

משרד העלייה והקליטה

The Ministry of Aliyah and Immigrant Absorption



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Employment

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הודפס על ידי המדפיס הממשלתי

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## Introduction – Employment in Israel

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In a relatively short period of time, Israel has created a modern national economy that has undergone enormous changes throughout the years. Initially the economy was based on agriculture, commerce, and light industry. Today the nation boasts internationally competitive industries in hi-tech, research and development, communications, and medical technologies. The country's achievements have come about despite severe shortages of natural resources. Israel is actively pursuing development of technology-oriented industries and continues to emphasize export-oriented growth. Over the past few years, there has been a growing trend towards increased privatization, with some sectors of the economy shrinking while others expand.

At the same time, however, it is important to note that the Israeli job market is vulnerable to world trends and economic forces, as well as domestic fluctuations. As a result, varying degrees of opportunities exist at any given time.



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**Note:** This is the eighth 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 Economy and Industry, the Ministry of Aliyah and Immigrant Absorption, and other official bodies will prevail.

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### **Pre-Aliyah Service: Easing the Licensing Procedure in Israel for Regulated Professions by Investigating Eligibility in Principal Prior to Aliyah**

In order to ease the process of receiving a professional license in regulated professions, the Ministry of Aliyah and Immigrant Absorption together with the Ministries of Health, Economy and Industry, and others, operates an on-line system that enables professionals to begin administrative procedures while still overseas prior to aliyah.



In order to submit documents for authorization **in principle** to practice a profession that requires licensing in Israel, applicants can use an on-line form. The form makes it possible to provide pertinent details and attach documents and permits as required according to profession. Following assessment of the documents and receipt of authorization in principle, once in Israel new immigrants can then begin licensing procedures as necessary.

Pre-aliah assessment of eligibility for licensing in Israel is for the following professions only:

**Health:**

- Physicians with more than 14 years' experience
- Physicians who complete medical studies overseas and work in the profession
- Physicians who complete medical studies overseas but did not complete an internship
- Dentists
- Dental technicians
- Nurses
- Pharmacists
- Pharmacist assistants
- Psychologists
- Optometrists
- Speech therapists
- Nutritionists/dieticians
- Physiotherapists
- Occupational therapists
- Medical laboratory workers/senior workers
- Recognition of academic medical laboratory workers



- Medical laboratory managers
- Clinical criminologists
- Clinical geneticists
- Hypnotists

**Industry:**

- Architects
- Construction & Electrical Engineers
- Electricians

**Education:**

- High School Teachers
- Junior High School Teachers
- Primary School Teachers
- Kindergarten (Preschool) Teachers

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**Note:** The above is only a partial list of the professions that require licensing in Israel, and pertains solely to pre-aliyah assessment.

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For more information about investigating eligibility prior to aliyah, visit [www.moia.gov.il/Pages/he-professional1.aspx](http://www.moia.gov.il/Pages/he-professional1.aspx). Information is also available on the Ministry of Aliyah and Immigrant Absorption website: [www.klita.gov.il](http://www.klita.gov.il).



## Finding Employment

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Whether you are a fairly new immigrant, or have been in the country for several years, your employment situation is obviously a crucial factor in successful absorption. It is with this in mind that this booklet presents the collected advice of National Employment Service counselors, immigrant association job development professionals, and other experts. Keep in mind that whether you are looking for your first job in the country, or making your next career move, the search requires determination, flexibility, creativity, and perseverance.

In order to obtain permanent employment in Israel, it is usually necessary to have new-immigrant status.

The information in this booklet is general, but is backed up by a series of more detailed brochures for individual professions. See the order form at the back of this booklet.

## Official Frameworks for Finding Employment

### Assistance from the Ministry of Aliyah and Immigrant Absorption

The Ministry of Aliyah and Immigrant Absorption helps immigrants and returning residents integrate into employment suitable to their profession and skills by providing 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
- Referrals to vocational Hebrew ulpan
- Assistance in looking for work





- Assured income payments while looking for work
- Vocational direction and guidance
- Referrals to job-search workshops
- Participation in salaries (promotion of job-placement)
- Referrals to preparatory courses for professional licensing exams
- Referrals to vocational training or retraining courses
- Assistance in the form of vouchers for courses
- Special assistance for scientists through the Center for Absorption in Science
- Assistance for immigrant entrepreneurs
- Referrals to an Employment Center for New Immigrants and Returning Residents

## Personal Employment Plan

Ministry of Aliyah and Immigrant Absorption personal absorption counselors work with new immigrants 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.

The vocational program is for new immigrants in Israel for up to 10 years, and returning residents for up to 2 years, with 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 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 a personal employment program. Other factors also affect the schedule of visits to the counselor, such as age and family status. Consult with a personal absorption counselor at a branch office of the Ministry of Aliyah and Immigrant Absorption for details.

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

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## Vocational Ulpan

Knowledge of Hebrew is an essential tool for job success. The Ministry of Aliyah and Immigrant Absorption 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 Immigrant Absorption also organizes preparatory courses for certain types of 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 Immigrant Absorption participates in the cost of courses organized by The Ministry of Economy and



Industry and authorized professional bodies. Participants in private courses not organized by a government or public body, or that have not received official recognition, may be eligible for participation up to a set limit. This is on condition that an absorption counselor at the Ministry of Aliyah and Immigrant Absorption certifies that participation in 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 studying in recognized courses can be eligible for assured income payments. Consult with a personal absorption counselor for information.

## Licensing 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 Immigrant Absorption.

## Travel Expenses

New immigrants who study in 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 Immigrant Absorption.

