

משרד העלייה והקליטה
Ministry of Aliyah and Integration



Employment

Ninth Edition

תעסוקה | אנגלית



Produced by
The Publications Department
Ministry of Aliyah and Integration
© All Rights Reserved
Jerusalem 2019

Ida Ben Shetreet - Director, Publications Department
Laura L. Woolf - Chief Editor, English Language Publications

Catalogue Number: 0103318090

הופק על ידי
אגף מידע ופרסום
משרד העלייה והקליטה
© כל הזכויות שמורות
ירושלים 2019



www.klita.gov.il
Telephone Information Center (03) 9733333/*2994
e-mail: info@moia.gov.il



הודפס על ידי המדפיס הממשלתי

Table of Contents

Introduction – Employment in Israel	5	מבוא
Finding Employment	6	חיפוש עבודה
Self-Employment	23	עצמאים
Hebrew	25	עברית
Workers' Rights	27	זכויות עובדים
Employment of Women	46	זכויות נשים בעבודה
Employment of Minors	51	זכויות קטינים בעבודה
Unionism and Grievance Procedures	52	ארגון עובדים והגנת העובד
National Insurance	54	ביטוח לאומי
Appendix I – The Curriculum Vitae	60	נספח 1
Appendix II – The Job Interview	62	נספח 2
Appendix III- The Information Interview	66	נספח 3
Useful Addresses and Telephone Numbers	67	כתובות וטלפונים





Finding appropriate employment is one of the main keys to successful integration in Israel. The goal of this booklet is to help by reviewing the basic rules for an effective job-search, as well as by illustrating what is required to get ready to find a new job. To further these aims, the Ministry of Aliyah and Integration provides extensive assistance. This includes vouchers for vocational training courses in private frameworks, Employment Centers for Olim and Returning Residents, personal employment plans, financial assistance in the form of assured income, and more.

Governmental and private entities also extend assistance, and provide tools designed to help. For example, under certain conditions, it may be possible to receive income-support payments from the National Insurance Institute.

The need to deal with new laws, rules, and regulations, along with a language that is not always familiar, together with a diverse and unfamiliar economic market, necessitates job-seekers to show flexibility, initiative, and diligence. Therefore, this booklet will review effective ways of looking for work, employment tests, the laws and practices in Israel regarding the rights and obligations of employees, including salaries, vacations, employment of minors, and other topics, in order to help prepare you to the greatest possible extent for your first encounter with the job market.

Note: This is the ninth edition of this booklet, and hereby nullifies previous editions. The information in this booklet is based on data provided by various official sources. Details are subject to change. In case of any discrepancy, the regulations of the Ministry of Labor, Social Affairs, and Social Services, the Ministry of Aliyah and Integration, and other official bodies will prevail.

Official Frameworks for Finding Employment

Assistance from the Ministry of Aliyah and Integration

The Ministry of Aliyah and Integration helps new immigrants, immigrant citizens, returning minors, and returning residents integrate into employment suitable to their profession and skills. The Ministry provides vocational services through Ministry counselors at branch and district offices throughout the country.

Vocational Services

Vocational services provided by the Ministry include:

- Creating an individual vocational plan with a personal absorption counselor
- Assistance in looking for work
- Assured income payments while looking for work
- Vocational direction and guidance
- Referrals to job-search workshops
- Referrals to vocational Hebrew ulpan
- Participation in salaries (promotion of job-placement)
- Referrals to preparatory courses for professional licensing exams
- Referrals to vocational training or retraining courses
- Vouchers for vocational courses
- Assistance for scientists through the Center for Integration in Science
- Assistance to artists and athletes
- Assistance for entrepreneurs
- Referrals to an Employment Center for New Olim and Returning Residents



Personal Employment Plan

Personal absorption counselors at the Ministry of Aliyah and Integration work with new immigrants, immigrant citizens, returning minors, and returning residents to devise an employment track that suits each individual's needs. Assistance can include access to the Ministry's database of employment openings, referrals to training or retraining courses, and participation in salaries.

Services and assistance continue from the initial consultation until placement in employment.

Eligibility

- New immigrants up to 10 years of receipt of new-immigrant status
- Returning residents for up to 2 years from the date of return

Applicants are required to have an academic education, high-school education, or a profession that does not require a license.

Assured Income

During the first year following aliyah, following the conclusion of Absorption Basket payments until the end of the first year in the country, new immigrants, immigrant citizens, and returning minors can receive assured income payments from the Ministry during their job search. To be eligible, it is necessary to register with a personal absorption counselor and report to the counselor according to the personal employment plan. New immigrants who meet particular criteria may be exempt from reporting. Consult with a personal absorption counselor at a branch office of the Ministry of Aliyah and Integration for details.

Note: new immigrants who reject three vocational options, (such as training courses, job-placements, etc.) are liable to lose eligibility for assured-income payments for a one-month period.



Vocational Ulpan

Knowledge of Hebrew is an essential tool for job success. The Ministry of Aliyah and Integration administers a network of vocational ulpanim for engineering and medical professionals that incorporate basic Hebrew study (*ulpan aleph*) with professional terminology. Courses also include English and computer skills as needed. Note that vocational ulpan is not always available at all locations at and at all times. Consult with a personal absorption counselor for updated information.

The Ministry of Aliyah and Integration also organizes preparatory courses for certain professionals who must undergo exams or qualifying procedures in order to receive a license to practice in Israel. Consult with a personal absorption counselor for information specific to your profession.

Courses

The Ministry of Aliyah and Integration participates in the cost of courses organized by The Ministry of Labor, Social Affairs, and Social Services, and authorized professional bodies. Participants in private courses not organized by a government or public body, or which have not received official recognition, may be eligible for participation up to a set limit. Ministry participation is conditional upon verification by an absorption counselor that the course can significantly increase the chances of finding employment. For information on eligibility and other details, consult with a personal absorption counselor.

New immigrants and returning residents participating in recognized courses can be eligible for assured income payments. Consult with a personal absorption counselor for information.

Licensing-Exam Fees

New immigrants who participate in preparatory courses for licensing exams for specific professions can be entitled to a refund of the exam fee. In order to receive a refund, present a receipt for payment of the exam fee to a personal absorption counselor at a branch office of the Ministry of Aliyah and Integration.



Travel Expenses

New immigrants who travel to courses that are located outside of their community can be eligible for participation in travel expenses. Details are available from a personal absorption counselor at a branch office of the Ministry of Aliyah and Integration.

Participation in Salaries

The Ministry of Aliyah and Integration promotes the employment of new immigrants by participating in salaries (up to a set limit). Assistance is directly to the employer upon the employer's application to the Ministry. The employer must meet eligibility criteria for assistance, including a commitment to the continued employment of the immigrant following the assistance period.

Translation and Notary Fees

In some cases, the Ministry of Aliyah and Integration may cover some of the fees for translation and notarization of documents for eligible immigrants who must complete licensing procedures. Consult with a personal absorption counselor for details.

The "Voucher" Program

The "Voucher" Program helps cover the costs of vocational training courses in private frameworks for eligible new immigrants, including immigrant citizens, returning minors, children of immigrants, and returning residents.

Conditions of Eligibility

- New immigrants, immigrant citizens, returning minors, returning residents, and children of immigrants who are age 15 and up on the date of receipt of new-immigrant status, and age 18 and up on the date of application.
- Applicants must be of employment age according to National Insurance Institute regulations for retirement age. See the National Insurance Institute website for details: www.btl.gov.il.
- Applicants must complete ulpan aleph or speak Hebrew at ulpan-aleph level (even if they are still within the period



of Absorption Basket payments). Note that persons with a learning disability, who have appropriate authorization, can receive a voucher for studies in their native language. They are not required to provide verification of completion of ulpan aleph or Hebrew ability.

Applicants who meet conditions of eligibility must be in one of the following categories:

- Unemployed on the date of requesting assistance.
- Employed in a job in which the demands are significantly lower than the applicant's education and skill level
- Immigrants whose profession or field overseas is not in demand in Israel
- Immigrants who are referred for professional retraining by an Employment Center
- Applicants who wish to learn a profession that is in demand in Israel in order to advance.
- Applicants who wish to take a preparatory course for classification tests for a future workplace.

Note that approval for participation in the program is contingent upon budgetary considerations of the Employment Division of the Ministry of Aliyah and Integration.

Period of Eligibility

- **New immigrants, immigrant citizens, returning minors** – 10 years from the date of receipt of new-immigrant status or eligibility as a new immigrant.
- **New immigrants from Ethiopia and Yemen** – 15 years from the date of receipt of new-immigrant status or eligibility as a new immigrant.
- **Returning residents** – 2 years from the date of receipt of returning-resident status.
- **Immigrants who "extend" their period of rights** – only within the 10-year period of eligibility for vocational assistance



In order to apply for “Voucher” assistance, present the following documents to a personal absorption counselor:

- Detailed cost proposal of the course
- Study curriculum
- Administrative authorization/recognition from an accredited body.

Note: the information in this section is general. For more details and to check eligibility for participation in the “Voucher” program, consult with a personal absorption counselor at the Ministry of Aliyah and Integration.

Employment Centers for New Olim and Returning Residents

The Employment Division of the Ministry of Aliyah and Integration helps to promote the vocational absorption of new immigrants and returning residents through Employment Centers.

Eligibility

- New immigrants and returning residents, within their period of eligibility for vocational assistance, who are academics or professionals not working in their profession, or do not have a full-time position and wish to increase the scope of their position.
- New immigrants and returning residents who are under-employed (wage potential is below average)

Period of Eligibility

- New immigrants up to 10 years from receipt of new-immigrant status
- Returning residents up to 2 years from the date of return

Among the services offered by the Centers are included the following:

- Vocational evaluation and counseling
- Vocational Hebrew



- Job-search workshops
- Vocational updating through training courses via the “Voucher” Program, or one-month employment trial periods.
- Guidance throughout the placement process.

Employment Fairs

The Ministry of Aliyah and Integration periodically organizes employment fairs in conjunction with representatives of various employers. At an employment fair, job-seekers could have the opportunity to practice interviewing with potential employers, become acquainted with companies and organizations in their areas of interest, and investigate the requirements of various employers. Find information about employment fairs from the press, or from district offices of the Ministry of Aliyah and Integration. Notices also appear on the Ministry website.

Assistance to Immigrant Scientists

The Center for Integration in Science of the Ministry of Aliyah and Integration assists new immigrants and returning residents who meet the Center’s definition of a scientist, and are engaged in research and development. The Center partially subsidizes salaries, and helps to create new job openings through various projects. For further details, refer to the booklet entitled “Scientists and Researchers,” available from the Publications Department. See the order form at the back of this booklet. Information is also available from Center’s website: <http://www.moia.gov.il/Hebrew/Subjects/ResearchAndScience/Pages/default.aspx>

Assistance to Artists, Writers, and Athletes

New-immigrant and returning-resident artists and authors can be eligible for assistance from the Ministry of Aliyah and Integration following recognition by a professional evaluation committee in the relevant area (music, plastic arts, literature, cinema and television, theater, etc.). Assistance is for acquiring professional equipment, to introduce the artist to the public, and for professional advancement.

For more information about a referral to a professional committee, consult with a personal absorption counselor. Details are also



available from the Ministry of Aliyah and Integration website: www.klita.gov.il.

New immigrants and returning residents from age 17 who are recognized as professional athletes by the Sports Authority of the Ministry of Culture and Sport can be eligible for a one-time grant for acquiring sports equipment or clothing.

New-immigrant athletes age 17 and over who are part of Israel's delegation to the Olympics can be eligible for a monthly grant during the period leading up to the Olympic Games, according to Ministry of Aliyah and Integration regulations. New immigrants can be eligible for assistance for 10 years from the date of aliyah; returning residents can be eligible for up to 24 months from their date of return to Israel. Consult with the Ministry for details.

