



VETERAN'S HIRING TOOLKIT

Developed by

The South Carolina Department of Veterans' Affairs

(SC DVA)

Division of Operations

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Introduction

The United States military depends upon members of the Armed Forces to protect and defend the United States. When Veterans conclude their military service, many seek to transition to civilian careers. To assist with this transition, the South Carolina Department of Veterans' Affairs designed this toolkit to provide guidance on successfully recruiting Veterans, with a focus on translating military experience to equivalent civilian experience. This toolkit can be used as a reference guide when recruiting to ensure Veterans are given proper consideration. The primary users of this toolkit will be hiring managers.

For purposes of this toolkit a "Veteran" is defined as a person who served in the Armed Forces of the United States on active duty, for reasons other than training, and was discharged under honorable conditions.

Topics covered in this toolkit include:

- General information concerning hiring veterans.
- Benefits of hiring veterans.
- Guidance and resources for translating military experience into the civilian workforce.

For additional assistance, please contact South Carolina Department of Veterans' Affairs at 803-734-0200 or visit our website at www.scdva.sc.gov.

General Information

Overview

One of the major hurdles to hiring Veterans is understanding how their skills will transfer into the civilian world. There are many resources available to assist veterans in converting their military skills and experience into applicable civilian terms for their resume. However, some Veterans may not utilize these services, or they may find it difficult to create a resume with information meaningful to a civilian hiring manager even with these resources. When a resume is not completely translated, or there are still portions that are difficult to understand, employers must be willing to consult the appropriate resources and educate themselves to not risk losing a valuable candidate. Doing so gives Veteran applicants an equitable position in the candidate pool and helps the hiring manager determine if the veteran's skills and experience are a good fit for the position. The correct interpretation of military experience included on resumes or in applications is imperative to ensure hiring managers are making the best, most informed decisions during the recruitment process when a veteran has applied for the position.

SC DVA recognizes this challenge for hiring managers. To address these concerns, this toolkit was created to provide the guidance and resources needed to confidently translate military experience and maximize the recruitment potential of veterans.

Benefits of Hiring a Veteran

Why Hire a Veteran?

Hiring Veterans has many benefits for employers. Military personnel are often cross trained in multiple skills and have experience in varied tasks and responsibilities. Many Veterans have learned what it means to put in a hard day's work and appreciate the challenges and satisfaction of a job well done. This experience provides skills that can transfer to positions in the civilian workforce.

Veterans have a great deal to offer potential civilian employers, including valuable non-technical skills, such as leadership, decision making, dependability and attention to detail. Many employers report that Veteran employees are not only excellent team members, but also tend to have a higher rate of retention. Veterans bring with them the skills to get the job done in a timely and efficient manner, such as management acumen, success working with teams, a focus on accountability and a sense of responsibility.

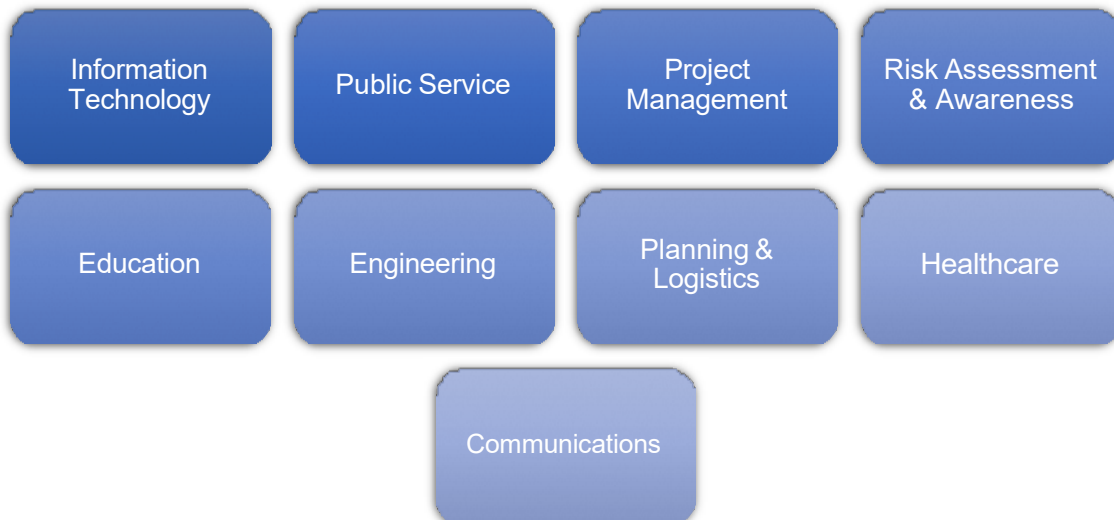
Specifically, Veterans bring with them the following characteristics that employers find valuable:

