

Presented by:
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1




- Purpose and Establishment of VETech
- Misconceptions of Hiring Veterans
- Attributes Sought
- How to Recruit, Employ, Train, and Retain
- Benefits
- Resources
- Closing



“Honor to the soldier and sailor everywhere, who bravely bears his country’s cause. Honor, also, to the citizen who cares for his brother in the field and serves, as he best can, the same cause.” —Abraham Lincoln

2


<https://www.bta.org/page/VETech>




Free to Post Job openings

Free Job Search for Veterans

3



Purpose



To promote new employment strategies

Sustain the Industry

Grow the labor force

Embrace the national Support of Veterans

4



Reason for Establishment



Identified Risk of the Office Solutions Industry:

- Average Age of Office Solutions employees are in late 50s
- Employed in the industry for over 15+ years
- Entering the Retirement planning phase
- Loss of Key Institutional Knowledge
- COVID and current policies affecting decisions to stay and work
- Higher Costs of Health Insurance
- Higher payouts to:
 - ADEA Lawsuit Claims
 - Wrongful Termination Claims
 - Workers Compensation
 - Severance Packages
 - Lost Time and Wages



In periods where there is no leadership, society stands still. Progress occurs when courageous, skillful leaders seize the opportunity to change things for the better.
— Harry S. Truman

5




The Untapped Resource




- 32.6M Americans have served in the Armed Forces
 - Less than 1% of the population of 334.5M
- 6.8 million Service Members have left the Service seeking work since 2001
 - Less than 100,000 per month / Veterans are Transitioning each year
- 8.3% or >1M are unemployed throughout a given year
- Current national interests and changes will create an increase next 4-10 years of SMs leaving and seeking employment
- Changes to Policies require Transitioning SMs to work
 - No unemployment benefits due to transition programs effective 2011
 - No Retirement Plan effective 2019 – 401K carryover

#1 concern for Veterans is obtaining employment after the transition from military to civilian sector

6



The Misconceptions of Hiring Veterans



Gaps in employer understanding of veterans as prospective employees are pervasive

Most employers' stereotypes of Veterans are:


- Too Rigid or Formal
- Have PTSD or other mental health issues
- Trained to obey orders mindlessly
- Less skilled than their civilian counterparts
- Only want positions of leadership
- Skills Mismatch
- Don't completely fit into corporate culture
- Hollywood Movies
- Negative Press

[Military Connection – Misconceptions About Hiring Veterans in the Civilian Workplace](#)
[Military.com- 5 Reasons Why Employers Are Not Hiring Vets](#)


"The willingness with which our young people are likely to serve in any war, no matter how justified, shall be proportional to how they perceive the Veterans of earlier wars were treated and appreciated by their nation."

- General George Washington . November 10th. 1781

7



Attributes constantly sought after



<p>What's the most important Sales Manager quality?</p> <ul style="list-style-type: none"> <input type="radio"/> Integrity <input type="radio"/> Strong communication <input type="radio"/> Decisiveness/good goal setting <input type="radio"/> Coaching focus <input type="radio"/> Transparency <input type="radio"/> Reliability 	<p>What is the most important service tech quality?</p> <div style="margin-top: 10px;"> <p>Problem solver mentality (72%, 9,610 Votes)</p> <p>Good customer service (21%, 2,820 Votes)</p> <p>Stress tolerance (5%, 720 Votes)</p> <p>Strong communication (2%, 216 Votes)</p> </div>
<p>Which skill do you most need to improve to stay relevant at work?</p> <div style="margin-top: 10px;"> <p>Leadership (23%, 2,009 Votes)</p> <p>Communication (23%, 1,991 Votes)</p> <p>Technical (22%, 1,878 Votes)</p> <p>Organizational (19%, 1,603 Votes)</p> <p>Social (13%, 1,113 Votes)</p> </div>	<p>What's the most important quality in a manager?</p> <div style="margin-top: 10px;"> <p>Strong communication (24%, 1,811 Votes)</p> <p>Team building (21%, 1,602 Votes)</p> <p>Realistic goal-setting (21%, 1,549 Votes)</p> <p>Effective delegation (19%, 1,455 Votes)</p> <p>Accessibility (15%, 1,056 Votes)</p> </div>

[Copier Careers, Monthly Polls](#)

8



Veterans Attributes

Veterans come with a set of values and norms that they will carry over with them to a Civilian Workplace that will benefit Employers and fellow employees

