



TOP 10 MILITARY SPOUSE FRIENDLY EMPLOYERS 2009SM

These employers are looking to hire a milspouse like you!

Gabriela Palacios, Air Force Wife, USAA Senior Administrative Associate

HOW THE TOP 10 WORKS

Our rankings of the Top 10 Military Spouse Friendly Employers are based on company responses to surveys: on policies for spouses who are married to a member of the Reserve/Guard called to active duty, as well as spouses married to an active duty member of the Armed Forces. Additionally the survey covers company infrastructure and hiring policies/practices with respect to military spouses.

CRITERIA WEIGHTING: General military spouse policies: 35% • Active Duty spouse policies: 25%
Asset allocation: 20% • Reserve spouse policies: 10% • Other spouse related efforts: 10%

Andrew Carnegie once said, "The secret of success lies not in doing your own work, but in recognizing the right man to do it." At the height of his career, Carnegie was the second wealthiest person in the world. Clearly, he was on to something. For decades corporations have balked at hiring military spouses using transient lifestyles as an excuse to hire civilians. Fortunately for all, the tides have turned, and like Carnegie, corporate America has begun to recognize that the key to overall success rests

in choosing the right people to work for you. "We know that military spouses sometimes feel corporate America prefers not to hire them because of their transient lifestyle. Well, we're different," said USAA CEO Maj. Gen. Joe Robles, USA (Ret.), whose company grabbed the No. 1 spot on this year's Top 10 Military Spouse Friendly Employers list. "USAA was founded by military personnel who were experiencing the same discrimination from insurance companies that thought their transient lifestyles made for a bad risk. That kind of corporate think-

ing was wrong in 1922 and it's wrong today, because military service members and spouses are great employees as well as great customers." It's not just USAA taking Carnegie's sage advice. Companies across all industries are recognizing the value of military spouses as the right people to do the job. For the third year, Military Spouse has taken the lead in showing you how corporate America is embracing our community as a work force. The companies on the Top 10 Military Spouse Friendly Employers 2009 list just happen to be the best at it. >>

Federal hiring update
Military spouses can be hired for federal jobs without going through the usual competitive process under a personnel rule that took effect Sept. 11, 2009. The new guidelines, issued by the Office of Personnel Management (OPM), assist military spouses with accessing jobs in the federal civil service to recruit and retain skilled and experienced members of the military. "Military spouse employment is a key to the quality of life of our military families," said Kathleen Ott, director of talent acquisition, development and management in the Office of the Deputy Undersecretary of Defense for Civilian Personnel Policy. "It's really hard to keep a job if you have to move from station to station." Those eligible are spouses of active duty service members who have PCS orders (not for training), a spouse of a 100 percent disabled service member injured while on active duty, or the unremarried widow or widower of a service member who was killed while performing active duty.



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www.MilitaryFriendlySchools.com





Michelle Chudy,
Army wife
USAA Senior
Marketing Manager

USAA

ONE

Claim to fame: "We know what it means to serve"

What they do: Offer home, life and auto insurance, as well as banking and investment services

Why we love them: No ATM fees, iPhone app to deposit checks, on-site childcare for employees, fitness centers, intramural sports, tuition assistance — and did we mention employees received a 13.5 percent bonus last year?

How to apply: www.usaa.com

"Military spouses know our membership and what they deal with every day," said Fiona English, USAA's military talent manager and military spouse segment manger. "They've walked a mile in their boots and can relate to their financial needs. Who better to help other military folks and spouses?"

The raw numbers tell the story: With 1,686 military spouses in its ranks, USAA proves its commitment to military families — and filling its own ranks with them.

Which makes perfectly good business sense, said Maggie Hahn, who has 15 years of experience as a Marine Corps spouse and

works at USAA as a field bank servicing manager.

"As a military spouse, you have a better understanding of what is needed to operate effectively alone when your Soldier is away," Hahn said. "Who better to discuss the value of the products and services available to make life easier than someone who uses them on a daily basis?"

And USAA doesn't just hire spouses — it also supports them. The company offers military spouse employees special programs to support the unique circumstances they face. To help with child care during deployments, spouses are provided access to a Work Life Referral counselor that helps

identify alternative childcare options. USAA also sponsors intranet sites specifically designed to support deploying employees and spouses with financial, legal and benefits-related information and guidance. USAA's Employee Assistance Program provides mental health and well-being, and offers a separate intranet site to address deployment-related challenges that military spouse employees might experience.

