



GENERAL INFORMATION

Dear customers,

Here you will find brief initial information on the most important issues regarding your unemployment.

Our goal is to help you find a suitable job as quickly as possible!

Consultation appointments



Consultation appointments take place **in person or by telephone**.

We discuss:

- your professional situation, experience and knowledge
- your personal basic condition
- the planned application activities
- your expectations of the consultation
- deadlines and dates

Please think about the field you would like to work in before the interview.

We will look for suitable jobs together!

In general, all appointments are binding!

If you are unable to attend, please notify us in good time!

Support agreement



All agreements made in the consultation appointments are recorded in the support agreement.

You will receive the support agreement from your AMS advisor and can also view it in your eAMS account.

Monetary benefits



Apply for monetary benefits directly through your eAMS account, by calling or via email, and we will mail you the application form.

Certain requirements must be met in order to receive AMS benefits.

After you apply, we will check whether you are eligible for monetary benefits.

Application for job offers



You will regularly receive job offers from the AMS:

- **Apply quickly.**
- Inform us – within 8 days – by calling or via your eAMS account about the status of your application.
- Notify us if a job offer is not suitable.

Active job search



Actively search for a job yourself via:

- internet platforms, job apps such as Austria's largest job search engine **alle jobs** or the **AMS Job App**
- newspapers, trade journals
- personal networks (family/friends/acquaintances/former colleagues)
- social media channels of companies

Even if companies do not currently have any jobs posted, it is still worthwhile to apply.

Document your applications in your eAMS account or keep a list and share it with your advisor.

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Job search support



- **alle jobs:** the job search engine of the AMS. It searches all jobs registered with the AMS and available on the internet. In this way, you can find all current job offers throughout Austria with just one click.
- **eJob-Room:** Here you have the opportunity to create a personal applicant profile and be contacted by companies. Use numerous functions that make it easier for you to find a job and to manage your application documents.
- **AMS Job App:** all job offers in Austria directly to your cell phone or tablet
 - in the interactive application portal www.ams.at/bewerbungsportal
 - in the **PRAXIS!mappe** www.ams.at/praxismappe

Reporting requirements



- Report **any change in your personal life circumstances** to us immediately:
- taking up employment, even marginal
 - taking up a job that does not work out
 - illness
 - change in personal circumstances (relocation, stay abroad, birth, childcare periods, pension application)
 - change in income

Keeping agreements



- Keep appointments and deadlines! If you are unable to keep an appointment for important reasons, please inform us in good time.
- **Be available on working days:** Leave a valid phone number and email address for the AMS and check your eAMS account or email and mail regularly.
- Implement the contents of the support agreement and send us documents, e.g. CV, advertisement.
- Attend agreed-upon trainings and courses.

eAMS account



- The eAMS account is your **personal connection via the Internet** to your AMS advisor. You can use it to do many things online:
- + apply for unemployment benefits or unemployment assistance
 - + change personal data
 - + view job offers
 - + view your support agreement
 - + save your own applications
 - + register and deregister with the AMS

Sometimes a phone call is enough



- Experienced AMS counselors will **quickly** provide you with **competent information**:
- + deregistrations and confirmations in case of short interruptions
 - + changes of personal data
 - + appointments
 - + feedback on job proposals
 - + issuance of reference confirmations
 - + questions about payment, additional earnings and eAMS account
- You can find the phone number for your state's service line on our homepage.

You can find more information at www.ams.at or at your local AMS office.
We wish you every success in your job search!