

**Where
to look**

**How to
search**

**Write
a good CV**

**Interview
tips**

**Manage
financially
while you
look for a job**



Find a job

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Are you looking for a job?

Then this book from Arbetsförmedlingen, the Swedish Public Employment Service, is for you.

This is an English translation of the book Hitta jobb. Our main goal is to help you find a job in Sweden, so the CVs, résumés and cover letters are all presented in Swedish.

Learn how to write a CV and a job application that make the reader want to know more. Learn how to prepare for a job interview.

Remember that many jobs are never advertised. You have to know how to find them.

Our goal is to help you find a job.

www.arbetsformedlingen.se has job ads, information about vocations and the job market, and lots of good advice for finding jobs in Sweden and other countries. Arbetsförmedlingen advertises hundreds of thousands of jobs each year.

We can answer your questions
at 0771-416 416, seven days a week.

Arbetsförmedlingen has local offices across Sweden. Look for the addresses on our website or in the phone book.

Welcome!





TIPS

Test your interests

Try the interest test on the Arbetsförmedlingen's website. There is also a description of different vocations.

Speak to someone about your job search

Call our **Customer Services 0771-416 416** and speak to an Employment Service Officer. We are open seven days a week. You can also visit your **local Employment Office** (Arbetsförmedlingen). Look for the address on our website www.arbetsformedlingen.se or in the phone book.



Find out what you can do, and what you want

What can I do, and what do I want? These are the first two questions you should ask yourself.

This is easy if you have already worked with something you enjoy. You know what the job involves. You also know what to look for, and whether you are suitable for the job. Why not contact a former employer and ask about job vacancies.

Is this your first job?

Are you re-entering the job market?

Do you want to try something new?

Then you should ask yourself a few more questions.

Here are some examples:

- What work experience do you have?
- Are you looking for something similar to your last job?
- Have you studied? What have you studied?
- Have you completed an advanced vocational education course?
In what vocational area?
- What are your interests?
- What other skills and experience do you have that might interest an employer?
- What are you good at?
- Do you prefer to work alone or with others?
Do you work well in both situations?
- Do you prefer working indoors or outdoors?
- Do you want to move around at work,
or would you rather sit still?
- Could you consider travelling around and working in
different places or would you rather stay in one place?
- Could you consider commuting to work?
- Does it matter where you work?



Elin Skalstad:

**“Don’t be
afraid of
commuting”**

What is
commuting like?

“It works for me be-

cause I can work on the train and my travelling time is counted as working hours. I would never commute otherwise, because 4 hours on top of my regular working hours would be too much. I have small children.”

Elin’s advice to anyone who can consider commuting.

- Find out whether you can work from home and count the time you spend commuting as work. If you can work on the train, the amount of time you spend travelling does not really matter.
- Weigh it against other factors like your salary, tasks and colleagues. The benefits have to outweigh the setbacks.



TIPS

In Platsbanken on **our website** you can see how many vacant positions there are each day. You can search information by vocation or location. You can also search for a specific vocation in a specific part of Sweden, or in other countries. The website also provides information about working in different countries. Find out how you can receive unemployment benefits for three months while you look for a job in other countries in Europe.

On a normal day in 2007, around 40,000 jobs were advertised in Arbetsförmedlingen's database.

Where to look for a job

This chapter tells you where to look for jobs. There are jobs all over Sweden. In all sectors and vocations.

Where are the jobs?

This is the question we hear most from job seekers. There is no simple answer. Or more precisely, there are several answers. **The jobs are everywhere.** In businesses and public organisations. Most jobs are in metropolitan areas. But there are jobs all over the country, and in other countries. Some people choose to commute or move to a neighbouring country to work, or even further away.

It all depends on **what you can do, and what you want.**



Tord Strannefors, Forecasting Manager at Arbetsförmedlingen:

“Education gives you a solid foundation”

Where are today's jobs?

“Today's jobs are everywhere. The demand is strong in nearly every sector.”

What are the requirements?

“Education, preferably university or advanced vocational education. But it's also easier to find a job with a secondary education today than it was a few years ago.”

What do you recommend for someone who wants to prepare for tomorrow's job market?

- You should have a secondary education, but preferably a university or advanced vocational



education. This will increase your chances of finding a job. Read what forecasts say about long-term educational trends.

- You should always choose something that interests you. But there are obvious advantages with a broader education that can lead to a wide range of jobs, such as an economist, a systems analyst or a healthcare professional.
- Go to Arbetsförmedlingen's website and read more about the vocations that interest you. Please remember that information conveyed by the media is not always correct. You should also know that job opportunities will change when the economy slows down.

Need for personnel

The need for personnel varies within different vocational groups. There is currently a strong demand in the following areas:

- University-trained healthcare professionals
- Skilled tradespeople and engineering graduates in the industrial sector
- Skilled tradespeople and engineers in the building sector
- Drivers and motor mechanics
- Preschool teachers and schoolteachers
- IT graduates
- Specially trained chefs (especially in Stockholm and tourist destinations)
- Qualified sales representatives
- Accountants

In the long-term, Arbetsförmedlingen forecasts a great need for new personnel in geriatric care, data and construction.

Find a job ➤ Where to look for a job



David Lundström:

“Register your CV”

David’s advice to anyone who wants to work in Denmark

- Register your CV with a Danish staffing company. I did, and it worked.
- Make sure you have all your documents in order so you don’t pay too much tax. When you go the tax office in Sydhamnen in Copenhagen, bring your birth certificate and ID.
- Remember to check whether you are eligible for any tax deductions because, for example, you are married or commute.
- Make sure you have health insurance. I almost missed out on compensation when I had an accident at work.

Look for vacancies here:

- Platsbanken, a jobdatabase with vacant positions
- Platsjournalen – a newspaper published by Arbetsförmedlingen
- Daily newspapers and trade journals
- Staffing companies. Staffing companies often have their own websites with job ads. Many staffing companies also use Arbetsförmedlingen to find personnel. Look for the links on the our website
- Companies and organisations’ own websites
- Your own network

Jobs in other countries

Many people look for jobs in Norway and Denmark. But there are jobs in other countries too. It all **depends on what you are looking for** and your training and experience.

Would you like to work in another country?

We have information about vacant positions in other countries.

Call Customer Services at 0771–416 416 and ask to speak to a

EURES adviser. EURES advisers belong to a European network that **specialises in work mobility in European countries**.

Arbetsförmedlingen sometimes arranges trade fairs with companies that need people for jobs in other countries.

Start your own business

Some jobs are easier to get if you have your own business. Do you have skills and experience that you could sell through your own business?

Would you rather be self-employed?

If so, you might be interested in starting your own business.

You will find plenty of support if you want to test your business concept. And plenty of free advice.