## Participation in Salaries

The Ministry of Aliyah and Immigrant Absorption promotes the employment of new immigrants by participating in salaries (up to a set limit). Assistance is given 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.



## The “Voucher” Program

The “Voucher” Program helps cover the costs of vocational training courses for new immigrants, including immigrant citizens, returning minors, children of immigrants, and returning residents. Voucher assistance is for applicants who meet one of the following criteria:

- 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
- One whose profession or field overseas is not in demand in Israel
- Those 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.

**Approval for participation in the program is contingent upon budgetary considerations of the Employment Division of the Ministry of Aliyah and Immigrant Absorption.**

### Period of Eligibility

- New immigrants – 10 years from the date of receipt of new-immigrant status or eligibility as a new immigrant.
- New immigrants from Ethiopia - 15 years from the date of receipt of new-immigrant status or eligibility as a new immigrant.
- Returning resident - 2 years from the date of receipt of returning-resident status.

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.



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 Immigrant Absorption.

## Employment Centers for New Immigrants and Returning Residents

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

### Eligibility

- New immigrants and returning residents, who are within their period of eligibility for vocational assistance and 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 (potential wages are below average)

New immigrants are eligible to apply for enrollment at an Employment Center for up to 10 years from arrival in Israel; returning residents can apply for up to 2 years.

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.



## Assistance to Immigrant Scientists

The Center for Absorption in Science of the Ministry of Aliyah and Immigrant Absorption 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 brochure entitled "Scientists and Researchers," available from the Publications Department. See the order form at the back of this booklet. Information is also available from the Ministry of Aliyah and Immigrant Absorption website: [www.klita.gov.il](http://www.klita.gov.il).

## Assistance to Artists, Writers, and Athletes

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

Athletes and coaches must receive recognition from the Sports Authority of the Ministry of Science, Culture, and Sport to be eligible for assistance.

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

Details are also available from the Ministry of Aliyah and Immigrant Absorption website: [www.klita.gov.il](http://www.klita.gov.il), and from the booklet entitled "Artists, Writers, and Athletes," available from the Publications Department. See the order form at the back of this booklet.

## Employment Fairs

The Ministry of Aliyah and Immigrant Absorption 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 Immigrant Absorption.

## The Israel Employment Service

The Israel Employment Service, a division of the Ministry of Economy and Industry, 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](http://www.taasuka.gov.il).

During the first visit to an Employment Service office, bring a copy of your 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 your degree (see below). You will also need a Hebrew version of your CV. If necessary, an Employment Service clerk can often assist you in preparing a CV.

The law requires job seekers to register with the Employment Service in order to receive unemployment benefits following their first year in the country. During their first year, new immigrants can usually receive assistance from the Ministry of Aliyah and Immigrant Absorption.

## Looking for Employment on Your Own

Beyond the assistance given by various official bodies, in most cases you will find that you will have to 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 available 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 department. 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, who 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](http://www.jobnet.co.il)) and refer to them often.
- The immigrant organizations can often 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. The organizations often organize conferences and seminars that can be worthwhile to attend 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, such as social work, 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 regularly 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 catering services or graphic design.

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 physicians 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 can sometimes be advantageous to accept a part-time or temporary position, especially when the job-market is tight. This gives you 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.

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.



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.

Older job-seekers and women may occasionally encounter slightly less sophisticated attitudes towards hiring than those to which they are accustomed. This does not mean that they are actively discriminated against (in fact the law prohibits such discrimination,) but it does mean that they may have to make more of an effort to promote themselves.

### **Pre-Aliyah Service: Easing the Licensing Procedure in Israel for Regulated Professions by Investigating Eligibility in Principal Prior to Aliyah**

As noted above, in order to ease the process of receiving a professional license in regulated professions, the Ministry of Aliyah and Immigrant Absorption together with the Ministries of Health, Economy and Industry, and others, operates an on-line system that enables certain professionals to begin administrative procedures while still overseas prior to aliyah.

In order to submit documents for authorization in principle to practice a profession that requires licensing in Israel, it is possible to utilize an on-line form. The form enables applicants to provide pertinent details and attach documents and permits as required according to the profession. Following assessment of the documents and receipt of authorization in principle, once in Israel new immigrants can then begin licensing procedures as necessary.

For more information about investigating eligibility prior to aliyah, visit <http://www.moia.gov.il/Pages/he-professional1.aspx>.

Information is also available on the Ministry of Aliyah and Immigrant Absorption website: [www.klita.gov.il](http://www.klita.gov.il).



## 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 the Ministry of Aliyah and Immigrant Absorption, or with the Licensing Department of the Ministry of Economy and Industry. See Useful Addresses.

- **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 technicians, hygienists, hypnotists, orthopedists, physiotherapists, dieticians, speech therapists, laboratory technicians, X-ray and imaging technicians, occupational therapists, 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 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. See also the specific booklets for various professions available from the Publications Department (see order form at the back of this booklet).

## 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
- Operators and technicians of road-construction vehicles
- Pilots
- Real-estate agents
- Structural ironworkers
- Travel agents
- Vehicle electricians
- Warehouse and stockroom personnel
- Welders

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

### **Accreditation of Diplomas**

The need to have a degree recognized officially in Israel depends on the type of degree, where it was attained and the prospective employer. 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 the



diploma/degree 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. 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).

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

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

1. By mail: photocopy all required documents (see the Ministry of Education website [www.education.gov.il] for a list of required documents) and have an attorney verify each copy as faithful to the original "*ne'eman lemakor.*" The verification must include the attorney's full name and license number. It is also necessary to fill out a request form that you can download from the Ministry 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 a branch.

It is necessary to supply a notarized translation of all relevant documents that are not in Hebrew or English.

