

The Marion VEC Office has permanently closed. Listed below are VEC offices locations, contact information, and additional information for claims and job service.

Virginia Employment Commission Information <https://www.vec.virginia.gov/find-a-job/vec-local-offices>

Bristol Office

250 Bob Morrison Blvd.
Suite 100
Bristol, VA 24201
Phone: (276) 642-7350
Fax: (276) 642-7362

Manager: Vincent Ringrose
Bristol@vec.virginia.gov

Wytheville Office

1000 East Main Street
Carroll Hall, Suite 211
Wytheville, VA 24354
Phone: (276) 484-9411
Fax: (276) 228-7399

Manager: Christina Lowe
Wytheville@vec.virginia.gov

Galax Office

1117 East Stuart Drive
Suite 167
Galax, VA 24333
Phone: (276) 236-5105
Fax: (276) 236-6119

Manager: Rebecca Haynes
Galax@vec.virginia.gov

Norton Office

1725 Park Ave SW
Norton, VA 24273
Phone: 276-679-9203
Fax: 276-679-9203

Manager: Chris Sanders
Norton@vec.virginia.gov

Radford Office

6226 University Park Dr.
Suite 1300
Radford, VA 24141
Phone: (540) 831-5980
Fax: (540) 831-4001adford Office

Manager: Karen Akers
Radford@vec.virginia.gov

Richlands Office

501 Railroad Ave
Richlands, VA 24641
Phone: 276-963-2660
Fax: 276-345-9430

Manager: Glenda Carter
Richlands@vec.virginia.gov

Job Search assistance-Scheduled Appointment Only

You can schedule an in-person appointment by going to: [VCWNewRiverMountRogers.as.me](https://www.vec.virginia.gov/vcwnewrivermountrogers) or Call 540.744.6430 for scheduling assistance.

Unemployment Insurance assistance- Virtual Appointment Only

You can schedule a virtual appointment by going to: <https://vaunemploymenthelp.as.me/> or Call 540.744.6430 for scheduling assistance.

Customer Call Center – To file a claim and/or claim questions 1-866-832-2363 Customer Self-Service Portal for unemployment insurance <https://www.vec.virginia.gov/>



www.vawc.virginia.gov

“Your doorway to employment and labor market information in Virginia”

1. Complete the User ID and Password page by clicking on Register as individual
2. Click on General Information, then complete and save. Then click on Log On the new website. First time users click on Not Registered.
3. Complete Background and all Self-Assessment Sections.
4. Click on Resume Builder. You should complete at least one (1) of the ten (10) resumes allowed. Resumes must be activated every 90 days.
5. Job Search To search using resume, click job search under Action block.
6. Applying For A Position find job then Click on How To Apply For This Job.
7. Attaching Resume - if this position requires that you attach your resume, click on Apply VIA Resume button on the right. A pop-up box will warn you that your personal information will be sent to that employer. Click OK, and your resume will be sent to the employer.
8. Virtual Recruiter Create a virtual recruiter for job alerts.
9. Quick Menu For fast job search.
10. Create New Resumes as needed in expanding your opportunities
11. Letter Builder guides you on writing Cover Letters, Follow-Up Letters, and Acceptance Letters.

CAREER INFORMATION

www.careernet.com - www.careeronestop.org

VEC WEBSITE ADDRESSES

<https://www.vec.virginia.gov/> <http://www.vawc.virginia.gov>

LABOR MARKET INFORMATION

www.lmi-net.org www.census.gov www.dol.gov www.vawc.virginia.gov

FEDERAL JOBS

www.usajobs.gov

STATE JOBS

www.jobs.agencies.virginia.gov

*The Virginia Employment Commission is an Equal Opportunity Employer/Program.
Auxiliary aids and services are available upon request to individuals with disabilities.*



Virginia Employment Commission



1000 East Main Street, Carroll Hall, Suite 211
Wytheville Community College Campus
Wytheville, Virginia 24354
wytheville@vec.virginia.gov 276-484-9411

Step 1

File an Unemployment Claim

You must file a claim for benefits ***during the week you are laid-off/unemployed***. An unemployment week is Sunday to Saturday. You may file one of the two ways:

1. **PHONE** - Currently to file a claim you may call **1-866-832-2363**, Customer Contact Center and speak with a representative to file your claim. **(Pin will be mailed)**
2. **ONLINE** - Go to www.vec.virginia.gov and select **Unemployment Insurance** and select online services to file a claim for unemployment benefits. The (online service) **Customer Self Service (CSS) claims applications**, <https://css.vec.virginia.gov/CSS/CSSLogon.htm>, **requires an account set up with username and password.**

The Virginia Employment Commission's Claimant Self-Service (CSS) online portal is available for filing initial claims, reactivating existing claims, and filing weekly claims for unemployment benefits.