The Israel Employment Service

The Israel Employment Service, a division of the Ministry of Labor, Social Affairs, and Social Services, is a Government employment service. Assistance includes job placement and referrals to training courses. The Service differentiates between academics/professionals and non-academics, and offers separate services, either in a different unit of the Employment Service office, or on other premises. To locate the nearest office, visit the Employment Service website: www.taasuka.gov.il.

During the first visit to an Employment Service office, bring copies of degree(s)/diploma(s), *te'udat oleh*, and *te'udat zehut*. It is usually necessary for the Bureau for Evaluation of Overseas Degrees of the Ministry of Education to first certify foreign degrees (see below). Applicants also need a Hebrew version of their CV. If necessary, an Employment Service clerk can often assist in preparing a CV.

The law requires job seekers to register with the Employment Service in order to receive unemployment benefits. During their first year, new immigrants can usually receive assistance from the Ministry of Aliyah and Integration, as detailed above; following their first year in the country, new immigrants must also register with the Employment Service in order to receive benefits.



Looking for Employment on Your Own

Parallel to the assistance given by various official bodies, in many cases you will find that you will have to also search for employment on your own. There are a number of steps you can take:

- There are placement companies and headhunting agencies throughout the country. You can find them on the Internet and listed in the *Dapei Zahav* (Yellow Pages) phone directory (also online). Many agencies also advertise their services in newspaper want-ad sections.
- Most companies and businesses in Israel have websites, which often list job openings or contain links to their personnel departments. Even if no specific positions are posted, it can often be worthwhile to research sites in order to probe any niches you might fit.
- Social media sites such as Facebook and Twitter can let friends and acquaintances know that you are looking for work, and also help expand your network of contacts. The importance of maintaining an up-to-date professional profile on LinkedIn is also a critical tool in your job search. A LinkedIn profile enables you to expand your network of contacts, and is a valuable source of information to employment recruiters and potential employers. They may look at your profile to see how you present yourself, whom you know professionally, and what they have to say about you.
- Take advantage of online job-listing sites such as AACI's Jobnet site (www.jobnet.co.il) and refer to them often.
- The immigrant organizations can sometimes help to locate prospective employers (see Useful Addresses).
- Many professions maintain associations in Israel, including medical professionals, social workers, accountants, and hi-tech professionals. These associations may sometimes be able to assist members in finding employment. Professional associations also often organize conferences and seminars that can be worthwhile attending in order to make contacts and stay updated on professional developments.



- From time to time, government agencies and commercial interests sponsor job fairs to which potential employers send representatives to recruit suitable candidates. Such fairs are a good way to become familiar with Israeli companies and meet with their personnel recruiters.
- In some fields, volunteering can be a way to get your foot in the door, keep your skills sharp, and establish a reputation. This way you will also be among the first to know when a position opens.
- Newspaper help-wanted sections advertise jobs in a variety of professions. While the English-language papers carry some ads, you will find the majority in the Hebrew press. Some of these ads appear at least partially in English.
- Many immigrants have created employment for themselves by turning hobbies and skills into businesses such as technical consulting or graphic design.

The ability to network can be your greatest asset in your job search. Talk to as many people as you can, and let them know that you are looking for work. Many positions are filled by personal recommendations and word of mouth. If you know people who might be in a position to help you find a job, do not hesitate to ask for their assistance, and follow up on any leads that they may offer. Many positions are filled without ever being advertised.

Keep in mind that job-seekers who are flexible about where they willing to live are likely to have more options. Many types of professionals, such as medical personnel and teachers, may find greater opportunities in peripheral areas, while computer and high-tech jobs tend to be concentrated in the center of the country.

It is unusual for new immigrants to find immediate employment in high-level positions, even if they have held a similar position before aliyah. It is often necessary to accept a position at a lower level and then work your way up.

It can sometimes be advantageous to accept a part-time or temporary position, especially when the job-market is limited.



This creates an opportunity to gain experience and skills, and demonstrates what you have to offer to an employer. In some cases, this can lead to full-time employment in the long term.

No matter what your field, it is important to have realistic expectations about finding your initial job in Israel. As it is difficult to predict how long it will take to find work, be financially and psychologically prepared for a period of unemployment.

Occupations Requiring Licensing/Special Permits

The following is a list of professions that require recognition or licensing. This list is by no means complete.

If your profession is not listed here, consult with the Ministry of Aliyah and Integration.

- **Accountants** – apply to the Israel Auditors Council, which determines the necessary exams and period of internship.
- **Architects and engineers** - apply to the Registrar of Engineers and Architects of the Ministry of Economy and Industry.
- **Commercial drivers** – apply for licensing to the Ministry of Transportation
- **Clinical geneticists, chiropractors, dental assistants, dental technicians, dental hygienists, hypnotists, orthopedists, physiotherapists, dieticians/nutritionists, speech therapists, laboratory technicians, X-ray and imaging technicians, occupational therapists, pharmacy technicians, and EKG technicians**, must pass practical and theoretical exams and/or meet other requirements of the Ministry of Health.
- **Doctors, dentists, pharmacists, and optometrists** – must pass licensing exams administered by the Ministry of Health.
- **Electricians, gas workers, and plumbers** – apply to the Ministry of Economy and Industry.
- **Financial advisors, investment and pension advisors, insurance agents**—apply to the Ministry of Economy and Industry.



- **Lawyers** – apply for admission to the Israel Bar Association, serve articles, and pass exams.
- **Mohels** contact the Ministry of Health.
- **Nurses and midwives** – must pass exams and receive a license from the Ministry of Health.
- **Opticians**-apply to the Ministry of Economy and Industry
- **Psychologists** – apply for listing in the “Psychologist’s Book” of the Ministry of Health. For information, contact the Secretariat of the Psychology Registration Committee of the Ministry of Health.
- **Social workers** – apply for certification and listing in the Social Workers Register of the Ministry of Labor, Social Services, and Social Affairs.
- **Teachers** – apply to the Ministry of Education, which reviews credentials and determines the necessary steps for recognition.
- **Tour guides, travel agents, and hotel managers** – apply to the Ministry of Tourism.
- **Veterinarians** – must pass licensing exams given by the Ministry of Agriculture.

New immigrants may be eligible for certain exemptions from exams in some of the above fields, depending on prior experience, and related professional credentials. Consult with the relevant accrediting body for more detailed information.



Professions that Require Professional Authorization/Certification

A number of professions require documentation of professional level (certification). These professions include the following:

- Appraisers
- Barbers
- Bookkeepers
- Builders of Prefabricated Components
- Chefs
- Chemists
- Confectioners
- Crane operators
- Customs agents
- Driving instructors
- Elevator technicians
- Heating-system installation
- Infrastructure technicians
- Kindergarten and daycare assistants
- Lifeguards (beach and pool)
- Marine transport workers
- Operators and technicians of road-construction vehicles
- Pilots
- Structural ironworkers
- Travel agents
- Vehicle electricians



- Warehouse and stockroom personnel
- Welders

Consult with a personal absorption counselor at the Ministry of Aliyah and Integration for more information.

Accreditation of Diplomas and Degrees

The Bureau for Evaluation of Foreign Diplomas of the Ministry of Education is the accrediting body in Israel for all foreign degrees (see Useful Addresses).

The need to have a degree recognized officially in Israel depends on the type of degree, where it was attained and the prospective employer. Recognition is according to rules and criteria determined by the Ministry of Education, which are based on international treaties and mutual agreements between countries. Public-sector employers in particular require such accreditation, especially for purposes of determining salary, while employers in the private sector might not. When departing for Israel, it is wise to bring several certified photocopies of diplomas/degrees and course transcripts along with the originals. It is also recommended to have diplomas and degrees authenticated by the local Israeli embassy, consulate, or interests section. Documents in a language other than English must have a notarized translation.

Applicants for evaluation of a Ph.D. should note that the process can be a lengthy one, therefore it is recommended to apply for evaluation of a master's degree at the same time.

Note: be sure to check the Bureau website for updated information on necessary documents, as well as and public-reception hours, before undertaking accreditation procedures.

There are two methods by which applicants may submit degrees for evaluation:

1. **By mail:** photocopy all required documents (see the Bureau website for a list of required documents). An attorney must



verify each copy as faithful to the original "*ne'eman lemakor*." The verification should include the attorney's full name and license number. It is also necessary to fill out a request form that is available for download from the website. Send the form and the documents to:

The Ministry of Education

The Bureau for Evaluation of Foreign Academic Degrees and Diplomas

22 Rehov Kanfei Nesharim, Jerusalem, 9546434

Each academic document must be from the university itself and not from an extension.

Supply a notarized translation of all relevant documents that are not in Hebrew or English.

2. **In person:** Applicants may arrive in person at the nearest Ministry of Education district office and supply all of the necessary documents (originals and photocopies), as well as the request form that is available for download on the Ministry website.

Note that preference is given to applications by mail.

For more information about necessary procedures and documents, see the website:

<http://cms.education.gov.il/EducationCMS/Units/KishreiChutz/HaharachatTeharimAcademyim/GuidelinesEvaluation.htm>

Note: Equivalency documentation is **not** the same as licensing procedures. Many professionals are required to obtain recognition or licensing in order to practice in Israel. These professionals must apply to the appropriate bodies and meet all requirements. See the section above entitled "Occupations Requiring Licensing/Special Permits."



Employment Tests

Large numbers of Israeli employers have adopted the idea of requesting prospective employees to undergo tests administered by professional testing institutes. The cost of such tests is generally linked to the status of the testee; the higher the level, the greater the cost to the employer. In many cases, being asked to undergo a test is a positive sign; employers would not be spending the money if they were not considering a potential candidate. Nevertheless, some people find being tested, and competing with other candidates, to be a stressful experience, which can often affect their performance.

There is a variety of tests, including:

- A. **Knowledge Tests:** knowledge tests measure proficiency levels in various areas, for example languages, mathematics, or professional subjects.
- B. **Personality Tests:** Personality tests gauge aspects of the candidate's personality, such as the ability to act authoritatively, leadership capabilities, and communication skills. These tests help to assess the prospects for success in a position. There are two basic types of personality tests: (1) written questionnaires in which candidates can answer 'yes' or 'no' to such statements as "it is difficult for me to work with people who are not punctual," and (2) projective tests, in which candidates may be asked to complete a sentence or to relate to a drawing, photograph, or inkblot. For example, there may be a question such as, "To me, hard work means_____."

When undergoing personality tests, it is recommended to simply relax and be yourself. There are no correct or incorrect responses, and no real ways to fool the test administrator. A candidate is more likely to make a mistake by trying to give the answer that they think the evaluator wants to hear, than by answering honestly.

- C. **Biographical Questionnaires:** Questionnaires help the employer to determine a candidate's suitability for a position.
- D. **Curriculum Vitae:** Candidates may be asked to submit a handwritten curriculum vitae (resume). Handwritten submissions are often turned over for graphology analysis.



- E. **Psychological Evaluation:** Psychological evaluations generally entail meetings in groups, and are used to gain a general impression of the candidates.
- F. **Psychometric Tests:** These test proficiency in various areas, such as general knowledge, logic, or language skills. Some psychometric tests measure physical coordination and the speed and appropriateness of reactions. Psychometric tests are often administered to candidates for jobs that require physical activity.

Candidates can prepare for psychometric tests on their own, or can participate in a preparatory course. In some cases, a psychometric test can help job-seekers to choose a profession. To receive a professional analysis of the results it can often be worthwhile to consult a vocational psychologist at an Employment Service office.

If possible, try to obtain information in advance about the type of test and the subject matter involved. If you succeed in getting advance information, you can then take the opportunity to refresh your memory and fill in the gaps of your knowledge.

Preparing for a Test

Before a test, try to get a good night's sleep. Sitting up all night studying is not recommended. It can be more helpful to watch a film, or go for a walk, than trying to cram information. Remember to prepare all required documents and supplies for the exam. Most tests take from 6 to 8 hours to complete. While some testing centers have snack bars or cafeterias, others do not. You may want to bring some sort of food and beverage with you. It is also recommended not to schedule any other important activities on the day of the test.