2. In person: it is possible to apply 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 Ministry of Education website, [www.education.gov.il](http://www.education.gov.il).

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**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. In such a case, it is necessary to apply to the appropriate bodies and meet all requirements. See the section entitled “Occupations Requiring Licensing/Special Permits.”

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## Employment Tests

Over the past years, 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 one 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 examinees 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). In such cases, submissions are often turned over for graphology analysis.
- E. **Psychological Evaluation:** These 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. These tests are often administered to candidates for jobs that require physical activity.







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**

The night 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 suited for something else.



## Self Employment

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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 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 office 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 Immigrant Absorption**

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

- Advice from experts on creating a business-development plan and determining the economic viability of business ideas
- Assistance in obtaining loans with special conditions for covering expenses of starting and developing a business
- Subsidized business-counseling services, to help improve business management.

For more information, consult with the nearest office of the Ministry of Aliyah and Immigrant Absorption. Individuals still overseas can receive information about starting a business in Israel, and about topics such as taxes and prices, as well as advice online, on [www.2binisrael.org.il](http://www.2binisrael.org.il) maintained by the Ministry of Aliyah and Immigrant Absorption, which offers advice in Hebrew, English, Russian, French, and Spanish.



For more information about assistance to business entrepreneurs, contact the Ministry.

### **MA'AOT – Mercaz Iski LeOlim VeToshvim Chozrim**

*MA'ALOT- Mercaz Iski LeOlim VeToshvim Chozrim* (Business Center for New Immigrants and Returning Residents,) operated with the support of the Ministry of Aliyah and Immigrant Absorption, 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. They help to prepare a business plan, and estimate the initial cost for launching the business, and the risks involved.

New-immigrant entrepreneurs can also be eligible for assistance for starting a business or expanding an existing one. Assistance includes an analysis of the business's needs, devising a business model, preparing a business plan, mentoring, counseling, workshops, incentives, and information about various factors that creditors take into account such as the level of risk, credit levels, and the business location.

For more information, contact the Ministry of Aliyah and Immigrant Absorption.





The importance of Hebrew ulpan as part of the absorption process cannot be overemphasized. Not only will a reasonable level of Hebrew be 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 Immigrant Absorption. 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.

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

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## 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, with an average of 25 hours of study per week. 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 Immigrant Absorption and incorporates Hebrew study with professional terminology. See the section entitled “Assistance from the Ministry of Aliyah and Immigrant Absorption” for details.

## Advanced Ulpan

‘Supplementary’ or ‘advanced’ ulpanim, sometimes referred to as ‘*ulpan hemshech*,’ or ‘*ulpan bet*,’ are offered from time to time in various locations, and are open to anyone who feels the need to improve their Hebrew abilities. Classes are held 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 Immigrant Absorption and/or the local ulpan administration or admissions office.



For more information on ulpan options, contact a personal absorption counselor at the Ministry of Aliyah and Immigrant Absorption (see Useful Addresses), and consult the booklet entitled “A Guide to Ulpan Study,” available from the Publications Department. See the order form at the back of this booklet.



## Workers' Rights

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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.



### Employment Contracts

There are no specific laws in Israel that govern the format of employment contracts, although contracts should contain clauses that relate to those 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 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.

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

In some types of 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 field or a related one. This type of clause may also be used to prevent employees from starting their own business. It is wise to take this seriously, as it can allow your employer to prevent you from being hired by any competitors.

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 your success in integrating into your position.

## 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.

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 very 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 enquire 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 no later than the 10th of each month. If salaries are paid after this date, employees are entitled to compensation equivalent to 5% of the salary for the first week, and 10% for each following week.

The law further mandates that each employee receive a printed salary statement (*tlush maskoret*), which includes details of all taxes deducted from the salary. It is recommended to save all salary statements in the event of any disagreements with an employer. They are also necessary when applying for bank loans or other circumstances requiring proof of income.

### **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 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 Economy and Industry to find out the updated minimum wage.



See Useful Addresses. Information is also available (in Hebrew) on the Ministry website: [www.moital.gov.il](http://www.moital.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 a Ministry of Economy and Industry wage supervisor at the Department of Enforcement of Labor Laws (*machleket ha'akeefa*), or register a complaint with a Labor Court (*Beit Mishpat LeAvodah*).

## The Salary Statement

Labor laws stipulate that every employee is entitled to a monthly salary statement (*tlush maskoret*). The statement contains details on 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 an authorization 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, allowances, and deductions, and the amount deposited in the bank. On some statements, a code appears representing the nature of the benefit 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.



### **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 white-collar professionals. Both the employee and the employer contribute. The objective of the fund is to acquire money for use during a sabbatical year. There are many types of professionals, such as teachers, who do take a sabbatical year break. In other cases, the money becomes accessible once every seven years, and used for whatever purpose 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.

### **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 their number of years of professional employment. For those 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 a greater role.

## 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. Be aware that such perquisites as subsidized cafeterias or holiday gifts are often also 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-parent hood) 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.

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.

Present your *te'udat oleh* when requesting new-immigrant credit points.

In many cases, new-immigrant soldiers doing compulsory service, immigrant students at recognized institutions of higher education, and individuals residing abroad for a period of more than 6 months can be eligible for extensions of the period for receiving credit points.



## 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, certain types 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. New immigrants must apply to the Income Tax Authority in order to receive a full or partial exemption. 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.
- Note that 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 Immigrant Absorption website, [www.klita.gov.il](http://www.klita.gov.il).