USAA also offers moving assistance for new military spouse employees whose spouse has been severely wounded or killed due to combat operations.

"We know what it takes

to be a military spouse and that commitment is what we are also looking for in our employees," English said.

Hahn said military spouses bring a very specific set of skills to the company: flexibility, loyalty and adaptability.

"As a military spouse, we spend our lives living the mission of the Armed Forces right along with our Soldier," she said. "Working at a company that mirrors the same core values makes being a USAA employee a perfect fit." >>



CSC is proud to be named by *Military Spouse* magazine as one of the Top 10 Military Spouse-Friendly Employers for the third straight year.

As we celebrate this honor, we invite you to learn more about why so many military spouses find CSC to be a great place to work.

CSC is a global business powerhouse with offices on most U.S. military installations worldwide. To military-spouse employees, we offer telecommuting, exceptional career development, relocation support and much more.

It's easy to apply. Visit www.csc.com/careersus today and click "Military Programs" — and be sure to mention "military spouse" in your résumé.

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TWO

The Home Depot

Claim to fame: "World's largest home improvement retailer"

What they do: Sell everything from kitchen cabinets to drywall for do-it-yourself remodeling projects

Why we love them: Military spouses can take a leave of absence when their active duty loved one comes home for R&R!

How to apply: careers.homedepot.com

Because Home Depot operates more than 2,000 stores from Georgia to Guam, military spouses can access the company almost anywhere they are stationed. But more than its reach, it landed on the Military Spouse Friendly Employer list for the third year in a row because of its commitment to Operation Career Front. The program links military

spouses to meaningful career opportunities in the stores, distribution centers and at corporate headquarters.

"The Home Depot hires military spouses – and military personnel in general – because we believe their inherent leadership, dedication to service and unique life experiences are qualities needed to provide excellent customer service," Joshua

Kicks, project leader in retail staffing said.

For associates who are called up to active duty and their covered dependents, Home Depot provides continuation of benefits at no cost and supplemental pay for their length of service.

Home improvement knowledge is a plus for applicants, but the company offers extensive and ongoing training.

ing training.

"We pride ourselves on our entrepreneurial spirit and get-it-done attitude," Hicks said. "These are qualities military spouses exhibit in their everyday lives and create the opportunity of a natural fit." •



THREE

RE/MAX International

Claim to fame: "Nobody in the world sells more real estate than RE/MAX"

What they do: A network of nearly 96,000 agents sells property globally (seriously, they just opened offices in Jamaica and India)

Why we love them: Two words: Operation RE/MAX. The program helps military spouses train for and find careers in the real estate industry.

How to apply: www.operationremax.com

Real estate can be a perfect fit for military spouses, since the skills learned in one community are easily transferred to another community, RE/MAX CEO Margaret Kelly said. Not to mention that the community is quite mobile.

"The real estate business is all about relationships," Kelly said. "Military personnel have strong relationships

within their units, and their friends and associates always need assistance with a move. It's a built-in clientele."

That mobility extends to employment: When spouses face a PCS, they often can switch offices and simply continue their careers. That includes a range of support positions, from clerical workers, technology specialists

and bookkeepers to agents.

"We hire military spouses not only as a show of support for those military families who sacrifice so much, but also because military spouses make exceptional employees," Kelly said. "Like any employer, we look for someone who wants to contribute, someone who is efficient and someone who

we can count on day to day. We've found that military spouses fit the bill.

"They know the value of hard work, and have great organizational skills and discipline," she said. •



FOUR

West Corporation

Claim to fame: "Customers call us – we don't call them"

What they do: Offer customer relationship management (or CRM, since we understand acronym-speak in the military)

Why we love them: Helps military spouses build a career in customer service!

How to apply: www.westemployment.com

The one thing West Corporation banks its reputation on is customer service, so it shouldn't be a surprise that it listens to its clients in house, as well – its employees.

Like many of the companies on the Military Spouse Friendly Employer list, West participates in the Army Spouse Employment Partnership (ASEP) and the Army's Partnership

for Youth Success (PaYS) programs. West also provides training and support to military, including all areas of the armed services and branches of service.

Military spouses "bring a diverse background where their skills and experience have been tested in various markets," said Vanessa A. J-Douglas, a human resources divisional direc-

tor for West and a military spouse herself. "And typically they easily adapt to their new environments."

