

SOUTH DAKOTA

JSAP

Job Search Assistance

PROGRAM



SOUTH DAKOTA
DEPT. OF LABOR
& REGULATION

sdjobs.org

JOB SEARCH ASSISTANCE PROGRAM

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Introduction

DLR PROGRAMS AND SERVICES

Helping people find jobs is a big part of the South Dakota Department of Labor and Regulation’s (DLR) responsibility. We have access to career resources and dedicated staff who will assist you in finding the job you want and need. Every office is staffed with trained professionals ready to help you identify opportunities and prepare for productive employment.

Staff can help you:

- Identify your career interests.
- Find out what skills are needed for a new career.
- Write a resume.
- Locate possible jobs.
- Complete the application process.
- Prepare for a job interview.
- Access appropriate training.

All individuals seeking employment or information about the local labor market receive assistance at no charge. Job listings are posted from local employers, state-wide employers, and federal and state government agencies. Auxiliary aids and services are available upon request to individuals with disabilities. State and federal laws require the Department of Labor and Regulation to provide services to all qualified persons without regard to race, color, creed, religion, age, sex, ancestry, political affiliation or belief, national origin, or disability.

<i>DLR Programs and Services</i>	<i>Description</i>
Adult Education and Literacy (AEL) Program	The Department of Labor and Regulation knows an educated workforce is good for South Dakota. We support the Adult Education and Literacy (AEL) programs, which assist adults in: <ul style="list-style-type: none"> • obtaining the knowledge and skills necessary for employment and self-sufficiency. • becoming literate. • becoming partners in their children's education. • completing their General Educational Development (GED) degree.
Veterans’ Services	Representatives provide specialized assistance with job referrals, training, Veterans Affairs contacts and community support. Staff can identify the appropriate training for you, such as On-the-Job Training, computer training, Work Experience, customized skill training and apprenticeships.
Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) Employment & Training	TANF and SNAP E & T are employment and training programs designed to assist applicants or recipients to prepare for and secure full-time employment, leading toward economic self-sufficiency. Participants may be placed in community service or employment that provides basic work skills, improving the chances of being successful in the workforce and leaving public assistance behind.
Reemployment Assistance (RA)	Reemployment Assistance provides compensation for you if you have lost your job through no fault of your own.
National Career Readiness Certificates	The National Career Readiness Certificate verifies to employers anywhere in the United States that an individual has essential core employability skills in Applied Math, Graphic Literacy, and Workplace Documents, helping people with job placement and career transition.
Vocational Rehabilitation	DLR also supports the Vocational Rehabilitation program, which provides individualized vocational rehabilitation and support services to assist eligible individuals with disabilities to get and keep jobs compatible with their skills and abilities.

WORKFORCE TRAINING

Workforce training services are for individuals needing extra assistance to obtain and maintain employment. Adults and youth seeking employment or training can participate if they have been deemed eligible by their DLR local office. Eligibility is based on an assessment of the individual's needs, interests, abilities, motivation and prospect for successful completion of training. DLR is looking to help participants diversify their skill sets and abilities in the hopes that participants will find meaningful employment upon completion of training opportunities.

By training participants for jobs with advancement possibilities, workforce training opportunities help adults and youth overcome employment barriers and gain skills to find jobs and increase their earnings.

The Department of Labor and Regulation is prepared to adapt and customize its education and job training programs to meet the needs of participants and the changing demands of employers.

<i>Workforce Training Opportunities</i>	<i>Description</i>
Occupational Skills Training	Occupational skills training includes both Vocational Education, which is designed to provide individuals with the technical skills and information required to perform a specific job or group of jobs, and On-The-Job-Training, which teaches knowledge and skills while in the workplace.
On-The-Job Training (OJT)	Provides an opportunity for individuals who may be lacking job skills to get them. This program provides businesses an opportunity to train workers in specific skills, methods and work habits used in their establishments. Participants earn wages while they are being trained, and then remain employed in a permanent job once their training is completed. A training agreement is negotiated to outline the responsibilities of the business, the participant and the Department of Labor and Regulation.
Work Experience	Presents "real life" job experience to help potential employees learn about the world of work, develop the skills and knowledge necessary to succeed, and learn about the specifics of the workplace.
Dislocated Worker Program	Can help by offering counseling and retraining services to workers who lost their jobs due to downsizing or economic conditions. DLR local offices and career learning centers can also assist with early readjustment services, basic readjustment services and retraining programs. The program helps workers manage a smooth transition to other gainful employment.

DLR WEBSITE HOMEPAGE

sdjobs.org

SOUTH DAKOTA DEPT. OF LABOR & REGULATION
 Marcia Hultman
 Cabinet Secretary

Find a Job in SDWORKS
 MORE SERVICES FOR JOB SEEKERS

Post a Job in SDWORKS
 MORE SERVICES FOR EMPLOYERS

Youth Employment LAWS WEBINAR
 The South Dakota Retailers Association and the Department of Labor and Regulation will host "Youth Employment Laws: What You Need to Know," a free webinar to help employers navigate federal and state youth employment laws, on Tuesday, June 19, at 10 a.m. CDT. Register online for this webinar.

WORKFORCE SERVICES FOR INDIVIDUALS
 Providing training and education to help individuals attain sustainable employment

WORKFORCE SERVICES FOR BUSINESSES
 Helping businesses maintain a skilled workforce through training and education

UNEMPLOYMENT INSURANCE
 Providing economic support to jobless workers and administering the program for liable employers

EMPLOYMENT LAWS
 Administering state labor laws and providing dispute resolution

LABOR MARKET INFORMATION
 Collecting, analyzing and providing employment-related statistics

JOB SERVICE OFFICES
 Providing employment services and workforce training for job seekers and employers

BOARDS & COMMISSIONS
 Licensing and regulating occupations and advising key DLR programs


INSURANCE
 Protecting the public and providing regulation for insurance industry

WORKERS' COMPENSATION
 Providing medical and disability benefits for work-related injuries and diseases

BANKING
 Regulating and supervising state-chartered and licensed financial institutions

Workforce Services for Individuals

- Adult Education
- Career Exploration
- Dislocated (Laid Off) Workers
- Find a Job
- High School Equivalency
- Individuals Age 55+
- Individuals with Disabilities
- Job Search Tools
- Job Service Offices
- National Career Readiness Certificates
- Showcase of Successes
- Training Opportunities
- Unemployment Benefits
- Veterans
- Workforce Innovation & Opportunity Act (WIOA)
- Young Adults



HOT CAREERS

[What's Hot!](#)

[Current Job Openings in Hot Careers](#)

[Sign In](#) [Not Registered Yet?](#) [Forgot Username/Password?](#)

Search for a Job

Enter a keyword and/or city or ZIP code and radius to search for jobs in your area.

To access more features of the green jobs portal, please sign in.

SERVICES FOR INDIVIDUALS	SERVICES FOR BUSINESSES	LABOR MARKET INFORMATION CENTER	LOCAL JOB SERVICES
<ul style="list-style-type: none">Search for jobsCreate and post a résuméExplore careers and find current openingsView Training OpportunitiesGet automated job alertsView Services for IndividualsGet help with this site	<ul style="list-style-type: none">Post a JobSearch for Job CandidatesView Layoff and Closure ServicesReport New HiresView Services for BusinessesGet help with this site	<ul style="list-style-type: none">Labor Market Information CenterVirtual labor market data systemEconomic SnapshotOccupational WagesSouth Dakota e-Labor Bulletin	<ul style="list-style-type: none">Job Service OfficesDLR Event CalendarRegistered ApprenticeshipsJob Search ToolsRecruitment & Hiring

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Career Services

- [Career Explorer](#)
Learn what career or type of job best suits you.
- [Career Informer](#)
Highlight a specific occupation and display detailed information about it.

[More Career Services](#)

Job Seeker Services

- [Job Search](#)
Find current job openings.
- [Résumé Builder](#)
Create, store and update your résumé online.
- [Virtual Recruiter](#)
Create a system job search alert.

[More Job Seeker Services](#)

Current Events

With your SDWORKS account, you can:

- Search for jobs
- Build a resume
- Explore careers
- Use Virtual Recruiter to create job
- Access Labor Market Information
- Assess your skills

Self-Assessment

WORK PREFERENCE AND INTEREST INVENTORY

People are happier in jobs that reflect their interests, styles, and temperaments. You should avoid occupations that conflict with your values.

This worksheet will help you identify your job interests, your personal style, and your work values. This will be useful information as you explore careers and companies.

In Questions 1 through 9, choose the response that fits you best. The rest of the questions are open-ended and will help you identify the preferences that are high priorities for you.

