

the Job Journal



How Strong Interpersonal Skills Can Help You at Work

Have you ever truly thought about why your favorite coworkers and bosses stand out so much in your mind? What makes them so wonderful to work with—both because you get things done when you work together and because you enjoy the process? Why do you wish everyone else you encountered in the office would be a little bit more like them?

Chances are it's all about the way you feel when you're around them: Do they communicate clearly in person and in email? Do you feel heard, supported, and valued when you're collaborating with them? Are they just generally easy to work with?

In short, it boils down to interpersonal skills. As a career development coach with a recruiting background, I've seen interpersonal skills take careers to the next level for my colleagues, my clients, and myself. And I've also seen a lack of those same skills hold people back.

Fortunately, you can improve your interpersonal skills with the right knowledge, techniques, and practice.

But Wait, What Exactly Are Interpersonal Skills?

You've probably heard of interpersonal skills, but the definition may seem a bit fuzzy. The word "interpersonal" on its own simply refers to anything involving interactions among people. From a business perspective, interpersonal skills are all the behaviors that allow you to work well with others, whether it's your boss, coworkers, direct reports, clients, customers, or anyone else you come into contact with.

"Fundamentally, interpersonal skills are what we would call a 'social skill set' that allows you to have...meaningful relationships," says Barbara Wright, a clinical psychologist, speech therapist, and author specializing in compassionate communication. These skills include communication, empathy, and more.

Communication Skills

Communication is one of the most underestimated skills around. Take a moment to think back on some of the small conflicts and arguments you've had recently at work or outside of it. Many of them probably started with a miscommunication, a lack of communication, or some other communication snag.

Effective communication includes the ability to get your point across clearly and efficiently when speaking to colleagues. You need to be able to explain your thoughts while also using the

appropriate body language and nonverbal cues for the situation. Don't forget about written communication as well, including writing precisely and succinctly in email and elsewhere and responding to messages with relevant information in a timely manner.

Emotional Intelligence and Empathy

The true cornerstone of your interpersonal skills is your emotional intelligence, or your ability to understand, handle, and express your own emotions along with your capacity to read people and empathize with them.

"Observe your own level of emotion, anxiety, and vulnerability and become comfortable with it," Wright says. "It's about knowing it's OK to be vulnerable. Take a breath and use it to connect. Friendship is based on vulnerability. In our vulnerability we bond. Emotional intelligence is seeing the vulnerability in ourselves and learning to work with it and seeing the vulnerability in others with compassion."

When you interact with a colleague, put yourself in the other person's shoes. Use their words and their nonverbal cues to identify how they're feeling and try to understand *why* they feel that way. When you can see a situation from someone else's perspective, it's much easier to take the next crucial step: treating them with empathy and compassion.

Additional Interpersonal Skills

Communication, emotional intelligence, and empathy are the most essential building blocks of interpersonal skills, but they don't act alone. There are other important skills you need as well, such as:

- Persuasion
- Conflict Management
- Negotiation
- Patience

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Conflict Resolution	Positivity
Curiosity	Self-Awareness
Dependability	Sympathy
Flexibility	Tact
Leadership	Teamwork
Listening	Trust
Motivation	

Why Are Interpersonal Skills So Important for Your Career?

It doesn't matter where you work or what your job may be. Your interpersonal skills will impact the way your career progresses. If you have strong interpersonal skills, your team will function better together and you will all accomplish more.

As the years go by and you rack up these accomplishments, you're also more likely to be promoted and recommended for opportunities when people work productively with you and enjoy the process. Think about it this way: Wouldn't you enthusiastically endorse those favorite colleagues of yours and talk them up if you had the chance? I'd bet that's not only because they have the technical skills to do the job, but also because of their interpersonal skills.

"Why do we like some people and not others? It's all about how they interact with us," says Tchiki Davis, founder of the Berkeley Well-Being Institute. "When someone has interpersonal skills, we can't help but like them and want to work with them."

Obviously, people wanting to work with you and telling others they'd like working with you too will take you far in your career.

How Can You Improve Your Interpersonal Skills?

Good news! You don't have to be an extrovert or a "people person" to have good interpersonal skills, which go way deeper than being charming at a networking event. You can develop these the same way you do any other skills, and you can start right away with these tips.

1. Look for Ways to Increase Your Confidence

Confidence is a powerful asset when it comes to interpersonal skills. A healthy balance between confidence and humility allows you to hold your head high, rather than approaching conversations looking shy and uneasy. If you're uncomfortable, the person you're speaking with will be uncomfortable too. On top of this, confidence makes it easier for you to express your ideas in any meeting or collaborative setting. Feeling confident even allows you to be more adept at other interpersonal skills like negotiation, conflict resolution, constructive criticism, and trust.

"The best way to be confident is to know what you're talking about," Wright says. In a conversation, "that means you've really listened to the other person versus sitting in anticipation to add your two cents...so that when you respond it's authentic to the conversation versus aggrandizing," she explains. "Now they have confidence in you because they know you really heard them."

To further boost your confidence, you can also take time to jot down some of your strengths. Keep the list handy and look over it from time to time, especially before a big meeting, to remind yourself of all you have to offer.

2. Ask for Feedback

If you want to know how others feel when you interact with them, no one knows that better than the people you interact with.

"I highly recommend having conversations with those closest to you, and maybe even your current boss or manager," says Maggie O'Connor, founder of the Atlanta and Chattanooga chapters of CULTURE LABx. Don't be afraid to ask for and receive feedback. "It's as simple as, 'Hey, I'm really trying to improve on my interpersonal skills. How did you perceive me when we first met? How do you normally feel when we interact? Do you think I listen well? Is there anything I could do to improve?'" Then, crucially, listen openly to that feedback and welcome it as a way for you to help yourself. Take in what they're saying and use it to identify areas and plans for improvement.

3. Listen and Ask Thoughtful Questions

One of the most common mistakes with communication is spending too much time speaking and too little time listening. Learning to be more selfless in a conversation begins with truly and actively listening, asking questions, and listening some more. It calls for focus and concentration. "Listening is complex because you listen with your ears but you also listen with your eyes. You observe how info is given—tone, comfort level, and delivery. It's a multi-sensorial experience," Wright says. "Practicing good listening skills is waiting for the pause that tells you if the other person has finished their thoughts."