Remember that failure to do well on a particular test does not necessarily mean that you will not get a job. It is just one part of the overall acceptance procedure. If a test indicates that you are unsuitable for one type of position, it may also determine that you are appropriate for something else.



Being self-employed (*atzma'i*) in Israel, as anywhere else, offers the advantages of independence and flexibility. On the other hand, the lack of guaranteed workflow and income must be taken into account.

Self-employment is usually most appropriate for consultants, writers, artists, tradespersons, and other professionals who have the possibility of working independently. Many people also create their own employment by starting businesses such as computer services, catering, and design.

It is very important for any person starting a business to consult with legal and accounting professionals. It is also necessary to open files with the Income Tax Authority, Value Added Tax, and the National Insurance Institute.

Assistance from the Ministry of Aliyah and Integration

Entrepreneurs Division

The Ministry of Aliyah and Integration Entrepreneurs Division offers professional assistance to new immigrants and returning residents. Assistance includes:

- advice from experts on creating a business-development plan
- determining the economic viability of business ideas
- assistance in obtaining loans with special conditions
- subsidized business-counseling services.

The Business Information Center

The Business Information Center provides new immigrants and returning residents with information and advice from business consultants in English, Russian, French, and Spanish. The Center operates 24 hours a day except for Shabbat and holidays. See Useful Addresses.

MA'ALOT – Mercaz Iski LeOlim VeToshvim Chozrim

MA'ALOT – Mercaz Iski LeOlim VeToshvim Chozrim – Business Centers for New Immigrants and Returning Residents operate with the support of the Ministry of Aliyah and Integration, and offer assistance to new immigrants and returning residents. There are 6 locations (See Useful Addresses). At each Center, business advisors counsel new-immigrant and returning-resident entrepreneurs from the concept stage until the establishment of the business.



The importance of Hebrew ulpan as part of the absorption process cannot be overemphasized. Not only is a reasonable level of Hebrew necessary to facilitate your job search, but will help you to develop relationships with colleagues once you find a job. Further, even if you are able to use your native language in your day-to-day employment, you will need Hebrew to deal with outside bodies, and to function in meetings, workshops, and professional conferences.

It is important to register at a Hebrew ulpan as soon as possible after obtaining new-immigrant status in Israel. New immigrants are usually eligible to receive a subsidy for ulpan study only within the initial 18 months following the date of aliyah.

In order to find out about ulpan options, consult a personal absorption counselor at a branch office of the Ministry of Aliyah and Integration. The counselor will confirm eligibility for a subsidy of ulpan study, and refer you to non-residential, Ministry-approved ulpanim in your area.

It is recommended to invest maximum effort in Hebrew studies during the initial months in the country, since once you start working it is difficult to devote as much time and energy to your studies. Once you have reached a certain level of proficiency, however, using Hebrew at work will probably be the best way to improve your language skills.

Note: In certain professions, Hebrew fluency is a requirement for licensing or authorization. Check with the relevant accrediting body for details.

Ulpan Aleph

Ulpan *alef* is the initial ulpan to which all new immigrants are entitled within their first 18 months in the country.

Completing ulpan *alef* usually takes about five months. The primary areas of study are reading comprehension, writing, grammar, spoken Hebrew, and listening-comprehension. Consult with a personal absorption counselor for details and referrals.



Vocational Ulpan Aleph

Vocational Ulpan Aleph is organized by the Ministry of Aliyah and Integration and incorporates Hebrew study with professional terminology. See the section entitled "Assistance from the Ministry of Aliyah and Integration" for details.

Advanced Ulpan

'Supplementary' or 'advanced' ulpan, sometimes referred to as '*ulpan hemshech*,' or '*ulpan bet*,' is offered from time to time in various locations, and is open to anyone who feels the need to improve their Hebrew abilities. Classes are mainly during the evening and require a fee, but discounts are often available to new immigrants within their first three years of aliyah. Check with a personal absorption counselor at the Ministry of Aliyah and Integration and/or the local ulpan administration or admissions office.

The "Voucher Program"

In addition to the standard ulpan-study track, which is under the auspices of the Ministry of Education, the Ministry of Aliyah and Integration operates the "Voucher Program," which participates in the costs of Hebrew-language study courses in private frameworks. New immigrants can use their eligibility to study Hebrew in both the Ministry of Education ulpan programs, and with the vouchers for study in a private framework. More information is available from personal absorption counselors.

For more information about ulpan study, consult a personal absorption counselor at the Ministry of Aliyah and Integration (see Useful Addresses). See also the booklet entitled "A Guide to Ulpan Study," available from the Publications Department. See the order form at the back of this booklet.



Labor laws and statutes guarantee the rights of workers, and those rights are protected by workers' committees, Labor Courts, and the Histadrut Labor Federation. The laws regulate salaries, hiring, firing, advancement, professional training, National Insurance benefits (pensions, sick days, work accidents, etc.), work hours, and vacations.

Employers are obligated to inform new employees of their conditions of employment no later than 30 days from the date of commencement of employment, and 7 days in the case of an employee under the age of 18.

Employment Contracts

There are no specific laws in Israel that govern the format of employment contracts, although contracts should contain clauses that relate to items that are governed by law, such as sick leave, vacation, etc. An employment contract can be in either written or verbal form. While a verbal contract is legally binding, and both sides are obligated to uphold its terms, it can be difficult to claim a breach or violation. A written agreement makes it easier to confirm the obligations of both parties.

Before signing any contract, it is wise to read it thoroughly. Make sure that no clauses have been added that have not been previously agreed to. Before signing, be sure to clarify anything that may be open to more than one interpretation, or that is not easily understandable. A contract that does not offer working conditions that meet the standards set by law, or that violates any of an employee's rights, has no legal standing. A valid contract may only improve upon the standard rights of an employee.

If you cannot understand a Hebrew contract, try to have someone translate it for you before you sign. It is not recommended to sign a contract that you do not understand.

In some industries, company information and trade secrets are highly guarded. This means that employers may include contract clauses that restrict employees from working for other companies in the same or a related field. Note that a Court ruling mandates

that particular conditions must be met in order to enforce a clause restricting an employee's freedom of employment following termination at a particular workplace.

Before you sign any agreement, ascertain exactly what your job description encompasses, and to what benefits you are entitled. You can request this in writing. While such a document is not a substitute for a contract, it can help to prevent future disagreements.

Be aware that your first months in a new job are considered a trial period (*tekufat nisayon*) even if this has not been openly stated. This means that your supervisors will carefully monitor your performance and success in integrating into your position.

Contracts with Personnel Agencies

Contracts with personnel agencies, instead of directly with an employer, are very common in Israel. The agency is in fact the employer that pays the employee and issues a salary statement, regardless of the actual place of work.

The "Personnel Agencies Law" mandates that an employee may be employed by an agency for a continuous period of no more than nine months. This period may be extended only with special approval from the Ministry Labor, Social Affairs, and Social Services. At the conclusion of the nine-month period, the employee is either dismissed, or hired as a regular employee at the place of work. The period of employment through the agency is included in the employee's seniority period for calculating severance pay or seniority increments. If a personnel agency is in violation of the Law, the employee can consult the Authority for Order and Enforcement of the Ministry of Labor, Social Affairs, and Social Services. See Useful Addresses.

Equal Opportunity in Employment

The "Equal Opportunity in Employment Law" (1988) forbids discrimination against employees, or candidates for employment, on the basis of any of the following:

- Age
- Gender



- Pregnancy or parenthood
- Family status
- Physical disability
- Sexual orientation
- Race, religion, or nationality
- Country of origin
- Political views or affiliations.

The Law applies to hiring, determining work conditions, training or advancement, firing or paying compensation, or retirement.

Employers are forbidden to request documentation of an employee's or prospective employee's military profile, or to discriminate on the basis of military profile.

It is worth noting that the Law also places the burden of proof upon the employer; in other words, when a complaint of discrimination is filed by an employee the employer must prove that they are not in violation of the Law.

The "Equal Wage Law" (1986) mandates employers pay equal salaries to men and women.

Salaries

It is the practice in most places of employment to pay employees on a monthly basis, although it is also common to pay on a daily or hourly basis.

In Government service and public institutions, employees are further classified as follows:

- Interim employees, who do not hold a permanent position (*teken*) and receive an hourly wage.
- Temporary employees, employed by contract for a specified period (usually 6 months to a year) and who receive a monthly salary.
- Permanent employees, who have a *teken* and receive a monthly salary.



Most salaries are determined either according to collective bargaining agreements, or by individual agreements between employer and employee. Salaries consist of direct and indirect income, minus various deductions; the monthly salary statement (*tlush maskoret*) shows an itemized listing of the different components of the salary.

Direct gross income - "*bruto*" consists of basic pay, together with cost-of-living increments and special allowances (travel, overtime, clothing, telephone, etc.).

Indirect income includes sums paid by the employer towards National Insurance, pension plans, and special funds.

The gross income minus deductions yields the take-home pay - "*netto*." Mandatory deductions include income tax and payments to the National Insurance Institute (including National Health Insurance premiums) and various savings plans. Failure to make these deductions is a violation of the law. The employee must consent in writing to any other deductions.

When negotiating salary, ascertain what both gross and take-home pay will be. There can often be a great difference between the figures. Do not be reluctant to inquire what other people in comparable positions are earning.

The law mandates that all salaries be adjusted according to increases in the Cost of Living Index.

Wage Protection

The "Wage Protection Law" stipulates that all salaries be paid by the end of the month for which that salary is disbursed. When salaries are delayed nine days after this date employees are entitled to compensation equivalent to 5% of the salary for the first week of delay, and 10% for each following week.



Minimum Wage

The “Minimum Wage Law” (1987) mandates that all workers above the age of 18, in full-time positions, are entitled to a monthly salary that is no less than a fixed minimum. This Law applies both to employees who earn monthly salaries, and to those who earn daily salaries. The Law also determines a minimum wage for minors, and for persons with disabilities.

The minimum wage is calculated at a fixed percentage of the average wage as publicized by the National Bureau of Statistics, and updated on a periodic basis. Check with the Ministry of Labor, Social Affairs, and Social Services to find out the updated minimum wage: www.employment.molsa.gov.il.

Employees who are paid less than the minimum wage, or who work a greater number of weekly hours than stipulated by law, without due compensation, may contact the Authority for Order and Enforcement of the Ministry of Labor, Social Affairs, and Social Services, or register a complaint with a Labor Court. See Useful Addresses.

The Salary Statement

As indicated above, labor laws stipulate that every employee is entitled to a monthly salary statement (*tlush maskoret*). The statement contains details of all calculations that determine salary, and the total amount deposited in the bank. A regular employee receives a monthly statement, while a freelancer or someone who works on a contractual basis receives a confirmation of payment.

Salary statements are important documents, which should be retained in order to verify all deductions for taxes, National Insurance, and health insurance.

The details that appear on a salary statement vary according to the employer, as well as the types of benefits and deductions that comprise the salary.

There is no one standard type of salary statement. However, in almost all cases, they contain the following:

- Employee information e.g., first and last name, identification number, marital status, position and level, bank account number, etc.



- Employer information, including company and location, and the industry and payroll codes.
- A breakdown of the salary, listing the base salary, supplements and deductions, and the amount deposited in the bank. On some statements, a code appears representing the nature of the supplement or deduction).

At the end of each year, employees should receive Tax Form #106, or other documentation that reflects the total salary for that fiscal year, as well as all Income Tax and National Insurance Institute deductions. This document should be retained for use when applying for a tax refund or reduction.

Salary Grades and Seniority

Public-sector salary scales for non-academic personnel are determined according to a uniform scale known as "*dirug achid*." This scale serves as the basis for many other collective wage agreements in large public institutions, such as hospitals, universities, local authorities, and parts of the private sector.

