on the MSCCN Gateway.

**And — remember to apply for your Raytheon job of interest through MSCCN!**

## MSCCN Employer News — MSCCN Job Fair a Success

By Michelle Davidson

The 1st MSCCN Job Fair was held on October 23rd in the Waller Hall Welcome Center at Fort Lewis, WA. Although MSCCN participates in over 40 job fairs every year, they hosted their first at Ft Lewis. Participants were transitioning or retired servicemembers and military spouses who were seeking jobs in the McChord Air Force Base and Fort Lewis area. Businesses represented included Gant Travel, Boeing, Macy's, CB Richard Ellis, Community Resources, Sears and State Farm Insurance. With more than 100 candidates, the job fair was a rousing success.



Michelle Davidson, MSCCN Corporate Development, at the Job Fair

Job candidate Malinda Moore has only been at Fort Lewis a few months and was pleased with the job fair. "It was very friendly and I enjoyed the one-on-one conversations with the employers," said Moore, who also enjoyed the diversity of the businesses represented at the event. "It opens us (military spouses) up to more and more opportunities," continued Moore. She advises spouses who are looking for work to use the services on MSCCN's web site and to turn to their community services to see what is available.

Sears HR Associate Diane Denton was pleased with the quality of candidates at the job fair. Denton, who is also a military spouse, said that Sears hired two candidates and had five more interviews to conduct. Denton said that Sears would participate in another MSCCN job fair because it is worthwhile, and they were pleased with the numbers of qualified candidates.

Recruiters from Gant Travel and Health Net are in the process of prescreening applicants they met at the job fair. "Please include us every time you guys (MSCCN) do anything!" says Patrick Linnihan, President of Gant Travel.

## ***Military Family Month***

By Anne Wight, GCDF, CFLE, and CCRR



Each November is designated as Military Family Month. To be honest, when November comes around, I tend to think first of Thanksgiving and my immediate family. Next, I remind myself to review everything in a positive way to be thankful for what the year has brought my way. To be honest, although I am very grateful for the designation and celebration of military family month, I do not need a reminder that I am part of a wonderful extended family. I think part of my bond with the military family began when my first husband was deployed from Clark AB, Philippines to fight in Vietnam. The spouses, all women at that time, had to depend on each other as extended family to endure constant worry and stress. When the husbands rotated back to Clark AB, they also were like family returning to everyone. There was a closeness that I've never quite experienced again. Those days were definitely not "the good ol' days" but did cement my military family attachment.

Decades later and now retired as a federal civilian (working for the military) and a military spouse of a retired service member, I still identify with the military even though I now live far from any military installation (and miss the commissary!). I've seen some rivalry expressed by the branches of the military, but more prominent in my mind is the unification of purpose, service above self, and sheer patriotic pride of military members and their families. I am very proud to be part of such an elite group of individuals.

I am also a member of another elite group within the greater military family. MSCCN is now an integral part of my extended family. I've been a member of the MSCCN family for over two years and had worked closely with Deb and MSCCN for one year before officially joining MSCCN. I truly appreciate the passion that MSCCN members have that drives them to help others, especially in the important area of military spouse employment. It is an honor to work with veterans and military spouses representing all branches of the military.

It is also an honor to work *for* today's military members, veterans, and military spouses. I am thankful that after retiring from federal service and living far from military facilities, I can still interact daily with my extended military family. Everyday I have the opportunity to learn from others and to share my own experiences to help others.

This issue of the MSEJ is somewhat different in that my part is a bit more personal than usual. I hope that job seekers who are reminded daily of what they don't have (i.e. a job, income, financial stability, etc) will take a moment to focus on what they do have. Let's not forget that we live in a free country, defended by courageous military members, and have been given unique opportunities to travel, meet others, and to grow in ways we never imagined. We also have dedicated professionals working in military family and readiness centers who want to help us make the most of our military lifestyle.

I hope that you will reflect during Military Family Month and discover that you too are grateful not only for its designation and celebration, but for the underlying pride for being part of such an elite group of Americans. So grateful that to you, every month is "Military Family Month"!

***He is a wise man who does not grieve for the things which he has not, but rejoices for those which he has.***

Epictetus

## ***Things NOT to Say or Do in an Interview***

### ***By Deb Kloepfel and Christine Hampton***



There are NO secrets to landing a great job. A job-ready spouse who qualifies for the job and interviews perfectly **gets the job**. We went directly to Christine Hampton, a corporate recruiter for Concentra Inc., to ask what she looks for in military spouse applicants. Here is her advice on what **not to do** during a corporate job interview.

