



# New Member Orientation

## A Job Search Network for Professionals

Welcome to Experience Unlimited, Contra Costa Chapter (EUCCC), a no-fee career management resource center and job search networking group for business and technical professionals.



Sponsored by



# Welcome to Experience Unlimited

Jumpstart Your Career Search!

Visit Our Web Site – [www.euccc.org](http://www.euccc.org)

## Contact Information

Experience Unlimited (EU) 4071 Port Chicago Highway, Suite #250 Concord, CA 94520 (925) 602-0166	<b>EDD/EU Advisors/Coordinators</b> Doug Gordy, (925) 602-5035 <b>For Current Officers see:</b> <a href="http://www.euccc.org">http://www.euccc.org</a>
Office Hours & Administrative Personnel: Monday/Tuesday 12:30pm – 4:30pm Wednesday-Friday 8:30am – 4:30pm	

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# About Experience Unlimited

Our purpose is to provide enhanced job search services to unemployed and underemployed professional, managerial, and technically skilled job seekers.

There are no fees charged for use of the EU career management resource center or for membership and the benefits derived from membership.

**Experience Unlimited**  
**MISSION STATEMENT**

Experience Unlimited Contra Costa Chapter (EUCCC) is a volunteer network of business professionals who come together to offer individual skills, talents, support, and resources to its membership.

EUCCC provides a platform for communication, connectivity, and community to its members as they seek their next career opportunity.

## EU Organizational Structure

Experience Unlimited is a volunteer organization. The President, Vice President, and Secretary of the Board of Directors are elected by the general membership.

The remaining Board Members are Department Directors and Co-directors appointed by the Board from the department members. The four departments are designed to fulfill the job search needs of our general membership.

**General Meetings** are held each Tuesday morning from 9:00am to 12:00pm. These meetings provide opportunities to network with fellow members and to hear guest speakers on topics of job search interest.

**Department Meetings** are held during the General Meeting and are chaired by a Director and Co-directors. The department meetings provide an opportunity for members to volunteer to contribute their skills and talent for specific functions and/or tasks that maintain EU as a professional organization. Members are free to join the department of their choosing.

## EU Departments

### Marketing

- Promotes Experience Unlimited to job seekers, employers and recruiters
- Represents EU at networking events and job fairs
- Handles public relations with media and community organizations
- Enables and facilitates membership in EU
- Promotes healthy membership numbers
- Continually seeks new ways to support members in their job search

Hosts the weekly EU meetings  
Facilitates new member orientation  
Participates in membership outreach activities  
Conducts quarterly membership surveys to ensure continuous improvement to EU programs.

### **Information Technology**

Provides support & security for EU's computer hardware, software and Internet connectivity  
Creates, updates, and maintains the EU Contra Costa Chapter Web site  
Maintains the EU Contra Costa Chapter Yahoo Group

### **Training**

Designs and develops training courses for EU members  
Facilitates career search related workshops  
Creates and maintains the EU calendar

### **Business Operations (Admin)**

Maintains membership records  
Manages the EU Contra Costa office  
Meets and greets people at the EU office  
Answers EU office telephone

## **EU Board of Directors**

President  
Vice-President  
Treasurer/Secretary  
Co-Directors of Marketing, IT, Training and Business Operations (2 for each dept.)  
EDD/EU Coordinator

# EU Membership Guidelines

## Application Process for *New Members*:

Becoming a member is a simple, five step process:

1. **Attend a General Meeting & Orientation** held each Tuesday morning. During orientation complete the required paperwork, including the EUCCC Membership Agreement and Membership Information Form.
2. **Join an EU Department.** You may join any department that interests you and you are free to switch departments at any time with the prior approval of each department director.
3. **Enter your resume in CalJOBS** – submit resume via Internet to CalJOBS.ca.gov. For assistance ask the EDD personnel at EDD – East Bay Works office.
4. **Attend the EU Job Search Workshop** – generally held as a half- day session held at East Bay Works 4071 Port Chicago Highway, Suite #250, Concord, CA 94520.
5. **Complete** and **submit** the **New Member Checklist** to EU Administration Desk.

## Membership Categories

**Active Members** enjoy full use of chapter resources.

In order to be considered an active member of the chapter, you are **required** to have at least 16 hours of volunteer time each month. This is easily attainable by:

- Attending at least two chapter general meetings per month. Each meeting attended counts as one volunteer hour.
- Attending at least two department meetings per month. Each meeting attended counts as one volunteer hour.
- Volunteering additional hours each month by completing other department duties.
- Volunteer hours including attending General and Department meetings must be logged on the EUCCC.ORG Website.