Take part in a free **business start-up day** with information from Arbetsförmedlingen, Swedish Tax Agency, Nutek (Swedish Agency for Economic and Regional Growth), Swedish Companies Registration Office, Social Insurance Agency and Swedish Customs. Register with www.skatteverket.se



Look for the **“Starta företag”** (Start your own business) brochure at your local Employment Office. See **“Gör din egen checklista”** (Make your own checklist) under Företagar-guiden (Business Guide) at www.nutek.se. By answering a few simple questions, you can compile a list of points you need to consider before starting your own business. The checklist also provides lots of useful information, links and phone numbers. You can also call **Startlinjen (Start-up Line) at 020-35 10 10.**



Thoko Kamwendo, runs her own business:

“Look for role models”

Why did you start your own business?

“I wanted to work on my own terms. I would rather have my own business than work for someone else.”

Thoko’s advice if you want to start your own business:

- Don’t plan forever. Get going. Learn and plan while doing.
- Listen to what people say, but don’t forget that, in the end, it’s really about you and what you want.
- Try to find role models. I followed a course that gave me confidence and inspiration.

Find a job ✦ Where to look for a job

**TIPS**

Trying different alternatives will increase your chances of finding a job. Make use of your own network.

Write down the names of different people and how they could help. They might have valuable tips that could help you find a job.

Try different alternatives

Although there are many job ads in newspapers and on the internet, a lot of jobs are never advertised. That is why you should try different alternatives when you are looking for work.

Consider people around you as an important network. A network is simply all the different people that you know or have contact with.

They can be:

- relatives
- friends
- neighbours
- colleagues and former colleagues
- school friends and old school friends
- teachers and former teachers
- people in the same community organisations as you, or that you meet in other contexts.

And all of these people have friends and relatives. That makes a lot of people.

Think about whether there might be even more jobs than those you originally considered and how they, too, might be interesting.

- How much do you know about these jobs?
- Who do you know that you could ask?
- What questions would you like to ask?



Karl Thysell works with recruiting at a medium-sized company:

“Give concrete examples of your experience”

What do you look for when you employ personnel?

“Personal attributes are more important to me than training. Motivation and willingness mean more than an overflowing CV. You should give concrete examples of your experience.”

Karl’s advice to anyone who lacks work experience.

- Elaborate on your experience. If you want to work with advertising but never had a job in advertising, show your website or the films you’ve made. If you want to be a mechanic but never worked as a mechanic, tell them how you renovated your boat motor.

Find a job ✦ Try different alternatives



Are you interested in a specific workplace?

Would you like to know what it's like working with something completely different? Ask questions! Contact people and ask them about their jobs. Taking the next step is easier with a bit of background.

Three questions about jobs

Here are three questions that you can ask about jobs that interest you:

- What skills do I need?
- What does a normal working day look like?
- What would I have to do to get the job?

When you start talking to people and asking questions, you might discover a host of alternatives. You might need to:

- look for jobs across a wider geographical area
- look for several different kinds of jobs
- refine your job search
- supplement your studies/training.

Different ways to find a job

Here are some suggestions:

● Tell people that you are looking for work

A lot of people find jobs by talking to their friends and acquaintances.

Tell people you know that you are looking for a job. Are there any vacancies where they work? Can they give you any tips?

● Former employers

Former employers are also good contacts when you are looking for a job. The employer **knows who you are and what you can do**, and whether you are suitable for a particular type of job.

● Upload your CV to Arbetsförmedlingen's CV database

Let the jobs look for you.

Arbetsförmedlingen's website has a **CV database** called Mitt CV (My CV). Upload your CV. This will help potential employers find you.

● Other CV databases

There are lots of other websites with CV databases. Some companies have their own CV databases for recruiting personnel.

● Staffing companies

Staffing companies employ personnel whom they hire out to other businesses and organisations. Working for a staffing company **may involve working in different places**. The staffing company will pay your salary. Some assignments last several months. Other assign-

ments are short. Sometimes working for a staffing company will lead to employment with one of their clients.

● EURES website

You can register your CV on EURES website: <http://eures.europa.eu> to reach employers in other countries in Europe. EURES also has a database with vacant positions.

● Supply pools

Many municipalities have a supply pool to replace personnel who are sick or on leave. Are you interested in working in a supply pool? Contact your local municipality and ask how they handle their **supply pool**. There is also a supply pool on

Arbetsförmedlingen's website. Register if you are interested.

● Bildbanken (Image Database)

If you are an artist or photographer, you can upload your images to the Image Database on Arbetsförmedlingen's website and present them to your clients. Galleries and art buyers are also frequent Image Database users.

● Kultur & nöjesbanken (Culture & Entertainment Database)

Professional artists can

present themselves for potential employers in the Culture & Entertainment Database. Employers also search the Culture & Entertainment Database for event organizers and party arrangers.

A **CV** is a summary of what you have studied and your work experience. Read more in "Your CV, application and job interview".

Send an expression of interest

Some companies accept applications even if they have no current vacancies. You can send them an **expression of interest**, where you describe yourself and ask whether they would like to see your CV. If you send an e-mail or a letter, follow up your expression of interest with a phone call.

When you call the employer

- State your name.
- Ask whether they received your expression of interest. Did you send it to the right person?
- Ask whether they have any plans to employ people – now or in the future.
- Ask whether you would need any special skills to work for them.



“People usually contact me directly by phone. I ask them to e-mail their CVs and tell me who they are, what they’ve done and what they are interested in.”

Håkan Langré, recruiter

Storstad den 30 november 2007

Vad kan jag göra för er?

Min namn är Sara – jag har valt ut ert företag för att jag vill bidra till att era kunder känner sig så väl bemötta och omhändertagna att de vill komma tillbaka till er. Tänkbara befattningar som matchar min profil är konferenschef eller receptionschef.

Vem är Sara?

Jag får ofta höra att jag är en god organisatör och en bra arbetsledare, uppskattad för min sociala kompetens och informella, stödjande ledarstil. Samtidigt har jag skinn på näsan och kan skärpa tonen och sätta gränser om det behövs.

Jag uppfattas som glad och positiv, envis och praktisk, snabb som få – en äkta ”fixare” – jag vet vad jag vill och jag ser till att det blir gjort. Jag har en utpräglad känsla för detaljer och deras betydelse för helhetsintrycket.

Sedan fem år arbetar jag på Lillys mode. Dessförinnan har jag arbetat i en ICA-butik och drivit eget gatukök. För närvarande ansvarar jag för en personalstyrka på fem personer. Mitt ansvarsområde omfattar personalplanering, arbetsledning, schemaläggning samt inköp.

Under åren har jag ägnat tid åt mina två barn, som nu är tonåringar. Jag är gift sedan många år.

Frågan är vad jag kan göra för er? Ring mig gärna!


Vänliga hälsningar

Sara Teke

Storgatan 3, 333 33 Storstad

Mobil: 1111-111 11, hem: 2222-2222

E-post: sara@bbbbbb.se



**Here is
an expression
of interest that
gave results.**

Find a job ❖ Try different alternatives



TIPS

Spend time preparing your CV and cover letter. Your CV and cover letter should create such a good impression that the employer wants to meet you.