It also means giving people your full attention when they're talking to you, actively listening, and consciously asking thoughtful questions. You can even start small by asking people about their plans for the weekend. Listen and follow up next week about how that picnic or visit to see their family went. By listening intently and following up, you'll signal that you're engaged. Before long, this will all become a natural part of your communication.

4. Spend More Time Putting Yourself in Others' Shoes

Seeing situations from another person's perspective is at the core of emotional intelligence and interpersonal interactions. When you speak with others, don't react too quickly. Instead, take a beat to imagine how things look to them.

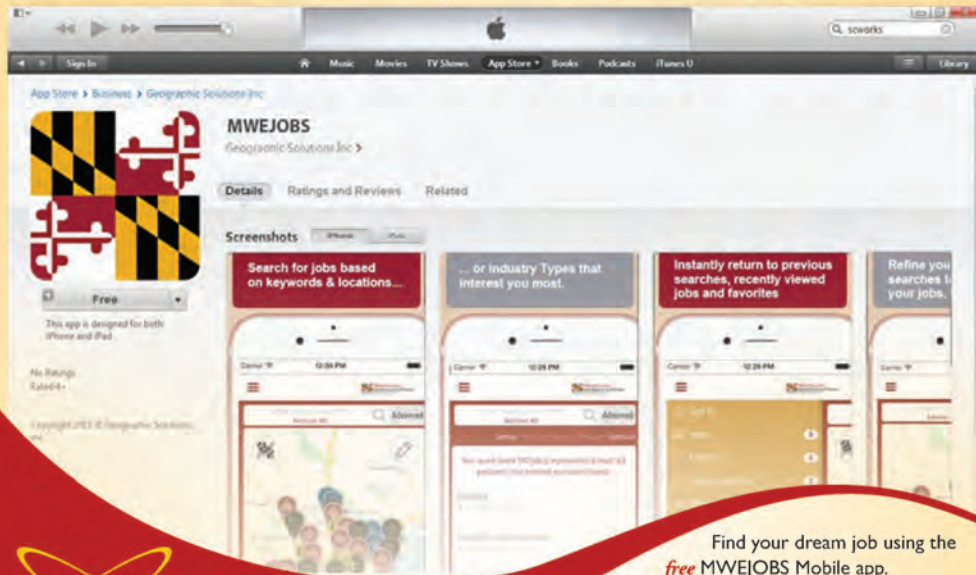
Ask yourself why they might want to do things a certain way and what their underlying goals are. If something seems to be making them upset, try to understand why and what you could do to help. This simple step will help you empathize with people and have more productive conversations.

It's important to treat every conversation and person as a unique individual. "Think about very successful coaches," O'Connor says. "Throughout their careers, they have had to work with varying personalities, yet their success remains. I'd like to think a big contributing factor to that overall success is a) understanding their own interpersonal skills and b) adapting their interpersonal skills to each player's specific personality."

5. Take a Class

Just like with other skills, there are experts who can help you hone your interpersonal skills. If you learn better in person, see if there are any relevant courses at the adult education centers or universities and colleges in your area (many offer continuing education courses for folks in the community). For more options, the internet is full of webinars and online courses designed to enhance your interpersonal skills.

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Learn how to get prepared for your upcoming interview and how to best answer questions about employment gaps, terminations and other sticking points that can be tricky, and what questions you need to ask the employer.

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Explore resources that will help you to research careers, industries and find information about specific occupations. By utilizing the most up-to-date labor market information available for salaries, job outlook and training, we can help you make more informed decisions in your job search.

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Job Skills Identification

Finding transferrable job skills while changing careers can be difficult, we can help you explore your past experience and learn how to translate those skills to another field.

Resources for Job Seekers

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Harrison Senior Living (Snow Hill) & John B. Parsons Community (Salisbury)	Certified Medication Technician (Salisbury) Driver/Maintenance (Snow Hill) Dietary Aide (Snow Hill) Certified Geriatric Nursing Assistant (Snow Hill)	Apply online at https://harrisonseniorliving.com/careers
Holt Food and Paper Company	Day Warehouse Receiver/Stocker Night Order Selector Warehouse Material Handler/Order Selector	Apply online at http://holtpaper.com/About-Us/Careers

Home Depot (Salisbury, Berlin)	<i>Ongoing recruitment</i> Designer-Kitchen/Bath Asset Protection Specialist Deliveries/Driver Merchandising Freight/Receiving Store Support Cashier Department Supervisor Customer Service/Sales Lot Associate Measurement Technician, Interiors (Ocean City) Measurement Specialist, Flooring (Ocean City)	Apply online at https://careers.homedepot.com/
HomeGoods - Salisbury, Ocean City	Stockroom Associate/Truck Unloader (Salisbury) Backroom Coordinator (Salisbury) Retail Associate (Ocean City)	Apply online at https://jobs.tjx.com/
Hot Topic	Key Holder Sales Associate	Apply online at https://www.workatht.com/stores/
Journeys - Centre at Salisbury	Assistant Store Manager Sales Associate Store Manager	Apply online at https://www.journeys.com/careers
K&L Microwave	Electronic Assembler Electronic Technician CNC Machine Operator	Apply online at http://www.klmicrowave.com/employment.php
Kay Jewelers - Centre at Salisbury	Sales Associate/Jewelry Consultant	Apply online at https://signetjewelers.wd1.myworkdayjobs.com/signetjewelryretailsales
Kids Foot Locker - Centre at Salisbury	Sales Lead Sales Associate Assistant Manager	Apply online at https://www.sneakerjobs.com/us/en
Longhorn Steakhouse	Dishwasher To Go Specialist Host Server Line Cook Bartender	Apply online at https://jobs.longhornsteakhouse.com/locations/locations
Lowe's - Salisbury, Pocomoke	<i>Salisbury</i> Cashier Retail Associate Receiver Stocker Overnight Loader/Cart Associate Customer Service Associate Sales Specialist-Flooring Sales Floor Dept Supervisor-Building Materials Team Lead <i>Pocomoke:</i> Cashier Retail Associate Receiver Stocker Head Cashier	Apply online at https://jobs.lowes.com/
Lower Shore Clinic, Inc. & Go-Getters, Inc.	Certified Medical Assistant (CMA) CNA/GNA Mental Health Residential Counselor	Apply online at https://www.lowershoreclinic.org/careers