**Inactive Members** do not enjoy access to chapter resources. However, inactive members can reactive membership within six months without going through the application process again. You may request to become inactive due to personal circumstances or temporary employment of one week or more.

**Alumnae** are former members now employed who maintain a relationship with EU.

## Examples of fulfilling your requirement to remain an active member:

- Attend four general meetings, four department meetings, and perform 8 hours departmental work during the month:

General meetings	4 hours
Department meetings	4 hours
Department work	<u>8 hours</u>
<b>Total hours</b>	<b>16 hours – Active Member</b>

- Attend two general meetings, two department meetings, and perform 16 hours departmental work during the month:

General meetings	2 hour
Department meetings	2 hour
Department work	<u>16 hours</u>
<b>Total hours</b>	<b>20 hours – Active Member</b>

Please review **EU Volunteer Hours List** for additional ways to accrue hours. This list is found in the resources section of this New Member Packet.

## EU Membership Term Limits

Generally active membership in the EU Chapter is restricted to 12 months. The calculations for active membership are subject to the following conditions:

- Active membership does not include periods of inactivity due to personal reasons, temporary employment, training programs, or classes, provided the member submits the appropriate forms and paperwork in a timely manner.
- Training programs and classes must meet the California Training Benefits (CTB) standards in order to qualify for consideration. Upon submission of the appropriate forms, a member's service hours are frozen during the period of inactivity, and the clock for membership term limits is temporarily frozen.
- For periods of inactivity due to personal reasons, temporary employment or training programs or classes, the member must submit a **Change of Status Form**.
- If the inactivity continuously exceeds six months, the member must then resubmit a new application and go through the new member process again in order to be reinstated as an active member.
- Hours that are frozen when a member goes inactive are automatically lost when the six-month period is exceeded.
- The membership term for any member who serves the chapter as an officer or a department director will be extended by a period of time equal to his or her term of office, not to exceed six months.
- The member may neither assume office three months prior to reaching his or her term limit, nor assume a new office during the extension period.

# EU Communication & Group Guidelines

The language and tone of all communication must at all times demonstrate respect, integrity, and tolerance for a wide range of views. No communication that might be construed as offensive, demeaning, or unprofessional is acceptable.

All communication must be free of any language that implies, insinuates, or directly advocates any less respect for groups or individuals based on race, color, national origin or ancestry, religion, gender, physical or mental disability, pregnancy or other medical conditions, marital status, age, or sexual orientation or any other basis protected by federal, state, or local laws or ordinance or regulation.

**Not Acceptable EU email** communication includes but is not limited to things such as:

Chain letters; cute or amusing graphics and photos; patriotic, holiday, or religious sentiments; personal information about yourself or anyone else in EU which does not relate to successful job employment endeavors; jokes; invitations to events which have not been specifically approved by the EUCCC Board; or political commentary. When in doubt about the subject matter of an email, check with the appropriate department director or any EU officer before sending.

**Electronic communication** should be focused exclusively on the following **four areas** of mutual member interest, which are:

1. **Contacts with specific external sources** that may lead directly and shortly to member employment.

Examples: Specific job leads; specific recruiter/employment agency information; requests for or delivery of company specific information or contacts; information regarding direct contacts with Gold Card members.

2. **Education or Skills Enhancement**

Examples: Job skills training opportunities; job search tips, alerts, suggestions; industry and economic information; external media (newspapers, journals, TV, lectures) articles and events which feature education and job skills development; technology tools questions & information; pertinent clarification or changes in EDD policies or procedures; psychological and emotional support tips.

3. **Networking Opportunities and Testimonials**

Examples: Professional and business organizations or associations of worth; upcoming job fairs or community, business, professional events; "This worked for me!" type networking testimonials.

4. **Internal Processes and Communication**

Examples: IT alerts; new Yahoo file uploads; announcements of new classes/changes to current classes; membership/officer/board announcements; membership surveys; committee communication or dilemmas; "I need help" requests from individual members facing a specific job search predicament; changes or clarification of internal office or organizational procedures.

## Protocol for electronic Replies/Attachments

1. **Email Option “Reply to All” should be used rarely** and only when it is necessary to do so.
2. **Responses such as Thank You notes**, replies for help, etc., should be directed to the Sender alone and not to the full membership.
3. **A file may be shared with the general membership** by uploading the file to the **Files** on the **Yahoo Group** which can also broadcast a message to the membership that a file (document) has been made available. Yahoo groups also allow file attachments to group messages, but strips them to a special area on the group web page.