Military spouses are given the same benefits as other employees, and are eligible for West's referral bonus program, attendance bonus and tenure incentive programs.

"Seeking employment can be a frightening experience," J-Douglas said.

"However, when you present yourself well by communicating effectively, demonstrating quality customer service, and portraying an attitude of trust and teamwork, you gain the competitive edge." •



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Through Operation Career Front, The Home Depot offers career opportunities to military spouses. We have store locations near many military installations around the U.S. and may be able to provide job portability opportunities should you move from one duty station to the next. Plus, we offer a wide range of benefits, top-notch training and career growth opportunities. If your looking for an exciting and rewarding career, apply online today with The Home Depot.

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Ready to join our team? Full and part-time opportunities available. Apply online today.
careers.homedepot.com/military

The Home Depot is an Equal Opportunity Employer. Bilingual candidates are encouraged to apply. Available positions may vary by store.

FIVE

Health Net, Inc.

Claim to fame: "Among the nation's largest publicly traded managed health care companies"

What they do: Provide health care programs for government agencies

Why we love them: Started a \$150,000 scholarship program designated for milspouse career development!

How to apply: www.healthnet.com

Health Net returns to the Military Spouse Friendly Employer list in part because of its continuing belief that it can better serve military families by hiring from within the community.

"Military spouses make great hires because they are already familiar with Health

Net's TRICARE Insurance products and services," said James L. Emanuel, a staffing manager at Health Net.

Health Net also works to build on that foundation, and last year established a scholarship program to be administered through the National Military Family As-

sociation (NMFA). The program designated \$150,000 to be awarded to military spouses for career development in the TRICARE North Region.

"We recognize the immense contribution made by our military service people and veterans of our armed

services, and we actively seek out their talent as part of our talent management effort around the world," Emanuel said. •



SIX

CSC

Claim to fame: "Global leader in business and IT solutions"

What they do: Provide consulting, systems integration and design, IT and business process outsourcing, applications software, and Web and application hosting

Why we love them: Ask you to mention "military spouse" in your résumé!

How to apply: www.csc.com/careersus/ds/11849-military_programs

CSC actively recruits military spouses through its military recruitment program, and calls military spouses "an untapped, diverse and talented candidate pool."

"We invest in this recruitment effort because military spouses represent a highly educated and talented labor pool," CSC's chief global diversity officer Melinda Evans said. Military spouses are

not only capable, but match "the business needs and the culture of our company," Evans said.

With more than 9,000 veterans as current CSC employees, recruiting military spouses makes this even more "the right thing to do," the company said.

CSC is located on almost every military installation around the world and em-

ployees more than 92,000 people worldwide. As part of the military spouse employment program, the company offers assistance in employment transfers, working virtually and career portability.

"Military spouse hires bring a wealth of experience, education and skills," said Andrea M. Hall, who's a military spouse herself and manages the company's

Military Spouse Employment Program. "A spouse will likely bring to CSC the same level of dedication their service member spouse brings to the U.S. Armed Forces." •



SEVEN

Army & Air Force Exchange Service (AAFES)

Claim to fame: "We go where you go!"

What they do: Provides merchandise and services to military families worldwide at low cost

Why we love them: Roughly two-thirds of AAFES' earnings are paid to Morale, Welfare and Recreation (MWR) programs!

How to apply: odin.aafes.com/employment

Military spouses may love to shop at AAFES, but they have good reason to want to work there, as well.

AAFES promotes its Spouse Preference Program, which allows for priority consideration for posted jobs when a spouse transfers with the military member. Its Spouse Continuity Program will allow for priority

placement into a position of similar category to retain benefits, as well.

When looking for employees, "we find that the military spouse often 'fits the bill' as they have the likeliest ability to empathize with the military customer because of shared experiences and a common understanding of what our primary customers

go through with their jobs, their families, and their daily life," said James E. Moore, AAFES' senior vice president of human resources.

AAFES operates more than 3,100 facilities worldwide, in more than 30 countries, five U.S. territories and 50 states.

"Where the military member is, you will also find

AAFES. This allows the military spouse the opportunity to gain employment as they transfer from one location to another all over the globe," Moore said. •



Tradition.

The MWR program is essential for creating and maintaining the morale of military personnel. MWR programs enhance the quality of life thru fitness, leisure and most importantly thru community. Together, we are committed to building strong communities on military bases around the world.