Marshall's - Salisbury, Ocean City	Merchandise Associate Merchandise Coordinator (Ocean City)	Apply online at https://jobs.tjx.com/
Men's Wearhouse - Centre at Salisbury	Retail Sales Associate	Apply online at https://careers.tailoredbrands.com/main/
Ocean Pines Association	Swim Instructor General Laborer Aquatics Front Desk Facility Coordinator Recreation Front Desk Facility Coordinator Lifeguard	Instructions to apply at https://oceanpines.org/web/pages/work-here
Olive Garden	<i>Ongoing recruitment</i> Dishwasher Line Cook Prep Cook To Go Specialist Host Busser Restaurant Server Bartender	Apply online at https://jobs.olivegarden.com/search/searchjobs
Ollie's	Sales Super Flooring Sales Associate	Apply online at https://www.ollies.us/careers/
Outback Steakhouse - Salisbury, Ocean City	<i>Ongoing recruitment</i> Delivery Driver Bartender Dishwasher Prep Cook Restaurant Busser Line Cook Server Host To-Go Specialist	Apply online at https://www.outback.com/careers
Panera Bread - Salisbury, Ocean City	Manager (Ocean City) Night Baker (Ocean City) Associate (Ocean City)	Apply online at https://jobs.panerabread.com/
Peninsula Home Care	Home Health Aide (HHA) Occupational Therapy Assistant Physical Therapy Assistant	Apply online at https://www.peninsulahomecare.com/careers/
Pep Boys	General Service Technician Customer Service Advisor Store Manager of Service Technician A	Apply online at https://careers.pepboys.com/
Pepsi	Sales Helper Swing Merchandiser Forklift Operator/Loader	Apply online at http://www.pepsibottlingventures.com/job

Perdue Farms - Salisbury	Building and Grounds Associate Cut Up Supervisor Dapec Machine Operator Edible Oil Refinery Operator Feed Mill Clerk Feed Mill Dispatch Fleet Maintenance Clerk Fleet Tech Grain Operator Lab Technician-Edible Oil Refinery Maintenance Mechanic Maintenance Parts Clerk Production Associate Production Associate Line Lead Production Associate Live Hanger Separator Operator Soy Crush Operator Soy Crushing Crew Leader Transportation Coordinator Transportation Supervisor	Apply online at https://www.perduecareers.com/
PetSmart - Salisbury, Berlin	<i>Ongoing recruitment</i> Early Morning Stocker Customer Engagement Manager Merchandising and Inventory Manager Retail Store Manager Associate Manager Assistant Store Manager Seasonal Associate Pet Trainer Pet Groomer Pet Grooming Salon Manager Bather / Groomer Trainee Retail Sales Associate	Apply online at https://careers.petsmart.com/
Piedmont Airlines	Airline Cross Trained Customer Service Agent Aircraft Maintenance Parts Clerk Crew Scheduler	Apply online at https://piedmont.jobs.net/jobs
Piercing Pagoda - Centre at Salisbury	Sales Associate/Key Sales Body Piercer Assistant Store Manager	Apply online at https://signetjewelers.wd1.myworkdayjobs.com/signetjeweleryretailsales
Poseidon Plumbing & Home Services	Experienced Plumber Carpenter Helper <i>Must have valid driver's license and references. Competitive salary based on experience.</i>	Call Bevin Webster at 410-251-1096 to schedule an interview
Quality Staffing	Accounting Associate (Worcester) Accounting Associate (Somerset) Accounts Receivable Associate Alignment Tech Assembler Assembler Hybrid Assembly Line/Packer (Somerset) Bookkeeper-Accounting Associate CAD Draftsperson Certified Nursing Assistant	Apply online at https://easternshorejobs.com/

Civil CAD Designer
Compliance Clerk
Customer Service Professional
Customer Service/Yard Associate
Dishwasher (Ocean City)
Electrician (Worcester)
Electronic Tech
Electronics Technician
Filter Assembler
Filter Cavity Tech
Food Production Worker (Somerset)
Forklift (Worcester)
Furnace Operator
Groundskeeper
Heavy Equipment Operator
Housekeeper/Room Attendant (Worcester)
Industrial Cleaner
Janitorial General
Lead Custodian-Supervisor
Line Cook (Ocean City)
Manufacturing Manager
Master Planner
Office Assistant (Worcester)
Office/Retail Sales Associate
Packaging Associate (Somerset)
Packaging Tech
Plant Manager
Plant Worker & Packer (Somerset)
Plater
Property Maintenance
Security Systems Technician
Short Order Cook (Ocean City)
Special Projects Technician (Worcester)
Tester- COVID-19 (Somerset)

Red Lobster	<p><i>Ongoing recruitment</i></p> <p>Line Cook Server Assistant/Busser/Host Bartender Server Prep Cook Dishwasher/Utility</p>	Apply online at https://www.redlobster.com/
<p>Royal Farms - Salisbury, Fruitland, Princess Anne, Berlin, Ocean City</p> <p><i>Available positions vary by location</i></p>	<p><i>Ongoing recruitment</i></p> <p>Assistant Store Manager Customer Service Associate Customer Service Leader Kitchen Manager Facilities/Maintenance Shift Leader Store Manager</p>	Apply online at https://my.peoplematter.com/mja/royalfarms/JobApp/GetBusinessUnits

Ruby Tuesday - Salisbury, Fruitland & Pocomoke	<i>Ongoing recruitment</i> Tue-Go Specialist Host/Server Assistant Server Kitchen Prep/Salad Bar Prep Dishwasher Cook	Apply online at https://www.rubytuesday.com/careers
Safelite Auto Glass	Auto Glass Technician Trainee Seasonal Repair Specialist Customer Advocate	Apply online at https://www.safelite.com/careers
Salisbury University	Executive Administrative Assistant II Administrative Assistant I Serials and Electronic Resources Librarian Administrative Assistant II Housekeeper Assistant Food Service Assistant	Apply online at https://www.salisbury.edu/administration/administration-and-finance-offices/human-resources/careers/index.aspx
Sam's Club	Maintenance Custodian Associate Member Frontline Cashier Merchandising and Stocking Associate Baker and Packager Associate Freezer, Cooler and Deli Stocker Associate Produce Associate TBC Tire Tech Fresh Team Manager Senior Meat Cutter Manager In Training Member Support Prepared Meals and Rotisserie Chicken Associate Member Assist Cart Attendant Cafe Associate Member Team Lead Meat Cutter and Wrapper	Apply online at https://careers.walmart.com/
Sherwin Williams - Crisfield	Production Manager Maintenance Mechanic Operations Packaging Technician Operating Technician Manufacturing Brushmaker Operating Technician II	Apply online at https://www.sherwin-williams.com/
Shore Up - Wicomico, Worcester, Somerset	Nutrition Aide (Stockton) Bus Aide Bus Driver Secretary-Head Start/Early Head Start Child Development Associate Trainee Clerical Specialist Family Services Worker/Family Advocate Center Aide Custodian Teacher's Aide	Download application at https://shoreup.org/employment/join-our-team/ and email to humanresources@shoreup.org
Somerset County	Correctional Officer 911/Emergency Communications Dispatcher I Tourism Assistant Mosquito Control Technician Transfer Station Attendant Cook/Counter Person	Apply online at https://www.somersetmd.us/services/employment_opportunities.php