Such a protocol addresses security concerns as well as giving recipients an opportunity to minimize disk space and connection download time issues.

## EUCCC Online Groups & Website

The **EUCCC Yahoo Group** has been established for general membership email communications related to the organization. This includes announcements and other general messages for the membership.

**After joining EU, you will receive an invitation to join the EUCCC Yahoo Group.** Follow the email instructions and join the EUCCC Yahoo Group.

### **EUCCC on LINKED-IN:**

You must have a Linked-In Account & Profile. Then select Groups on the top menu. Then search for EUCCC in “Find a Group” and select EUCCC. Then select JOIN. The group owner will then approve your membership in LinkedIn – EUCCC

If you are unsure as to how to setup your Linked In account and profile please plan to participate in our **Linked-In Networking Workshop**.

[EUCCC.org](http://EUCCC.org) is the website for **Experience Unlimited Contra Costa Chapter**. Within our website you will find additional information and answers to your questions.

EU Members can use this site to enter their volunteer hours, keep an updated profile (with links to Linked-In or a personal web site), and view the calendar of upcoming speakers, workshops and commitments for desk duty assignments. Class documents are stored for download on the site, as well.

# EU Office Decorum & Rules

The **Standards of Conduct** from the California State Employment Development Division (EDD) at the end of this document and also apply to all EU members.

**The EU Chapter Office and its resources are limited to active members only.**

Office hours are 8:30 am to 4:30 pm Wednesday through Friday, excluding holidays when East Bay Works is closed. **Note:** Monday/Tuesday hours are 12:30 pm to 4:30 pm. Members entering the office must adhere to the following procedures:

- **Check-In**

1. Sign in at the East Bay Works Reception Desk. The receptionist will scan his/her East Bay Works card into their attendance system and note he/she is a member of EU.
2. Sign in at the EU Admin counter to record attendance and to help the facility management keep track of who is in the building in case of an emergency.
3. Wear your EU badge. This badge must be worn at all times in the office.

- **Check Out**

1. Sign out at the EU Admin desk. (Sign out at the East Bay Works Reception Desk is not necessary.)
2. Return your chapter member badge to the appropriate place.

- Members are required to maintain personal cleanliness, good grooming and professional attire at all times for all chapter activities.
- Corporate business casual attire is required for the office and meetings at all times. This does not include sandals, tank tops, and shorts.
- Food and beverages are not allowed within EU area including workshops. Only bottled water is allowed. Please keep all liquids away from electronic equipment.
- Loud talking in the office area is prohibited. Please be courteous to your fellow members, they may be using the telephone.  
If you need to talk, please step outside the office.
- Smoking is not allowed on the premises.
- Member conduct is to be professional and courteous at all times.

## Use of Chapter Resources

Chapter resources are to be used solely for the purpose of locating and obtaining employment. They are not to be used for any other private gain, including conducting personal business or facilitating independent contracting or private member enterprises.

### Telephones

Telephones are available for employment-related calls. No out of state calls are allowed. No personal calls may be made from chapter telephones. Calls should not last more than thirty minutes.

### Fax Machine

All outgoing faxes must be logged on the sheets provided at the Admin desk. The fax machine is available for employment faxes within the California only.

### Photocopier

All photocopies of ten or more copies must be logged on the sheet provided at the machine. The photocopier is available for employment and EU related copying only.

Only Business Operations (Admin) Department desk personnel or otherwise trained members are authorized to clear jams and add paper refills. For other maintenance please contact our EDD contact person.

### Computers

Computers are available for employment related and EU related use only. Members must supply their own disks, formatted for compatibility with the computer they plan to use. **Never Save, or Load Anything onto the Hard Drives.** Computers may only be configured by authorized personnel from the IT Department. All maintenance is done only by authorized IT Department personnel. Any member who damages the hardware or software thereby requiring repair from an outside vendor will be liable for those costs.

### All EU Members must not:

- Download EU software for use away from the office.
- Use EU accounts or passwords away from the office or for unapproved activities.
- Use any EU accounts that would result in charges of any nature.

