

# Business Connection

Brought to you by the Workforce Connection of Central New Mexico

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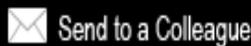
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## Featured Article

A success story from our business services division...read on to learn how we can help your business!



## New Mexico Workforce Connection

*Bernalillo, Sandoval, Valencia, Torrance Counties*

We are pleased to bring you this first edition of the Business Connection newsletter, a regular publication brought to you by the Workforce Connection. This resource keeps you informed about valuable services that will help your business be more successful.

## Who we are...

The state of New Mexico is ready and willing to assist with all of your workforce needs and we want to make sure you get the right person when you call us. Our Department of Labor consists of two divisions: Workforce Solutions and Workforce Connection. Please contact Workforce Solutions for your needs regarding unemployment insurance, wage reports and required signage (505-841-8563). At the Workforce Connection, we can assist with recruitment, job postings and hiring incentives/programs (505-843-1900).

## What skills do YOU require?

As an employer in today's job market, it can be difficult to assess what an applicant's skill set is just by reviewing their resume. A candidate for your office manager position states that she is an "expert" in QuickBooks, but how can you know that for sure? Taking her word for it (and learning after the fact that her knowledge was overrated), is not your only option.



At your Workforce Connection offices in Albuquerque, Rio Rancho, Los Lunas and Moriarity, our business services staff can assess your potential employee in a variety of areas: from computer applications such as the entire Microsoft Office Suite, to soft skills like Customer Service and Teamwork.

We encourage you to visit [the Proveit! skill assessment website](#) and click on the "Tests Available" link to see the 100+ assessments that measure ability in several industries and professions. We are also excited to offer access to the [Workkeys](#) testing system. Workkeys is an innovative, skills-based hiring assessment tool that will answer important questions about your would-be employee: how does the applicant process and retain information? What is their level of comprehension in reading and math and can they apply these skills to real-life situations?

Give us a call at the Workforce Connection today so that we can work with you to integrate these assessment tools into your hiring process at no charge...and take some of the risk out of bringing on a new employee.

## Hiring our Heroes

Veterans are dependable, prompt and familiar with an environment where they continually learn new skills. Veterans typically will pass a background check and have a higher rate of success working as a team and following leadership than your average candidate. Our office has a dedicated staff of veteran services representatives to connect employers with our heroes that are ready for hire. Please contact Gary Berrier at 505-843-1924 or by [email](#) to set up an appointment.

## Recruitment Success!



Picture this: your company just landed a major account that you have been courting for months. It's going to be a lot of work to satisfy the client, but the pay off will be worth it. But with this new workload comes the need for a new employee.

If this situation sounds familiar, then you can relate to how SAGE Technology Partners was feeling in November 2011. "We knew we needed another body, but being a start-up, we weren't sure what kind of talent we could attract and how we were going to pay for it," says Operations Officer Jenell Pagan.

Fortunately, SAGE was already familiar with the Workforce Investment Act, a federally-funded program offered through the business services department at the Workforce Connection. Through the WIA's On-the-Job Training program, SAGE could be reimbursed 50% of a new hire's salary for up to the first six months of employment.

Business services staff assisted SAGE by searching the Workforce Connection database, using several filters to comb through thousands of resumes. One candidate, a network technician who had been laid off from the shuttered JC Penney call center, stood out above the rest.

Since coming on board with SAGE, the employee has developed his skills exponentially and was even promoted. "He's the kind of employee that you hope for," says Jenell, "hard working and willing to learn."

Could your business benefit from our recruiting services and the WIA? Then give us a call at the Workforce Connection today!

We hope you found our first edition informative and we welcome any feedback. If there is anything you would like to see addressed in our next issue please [contact us via email](#) or by phone at 505-843-1900.

**Sincerely,**

Business Services Team  
Workforce Connection of Central New Mexico

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