

# OCHR FACTSHEET

Employment Information Center (DONEIC)

*Issued: March 2015*

## DONEIC

This Fact Sheet:

- Provides background information on DONEIC
- Describes DONEIC services
- Explains Frequently Asked Questions

## 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](mailto: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.

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## Frequently Asked Questions

**Q. When calling the toll-free number, is there a capability to leave a voicemail message rather than waiting for the next available representative?**

A. Yes. The phone system is designed to allow a job seeker with the option to leave a voicemail. Voicemails are returned no later than the following business day.

**Q. What should a job seeker provide in an email inquiry?**

A. To ensure receipt of an accurate and timely answer, job seekers are encouraged to provide first and last name, the job announcement number, and detailed information on the question or issue.

**Q. What is the Defense Outplacement Referral System (DORS)?**

A. DORS is a special referral program within the Priority Placement Program designed to assist Wounded Warriors with employment opportunities in the Department of Defense (DoD). By registering for DORS, a Wounded Warrior resume is available to hiring managers across DoD.

## 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>. 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](mailto:DONhrfaq@navy.mil).