- Retirement pensions from employment plans are usually exempt from taxes, as long as they do not exceed a minimum level. Payments in excess of this maximum 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 set by law. Consult the Income Tax Authority for details.
- The interest on certain savings plans is not taxable. Get details 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. Get details from personnel departments or local banks.
- Individuals residing for at least 12 months in communities recognized by tax authorities as either border areas 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 you to 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. One who commences employment in the middle of a fiscal year, or towards the end of the year,



must indicate this on their income tax form. One who did not work during the second half of the fiscal year should request a reassessment of their taxes, and a refund of part of what they paid.



## **Tax Refunds**

One 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.

If the Income Tax Authority erroneously deducted taxes, they should refund the money with interest, and retroactively linked to the cost-of-living index, for up to six years preceding the current fiscal year.

## **Negative Income Tax**

In 2011, the Government passed "Negative Income Tax" legislation. Within the framework of Negative Income Tax, eligible employed persons with very low income can receive a grant that increases their income, and which is an incentive to work. 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/](http://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, and in those 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 places, 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**

Employment laws stipulate that when employees work excess hours on a given workday, the employer may not transfer the hours to another workday. Extra hours are considered overtime (in cases in which the law provides for overtime) and must be compensated accordingly.

The law permits no more than four overtime hours per day, and no more than 12 overtime hours per week.

The law specifies that an employee who works overtime hours on a regular workday must be paid compensation at a rate 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 pay packet, while in the private sector, many workers work as much as necessary without any additional compensation.

Special bonuses are often paid to workers in jobs classified as “hazardous” or those who are required to be on call at specified times (for example doctors and nurses).

Professionals such as physicians, 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.

The law does not apply to specific categories of employees. In most cases, these are employees 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 workweek 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 Economy and Industry can determine that workers in certain professions have less time off, for example, employees of public transportation, hospital staff, postal workers, and those concerns that operate three shifts.

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 hour of weekly rest that they work.

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

Shabbat is the legal day of rest for Jews. Non-Jews may take either Friday or Sunday as their day of rest. In order for a place of employment to be open on Shabbat, it must obtain a license from the Ministry of Economy and Industry.

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 Ha'atzmaut (Israel Independence Day) is a national holiday.

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 fall out on Shabbat).



## 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 10-12 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) according to the number of years of employment in the same place.

*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. One must usually present a doctor's authorization (*te'udat machala*) in order to receive compensation.

The employer pays sick leave compensation. The law does not obligate the employer to compensate 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. Some employers permit employees to donate leave to a colleague suffering from a prolonged illness. In some cases, an employee 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 of a child under the age of 18 may take up to 12 sick days a year to care for a sick child.

The law allows up to 6 days per year to care for a parent over the age of 65 on condition that one's spouse is employed and is not absent from work to care for the same parent. Leave is deducted from one's own accrued sick leave.

It is often possible to take up to 6 days per year for a spouse's illness. The leave is deducted from one's own accrued sick leave.

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

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### **Mourning**

It is possible to receive up to seven days of leave following the death of an immediate family member, provided the employee has worked for the same employer for at least 3 months.



## Severance Pay

Most collective bargaining agreements require that the workers' committee (*va'ad ovdim*) approves the dismissal of permanent staff members. Procedures differ for positions not covered by collective agreements.

There are some situations in which a worker cannot be dismissed. Examples include pregnant women, or an employee serving in reserve duty.

The law requires that an employee receive notification of dismissal between one to four weeks in advance, according to seniority. Notice must be in writing. It may be possible for a dismissal to 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. Should an employee fail to do so, the employer is entitled to withhold their salary for that period.

In all cases, the law provides for severance pay if an employee worked continuously for the same employer for at least one year. This applies to both full-time and part-time positions.

Severance pay should be equal to 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 one's state of health, or the health of one's 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 one'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 one's duty to serve in the Israel Defense Forces.
- Loss of position due to the death or bankruptcy of the employer, or due to the closure or liquidation of the business. In such cases, 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 date of submission of the request. However, a delay in payment of up to 15 days is not considered a breach of the law. If compensation is delayed more than 30 days, the employer must pay additional compensation.

If an employer fails to pay the compensation to which employees are entitled, the employees can file a complaint with a Labor Court. The required period for filing a claim for compensation is within one year from the date of obligation of payment.

For more information, see the website of the Ministry of Economy and Industry: [www.moital.gov.il](http://www.moital.gov.il).

## Retirement

### Pensions

Collective or personal agreements generally determine conditions for payment of pensions upon retirement. With most plans, a fixed amount is deducted from the individual's monthly salary, and the



employer contributes an amount based on, but not deducted from, the salary.

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

Whenever accepting a new job, be sure to ascertain to which plan the employer belongs, 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. 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. One who receives a pension from employment is also entitled, on condition that the pension does not exceed a certain level.

Those 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, may be entitled to a special old-age pension only, if they have no other form of income.

For information, contact a branch office of the National Insurance Institute (see Useful Addresses) or visit their website, [www.btl.gov.il](http://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).





## Employment of Women

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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, 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.

The law prohibits an employer from refusing to hire a woman who cannot work shifts for family reasons. This does not apply to concerns in which the Ministry of Economy and Industry regulations deem shift work essential, such as:

- Cafeterias, restaurants, cafes, and establishments defined by law as places of entertainment.
- Airports and seaports.
- Hospitals and nursing homes, the Meteorological Service, telephone exchanges, the Police force, and prisons.

### Pregnancy and Maternity Leave

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 Economy and Industry. This includes temporary workers employed by 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. If a woman requires sick-leave



as a result of the birth, she 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 Economy and Industry.
- 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 authorization. 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.
- 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.



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. Apply to a local branch office of the National Insurance Institute to arrange this.

Note that according to law, fathers are entitled to take leave instead of the mother, under certain conditions.