Adapt your CV to the job you are applying for. The employer wants to know whether you are the right person for the job. Sending out your CV en masse is rarely effective. Approach each job application individually.

Your CV, application and job interview

This chapter explains how to write a CV and a cover letter. Learn how to prepare for a job interview. Everyone can practise and get better at job interviews and writing CVs and cover letters.

When you find the job you want, start by writing an application. An application usually contains two parts: **a CV and a letter**. Sometimes you have to send employment certificates too. But the employer usually requests a CV and a personal letter.

Contact Arbetsförmedlingen, Customer Services if you want to learn more about how to present your skills and knowledge in a cover letter. Call 0771-416 416, seven days a week.



Håkan Langré works with recruiting at a large company in the building industry:

“Describe your experience”

How do you find employees?
 “People usually call me directly by phone. I ask them to e-mail their CVs and tell me who they are, what they’ve done and what they are interested in. I look at their certificate supplement first. Then their experience. References are important too.”

Håkan’s advice to job seekers:

- Make sure you have a skills certificate/diploma or certificate of apprenticeship. If you’ve done your training in another country, ask Arbetsförmedlingen how it can be approved in Sweden.

Your roles and responsibilities

When you write a CV and cover letter, you should list the tasks that you have carried out and your different roles.

Have you:

- been responsible for results, budgets, personnel, development
- had overall or shared responsibility for any specific area
- worked independently or in a group
- planned work
- introduced improvements
- produced something: models, tables, reports, decision-making data, written communication, brochures?

CVs and résumés

CV is an abbreviation of Curriculum Vitae and means “course of life”. That does not mean that you describe everything that’s ever happened to you.

Only include **the information that is relevant for a specific job**. A CV is more detailed than a résumé.

What to include in your CV

- Work experience
- Studies/training
- Job experience placements
- Training courses
- Other information: travel, computer skills, language competencies, special achievements and community organisations
- Objective: to tell the employer that you are the right person for the job
- Personal: your interests, your family and what you do in your spare time
- References

In your CV, you should also

- describe any personal attributes that make you suitable for the job. Give brief but concrete examples
- Describe your previous roles
- Briefly describe the contents of your studies
- Describe your professional goals and the skills you want to develop.

Common questions and answers about CVs

Should I include all of my studies and all of my jobs?

This is not necessary. Only include the information that is directly relevant to the job you are applying for.

What if I'm returning to the job market after a gap?

Be honest when you describe what you have done and be prepared to explain your career break in an interview.

What if I have had lots of shorter jobs in the same vocational area?

Include a list or a summary of your jobs.

Should I list all of my other experience?

No. Only include information that is directly relevant to the job you are applying for.

What other information should I include?

Other relevant information

could be your recreational interests, roles of responsibility in community organisations, your travels or language competencies. These say something about you as an individual and give the employer an overall picture of who you are.

What do I write if I don't have much work experience?

Describe yourself, what you have done and your interests. Give examples of what you have done. Write why you think you are the right person for the job. Have you done anything to show that you are responsible? Have you contributed to anything that shows your willingness

to co-operate? Have you done anything that shows you are service-minded? List what you think might interest the employer. It does not have to be work experience.



CVs in other countries

If you are looking for work in another country, find out what is expected of a CV in that country. Read the information about CVs in different languages on Arbetsförmedlingen's website. If you have written a CV in another language and need more help, request a meeting with a EURES adviser. Employment Service Officers at your local Employment Office or Customer Services can arrange a meeting for you.

What you should leave out of your CV

- information about what you cannot do
- anything that sounds negative
- salary expectations (unless requested)

Think about whether you should include details about your age and family.

Susanne Anderson
Stora gatan 1, 222 22 Mellanstad
E-post: aaa@abbb.se

Min yrkesambition

Min ambition är att få ett arbete där jag utvecklas och kan hjälpa andra att må bättre. Bra arbetskamrater, gärna omväxlande arbetsuppgifter med successivt ökat ansvar står på önskelistan. Jag trivs både med att arbeta i grupp och självständigt.

Varför ni vill ha mig

Jag är en person med förmåga att se var jag behövs. Jag gillar utmaningar och ger mig inte förrän problemen är lösta. Jag är effektiv och noggrann. Dessa egenskaper har jag haft stor nytta av på tidigare arbetsplatser, jag tror att även ni kan uppskatta dem.

Min utbildning

Socionomexamen, Valje universitet (140 poäng) 2004–2006.
Fördjupning: Socialt arbete med inriktning mot kulturmöten och integration.

Mina tidigare arbetsplatser

- Tågrestaurang AB, feriearbete 2004–2007.
Arbetet som tågvärdinna innebär försäljning av mat och dryck ombord på tåg. Jag har lärt mig att fatta självständiga beslut och bemöta olika typer av människor.
- Migrationsverkets Mottagningsenhet i Mellanstad, praktik, augusti-oktober 2005.
Praktikant som mottagningshandläggare. Praktiken innebar att ge socialt stöd till asylsökande och delta i arbetet kring återvändande och kommunplaceringar, samt samverka med myndigheter och organisationer.
- Klädbutiken, juni-augusti 2003.
Arbetet innebar försäljning av kläder och smycken och att ge god service till våra kunder.
- Fotbollsklubbens kansli 2000–2002.
Som kanslist, sekreterare och tränare hade jag ett ansvarsfullt och självständigt ideellt uppdrag. Jag hade mycket kontakt med spelare, tränare, domare och andra föreningar.

Intressen, färdigheter och datakunskaper

Mina intressen är fotboll, dans och orientering. Jag behärskar engelska och franska i både tal och skrift. Jag har använt word och excel under mina studier.

Here is an example of a CV. There is another example at the end of this book.

Meritförteckning

2007-11-05

John Fredriksson

Lilla Gatan 1

111 11 Lilla staden

Mobil: 33333-33 33 Hem: 222-222 22

E-post: aaa@abbbbbb.se

Arbetslivserfarenhet

- 2006-2007 Vikarierande lärare, åk 7-9, Sjöskolan
Jag undervisar i samhällskunskap och svenska.
- 2006 Grillbiträde – Fyren.
Jag jobbade med tillagning av snabbmat, servering, försäljning och påfyllning. Arbetet innebar mycket eget ansvar och kundkontakter.
- 2005 Lagerarbetare
Arbetet innebar packning, plockning och sortering av gods. Jag körde också truck.

Utbildning

- 2004-2005 Wämö konstskola, måleri och skulptur
- 2003 Kompletterade gymnasiebetyg på Komvux
- 2000-2002 Medieprogrammet – Fogelbergs gymnasium

Övrigt

- 2004 Truckkort
- 2003 Körkort

Intressen: Yoga, kläder och att resa. Senaste resan gick till Berlin, där jag besökte konstutställningar.
Jag tar med mig betyg/intyg och referenser vid personligt besök.