1. I enjoy working with:

- a) Information/words/numbers
- b) People
- c) Things

2. I prefer working:

- a) Indoors
- b) Outdoors
- c) Both

3. I want to work for a company with:

- a) Less than 100 employees
- b) 100 to 500 employees
- c) More than 500 employees

4. I would like to work in a:

- a) Large city
- b) Medium sized city/Suburban area
- c) Small town or rural area

5. I prefer a job that involves:

- a) A lot of travel
- b) Some travel
- c) No travel

6. I want a job that requires:

- a) Frequent interaction with people
- b) Some interaction with people
- c) Very little human interaction
- d) No interaction with people

7. I would like working duties that:

- a) Frequently change
- b) Vary from day-to-day
- c) Are fairly routine
- d) Never change

8. I am willing to work overtime:

- a) As much as possible
- b) Frequently
- c) Occasionally
- d) Never

9. For the right job I am:

- a) Eager to relocate
- b) Willing to relocated
- c) Not willing to relocate

10. What are some things you like to do in your spare time?

11. What are your hobbies?

12. Are you more comfortable as a team member or a team leader?

13. Where do you want your career to be in five years?

14. Which of your past jobs did you like the least? Why?

15. Which job did you like the best? Why?

16. What types of jobs would you do if you could choose any job you wanted?

17. What kind of training would you like to have, if any?

18. Why did you choose your previous field of work?

19. Now restate this as one or two clear statements. These are YOUR most important preferences.

I prefer a job where I:

Example: I prefer a job where I: work with people, inside and outside, in a small city, and do some traveling. I am willing to relocate, but not out of the state.

MY NEXT MOVE

MY NEXT MOVE

O*NET Interest Profiler

Welcome to the O*NET Interest Profiler!

The **O*NET Interest Profiler** can help you find out what your interests are and how they relate to the world of work. You can find out what you like to do.

The **O*NET Interest Profiler** helps you decide what kinds of careers you might want to explore.

On each screen, click the **Next** button at the bottom to continue. You can use the **Back** button at the bottom to re-read the instructions or change your answers.

Start Interests Results Job Zones Careers Next

Help Explore Careers O*NET Sites

O*NET INTEREST PROFILER: SCORE REPORT

_____ Realistic _____ Investigative _____ Artistic _____ Social _____ Enterprising
JOB ZONE (circle the zone you prefer) 1 2 3 4 5

CAREER CHOICE #1:

CAREER CHOICE #2:

CAREER CHOICE #3:

What they do									
Education									
Job Outlook-USA	Bright	Average	Below Average	Bright	Average	Below Average	Bright	Average	Below Average
Job Outlook-SD (blank if no data)	Above	Average	Below	Above	Average	Below	Above	Average	Below
Salary (USA)									
Why I like it...									
Concerns									

IDENTIFY YOUR SKILLS

Ninety percent of people interviewed cannot answer, “Why should I hire you?” The odds are against you in getting the job if you can’t successfully identify and communicate your skills to potential employers. There are three basic types of skills: adaptive, transferable, and job-related. All three are important in identifying your range of skills.

ADAPTIVE SKILLS

- Describe your personality, traits, and characteristics
- Allow you to adapt to new situations
- Make a good worker

Review the following list and put a check mark beside any skills you have. Employers find Key Skills particularly important. If one or more of the Key Skills applies to you, be sure to bring them up in an interview.

Key Skills

Good attendance Arrive on time Hardworking
 Honest Team player Quick learner

Other Skills

Problem-solving Efficient Competent Open-minded
 Results-oriented Mature Humorous Self-confident
 Decisive Tactful Independent Creative
 Patient Humble Well-organized Optimistic
 Practical Energetic Resourceful Versatile
 Quick-learning Methodical Flexible Intelligent

Your Top Five Adaptive Skills

Review the Adaptive Skills Checklist carefully. Select five skills you checked that you think are most important to an employer. List these skills below. They are some of the most important things to bring up in an interview:

1. _____
2. _____
3. _____
4. _____
5. _____

Transferable Skills

- Can be used in a variety of jobs
- Are often called “universal” skills
- Can be transferred from one job to another

Review the following list and put a check beside any skills you have. Remember, this list doesn't begin to cover the hundreds of skills you have learned and used at home, in school, hobbies, leisure activities, volunteer, and through paid jobs. Again, these Key Skills are the ones employers find particularly important.

Key Skills

- | | | | |
|--------------------------------------|--|---|--|
| <input type="checkbox"/> Writing | <input type="checkbox"/> Public speaking | <input type="checkbox"/> Coordinate | <input type="checkbox"/> Problem Solving |
| <input type="checkbox"/> Analyzing | <input type="checkbox"/> Forecasting | <input type="checkbox"/> Teach or Train | <input type="checkbox"/> Interviewing |
| <input type="checkbox"/> Researching | <input type="checkbox"/> Managing | <input type="checkbox"/> Negotiation skills | <input type="checkbox"/> Decision-Making |
| <input type="checkbox"/> Organizing | <input type="checkbox"/> Computer literacy | <input type="checkbox"/> Proofreading and editing | |
| <input type="checkbox"/> Delegating | <input type="checkbox"/> Bi-lingual | | |

Other Skills

- | | | | |
|---------------------------------------|---------------------------------------|--|--|
| <input type="checkbox"/> Categorizing | <input type="checkbox"/> Installing | <input type="checkbox"/> Achieving results | <input type="checkbox"/> Researching |
| <input type="checkbox"/> Collecting | <input type="checkbox"/> Integrating | <input type="checkbox"/> Evaluating | <input type="checkbox"/> Advising |
| <input type="checkbox"/> Compiling | <input type="checkbox"/> Operating | <input type="checkbox"/> Investigating | <input type="checkbox"/> Administering |
| <input type="checkbox"/> Maintaining | <input type="checkbox"/> Measuring | <input type="checkbox"/> Budgeting | <input type="checkbox"/> Persuading |
| <input type="checkbox"/> Monitoring | <input type="checkbox"/> Programming | <input type="checkbox"/> Calculating | <input type="checkbox"/> Designing |
| <input type="checkbox"/> Assembling | <input type="checkbox"/> Repairing | <input type="checkbox"/> Computing | <input type="checkbox"/> Hiring |
| <input type="checkbox"/> Constructing | <input type="checkbox"/> Articulating | <input type="checkbox"/> Locating information | |
| <input type="checkbox"/> Engineering | <input type="checkbox"/> Inspecting | <input type="checkbox"/> Checking for accuracy | |

Your Top Five Transferable Skills

Carefully review your list of transferable skills. Then, select the top five skills you want to use in your next job and list them below.

1. _____
2. _____
3. _____
4. _____
5. _____

Job-Related Skills

- Are required for a specific job
- Usually require some training or experience
- Are often used for screening applicants

Use the space below to list the special job-related skills you have from previous jobs, hobbies, training, or other life experiences.

Skills Employers Want

To illustrate how highly employers value adaptive and transferable skills, here is a list of the top skills employers want in the people they hire. This information came from a study of employers conducted jointly by the U.S. Department of Labor and the American Association of Counseling and Development. Note that all skills are either adaptive or transferable.

- Communication skills
- Related work experience
- Honesty & integrity
- Teamwork
- Organizational skills
- Interpersonal skills
- Flexibility & adaptability
- Analytical skills
- Computer skills
- Motivation & initiative
- Multicultural awareness
- Loyalty
- Professionalism
- Leadership & management

EIGHT KEYS TO EMPLOYABILITY

1. Personal Values

Valued Workers:

- Are honest
- Have a good self-esteem and a positive self-image
- Demonstrate emotional stability
- Exhibit a good attitude
- Do not limit themselves

2. Problem Solving & Decision-Making Skills

Valued Workers:

- Are flexible
- Are creative and innovative
- Can adapt to changing demands of a job
- Can reason and make objective judgments
- Keep their mind on several parts of a job at a time

3. Relations with Other People

Valued Workers:

- Work well with others
- Accept authority and supervision
- Accept constructive criticism
- Are team players
- Are friendly
- Are consistent in their relations with people
- Are cooperative
- Accept assignments pleasantly
- Are tactful
- Accept all types of people
- Respect the rights and property of other people
- Have leadership qualities

4. Communication Skills

Valued Workers:

- Ask questions
- Seek help when needed
- Notify supervisors of absences and the reasons for absences.
- Clearly express themselves orally
- Listen well

5. Task Related Skills

Valued Workers:

- Complete work on time
- Can follow oral, visual, written, and multi-step directions
- Are not distracting or distractible
- Work neatly
- Stick with a task and keep busy

- Are precise and meticulous
- Care for tools and materials
- Are accurate
- Constantly improve their performance

6. Maturity

Valued Workers:

- Work well without supervision
- Are reliable and dependable
- Don't let their personal problems interfere with work
- Are willing to perform extra work and work overtime
- Show pride in their work
- Show initiative
- Remain calm and self-controlled
- Accept responsibility for their own behavior
- Demonstrate maturity in thoughts, actions, and deeds
- Evaluate their own work
- Are patient
- Are assertive when necessary
- Show self-confidence

7. Health and Safety Habits

Valued Workers:

- Observe safety rules
- Maintain a good work pace and production rate
- Practice good personal hygiene
- Dress appropriately and show up to work well groomed
- Perform well under stress and tension
- Have appropriate physical stamina and tolerance for the kind of work they are doing
- Are in good health

8. Commitment to Job

Valued Workers:

- Are punctual and have good attendance records
- Observe all organization policies
- Consider their work more than a job
- Are interested and enthusiastic
- Want to learn more
- Exhibit loyalty to the organization and its employees
- Give their best efforts consistently and strive to please
- Show concern for their future career with the organization

IT'S ALL ABOUT ATTITUDE

“Attitude is a little thing that makes all the difference”

-Winston Churchill

Taking Control: Job searching success requires you to be willing to choose a career and move toward it, accepting responsibility for your own career life.