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

Also eligible are female residents of Israel working abroad for Israeli employers, as well as female nonresidents employed in Israel.

### **Period of Eligibility**

- A woman can be eligible for 14 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 7 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. You can also find information on the National Insurance Institute website: [www.btl.gov.il](http://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 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 one’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 written outline of the restrictions against sexual harassment. Each employee must read the outline and sign it.

One who feels that 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 considers 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.



## Employment of Minors

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The law prohibits the employment of minors under the age of 15 unless they receive special permission from the Ministry of Economy and Industry. During school vacations, the law permits the employment of minors over the age of 14. The Ministry sometimes permits minors between ages 14-17 to work as apprentices in certain trades. The Ministry sets the length of apprenticeship, which includes time for vocational studies. The law forbids the employment of minors under the age of 18 in certain occupations, or restricts their employment in such occupations.

The law prohibits employing young people in any form of work that could endanger them either physically or emotionally.

The "Youth Employment Law" (1953,) mandates that a minor must obtain an "Employment Book" from the Employment Service office as a condition of employment. In order to obtain an "Employment Book," bring the following documents:

- Up-to-date medical authorization from a family doctor
- Passport photo
- *Te'udat zehut* of the minor or a parent in which the applicant is listed

### 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 the employer may not deduct these fees from the salary. In most cases, a minor under the age of 18 is exempt from paying income tax, the level of which is determined by law, and periodically adjusted.



## Unionism and Grievance Procedures

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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. If the workers' committee does not resolve the grievance of a Histadrut member, the problem is 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 Economy and Industry 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. Appeal a verdict to the National Labor Court. Plaintiffs may represent





themselves in court, and there are special forms for claims concerning salary, severance pay, etc. Information on claims forms must be accurate, and the responses must be clear. One who does not speak sufficient Hebrew may request the Court to provide a translator. In most cases, there is no charge for translation.

It is possible to file a suit for matters of salary, severance pay, *"dmei havra'a,"* and travel expenses, for up to 7 years. File suits for unpaid vacation days for up to 3 years.

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. In cases of suits involving any form of discrimination, it may be possible to receive legal aid or counseling from women's organizations, organizations active in defending civil rights, and Shil, the Citizens' Advice Bureau of the Ministry of Social Affairs and Social Services. See Useful Addresses. For a 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.

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.



## National Insurance

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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.

One who employs a domestic worker is obliged to pay insurance premiums on their behalf.

The non-salaried group includes self-employed workers and the unemployed. They must pay their premiums themselves, 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 (*kupot holim*): Kupat Holim Clalit, Kupat Holim Maccabi, Kupat Holim Meuhedet, and Kupat Holim Leumit. The rates of health-insurance premiums are determined according to income.

Health insurance payments are to the National Insurance Institute, in the same manner as National Insurance payments. People who work for an employer have premiums 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, contact the National Insurance Institute. See also the booklets entitled “National Insurance,” and “The Health System 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 services 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 those who have contracted 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 for those with a permanent disability percentage.
- 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 at [www.btl.gov.il](http://www.btl.gov.il). Refer also to the booklet entitled "National Insurance," available from the Publications Department. See the order form at the back of this booklet.

## Unemployment Insurance

The National Insurance Institute pays unemployment insurance, which guarantees income for individuals who are temporarily unemployed. Residents of Israel, ages 20 to retirement age, can be eligible. In some cases, applicants may be eligible from the age of 18.

Note that new immigrants during their first year following aliyah can receive assured income from the Ministry of Aliyah and Immigrant Absorption as detailed above.

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

- A resident of Israel between the ages of 20–retirement age, or a demobilized soldier or national service volunteer within one year of demobilization.



- Worked for an employer prior to being unemployed
- Registered with the National Employment service, capable and willing to work in one's profession or any other appropriate job, and no suitable work has been found by the Employment Service.

In order to receive unemployment compensation it is necessary to accumulate a "qualifying period." This period consists of 360 days during which premiums were paid, out of 540 days preceding the claim for benefits, or 300 days out of the preceding 540 for persons who earned a daily wage prior to being unemployed.

### **Maximum Period of Benefits**

The maximum length of the period of benefits is based on family status and age, as follows (correct at the time of publication; see the National Insurance Institute website for updates):

- A beneficiary aged 45 or older, or aged 35 or older who has three dependents: up to 175 days.
- Beneficiary aged 35 or older, or under the age of 35 who has three dependents: up to 138 days.
- An unemployed person at least 25 years of age who has not yet reached the age of 28 and who does not have three dependents: up to 67 days.
- Beneficiary below the age of 25 with fewer than 3 dependents: up to 50 days.
- Demobilized soldier within the first year following demobilization or volunteer who has completed national service: up to 70 days.
- A person entitled to unemployment benefits, who is undergoing vocational training, whose education is less than 12 years of schooling, is entitled to unemployment benefits during the course of studies, for a maximum of 138 days.

\* Dependents are defined as a non-working spouse, or children below the age of 18.



## Demobilized Soldiers

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 360 days like every other insured person. A maximum of 180 days out of this qualifying period are counted from the period of military or national service, and the discharged soldier/National Service volunteer must accumulate the remaining days after service. One who participates in vocational training remains exempt from the qualifying period for the first year following discharge.

Demobilized soldiers and National Service volunteers who complete 24 months of service and who then work a full 6 months in a job considered essential to the economy can be eligible for a special grant.

### Level of Benefits

The level of the unemployment benefit is calculated according a percentage of the recipient’s daily salary after comparing it to the average daily salary. Other factors, including age, affect the benefit level.

Benefit levels are adjusted periodically. Details are available from the National Insurance Institute.