Civil servants are subject to a uniform grading system that also applies to certain other categories. Separate grading systems apply to police, teachers, journalists, engineers, and other professionals.

Salary grade (*darga*) determines base salary. In the public sector, promotion within each grade, or from one grade to another, is based mainly on seniority (*vetek*) and/or academic standing, although there may be room for negotiation.

While collective wage agreements are the most common arrangements, individual contracts are becoming more prevalent, particularly for higher-grade positions. While personal contracts that offer higher salaries and extra benefits may circumvent collective wage agreements, they can also fail to offer the same protection of an employee's rights as collective wage agreements.

Seniority for professionals is generally calculated according to the number of years of professional employment. For persons employed according to the uniform-scale system (*dirug achid*), seniority is determined by general work experience. Time spent in IDF service may also count towards seniority. Some prospective



employers may offer the lowest possible *darga*, and some permanent positions are available only at the lowest grade. Try to speak to people in the same field or department to determine what your own *darga* should be before you start a job (preferably before negotiating your salary). Although a *darga* can be changed, it is best to start at the correct level.

Large private enterprises generally use a similar system to calculate seniority. In private companies, however, seniority plays a smaller role in determining grade level. Merit, rather than seniority, plays the greater role.

Keren Hishtalmut

A *Keren Hishtalmut* is a particular form of savings plan that is available in most cases to government employees, academics, engineers, and other professionals. Both the employee and the employer contribute. The objective of the fund is to accumulate money for use during a sabbatical year. Some professionals, such as teachers, take a sabbatical-year break. In other cases, the funds become accessible after seven years, and can be used as the beneficiary sees fit. In addition to interest and consumer-index-linked revenues, profits may often accrue as a result of investments made by the bank.

Income Tax

Israel has a progressive system of income tax (*mas hachnasa*). The government determines a scale of income levels, and taxes income at different rates for each level. The first portion of income is taxed at the minimum level. The second portion of income (that which exceeds the first level but does not exceed the cap for the second level), is taxed at the next highest rate, and so on, up to the maximum rate. At the time of publication, the minimum tax rate is 10%, and the maximum rate is 49%.

All forms of income are subject to tax, including salaries, certain National Insurance Institute allowances, interest on savings accounts, etc. Benefits such as special bonuses or clothing allowances may also be taxed. Such perquisites as subsidized cafeterias or holiday gifts are also often subject to income tax.



Income-tax levels are adjusted periodically, in accordance with the Consumer Price Index.

Credit Points

Credit points, which provide the basis for tax reductions, are an important part of the Israeli tax system. The shekel value of each credit point is adjusted periodically according to changes in the Consumer Price Index. Israeli residents receive points graduated according to family size. A married man whose wife does not work, and who declares a joint income statement, is entitled to an extra point. In specific circumstances (such as disability, single-parenthood) an employee may be eligible for additional points. Married employed women receive an extra point, and working mothers receive points for children under the age of 18.

Any change in family status that could entitle additional credit points should be reported to the accounting division of the place of employment.

In most cases, new immigrants are eligible for additional points during their first three and one-half years in the country, as follows:

- Three points during the first 18 months.
- Two points during the second 12 months.
- One point during the third 12 months.

New immigrants must present their *te'udat oleh* when requesting new-immigrant credit points.

In order to receive the tax credit, complete Form 101 and submit it to the employer, before the conclusion of the fiscal year (before the end of December). Many employers have the form on hand. It is also available for download from the website of the Income Tax Authority, www.taxes.gov.il.

Exemption from Automatic Tax Deduction

The Government taxes certain kinds of income, including salaries, wages, fees, pensions, dividends, and interest, at the source (*bamakor*) – that is directly out of an employee's paycheck. Pensions and income from bank accounts are also taxed.



In order to prevent automatic deduction of full income tax, new immigrants must present a certificate of tax exemption (*ptor*). Most salaried personnel can fill out the request form through their employer. However, an individual with more than one employer, or who works on a freelance basis, must obtain the exemption in person, at any branch of the Income Tax Authority. Keep the original and give the employer a copy. Freelancers must present a separate copy of their *ptor* to each of their clients.

Non-taxable Income

At the time of publication, specific forms of income earned in Israel or abroad are in most cases exempt from taxes. These include:

- Certain National Insurance benefits
- German government reparations
- Particular forms of income earned abroad, which are taxed in the country of origin, provided that the country has a bilateral tax agreement with Israel.

The following types of income may be partially or totally tax exempt:

- Income earned abroad for a period of seven years from arrival in Israel. Note, however, that specific types of income earned abroad, including pensions, may be taxable. Check with a personal absorption counselor or with a tax professional for details.
- Eligible new immigrants and returning residents can qualify for particular exemptions on taxes on income **from abroad** and from reporting certain forms of assets and income **whose source is from abroad** for a 10-year period. For more information, consult with a personal absorption counselor or see the Ministry of Aliyah and Integration website, www.klita.gov.il.
- Retirement pensions from employment plans are usually exempt from taxes, as long as they do not exceed a determined level. Payments in excess of the determined level are subject to tax.
- Severance pay not exceeding one month's salary for each year of employment is generally exempt from taxes, as long as it



does not exceed a maximum figure defined by law. Consult the Income Tax Authority for details.

- The interest on certain savings plans is not taxable. Details are available from local banks.
- Donations to recognized charities are usually tax-exempt.

A number of tax deductions may be permissible, including:

- Salaried workers and the self-employed who place a certain percentage of their income in either a pension fund or provident fund (*kupat gemel*) may receive a tax deduction on that portion of their salary. Consult with a personnel department or local bank for details.
- Individuals residing for at least 12 months in communities recognized by the Income Tax Authority as either border or development areas may be entitled to a partial tax deduction on a portion of their income.

It is important to inform the Income Tax Authority of any changes in personal status that may entitle further tax concessions (for example, the birth of a child).

Persons who have not worked for a full year, or who have no source of income for part of the year, may be eligible for a partial exemption from income tax. An employee who begins work in the middle of a fiscal year, or towards the end of the year, must indicate this on their income-tax form. An individual who did not work during the second half of a particular fiscal year should request a reassessment of their taxes, and a refund of part of what they paid.

Tax Refunds

In most cases, an individual who pays excess income tax from their salary is entitled to a reimbursement from the Income Tax Authority. At the end of every tax year, submit the appropriate forms, and present documentation of that year's income to the Income Tax Authority.

When the Income Tax Authority erroneously deducts taxes they should refund the amount with interest, retroactively linked to



the cost-of-living index, for up to six years preceding the current fiscal year.

Negative Income Tax

Within the framework of Negative Income Tax, eligible employed persons with very low income may be eligible to receive a grant that increases their income. The grant also decreases socio-economic gaps. For more information, consult with the Income Tax Authority of the Ministry of Finance, and see www.misim.gov.il/maanakavoda/.

The Workday

The law stipulates that in workplaces in which the working week consists of 5 days, the workday may total up to 9 hours. In workplaces in which the working week is 6 days, the workday may total up to 8 hours. In any case, the law provides for a 43-hour workweek, although some agreements do allow for a 45-hour workweek. The law provides for a minimum break of at least 45 minutes during a work day of least 6 hours.

In most places of employment, the day begins at 7:30-8:00 a.m., and employees work until 15:00 or 16:00 p.m. Large chain stores and many shops located in shopping malls are open all day, but some small establishments retain the practice of closing for two or three hours in the afternoon and reopening at approximately 16:00 p.m. This split shift also applies to many banks and other services.

In recent years, many retail establishments have started to open after the end of Shabbat on Saturday night.

Some factories operate from 7:00 a.m. until 21:00 p.m. In these sites, a flexible schedule is in place, and employees work full or split shifts in order to allow the business to operate while keeping within the guidelines of the law.

In most places of employment, employees sign in with a smart card or other means in order to record attendance. If this is not the practice in your place of work, it is recommended to keep an accurate record of your hours, placing special emphasis on overtime hours.



Overtime

In workplaces governed by the "Work and Rest Hours Law," an employee who works overtime hours on a regular workday must be paid compensation of an additional 25% for the first two hours, and at least an additional 50% for subsequent hours. However, some public-sector employees receive a fixed amount of overtime pay each month as part of their regular salary, while in the private sector, many employees work as much as necessary without any additional compensation.

Special bonuses are often paid to workers in jobs classified as "hazardous" or who are required to be on call at specified times, for example doctors and nurses.

Professionals such as medical personnel, firefighters, police officers and others, who are liable to be called to work at any time, should have overtime stipulations written into their work agreements.

There are specific categories of employees to whom the law does not apply. In most cases, these employees are in sectors in which there are no defined work hours, for example, live-in home-help.

The Workweek

The workweek in Israel has undergone a significant change over the past years, as the country has increasingly shifted from a six-day to a five-day workweek.

In the past, most people worked six days a week, including a half day on Fridays. Today, however, greater numbers of workers have switched to a five-day week, and enjoy a two-day (Friday and Saturday) weekend. Some public-sector workers are assigned occasional duty shifts (*toranut*) on Fridays to assure that there is no interruption of essential services.

In most cases, employees are entitled to a day off each week of 36 consecutive hours. However, the Ministry of Labor, Social Affairs, and Social Services can determine less time off for workers in certain professions, for example, employees of public transportation, hospital staff, postal workers, and in those concerns that operate three shifts.



Shabbat is the legal day of rest for Jews. Non-Jews may take either Friday or Sunday as their day of rest. A place of employment that seeks to be open on Shabbat must obtain a license.

The Jewish festivals (including Rosh HaShana, Yom Kippur, the first day of Sukkot, Simchat Torah, the first and seventh days of Pessach, and Shavuot) are legal holidays in Israel. Yom HaAtzmaut (Israel Independence Day) is a national holiday. The intermediate days of Pessach and Sukkot are generally regular work days, however many people have a shortened work day or do not work at all.

Collective bargaining agreements generally add two or more optional holidays (*yomei bechira*) that employees may use on Purim, Tisha B'Av, or the intermediate days of Pessach and Sukkot.

Time off for religious holidays must be no less than 36 consecutive hours. Holidays do not replace the regular weekly day off, but are additional (unless the holidays themselves occur on Shabbat).

The law mandates that employees compelled to work on their weekly day off receive overtime compensation. Alternatively, the employer may compensate an employee who is paid on a monthly basis with an hour and a half of 'rest' for each weekly rest hour that that they work.

Work performed on a Saturday night may be considered as a regular workday in situations in which Fridays are considered a non-working day.

Vacation

The law guarantees paid annual vacations. In workplaces in which collective agreements are in place, an employee's length of employment usually dictates their allotted number of vacation days, which range from 12 to 21 and more.

In places of employment that have various contracts with employees, the number of vacation days differs from several days to several weeks. New employees should check the number of vacation days to which they are entitled.

The law determines that any employee who works for at least one year is entitled to a vacation allowance (*dmei havra'a*). Employees

are entitled to the allowance even if they do not take any vacation. The allowance is paid during one of the summer months (June-September).

Dmei havra'a is generally calculated as one day's salary multiplied by a specific number of days according to length of employment.

Many Government and municipal offices, and some private firms and companies, maintain a policy of pre-scheduled "organized leave" (*hufsha merukezet*) during which all employees are required to take part of their vacation at the same time.

A part-time employee is entitled to vacation days in proportion to the extent of the position.

Vacation days are usually consecutive. However, it is possible to spread them out with the consent of the employer. If an employer fails to compensate for vacation days, employees may file a suit with a Labor court. See the section on legal suits below.

Sick Leave

The "Sick Leave Compensation Law" (1976) provides for compensation when an employee is absent from work due to illness or medical treatment. The employee must usually present a doctor's authorization (*te'udat machala*) in order to receive compensation.