Somerset County Public Schools	Accounting Generalist	Apply online at https://www.somerset.k12.md.us/
SP Industries - Pocomoke City	Machine Operator Mold Technician Machine Processor	Apply online at https://www.spindustries.com/employment/
Staples	Print Production Sales Supervisor Retail Sales Associate Retail Sales Technology Associate Retail Inventory Specialist Retail Sales Technology Supervisor Retail Sales Print Associate	Apply online at https://retailcareers.staples.com/
State Of Maryland	Food Service Worker (Holly Center)	Apply online at https://jobapscloud.com/MD/
	Office Services Clerk (Wicomico)	
	Community Health Outreach Worker II (Wicomico)	
	Temp-Call Center Representative (Wicomico Taxpayer Services)	
	Office Clerk I (Worcester)	
	Lifeguard (Assateague State Park, Pocomoke River State Park)	
	Seasonal Pocomoke River State Park-44 positions available (Worcester)	
	Mosquito Control Field Technician/Field Supervisor/Field Aide (Wicomico, Worcester, Somerset)	
	Correctional Officer I (Somerset)	
	<i>Ongoing recruitment</i> Direct Care Assistant I, II and Direct Care Trainee (Wicomico, Worcester, Somerset) MSP Trooper Candidate (Wicomico, Worcester, Somerset)	
Sun Communities, Inc.	<i>Castaways RV Resort:</i> Snack Bar Attendant Café Barista Store Clerk Resort Groundskeeper Guest Services Coordinator Store Supervisor Resort Pool Attendant Resort Housekeeper Hospitality Host Restaurant Cook Activities Assistant	Apply online at https://careers.suncommunities.com/viewalljobs/
Sunglass Hut - Salisbury, Ocean City	Sales Associate	Apply online at https://www.lenscrafters.com/lc-us/careers
Sysco - Pocomoke	Special Delivery Driver Diesel Fleet Mechanic Technician II Warehouse Order Selector CDL A Delivery Truck Driver Will Call Selector Returns/Putaway MHE Tech III	Apply online at https://careers.sysco.com/

Taco Bell - Salisbury, Ocean City	<i>Ongoing recruitment</i> Crew/Team-Service Champion (Salisbury) Crew/Team-Food Champion (Salisbury) Shift Manager (Salisbury) Associate Restaurant Manager (Salisbury) Restaurant General Manager Assistant General Manager (Ocean City) Shift Lead (Ocean City) Team Member (Ocean City)	Apply online at http://jobs.tacobell.com/
Tailored Staffing	Electronic Assembler	Apply online at https://www.tailoredstaffingmd.com/jobseekers/
Target	<i>Ongoing recruitment</i> Specialty Sales (Style, Beauty or Tech) Guest Advocate (Cashier or Front of Store Attendant/Cart Attendant) GM and Food (General Merchandise, Closing, Fulfillment, Inbound, Food & Beverage)	Apply online at https://jobs.target.com/
Taylor Bank	Customer Service Associate (Ocean City, West Ocean City/Snow Hill)	Apply online at https://www.taylorbank.com/careers/
Texas Roadhouse - Fruitland	Server Line Cook	Apply online at https://careers.texasroadhouse.com/
Tidal Health	Administrative Assistant Aide-Imaging Tech Assistant Certified Occupational Therapist CAT Scan Technologist Console Operator Coordinator-Information-Laboratory Coordinator-Patient Accounts (Berlin) Coordinator-Referral Courier-Outpatient ENDO Procedural Tech Food Service-Cashier Food Service-Catering Associate Food Service-Cook Food Service-Food Production Assistant Food Service-Utility Aide GNA (Crisfield) Mechanic-Facilities (Crisfield) Medical Assistant (Salisbury, Crisfield, Berlin) Medical Laboratory Technician II Medical Technologist Nursing Assistant (Salisbury, Crisfield) Office Supervisor (Berlin) Patient Care Assistant Patient Care Technician I Patient Care Tech II Patient Service Representative (Salisbury, Berlin) Phlebotomy -Inpatient Technician	Apply online at https://www.tidalhealth.org/careers

	Phlebotomy-Outpatient Technician (Salisbury, Crisfield, Ocean Pines)	
	Phlebotomy-Senior Outpatient Technician	
	Receptionist-Security	
	Registrar-Emergency Admittance	
	Representative-Billing/Collection	
	Representative-Patient Account	
	Security Guard (Crisfield)	
	Specialist-Prep/Scan	
	Surgical Scheduler	
	Surgical Technologist	
	Technician-Core	
	Technician-Pharmacy	
	Unit Secretary	
T.J. Maxx - Ocean City	Merchandise Associate Customer Experience Coordinator	Apply online at https://jobs.tjx.com/
Torrid - Centre at Salisbury	Key Holder Assistant Manager Sales Associate	Apply online at https://jobs.jobvite.com/torrid
Town of Ocean City	Convention Center Maintenance Worker I	Get detailed job description and apply online at https://oceancitymd.gov/oc/departments/human-resources/employment/
	Turf Equipment Manager	
	Landscaper	
	Vehicle Equipment Technician II	
	Beach Activities Assistant	
	Building Maintenance Worker	
	Vehicle Equipment Technician I	
	Recreation Coordinator	
	Parks Worker	
	As Needed Administrative Support	
	Solid Waste Worker I & II	
	Concessions Worker	
	Tennis Attendant	
	Skate Park Worker	
	Surf Rescue Tech/Lifeguard	
	Seasonal Maintenance Worker	
	Boardwalk Comfort Station Attendant	
	Building Maintenance Worker	
	Concessions Supervisor	
	Bus Driver	
	Bus Maintenance Tech I	
	Transportation Dispatcher	
	Tram Driver	
	Tram Conductor	
	Ticket Seller	
	Camp Horizon Day Camp Counselor	
	Scamper Camp Day Camp Counselor	
	Afterschool Activities Coordinator	