Note that one who quits their 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 passed.

## Assistance during Vocational Training

An eligible individual who is referred to a vocational training course by the Israel Employment Service, and begins training during the period of eligibility, may be able to receive benefits for an additional number of days beyond the maximum period of benefits.

A beneficiary who is in a vocational training course but who is under the age of 35, and has less than 12 years of education, can



receive unemployment benefits for the period of study, as well as an additional period beyond the maximum period for benefits up to a set ceiling.

## Filing a Claim

In order to collect unemployment compensation, apply to a branch office of the NII within 12 months of becoming unemployed. Download claims forms from the National Insurance Institute website: [www.btl.gov.il](http://www.btl.gov.il). Applicants must register with the National Insurance Institute as soon as they become unemployed, even if not entitled to benefits immediately, otherwise they might jeopardize their eligibility.

Present the following documents:

- Certification from the employer noting the reason for termination of employment, with the employer's signature and stamp. One who quits their job for justifiable reasons must supply appropriate authorization.
- Confirmation from the former employer attesting to the duration of employment.
- *Te'udat zehut* (identity card) and IDF discharge papers (if applicable).
- Salary statements for the last 18 months of employment.
- Authorization of registration with the Israel Employment Service.

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





## Income Supplements

One whose income from employment or other sources is lower than the minimum wage as determined by law can apply to the National Insurance Institute for a monthly income supplement.

The National Insurance Institute determines the level of the supplement according to income and family size.

It is necessary to meet all criteria for assistance, including an income investigation, as well as age and residency requirements. Spouses of applicants must meet the same criteria.

For detailed information, consult with the National Insurance Institute, visit their website: [www.btl.gov.il](http://www.btl.gov.il), or refer to the booklet entitled "National Insurance" available from the Publications Department. See the order form at the back of this booklet.





## Appendix I

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### 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 Israel 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 stress those aspects of your CV that are to your advantage. For example, if you have 20 years of experience in the same field, that is naturally more relevant than your education. It is recommended to prepare several versions of your CV that are tailored for various types of jobs. 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. In such cases the CV should be written 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 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 done, beginning with the most recent or the present one. 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,) and the number of years spent 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 served, 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.



## Appendix II:

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### The Job Interview

#### What to bring with you:

- Curriculum Vitae.
- Copies of degrees and diplomas with official, authorized translations, and certification 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.
- Two passport photos.
- 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.)

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**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!

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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 or check your cell phone, or check or send messages during the interview. Present CV, work samples, and other documents in a polished, organized fashion.



### 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.

**“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.

#### 1. “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 in the advertisement) such as, “This is a high pressured job, ” and focus your interest on this aspect. Bring examples from past jobs, if possible. If you can, gather information about the organization or company beforehand.

#### 2. “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., an officers course in the army will indicate administrative or managerial experience. You want to leave the impression that you are suitable for the job, not just a nice person.

**3. “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.”

**4. “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.

**5. “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.

**6. “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.



## 7. “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 when the next meeting will take place, and record the name, e-mail, and telephone number of the contact person.

Be sure to follow up the interview with a thank-you note or e-mail.

\*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.

Address	Telephone/Fax
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### Ministry of Aliyah and Immigrant Absorption

[www.klita.gov.il](http://www.klita.gov.il)

[info@moia.gov.il](mailto:info@moia.gov.il)

#### Main Office

2 Rehov Kaplan (02) 6752611

Kiryat Ben Gurion, POB 91950

Jerusalem

National Telephone Information Center (03) 9733333

Public Inquiries (02) 6752765

Entrepreneurs Division (02) 6752625

### Southern and Jerusalem District Headquarters

31 Rehov Zalman Shazar (08) 6261216

Beer Sheva Fax: (08) 6230811

Publications Department Fax: (02) 6241585





Address	Telephone/Fax
<b>Haifa and Northern District Headquarters</b> 15 Rehov HaPalyam Haifa	(04) 8631111 Fax: (04) 8622589
<b>Tel Aviv and Central District Headquarters</b> 6 Rehov Esther HaMalka Tel Aviv	(03) 5209112 Fax: (03) 5209121
<b>Branch and District Offices</b>	
Ashdod and Ashkelon Kiryat HaMemshela 1 Sderot Menachem Begin Ashdod	1-599-500-914 Fax: (08)8668030
Haifa and the Kraiyot 15 Rehov HaPalyam Haifa	1-599-500-922 Fax: (04) 8632336
Jerusalem and Judea 15 Rehov Hillel Jerusalem	1-599-500-923 Fax: (02) 6249398
Netanya and the Sharon 3 Rehov Bareket Netanya	1-599-500-905 Fax: (09) 8629435
Petach Tikva and the Shfela 26 Rehov HaHistadrut Petach Tikva	1-599-500-907 Fax: (03) 9312606
Rishon LeTzion and Holon 3 Rehov Yisrael Galili Rishon LeTzion	1-599-500-910 Fax: (03) 9525893



Address	Telephone/Fax
Tel Aviv 6 Rehov Esther HaMalka Tel Aviv	1-599-500-901 Fax: (03) 5209173
Upper Nazareth 52 Rehov HaMalacha Upper Nazareth	1-599-500-903 Fax: (04) 6564019

### Center for Absorption in Science

[www.moia.gov.il/moia\\_he/scientists/AbsorptionCenter/htm](http://www.moia.gov.il/moia_he/scientists/AbsorptionCenter/htm)

[www.klita.gov.il/moia\\_he/scientistsproject/scientistsproject.htm](http://www.klita.gov.il/moia_he/scientistsproject/scientistsproject.htm)