The law does not obligate payment for the first day of sick leave. Compensation for the second and third days is at a rate of 50% of the employee's salary, and the days following at a rate of 100%. In some cases, collective or personal agreements with the employer may provide for better conditions regarding sick leave.

In case of prolonged illness, the National Insurance Institute may pay compensation after accumulated sick leave is exhausted, according to the age of the claimant. Some employers permit employees to donate leave to a colleague suffering from a prolonged illness. In some cases, employees may receive reimbursement for unused sick days when they leave or retire from a position.



Care of Family Members

- The law permits a parent to use up to 8 sick days per year to care for a sick child under the age of 18, on condition that their spouse does not take sick leave for the same purpose. In cases of particular types of illness, it may be possible to take up to 60 days.
- A single parent with a child under the age of 18 may take up to 12 sick days a year to care for a sick child.
- An employee can, in most cases, use up to 6 days per year to care for a parent or spouse's parent, on condition that the employee's spouse is employed and is not absent from work to care for the same parent, and the parent is dependent upon the help of another person. The parent must not reside in an institution, and the employee's siblings may not request leave for the same purpose. Leave is deducted from the employee's own accrued sick leave.
- It is often possible to take up to 6 days per year for a spouse's illness provided that the spouse requires the aid of another person. The leave is deducted from the employee's own accrued sick leave.

Note that in all cases it is necessary to provide a doctor's authorization.

Mourning

An employee who has worked for the same employer for at least 3 months is in most cases entitled to receive up to seven days of leave following the death of an immediate family member.

Dismissal and Severance Pay

The law requires the employer to notify an employee of their dismissal between one to four weeks in advance, according to seniority. Notice must be in writing. Dismissal may take effect immediately upon giving notice on condition that the employer pays the salary for the remaining obligatory period. An employer who does not notify an employee in advance of dismissal is obliged to pay compensation.



The employer must provide a letter stating the dates of commencement and cessation of employment.

An employee is similarly obligated to notify the employer in advance of resigning a position. When an employee fails to do so, the employer is entitled to withhold their salary for that period.

There are particular situations in which a worker cannot be dismissed. Examples include pregnant women, or a soldier in reserve duty.

Severance Pay

The law mandates severance pay for all employees who work continuously for the same employer for at least one year. This applies to both full-time and part-time positions, as well as seasonal workers who work for 2 seasons (3 consecutive months) during 2 consecutive years. When an employee is fired close to the end of the first year of employment, they are considered to have been dismissed in order to avoid payment of compensation. If this is not proven to be the case, the employee is entitled to compensation.

Severance pay should be the equivalent of one month's salary multiplied by the number of years of employment. Compensation for part-time employees is calculated according to the scope of the position.

Employees who resign a position are generally not entitled to severance pay. However, the following exceptions may apply:

- Resignation due to the employee's state of health, or the health of their spouse.
- Resignation in order to care for children within nine months of their birth or adoption. Only one parent is entitled to compensation.
- Resignation due to relocation resulting from marriage or divorce.
- Resignation resulting from the downgrading of an employee's position or salary, for example, failure to pay cost-of-living increases, repeated delays in paying salary, reduction of wages, etc.



- Resignation in order to join the Police or Prison Services.
- Resignation in order to fulfill the obligation to serve in the Israel Defense Forces.
- Loss of position resulting from the death or bankruptcy of the employer, or the closure or liquidation of the business. In such circumstances the National Insurance Institute may pay compensation.

The employee must submit a written claim for severance pay. The employer's obligation to pay severance compensation begins on the last day of employment, or no later than 15 days following the last day of employment. From the 16th day to the 30th day, if compensation is delayed, the employer must add on compensation linked to Cost of Living Index up until the date of payment. If payment is delayed 30 days or more, employees have the right to receive compensation linked to Cost of Living Index as well as an additional 20% for each month of delay.

When an employer fails to pay compensation, employees can file a claim with a Labor Court. A claim for compensation must be filed within one year from the date of obligation of payment.

For more information, see the website of the Ministry of Labor, Social Affairs, and Social Services: www.molsa.gov.il.

Recent legislation requires employers to provide their employees with pension insurance.

This insurance also includes a certain amount that constitutes a "severance pay component." The provision for severance pay is calculated as a percentage of the employee's salary and is financed by the employer only.

The provisions for severance pay are attached to the pension savings and increase the retirement pension paid to employees when they retire, provided that an employee does not withdraw the amount, or part of the amount, accrued in the pension in the form of severance pay.

As a rule, there are two rates of severance pay provided by the employer; the base rate and the rate for covering the supplements for severance pay.

1. The base rate—the employer must set aside 6% of the employee's salary for the severance pay component. The monies allocated for severance pay constitute a form of advance payment on account of the severance pay that the employer must pay following dismissal or when an employee resigns under particular justified circumstances.

An employer who allocated only 6% of the employee's salary for the compensation component may also be required to pay the employee a "severance pay supplement" – a sum equal to the difference between the amount accrued from the employer's provisions and the severance pay. It is based on the employee's last salary, even relative to periods in which the salary was lower.

2. In order to cover the "severance pay supplement," an employer may allocate an additional 2.33% of the employee's deduction (8.33%). This is on condition that the coverage for the pension fund begins immediately upon commencement of employment. In this situation, the contributions to the pension fund replace the entire amount of severance pay owed to the employee, and the employer is not required to pay the difference between the 2.33% and the 8.33% of the severance pay due to the employee.

Retirement

Pensions

Collective or personal agreements generally determine conditions for pensions upon retirement. With most plans, a fixed amount is deducted from the employee's monthly salary, and the employer contributes an amount based on, but not deducted from, the salary or based on the average wage, whichever is the lower sum.

In addition to pension plans secured through agreements with an employer, individuals may also pay into a provident fund known as "*kupat gemel*." Make arrangements through a bank or insurance company.

Whenever accepting a new job, be sure to ascertain the plan with which the employer has arrangements, and the conditions and benefits. Check conditions and terms before changing plans.



Note that legislation requires all employers to provide and contribute to pension plans for their employees (see above). The goal of this legislation is to ensure that all workers be guaranteed a pension in addition to that provided by the National Insurance Institute.

National Insurance Institute Old-Age Pension

All individuals who pay National Insurance Institute premiums for a minimum period are entitled to an old-age pension. Persons who receive a pension from employment are also entitled to the pension from the National Insurance Institute, on condition that the pension from employment does not exceed a certain level.

Persons who do not accrue eligibility for a National Insurance pension during their years of employment, including new immigrants who arrive close to or following retirement age, and who have no other form of income, may be entitled to a special old-age pension only.

For information, consult the National Insurance Institute (see Useful Addresses) or visit their website, www.btl.gov.il. See also the booklet entitled "National Insurance," available from the Publications Department (see the order form at the back of this booklet).



Most Israeli families are dependent upon two incomes, and women are a large part of the work force. The rights of working women in Israel are protected by law.

Discrimination

Gender discrimination in hiring practices is forbidden by the "Equal Opportunity in Employment" law. The Law further forbids discrimination on the basis of religion, race, pregnancy, fertility or IVF treatments, parenthood, or age. This Law mandates that women are equally entitled to hold administrative positions, and to receive a salary equal to that of a man in a similar position or doing similar work.

Employment Conditions That are Liable to Harm Women's Health

Certain prohibitions and restrictions apply to the employment of women in general, and during pregnancy and nursing in particular, as well as to workplaces or manufacturing processes that may particularly affect women's health, including women of childbearing age (up to the age of 45). For example, work that risks exposure to ionizing radiation or radioactive contamination, or exposure to other substances that may be particularly harmful to women's health, or work in a medical or educational institution due to increased risk of contact of measles.

Residence in a Shelter for Victims of Domestic Violence

A woman who resides in a shelter for victims of domestic violence, and has verification from a Social Services Bureau and the Ministry of Labor, Social Affairs, and Social Services may be absent from her employment during her stay in the shelter. To be eligible, she must work for the employer (or at the same place of employment) for at least six consecutive months. This is on condition that the period of absence is no longer than 6 months during the 12 months following the commencement of residence in the shelter. Absence



from employment under these circumstances is considered as unpaid vacation, and the period of absence is not considered when calculating benefits that depend upon employee seniority, such as severance pay or a seniority increment. Further, it is prohibited to fire an employee during her period of residence in a shelter and for ninety days following, or to damage the scope of her employment or income.

Pregnancy and Maternity Leave

An employed woman, and her employed spouse, receive rights according to law in connection with fertility treatments, pregnancy and childbirth. The law also grants some of these rights to the woman who bears a child, and the intended parent, in the case of surrogacy, an adoptive parent, and a foster parent.

A number of provisions govern the employment of pregnant women:

- Women cannot be dismissed from their jobs because of pregnancy, or during maternity leave, without the permission of the Ministry of Labor, Social Affairs, and Social Services. This includes temporary employees working for the same employer for at least six months. The law prohibits the firing of a woman from the commencement of her maternity leave until 60 days following the end of the leave. A woman who requires sick-leave as a result of the birth may not be fired for six months following her maternity leave. She must present all required medical authorizations.
- No steps may be taken that could affect a woman's income during pregnancy or maternity leave without the permission of the Ministry of Labor, Social Affairs, and Social Services.
- A contract between a woman and her employer that expires during her pregnancy or maternity leave must be automatically renewed.
- A woman must notify her employer of her pregnancy by the fifth month.
- A woman who works with hazardous substances must inform her employer of her pregnancy within ten days of its confirmation, and supply medical verification. The employer



is then obligated to take all necessary protective measures. Employers are similarly required to take all necessary precautions for the protection of nursing mothers.

- From her fifth month of pregnancy, a woman cannot be required to work overtime without her consent, and without written permission from her doctor. It is also prohibited to require a pregnant woman to work night hours if the woman has informed the employer in writing that she does not wish to work at night.
- Working women who meet the requirements of the National Insurance Institute are entitled to a paid maternity leave (see below).
- Women who give birth to twins, triplets, or more can extend their maternity leave. This also applies when a baby must be hospitalized for at least 12 weeks.

Maternity Allowance

A woman who has just given birth, or adopted a child below the age of 10, is entitled to a maternity allowance (*dmei leida*) as compensation for resultant loss of income, according to National Insurance Institute directives.

In case of a multiple birth, or hospitalization of a newborn or new mother, a woman can be eligible for extended maternity leave and for an increment to her maternity allowance.

Those eligible are female residents of Israel who have stopped working due to pregnancy or childbirth, or adopted a child under the age of 10, and who have accumulated an employment record of sufficient duration prior to taking leave.

A woman at least 18 years of age, who is undergoing vocational training or vocational rehabilitation at a certified training institution, can also be eligible, provided that she worked as an employee or was self-employed for at least 30 consecutive days before the date on which she stopped work due to her pregnancy.

Note that the law makes provisions for a father to take leave instead of the mother under certain conditions.



Period of Eligibility

- A woman can be eligible for up to 15 weeks of the maternity allowance provided that she worked for 10 out of the 14 months, or for 15 out of the 22 months, prior to the day that she stopped work due to a pregnancy that results in childbirth.
- A woman can be eligible for up to 8 weeks of maternity allowance provided that she worked for 6 months out of the 14 months prior to the day she stopped work as above.

For more information, consult the booklet entitled “National Insurance,” available from the Publications Department. See the order form at the back of this booklet. Consult also the National Insurance Institute website: www.btl.gov.il, as well as download claims forms from the site.

Income Tax Credits

Married working women receive an extra income-tax credit point. Working mothers receive points for children under the age of 18. Women in other categories, such as single parents, may be eligible for additional credit points or exemptions.

Sexual Harassment

In 1998, the Knesset passed the “Law for Prevention of Sexual Harassment.” The Law defines sexual harassment as any behavior of a sexual nature expressed towards another person, woman or man, against their will, as well as requests for sexual favors or any sexual behavior as a condition for advancement or benefits. The definition includes insulting or provocative remarks, comments on another’s appearance or sexuality, or jokes of a sexual nature. Displays of explicit or pornographic materials can also be sexual harassment, as is any unwanted physical contact, pressure to go out on a date, or to provide sexual favors.

