

Division of Employment Security **Work Search Guidelines**

In order to be eligible for unemployment benefits, a **claimant must make FIVE (5) valid job contacts with potential employers for EACH WEEK claimed.** Outlined below are the requirements for valid job contacts:

REQUIREMENTS OF A VALID CONTACT

The claimant **MUST KEEP A WORK SEARCH RECORD** and provide it upon request:

- (1) Employer's name**
- (2) Job title of position**
- (3) URL/address of website, e-mail address, facsimile number, telephone number, or location of contact**
- (4) Date of submission or contact**
- (5) Name & job title of person contacted or met or confirmation number or e-mail.**

ACCEPTABLE METHODS OF CONTACT

- **SUBMIT APPLICATION** through Employer or Employment Website
- **MESSAGE SENT** to Employer's or Designee's Valid E-mail Address or Facsimile Number
- **TELEPHONE CONVERSATION** with Employer or Designee
- **IN-PERSON MEETING** with Employer or Designee
- **INITIAL REGISTRATION** via NCWorks.gov
- **INTERVIEW WITH EMPLOYER** at/or **APPLICATION SUBMITTED** through **NCWORKS Career Center**

EXAMPLES OF INVALID CONTACTS

- **Duplicative Contact**
Contact with **same employer** regarding **same position** or opening more than once during same week with no change in result
- **Incomplete Record of Contact**
Failure to record or provide upon request all required information
- **Contact Lacking Capability for Work**
Contact with employer despite lacking required qualifications, knowledge, ability, or skill
- **Contact for Other Purposes**
Contact with employer other than for sole purpose of obtaining employment

MISCELLANEOUS

- **In-person meetings** may include **contacts at job fairs** or similar events or video interviews
- **Messages left** on answering services or **voice-mailboxes ARE NOT SUFFICIENT** telephone contacts
- NCWorks initial registration is valid only for week during which registration was completed
- Contact with **Union Agent** or **Hiring Hall** may be **used as one of your five weekly contacts**, unless otherwise instructed by DES
- Copy of blind advertisement may substitute for employer name, name of contact, and job title of contact
- **Must be able, available and seeking full-time employment each week to include the waiting period week**