Try and predict what the employer will want from the person he or she employs. And it's always best to know rather than guess. **Try and find out** as much as you can about the workplace and the job you are applying for. Then you can adapt your CV to the employer's needs and expectations.

Here is
an example
of a **résumé**.

Applications via e-mail

More and more employers request applications via e-mail. Write a brief description of the job you are applying for. Attach your CV and a cover letter.

No e-mail address?

The following e-mail providers offer free e-mail addresses. And there are more e-mail providers on the internet.

www.hotmail.com
 www.sverige.nu
 www.passagen.se
 mail.yahoo.se
 mail.spray.se

Cover letter

Writing about yourself is not easy. Even people who are accustomed to writing may have trouble describing their own merits. Don't be afraid to ask for help. **A personal letter introduces your CV or résumé.** The letter will describe you briefly and explain why you are applying for the job.

- How you write depends on the job you are applying for, and the kind of person you are. Keep it short. No more than one page.
- Before you write the cover letter, decide what your most relevant qualities are. You probably have many qualities, but what are the most important qualities for this job?
- Try and **choose words that describe you well.** Avoid overused words like “stress-tolerant”. These words tend to lose their value. If you want to say that you are stresstolerant, give examples.



Here is a list of positive characteristics. What words describe you best?

You find translations of the words in this list on page 45.

| | | | |
|----------------|-------------|-------------------|-------------------|
| Allvarlig | Envis | Kunnig | Pålitlig |
| Aksam | Erfaren | Kvicktänt | Rationell |
| Alert | Flexibel | Lojal | Resultatinkriktad |
| Ambitiös | Följsam | Lugn | Rörlig |
| Anpassningsbar | Försiktig | Lyhörd | Saklig |
| Ansvarsfull | Genomtänkt | Lätt för att lära | Samarbetsvillig |
| Arbetsvillig | Glad | Lättsam | Snabb |
| Bestämd | Grundlig | Metodisk | Självständig |
| Diplomatisk | Ihärdig | Motiverad | Social |
| Disciplinerad | Innovativ | Målinriktad | Stark |
| Diskret | Insiktsfull | Mångsidig | Strukturerad |
| Dynamisk | Klarsynt | Nyfiken | Systematisk |
| Eftertänksam | Klok | Noggrann | Tålmodig |
| Ekonomisk | Kompetent | Praktisk | Uthållig |
| Energisk | Konsekvent | Proffsig | Vältränad |
| Entusiastisk | Kreativ | Punktlig | Öppen |

Show the list of positive characteristics to someone you know.

Preferably someone you have worked with – a former manager, supervisor, teacher or colleague. Ask them what they think your strengths are. Use this information when you are looking for a job.

Let someone you know read your CV, résumé and cover letter and then ask for feedback. Have you described yourself well?



Eva Stymne works with recruitment at a small-sized company:

“Spend time preparing your CV”

How do you find personnel?

“I advertise in Platsbanken. Searching for CVs on Arbetsförmedlingen’s website is also a good service.”

Eva’s advice for job seekers.

- Spend time preparing your CV. Focus on quality rather than quantity.
- Call the employer after sending your application. It’s easier to remember a person after speaking to them.
- Don’t be afraid to look for a job when you don’t have much experience. Describe your personal qualities. Characteristics like enthusiasm, honesty and service-mindedness are equally important.

Make it easy for the employer

There are several things you can do to **help the employer handle your application**. Write your name on all pages of the CV, cover letter and other documents. If you send your application via e-mail, type the job you are applying for into the Subject line. Include the reference number if there was one in the job ad.

Till: Småstads kommun

2007-10-31

Noggrann socionom med känsla för service söker tjänst som biståndsbedömare

Jag tror att jag är rätt person för er! Min utbildning och tidigare arbetserfarenhet ger mig den kompetens jag tror ni söker.

I botten har jag en socionomutbildning. Därefter har jag arbetat med service i olika former, bland annat som tågvärdinna och i butik. Ett par månaders praktik på Migrationsverket gav mig en inblick i hur arbetet på en myndighet går till.

På min fritid är jag engagerad i fotbollsklubben, både med administrativa uppgifter och med att stötta unga människor som tränare och coach.

Jag har sedan tidig ålder drömt om att hjälpa andra människor och ett arbete hos er skulle leda mig ett steg närmare min dröm. Jag inser att jag har mycket att lära om arbetets gång och ser fram emot det.

Har ni några frågor är ni välkomna att höra av er på telefonnummer 111-111 11.

Det vore trevligt att ses!

Med vänliga hälsningar
Susanne Anderson
Stora gatan 1
222 22 Mellanstad
E-post: aaa@abbb.se

Here is
an example of
a cover letter. There
are more examples
at the end of this
book.

References

References can be managers, former managers, colleagues or former colleagues. They should be people who can recommend you. They should preferably be people you know through work. If you do not have any good references at work, ask:

- teachers or former teachers
- supervisors or former supervisors
- a community organisation chairperson
- friends from community organisations.

You can also ask friends and relatives if they have contacts or connections with the job you are applying for.

Always contact the people that you list as your references. Tell them you are applying for a job and ask whether you can use them as references. And don't forget to thank your references if you get the job!

Checklist for your application

- How does the employer want to receive your application?
By ordinary mail or e-mail.
- Have you written the address correctly?
- Have you signed your name?
- Have you written your own address, phone number and e-mail address correctly?
- Does the ad say that the employer wants something specific written on the envelope or in the Subject line of the e-mail, such as a reference number?
- Do you need to send work samples, a CV, references, a salary expectation or photos?
- Have you checked your spelling, is your application neat and well presented?
- Have you included some of your positive characteristics?
- Have you given a correct picture of yourself?
- Have you contacted your references?
- Is your application on time?

Sometimes your unique combination of skills and experience will make you attractive for a job.

At www.avstamp.nu you can practise your job interview skills by taking on the role of the employer.

Job interview

If the **employer likes your application**, you may be called to a job interview. This gives the employer an opportunity to see who you are. It is also a chance for you to find out more about the job.

The employer wants to know whether you are the **right person for the job**. And you can find out whether the job is right for you.

Remember, the **interview is for both of you!** Listen carefully, and answer the employer's questions as correctly and pleasantly as you can.

The interview may determine whether you get the job

It is vital that you are well prepared. Here are some tips that might help:

- Find out as much as you can about the company.
- Identify what you want from the job and the interview.
- Make a list of the questions that the employer might ask and prepare your answers.
- Write down the questions that you want to ask.
- Make a note of the address and make sure you know how to get there.
- How do you want the employer to perceive you (behaviour, clothing).
- Write down the employer's phone number and take it with you in case you are late (which you should, by all means, try not to be!).
- Take your letters of recommendation and employment certificates.
- Be on time.