Rejection: There is life after rejection. Other people have had to deal with setbacks and have lived through it. Figure on completing 20 to 40 interviews before you find the job you really want.

Being assertive: Interviews have only one winner. Those who hold their own ground during the interview usually win the prize. Be assertive but do it with style.

“Self-Talk”: Talk yourself into success. Every time you meet a prospective employer, describe yourself and your career history in positive terms. Don't dwell on your shortcomings or failures. You're looking for work you can do, not work you can't. If you don't think you can do the job well, you can count on the interviewer getting the same message. On the other hand, people who think they'll get the job usually do!

Playing Your Hunches: There may be a lot of truth to the statement: “If it feels right, do it!” It's nothing to count on, but sometimes dumb-luck succeeds where careful planning and attention to detail have not. Keep your mind open and work on every possibility that crosses your path.

Fake It: Be happy even when you don't feel like it. Exhibit the traits most commonly associated with “peak performers.” Sooner or later, those traits will become part of you.

Smiling: Employers like to see a smile. People who smile usually get more consideration. Besides, smiling makes you feel good.

Half Full: When the going gets tough, always think of your glass as being half-full, not half-empty. If you think in a half-empty fashion, you'll run out of job-search juice too quickly to generate success.

Commitment: Do not delay and waste time on non-productive activities. Do the exercises, take the risks, use the techniques, and invest the time to do things right – the first time.

Health: Take care of yourself. Get physical exercise! Do not victimize yourself with job-search stress.

Talking: Talk with successful people. Do not be intimidated by them. Powerful people like to tell their stories, answer well-thought-out questions, and help other people emulate their success.

Taking Risks: Be ready to step in over your head at times. There is a direct relationship between the risk you take, the quality of the job you acquire, and the speed with which you acquire it.

Learning: Be willing to learn from your mistakes and from the experiences of others. Keep yourself out from behind the “unemployment eight-ball.”

MONTHLY INCOME & EXPENSE RECORD

Take a moment to assess your lifestyle. By using the Monthly Income & Expense Record, you can evaluate the way you are currently living and what sort of salary to look for to maintain/better that lifestyle. Whatever the case, you are going to need to search for a job that can support yourself and/or family.

Income Source	Pay Date	Present Amount
Income #1 -		
Income #2 -		
Other Income – (SS, retirement, child support, etc.)		
		Total:

Expenses	Due Date	Present Amount
Rent/Mortgage		
Gas/Oil		
Electric		
Water/Sewage		
Phone		
Life Insurance		
Car Insurance		
Installment loan with		
Installment loan with		
Charge Account		
Charge Account		
Charge Account		
Charge Account		
Food-Grocery Store		
Auto expenses (gasoline, oil changes)		
Medical (doctor, dentist, eye care, prescriptions)		
Daycare		
Lunches, snacks, coffee, etc.		
Cable TV		
Pay per view, streaming services		
Dry cleaning, laundry		
Education expenses (including books)		
Pet expenses		
Barber/hair salon		
Allowances (including children)		
Cigarettes/beverages (including alcoholic)		
Newspaper/magazines, etc.		
Entertainment (including babysitting expense)		
Fast Food		
Clubs, sports, hobbies		
New clothing/shoes		
College Funds		
Gifts-Birthdays, anniversaries		
Saving		
Other Expenses		
		Total:

Total Net Income

Total Expenses

Remaining Balance

Job Search

JOB SEARCH METHODS

Finding a job can take months of time and effort, but you can speed up the process by using many different job search methods. Data from the Bureau of Labor Statistics suggest people who use multiple job search methods find jobs faster than people who use only one or two methods.

Personal contacts. Many jobs are never advertised. People find jobs by talking to friends, family, neighbors, acquaintances, former coworkers, and others who know of an opening. Since the people in your life may be the most effective job search resources, be sure to let them know you are searching for employment.

School career services offices. High school and college placement services help their students and alumni find jobs by posting job listings through their career websites, inviting recruiters to use their facilities for interviews, and organizing career fairs for students/alumni to connect with employers in specific or all industries. Additional services they offer include:

- Career counseling and testing
- Informational services such as job search advice and provision of career resource libraries
- Workshops on writing cover letters, resume development, and effective interview skills
- Resume critiques

Employers. After researching employers online or in your local library, develop a list of potential employers in your desired career field. Afterwards, check the employer's website for job openings and follow up with a call. Business directories can also tell you how to apply for a position or whom to contact. Even if no open positions are posted, do not hesitate to contact the employer. You never know when a job might become available.

Classified ads. Currently, employers are more likely to post their job listings online, but some employers still use the classified section of the local newspaper. When using classified ads for your employment, keep the following advice in mind:

- Follow *all* leads to find a job; do not rely **solely** on the classifieds.
- Answer ads promptly, because openings may be filled quickly, even before the ad stops appearing in the paper.
- Look for ads every day but be sure to give special consideration to the Sunday edition of the local newspaper.

Internet. The Internet includes many job-hunting websites with job listings. Some job boards provide national listings of all kinds; others are local. To find good prospects, begin with an Internet search using keywords related to the job you want. Also, look for websites of related professional associations.

Consider checking Internet forums specific to your profession or to career-related topics to post questions or messages and to read about the job searches or career experiences of other people. Although these message boards may seem helpful, carefully evaluate all advice before acting; it can be difficult to determine the reliability of the advertisements and their authors.

Professional associations. Many professions have associations that offer employment information, including career planning, educational programs, job listings, and job placement. Information can be obtained directly from most professional associations through the Internet, by telephone, or by mail. Associations usually require you to be a member to use these services.

Labor unions. Labor unions provide various employment services to members and potential members, including apprenticeship programs that teach a specific trade or skill. Contact the appropriate labor union or state apprenticeship council for more information.

State employment service offices. The state employment service, sometimes called One Stops or local job service offices, operates in coordination with the U.S. Department of Labor and Regulation’s Employment and Training Administration. Local offices are found nationwide and help job seekers find jobs. Also, local offices help employers find qualified workers at no cost to either party. To find the office nearest you, visit the SD Department of Labor and Regulation website at www.dlr.sd.gov and select “Job Service Offices”.

By law, veterans are entitled to priority of service at state employment service centers. If you are a veteran, a veterans’ employment representative can inform you of available assistance and help you to deal with circumstances you are facing.

Federal government. Information on obtaining a position with the federal government is available from the U.S. Office of Personnel Management (OPM) through USAJOBS, the federal government’s official employment information system. This resource for locating and applying for job opportunities can be accessed at www.usajobs.gov. For assistance and information about jobs at OPM for people with disabilities, call 202.606-0017. This number is not toll-free and telephone charges may result. Hearing impaired users may utilize the Federal Relay Service by dialing 1-800-877-8339.

Community agencies. Many nonprofit organizations, including religious institutions and vocational rehabilitation agencies, offer counseling, career development and job placement services. These services are generally targeted towards a certain group, such as women, youth, minorities, ex- offenders, or older workers.

Private employment agencies and career consultants. Private agencies can save you time and they will contact employers who otherwise might be difficult to locate. Such agencies may be called recruiters or employment placement agencies. These agencies may charge for their services. Most operate on a commission basis, charging a percentage of the first-year salary paid to a successful applicant. You or the hiring company will pay the fee. Find out the exact cost and who is responsible for paying associated fees before using the service. When determining if the service is worth the cost, consider any guarantees the agency offers.

Internships. Many people find jobs with businesses and organizations with whom they have interned or volunteered. Look for internships and volunteer opportunities on job boards, school career centers, and company and association websites, but also check community service organizations and volunteer opportunity databases. Some internships and long-term volunteer positions come with stipends and all provide experience and the chance to meet employers and other good networking contacts.

Volunteering. It’s a challenge to break into a new a career. Companies want experience when hiring, but you can’t get the experience they want without getting hired first. This “Catch-22” is frustrating and difficult to overcome. Volunteering gives you the opportunity to change your life and improve the lives of others; supporting your community and getting to network as you do so are other additional volunteering benefits.

Volunteering is also a great way to gain experience and provided you with a way to give evidence of what you can do with your skills. Showing up on time, finishing the tasks you are given and being dependable are all things employers value in an employee. Volunteer experience is evidence you are aware of the “big picture” and have a sense of civic responsibility. Your volunteer supervisors and co-workers will be terrific references!

