

Question & Answer on the Electronic Labour Exchange

1. What is the Electronic Labour Exchange?

The Electronic Labour Exchange (ELE) is a free online job matching service that offers a secure and easy way to search for work 24 hours a day, seven days a week from any location with Internet access.

Additionally, the National Employment Office's ELE website presents an overview of NEO services and information resources (e.g. guide and tips on job search techniques and sectoral studies), or links to other relevant sites.

2. What is its purpose?

The Electronic Labour Exchange serves the NEO's overall mission is to link jobseekers to employers and to provide information on the labour market. It reduces the dissemination cost of labour market information and enhances opportunities to link appropriate candidates to relevant jobs. It provides employers with accurate and credible information about jobseekers, and provides jobseekers with information about job vacancies and the labour market.

3. How does it work?

- **Jobseekers** can build their CV online and share it with thousands of employers, find jobs available and appropriate to their qualifications, and apply to a job offer.
- **Employers** can advertise available vacancies, consult the profiles of jobseekers registered in the system, and select suitable job applicants.
- The NEO refers qualified and reliable jobseekers whose professional abilities meet employers' requirements through pre-screening and assessment.

4. How is this different to private job match sites?

The National Employment Office provides services to all Lebanese citizens free-of-charge. Its governance structure is tripartite, reflecting the strong ownership of employers' and workers' organizations. While it is not envisaged for the NEO to consolidate all job applications or job offers nationwide, the Electronic Labour Exchange provides an opportunity for greater collaboration with private recruitment agencies and NGOs that provide targeted services. In addition, the NEO can facilitate jobseeker access to a number of Government programmes, for instance, the First Job for Youth pilot project, funded by the World Bank, and other training programmes.

5. How do I post a job opening?

- Go to www.neo.gov.lb
- Click on "Employer"
- Click on "Register a company" for the online registration form
- Start posting your job opening by clicking on "Add New Offer"
- Click on "view offer" to review and edit your offers
- Offers can be add as many as available
- To exit "Log off"

6. How do I register as a jobseeker?

- Click on "Jobseekers"
- Click on "post your CV" to register
- Build your CV online

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- Send supporting documents to jobs@neo.gov.lb

7. How do I search for vacancies or jobseekers?

To search for vacancies or jobseekers, go to “Search for Jobs and Skills in our databases”.

8. How does the Electronic Labour Exchange add value to the services already provided by the NEO?

The National Employment Office – from its offices in Beirut, Sidon and Tripoli – presently serves hundreds of jobseekers and employers. The Electronic Labour Exchange broadens the NEO’s reach in an efficient and cost-effective way.

Some of the benefits include:

- Providing online access to NEO services nationwide, regardless of the location of a jobseeker or employer.
- Increasing the coverage of services available, even internationally for Lebanese considering returning to Lebanon.
- Allowing employers to promote their job vacancies and to tap into a pool of potential candidates, and allowing job seekers to submit their CVs and to access a wide network of employers;
- Potentially serve as a future platform for an integrated labour market information system

9. What is the support provided by the ILO?

The Electronic Labour Exchange is part of a broader initiative funded by the Government of Canada and undertaken by the International Labour Organization in collaboration with the National Employment Office through the project “Support to Public Employment Services in Lebanon: Strengthening the Capacity of the National Employment Authority”.

Some of the project’s main achievements have been:

- Increased capacity of NEO to counsel jobseekers and employers, implement active labour market programmes for youth, and collect and analyse labour market information.
- Enhanced stakeholder collaboration with the NEO on Labour Market Information and Analysis.
- The development of a national occupational classification system to ease information exchange between institutions in line with international standards
- Studies targeting key economic sectors including hospitality and tourism

10. What other activities are envisaged as part of this project?

The ILO continues to support the National Employment Office with regard to job matching services and the development and implementation of employment policies through legislative reviews, enhanced collaboration with private recruitment agencies and NGOs, and capacity building for the NEO and its partners.