During the interview

Some questions are asked at nearly all job interviews. Think about how you will answer them.

- **Describe yourself!** Ask what the employer would like to know, and keep your story relevant. Concentrate on the past few years and do not speak for too long.
- **Why are you applying for this job?** The employer will want to know why you are interested and how much you know about the company. Explain why you are interested in the job and describe your work experience, studies and characteristics.
- **What do you know about us?** Explain the most important points based on what you know about the company. Be brief.

Your questions

You can also ask questions at the interview. Take advantage of this opportunity to find out what the job involves.

- What would a normal working day be like?
- What would you expect from me?
- What would be the greatest challenges in this job?
- When will you decide who gets the job?
- If I get the job, when would you want me to start?
- Is there any kind of introduction programme?

Other questions that might be asked

- Do you learn fast?
- Can you accept criticism?
- Can you solve problems?
- Can you give examples of problems you have solved?
- Is there anything in particular that you are proud of?
- Can you tell us about something you have achieved?
- What will you be doing in 5 years from now?
- How would you describe a good colleague?
- Can you tell us about a mistake that you've made, and what you learned from the experience?
- How would your friends describe you?
- How would your manager describe you?
- How do you function in a group?
- What are your strengths and weaknesses?
- What gives you job satisfaction?
- Can you work under stress and pressure?
- Why should we employ you?



Anders Hallén has worked in Norway:

“Compare the terms and salaries”

What is it like working as a nurse in Norway?

“Great! They employ more staff than Swedish hospitals, but they aren’t as well organised. You meet lots of Swedes. And the pay is good.”

Anders’ advice to job seekers in Norway

- Make sure you have your preliminary tax card organised before you leave. If you work in healthcare, your license has to be approved in Norway. Swedish authorities can help you. Arbetsförmedlingen helped me.
- Compare the terms and salaries offered by different staffing companies. My accommodation and travel was paid for.

After the interview

After the interview, it may take time before you receive a reply. Call one week after the interview and ask whether a decision has been made.

- State your name, that you applied for a job and have been to an interview.
- Ask how far the employer has come in the recruitment process.
- When will a decision be made?
- Do they need any more information about you?

You will not always receive an answer

If you are called to an interview, you normally get an answer even when you don’t get the job. But there is no guarantee. If you are not called to an interview, you may receive an answer via letter or e-mail. Unfortunately, you might not receive any reply at all from the employer.

But why not call and ask. That shows how much you are interested. If you find out that you didn’t get the job, you can always ask for advice. What can I do better next time? Remember that job interviews are something that **everyone can practise and get better at.** Not everyone knows how to “sell” themselves. Most of us have to practise.

If you get the job

If you are offered the job, you will have to meet the employer to discuss your salary and other terms and conditions. The following points are usually included in an employment agreement:

Checklist for the employment agreement

Here are a few points that normally are included in an employment contract:

- Tasks.
- Working hours. Does the company have flexitime, on call work or shift work?
- Overtime regulations.
- Form of employment. Permanent or fixed-term employment – such as temporary or seasonal work.
- Salary and other benefits.
- Is the job full-time or part-time?



Arbetsförmedlingen
advertises hundreds
of thousands of jobs
each year.

Would you rather
be self-employed?



TIPS

Find out what activities there are at your local Employment Office. Take the opportunity to meet employers. You will find the information on our website.

More assistance from Arbetsförmedlingen

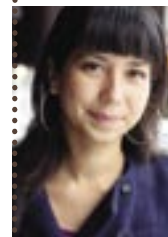
Arbetsförmedlingen can help all job seekers, even if you just want to change jobs. We also have special service for people who are unemployed and registered with us. Read about the relocation allowance, for example.

Arbetsförmedlingen has information about thousands of vacant positions in Sweden and other countries. We can help you refine your job search skills.

Use our **computers (customer workplaces)** to search for job ads on the internet and write job applications.

Call Customer Services or visit your local Employment Office if you want to speak to an Employment Service Officer.

To use some of our services, however, you must be either unemployed or at risk of losing your job. And you must be registered with Arbetsförmedlingen. When you come to register, you must have an approved **identification card plus letters of recommendation and employment certificates as proof of your work experience and studies**. You can complete your registration form in advance on our website. Then you have to visit an Employment Office within 14 days to register as a job seeker.



Andrea Ossvik:

“Learn to speak Swedish”

How did you find your job?

“I went to Arbets-

förmedlingen and spoke to an Employment Officer who told me that as a graphic designer, I could start my own business. So I did a course in Swedish and started my own business. I worked on a few different assignments, and then I applied and got a job.

Andrea’s advice to job seekers:

- Use the internet. There’s a lot of good information out there. There are freelancer forums on the net if you don’t have many contacts.
- And if you are new in Sweden, like me – learn to speak Swedish. You have to communicate with people in any kind of job.

The Swedish Government and Parliament make decisions about labour market programmes. The aim is to increase opportunities for people who have been unemployed for a long time. The scope of initiatives, and who can benefit, varies depending on the current employment situation. Contact Arbetsförmedlingen for up to date information.

Ask your local Employment Office or call Customer Services at 0771-416 416 for more information about labour market programmes. Information is also available on our website at www.arbetsformedlingen.se.

Arbetsförmedlingen's activities

Are you having trouble deciding what kind of job you want, or what **training you might need**? We can help you. Do you need personal assistance to improve your job seeking skills? Arbetsförmedlingen offers **courses in how to look for a job**.

Labour market programmes

Have you been unemployed for a long time? If you fulfil certain requirements, Arbetsförmedlingen can help you with training, job experience placements or business start ups. Employers can receive financial compensation for employing you as part of a labour market programme. Your local Employment Office decides who can benefit from these initiatives.

New Start Jobs

Have you been unemployed for a long time? Or have you recently moved to Sweden and hold a residence permit? You may then be eligible for a New Start Job. It means that your employer can receive financial compensation. Contact your local Employment Office or Customer Services. Read more about New Start Jobs at www.nystartsjobb.se.

Work-related rehabilitation

Does a disability or illness make it difficult for you to find a job? Ask your local Employment Office and our specialists for assistance. Arbetsförmedlingen **can help you find a job experience placement** and, if necessary, try out work aids.

Relocation allowance

If you are unemployed or run the risk of becoming unemployed, you may be eligible for a relocation allowance from Arbetsförmedlingen if you find a job in another place. This only applies in Sweden, however. To qualify for the allowance, **you must be registered with Arbetsförmedlingen**. You must be at least 25 years old. If you are at least 20 years old and fulfil all of the other requirements, you may qualify for travel allowance in the form of job application travel. All forms of relocation allowance must **be applied for in advance**.

Job application travel

In some cases, Arbetsförmedlingen will pay for travel to another place for a job interview. But you must apply to Arbetsförmedlingen before you leave.