CONDUCTING A SUCCESSFUL JOB SEARCH

Getting Ready

If you have recently found yourself unemployed or thinking about a career change, you may want to consider developing your own brand by taking the following actions:

- Alert your network
- Volunteer for a good cause or a nonprofit
- Find unpaid work or internships
- Go back to school



How to Get Work Faster

There are many circumstances that can lead to prolonged unemployment. Although the condition of the job market can play a major role in keeping you unemployed, here are some ways to make yourself competitive:

- Improve skills or obtain new skills
- Network effectively
- Revise resume and cover letter
- Learn how to improve credit scores
- Follow-up after submitting a job application
- Practice interview skills or complete a mock interview
- Persevere and not quit too easily

Reality Checks of Job-Hunting

If you've been searching unsuccessfully for a new job for some time, you might need a reality check to successfully find work.

Ask yourself these questions:

- Are you only spending a small portion of your time on job-hunting activities?
- Are you conducting an aimless approach to your job-search?
- Do you rely on advertised job openings for job leads?
- Are you not comfortable "using" people through networking?
- Do you only have a "one-size-fits-all" version of your resume?
- Do you follow up with each employer after sending your resume and cover letter?
- Do you prepare for job interviews by anticipating questions and researching the company?
- Do you follow up regularly with employers you've interviewed with to keep your name at the top of the list?

NETWORKING

Networking is one of the easiest ways to get a job. A good network starts with friends, relatives, neighbors, co-workers, and acquaintances. Don't limit your network by thinking someone won't be of any help. Everybody knows someone who knows someone that is looking to fill a position at their business.

Get a notebook and write down the names of people who say they might be able to help you. Give them a copy of your resume. Below is a list of people to add to your network:

Individuals	Associations
Friends	Alumni associations
Co-workers	Professional associations
Clients/customers	Chamber of Commerce lists
Former employers	Church
Friends of friends	Convention rosters
Merchants	Corporate rosters
Military contacts	Corporate directories
Neighbors	Political interest groups
Other job seekers	Social clubs
Personnel departments	Sport leagues
Professionals	Trade shows
Recruiters	Vendors
Relatives	Veteran groups
School contacts	

A lot of people do not like to network because they see it as advertising the fact they are unemployed. If this activity bothers you, remember that you are **not** asking these people for a job. Tell them you are looking for work and need information. Most people will not have a job to offer, but they will have valuable information to offer, such as answers to:

- What do they know?
- Whom do they know?
- Whom can they introduce/refer you to?
- Who's hiring?
- What does the future look like for his/her occupation?
- Who's expanding?

Try to get at least one piece of useful information from every person you contact. This way you keep building your network of contacts and gathering information.

Talk to five new people every day. Keep a list of businesses you have been referred to.

Tips for Successful Networking	Networking Mistakes to Avoid
<ol style="list-style-type: none"> 1. Always be specific about what you need. 2. Know your strengths. 3. Network even when you think you don't need to. 4. Don't wait for people to come to you. 5. Be more persistent than you think you need to be. 6. Don't internalize rejection. 7. Don't speak negatively about anyone. 8. Be friendly and down-to-earth. 9. Be helpful to others even if there's no obvious direct benefit to you. 10. Stay in touch with people regularly. 11. Never leave home without business cards (or resumes). 12. Occasionally call people just to say hello. 13. Get known as an information clearinghouse, and thus a valuable resource to others. 14. Sit next to a stranger at events, not alone or just with people you know. 15. Focus on names when you meet people. 16. Learn and follow basic rules of business and social etiquette. 17. Don't be afraid to ask others for help. 18. Keep your goals in sight. 19. Take a break occasionally – don't get overexposed. 20. Keep a positive attitude. 	<ol style="list-style-type: none"> 1. Networking non-strategically – that is, without clearly defined objectives. 2. Losing sight of your ultimate goals. 3. Relying on networking as the only means of reaching your goals. 4. Having a hidden agenda – not being upfront and honest with others. 5. Expecting too much from others. Ultimately, only you can help you. 6. Being impatient. Results can come when you least expect them, and they usually take time to come to you. 7. Mixing business and pleasure too overtly. 8. Being insensitive to cultural differences. 9. Not following through on leads. 10. Contacting people only when you need something. 11. Not showing your appreciation in a timely an appropriate manner. 12. Being passive. 13. Going for quantity over quality in your relationships. 14. Having poor quality self-marketing materials (resumes, letters, promotional, literature, etc.). 15. Trying to do too much and getting spread too thin. 16. Not keeping up with people regularly. 17. Having poor oral or written communication skills. 18. Trying to network in ways that don't fit your personality style. 19. Not doing it at all!

30 SECOND COMMERCIAL/ELEVATOR SPEECH

Answering the question “*tell me about yourself*” can be difficult. However, it is a common question asked by employers. If you don’t have a good answer, you may not get the job. Prepare by creating a 30-second script.

Think of a 30-second script as a commercial. It allows you to make the most of a limited amount of time, while helping you appear poised, polished, and professional as you speak with the employer. This preparation gives the appearance you are confident and able to articulate your thoughts. Create your own script by following the outline below.

Greeting: Hello, my name is_____.

Experience: I am an experienced_____.

OR

I have_____years of expertise in the_____industry.

Strengths: My strongest skills are in_____and_____.

Accomplishments: I have received awards/recognition for_____.

Area of Interest: I am interested in working in the field of_____. OR
I am interested in expanding my expertise in_____.

Company Interest: is renowned for_____. OR My research shows
_____does_____well.

Example:

Hello, my name is Gloria Smith. I have over 10 years of experience in customer service. My strongest skills are listening, assisting customers of all lifestyles, and solving their complaints. I have received numerous rewards for providing top-notch service to clients. I am interested in expanding my knowledge and skills by working for ACME Phone. My research has shown that ACME Phone has been rated highest in customer service the past three years. I know my skills will be an asset for ACME Phone.

Tips

- Practice until it sounds natural and effortless, but not memorized.
- Create more than one version with varying lengths (30, 60, and 120 seconds).
- Speak slowly and clearly.
- Keep it simple and professional.
- Be prepared to elaborate or provide examples of accomplishments.
- Let your personality shine through.
- Vary the conclusion to meet different scenarios.

STRESS MANAGEMENT

Some stress is normal but being unemployed and looking for work can be extremely stressful. Here are some ways to help cope with job-search stress.

1. **Treat your job search like a real job.** Don't allow others to waste your time.
2. **Set a weekly schedule and prioritize your daily activities.** Structure your time. Make a list of important things to do. Use a calendar to schedule your daily and weekly job-search activities.
3. **Schedule variety in your week.** Direct your job search in different areas and try new techniques.
4. **Take time out for yourself.** Schedule time to do things you enjoy.
5. **Join or develop a support group.** Groups are usually available through employment services, job clubs, churches, professional organizations, and community agencies. Get out and be with positive people – help others, volunteer, network.
6. **Exercise regularly and eat a balanced diet.**
7. **Review your accomplishments each day.**
8. **Expect rejection, and do not take it personally.** A job search is full of rejection. Expect rejection from several employers before you get hired.
9. **Maintain important relationships.** Let family and friends know what you feel, but do not take your stress out on them.
10. **Learn and use relaxation techniques.**
11. **Get organized for search.** Keep all job-searching documents, such as resumes, references, general applications, and calendars in one place for “grab & go” convenience. Also, keep some black pens for completing applications. Here are additional ways to stay organized:
 - a. **Gather all application information ahead of time.** This includes education, employment, military, and personal records (such as driver's license, social security, car and driving record). Include addresses, phone numbers, and names of supervisors.
 - b. **Have address and phone number references gathered and spelled properly.** You should never have to ask for a phone book.
 - c. **Keep a supply of thank you notes, envelopes, and stamps.** The most under-used tool is the thank you note. To keep it timely, have a stationary supply in your portfolio/briefcase so you can write it immediately after leaving the building.
 - d. **Have plenty of resumes and reference sheets.** Know ahead of time how many employers you will visit.
 - e. **Research ahead of time.** Before going into a business, try to know as much as you can about whom you need to speak to.
 - f. **Choose your voicemail message carefully.** A potential employer may not think that “cutesy” saying is funny.

BACKGROUND CHECKS

Background and other employment checks are a common piece of the job search process. Many employers check into your background before making a job offer. Most often, this includes your past employment, your credit or financial history, or your criminal history. Read more about each of these below—in some cases, you'll find that you can “pre-check” yourself to make sure no surprises come up during an employer's check.

Your rights

You do have legal rights when an employer performs a background check on you. Employers are only allowed to ask about or check certain things, and they are only allowed to make hiring decisions based on certain data (for instance, they cannot base decisions on your age, race, religion, or disability status). The Federal Trade Commission has more information about your rights regarding employment background checks (<https://www.consumer.ftc.gov/articles/0157-background-checks>). Employers cannot perform most of these checks without your permission. You may be asked to sign a document allowing the company to do a specific check. This can happen when you fill out a job application or submit a resume, or it can happen during the interview process.