- Working well in a team. Teamwork is considered an essential part of daily life and is the foundation on which safe military operations are built.
- A sense of duty. Responsibility for job performance and accountability for completing missions are something service members value.
- Self-confidence. Holding a realistic estimation of self and ability based on experiences is expected of each service member.
- Organization and discipline.
- A strong work ethic. In the military, the mission always comes first. Service members are results-oriented and priority-driven.
- Commitment. Even under difficult or stressful situations, veterans are committed to following through on assignments
- A variety of cross-functional skills, such as extensive training on computer programs and systems, interacting with various people with different skills to accomplish a task, and coordinating and troubleshooting problems in novel and known conditions.
- Problem solving quickly and creatively.
- Adaptability to changing situations.
- Dedication to following rules and schedules.
- Conflict resolution.
- Honesty and integrity.
- Strong communication skills.

These skills are frequently **transferable** from military experience to the civilian workforce:



The above skills that Veterans typically possess may allow for smooth transition into the following key civilian career sectors:



Guidance for Recruiting with Veteran Preference

The process to recruit veterans is predominantly the same as any other recruitment, with a few slight adjustments.

Veteran Preference

Employers may give Veterans Preference by interviewing at least one qualified Veteran for employment opportunities with their company. Consideration should be given to knowledge, skills, and attributes that the Veteran has. When possible, include another Veteran (regardless of branch of service) in the interview process.

Employers should have a policy that defines Veterans' Preferential Hiring Practices that should include but is not limited to first look for job postings, take into consideration Disabled Veterans, career tracks for advancement, and Veteran box on application for easy identification.

Verifying Veteran Status

Upon implementation of the Veteran's Preference, applicants will be required to indicate if they are a Veteran at the beginning of the hiring process. Hiring managers should require applicants identifying as Veterans will be required to submit DD Form 214, Certificate of Release or Discharge from Active Duty, with the application. Other accepted forms for verification of service include NGB-22. Employers Human Resource (HR) offices will be responsible for verifying Veteran eligibility and may contact the South Carolina Department of Veterans' Affairs for assistance. An applicant that claims eligibility but fails to provide the accompanying documentation (DD Form 214 or NGB 22) will not be eligible for the Veteran's Preference.

Application Review

Once the posting has closed, the agency HR office will screen the applications to determine who meets the minimum training and experience requirements. Applications which indicate the applicant is a Veteran will be further reviewed to ensure the applicant has provided the required supporting documentation. The agency HR office will provide hiring managers with information from qualified applicants and identify any applicants eligible for the Veteran's Preference. The agency HR office will ensure the confidentiality of the contents of the DD Form 214/NGB-22 and will not share the personally identifying information (PII) contained in the form with hiring managers. If one or more eligible Veteran applies and meets the minimum training and experience qualifications, then at least one veteran must be interviewed, in accordance the Veteran's Preference.

REMINDER

Only veterans who submit DD Form 214/NGB-22, received verification of eligibility, and meet the minimum training and experience requirements for the position will receive Veteran Preference.

If an applicant claims Veteran status but does not provide the required documentation (DD Form 214/NGB-22), he or she will not be eligible for the Veteran's Preference.

It is essential for hiring managers to understand the applicant's skillset and previous experience to determine if they have the necessary knowledge, skills, and abilities to perform the duties of the recruited position. This toolkit and the resources provided can assist with this process.

There are an endless number of terms used for military experience and skills. The following sections provide resources that assist with the translation of military titles, skills, etc., into civilian equivalents. Hiring managers should review the information provided in this toolkit to become familiar with the available resources.

Application Review: Military Experience and Civilian Equivalents

This section provides the following information to assist in interpreting military experience provided on a veteran's resume:

- * Charts provided by the Department of Defense Transition Assistance Program ([DoDTAP](#))
 - o [DoDTAP](#) provides information and planning assistance for transitioning service members and their spouses. On the linked web page, DoDTAP offers the following charts to provide insight into civilian equivalents of military fields and intangible skills service members developed during service.
 - o Military Fields and Civilian Equivalents
 - This chart provides the civilian equivalent of military fields and is a great tool that can quickly be referenced by hiring managers seeking to understand how one of these military fields relates to the civilian world.
 - o Service Members' Intangible Skills (Provided by [DoDTAP](#))
 - This chart gives an overview of the intangible skills gained by a service member during his or her time in the military, and the skills and leadership experience gained at each military stage.

Military Titles and Civilian Equivalents:

- * provided by "[From Military to Civilian: Resume Translation](#)," a military.com article Provided by Department of Defense Transition Assistance Program ([DoDTAP](#)).