Household relocation

If you are offered a job for at least six months in another place, you may be eligible for an allowance to move your household. If Arbetsförmedlingen grants you a household relocation allowance, the terms will be described in the decision.

Commuting assistance

If you are unemployed and offered a job for at least six months, **you may be eligible for financial assistance to commute every day**. This applies if your travelling expenses are higher than normal commuting expenses. For travel to a location where you cannot commute on a daily basis, you may qualify for weekly commuting assistance.

“Today’s jobs are everywhere. The demand for labour is strong in nearly every sector.”

Tord Strannefors,
Forecasting Manager at
Arbetsförmedlingen





TIPS

Applying for unemployment benefits

Download the forms from the customer workplaces at Arbetsförmedlingen. You can also download them from our website. Ask your own unemployment insurance fund where to send your forms.

Arbetsförmedlingen's website has information about the current regulations for unemployment benefits. The addresses and telephone numbers of all unemployment insurance funds are listed. Read how to apply for membership in an unemployment insurance fund at www.samorg.org.

Ask your Employment Office for more information about unemployment benefits.

Manage financially while you look for a job

This chapter deals with financial assistance when you are unemployed. Contact your unemployment insurance fund first for more detailed information. You should know what rules apply so that you don't miss out on any assistance.

If you work in Sweden, you will be covered by an unemployment insurance fund.

This means that if you lose your job, you can **apply for unemployment benefits**. Just like any other insurance, you have to fulfil certain conditions to qualify. If you fulfil the terms and conditions of the unemployment insurance fund, you will be **eligible for financial assistance while you look for a new job**.

If you are unemployed, or run the risk of becoming unemployed, you should find out what these terms and conditions are. Otherwise you may miss out on getting assistance. To apply for unemployment benefits you must be registered with Arbetsförmedlingen.

Uploading your CV to Arbetsförmedlingen's website is not the same as registering with Arbetsförmedlingen.



More information about unemployment insurance funds

More information is available from:

- Your own unemployment insurance fund or Arbetslöshetskassan Alfa
- The Federation of Unemployment Insurance Funds: www.samorg.org
- Arbetsförmedlingen, Customer Services 0771-416 416
- The Swedish Unemployment Insurance Board www.iaf.se

You must be registered

Even if you are unemployed and do not intend to apply for unemployment benefits, you should register with Arbetsförmedlingen and actively look for work. Not doing so could affect your eligibility for assistance from other authorities such as the Social Insurance Agency.

**Example
of a CV.**

An Cheung
Mellanvägen 11, 111 11 Mellanstad
mobil: 2222-222 22, hem 3333-333 33
E-post: aaaa@bbbbbb.se

Utbildning

Pedagogik och marknadskommunikation vid Österstads folkhögskola 1999.
Mediegymnasiet i Mellanstad.

Arbetslivserfarenhet

Reklam och marknadsföring.
Under 2000-2002 arbetade jag på Västertidningens annonsavdelning där jag sålde och utformade annonser tillsammans med kunderna. Därefter som säljare/copywriter inom radioreklam.

Pedagogisk erfarenhet

Under min jorden runt-resa 1997 arbetade jag som volleybollinstruktör och gyminstruktör på olika platser, bland annat i Sydney, Australien.
Under studierna gjorde jag inhopp som vikarie i svenska, engelska och idrott på min gamla högstadieskola. Jag har också en egen blogg på nätet.

Omvärldsbevakning

Under arbetet på radioreklambolaget har jag ibland gjort sökningar på internet och sammanställt information.

Övriga kunskaper

Jag behärskar engelska, svenska och arabiska i tal och skrift. Mina intressen är världen, idrott och att träffa vänner. Jag lyssnar också gärna på musik.

Tomek Eklund
Mellangatan 11, 222 22 Lillstad
mobil 55-555 55, hem 44-44 44 44
E-post: sam@bbbb.se

2007-11-30

Till Folktandvården

Utbildad tandsköterska flyttar till Västerstad

Jag läste i annonsen att ni söker efter en tandsköterska. Det ser ut som en lycklig slump eftersom jag snart ska flytta till Västerstad. Min sambo har fått jobb där, vilket innebär att vi planerar att flytta i början av året.

Jag är utbildad tandsköterska och har i dag fast anställning hos Folktandvården i Lillstad sedan juni 2002. Jag trivs med mitt yrke och hoppas kunna fortsätta inom det. Eventuellt funderar jag på att vidareutbilda mig till tandhygienist så småningom.

Jag har lätt för att samarbeta och tycker om att möta människor. I arbetet är jag systematisk och serviceinriktad. Jag kan ett par andra språk än svenska och har ett stort intresse för andra kulturer. Ett av skälen till att jag trivs på en tandläkarmottagning är att jag får vara i en miljö där det "rör sig" och jag får chansen att möta många människor.

På fritiden tycker jag om att vara ute i naturen. Jag joggar, promenerar och fotograferar (träd mest). Jag är också aktiv i en biståndsorganisation. Betyg och intyg sänder jag om ni så önskar.

Jag ser fram emot att höra av er, och framförallt vore det trevligt att vid ett besök få träffa er för att personligen få presentera mig.

Vänligen

Tomek Eklund

Bilaga: CV

**Example
of a cover letter.**

**Example
of a cover letter.**

Storstad 30 november 2007

Till: Rektor Johan Kowalski

Behöver ni en erfaren vaktmästare?

Jag har sett er annons om skolvaktmästare och är mycket intresserad av det arbetet. Med mina cirka 25 års erfarenhet tror jag att jag skulle kunna göra mycket nytta på er skola. Andra brukar beskriva mig som en riktig allt-i-allo. Jag har gjort det mesta man kan tänka sig inom fastighetsskötsel och vaktmästeri. De senaste åren har jag även fungerat som arbetsledare.

För närvarande arbetar jag som fastighetsskötare och arbetsledare hos Svenska Bostäder i Österstad. I och med att fastigheten omvandlas till bostadsrättsförening blir jag "tillgänglig" för nya arbetsuppgifter.

Mina fyra egna barn är nu vuxna så jag träffar inte så många barn i det dagliga livet. Det skulle vara mycket trevligt att ha barn och ungdomar omkring sig i arbetet. Jag har körkort, besiktningsbehörighet för ventilation och el-behörighet.

Jag är sedan några år tillbaka svensk medborgare.

Sänder med en översikt på mina arbeten och utbildningar, har betyg på samtliga. För referenser hänvisar jag till Områdeschef Otto Ingesson, Svenska Bostäder, telefon: 111-2222 mobil: 222-3333.

Mina språkkunskaper är svenska, spanska och engelska.

Med förhoppning om att få träffa er i person, sänder jag er denna ansökan med vänliga hälsningar

José Diosdado Aguirre Oronte
Mellangatan 18, 111 11 Storstad
mobil: 111-111, hem: 11-111 11

Till: Armatur AB

Lillstad 30 november 2007

Hej!