Employment history checks

Employers verify past employment in several ways. The most common is to use databases of company payroll records and Social Security numbers to find your past jobs. Also, a hiring manager might contact a past employer personally to verify employment. They usually talk to the human resources representative at your past employer.

In most cases, a past employer is allowed only to reveal the dates of your employment with that company, job titles you held, and if you are eligible for rehire. Any other details, including your job performance or reasons for leaving the job, are not discussed. Instead, your references may be asked about those topics. Many employers also use E-Verify, from the U.S. Department of Homeland Security, to determine whether candidates are legally eligible to work in the United States. You can visit my E-Verify to pre-check your work eligibility (<https://www.e-verify.gov/mye-verify>).

Credit checks

Some employers will check your financial history through a credit check. It's always a good idea to pre-check your credit history by ordering a free copy of your credit report. That way, you can fix any mistakes before an employer sees it—or you can be prepared to answer questions if you do have an issue in your credit history. Get your free credit report at annualcreditreport.com or 1-877-322-8228. This is a free service and you do not have to buy any products that they offer. If you do see a mistake on your credit report, act immediately. Learn how to dispute errors on your credit report (consumer.ftc.gov/articles/0151-disputing-errors-credit-reports) from the Federal Trade Commission.

If you don't get hired because of information in your credit report, the employer must give you a notice of your right to dispute the accuracy of the information in your report and to get an additional free report from the company that supplied the credit information if you ask for it within 60 days.

Criminal background checks

Many employers conduct criminal background checks. You do have rights regarding these checks. Learn about your rights regarding criminal background checks from the Federal Trade Commission (<https://www.consumer.ftc.gov/articles/pdf-0044-background-checks.pdf>).

Read more about using arrest and conviction records in employment decisions from the U.S. Equal Opportunity Employment Commission (https://www.eeoc.gov/laws/guidance/qa_arrest_conviction.cfm).

If you do have a criminal background, visit Career One Stop's Job Search Help for Ex-Offenders (<https://www.careeronestop.org/exoffender/default.aspx?frd=true>) for tips and resources, including how to talk about your conviction during a job interview (<https://www.careeronestop.org/ExOffender/FindAJob/GetInterviewReady/your-conviction.aspx?frd=true>).

Drug testing

An employer may require a drug test during the hiring process and after you're hired. They are used to determine if someone has recently consumed alcohol, prescription medication, or illegal drugs. Employers can make hiring and firing decisions based on these tests. However, if the substance found in the test is an authorized prescription medication, the employer cannot discriminate.

Employers can use several types of drug tests:

- **Pre-employment tests.** An employer can decide to not make a job offer based on the results of a drug test given to a job candidate.
- **Reasonable suspicion and for-cause tests.** When an employee shows signs of not being fit for duty or has a documented pattern of unsafe work behavior, the employer can issue a drug test.
- **Random tests.** Employers might issue drug tests to all employees at unscheduled times. This discourages employees from using illegal drugs at any time.
- **Post-accident tests.** An employer may test employees who are involved in an accident or unsafe practice incident to find out if alcohol or drug use was a factor.

Each employer has its own policies regarding drug testing. You will know if a drug test is part of the hiring process. After hire, the company will give you a copy of their employee drug policies.

ONLINE IMAGE

Make sure your online image helps, not hurts, your job search.

It used to be that employers only had resumes, cover letters, and interviews to go by when making hiring decisions. That changed with increased use of the Internet and social networking. Many employers check profiles on popular online sites before making interviewing and hiring decisions. Some posted material can leave employers wondering what type of employee you would be. This material includes:

- Inappropriate photos, such as photos of you and your friends drinking or wearing inappropriate clothes
- Inappropriate comments by your friends – *remember, you can delete comments under your photos*
- Public discussions about alcohol or drug use
- Talking poorly about previous employers
- Discriminatory comments, for instance, using slang terms for racial or ethnic minorities
- Lying about qualifications
- Sharing confidential information about past, current, or prospective employers

Your online identity can help or hurt you. If an employer is considering you seriously enough to research you online, make sure that your own words or photographs don't come back to haunt you. Do an online search of your name to see what information and/or images of you come up. This will help you catch potential red flags.

Clean up your online identity. Don't list personal information or post comments, photos, or videos that you wouldn't want an employer to see. Think of everything you put online as public information. Remove any swear words, gripes about old employers, or discriminatory comments.

Create a professional online identity. Join LinkedIn and other online professional groups that are related to your career or industry. Ask someone to "recommend" you on LinkedIn. Create an online portfolio using work samples to market yourself. Blog about your professional interests.

Be choosy about who you "friend". Your profile may be squeaky clean, but make sure you don't suffer from guilt by association.

Check your grammar, spelling, and writing. Many employers reject job applicants because they show poor communication skills. Consider your online presence as part of your portfolio. Read through any of your postings to catch errors.

Applying For Jobs

EMPLOYMENT APPLICATIONS

What Do Employers Look For?

Most employers require you to complete employment applications even if you are submitting a resume. The primary reasons employers have candidates fill out an application is to get information not normally presented on a resume.



Typically, an application will also include a statement allowing the employer permission to do a background checks,) as well as asking the applicant to confirm the information provided is true and accurate. By signing the application, you are stating your approval to the background check and assuring the information you provided is true. Should it be found later the information you provided is false, it provides the company stronger legal ground to fire you.

The role of the application is to advertise your strengths, become your calling card, provide overall history at a glance, demonstrate your abilities, and creates an interview agenda for the employer.

How to Complete Application Forms

Arrive prepared. Be sure to bring your resume, social security card, and driver's license. You probably will also need addresses and phone numbers of previous employers and references, as well as starting and ending salaries for each previous job. It's always better if you have too much information than not enough.

Read and follow instructions carefully. Always take a few minutes to review the entire application. Some applications ask for information differently and all have specific spaces in which you are expected to answer questions. Think of the application as your first test in following instructions.

Complete the application as neatly as possible. Remember how important handwriting was in school? Neatness and legibility count; the application reflects you. If completing it by hand, be sure to use only a blue or black ink. Don't write in script, print your answers. Avoid cross-outs and white out; they indicate concern or anxiety about the topic. Don't fold, bend, or damage the application.

Don't leave any blanks. If an application question does not apply, write N/A. If an honest answer to a question might screen you out of the job, write "will discuss in interview." Never admit anything negative without the opportunity to give an explanation.

Tailor your answers to the job you are seeking. Just as with your resume and cover letter, you want to focus your education and experience to the job at hand. Give details of skills and accomplishments and avoid framing your experiences in terms of duties and responsibilities. Show employers why you are more qualified than other applicants for the position. Be sure to include experience from all sources.

Proofread your application before submitting it. Once the application is completed, sit back and take a moment to check for all typos and misspellings. Ask someone else to proofread it for you.

Required Information

Name

List your complete legal name on an application. Do not use nicknames. Most applications require a signature at the end. Sign your name the same way you sign checks or legal papers.

Address

All applications ask for your present address. Some ask for previous address or permanent address. Be prepared with house numbers and zip codes.

Telephone Number

Since many employers contact applicants by phone rather than by mail, it is extremely important to list a number used during the day. If this is not possible, list the number of someone reliable who can accept your messages. Print the number, including area code, completely and neatly. It is a good idea to include backup phone numbers.

Position Sought

Know what you want to do! The response "any job" will not make a strong impression. List the title of the job wanted and then put in parentheses "or similar position." This shows an employer that you have a specific goal but are open to other possibilities.

Salary Expected

Do not put specific salary requirements. It is too early in the job-seeking process to allow yourself to be identified by a specific salary request. You don't want to be eliminated from consideration based on your answer. It's best to say "open" or "negotiable."

Education

Most applications ask detailed questions about education, so be prepared with schools attended and dates enrolled. If there is not enough space, list only schools from which you graduated. When asked about further schooling, answer with courses relevant to the position you are applying for.

Activities

Many applications provide a section for applicants to list volunteer activities. Volunteer work can develop important skills and responsibility. If there is not special section for volunteer work, list it under work experience.

Military Service

Most applications ask about military background. If you were honorably discharged, list all the data. If less than an honorable discharge was received, write "will discuss in interview." Some states forbid questions such as what the dates and conditions of your discharge were.

Previous Employment

Employers find this section extremely important. Be sure to list all your transferable skills and abilities. Be prepared with names, addresses, and telephone numbers of former employers. List your most recent job first and move back in time. If you have no work experience, leave this

section blank. Between the education section and the work experience section, all years should be explained. Time gaps on an application may be interpreted as covering up something negative. Under “reason for leaving” make positive statements about yourself and your goals rather than being negative about former employers. In other words, say “desired more responsibility” rather than “it was a dead-end job.”

Health

There are two different suggestions for how to answer questions dealing with health issues. If a health problem will not interfere with your ability to do the job, put N/A, “will discuss in interview,” or “will not interfere with job.” If you have an obvious problem or limitation, fill that part in on the application. Keep in mind job-related problems. If you do have excellent health, be sure to put “excellent,” not “good.”

