Background
The Department of the Navy (DON) is committed to recruiting and employing talented people for virtually every occupation imaginable. However, DON recognizes the federal application process can be confusing and at times frustrating. In April 2005, the Employment Information Center (DONEIC) was established as the center of excellence serving all job seekers interested in DON employment.

Purpose
DONEIC is a centralized team of individuals trained and dedicated to maximizing the job seekers experience in the application process by providing accurate and timely information on general employment and DON recruitment processes.

Services Provided
DONEIC provides guidance and assistance in many areas to include but not limited to:

- DON Job Announcements
- Federal Resume Tips
- Appointment Eligibilities
- Notice of Ratings
- Disposition Letters
- Veteran Assistance
- Area of Consideration
- DON Recruitment Process
- Maximizing USAJOBS features
- Defense Outplacement Referral System (DORS)

How to Get Started
There are two methods available to make contact with DONEIC:

- By email at doneic@navy.mil
- By calling the toll-free number 1-800-378-4559

DONEIC representatives are available any time between 0600-1700 hours Pacific Standard Time (0900-2000 hours Eastern Standard Time), Monday through Friday except Federal holidays.
**Average Time to Respond to Job Seeker Inquiries**

- DONEIC receives over 3,000 email inquiries a month and averages a response time of no longer than two (2) business days.
- DONEIC receives over 2,000 telephone or voicemail inquiries a month. Phone response time averages five (5) minutes or less. Additionally, no more than one (1) business day to respond to voicemail.

**Where to Find Additional Information**

Additional information regarding civilian employment can be found on the DON HR website at [http://www.secnav.navy.mil/donhr](http://www.secnav.navy.mil/donhr). This website provides:

- Guidance for each step of the application process
- Essential employment information for veterans, wounded warriors, students, recent graduates, and more
- Additional information on Defense Outplacement Referral System (DORS)
- Answers to frequently asked questions

**Still Need Assistance?**

For additional questions on the Employment Information Center, email the DON HR FAQ box at DONhrfaq@navy.mil.