The CSS dashboard provides information about your claim and access to your VEC documents, you may complete requested information, view your payment history, and change your address or contact information, as well as other services, at this online account.

****You will be required to pass a quiz of questions pertaining to you when signing into your CSS account or when calling the customer call center to file a claim. ****

Step 2

File a Weekly Claim for Benefits

To receive benefits, you must file a weekly request ***for each week you wish to claim benefits***. The benefit week begins on Sunday and ends at midnight on Saturday. You cannot claim a week until it is completely over. You may file for benefits one of the two ways:

1. **PHONE** - To file weekly claim for benefits (payment) is to call 1-800-897-5630, Voice Response System (VRS) and file your weekly claim over the phone. **(PIN Required)**
2. **ONLINE** - Go to <https://css.vec.virginia.gov/CSS/CSSLogon.htm> to file Weekly Claim for Benefits from CSS customer menu options. **(PIN Required)**

NOTE: Right now due to many security adds to the claim system due to Fraud, you may be told to come to the local office to provide your government issued photo ID (driver's license) and social security card to verify your identity before you can complete your claim. This is a common practice now.

NOTE: The Call center is only open **Monday – Thursday from 8 a.m. – 5 p.m. and on Friday 8 a.m. – 2 p.m. FRIDAY . FILE YOUR CLAIM AT BEGINNING OF THE WEEK TO ENSURE YOUR CLAIM IS FILED IN A TIMELY MANNER!!!** Any claim not being accepted during the week, especially Fridays, by phone will require you to call on the following Monday and asked to request your claim to be backdated which will create an issue on your account and may or may not be accepted.

Tip:

You may not file a Weekly Claim for Benefits on a *Reopened* claim until the 8th day after you filed your claim. All subsequent consecutive weeks may be filed as early as Sunday, once the week has ended. Example: See Chart Below.

Step 1: Date Filed Unemployment Insurance Claim	Step 2: Earliest Date to File Weekly Claim for Benefits (8 th Day)
Sunday-	Tuesday-
Monday-	Tuesday-
Tuesday-	Wednesday-
Wednesday-	Thursday-
Thursday-	Friday-
Friday-	Saturday-
Saturday-	Sunday-

IMPORTANT

PLEASE Read and save **ALL** correspondence from the VEC in its entirety. **Your Unemployment Benefits Rights and Responsibilities (BRI)** document will include information that will assist you in meeting the VEC's guidelines mandated by the **Virginia Unemployment Compensation Act** and the **Regulations and General Rules Affecting Unemployment Compensation**.

<https://www.vec.virginia.gov/unemployed/resources/your-unemployment-benefit-rights-and-responsibilities>

If you do not work 240 hours or 30 working days between lay-offs, you will be required to conduct work search.

Weekly Benefit- Payment Method (EPPICard or Direct Deposit into Checking or Savings Account)

Once you file your Unemployment Insurance Claim, you will receive an EPPICard in the mail if you chose to have your benefits placed on the EPPICard. All benefits will be deposited to this card. If you do not wish for your benefits to be deposited on the EPPICard, you must follow the procedure listed below unless you filed your claim online and chose Direct Deposit.

1. **Call 1-800-897-5630.**
2. Select 1 to hear instructions in English.
3. Select 1 to reach Claim and Benefits.
4. Select 3 to change the way you receive your benefits.
5. Enter your Social Security Number.
6. Enter your Six-Digit Pin Number.
7. Press 1 for Checking Account. Enter routing number and account number.
8. Press 2 for Savings Account. Enter routing number and account number.
9. Press 9 after verifying routing number and account number.

Wytheville VEC resource room is available for unemployment claim filing and job service. Staff will be available to assist you! The VEC office is open to the public Monday, Tuesday, Thursday, and Friday from 8:30 am to 4:30 pm and Wednesday 9:30 am to 4:30 pm.

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