The law requires employers to implement guidelines designed to prohibit sexual harassment in the workplace. In fact, victims of sexual harassment can sue their employer if the employer fails to insure a safe and respectful work environment, or if the employer fails to act upon complaints of harassment. In workplaces with more than 25 employees, the employer is responsible for



circulating a printed outline of the restrictions against sexual harassment. Each employee must read the outline and sign it.

Any person who feels they are being sexually harassed can take a number of steps:

- Make objections known to the harasser and to the employer. Express objections verbally, or in writing. Describe the harassment in detail, and state any feelings of discomfort or distress. Be sure to keep a copy of the letter.
- Express objections in front of witnesses.
- Talk to others, find out if anyone else is being harassed, and make a joint complaint.
- Keep a record of incidents. Try to make the record as detailed as possible.
- If confronting the harasser is not a feasible option, approach their supervisor or manager. If there is no one in authority over the harasser, turn to the employees' committee if there is one in the place of employment. Find out if there is anyone with overall responsibility for investigating complaints in the particular workplace, or consult with a lawyer or the Police. The law deems any attempts at retaliation against a complainant a criminal offense, punishable by a prison term.

The various women's organizations can offer guidance and support. See Useful Addresses.



The law prohibits the employment of minors under the age of 15. The law further prohibits employing young people in any form of work that could endanger them either physically, developmentally, or emotionally.

In order for the minor to be employed, they must provide the employer with a doctor's authorization. If the minor lacks such authorization, the employer must send them to a doctor to receive one. The time spent receiving the authorization is considered work time.

Work Hours

The workday for minors may not exceed 8 daily hours, or 40 weekly hours. Minors may not work overtime. The law forbids the employment of a person under the age of 16 for work between the hours 20:00 p.m. and 8:00 a.m.

Minors who work for more than 6 hours are entitled to a rest break, and a lunch break of least $\frac{3}{4}$ of an hour. At least one half hour of the break must be consecutive.

Salary

The law determines the minimum wage for working minors. The employer must pay transportation costs in addition to wages.

The employer must pay all required National Insurance Institute premiums, and may not deduct the fees from the salary. In most cases, a minor under the age of 18 must pay income tax, however, minors usually receive credit points due to their age.

Israeli workers have the right to discuss any work-related grievance directly with their employer. When a grievance is not resolved, an employee generally turns to the workers' committee or to the human resources department in their place of employment.

The New Histadrut Labor Federation (*HaHistadrut Hahadasha*) represents the majority of organized workers in Israel. The grievance of a Histadrut member that is not solved by the workers' committee is often passed to the local labor council, the National Union Secretariat, and finally, to the Histadrut Executive Committee. As a last resort, workers may also appeal to a Labor Court.

The right to strike is recognized in Israel. Unions often employ work slowdowns (*eetzumim*) or strikes (*shvitot*) when grievances go unresolved, or as a general effort to improve working conditions and benefits. In theory, all strikes by Histadrut-affiliated unions must have the Histadrut's approval, but wildcat strikes do occur.

It should be noted that while personal contracts may enhance salary and fringe benefits, they often impinge on employee rights and grievance procedures insured in collective wage agreements.

A Government employee may discuss grievances with their supervisor or personnel manager. A Government employee unable to resolve an issue with a supervisor or manager may consult the Civil Service Commission (*Netzivut Sherut HaMedina*) in writing.

The Departments of Labor Relations of the Ministry of Labor, Social Affairs, and Social Services can help to clarify worker rights, and extend assistance to employees in conflict with their employer. See Useful Addresses.

Every person has the right to file a suit against their employer in a Labor Court on any matter concerning their employment, as well as to appeal a verdict to the National Labor Court. Plaintiffs may represent themselves in court. They must complete the appropriate forms for claims concerning salary, severance pay, etc. Information on claims forms must be accurate, and the responses must be clear. A claimant who does not speak sufficient Hebrew



may request the Court to provide a translator. In most cases, there is no charge for translation.

Suits for matters of salary, severance pay, "*dmei havra'a*," and travel expenses may be filed for up to 7 years. File suits for unpaid vacation days for up to 3 years.

A plaintiff must file claims with the District Labor Court that has jurisdiction over the location of the place of employment. If the employer has several addresses (such as a bank with multiple branches) file claims either with a District Labor Court that has jurisdiction over the location of the main branch or the location of the place of employment.

A plaintiff who is unable to afford a lawyer can apply to the Legal Aid Bureau of the Ministry of Justice. Members of the Histadrut can seek legal counseling and assistance from a Histadrut representative. Plaintiffs in cases involving any form of discrimination may be able to receive legal aid or counseling from the Commissioner for Equal Opportunity in Employment, women's organizations, organizations active in defending civil rights, and from Shil, the Citizens' Advice Bureau of the Ministry of Labor, Social Affairs, and Social Services. See Useful Addresses. For a detailed list of other organizations that offer legal aid, consult the booklet entitled "Where to Turn," available from the Publications Department. See the order form at the back of this booklet.



The National Insurance Institute (NII-in Hebrew *HaMossad LeBituach Leumi*) is the Government body responsible for social security. It dispenses various insurance benefits and collects insurance premiums.

National Insurance is compulsory. Every Israeli resident must pay premiums from the age of eighteen, with the exception of housewives who are not employed.

Insurance premiums are proportional to income, and levied according to rates determined by law. By dint of these payments, insured persons acquire the right to receive insurance benefits.

The two main categories of insured individuals are salaried and non-salaried workers. The employer, who deducts a fixed percentage of the salary as the workers' share of the payment, pays premiums for a salaried worker. An employer's failure to pay does not jeopardize a salaried worker's rights.

Individuals who employ a domestic worker are obliged to pay insurance premiums on their behalf.

The non-salaried group includes self-employed workers and the unemployed. They must pay their own premiums or their rights are jeopardized. Punctual payment of premiums is a condition of eligibility for benefits.

Insured persons over retirement age who continue to be self-employed must continue to pay insurance premiums, but at a percentage of the standard rate.

Eligible retired persons who continue to work as salaried employees are usually exempt from paying insurance premiums. Consult with the National Insurance Institute for more information.

The National Health Insurance Law guarantees that every resident of Israel, including new immigrants, is entitled to health insurance (*bituach briut*). This insurance entitles membership in one of the four health funds (*kupat holim*): Kupat Holim Clalit, Kupat Holim Maccabi, Kupat Holim Meuhedet, and Kupat Holim Leumit. The rates of health-insurance premiums are according to income.



Health insurance payments are to the National Insurance Institute in the same manner as National Insurance payments. The premiums of salaried employees are deducted directly from their salary at the same time as National Insurance payments. The unemployed and self-employed must make arrangements with the National Insurance Institute directly.

For more information, consult the National Insurance Institute, www.btl.gov.il. See also the booklets entitled "National Insurance," and "Health Services in Israel," available from the Publications Department (see the order form at the back of this booklet).

Work Injuries

Employers are obligated to insure reasonable health and safety standards in the workplace, including cleanliness, ventilation, lighting, and climate control. They must also provide a source of drinking water and first aid supplies. Employers must follow all safety regulations regarding machinery and fixtures, and implement all safety procedures for handling hazardous or toxic substances.

Employers must make employees aware of all information that will help them to avoid work-related illness or injury, and ensure that they understand the information.-

The National Insurance Institute provides coverage for medical care and rehabilitation to eligible individuals injured on the job, or in carrying out a work assignment. This includes insured individuals injured on their way to and from work, and persons who contract occupational illnesses.

The National Insurance Institute provides the following benefits to victims of work accidents, according to the level of disability and other criteria:

- Coverage of medical expenses, occupational rehabilitation, and the possibility of financial assistance when retraining for a new job.
- Compensation for loss of income during a temporary period of inability to work (up to 91 days).



- A monthly or one-time-only disability allowance to persons with a permanent disability.
- Allowance or one-time payment to family members in the event of death resulting from a work injury.

Note that in all cases, a claimant must meet all eligibility requirements in order to request any form of compensation from the National Insurance Institute.

For more detailed information, consult with the National Insurance Institute, or visit their website: www.btl.gov.il. Refer also to the booklets entitled "National Insurance," and "Guide to Services for Persons with Disabilities," available from the Publications Department. See the order form at the back of this booklet.

Unemployment Insurance

The National Insurance Institute pays unemployment benefits to eligible claimants. The purpose of unemployment insurance (*dmei avtalah*) is to assure the unemployed a means of subsistence for a specified period.

In order to be eligible for unemployment compensation applicants must meet the following requirements:

- At least 20 years of age, but below the age of 67, OR age 18-20 and receive an exemption or postponement of compulsory service from the IDF for health reasons, or because of family, educational, security, or community reasons, or because of the needs of the national economy.
- Age 18-20 and the sole support of their family (parents, siblings, spouse) or the parent of a child for whom they are the main source of support.
- Completion of a 'qualifying period' prior to being unemployed.
- Registered with the Israel Employment Service. An applicant must be capable and willing to work in their profession or any other suitable work and the Employment Service has not found any such work for them.

Furthermore, in order to receive an unemployment benefit, it is necessary to accumulate a "qualifying period." This period consists



of 12 out of 18 months (even if not consecutive) preceding the claim for unemployment benefits, during which the claimant paid unemployment insurance premiums, or payments were made on the claimant's behalf.

A discharged soldier or National Service volunteer who has completed a voluntary service period of 24 months is required to accumulate a "qualifying period" of 12 months like every other insured person. Six months of this qualifying period are counted from the period of military or national service, and the remainder must be accumulated following service. A discharged soldier who undergoes vocational training remains exempt from the qualifying period for the first year following discharge.

Note that upon becoming unemployed it is necessary to register with the National Insurance Institute without delay, even if not entitled to benefits immediately; a claimant who fails to do so could jeopardize their eligibility.

An employee who quits a job without a justified cause, as opposed to being fired, or who refuses an offer of suitable work, may be eligible for benefits only after 90 days have elapsed.

Period of Benefits

The period of benefits commences on the date of initial registration at the Employment Service.

A person who is entitled to an unemployment benefit, is undergoing vocational training, and has less than 12 years of schooling, may be eligible to receive the unemployment benefit during the period of studies.

Note: An individual who was unemployed during any given year, and then again became unemployed during the following year, may receive the unemployment benefit for a limited number of days during each month of the subsequent year of unemployment. The time-period during which they receive the benefit depends upon the number of days the benefit was paid during the first year.



Level of Benefits

The level of the unemployment benefit is calculated according to the age of the recipient and the recipient's salary during the previous six complete months prior to their first reporting to the Employment Service.

The National Insurance Institute adjusts benefit levels periodically. Details are available from the National Insurance Institute.

Supplemental Benefits

A recipient of the unemployment benefit who is referred to a job in which the salary is less than the benefit may be eligible for a supplement.

Assistance During Vocational Training

An eligible individual referred to a vocational training course by the Employment Service, and who has begun training during the period of entitlement to an unemployment benefit, may be able to receive benefits up to the maximum period of entitlement.

Filing a Claim

In order to collect unemployment compensation, claimants must apply to a local branch office of the NII within 12 months of becoming unemployed. Claims forms are available for download from the National Insurance Institute website: www.btl.gov.il.

Present the following documents:

- ic Te'udat zehut (identity card)
- IDF discharge papers (if applicable)
- Verification from the employer of the period of employment and of the salary, or salary statements of 12 out of the last 18 months preceding the claim. It is necessary to present the salary statements for the final 6 months of employment, including for the final month of employment.
- Signed and stamped authorization from the employer confirming length and termination of employment, reason for termination, and date of termination.