Military Fields and Civilian Equivalents: A Primer

Combat Arms/Special Forces	→	Planning, Leadership/Management
Human Resources	→	Personnel
Intelligence	→	Market Research, Business Development
Operations and Plans	→	Training, Operations Management
Logistics	→	Purchasing, Supply Chain Management
Technical Communications	→	Information Technology, Electronic Communications
Comptroller	→	Accounting, Financial Planning
Medical	→	Medicine
Engineering	→	Engineering, Construction, Heavy Equipment, and Demolition
Judge Advocate	→	Legal
Installation Management	→	Facilities Management



Service Members' Intangible Skills: A Primer

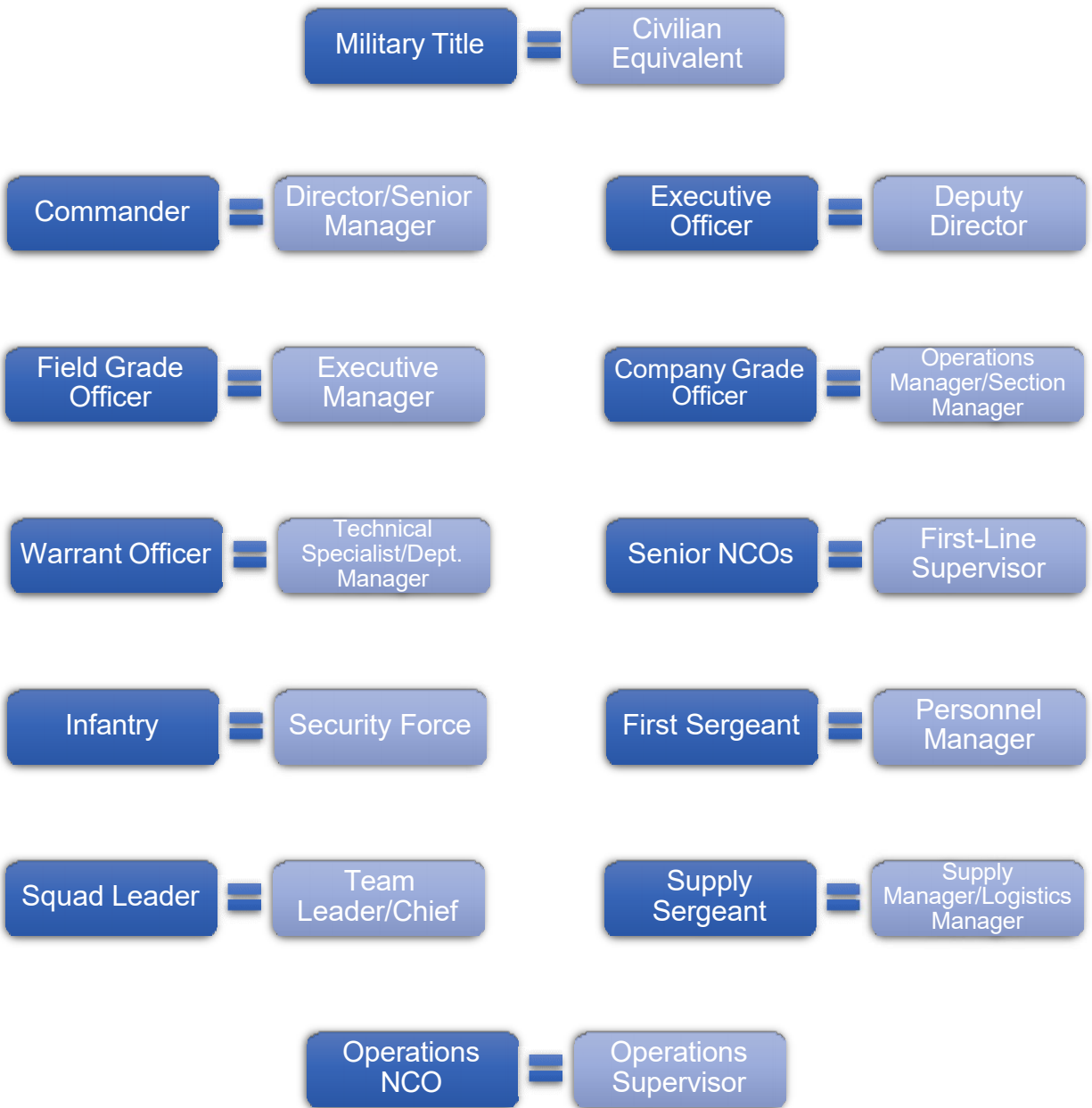
(“Valued Skills” that the Military builds include Organization, Leadership, Team Building, Problem Solving, and Decision Making)