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

Life and Medical Sciences Division (02) 6214631  
hoori@moia.gov.il

Social Sciences Division (02) 6214596  
yannag@moia.gov.il

### Business Information Center

[www.2binisrael.org.il](http://www.2binisrael.org.il)

## Employment Centers for New Immigrants and Returning Residents

### Haifa and North

47 Rehov HaGiborim (04) 6703031  
Hadera

177 Rehov HaHistadrut (04) 8405456  
Haifa Bay



Address	Telephone/Fax
63 Rehov Herzl Hadar, Haifa	(04) 9127541
1 Rehov HaEmek Carmiel	(04) 6667604
20 Rehov HaGa'aton Naharia	(04) 6663830
5 Mercaz Ophir Upper Nazareth	(04) 6668515
3 Rehov Yerushalayim Afula	(04) 6424113
3 Rehov Alchadif Tiberias	(04) 6439731

## Tel Aviv and Center

163 Rehov Dizengoff Tel Aviv	(03) 7588528/4
2 Rehov Gertvol Lod	(08) 9576333
18 Rehov Pinsker (09) 7883366 Netanya	(09) 7796501
6 Rehov Molhiver Petach Tivka	(03) 9344965



Address	Telephone/Fax
19 Rehov Jabotinsky Rishon LeTzion	(03) 5413986
<b>Jerusalem and South</b>	
5 Rehov HaBanim Ashdod	073-7060868
10 Sd. Ben Tzvi Beer Sheva	073-7060893
5 Rehov Herzl Ashkelon	073-7060493/4
21 Rehov King George Jerusalem	(02) 5023493
3 Kikar Paz Kiryat Gat	073-7060488
<b>Business Centers for New Immigrants and Returning Residents (Ma'alot)</b>	
<b>North-East:</b> Eshkol Eastern Galilee, Golan Heights and the Kinneret	(04) 6792969
<b>North-West:</b> Eshkol Western Galilee, Haifa and the Kraiot	(04) 8703838
<b>Netanya and the Sharon:</b> Eshkol Hadera, Netanya, Ra'anana, Cfar Saba, Herzlia	(09) 8855661



Address	Telephone/Fax
<b>Gush Dan:</b> Eshkol Rishon LeTzion, Rehovot, Tel Aviv, Holon, Bat Yam, Bnai Brak, Ariel, Judea and Samaria,	(03) 5501128
<b>Jerusalem:</b> Eshkol Jerusalem and part of Judea and Samaria	(02) 6794242
<b>South:</b> Eshkol Ashdod, Ashkelon, Beer Sheva and the Negev	054-7807807
<b>Local Authority Information Lines</b> <i>(Moked Ironi)</i>	105/6/7

## The Ministry of Economy and Industry

[www.economy.gov.il](http://www.economy.gov.il)

5 Rehov Bank of Yisrael  
Jerusalem (02) 6662000

Hotline \*6675

Public Inquiries (also emergency line) 1-800-20-11-81  
(02) 6662080/\*6675

## Israel Employment Service

[www.taasuka.gov.il](http://www.taasuka.gov.il)

For locations, see the Israel Employment Service website, or contact your municipal information line (105/6/7).

## Department of Labor Relations

Haifa (04) 8613783/4

Jerusalem (02) 6662973

Jerusalem and South (02) 6667975

Tel Aviv (03) 7347074



## The National Insurance Institute

[www.btl.gov.il](http://www.btl.gov.il)

Main Office (02) 6709211  
13 Sderot Weizmann  
Jerusalem

National Call Center \*6050 or 1-222-6050

## Income Tax Authority

[www.mof.gov.il](http://www.mof.gov.il)

For details on other locations, see the website or contact your local municipal authority.

66 Rehov Kanfei Nesharim (02) 6545111  
Givat Shaul  
Jerusalem

125 Rehov Menachem Begin (03) 7633333  
Tel Aviv

15 Sderot HaPalyam (04) 8630000  
Haifa

Beit Oshira (08) 6293555  
31 Rehov Zalman Shazar  
Beer Sheva

See the website for more locations.



## The Ministry of Education

www.education.gov.il

Information Line

1-800-250025

Main Office

2 Rehov Devorah HaNevia

(02) 5602222

Jerusalem

## Unit for Absorption of Immigrant Teachers

22 Rehov Kanfei Nesharim

(02) 5601575

Givat Shaul, Jerusalem

2 Rehov HaShlosha

(03) 6896846

Yad Eliyahu

Tel Aviv

15 Sd. HaPalyam

(04) 8632788

Haifa

4 Rehov HaTikva

(08) 6263333

Beer Sheva

## 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

## Ministry of Social Affairs and Social Services

[www.molsa.gov.il](http://www.molsa.gov.il)

Registrar of Social Workers  
10 Rehov Yad Harutzim  
Jerusalem

(02) 5085650

## The Israel Auditors Council

[www.justice.gov.il/MOJHeb/MoezetRoeiHasbon](http://www.justice.gov.il/MOJHeb/MoezetRoeiHasbon)  
[moazar@justice.gov.il](mailto:moazar@justice.gov.il)

22 Rehov Beit HaDfus, Third Floor  
P.O.B. 34357  
Jerusalem

Fax: (02) 6549333/ext.4

## Unit for Registration of Engineers and Architects

[aeai@netvision.net.il](mailto:aeai@netvision.net.il)

24 Rehov Kanfei Nesharim  
Jerusalem

(02) 5550662

## Unit for Electricity and Electronics

24 Rehov Kanfei Nesharim  
Jerusalem

(02) 6662540





## 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) 5314887/\*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  
Tel Aviv/Yaffo