1. **Do NOT be late.** This may seem obvious, but three out of 10 applicants run one to five minutes late for corporate interviews.
2. **Do NOT ramble.** Keep your answers to “just the facts.” Please, do not share intimate personal information with corporate recruiters.
3. **Do NOT hurry when completing your job application.** Arrive early and give the application the proper attention it requires.
4. **Recruiters do NOT like screaming kids or barking dogs in the background when they call your home for a follow up phone interview or to let you know you landed the job.** Give them a phone number free of distractions.
5. **Do NOT have your cell phone on during an interview.** A ringing cell phone during an interview proves you don’t think ahead.
6. **Do NOT request altering the work schedule to accommodate your schedule as an applicant or as a new hire.** You can negotiate the altered work schedule when you’re established as a detailed worker.
7. **Do NOT tell the corporate recruiter you have other offers pending when you come in for the first interview.** An employer wants to think they are important to you.
8. **Do NOT speak negatively against your former employer — even if they deserve it.** Corporate recruiters look for happy, enthusiastic and positive people.

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***Confidence and courage come through preparation and practice.***

Author unknown

## ***Things NOT to Say or Do in an Interview (cont.)***

9. **Do NOT wiggle in your chair when asked a question you are not prepared to answer.** Simply look the recruiter in the eyes and smile and nod your head and say “May I take a moment to think about that question?”
10. **Do NOT answer a question you don’t understand.** Recruiters are trained to detect misleading or on-the-spot answers.
11. **Do not forget to check out the company web site.** Arm yourself with as much “intelligence” as you can gather about the company before your interview.
12. **Do not be uninformed about the interviewer.** Know the name and title of the person who is interviewing you. If you are unsure about who will conduct your interview, call ahead and ask politely to get this information!
13. **Do not be rude.** When signing-in at the human resource desk, ALWAYS shake the hand of the receptionist when you introduce yourself. Don’t underestimate the “power” of the receptionist who announces your arrival to the corporate recruiter.
14. **Do not state that you refuse to work overtime.** “Are you willing to work required overtime?” Your answer to this question is always a resounding “Yes”.
15. **Never tell a corporate recruiter what you can’t or won’t do.** Restrict your answer to what you will do.
16. **When asked to provide one of your faults, do NOT say you work too hard.** Be honest. “I miss my support system back home - as a military spouse I have trained myself to be much too independent.”

All of these are very important to know and follow during an interview. If you arrive early and can remember only one of these rules, concentrate on number two. It seems very basic and yet many job seekers get nervous and violate this basic rule and talk too much. Prepare for the interview ahead of time to have your answers ready.

Preparation is the key. Be job-ready and be interview-ready.

***Success depends upon previous preparation, and without such preparation there is sure to be failure.***

~ Confucius

## ABOUT MSCCN

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MSCCN thanks **Macro International** for providing abridged printed versions of the MSEJ.

### MSCCN

The Military Spouse Corporate Career Network (MSCCN) was developed by a Navy spouse, Deb Kloeppe, and founded by Concentra in 2004. It became a separate non-profit organization in 2005. MSCCN works directly with large corporations and small businesses to place the best applicants in the best organizations. MSCCN is proud to work with military family centers and many military-affiliated nonprofits to find job placements for military spouses, military widows/widowers, war wounded veterans, and caregivers of war wounded. The MSCCN Team is comprised of military spouses and veterans.

### About The MSEJ

The Military Spouse Employment Journal™ (MSEJ) is published for the web and in print on a quarterly basis. Macro International Inc., an MSCCN corporate sponsor, has partnered with MSCCN staff to develop an abridged printed version of the quarterly newsletter. The Military Spouse Employment Journal (MSEJ) is published in print and is available on the Web at <http://www.msccn.org/jobs/journal.php>

MSCCN encourages career professionals and applicants to submit articles for consideration of inclusion in the MSEJ. Although no monetary reimbursement is paid for articles, sharing knowledge of successful job search techniques helps all military spouses and their families. MSEJ editor is Anne Wight.



We're on the Web!  
 See us at:  
<http://www.msccn.org/>

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**THE NETWORK**  
 ESGR (Employer Support of the Guard and Reserve), NMFA (National Military Family Association), lifeLink (Professional Services), MOAA (Military Officers Association of America), ROA (Retired Officers Association), CinCHuse, MILITARY SPOUSE