Rank	E-4	E-5	E-6	E-7	E-8	E-9
Years in Military and Age	4 20-22 years old	6-8 23-26 years old	8-12 27-31 years old	12-16 32-35 years old	16-20 36-38 years old	20-plus 38 + years old
Values and Personal Attributes Developed in Training	<ul style="list-style-type: none"> Teamwork Ethics Self-discipline Self-confidence Tactical Competence 	<ul style="list-style-type: none"> Perform under pressure Responsibility 	<ul style="list-style-type: none"> Disciplined approach to work Performance in high stress environment Tougher decision making 	<ul style="list-style-type: none"> An intense sense of mission and discipline 	<ul style="list-style-type: none"> Strong work ethic Problem solving skills Communication skills 	<ul style="list-style-type: none"> Think and act strategically Give direction to achieve mission
Leadership Skills Received in Training	<ul style="list-style-type: none"> Knowledge and skills to be a successful small unit leader 	<ul style="list-style-type: none"> Accountable for squad's health and readiness How to provide training 	<ul style="list-style-type: none"> Expected to provide counseling and directive/corrective communications to subordinates 	<ul style="list-style-type: none"> Operational planning Project management 	<ul style="list-style-type: none"> How to lead in high stress environments How to advise and counsel subordinates How to interact with higher levels of leadership 	<ul style="list-style-type: none"> How to lead, complex organizations in a matrixed environment Supervisor and managerial skills
Size of Group the Member Leads	Fire Team/Squad: 8 – 12 people	Squad/Section: 13 – 25 people	Platoon: 26 – 55 people	Company Level: 80 - 120 people	Company to Battalion Level: 150 - 300 people	Battalion or Regiment: 300 + people
Sample Courses	NCO Course	Sergeant's Course	Career Course	Advance Course	Master/First Sergeant Seminar	Sergeant Major's Academy/Senior Enlisted Course

Valued Traits instilled in the Military: Loyalty, Perseverance, and Resilience

Transition to Veterans Program Office

Common Military Titles and Civilian Equivalents



Provided by "[From Military to Civilian: Resume Translation](#)," a military.com article

Additional Resources to Translate Military Experience to Civilian Skills

To better understand the translation of military experience to the civilian workforce, consider using the below resources. Click on the hyperlink to navigate to the referenced tools.

[Military.com](#)

Military.com provides news and information about benefits available to military members, veterans, their families, and those with affinity to the military. Further, this website helps veterans looking to transition into the civilian workforce, offering a [military skills translator](#) that can be used to create their resumes. This is also an excellent tool for employers to utilize to identify the equivalent civilian position for a military job title. After inputting the branch of service and the military job title or job code listed on a resume into this tool, it will search and provide several equivalent civilian job titles. While this tool does not provide a one-for-one match, it does provide multiple civilian jobs that the applicant may perform well in, based on the skills and experience associated with their military position.

When you begin to enter a military job title, a drop-down list will give options to choose from. Select the correct title. The site will search civilian jobs that match with the military experience.

This tool will then provide a list of equivalent civilian jobs. In the example to the right, 643 equivalent civilian jobs were produced. Reviewing the jobs listed will provide insight into the types of civilian jobs associated with the applicable military classification.

The left side of the results page provides additional search criteria options. Because the tool's primary users are veterans searching for jobs, you may not need or care to utilize most of these fields. However, the last search criteria, **"Civilian Skills,"** is very valuable. Here, the search tool provides key skills associated with the military classification that would be useful in the civilian workplace. You can use this to determine if the applicant has the necessary skills for the recruited position.

Match Military Experience to Civilian Jobs

Service: Army

Military Job Title: supply sergeant |
76Z Senior Supply Sergeant (Army - Enlisted)

Search Jobs Now

643 Equivalent Civilian Jobs

- Logistics Coordinator
Honeywell West Chester, OH
- Warehouse and Logistics Supervisor
CNH Industrial Mt. Vernon, IN
- Logistics Capacity Coordinator
Staffing Now Jacksonville, FL
- Senior Manager, Logistics Excellence
Henkel Stamford, CT
- Logistics Coordinator II
Pro Staff Alexandria, MN, 56308
- Manager Transportation & Equipment
PSEG Edison, NJ

Civilian Skills(7)

- Budget Management
- Documenting/Record Keeping
- Inventory Management and Distribution
- Logistics Support
- Loss Prevention Techniques
- Process Analysis and Improvement
- Shipment/Transportation Planning

[“My Next Move” for Veterans:](#)

“My Next Move” assists Veterans looking for careers in the civilian workforce. Like military.com, “My Next Move” offers several search engines to help find a career path that parallels with a veteran’s skills and experience. Veterans can search careers three different ways: by key word, by industry or by careers comparable to their military job. Using any of the search options, the tool will provide a list of careers that are compatible based on the relevant search criteria. Each career listed has an associated information page filled with useful information about the career, including:

- Other titles this position may go by.
- Equivalent titles for the position across all five branches of the Armed Forces.
- A general position description.
- Sample duties.
- Typical personality of a person in the field.
- Technology that might be used.
- Job outlook.
- Education experience recommended, and the knowledge, skills, and abilities a person commonly possesses in this field

While this site is targeted for veteran use, employers can also use it as a resource using the two modified search methods described below.