\*5400/(03) 5151186

**Veterinary Services Unit-Ministry of Agriculture**

www.moag.gov.il

P.O.B. 12

Beit Dagan

(03) 9681606

**Central Committee of the Israel Bar**

www.israelbar.org.il

1 Rehov Chopin  
Jerusalem

1-599-500-606

10 Rehov Daniel Frish  
Tel Aviv

vaadmercazi@israelbar.org.il

(03) 6362200

Fax: (03) 6918696

**The Ministry of Science, Technology, and Space**

www.most.gov.il

Kiryat HaMemshela, Bldg. G  
P.O.B. 49100, Jerusalem

(02) 5411111

**The Ministry of Transportation**

www.mot.gov.il

National Telephone Information Center  
5 Rehov Bank of Israel P.O.B. 867  
Jerusalem

1-222-56-78/\*5678



## The New Histadrut Labor Federation

[www.histadrut.org.il](http://www.histadrut.org.il)

National Line

1-700-700-331

See website for addresses.

## The Ministry of Justice-Legal Aid

[www.justice.gov.il](http://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

15 Rehov 1 Rehov

## Shil (Sherut Yutz L'ezech) - Citizens' Advice Bureau of the Ministry of Social Affairs

[www.shil.info](http://www.shil.info)

National Information Line

118/1800-50-60-60

## Israel Womens Network

[www.iwn.org.il](http://www.iwn.org.il)

P.O.B. 3348

(03) 6120000

Ramat Gan

Fax: (03) 6123990



## **Na'amat – Movement of Working Women and Volunteers**

[www.naamat.org.il](http://www.naamat.org.il)

[naamat@naamat.org.il](mailto:naamat@naamat.org.il)

National Office

93 Rehov Arlozorov

(03) 6921990

Tel Aviv

## **WIZO – Women's International Zionist Organization**

[www.wizo.org.il](http://www.wizo.org.il)

39 Sderot David HaMelech

(03) 6923783

Tel Aviv

## **Emunah Women's Organization**

[www.emunah.org.il](http://www.emunah.org.il)

[emunah@emunah.org.il](mailto:emunah@emunah.org.il)

Head Office

26 Rehov Ben Maimon

(02) 5639963

Jerusalem

## **HaNoar HaOved VeHaLomed**

054-4001100

[www.noal.org.il](http://www.noal.org.il)

Information and assistance regarding the rights of working minors.



## English-Speaking Immigrant Organizations

### Association of Americans and Canadians in Israel (AACI)

[www.aaci.org.il](http://www.aaci.org.il)

[info@aaci.org.il](mailto:info@aaci.org.il)

37 Rehov Pierre Koenig (02) 5617151

Jerusalem Fax: (02) 5661186

94 Rehov Allenby (03) 6960389

Tel Aviv Fax: (03) 6960401

28 Rehov Shmuel HaNatziv (09) 8330950

Netanya

Matnas "Yud Aleph" (08) 6433953

Rehov Mordechai Namir (08) 6434461

Beer Sheva

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

32 Rehov Tuval (03) 6965244

POB 3624 Fax: (03) 6968696

Tel Aviv

[Israel@UJIA.org.il](mailto:Israel@UJIA.org.il)

Moshav Meona

P.O.B. 5144 (04) 9975166



## **South African Zionist Federation**

[www.telfed.org.il](http://www.telfed.org.il)

[telfed@inter.net.il](mailto:telfed@inter.net.il)

19/3 Rehov Schwartz 1st Floor

(09) 7446110

Ra'ananna

Fax. (09) 7446112

13 Rehov Ben Maimon

(02) 5634822

Jerusalem

## **ESRA – English Speaking Residents Association**

[www.esra.org.il](http://www.esra.org.il)

[esra\\_her@trendline.co.il](mailto:esra_her@trendline.co.il)

10 Rehov HaTsabarim

(09) 9508371

Herzlia



## 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 Immigrant Absorption, 15 Rehov Hillel, Jerusalem 9458115. The publications will be mailed to you free of charge.

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| <input type="checkbox"/> Guide for the New Immigrant   | <input type="checkbox"/> National Insurance Institute                 |
| <input type="checkbox"/> The Absorption Basket   | <input type="checkbox"/> Professions That Require Licencing in Israel |
| <input type="checkbox"/> Employment  | <input type="checkbox"/> Retirees                                     |
| <input type="checkbox"/> Employment Centers for New Immigrants and Returning Residents-Addresses and Telephone Numbers | <input type="checkbox"/> Accountants                                  |
| <input type="checkbox"/> Education   | <input type="checkbox"/> Artists, Writers, and Athletes               |
| <input type="checkbox"/> First Steps   | <input type="checkbox"/> Computer and Hi-Tech Professionals           |
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| <input type="checkbox"/> A Guide to Services for the Disabled  | <input type="checkbox"/> Lawyers                                      |
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| <input type="checkbox"/> A Guide to Ulpan Study  | <input type="checkbox"/> Nurses                                       |
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| <input type="checkbox"/> Housing   | <input type="checkbox"/> Scientists and Researchers                   |
| <input type="checkbox"/> The Life Cycle in Israel  | <input type="checkbox"/> "Sela" Job-Search                            |
| <input type="checkbox"/> Military Service  | <input type="checkbox"/> Workshops                                    |
| <input type="checkbox"/> Ministry of Aliyah and Immigrant Absorption Addresses and Telephone Numbers                   | <input type="checkbox"/> Social Workers                               |
|  | <input type="checkbox"/> Teachers                                     |
|  | <input type="checkbox"/> Registering for a Health Fund                |
|  | <input type="checkbox"/> Information for Olim Newspaper               |

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postal Code: \_\_\_\_\_ Date: \_\_\_\_\_