Arrest, Jail, and Conviction

If none of these apply to you, put N/A. If your situation did not result in a felony conviction or if you were convicted in juvenile court, the appropriate answer is N/A. If you have been convicted of a felony, answer “will explain in interview.” Be prepared to address the situation. Don’t apply for positions related to your conviction.

References

People have commonly used references from former employers, supervisors, co-workers, former teachers, and people who have known you in a volunteer capacity. Family members should not be listed. Pick your references carefully and ask if they are willing to be a reference for you before you list them. It is helpful to provide your references with a copy of your resume.

Be prepared for all kinds of job applications, from simple one-page applications to multi-page applications. Regardless, take your time and do the best you can, always keeping in the back of your mind the goal of the application, which is getting you an interview.

Note: You do need an SSN. It is not necessary for a job application, but it is needed for the I-9 form after you are hired.

ONLINE APPLICATIONS

More companies are choosing to use online applications to screen applicants and store information. It is quicker, cheaper, and more efficient to rely on search engines and database systems.

There are also many advantages for job seekers, such as:

- Confirmation of applications can be received.
- There is no risk the application will get lost in the mail.
- It is easy to make changes.
- Applications can be completed at any time – 24 hours a day, seven days a week.



What's the Difference Between Paper and Online Applications?

The essential differences between paper and online applications include how the application information is delivered to the hiring manager and how it is screened. Both methods ask applicants to provide information about their background. One is delivered by mail, fax, or in person. The other is entered and delivered electronically via the Internet. The paper application must be reviewed by a person; the online application is usually submitted to a software program that compares the application to a set of key words.

Completing an Application

You will need to have basic computer and keyboarding skills to complete an online application. Don't be discouraged if your keyboarding skills are undeveloped. A determined job seeker can complete an online application using the "hunt and peck" method. You should allow 30-60 minutes for the total process. Don't forget that Department of Labor and Regulation staff members are always willing to assist you with your job search.

Double-check your application for errors. Typos and grammatical errors count, so carefully check your application. If you are not sure your spelling is correct, use Microsoft Word's spelling/grammar checker. When you know it is correct, then copy/paste your text into the online application. It's strongly encouraged that you take your time filling out the application. Be sure to have all the information you need close at hand.

Using Email Accounts

Some companies may require you to apply for jobs via email. When this is required, use the body of the email message as your cover letter. As with all cover letters, this letter makes a critical first impression. Follow these tips when applying by email.

- Be sure to proofread your email for grammar and spelling.
- Keep your message short and simple. It should be no longer than two or three short paragraphs.
- Include a signature with your full name, email address, and phone number.
- The title of the position you are applying for should be in the subject line of your message.
- Your email address should have a professional tone.



Many job postings will ask you to send an attachment. If this is the case, send your resume as a Word document. Some employers may not accept attachments. In these situations, paste your resume into your email message. Use a simple font and remove any fancy formatting. Send the message to yourself first to test that the formatting works. If everything looks good, resend to the employer.

Applying online does require applicants to have an email address. Do you have one? If not, you should sign up for an email address with the following online sites: **Yahoo, MSN, Gmail, AOL, mail.com** (mail.com if you don't have a phone number), etc. These sites will provide step-by-step instructions on how to sign-up and create your own email account.

One thing to remember when creating your own email account is to save your username and password in a secure location. This helps keep your log-in information readily available if you forget either your user name and/or password. If possible, it is advised that you create a password that is longer than 12 characters. Also, do not share your log-in information with anyone else so you can keep your account secure and safe.

Types of File Extensions

Definitions

Doc/Docx – Document created with Microsoft Word that allows you to modify the document.

PDF – Recommended by most employers as it saves formatting and is typically unmodifiable.

RTF – Rich Text Format means it can be opened on any machine without Microsoft but is not always accepted by the employer.

txt – A file that only contains text with no special formatting such as bold, italic, images, etc.

PDF vs HTML

- PDF was once a proprietary format before being released as an open standard while HTML has been an open standard ever since
- PDF files need its own reader since it cannot be read directly by a browser.
- PDF files have all the materials, like pictures, embedded within the file while HTML saves all the resources it uses in a separate folder
- PDF files contains the fonts it uses while HTML files depend on the operating system
- PDF files print as the author intended it to while HTML pages does not always do so

PDF' vs 'DOC'

- 'DOC' was created by Microsoft while 'PDF' was made by Adobe Systems.
- Microsoft Word is used for making and editing DOC files while Adobe Acrobat is for creation of PDF files.
- Documents created using Word and saved in PDF can be edited using Word while PDFs made using Acrobat can be edited through third-party developers.
- 'DOC' is proprietary while 'PDF' is open source.
- Content delivery in a DOC file is less accurate while a PDF can retain exact content and appearance of documents saved in that format.

Sources

Difference Between

*differencebetween.net/technology/internet/differences-between-pdf-and-doc/
differencebetween.net/technology/difference-between-pdf-and-html/*

Job Application

Date Available ASAP

Application Information

Last Name Richard First Name Collier M.I. _____
 Street Address 2109 S 7th Apt #/Unit Apt. 5
 City SF State SD Zip 5710
 Home Phone 371-0411 Cell Phone _____ Email Address loverboy@comcast.com
 Position Applied For Any Are you Authorized to work in the U.S.? Yes No
 Have you ever worked for this company? Yes No If so, when? _____
 Are you over the age of 18? Yes No Are you over the age of 21? Yes No

Education

Do you possess a high school diploma or GED? Yes No
 School Name/Address/City/State _____

Post-Secondary School Name _____ **Address** _____

From _____ To _____ Did you graduate? Yes No Degree _____

List all relevant licenses, certifications or registrations you possess. Also identify other educational experiences relevant to the position you are applying for.

Fill out the chart below with the hours available to work

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
From	<u>Any</u>	<u>Any</u>	<u>Any</u>	<u>Any</u>	<u>Any</u>	<u>Any</u>	<u>Any</u>
To	<u>Any</u>	<u>Any</u>	<u>Any</u>	<u>Any</u>	<u>Any</u>	<u>Any</u>	<u>Any</u>

Availability
 FT PT

Wage or Salary Desired \$10.00/hr Are you bondable? Yes No

References
 Please list three professional references

Full Name Terry Sampson Relationship Uncle
 Address 1st St Sioux Falls, SD Phone Number 361-8782
 Email Address _____

Full Name Carolyn Voegle Relationship X-boss
 Address 4th Ave SF, SD Phone Number 373-4109
 Email Address _____

Full Name Sharon Oleson Relationship _____
 Address Sioux Falls, SD Phone Number 345-2195
 Email Address _____

Previous Employment beginning with the most recent

Company Name <i>Bobs Grocery Store</i>		Phone Number	
Address <i>Sioux Falls, SD</i>		Supervisor <i>Joe</i>	
Job Title <i>Cashier</i>	From <i>1/10</i>	To <i>3/12</i>	Reason for Leaving <i>Quit</i>
Skills Learned			
May we contact your previous supervisor for a reference? Yes [] No []			

Company Name <i>Crescent Appliance</i>		Phone Number	
Address <i>Main Ave Sioux Falls, SD</i>		Supervisor <i>Fred</i>	
Job Title <i>Clerk</i>	From <i>7/12</i>	To <i>5/16</i>	Reason for Leaving <i>Left</i>
Skills Learned <i>Stock Merchandise</i>			
May we contact your previous supervisor for a reference? Yes [] No []			

Company Name <i>Martins</i>		Phone Number <i>605-367-0004</i>	
Address <i>Gen. Ave. Sioux Falls, SD</i>		Supervisor <i>Paul</i>	
Job Title <i>Cashier</i>	From <i>5/16</i>	To	Reason for Leaving
Skills Learned <i>See Resume</i>			
May we contact your previous supervisor for a reference? Yes <input checked="" type="checkbox"/> No []			

Please explain any gaps in employment.