1. If a Veteran provides their military title or job code on their resume, input this information into the “Find careers like your military job” field using the military branch and title. Click “Find” and see if the position you are recruiting for is listed as a similar career. Selecting the career will produce other possible titles for the position and detailed information about the career. You can use this information to cross reference with the veteran resume.
2. Use the “search careers with key words” field to search for your position by title or key word. From the populated list, select the closest matched title. On the top of the information page, you’ll see likely military equivalents of this position. You can also cross reference the veteran’s resume to identify other similarities provided on the information page.

Screenshots of these two search methods are on the following pages. In the scenarios provided, a hiring manager is recruiting a Procurement Manager.

Example 1: “Find careers like your military job”

Step 1:

Enter the branch of the Armed Forces that the veteran listed on his or her resume

Enter the military classification code, name of the position, or key word from the resume.

Click “Find” to identify related civilian careers that match well.

Find careers like your military job.

Enter the name or code of your military classification. We'll suggest civilian careers with similar work.

Air Force (AFSC) ▾

acquisition

Examples: 11K3A, airfield operations

Find

Step 2:

The search engine will display the related civilian careers. The applicant’s resume included a job title with the key word “acquisition.” Similar civilian careers identified include purchasing manager. In this example, a hiring manager is recruiting for a procurement manager. This is a good indicator the applicant has experience in the field for which the hiring manager is recruiting. The hiring manager can access additional information by clicking on the Purchasing Manager career. This information can then be compared with the skills the hiring manager has identified.

Careers similar to Air Force AFSC title acquisition

Showing top 7 civilian careers similar to the Air Force AFSC title **acquisition**. Closest matches are shown first. These careers may require additional training, education, or experience.

Try another search:
Air Force (AFSC)
acquisition

- Where in the Air Force?
- Human Resources Managers
- Human Resources Specialists
- Logisticians
- Logistics Managers
- Procurement Clerks
- Purchasing Agents
- Purchasing Managers

Step 3:

Clicking the Purchasing Manager career will bring you to the informational page displayed below. Here the hiring manager can read more about the applicable career. At the very top, “My Next Move” displays other civilian titles that may be associated with the applicable position and other military titles that may be similar to the position. This page also provides the knowledge, skills and abilities needed in the field.

Purchasing Managers Print Share

Also called: Materials Manager, Procurement Manager, Procurement Officer, Purchasing Director

In the Air Force: Acquisition Manager; Contracting Craftsman; Contracting, Trainer; Medical Materiel; Regional Band Apprentice, Flute; Regional Band Craftsman; Regional Band Craftsman, Steel Guitar; Regional Band Helper, Guitar; Regional Band Journeyman, Arranger; Regional Band Journeyman, Steel Guitar; Traffic Management Superintendent

[Watch Career Video](#)

What they do:
Plan, direct, or coordinate the activities of buyers, purchasing officers, and related workers involved in purchasing materials, products, and services. Includes wholesale or retail trade merchandising managers and procurement managers.

On the job, you would:

- Represent companies in negotiating contracts and formulating policies with suppliers.
- Develop cost reduction strategies and savings plans.
- Develop and implement purchasing and contract management instructions, policies, and procedures.

KNOWLEDGE

- Business**
 - management
 - accounting and economics
- Arts and Humanities**
 - English language
- Math and Science**
 - arithmetic, algebra, geometry, calculus, or statistics
- Engineering and Technology**
 - computers and electronics

SKILLS

- Basic Skills**
 - listening to others, not interrupting, and asking good questions
 - talking to others
- Social**
 - understanding people's reactions
 - bringing people together to solve differences
- Resource Management**
 - managing your time and the time of other people
 - selecting and managing the best workers for a job

ABILITIES

- Verbal**
 - listen and understand what people say
 - communicate by speaking
- Ideas and Logic**
 - come up with lots of ideas
 - create new and original ideas
- Math**
 - choose the right type of math to solve a problem
 - add, subtract, multiply, or divide

*Tip: By clicking the * next to “In the Air Force,” or the military branch shown, a pop up listing all similar military classifications will open. The drop-down menu will show classifications across other branches of the military.*

Purchasing managers perform work familiar to some military personnel.