Jag är monteringsarbetare med lång erfarenhet som söker nytt jobb. Min ambition är att hitta ett nytt arbete till den 2 mars nästa år då det företag jag arbetar på läggs ned.

De senaste 15 åren har jag arbetat med att montera mobiltelefoner. Jag har fått möjlighet att lära mig ny teknik genom åren i samband med att vår produktion har utvecklats. Jag har lätt för att lära mig nya saker och hänga med i teknikutvecklingen.

Innan jag började med telefoner arbetade jag på ett textilföretag. Telefoner och textilier är mycket olika produkter, men i grunden handlar det om samma sak: att vara snabb och noggrann och se till att hålla god kvalitet. De som känner mig brukar säga att jag är en positiv person med lätt för skratt.

För referenser om min person, ring:

Enhetschef Eva-Lena Backman, OA Olsson, telefon 1111-22222

Diakon Benkt Skogman, Oskarshamns församling, telefon 2222-555555

Vänliga hälsningar

Maria Panova

Storgränd 1, 111 11 Lillstad

Mobil 111-111, hem 3333-333 33 33

E-post: mmmm@aaaaa.se

**Example
of a cover letter.**

Example of a cover letter.

Jag är mycket intresserad av att arbeta som byggnadsingenjör!

Jag är en nytexaminerad byggnadsingenjör som studerat vid Brunne Tekniska högskola. Om ni behöver en arbetsvillig person inom huskonstruktion, utredningar, arbetsbeskrivningar och kalkyler så är jag rätt person för er.

Mitt examensarbete på högskolan handlar om framställande av konstruktionsritningar. Detta är också min starka sida.

Jag har skaffat mig arbetslivserfarenhet genom arbete på Bygg AB och Närbygg. Där lärde jag mig ritning, träkonstruktioner och kalkylanbud. Jag trivdes bra med mina arbetsuppgifter, arbetskamrater och att arbeta i lag. Men jag arbetar också gärna självständigt.

I övrigt kan jag nämna att jag klarar svenska språket i både tal och skrift, jag talar persiska flytande och engelska väl. På min fritid läser jag gärna, både på engelska och på svenska. Jag är väldigt idrottsintresserad, min favoritsport är fotboll. Jag är gift och har ett barn. Till sättet är jag lugn, vänlig och ordningsam.

Min önskan är att vi kan träffas och att jag då kan presentera mig närmare!

Mellanstad 2007-11-30

Med vänlig hälsning

Said Tabatabai

Mellangatan 1, 111 11 Mellanstad

E-post: aaaa@bbbb.se

mobil 111-1111, hem 2222-3333

2007-11-15

Hej!

Jag söker arbete som butiksbiträde hos er. Jag såg annonsen i Arbetsförmedlingens platsbank och blev genast intresserad. Jag vet att butiken är mycket fräsch och miljön inbjudande – här vill jag jobba!

Under ett par somrar arbetade jag på ett ungdomsläger som aktivitetsledare. I arbetet ingick att hitta på roliga saker och att samla in pengar som vi använde till aktiviteterna.

Jag har även hjälpt till med försäljning i olika sammanhang, bland annat på min gymnasieskolas 25-årsjubileum. Jag brukar uppfattas som hjälpsam och bra på att hålla ordning på saker. Jag tror att det är viktigt att kunna även i butik.

Personer som känner mig ser mig som en trevlig och öppen person. Jag vill möta butikens kunder på samma sätt, med ett gott humör och med ett leende.

På fritiden tränar jag på gym eller träffar kompisar över en middag. Jag tycker också mycket om att läsa.

Jag hoppas att mitt brev har fångat ert intresse!

Med vänliga hälsningar

Sam Andersson
Lilla Gatan 1, 111 11 Lilla Staden
mobil 2222-22222, hem 8888-8888
e-post: sam@aaaa.bbbbb.se

**Example
of a cover letter.**

Glossary

Here is a list of words that might be useful when you look for a job in Sweden. The words are listed in Swedish first, followed by the English translation and an explanation.

Anställningsavtal *Employment contract*

Describes the main terms and conditions of employment. Includes salary, working hours, work clothes, etc.

Anställningsbevis *Certificate of employment*

Describes the form of employment, the period of employment, salary and tasks.

Anställningsform *Form of employment*

A legal description of the employment relationship between the employer and employee. Forms of employment include permanent employment, fixed-term employment, probationary employment, casual employment.

Ansökan *Application*

Sent to an employer who advertises a vacant position. An application includes a personal or cover letter, plus a CV or résumé. Sometimes copies of letters of recommendation and employment certificates are also required.

Ansökningsbrev *Cover letter*

See Personligt brev (Personal letter).

Anvisning *Instruction*

This is an order from Arbetsförmedlingen, usually in writing, that you should apply for a specific job. Contact Arbetsförmedlingen if you do not intend to look for work because this

could affect your eligibility for compensation from your unemployment insurance fund.

Betyg *Letter of recommendation*

Documentary evidence of your employment/training, period of employment/training, testimonials and assessments of your performance or results.

Bilagor *Annexes*

You may be expected to provide certain documents with your application. These could be letters of recommendation, work samples, certificate supplements, etc.

CV *Curriculum Vitae*

This is Latin and means "course of life". A CV is a detailed summary of your merits and experiences.

CV-databas *CV database*

This is a service or forum on the internet where you can present yourself and your skills. You register your details on a form and they are saved on a database. Employers use the database to search for people with the relevant skills for a vacant position. Arbetsförmedlingen's CV database is called Mitt CV (My CV).

Följebrev *Cover letter*

A brief personal letter that accompanies a CV. You should include a cover letter if your CV is long.

Handlingsplan**Action plan, or individual action plan**

When you register with Arbetsförmedlingen, an Employment Service Officer helps you create an

action plan for your job search. The action plan will describe what you have to do to find a job.

Intresseanmälan/presentationsbrev**Letter of interest/presentation letter**

A general letter that is used in CV databases. It can also be sent to employers who have not advertised a job. You describe yourself and the type of work you are interested in.

Intyg *Employment certificate*

Brief information about your employment/training and the period of your employment/training.

Kompetens *Competence*

This is a broad concept and can be defined in several ways. For example:

- Capacity and willingness to accomplish a task with your own skills and knowledge
- An expression for expertise and qualifications, but also a measurement of an individual's knowledge, skills, capability and capacity for solving problems.

Kundarbetsplats *Customer workplace*

Computerised workplace with internet access that Arbetsförmedlingen provides for job seekers.

Meriter *Merits*

The skills and experience that you mention when you apply for a job. Usually divided into:

- Formal merits: level of education, employment history, etc
- Other experience: special interests, language competencies, roles in community organisations, etc.

Meritförteckning *Résumé*

A summary of your merits, i.e. your training, studies, employment and other experiences that may be of interest to an employer. A résumé is usually shorter than a CV.