Military Service			
Branch		From	To
Did you serve on active duty? Yes [] No []		Type of Discharge	

Disclaimer and Signature	
I certify that the information on this application and its supporting documents is accurate and complete. I understand and agree that failure to fully complete the form, or misrepresentation or omission of facts, represents grounds for elimination from consideration for employment, or termination after employment if discovered at a later date. I authorize the employer to investigate and verify all statements contained in this application and supporting materials.	
Signature	Date



Job Application

Date Available *March 20, 2018*

Application Information

Last Name <i>Collier</i>		First Name <i>Richard</i>	M.I. <i>A</i>
Street Address <i>2109 S. 7th Avenue</i>			Apt #/Unit <i>5</i>
City <i>Sioux Falls</i>		State <i>SD</i>	Zip <i>57105</i>
Home Phone <i>(605) 371-0411</i>	Cell Phone <i>(605) 372-5555</i>	Email Address <i>richard.collier@usa.net</i>	
Position Applied For <i>Cashier</i>		Are you Authorized to work in the U.S.? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Have you ever worked for this company? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If so, when?			
Are you over the age of 18? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		Are you over the age of 21? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

Education

Do you possess a high school diploma or GED? Yes No

School Name/Address/City/State
Washington High School, 501 N. Sycamore Ave., Sioux Falls, SD 57110

Post-Secondary School Name <i>n/a</i>		Address	
From	To	Did you graduate? Yes <input type="checkbox"/> No <input type="checkbox"/>	Degree

List all relevant licenses, certifications or registrations you possess. Also identify other educational experiences relevant to the position you are applying for.
Customer Service Seminar, May 2016

Fill out the chart below with the hours available to work

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Availability
From	<i>7am</i>	<i>7am</i>	<i>7am</i>	<i>7am</i>	<i>7am</i>	<i>7am</i>	<i>7am</i>	FT <input checked="" type="checkbox"/> PT <input type="checkbox"/>
To	<i>9pm</i>	<i>9pm</i>	<i>9pm</i>	<i>9pm</i>	<i>9pm</i>	<i>9pm</i>	<i>9pm</i>	

Wage or Salary Desired <i>Open</i>	Are you bondable? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
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References

Please list three professional references

Full Name <i>Mr. Ryan Willis</i>	Relationship <i>Former Co-worker</i>
Address <i>2421 S. Grange Ave., Sioux Falls, SD 57105</i>	Phone Number <i>(605) 361-8722</i>
Email Address <i>r.willis@usa.net</i>	
Full Name <i>Mrs. Carolyn Voegle</i>	Relationship <i>Former Supervisor</i>
Address <i>2604 S. 7th Ave., Sioux Falls, SD 57105</i>	Phone Number <i>(605) 373-4109</i>
Email Address <i>carolynvo@usa.net</i>	
Full Name <i>Ms. Sharon Olsen</i>	Relationship <i>Family Friend</i>
Address <i>1404 S. Western Ave., Sioux Falls, SD 57105</i>	Phone Number <i>(605) 345-2195</i>
Email Address <i>S.olsen@usa.net</i>	

Previous Employment beginning with the most recent		
Company Name	Martin's Hardware	Phone Number (605) 367-0004
Address	947 E. General Ave., Sioux Falls, SD 57105	Supervisor Paul Thompson
Job Title	Cashier	From To 5/16 present
Skills Learned		Reason for Leaving still employed
Customer service, cash handling, opening and closing procedures, stock shelves, merchandising, general cleaning		
May we contact your previous supervisor for a reference? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		

Company Name	Crescent Appliance	Phone Number (605) 256-0003
Address	684 Main Ave., Sioux Falls, SD 57105	Supervisor Carolyn Voegle
Job Title	Sales Associate	From To 4/12 5/16
Skills Learned		Reason for Leaving New Job
Customer service, cash handling, stock merchandise, product demonstrations, general cleaning		
May we contact your previous supervisor for a reference? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		

Company Name	Bob's Grocery Store	Phone Number (605) 394-0002
Address	1592 W. Washington Rd., Sioux Falls, SD 57105	Supervisor John Clauser
Job Title	Cashier	From To 1/10 3/12
Skills Learned		Reason for Leaving New Opportunity
Customer service, operate cash register, cash handling, bag customer purchases, stock shelves, general cleaning		
May we contact your previous supervisor for a reference? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		

Please explain any gaps in employment.

n/a

Military Service		
Branch	n/a	From To
Did you serve on active duty? Yes <input type="checkbox"/> No <input type="checkbox"/>	Type of Discharge	

Disclaimer and Signature	
I certify that the information on this application and its supporting documents is accurate and complete. I understand and agree that failure to fully complete the form, or misrepresentation or omission of facts, represents grounds for elimination from consideration for employment, or termination after employment if discovered at a later date. I authorize the employer to investigate and verify all statements contained in this application and supporting materials.	
Signature	Date
Richard Collier	3/20/18



Resume

Your resume is as a brief commercial about yourself. While a job application provides the basic facts, a resume lets your personality show. A hiring manager will s your resume for less than 30 seconds. If you don't grab their attention by clearly showing how your qualifications match a specific job, you won't be considered any further. The goal for your resume is to get you an interview.

Parts of a Resume

- **Heading** - include your full name, your current address with the number, street, apartment number, city, state, and zip code. Include your area code, your phone number(s), and email address.
- **Professional Summary** - Highlight important experiences relevant to the position you're seeking and your most important talents and describe personal strengths. For example: high-performer (promoted twice within three years at XYZ), received recognition for excellence in customer service, accomplished in implementation of strategic planning, etc.
- **Work Experience** – Include full-time, part-time, and/or volunteer positions. List the organization name, the location (city and state only), your title, and the years you worked in that position. Describe your experience - what you accomplished, how you made a difference.
- **Education** - Present your education in reverse chronological order. Include all degrees as well as the names and locations of the schools from which you received them. Include academic honors, elected offices, and extracurricular activities under the institution where you earned these.
- **Military History** – Tell the employer the branch of service, your highest rank, type of discharge, and date of separation. List any special assignments, duties, clearances, collateral duties, and decorations that relate to the job that you are seeking. Technical military training can be listed under the *Education* heading on your resume.
- **Personal Information (optional)** – Activities, honors, awards, etc. Research projects and independent studies related to the job you are applying for.

Resume Writing

- **People don't read resumes; they skim them.** Use 1-inch margins, bullets, and a balance between white space and wording. Make your resume organized and concise, so employers can easily find information.
- **Don't use pronouns.** Using "I" in a resume distracts from the force of your accomplishments, slows down the reader, and takes up precious space.
- **Use a two-page resume (if appropriate).** Use two-page resumes if you've been in the workforce for at least ten years or your work experience is impressive.
- **Focus on your employer's needs.** Take the time to tailor your resume to the requirements of each position you're applying for by highlighting your relevant skills and experience.
- **Choose your words wisely.** Use action words/key words. You want your resume to have life, so avoid passive voice. Avoid verbs such as "work" that are vague and generic to describe your accomplishments.
- **List your transferable skills.** Employers want to know what you can do with that talent in the position you're applying for so tell them.

RESUME WRITING GUIDELINES

DO's

- Lead with your strongest statements related to the job or goal.
- Emphasize your transferable skills.
- Include your employment-related accomplishments.
- Target your qualifications, using measurable outcomes, values, and percentages when possible.
- Clearly communicate your purpose and value to employers.
- Maintain eye-appealing visual appearance.
- Use the best format to showcase your skills.
- Always include a cover letter when mailing your resume.
- Appear neat, well organized, and professional.
- Correct all typographical and spelling errors.
- Margins should be set at no less than .50 inches.
- Use high-quality 8½" X 11" resume paper.
- Length should be one to two pages. Never exceed two pages.
- Font size should be 10 to 12, using a conservative font style in black ink.

DON'T's

- X Use abbreviations (exceptions include middle initial and directions such as N for North)
- X Use "I" to refer to yourself.
- X Mention salary expectations or wage history.
- X Use fancy typeset, binders, or exotic paper.
- X Send a photograph of yourself.
- X Include any statement you cannot prove.
- X Include personal information (age, height, weight, family status, picture) or religious or political affiliation unless applying to a religious or political organization
- X Change the tense of verbs or use the passive voice.
- X Use the title "resume."
- X Include references. Use a separate sheet.
- X Include hobbies or social interests unless they contribute to the position.
- X Staple or fold your resume.
- X Include post cards for employers to return.
- X Use sentence format. Instead, use action verbs and a few words with lots of impact.

RESUME FORMATS

	ADVANTAGES	DISADVANTAGES	BEST USED BY	AVOID IF
<p>CHRONOLOGICAL</p> <p>Presents information in reverse order, most recent experience listed first. Offers concise pictures of you as a potential employee</p>	<ul style="list-style-type: none"> ▪ Widely used ▪ Logical flow, easy to read ▪ Showcases promotion and impressive titles ▪ Shows company loyalty ▪ Emphasizes steady employment record 	<ul style="list-style-type: none"> ▪ Emphasizes gaps in employment ▪ Highlights frequent job changes ▪ Emphasizes lack of related experience and career changes ▪ Points out demotions/ career set backs 	<ul style="list-style-type: none"> ▪ Individuals with steady work record ▪ Individuals with experience that relates directly to the position applied for ▪ Those wishing to emphasize the name of a previous employer 	<ul style="list-style-type: none"> ▪ There are gaps in work history ▪ You are entering job markets for the first time or after long absence ▪ You've changed jobs often
<p>FUNCTIONAL</p> <p>Focuses on specific strengths and skills important to employers</p>	<ul style="list-style-type: none"> ▪ Emphasizes skills rather than employment ▪ Organizes a variety of experiences ▪ Disguises gaps in work record or a series of short-term jobs ▪ Brief and well-structured 	<ul style="list-style-type: none"> ▪ Viewed with suspicion by employers due to lack of information about specific employer's dates ▪ De-emphasizes growth/ job titles ▪ Content may appear to lack depth 	<ul style="list-style-type: none"> ▪ Individuals with no previous employment ▪ Individuals with gaps in employment ▪ Frequent job changers ▪ Individuals who have developed skills other than from documented employment. 	<ul style="list-style-type: none"> ▪ You want to emphasize growth and development ▪ Responsibilities and functions in recent jobs were limited
<p>COMBINATION</p> <p>The flexibility and strengths of the functional and chronological combined</p>	<ul style="list-style-type: none"> ▪ Highlights most relevant skills and accomplishments ▪ De-emphasized employment history in less relevant jobs ▪ Combines skills developed in a variety of jobs or other activities ▪ Minimizes drawbacks such as employment gaps and absence of directly related experiences 	<ul style="list-style-type: none"> ▪ Confusing if not well organized ▪ Requires more effort and creativity to prepare 	<ul style="list-style-type: none"> ▪ Career changers or those in transition ▪ Individuals reentering the job market after some absence ▪ Individuals who have grown in skills and responsibility ▪ Individuals pursuing similar work as they've had in the past 	<ul style="list-style-type: none"> ▪ Experience is limited ▪ Wide employment gaps

GET YOUR RESUME NOTICED

With job applications now more likely to be filled out online, it's trickier to get attention when you're filling out a form on a website. To stand out from the crowd, you'll have to get into the mindset of a recruiter and work the online system.