# Experience Unlimited Training Program

Job Search Phases	Experience Unlimited Training Workshops	
<b>Getting Started</b> - Dealing with Change	<p style="text-align: center;"><b>Orientation</b> (Required for Membership)</p> <p>A brief introduction to the EU organization. Assists you in becoming a member and understanding the EU resources available to help you manage your job search transition.</p>	<p style="text-align: center;"><b>Job Search Workshop</b> (Required for Membership)</p> <p>An overview of the components necessary for making a successful career transition. Each participant will be encouraged to develop a job search action plan.</p>
<b>Documenting Your Strengths</b>	<p style="text-align: center;"><b>Resume Writing</b></p> <p>Learn how to create or refine a resume summarizing your accomplishments, skills, and experience. Develop effective accomplishment statements. Prepare cover letters and other supporting documents.</p>	<p style="text-align: center;"><b>Resume Review</b></p> <p>Group reviews of your resume facilitated by experienced resume writers. Receive feedback on clarity and format. Improve the presentation of your key strengths and skill sets.</p>
<b>Identifying Job Leads</b>	<p style="text-align: center;"><b>Networking</b></p> <p>Learn how to Network effectively. Identify and expand your existing network. Practice Networking introductions (30-60 second speech). Learn how to set up and conduct informational interviews.</p>	<p style="text-align: center;"><b>Linked In</b></p> <p>Hands-on work in the EDD computer lab to set up and/or refine your Linked In profile. Add people to your Linked In network. Learn advanced Linked In features.</p>
<b>Polishing and Sharing Your Skills</b>	<p><b>Facilitator Training</b></p> <p>Enhance your ability to lead group discussions. Apply your skills to Facilitating EU Workshops, providing benefits to your fellow Job Seekers, while earning volunteer hours. Become a leader on a Job Search Action/Accountability Team (JSAAT). Develop self confidence for panel interviews and re-entry into the workplace.</p>	
<b>Getting the Job</b>	<p style="text-align: center;"><b>Interview Techniques</b></p> <p>Provides information, ideas, and tools to prepare participants for various types of job interviews. Role plays are used to practice typical interview questions.</p>	<p style="text-align: center;"><b>Video Interviewing</b></p> <p>An opportunity to participate in a practice interview. The session is videotaped. Coaching and feedback is provided to help improve interview effectiveness.</p>
<b>Accepting the Offer</b>	<p><b>Negotiating Total Compensation</b></p> <p>Learn how to negotiate total compensation including: salary, bonuses, incentive pay, vacation time, paid time off (PTO), health care benefits, flexible hours, telecommuting. Discuss factors involved in establishing fees for self-employment opportunities.</p>	

## Experience Unlimited Volunteer Hours

<b>Activity/Task</b>	<b>Credit Hours</b>
General & Committee Meeting Attendance	2
Take box to EU General Meeting	1
Return box to EU Office	1
Friday Data Entry	8
Doughnuts/Cookies brought	2
Facilitating Workshop	8
Co-facilitating Workshop	6
Observing Workshop (prior to facilitating)	4
Attend Board Meeting (Board only)	3
Leading or assisting New Member Orientation	1
Leading a portion of the meeting (Opportunity Roundtable, Opening the meeting, Other)	1
Main Presentation by a Member	8
Sign Setup	1
EU Desk Duty 4 hrs. (8:30-12:30) or (12:30-4:30)	8
Calling people	Actual, (min. 1 hr)
Resume Review at Job Fair	2X time spent
EU member worked at home for an EU project	Time spent (round up to nearest hour)

# Experience Unlimited

4071 Port Chicago Hwy, Suite 250, Concord, CA (925) 602-0166

## GOLD CARD FORM

Name: \_\_\_\_\_

Start Date: \_\_\_\_\_ Temporary/Permanent (circle one)

New Job Title: \_\_\_\_\_

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

Address: \_\_\_\_\_

Best way to stay in touch? \_\_\_\_\_

Phone: Home: (\_\_\_\_) \_\_\_\_\_ Cell: (\_\_\_\_) \_\_\_\_\_

E-mail: \_\_\_\_\_

1. Methods used to find your job? (Please check all that apply.)

	Least Effective			Most Effective	
	1	2	3	4	5
Networking					
Job Posting					
Job Site					
Job Fair					
Recruiter					

Other methods used: \_\_\_\_\_

2. Which EU resources were helpful? (check the box that applies)

	Least Helpful			Most Helpful
	1	2	3	4
Success Teams				
General Meetings				
Guest Speakers				
EU Office Resources				
Workshops (please specify)				
Job Announcements				
Other				

**Additional Information:** To support the programs and training of Experience Unlimited, donations can be made through **Experience and Resource Network (EARN)**, P.O. Box 2244, Walnut Creek, CA 94595-0244, a non-profit corporation.

# Standards of Conduct

## 1. Alcoholic Beverages and Drugs

Experience Unlimited members are prohibited from having alcoholic beverages or illegal drugs of any kind on State premises. They are also prohibited from participation while under the influence of alcohol and/or illegal drugs.