Jobs in this career are similar to the following job classifications in the **Army (MOS)**

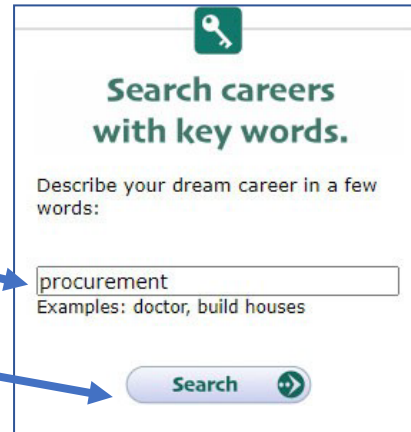
- 12H** Construction Engineering Supervisor (Enlisted)
- 51C** Contracting Noncommissioned Officer (NCO) (Enlisted)
- 51C** Contract and Industrial Management (Commissioned Officer only)
- 51Z** Acquisition (Commissioned Officer only)
- 920A** Property Accounting Technician (Warrant Officer only)
- 920B** Supply Systems Technician (Warrant Officer only)
- 921A** Airdrop Systems Technician (Warrant Officer only)
- 922A** Food Service Technician (Warrant Officer only)
- 923A** Petroleum Technician (Warrant Officer only)

Example 2 “Search careers with key words”

Step 1:

Input the position title or a key word related to the position you are recruiting for.

Click “Search.”



Search careers with key words.

Describe your dream career in a few words:

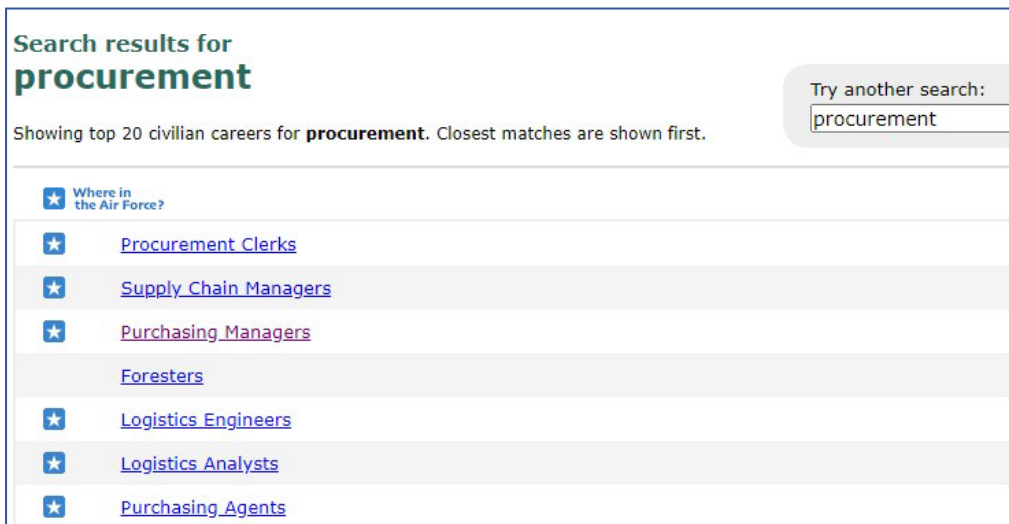
procurement

Examples: doctor, build houses

Search

Step 2:

A list of civilian careers will be displayed. Choose the one, if listed, that most accurately matches your position.



Search results for **procurement**

Showing top 20 civilian careers for **procurement**. Closest matches are shown first.

Where in the Air Force?

- Procurement Clerks
- Supply Chain Managers
- Purchasing Managers
- Foresters
- Logistics Engineers
- Logistics Analysts
- Purchasing Agents

Try another search: procurement

In this case, “Purchasing Manager” is the best match for the procurement manager position being recruited. Click the career to lead to the information page.

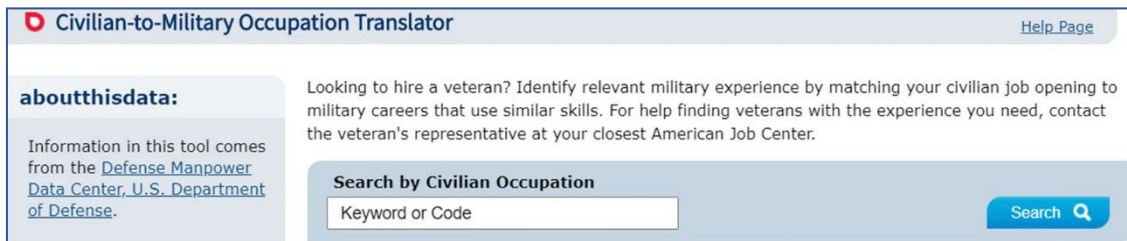
Step 3:

The information page shows what this position may be called in each branch of the military (Shown in Step 3 of Example 1). Using the tip from the first example, click “In the Air Force,” or whichever branch is shown, to see similar military classifications. You can cross reference this list with the veteran’s resume to identify similar jobs. This information can be helpful to understand that even if a veteran did not hold the equivalent title of a procurement or purchasing manager in the military, they could have performed similar duties, and may be capable of transitioning to your recruited position well.