- Authorization of registration with the Employment Service.
- A claimant who quits a job for valid reasons should supply any applicable authorizations.

Submit a claim within **12 months** from the date of first reporting to the Employment Service Bureau.

Submit a repeat claim for unemployment benefits only after 12 months have elapsed since the beginning of the previous eligibility period.

Income Support

A salaried employee, or self-employed individual, whose income from work is lower than an amount determined by the National Insurance Institute for their age, family status, and number of family members, provided that they work full-time, or part-time for health reasons, or because the Employment Service did not find alternative work, and who meet all other criteria of the National Insurance Institute, can be eligible for Income Support payments. Consult with the National Insurance Institute, or view their website, www.btl.gov.il for more information.



Preparing a Curriculum Vitae

A well-prepared resume or curriculum vitae (CV) can be a real asset when job hunting. The following guidelines are based on National Employment Service recommendations. There are also many helpful online resources that contain suggestions and sample resumes.

Note that the guidelines presented here are flexible. Be sure to highlight those aspects of your CV that are to your advantage. For example, if you have 20 years of experience in the professional field, that is usually more relevant than your education. It is also recommended to prepare several versions of your CV that are tailored for different positions to which you may be applying. The purpose of the CV is to get you an interview, so make sure that it showcases what the employer is seeking, and that the most important information appears first. It is also acceptable to use varied font styles or graphics (within reason) in order to make your CV stand out from the rest. When sending a CV by e-mail, be sure that special fonts or graphics are compatible with any receiver's program.

Language: CVs should be submitted in either Hebrew or English.

Length: Try to limit your CV to no more than two pages. Many employers prefer one page.

Style: The CV should be divided into separate sections for each topic.

Format: CVs should be printed unless you have been specifically asked for a handwritten application, which the employer might submit for a graphology analysis. A handwritten application should be in the language in which you are most proficient.

Structure: The following items should appear at the beginning of the CV: name, address, telephone number (cell phone or land-line, whichever the number at which you are most likely to be reached), e-mail address or personal web address. Some people like to add a



short summary of their career goals or description of themselves following their contact information. If you chose to do so, keep this short but make sure it contains pertinent information that immediately “sells” you to a prospective employer.

Profession: A brief description.

Education: this section should include the name of the institution at which you studied your profession, the location of the institution, the number of years of study, the date of completion of studies and the degree obtained. There is no need for college graduates to give detailed information regarding their high school studies.

Work Experience: Review of places of employment and types of work, beginning with the most recent or the present job. The list should include the name of the employer, location, the types of positions and responsibilities, accomplishments, specific areas of work (e.g., use of specific computer software, data analysis, etc.) and the number of years in each job.

Computer Proficiency: List the types of computer programs and languages in which you are skilled.

Publications: Any material that you have published should be listed bibliographically.

Languages: All foreign languages in which you are reasonably competent should be listed, and the level at which you can speak, read, and write.

Army Service (if relevant): number of years of service, rank, responsibilities, relevant courses, in chronological order.

Recommendations: The phrase “recommendations available on request” is usually sufficient. Be prepared to back it up with names of people and/or institutions who can provide recommendations if you are specifically asked.

The following items should not be included: health, hobbies, political and/or youth movement affiliations, travels, marital status and number of children.



The Job Interview

What to bring with you:

- Curriculum Vitae.
- Copies of degrees and diplomas with official, authorized translations, and certification from from the Bureau for Evaluation of Foreign Academic Degrees and Diplomas of the Ministry of Education.
- Proof of previous work experience. An authorized translation may be beneficial.
- Letters of recommendation and/or names of people who could recommend you.
- Proof of membership in professional or trade organizations.
- Portfolio or digital presentation of your work.
- Reprints of articles you have written, or any other samples of your past work that are relevant. Be prepared to leave these.
- A license for the practice of your profession (doctors, lawyers, accountants, etc.)

Note: Original documents should be brought for display purposes only. Be sure to have plenty of copies of anything you may have to leave with a potential employer. Never give original documents to anyone!

Although the atmosphere and dress-code in many Israeli workplaces can be extremely casual, it is still important to present a professional image during a job interview. Be sure to dress appropriately, even if the interviewer is wearing shorts. Don't smoke or chew gum, take calls on your cell phone, or check or send messages during the interview. Present CV, work samples, and other documents in a polished, organized fashion. Be focused on the points that the interviewer brings up, and do not veer off onto



subjects that have no relevance to the position or your suitability for the job.

Interview Hints*

The following section focuses on eight commonly asked questions – questions that appear to focus on the interviewee, but have a “hidden agenda” to determine the interviewee’s potential contribution to the organization. You should consider your answers carefully, in order to emphasize your suitability to the organization.

Try to gather information about the organization or company beforehand by reading through their website and any of their literature. If you know any of the employees, try to speak to them as well.

1. “Tell me about yourself” or “Describe yourself.”

Hidden question – “Are you suitable for the job?”

Your response must indicate a relevant trait that emphasizes your ability to meet job demands. For example, for a sales position, indicate your love of “give and take” in a sales pitch, or your ability to take the initiative. Include examples of your past accomplishments and successes.

2. “What interests you in the job?”

Hidden question; “What do you know about the various components of the job?”

To answer this effectively, pay attention to what the interviewer says about the job in the opening comments, or to what was listed as requirements for the position, such as, “This is a high pressured job,” and focus your interest on this aspect. Bring examples from past jobs, if possible.

3. “Tell me about your experience.”

Hidden question; “What did you learn from your experience that will benefit this company?”

Avoid the pitfall of relating work (or volunteer) experiences that are not relevant to the job at hand. Focus on experience that is relevant, e.g., leading a quality-control team, or an officers course in the army, indicate administrative or managerial



experience. You want to leave the impression that you are suitable for the job, not just a nice person.

4. **“What are your faults/weaknesses?” or “What would you like to improve about yourself?”**

Be careful not to indicate a serious fault that will disqualify you. Instead, admit a “weakness” that could be considered an asset for the job, such as, “I get so engrossed in my work that I lose track of time and do not leave work on time.”

5. **“What are you proud of?”**

Hidden question; “What work conditions do you like to work in?” For example, if the job requires a lot of interaction with people, indicate your past satisfaction with being a team member, or coordinating staff projects, etc.

6. **“What are your hobbies?”**

Hidden question; “Do you have many outside activities that may prevent you from performing well at the job?”

Answer this carefully. Focus on a hobby or interest that emphasizes a specific ability or one that your interviewer shares – or be able to name drop. Avoid mentioning political or religious affiliations that may antagonize the interviewer, unless you are sure of the interviewer’s opinions on these matters.

7. **“What are Your Career Goals?”**

Answer in generalities, indicating your readiness to invest time and energy in your career and advancement, without narrowing the focus.

8. **“Do you know the salary being offered?”**

Hidden question; “Can we get you for less?” or “Are your salary expectations realistic?”

Avoid stating a specific figure and try to get the interviewer to indicate one first (so you do not sell yourself short and get less than they were willing to offer). Direct discussion back to specifics of the job, for example, “The salary, of course, depends on job responsibilities, and I need to know more about that first.” If you must name a figure, start high but realistic.



Be prepared to compromise with a “caveat” such as “I am willing to come down provided the job will offer me rewarding challenges and/or opportunities for advancement and future salary raises.”

If you must answer a question with an unclear meaning, it is not always possible or desirable to answer in a definitive manner. It is usually best to answer in a way that avoids any form of commitment. For example, for questions such as “Do you prefer routine or creative work,” or “How long do you intend to work with our company,” it is acceptable to reply that it is still too early to make long term plans, but that you have a wide range of experience. You can add that you understand the connection between routine work and creativity, and that you appreciate teamwork, but at the same time are able to work independently.

If you are asked a question such as “What would you suggest be done to improve work at this company?” It is best to avoid any kind of direct answer, and to say, for example, that you need to learn more about the organization before you would be able to comment.

At the conclusion of a job interview, be sure to ask what the next step will be, and record the name, e-mail, and telephone number of the interviewer and contact person in order to forward a thank-you message. The message should be brief but should reiterate one or two of the main reasons why you are a good choice for the position.

*Courtesy of “Ma’ariv” – Adapted by AACI Job Development Professionals.



The Information Interview

The following are sample questions you may want to ask fellow professionals or potential employers in Israel regarding your professional opportunities:

- **Job Trends; Where are the jobs? Is the market glutted? Is there room for advancement? How did the person you are speaking with get their job?**
- **Salary Range, Benefits; Is it necessary to supplement the salary? Differences between private enterprise, government salaries, etc.?**
- **Certification and Licensing Requirements; This is a critical area for many professionals. What diplomas, records, transcripts, letters and other documents are necessary to bring along and submit? Will you need to do an internship or apprenticeship before being licensed? Remember that certification affects more than the possibility of finding work. It also determines salary levels and status at your place of work.**
- **How do professional standards compare with those in your country of origin? What are the professional satisfactions?**
- **Should you consider related fields or retraining?**
- **Suggestions for other people or companies to contact for additional information or follow-up sessions.**

*Courtesy of AACI Job Development professionals.



Useful Addresses and Telephone Numbers

Telephone numbers and some addresses change frequently in Israel. Consult the latest telephone directory or information operator if you do not reach a number listed here. When a telephone number has been changed, there may not be a recorded message noting the change. Thus, if the number continues to be unanswered, check whether it is still in use.

Ministry of Aliyah and Integration

www.klita.gov.il
info@moia.gov.il

Main Office

2 Rehov Kaplan (02) 6752611
Kiryat Ben Gurion
Jerusalem

National Telephone Information Center (03) 9733333/*2994

Southern and Jerusalem District Headquarters

31 Rehov Zalman Shazar (08) 6261216
Beer Sheva Fax: (08) 6230811

Publications Department Fax: (02) 6241585

Haifa and Northern District Headquarters (04) 8631111

15 Rehov HaPalyam Fax: (04) 8622589
Haifa

Tel Aviv and Central District Headquarters (03) 5209112

6 Rehov Esther HaMalka Fax: (03) 5209121
Tel Aviv

Branch and District Offices

Ashdod and Ashkelon
1 Sd. Begin, Tzimer Bld.
[Ashdod](#) 1-599-500-914

Jerusalem and Judea
4 Mevo HaMatmid
[Jerusalem](#) 1-599-500-923
Fax: (02) 6249398

Haifa and the Krayot
15 A Sderot HaPalyam
[Haifa](#) 1-599-500-922
Fax: (04) 8632336

Upper Nazareth
Rehov HaMalacha
"Lev Esekim" Bld.
[Upper Nazareth](#) 1-599-500-903
Fax: (04) 6564019

Holon-Rishon LeTzion
3 Rehov Yisrael Galili
[Rishon LeTzion](#) 1599-500-910
Fax: (03) 9525893

Tel Aviv
6 Rehov Esther HaMalka
[Tel Aviv](#) 1599-500-901
Fax: (03) 5209173

Netanya and the Sharon
3 Rehov Bareket
[Netanya](#) 1599-500-905
(09) 8629435

Petach Tikva and the Shfela
26 Rehov HaHistadrut
[Petach Tikva](#) 1599-500-907
Fax: (03) 9312606

Beer Sheva
31 Rehov Zalman Shazar
[Beer Sheva](#) 1599-500-921
Fax: (08) 6280529

Center for Absorption in Science

www.moia.gov.il/Hebrew/Subjects/ResearchAndScience/Pages/default.aspx

Technology and Exact Sciences (02) 6214664
marinala@moia.gov.il



Social Sciences	(02) 62144611
lironc@moia.gov.il	
Medical and Life Sciences	(02) 6214631
liorae@moia.gov.il	

Employment Division (02) 6214509

Entrepreneurs Division

BusinessEntrepreneurship@moia.gov.il

Business Centers for New Immigrants and Returning Residents ("Ma'alot")