Working well in a team

Having a sense of duty

Experiencing self-confidence

Being organized and disciplined

Possessing a strong work ethic

Having the ability to follow through on assignments

Possessing a variety of cross-functional skills

Being able to problem solve, adapt to changing situations, and follow rules and schedules

9



Benefits of Veteran Hiring



- Salary Reimbursement and Assistive Technology - VR&E
 - <https://www.benefits.va.gov/VOCREHAB/docs/SpecialEmployerIncentive.pdf>
- Non-paid Work Experience Training – VR&E NPWE
 - <https://www.benefits.va.gov/VOCREHAB/docs/Non-paidWorkExperience.pdf>
- Lower Health Care Costs –
 - First Term of Mid Career Veterans will carry over up to 6 months of Health Care coverage
 - Retirees, Medical Retired, Disabled and Service-Connected Veterans will come with their own Health Care Plan
- There are tax incentives associated with hiring Veterans, such as the Work Opportunity Tax Credit (WOTC) and the American Recovery and Reinvestment Act of 2009
 - The credit available ranges from \$2,400 up to \$9,600, depending on the targeted group and qualified wages paid to the new employee generally during the first year of employment. Generally, the credit is 40% of qualified first-year wages for individuals who work 400+ hours in their first year of employment.
 - <https://www.irs.gov/businesses/small-businesses-self-employed/work-opportunity-tax-credit#targeted>

Additional Source of information:

Debt.org: <https://www.debt.org/veterans/business-incentives-hiring/>



10



Recruit, Employ, Train, and Retain



Establish a Veteran Employment Policy and incorporate the following

- Tailor your hiring process
 - Job postings –Eliminate the “must have X years of experience in”
e.g. Must have 5 years of Servicing and troubleshooting Canon MFPs
 - Resume process – change your filtering process to include “military experience”
- Revamp your Interview Questions
 - Can you relate your military career to what you want to do next?
 - Tell me about a time you had to complete a job with inadequate resources.
 - Do you prefer continuity in structure or frequent change in your daily work?
 - Describe your ideal work environment.
 - What is your most significant career accomplishment so far?
- Restructure your 100-day plan to with Training and Certification progression and milestones
- Veteran Recognition and company programs within the workplace



11

Resources Protecting Veterans and Veterans with Disabilities

- The Uniformed Services Employment and Reemployment Rights Act (USERRA):
<http://www.dol.gov/compliance/laws/comp-userra.htm>
- The Rehabilitation Act of 1973, Section 503: <http://www.dol.gov/compliance/laws/comp-rehab.htm>
- DOL Civil Rights Center: <http://www.dol.gov/oasam/programs/crc/>
- Americans with Disabilities Act (ADA): <http://www.ada.gov/>
- The Job Accommodation Network: <http://askjan.org/>
- JAN Veterans Resources: <http://askjan.org/topics/veterans.htm>
- Help Navigating DOL Laws and Regulations: <http://www.dol.gov/compliance/index.htm>
- Equal Employment Opportunity on the Job: <http://www.dol.gov/compliance/topics/eo-otj.htm>
- The Vietnam Era Veterans' Readjustment Assistance Act (VEVRAA):
<http://www.dol.gov/compliance/laws/comp-vevraa.htm>
- The Family and Medical Leave Act (FMLA): <http://www.dol.gov/compliance/laws/comp-fmla.htm>

12



Resources for Employers



USDOL: *SECTION 503 Compliance Assistance*

<https://www.dol.gov/agencies/ofccp/section-503/compliance-assistance>

USDOL: *Employer Guide to Hire Veterans*

<https://www.dol.gov/sites/dolgov/files/VETS/files/Employer-Guide-to-Hiring-Veterans.pdf>

DAV: *The Veteran Advantage*

<https://www.dav.org/wp-content/uploads/HiringGuide.pdf>

IVMF: *Guide to Leading Policies, Practices, & Resources: Supporting the Employment of Veterans & Military Families*

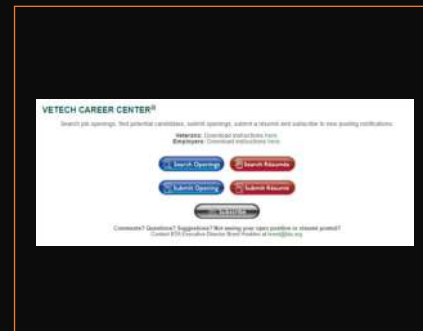
<https://ivmf.syracuse.edu/wp-content/uploads/2016/07/guide-to-leading-policies.pdf>

13

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14



Questions and Comments

15



16