Town of Snow Hill	Public Works General Laborer Water/Wastewater Operator	Apply online at https://www.snowhillmd.gov/employment.html
Ulta Beauty - Salisbury, White Marlin Mall	Retail Sales Manager (Salisbury) Services Manager (Salisbury) Beauty Advisor Hair Stylist	Apply online at https://careers.ulta.com/
UMES	Clerical Service Worker General Assistant or Associate	Apply online at https://umes.peopleadmin.com/postings/search
Vacasa - Ocean City	Home Operations Supervisor Owner Relations Manager Property Caretaker Seasonal Front Desk Specialist Seasonal Property Caretaker Housekeeping Manager Lead Housekeeper Seasonal Housekeeper Maintenance Manager Maintenance Technician Seasonal Maintenance Technician	Apply online at https://www.vacasa.com/careers/positions
Victoria's Secret - Centre at Salisbury	Lingerie Supervisor Selling Associate	Apply online at https://www.victoriasecret.com/careers
Walgreens - Salisbury, Berlin	Shift Lead Pharmacy Tech/Pharm Tech Apprentice (Berlin) Healthcare Customer Associate (Berlin) Customer Service Associate Pharmacy Cashier	Apply online at https://jobs.walgreens.com/
Walmart - Salisbury, Fruitland	Stocking & Unloading Online Orderfilling and Delivery Health & Wellness Hourly Supervisor and Training General Merchandise Fuel Station Food & Grocery Cashier & Front End Services Auto Care Center	Apply online at https://careers.walmart.com/
WBOC / WRDE	Traffic Coordinator Editor/Studio Assistant-DelmarvaLife Master Control Operator Newscast Editor Creative Services Producer	Apply online at http://drapermediajobs.com/
WCDC	Day Operations Manager Residential Manager Personal Supports Facilitator Personal Care Assistant and Transporter Residential Coordinator Art and Activity Instructor Weekend Residential Counselor Awake Over Night Residential Counselor	For detailed job descriptions, and to download and print application, go to http://wcdcservices.org/employment-opportunities/ Apply online at https://recruiting.paylocity.com/recruiting/jobs/All/febfa26-4102-46cf-b4be-5f1ddb2c56e2/Worcester-County-Developmental-Center
West Marine - Ocean City	Assistant Manager Cashier	Apply online at https://www.lifeatwestmarine.com/

Wicomico County	911 Specialist (911 Call Taker and Dispatcher) Convenience Center Attendant Emergency Management/Safety Coordinator Maintenance Supervisor Maintenance Worker I-Roads Motor Equipment Operator II Motor Equipment Operator IV Motor Equipment Operator I Police Communications Specialist I Athletic Complex Seasonal Worker Bailiff-Circuit Court Concessions Manager Concessions Staff Cook-Henry S. Parker Athletic Complex Kids Klub After School Staff Kids Klub Summer Camp Staff Pemberton Nature Camp Counselor Sports Event & Services Coordinator	Apply online at http://www.wicomicocounty.org/jobs.aspx
WMDT	Studio Technician Commercial Producer Media Specialist	Apply online at https://www.wmdt.com/about-us/job-openings/
Woodforest National Bank - Salisbury, Fruitland, Pocomoke	Retail Banker (Pocomoke)	Apply online at https://www.woodforest.com/About-Us/Careers
Worcester County	Emergency Services Supervisor Emergency Communications Specialist I Emergency Communications Specialist Trainee License Permit Clerk Correctional Officer Trainee Correctional Officer-Cook Landfill Operator II Landfill Operator I Transfer Station Attendant Painter Carpenter/Maintenance Worker III Grounds Worker II Road Worker II and III General Laborer/Maintenance Worker I Concession Monitor Parks Worker II Maintenance Program Monitor Swim Instructor-Temp Office Assistant IV	Apply online at https://worcesterr.com/worcesterr.com/hr/index.aspx
Worcester County Public Schools	Educational Assistant-Special Ed Custodian II	Apply online at https://worcestermd.tedk12.com/hire/index.aspx
Worcester County Recreation and Parks	Swim Lesson Instructor Referee Parks Worker Concession Monitor	Apply online at https://worcesterrecandparks.org/about-us/employment
Wor-Wic Community College	Administrative Associate II Building Attendant (Night)	Apply online at https://www.schooljobs.com/careers/worwic

YMCA - Salisbury, Pocomoke	<p><i>Richard A. Henson Family YMCA - Salisbury</i> Membership Services Representative Stay & Play Child Watch Assistant Birthday Party Host Group Exercise Instructor Wellness Assistant Personal Trainer Gym Monitor Lifeguard Swim Instructor Sports Staff Cleaning Staff Day Camp Counselor Day Camp Coordinator</p> <hr/> <p><i>Lower Shore Family YMCA - Pocomoke City</i> Membership Services Representative After School Counselor Group Exercise Instructor Wellness Assistant Personal Trainer Lifeguard Water Aerobics Instructor Stay & Play Child Watch Assistant Cleaning Staff Day Camp Counselor Day Camp Coordinator</p>	Apply online at http://www.ymcachesapeake.org/employment
Zumiez - Centre at Salisbury	Seasonal Sales Associate Sales Part-Time Assistant Manager Store Manager	Apply online at https://www.zumiez.com/jobs

Maryland Workforce Exchange
 DEPARTMENT OF LABOR
 May 03, 2021 - May 07, 2021

**JOBS
TO
THE
WEEK**

Job Order Number	Company	Position	Positions open
1367010	Casino at Ocean Downs	Cook	1
1369824	Bimbo Bakeries USA INC	Route Sales Professional	1
1369183	Krause Companies	Junior Renovations/Carpenter Technician	1
1369188	Krause Companies	Renovations Technician	1
1369277	Town of Ocean City	Convention Maintenance Worker I	1
1368467	Salisbury University	Administrative Assistant I	1
1368515	Salisbury University	Executive Administrative Assistant II	1
1368475	Sysco Eastern Maryland	Compliance Manager	1
1368484	Sysco Eastern Maryland	CDL A Delivery Truck Driver	1
1368498	Sysco Eastern Maryland	Warehouse Order Selector	1
1368503	Sysco Eastern Maryland	Diesel Fleet Mechanic Technician II	1
1369307	Allan Myers	MOT/Traffic Control	1
1369311	Allan Myers	Paving/Milling/Screeed - Equipment Operator	1
1369548	Pep Boys	General Service Technician	1
1369550	Pep Boys	Customer Service Advisor	1
1368740	Pep Boys	Technician A	1
1368694	NORTHEAST FOODS	Loaders General Help	1