EIGHT

Kelly Services

Claim to fame: "World leader in workforce management services"

What they do: Offer temporary staffing services, outsourcing, on-site and full-time placement to clients around the world

Why we love them: The online community myKelly.com offers perks and discounts for employees at national retailers!

How to apply: www.kellyservices.com/military

"Military spouses are very adaptable and confident in their abilities, which makes us eager to put them to work," said Jocelyn Lincoln, a senior director for temp agency Kelly Services.

Lincoln said Kelly makes a good match for military spouses because temporary and contract work allows them to build a career in multiple locations, as well as

build skills that foster stronger career development.

Because Kelly's offices are company-owned and operated, employment data can be easily shared across the country, as well as worldwide. Training programs have been standardized so the experience will transfer to any of the company's offices, which are located in all 50 states.

"Spouses can take comfort knowing after the move, when they are ready to work, Kelly will treat them with the same consistency they knew in their previous location," Lincoln said.

Part of Kelly's employment process is keeping up-to-date on personal development and online learning, which employees can do through the Kelly

Learning Center, she added. The KLC offers hundreds of online courses, many free of charge to employees. •



NINE

Adecco

Claim to fame: "World's largest recruitment group"

What they do: Provide human resource solutions including temporary help, job placement, recruiting and career advice.

Why we love them: Partners with military installations to actively place spouses in jobs!

How to apply: www.adeccousa.com or e-mail careerconnections@adeccona.com

"As a military spouse, I know all too well the challenges and joys of life in the military," said Rachelle Chapman, Adecco's manager of government relations and Career Connections military liaison. Running the company's military spouse recruitment program brings Chapman both "professional and personal joy," she said.

"Military spouses are familiar with change and adapt quickly to new surroundings," Chapman said. "Our size and scale is the perfect match for their necessity to be mobile."

Adecco has more than 1,100 offices nationally, which allows military spouses to stay with the company almost anywhere

they are transferred. Adecco's Career Connections program also partners with military installations around the country to actively place military spouses in jobs. In addition to career counseling services such as resume writing and interview preparation, Adecco provides military spouses access to its library of free,

online training modules.

"As a military spouse your support on the home front is invaluable to your family and our military," Chapman said. "However, your career goals are equally important." •



better work, better life

TEN

TriWest Healthcare Alliance

Claim to fame: "Whatever it takes"

What they do: Administers the TRICARE program for military families in 21 western states

Why we love them: The "We Care" program gives spouses eight hours of paid time to attend homecoming ceremonies!

How to apply: www.triwest.com

When TriWest Healthcare Alliance started serving the military 13 years ago, the company knew military spouses brought something more to the job.

"There's camaraderie between them and our customers that can't be bought. It has to be earned," TriWest Healthcare Alliance President and CEO David J. McIntyre Jr. said.

McIntyre said military spouses provide a higher level of understanding and care in serving the military community, and they help ensure that TriWest provides the best possible service to TRICARE beneficiaries.

TriWest's "We Care" program offers employees temporary flexible work schedules, eight hours of paid time to attend home-

coming ceremonies for their spouses, a reduction of work hours without losing full-time benefits, child care assistance, and 100 phone card minutes each month to help keep in touch during deployments. McIntyre hands out those cards himself.

"I know military life, with its long separations, running a family alone, living with

risks, is a way of life that takes a special, strong person. Professional sacrifices are part of it, too," McIntyre said. "I just want each of you to know that your sacrifices are not lost on America." MSM



Take Charge of Your Future

Make the Move to **RE/MAX** and Discover a Career That Moves With You

As one of the world's leading real estate networks, RE/MAX is committed to providing military spouses with a vast array of employment opportunities.

- RE/MAX was voted one of the Top 10 military spouse-friendly employers for two years running.
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You provide support on the home front. We provide it in the workplace.

As a military spouse, your support on the home front is invaluable to your family and our military. However, your career goals are also important, and having a strong support system will help ensure that you achieve professional success. That's why Adecco partnered with the military services to create the Adecco Military Spouse Career Connections program, which offers:

- Career counseling
- Interview training
- Resume enhancement
- Online skills training

Your career isn't always the first thing on your mind. But it is the first thing on ours. Contact us today and let us connect you with the right opportunity.



Adecco was recently awarded one of the



adeccousa.com/careerconnections

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