Personligt brev *Personal letter*

A letter that describes you. It explains why you are applying for the job and why you are suitable. The letter is sent together with your CV or résumé when you apply for an advertised job or approach a certain company. (Same as Följebrev and Ansökningsbrev)

Platsbanken

A database with the vacant positions that are sent to Arbetsförmedlingen at www.arbetsformedlingen.se. Contains vacant positions in Sweden and other countries.

Arbetsmarknadspolitiskt program**Labour market programme**

Programmes or efforts aimed at strengthening job opportunities for individuals. The types of programmes that are available are determined by political decision-makers and may vary over time.

Projektanställning *Project employment*

Fixed-term employment in connection with a specific task or assignment.

Provanställning *Probationary employment*

Fixed-term employment for a maximum of 6 months. The aim is that probationary employment will lead to permanent employment.

Referens *Reference*

A verbal or written recommendation by someone you know who can describe your work experience and personal attributes.

Referensperson/referens *Reference*

A person of your choice who can describe how you have performed at work or in your studies/training, or someone who knows you well.

Sökmotor *Search engine*

A search function on the internet that helps you locate information. There are several search engines. Some examples are: www.google.com, www.altavista.com, www.yahoo.com.

Sökprofil *Search profile*

A function in Arbetsförmedlingen's database and other sites that produces results according to certain search criteria.

Tester *Tests*

An employer sometimes uses tests to find the right person.

Tillsvidareanställning**Permanent employment**

The employee is employed for an indefinite duration.

Timanställning**Employment on an hourly rate**

Usually part-time work with irregular working hours. The salary is based on an hourly rate.

Verifiering *Verification*

Your local Employment Office verifies your employment certificates and letters of recommendation. We want to know that all information about you is correct to match you with the right job.

Vidimera *Witness*

At least two people must sign their names and write their phone number/address on the copies to confirm that the copies are identical to the original version.

Vikariat**Temporary employment**

Fixed-term employment where a temporary employee replaces the permanent employee during that person's absence.

Vikariepoolen

This is Arbetsförmedlingen's CV database for short-term and temporary jobs at www.arbetsformedlingen.se. The details you register are saved in a database.

Visstidsanställning**Fixed-term employment**

This is where an employee is employed for a specific time period, see also Projektanställning (Project employment) and Vikariat (Temporary employment).

Webbplats *Website*

A place on the internet with services and in-depth information about a specific subject. Arbetsförmedlingen's website is www.arbetsformedlingen.se

About Arbetsförmedlingen's register

When you register with Arbetsförmedlingen, your details are saved in our data system.

The Riksdag (Swedish Parliament) has determined that Arbetsförmedlingen can register job seekers, employers and vacant positions. The purpose is to facilitate job seeking and handle various labour market programmes.

Only Arbetsförmedlingen's personnel can use the details you have disclosed to work with your case. You and our staff decide together whether your details will be accessible to third parties, such as employers who are looking for personnel.

Three years at the latest after your case has been terminated with Arbetsförmedlingen, your details will be removed from our data system. In compliance with legal regulations, this information will then be archived

for other purposes including future research.

If you return as a job seeker after this time, you will have to re-register.

What type of information is registered?

- The type of job you are looking for
- The working hours and location that you prefer
- Your training/level of education and work experience
- Drivers license and access to a car
- Name, personnummer (Social Security Number), home address, e-mail address and phone number
- Whether you are employed or unemployed
- Notes about your case.

Sensitive information

Arbetsförmedlingen requires your written consent before registering certain information about you such as illness

or disability. Our staff may also request information about your social situation in order to give you the best service.

Confidentiality

All information that you give to Arbetsförmedlingen is confidential. No details will be disclosed to unauthorised persons. Arbetsförmedlingen is however obligated to disclose information about registered job seekers to the Social Insurance Agency and unemployment insurance funds as a decision-making and control basis for assistance, compensation and other financial support.

Incorrect information

You can request excerpts of the information that Arbetsförmedlingen has registered about you. If any information is incorrect or incomplete, please notify us.

Here you find translations of the words presented on page 23.

Allvarlig – Serious

Aktsam – Mindful

Alert – Alert

Ambitiös – Ambitious

Anpassningsbar – Adaptable

Ansvarsfull – Responsible

Arbetsvillig – Eager to work

Bestämd – Firm

Diplomatisk – Diplomatic

Diskret – Discreet

Dynamisk – Dynamic

Eftertänksam – Thoughtful

Ekonomisk – Economic

Energisk – Energetic

Entusiastisk – Enthusiastic

Envis – Persistent

Erfaren – Experienced

Flexibel – Flexible

Följsam – Flexible

Försiktig – Careful

Genomtänkt – Carefully prepared

Glad – Happy

Grundlig – Thorough

Ihärdig – Persistent

Innovativ – Innovative

Insiktsfull – Insightful

Klarsynt – Clear-sighted

Klok – Wise

Kompetent – Competent

Kreativ – Creative

Kunnig – Clever

Kvicktänkt – Quick-witted

Lojal – Loyal

Lugn – Calm

Lyhörd – With a keen ear

Lätt för att lära – With ability to learn

Lättsam – Easy-going

Metodisk – Methodical

Motiverad – Motivated

Mångsidig – Versatile

Nyfiken – Curious

Noggrann – Meticulous

Praktisk – Practical

Proffsig – Professional

Punktlig – Punctual

Pålitlig – Reliable

Rationell – Rational

Resultatnriktad – Result oriented

Rörlig – Mobile

Saklig – Objective

Samarbetsvillig – Co-operative

Snabb – Quick

Självständig – Independent

Social – Sociable

Strukturerad – Well structured

Systematisk – Systematic

Tålmodig – Patient

Uthållig – Persevering

Vältränad – Fit

Öppen – Open minded

Your views are important to us!

If you have any views about Arbetsförmedlingen or how your case is handled, please contact your local Employment Service Office.

You are also welcome to contact Customer Relations:

E-mail: kundrelationer@ams.amv.se.

Address: Arbetsförmedlingen Kundrelationer, Box 3000, 831 03 Östersund

Fax: 063-16 33 10 Tel: 0771-600 000

Opening hours: weekdays 8.00-16.30.

Find a job

Project management: **AMS Informationsavdelning**

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Orders: **Nässjötryckeriet, telephone 0380-795 00, fax 0380-751 80
or via the Employment Service's intranet.**

There are plenty of opportunities for finding a job right now.

Arbetsförmedlingen advertises hundreds of thousands of jobs each year. Visit our website www.arbetsformedlingen.se or one of our local offices. You can also call Customer Services at 0771-416 416 any day of the week, including Saturdays and Sundays.

This book aims to develop your job seeking skills and help you write a good CV and cover letter. Share the advice of experienced recruiters and people who found the jobs they wanted. Our goal is to help you find yours!