Visit mwejobs.maryland.gov for Additional Information & Instructions to Apply

"Maryland's American Job Center system, a proud partner of the American Job Center network, is an equal opportunity employer/program committed to diversity in the workplace. We do not discriminate on the basis of race, religion, color, sex, age, sexual orientation, national origin, or disability. Please contact a local American Job Center to make arrangements for auxiliary aids, interpreter services, and reasonable accommodations."



MARYLAND'S *Coast* Worcester County Government is **NOW HIRING**
 WORCESTER COUNTY

Out of High School/Entry Level *Current Positions:*

Emergency Services

Emergency Communications Specialist Trainee, Full-Time \$15.68/hour

Public Works

Transfer Station Attendant, Full-Time \$15.32/hour

Grounds Worker II, Full Time \$15.30/hour

General Laborer/Maintenance Worker I (without CDL), Full Time \$15.32/hour

Recreation & Parks

Swim Instructor, Part Time Temporary \$15.31/hour

Program Monitor, Part Time \$15.32/hour

Summer Camp Program Monitor, Part Time \$15.32/hour

Parks Worker, Part Time \$15.33/hour

- Full Benefit Packages for FT Employees - Member of Maryland State Retirement System - EOE/AA



Apply Online:
worcesterhr.co.worcester.md.us

Virtual Format

CUSTOMER SERVICE AND SALES NATIONAL RETAIL CERTIFICATION TRAINING



Goodwill and The National Retail Federation (NRF) have partnered to offer a virtual format customer service and sales training.



Learn the following skills:

- Retail Fundamentals
- Communication and Teamwork
- Problem Solving
- Customer Service
- Inventory Tracking
- Payment Procedures and more!

Where: **Virtual self-paced lessons**

Length: **1 - 2 weeks**

Contact: **443-669-5846** or digitalskills@goodwillches.org

NRF Certification exam upon completion of the training. **Internet access required.**

goodwillches.org



Serv Safe Training

Recommended for the Food and Hospitality Industries

Learn the Principles of Food Safety:

- Food Safety Regulations
- The Importance of Food Safety
- Time and Temperature Control
- Good Personal Hygiene
- Safe Food Preparation
- Preventing Cross-Contamination
- Cleaning and Sanitizing
- HACCP (Hazard Analysis and Critical Control Points)
- Allergens

Course Info:

ONE DAY Online and Self-Paced
Learn the vocabulary and pass the assessment test and receive your certification

Requirements:

- * Complete intake form
- * VALID email address and password
- * Internet required through phone, tablet or computer



Earn an official certificate documenting course hours and display your certificate on your resume!

Contact:

443-669-5846
digitalskills@goodwillches.org

WORKFORCE INNOVATION AND OPPORTUNITY ACT CAREER AND TRAINING SERVICES

DO YOU NEED SKILLS TRAINING TO START A NEW CAREER OR ADVANCE IN YOUR CURRENT CAREER?

Speak with a career counselor to see how the Lower Shore Workforce Alliance could help you reach your goals through a free CAREER TRAINING SCHOLARSHIP.



WHO ARE WE?



The Lower Shore Workforce Alliance receives funding to provide Workforce Innovation and Opportunity Act Title I training services. These funds are used to pay tuition, fees, books and supportive services for individuals who receive a career training scholarship.

WHAT TRAINING COURSES ARE ELIGIBLE?

Please visit the Maryland Eligible Training Provider list located at www.dlr.state.md.us/employment/train/ to search for trainings by training provider, training type, geographic location or key word.



NOT SURE WHAT YOU WANT TO DO?



[My Next Move](#) is an interactive tool for job seekers and students to learn more about their career options. The site has tasks, skills, salary information, and more for over 900 different careers.

HOW DO I APPLY?

- ✓ Register in MWE (mwejobs.maryland.gov/) and create a resume.
- ✓ Speak with a career counselor at the American Job Center to learn about available programs, eligibility and the enrollment process.



**LOWER SHORE
WORKFORCE ALLIANCE**

Located at the American Job Center
31901 Tri-County Way, Salisbury, MD
(410) 341-6010 — train4jobs.org



Wor-Wic Community College Free Metal Fabrication Training During Evenings: August 2021



To Be Eligible For Consideration, Candidates Must:

- Be age 17 or older
- Have a High School Diploma or GED
- Be able to pass a pre-employment drug screen
- Display hand-arm steadiness
- Display strong near-vision to see details at close range
- Possess good depth perception and manual dexterity
- Be able to work in extremely hot/cold, dusty & noisy environments
- Be able to lift at least 50 lbs. unassisted
- Be able to stand for long periods of time
- Be able to adjust controls with precision
- Be able to recognize and solve problems
- Be able to work well with others and accept positive, constructive criticism that aids in growth
- Be able to supply and wear safety equipment (e.g. welding helmet, safety glasses, gloves, steel toe boots and 100% cotton long sleeve shirts) for up to 3.5 hours per day at a total cost around \$100 (Gear List will be provided)
- Maryland resident (Lower Shore preferred)
- Be job ready
- Have reliable transportation
- Be able to support themselves for the duration of the training

Metal fabricators are in demand!

Metal fabricator training is ongoing through a partnership with Wor-Wic Community College, Arcon Welding Training Center, Crystal Steel, Quality Staffing Services and the Lower Shore Workforce Alliance. The training is free thanks to grants from the Maryland Department of Labor EARN and Maryland Energy Administration.

Courses run Monday through Friday for 14 weeks from 5:30-9:00pm. For more information, please contact Wor-Wic at (410) 334-2815, visit www.worwic.edu or email Dr. Rhonda Banks at rbanks@worwic.edu.

To be considered for the free career-changing training, contact Quality Staffing Services at (410) 742-2600 or visit easternshorejobs.com and apply for Metal Fabrication Training.