“CareerOneStop”

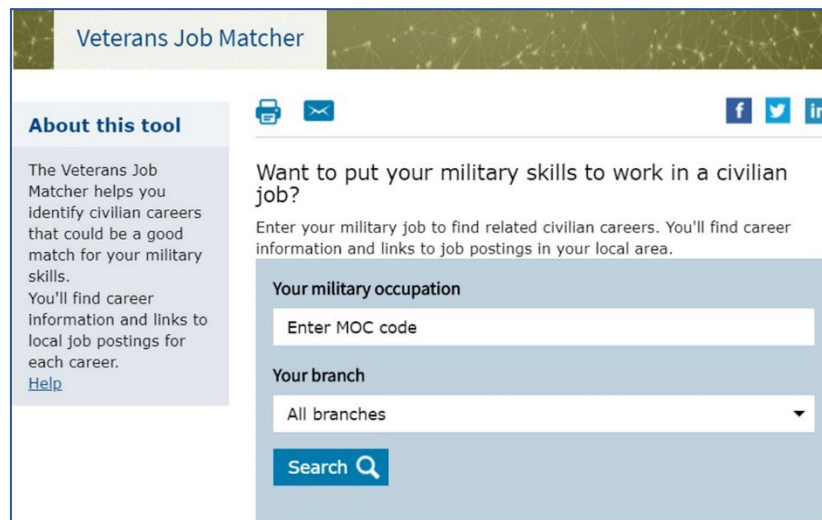
“CareerOneStop” offers resources to employers looking to recruit veterans and veterans transitioning to the civilian workforce. This resource is similar to “military.com” and “My Next Move”, providing civilian and military career equivalencies. Below are two translator options available on “CareerOneStop.”

- * [Civilian-to-Military Occupation Translator](#)
 - Hiring managers can use this translator to identify military experience relevant to the civilian recruited position. This tool matches the civilian job title to military careers that use similar skills. Inputting a key word related to a civilian job will produce one or more military occupations that share common skills.



The screenshot shows the "Civilian-to-Military Occupation Translator" tool. At the top, there is a title bar with a red play button icon, the text "Civilian-to-Military Occupation Translator", and a "Help Page" link. Below the title bar, there is a section titled "aboutthisdata:" which states: "Information in this tool comes from the [Defense Manpower Data Center, U.S. Department of Defense](#)." To the right of this section, there is a paragraph: "Looking to hire a veteran? Identify relevant military experience by matching your civilian job opening to military careers that use similar skills. For help finding veterans with the experience you need, contact the veteran's representative at your closest American Job Center." Below this text is a search section titled "Search by Civilian Occupation" with a text input field labeled "Keyword or Code" and a blue "Search" button with a magnifying glass icon.

- * [Veteran and Military Transition Center](#)
 - Veterans can use this site to find resources for employment, training, and other assistance through the Veterans Job Matcher. Here, a veteran can input a military occupation classification (MOC) and military branch and be matched with similar civilian careers.

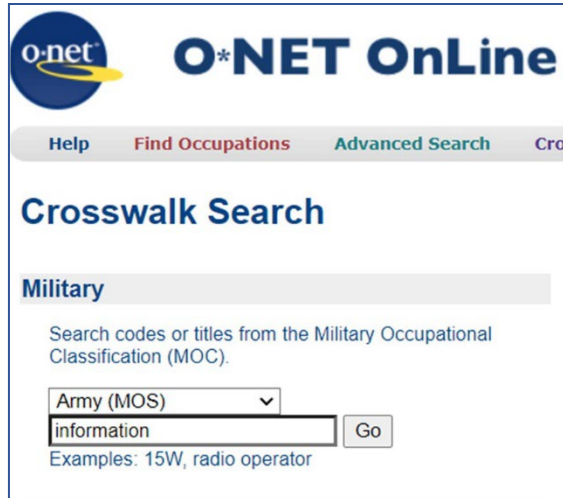


The screenshot shows the "Veterans Job Matcher" tool. At the top, there is a header with the text "Veterans Job Matcher" and social media icons for Facebook, Twitter, and LinkedIn. Below the header, there is a section titled "About this tool" which states: "The Veterans Job Matcher helps you identify civilian careers that could be a good match for your military skills. You'll find career information and links to local job postings for each career. [Help](#)". To the right of this section, there is a heading "Want to put your military skills to work in a civilian job?" followed by the text: "Enter your military job to find related civilian careers. You'll find career information and links to job postings in your local area." Below this text is a form with two input fields: "Your military occupation" with a text input field labeled "Enter MOC code", and "Your branch" with a dropdown menu currently showing "All branches". At the bottom of the form is a blue "Search" button with a magnifying glass icon.

By following the same search methodology as “military.com” and “My Next Move,” hiring managers may use either of these tools to cross reference a military occupation title or code on an applicant’s resume with a civilian position. This will help the hiring manager determine if the applicant possesses experience similar to what is needed.