## 2. Computer and Internet Usage

The Job Service Site will designate specific computers that are for EU member use. These are the only machines that should be used by members and use is restricted to employment search activities and for activities related to EU chapter business. Entry to application modes other than those directly related to job search or EU is strictly prohibited. Section 502 of the Penal Code makes unauthorized entry or malicious damage to hardware, software or data a criminal offense.

The state reserves the right to monitor and/or log all network activity with or without notice, including e-mail and all web site communications. EU members should not expect to have privacy in the use of these resources.

EDD has provided proprietary software according to a standard complement identified by Information Technology Branch (ITB). Downloading non-standard, proprietary software from the Internet requires approval from ITB.

Users of public domain software not directly provided by EDD shall take all reasonable and prudent precautions to ensure the software is free from viruses and that its use will not degrade or disrupt network performance, interfere with the work of others, or threaten network security.

## 3. Confidential Information

Confidential information provided to EDD is protected by law, regulation, and policy. EU members shall not access, use, or disclose confidential information for private gain or advantage, or disclose confidential information to persons to whom issuance of this information has not been authorized. Confidential information includes, but is not limited to; individual name, address, telephone number, birth date, social security number, and employment history, employer name and address, account number, and wage data. Do not give out any information without verifying that it can legally be furnished.

Along these lines, it is inappropriate to mention to family or friends that you have seen an acquaintance at the EDD office as the inference may be drawn the individual is out of work or drawing Unemployment Insurance.

## 4. Courtesy and Appearance

The actions, behavior and appearance of EU members have an important effect upon the success of this and other agency programs. All members should give courteous, prompt and efficient service to all other members as well as EDD staff. Abusive language, profanity, and hostile physical acts directed at the public, EDD employees, or EU members are prohibited and are grounds for immediate termination of EU participation.

EU members are also required to maintain personal cleanliness, good grooming, appropriate dress and appearance, consistent with guidelines established in chapter by-laws and site policy.

#### 5. Discrimination

EU members are prohibited from any discriminatory practice based upon race, religion, creed, color, age, sex, disability, marital status, pregnancy, national origin, sexual orientation, or ancestry in any EDD/EU activities.

#### 6. Fund Raising

The following information from EDD's legal office clarifies the conditions under which these activities may occur:

*With respect to the actual fund raising, to avoid the appearance of any impropriety, such solicitations may only be done outside of the parameters of the EU chapter. In other words, the name Experience Unlimited or the Employment Development Department, or the State of California may not be used when soliciting gifts or donations from third parties. In addition, if any activities are engaged in, neither the State of California, the Employment Development Department, nor Experience Unlimited may be referenced with respect to the activity. This will avoid any liability attached to the State or the Department should injury or loss of property occur due to the fund raising activity. In other words, members of Experienced Unlimited chapters may at their own initiative be engaged in fund raising activities as long as it is made clear that Experienced Unlimited, the State of California, or the Employment Development Department are not sponsoring or supporting the fund raising activity. However, fund raising by active members to active members is acceptable with the consensus of the general membership.*

#### 7. Gifts, Gratuities or Considerations

EU services are to be made equitably and impartially available to all persons in accordance with law. For this reason, the acceptance of any sort of money or consideration from employers or others for acts performed as part of the duties of a EU member is prohibited. This prohibition also applies to the endorsement or recommendation of any commercial product or service in the name of the Department or one's official capacity. In this same regard, members may not solicit or accept gifts, money or favors from any person, concern or organization. (See "Fund Raising")

#### 8. Sexual Harassment Policy

It is the policy of EDD to provide a working environment that is free from sexual harassment. EU members are expected to adhere to a standard of conduct that is respectful and courteous to other members, EDD employees, applicants for employment with EDD, and clients of EDD.

## **Definition of Sexual Harassment**

Sexual harassment is defined as unwelcome sexual advances, demands for sexual favors and other verbal or physical conduct of a sexual nature that occurs under any of three circumstances:

- Submission is made either explicitly or implicitly a term or condition of membership or receipt of EU services.
- Submission or rejection by a member is used as a basis for decisions affecting the member.
- Such conduct has the potential to affect a member's chapter performance positively or negatively and/or create an intimidating, hostile or otherwise offensive environment.

### **9. Telephone Usage**

Active EU members may use designated EDD telephones for job search and interview purposes within the guidelines below:

- No out of state calling allowed.
- No personal calls are to be made from any EDD office telephone.

### **10. Time and Facilities**

EU members may not use EDD/EU time, facilities, equipment, supplies, identification, business cards, prestige or influence for any private gain or advantage other than locating employment.