The new Basic Metal Fabrication course will provide 250 hours of evening instruction and practice over 14 consecutive weeks. Graduates of the training will be job and career ready and have entry level metal fabricator skills that are necessary to secure employment in the metal fabrication industry.

Students will progress from basic blue print reading and industry math to fundamental A.I.S.C. fitting practices for a variety of metal shapes. This course includes safety for fabricators and an introduction to hand and power tools. Students will develop knowledge for working safely within the industry standards, recognize and avoid potential hazards and receive OSHA trainings.

Metal fabrication students will safely work with oxy-fuel and hand-held plasma cutters for cutting steel and incorporate thermal cutting processes. Through instruction and practice, students will be able to use basic lay-out and measuring tools effectively to prepare for cutting and fit-up.

Students will be able to identify and demonstrate understanding of the basic AWS welding symbols and various electrodes and their applications. Tack welding techniques and procedures will be discussed, modeled and practiced.

There will be an introduction to industry structures and processes and students will discover requirements to qualify as metal fabricators. Metal fabrication training includes 20% classroom and 80% shop time. To graduate, 75% or greater is necessary on written and hands-on skills exams.



Wor-Wic Community College

Free Welding Training for eligible candidates

Projected Start Date of Next Course: June 2021

Welders are in demand!

Welding training is ongoing through a partnership with Wor-Wic Community College, Arcon Welding Services, Quality Staffing Services and the Lower Shore Workforce Alliance. This training is free thanks to a grant from the Department of Labor EARN Maryland grant.

For more information about the course, please contact Wor-Wic at (410) 334-2815, visit www.worwic.edu or email Dr. Rhonda Banks at rbanks@worwic.edu. To be considered for the training, contact Quality Staffing Services at (410) 742-2600 or visit easternshorejobs.com and apply for the Welding Training.

To Be Eligible For Consideration, Candidates Must:

- Be age 17 or older
- Have a High School Diploma or GED
- Be able to pass a pre-employment urine drug screen
- Display hand-arm steadiness
- Display strong near-vision to see details at close range
- Possess good depth perception and manual dexterity
- Be able to work in extremely hot, dusty and noisy environments
- Be able to lift at least 50 lbs. unassisted
- Be able to adjust controls with precision
- Be able to recognize and solve problems
- Be able to work well with others and accept positive, constructive criticism that aids in growth
- Be able to supply and wear safety equipment (e.g. welding helmet, safety glasses, gloves, hearing protection, steel toe boots, jacket (100% wool, leather or cotton or hybrid of these materials) and 100% cotton long sleeve shirt) at est. cost \$150-\$250)
- Maryland resident (Lower Shore preferred)
- Be job ready
- Have reliable transportation
- Be able to support themselves for the duration of the training
- Commit to attend classes, be on time, work hard and not give up!

Stick, Flux Core, MIG and TIG Welding is a 455 hour course with 5 hours of instruction per day, Monday-Friday for 18.2 weeks. The course is designed to provide the entry level welder with the skills necessary to secure employment in the welding industry.

Students will begin by developing knowledge to work safely within industry standards and recognize and avoid hazards. Through instruction, discussion, modeling and practice, students will become proficient with blueprint reading, measuring, hand and power tools, and stick/MIG/flux core/TIG set-ups, processes and clean up.

Safely establish and utilize an oxy-fuel outfit for cutting of steel and the basics of the thermal cutting processes. Use power tools for preparation of base metals prior to welding, be able to use measuring devices and fit-up tools effectively.

Identify the AWS classification of electrodes and their application to the various welding procedures as well as the limitations of filler metals. Select the proper polarity and current requirements for various electrodes and identify the common welding processes used.

Recognize common weld discontinuities, defects and successfully inspect work to industry standards set forth in the "AWS D1.1 Structural welding code." Be aware of the requirements of a "Welder Procedure Specification."

Skills will be articulated verbally, in writing and by performance on quizzes, tests, a final exam and destructive bend test prior to seeking employment. Up to eight welding qualifications may be earned for structural welding.

A welder qualification record (WQR) will be issued to successful completers. Training includes both classroom (20%) and shop instruction (80%).

The intent behind and expectation of the training is to obtain welding employment.

Wor-Wic Community College

Construction Academy: Free Training for eligible candidates



The construction industry on the Lower Eastern Shore needs workers!

Wor-Wic Community College is offering a "Construction Academy" training program funded by a Department of Labor EARN Maryland grant in partnership with industry representatives, Quality Staffing Services and the Lower Shore Workforce Alliance.

The next two course program runs from Sept. 2021-April 2022, one evening per week with a partial/whole day internship component. For more information, please contact Wor-Wic at (410) 334-2815, visit www.worwic.edu or email Dr. Rhonda Banks at rbanks@worwic.edu.

To be considered for this free, career-changing training, contact Quality Staffing Services at 410-742-2600 or visit EasternShoreJobs.com and apply for Carpentry Training.

To be eligible for consideration, candidates must:

- Be a Maryland resident (Lower Shore preferred)
- Have a High School Diploma or GED (Minimum age 17)
- Be able to pass a pre-employment "5 panel" drug screen
- Display hand-arm steadiness
- Display strong near-vision to see details at close range
- Be able to work in hot, cold, dusty and noisy environments
- Possess good depth perception and manual dexterity
- Be able to adjust controls with precision
- Be able to recognize and solve problems
- Be able to lift 50 lbs. unassisted
- Be able to work well with others and accept positive, constructive criticism that aids in growth
- Be able to supply and wear safety equipment (e.g. safety glasses, gloves, hearing protection)
- Be job ready
- Have reliable transportation

The "Construction Academy" is designed to prepare students with basic skills required to enter the construction industry.

Experience "hands-on" instruction on proper and safe use of hand and power tools. Focus on basic safety standards for construction. Review basic math & measurement as they relate to construction (math functions, decimal-fraction conversion and basic geometry), reading a tape measure and print reading. Review drawing plans to determine materials and fasteners needed.

Discover the importance of work ethic from the employer's perspective. Demonstrate critical thinking and problem solving skills by working through issues related to the construction industry. Focus on construction career paths and understand how a construction team works together. Topics include floor systems, wall systems, basic stair layout, doors and door hardware, drywall installation, drywall finishing, suspended ceilings, trim (window, floor & ceiling) and cabinet installation.