O-Net OnLine

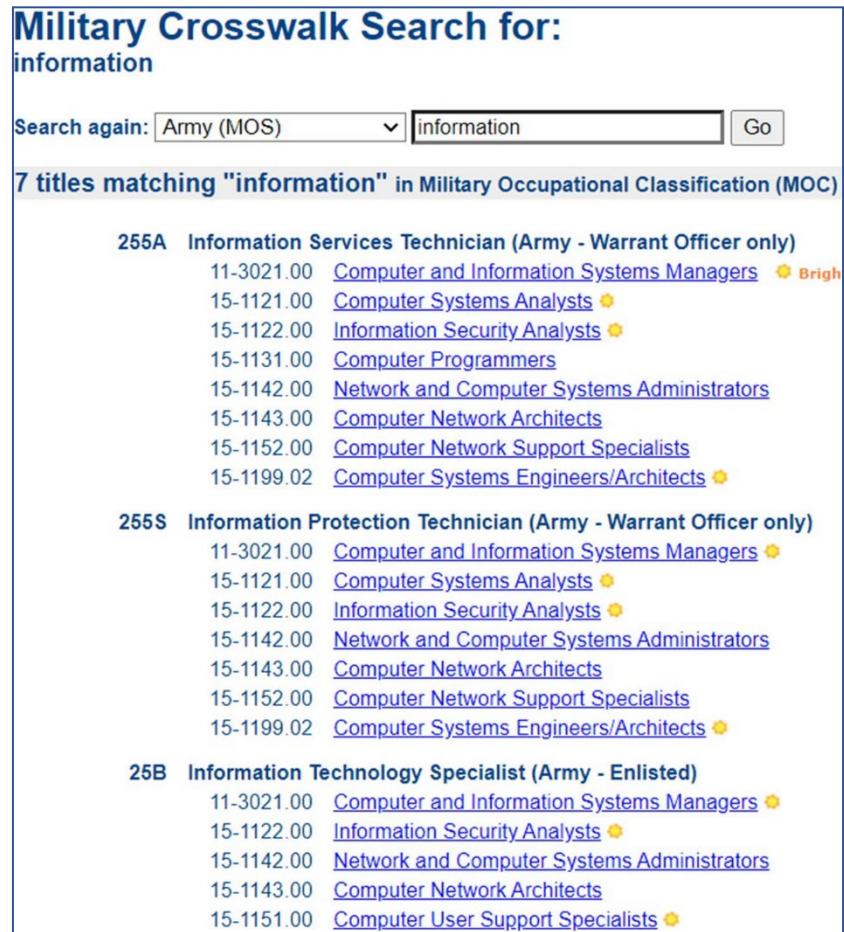
O-Net also offers a [Crosswalk search](#) that matches civilian careers to military occupational classifications (MOC). Like the previous resources, input the branch and MOC or keyword from the veteran applicant's resume, click "Go," and a list of matched careers will be generated.



In this example, the key word "information" was used for the search.

Using this key word, seven military titles matched "information" in the military. Listed below each military title are similar civilian careers.

Clicking any of the careers will direct the hiring manager to a summary page, similar to "My Next Move", where you can cross reference skills and experience related to these careers.



Military Crosswalk Search for:
information

Search again:

7 titles matching "information" in Military Occupational Classification (MOC)

- 255A Information Services Technician (Army - Warrant Officer only)**
 - 11-3021.00 [Computer and Information Systems Managers](#) ⭐ Bright
 - 15-1121.00 [Computer Systems Analysts](#) ⭐
 - 15-1122.00 [Information Security Analysts](#) ⭐
 - 15-1131.00 [Computer Programmers](#)
 - 15-1142.00 [Network and Computer Systems Administrators](#)
 - 15-1143.00 [Computer Network Architects](#)
 - 15-1152.00 [Computer Network Support Specialists](#)
 - 15-1199.02 [Computer Systems Engineers/Architects](#) ⭐
- 255S Information Protection Technician (Army - Warrant Officer only)**
 - 11-3021.00 [Computer and Information Systems Managers](#) ⭐
 - 15-1121.00 [Computer Systems Analysts](#) ⭐
 - 15-1122.00 [Information Security Analysts](#) ⭐
 - 15-1142.00 [Network and Computer Systems Administrators](#)
 - 15-1143.00 [Computer Network Architects](#)
 - 15-1152.00 [Computer Network Support Specialists](#)
 - 15-1199.02 [Computer Systems Engineers/Architects](#) ⭐
- 25B Information Technology Specialist (Army - Enlisted)**
 - 11-3021.00 [Computer and Information Systems Managers](#) ⭐
 - 15-1122.00 [Information Security Analysts](#) ⭐
 - 15-1142.00 [Network and Computer Systems Administrators](#)
 - 15-1143.00 [Computer Network Architects](#)
 - 15-1151.00 [Computer User Support Specialists](#) ⭐

For additional assistance, please contact South Carolina Department of Veterans' Affairs at 803-734-0200 or visit our website at www.scdva.sc.gov.