Atlit, Beit She'an and Northwards	050-8753367
Haifa and Western Galilee	(04) 8703838
Netanya, the Sharon, Netanya, Ra'ananna, Kfar Saba, Herzlia	(09) 8855661
Gush Dan: Rish LeTzion, Rehovot, Tel Aviv, Holon, Bat Yam, Bnai Brak, Ariel, Judea and Samaria	(03) 5501128
Jerusalem & parts of Judea and Samaria	(02) 6794242
Ashdod, Beer Sheva, the Negev	072-3410984

Employment Centers for New Olim and Returning Residents

Afula - 3 Rehov Yerushalayim	(04) 6424112
Ashdod- 5 Rehov HaBanim	073-7060868
Ashkelon- 5 Rehov Herzl	073-7060493/4
Beer Sheva -10 Rehov Ben Tzvi	073-7069653/5
Carmiel - 1 Rehov HaEmek	(04) 6667601
Hadera - 39 Rehov Herbert Samuel	(04) 6703031
Haifa -63 Rehov Herzl	(04) 9127541
Haifa Bay - 177 Rehov HaHistadrut	(04) 6889981

Jerusalem – 12 Rehov Hillel	(02) 5023493
Kiryat Gat – 3 Kikar Paz	073-7060488
Nahariya – 1 Rehov HaGa'aton	(04) 6663830
Netanya – 18 Rehov Pinsker	(09) 7883366
Petach Tikva – 6 Rehov Molhiver, Kenyon Baruch	(03) 7588532
Ramle – 118 Rehov Herzl	(08) 6218437
Rishon LeTzion – 18 Rehov Jabotinsky	(03) 5413986
Tel Aviv – 163 Rehov Dizengoff	(03) 7512221
Tiberias – 62 Rehov Alhadif	(04) 6439731
Upper Nazareth– Ofer Center	(04) 6668515

Local Authority Information Lines

106/7

(Moked Ironi)

The Ministry of Labor, Social Affairs, and Social Services

www.molsa.gov.il

Israel Employment Service

www.taasuka.gov.il

For locations, see the Israel Employment Service website, or contact a municipal information line (106/7).

Department of Labor Relations

National Information Line 1-800-800-390

5 Rehov Bank of Israel, Jerusalem

Authority for Order and Enforcement

Commissioner's Bureau (02) 6662355

Administrative Division (03) 7347844

Criminal Division (03) 7347434



"Agaf HaSidra"	(03) 7347916
Women in Employment	(03) 7347911/2
Hasdara.Woman@economy.gov.il	
Manpower Agencies	(03) 7347946/7
Hasdara.Kablanim@Economy.gov.il	
Youth Employment (e	7347951/10/26
Hasdara.AvodatNoar@Economy.gov.il	

Registrar of Social Workers

10 Rehov Yad Harutzim	(02) 5085650
Jerusalem	

The National Insurance Institute

www.btl.gov.il

Main Office

13 Sderot Weizmann
Jerusalem

National Call Center

*6050

See the website for locations.

Income Tax Authority

www.mof.gov.il

taxes@mof.gov.il

66 Rehov Kanfei Nesharim	(02) 6545222
Jerusalem	
125 Sderot Begin	(03) 7633333
Tel Aviv	
15 Sderot HaPalyam	(04) 8630400
Haifa	



Beit Oshira (08) 6293555
31 Rehov Shazar
Beer Sheva

See the website for more locations.

The Ministry of Education

www.edu.gov.il

Information Line 1-800-250025

Main Office

22 Rehov Devorah HaNevia (02) 5602222
Jerusalem

District Offices

22 Rehov Kanfei Nesharim (02) 5601575
Givat Shaul, Jerusalem

2 Rehov HaShlosha (03) 6896666
Yad Eliyahu
Tel Aviv

15 Sd. HaPalyam (04) 8632666
Haifa

4 Rehov HaTikva (08) 62633333
Beer Sheva
15 Sd.

Bureau for the Evaluation of Foreign Academic Degrees and Diplomas

22 Kanfei Nesharim (02) 5601684
Jerusalem

15 Sd. Palyam (04) 8632566
Haifa



4 Rehov HaTikva
Beer Sheva

(08) 6263255

Contact the bureau and visit the website for information about necessary documents and for information about public reception hours.

The Israel Auditors Council

www.justice.gov.il/MOJHeb/MoezetRoeiHasbon

moazar@justice.gov.il

22 Rehov Beit HaDfus, Third Floor

Fax: (02) 6549333/ext.4

P.O.B. 34357

Jerusalem

The Ministry of Economy and Industry

www.moital.gov.il

Unit for Electricity and Electronics

lfat.aroach@moital.gov.il

Registration and licensing for electricians

(Postal address) 8 Rehov King David

(02) 6662030

Jerusalem

(Public-reception address) 24 Rehov Kanfei Nesharim

Jerusalem

Unit for Registration of Engineers and Architects

aeai@netvision.net.il

24 Rehov Kanfei Nesharim

(02) 5550662

Jerusalem



The Ministry of Health

www.health.gov.il

Kol HaBriut" Telephone Information Service *5400 / (08) 6241010

Call: Habriut@moh.health.gov.il Fax: (02) 5655969

S-Th: 8:00-19:00, Fridays and holiday eves, 8:00-13:00

39 Rehov Yermiyahu,

Jerusalem

Department of Medical Professions (08) 6241010 /*5400

Nursing Division (08) 6241010/*5400

Department of Dental Health (08) 6241010/*5400

39 Rehov Yermiyahu

Jerusalem

District Offices

86 Rehov Yaffo (02) 5314811/ *5400

Jerusalem

12 Rehov HaArba'a (03) 5634848

Tel Aviv

15 Sderot HaPalyam (04) 8633111

Haifa

4 Rehov HaTikva (08) 6463511

Beer Sheva

Contact the Ministry for more addresses, or see their website

Secretariat, Council of Psychologists

psy.divi@mkyafu.health.gov.il

5 Rehov HaRabbi MiBachrach *5400/(03) 5151186

Tel Aviv/Yaffo



Veterinary Services Unit-Ministry of Agriculture

www.moag.gov.il

P.O.B. 30

(03) 9681612

Beit Dagan

Central Committee of the Israel Bar

www.israelbar.org.il

1 Rehov Chopin

1-599-500-606

Jerusalem

10 Rehov Daniel Frish

(03) 6362200 Fax: (03) 6918696

Tel Aviv

vaadmercazi@israelbar.org.il

The Ministry of Transportation

www.mot.gov.il

National Telephone Information Center

*5678/1222-5678

5 Rehov Bank of Israel

P.O.B. 867

Jerusalem

The New Histadrut Labor Federation

www.histadrut.org.il

National Line

1-700-700-331/*2383

See website for addresses.

The Ministry of Justice-Legal Aid

www.justice.gov.il

National Information Number

1-700-7060-44

1 Rehov HaSoreg

Jerusalem



4 Rehov Szold

Tel Aviv

15 Rehov HaPalyam

Haifa

33 Rehov Shazar

Beer Sheva

Labor Courts

www.court.gov.il

National Labor Courts Information Line

07702703333

National Labor Court

20 Rehov Keren HaYesod, Jerusalem

District Labor Courts

20 Rehov Beit HaDfus, Jerusalem

25 Rehov Shochen, Tel Aviv

12 Sd. Palyam, Haifa

Kikar Kiryat Yitzhak Rabin, Upper Nazareth

5 Rehov HaTikva, Beer Sheva

Shil (Sherut Yiutz L'ezrach) - Citizens' Advice Bureau of the Ministry of Social Affairs

www.shil.info

National Information Line

118

Na'amat – Movement of Working Women and Volunteers

www.naamat.org.il

naamat@naamat.org.il



National Office

93 Rehov Arlozorov

(03) 6921990

WIZO- Women's International Zionist Organization

www.wizo.org.il

39 Sderot David HaMelech

(03) 6923783

Tel Aviv

Emunah Women's Organization

www.emunah.org.il

emunah@emunah.org.il

Head Office

26 Rehov Ben Maimon

(02) 5639963

Jerusalem

HaNoar HaOved VeHaLomed

www.noal.org.il

Tel.:

054-4001100/(03) 9411003

Information and assistance regarding the rights of working minors.

English-Speaking Immigrant Organizations

Association of Americans and Canadians in Israel (AACI)

AACI serves English-speaking new immigrants from all countries

www.aaci.org.il

info@aaci.org.il

37 Rehov Pierre Koenig

(02) 5617151

Jerusalem

Fax: (02) 5661186

94 Rehov Allenby

(03) 6960389



Tel Aviv
28 Rehov Shmuel HaNatziv
Netanya
Matnas "Yud Aleph"
Rehov Mordechai Namir
Beer Sheva

Fax: (03) 6960401
(09) 8330950
(08) 6433953
(08) 6434461

UJIA (Incorporating Olim from Britain, Australia, and New Zealand)

32 Rehov Tuval
POB 3624
Tel Aviv
Israel@UJIA.org.il
37 Rehov Pierre Koenig
Jerusalem
E-mail: ronen@ujia.org.il
Moshav Meona
P.O.B. 5144

(03) 6965244
Fax: (03) 6968696
(02) 5617151
Fax: (02) 5661186
(04) 9975166

South African Zionist Federation

www.telfed.org.il
telfed@inter.net.il
19/3 Rehov Schwartz 1st Floor
Ra'ananna
13 Rehov Ben Maimon
Jerusalem

(09) 7446110
Fax. (09) 7446112
(02) 5634822

ESRA – English Speaking Residents Association

www.esra.org.il
esra_her@trendline.co.il
10 Rehov HaTsabarim
Herzlia

(09) 9508371



Other Available Publications

The following booklets are available from the Publications Department. To order, simply indicate the booklets you wish to receive and return the order form to the Publications Department, English Section, Ministry of Aliyah and Integration, Beit Rejwan, knisa B, 16 Rehov King George, Jerusalem, 9422917. The publications will be mailed to you free of charge.

- Guide for the New Immigrant
- The Absorption Basket
- Employment
- Employment Centers for New Immigrants and Returning Residents- Addresses and Telephone Numbers
- Education
- First Steps
- Guarding Your Health in Israel
- A Guide to Services for the Disabled
- A Guide to Transportation in Israel
- A Guide to Ulpan Study
- Health Services in Israel
- Housing
- The Life Cycle in Israel
- Military Service
- Ministry of Aliyah and Immigrant Absorption Addresses and Telephone Numbers
- National Insurance Institute
- Retirees
- Computer and Hi-Tech Professionals
- Scientists and Researchers
- "Sela" Job-Search Workshops
- Registering for a Health Fund
- Information for Olim Newspaper
- Where to Turn

Name _____

Address _____

Postal Code _____

Date _____



A moment of your time!

In order to improve the level and usefulness of the material presented in this booklet, we would appreciate it if you would answer the following questions:

1. Where did you get the brochure "Employment?"

Airport Ministry of Aliyah and Integration Other (specify)

2. To what extent did this booklet provide you with the information that you needed? (1 is the lowest rating, 5 is the highest rating)

1 2 3 4 5 Comments _____

3. Please rate the following areas from 1 to 5 (5 being the highest rating)

Clarity of the Text 1 2 3 4 5

Sufficiency of Details 1 2 3 4 5

Design of the Brochure 1 2 3 4 5

Usefulness of the Brochure 1 2 3 4 5

We would appreciate the following information for statistical purposes:

Profession _____ Age _____

Country of Origin _____ Year of Aliyah _____

Place of Residence _____ Date _____

Please send the completed questionnaire to the Ministry of Aliyah and Integration, Publications Department, English Section, **Beit Rejwan**, knisa B, 16 Rehov King George, Jerusalem, 9422917, or by fax to (02) 6241585. You can also place this questionnaire in the public suggestions box at an office of the Ministry of Aliyah and Integration nearest you.

Thank you for your cooperation.

Best wishes for an easy and successful absorption!