Experience construction through an internship to strengthen all skills. The intent behind the "Construction Academy" is to obtain construction employment.



PHARMACY TECHNICIAN PROGRAM

Rx

Goodwill Industries of the Chesapeake, in conjunction with CVS Health and Baltimore City Community College, is proud to offer a Pharmacy Technician Program.

This 16 week program includes:

- Pharmacy Calculations
- Pharmacy Theory
- CPR Training
- Pharmacy Tech Certification Exam
- 160 Hour Clinical Externship (M-F 9am-5pm)

Eligibility Requirements

Applicants must be 18 or older with a HS Diploma/GED and no criminal background. Must also pass TABE assessment, urinalysis and PPD screenings.

Students must pass all course requirements to obtain the Maryland Board Pharmacy Technician Certification.

Where: **Virtual Facilitator** (only)

When: **Monday - Thursday 9am-4pm**

Length of training program: **16 weeks**

Contact: pharmtech@goodwillches.org

IN PARTNERSHIP with



goodwillches.org

RISE

Raising. Independent. Skilled. Employees.

Workforce Development Program

Are you in need of help getting a job and maintaining it, or continuing your education?

We can help!



We Can Help You With:

- GED enrollment
- Job Skills Training
- Work Experience
- Occupational Skills Training
- Mentorship & Counseling

Eligibility:

- 16-24 years old
- Not attending school
- Lives in Worcester, Somerset, or Wicomico County



Funded By:

LOWER SHORE WORKFORCE ALLIANCE



Contact Grace Center:

(443) 513-4124
info@gracematernalhealth.org

Area Adult Education Providers

**** You may enroll with any program that is convenient for you no matter which Maryland county that you live in.****

Dorchester County

Chesapeake College
1000 College Circle
Wye Mills, Maryland 21679
Phone: 410-822-5400
Services offered: Classes in Reading, Writing, Math, English for Speakers of Other Languages, GED Test Preparation and National External Diploma Program

Somerset County

Princess Anne One-Stop Office
30415 Mount Vernon Rd.
Princess Anne, MD 21853
Phone: 410-677-4261
Services offered: Classes in Reading, Writing, Math, English for Speakers of Other Languages (ESOL), and GED Preparation.


Wicomico County

Wor-Wic Community College
32000 Campus Drive
Salisbury, MD 21804
Phone: 443-669-6373
Email: adulthoodeducation@worwic.edu
Services Provided: Adult Basic Education Classes, GED Preparation, English as a Second Language (ESL) Classes, and the National External Diploma Program

Worcester County

Worcester County Board of Education
6270 Worcester Highway
Newark, MD 21841
Phone: 410-632-5071
Services Offered Adult Basic Education (ABE) and English as a Second Language (ESL)

Need information for another county?
Maryland's providers are listed at: <http://www.dllr.state.md.us/gedmd/programs.shtml>




INTERESTED IN ADULT EDUCATION CLASSES?

*We offer Adult Basic Education (ABE) and English as a Second Language (ESL) classes
Due to COVID-19 restrictions, registration is now online.*

**ESL & ABE Virtual Summer Sessions
July 15-Sept. 15**

ESL- Daytime | ABE- Evening | Office Hours- Fridays



OPEN YOUR PHONE'S CAMERA APP AND HOLD IT ABOVE THE CIRCLE TO SIGN UP!

**Worcester County Public Schools
Adult Education Program
410-632-5071
adulthoodeducation@worcesterk12.org**

Funding for the Adult Education program is provided by the MD Department of Labor



ESL Classes



ONLINE and IN-PERSON Options!



ABE/GED® Classes



ONLINE and IN-PERSON Options!

Intake and Class Placement Testing

TUESDAY, JUNE 22, 2021



Classes begin in September!
We will email details in early June, including the location and times of the registration session. There will be additional registration opportunities throughout the summer.

Contact us today to reserve your spot!
Call/Text: (443) 669-6373
OR Email:
adulthoodeducation@worwic.edu

Students must be 18 years or older and a resident of Wicomico County to complete intake.

Students are placed in classes on a first-come-first- served basis.

There are no fees for intake, testing, or classes and documentation is not required.

Children under 18 are not permitted during testing.

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PROJECT READ

Need Help Reading?

Enroll in Project READ!

Do you need to improve your reading, math or other literacy skills in order to get a job or earn your GED? Find out how to enroll in Project READ.



Want to become an Adult Literacy Coach?

Would you like to help an adult learn how to read? Find out how you can make a difference in someone's life by becoming a volunteer Adult Literacy Coach.



For more information ask a staff member or contact the Project READ Coordinator at 410-749-3612 x159
www.wicomicolibraries.org



Project READ is funded by the Wicomico Public Libraries in partnership with Rotary Club of Wicomico County, The United Way of the Lower Eastern Shore, and The Richard A. Henson Foundation, Inc.

LEGAL RESOURCES

Maryland Courts Self-Help Centers

410.260.1392
mdcourts.gov/selfhelp

Monday-Friday, 8:30 AM to 8:00 PM

Family Law Hotline

800.845.8550

Monday-Friday, 9:30 AM to 4:30 PM

Legal Forms Hotline

800.818.9988 (English)
877.293.2507 (Spanish)

Tuesday, Wednesday & Friday: 9:00AM - 12:30PM
Thursday: 9:00AM - 4:00PM



These organizations may assist you with free or reduced cost legal representation:

Disability Rights Maryland

800.233.7201
disabilityrightsmd.org

Legal Aid Bureau Inc.

800.444.4099
mdlaborg

Maryland Volunteer Lawyers Service, Inc.

800.510.0050
mvlslaw.org

Pro Bono Resource Center of Maryland, Inc.

800.396.1274
probonomd.org

Family Law Assistance

Divorce • Domestic Violence
Custody • Adoption
Visitation • Child Support
Guardianship • Name Change

Dorchester County Circuit Court

206 High Street
Cambridge, Maryland

Mondays, Noon to 3:30 PM

410.228.1395

Somerset County Circuit Court

11770 Somerset Avenue
Princess Anne, Maryland

Fridays, 9 AM to Noon

410.651.4618

Wicomico County Circuit Court

101 North Division Street
Salisbury, Maryland

Mondays, 9 AM to Noon

410.334.3127

Worcester County Circuit Court

1 West Market Street
Snow Hill, Maryland

Mondays, 9:30 AM to 2:30 PM

410.632.5638