Many companies use resume-scanning software. This software generally identifies and sorts resumes by looking at certain "keywords" in the document. This ranking system helps them to decide who is a good match for the advertised position and who isn't. Using the right resume key words can get you the interview! Adjust your resume to mimic the language in the company's job listing. If the job description uses the words "accounts payable," "accounts receivable," and "general ledger," make sure those phrases are tailored into your resume.

Which keywords are right for the position you're interested in?

- Look closely at the job ad or posting. See which words are used. If you can, look at other ads for that company and see if there is a pattern of words being used.
- Go to the company website and identify some of their key values. A good place to look is their mission statement. The annual report is another great source of key values.
- Visit O*NET online to identify key skills and abilities for the desired position. Then, select resume key words from that list.
- Try to use any keywords you select at least three times, in both your resume and cover letter.
- Use the most important keywords within the first line or two of each job description section of your resume.

Dull	Impactful
<i>Raised sales from previous year.</i>	<i>Reversed 3-year negative sales trend; sales up to 17% over prior year and 22% over past 3- year average.</i>
<i>Began an employee program, lowering turnover</i>	<i>Created and launched two new employee relations programs (flextime and job postings) resulting in 19% turnover reduction.</i>
<i>Handled bookings for elderly group of people</i>	<i>Administered bookings, travel, and accommodations for Octogenarian Octet.</i>
<i>Housewife for 7 years</i>	<i>Managed and organized six-member household with annual budget of \$65,000.00</i>
<i>Marketed new travel plan to corporations, increasing sales \$19 million</i>	<i>Initiated new market concept of packaging travel to corporations for incentive programs resulting in sales of \$19 million (more than double what expected)</i>
<i>Worked for a losing congressional candidate for ten months</i>	<i>Organized and coordinated political campaign for leading gubernatorial candidate.</i>
<i>Increased sales and productivity during budget cuts</i>	<i>Expanded profitability and market penetration of sales by 14% during a period of budgetary cutbacks</i>
<i>Hired and trained six new polar bear tamers since 2005</i>	<i>Recruited, trained, and motivated six new polar bear tamers since 2005; five continue to excel.</i>

Key Words to Avoid

There are also some words that can detract from the overall effectiveness of your resume. You don't want to use confusing jargon, vague phrases, or clichés.

Unless you're trying to convey your ability to function as an integral part of a team, words like **assisted**, **contributed**, and **supported** are not going to be very effective. These words basically say you helped, but not how you helped. If you must use these words, follow them with a more complete description of your role.

Successfully is another meaningless resume key word. Rather than using it, give concrete examples of your accomplishments that prove your success at your past jobs. Quantify results when you can.

The phrase "**responsible for**" takes up unnecessary space on your resume and should be avoided. Your resume is the place to list your accomplishments, not your job duties, or responsibilities. Avoid "flowery" speech and words. By trying too hard to sound intelligent or "in the know," you may confuse your intended audience: the employer.

<i>TECHNIQUE</i>	<i>Why It's Important</i>
White space	Lots of white space makes text easier to read. Text that's too dense may discourage time-pressed readers from reading further.
Bullets	Bulleted text allows you to break down complex information into readable chunks and highlight key points.
Easy-to-scan headings	Your reader should be able to quickly locate key areas on your resume, such as education, without extensive searching.
Limited number of fonts	Use no more than two fonts styles—one for headings and the other for body text. More than that is distracting.
Selective use of bold	Use bold carefully and consistently. For example, if you bold the name of one company you've worked for, do it in all cases.
No underlining (except links)	Reserve underlined text for web links. If you need to emphasize something, use bold or a different font size instead.
Consistent spacing	Use the same amount of space before and after headings, between bullets, etc. This gives your resume a uniform look.
Better-quality paper (print)	For print resumes, use better-quality paper with a rag content of at least 25% and a watermark.

Proper Formatting

If you're emailing or uploading your resume, keep it simple. Ornate fonts and bullets get lost in translation.

If you're cutting and pasting your resume from a Microsoft Word document to an online form, create it in Rich Text Format or with .txt after the name. (Do that while "saving as.") That will keep your formatting from being garbled. However, if you're sending it as an attachment, there's no need to save it differently.

Recruiters receive hundreds of resumes per week, with many named "resume.doc." Make it easy for them to find you by adding your name to the resume file. Also, if you're emailing your resume, paste it in the body of the email in addition to attaching it. If you have technical problems, don't give up. The job boards all have customer service numbers you can contact. Call them even if they take you to the actual company's website.

If you've posted your resume on a board like Monster.com or Yahoo! Hot Jobs, refresh it every 90 days. If you wait any longer, employers wonder why you haven't been able to secure a new job.

Source: powerful-sample-resume-formats.com

Design for Easy Reading

The content of your resume is by far the most important factor. But design is important for a couple of reasons:

- Your resume must be easy to read, and good design makes that possible. Design calls attention to key sections of your resume, such as work experience and education.
- A well-designed resume reflects positively on your skills. Sloppy or careless design may give a negative impression, even if you're well-qualified.

Creating a plain-text resume- *Although most companies will be able to handle your resume in Word format, you may need to occasionally have a plain-text resume that's been stripped of formatting. To create one, follow these steps:*

1. Copy your resume into a plain text editor like Notepad, which should be available as an accessory on your computer. Most of the formatting should be gone.
2. Change any remaining bullets to asterisks, and space once after the asterisk.
3. For your main section headings, such as Work Experience, change to all caps so the headings stand out.
4. Add spacing between sections as necessary for readability.

Reference – The Resume Handbook, 5th Edition, How to Write Outstanding Resumes and Cover Letters for Every Situation by Arthur D. Rosenberg

RESUME QUESTIONS AND ANSWERS

Your resume is the first thing potential employers look at and it is important to make a great first impression. Below are some frequently asked questions from job-seekers. Answers are provided by a top-level Human Resource Manager:

Q: If you've been recently laid off, do you note that on your resume? If so, what do you write?

A: List your last position the same way you do with any other positions, including start and end dates. Remember that you have a powerful tool in your cover letter and can use it to explain the reason you are looking for a new opportunity.

Q: What is the first thing you notice on a resume?

A: The layout — is it clean and easy to read? Think of some basic questions a recruiter would ask while looking at a resume. "Where did the candidate go to school?" "What job does the candidate currently hold?" Lay out your resume in a way that the recruiter can easily jump around and answer these questions. If you need a magnifying glass to read the font or if everything bleeds together, it makes it harder to focus on the experience you have. Bullet points under each job that clearly outline your responsibilities in the role make it easy to gauge your background and skills.

Q: What do candidates absolutely have to have on their resumes?

A: Your contact information. You would be surprised how many people do not include their phone number or email address. Remember, your resume may get separated from your cover letter. If you want the job, you want the recruiter to be able to reach out to you.

Q: What should they leave out? What are some common mistakes you see on resumes?

A: Make sure you "dust off your resume." Take off information that is no longer relevant. It is very impressive that you got a perfect SAT score, but if you've had several jobs since, it is time to take them off. Place more focus on the work experiences you have had and the job skills you can bring from one organization to another.

Q: Name five things candidates should keep in mind when writing their resumes.

- Spell-check
- Have month/year on your employment history
- Include any additional job-related skills you have such as languages you speak or computer programs you are proficient in
- Move your work experience to the top of the resume
- Don't lie

Q: What is a common resume myth?

A: The myth is when you apply for the position, you need to live in the city/state/zip code of the job. If you are a qualified candidate, we can work with you on location.

Q: What older rules no longer apply to resume writing?

A: If you have applied to the position and you have written a great cover letter telling us why you are perfect for the position, you don't need to include an objective. We know what you want.

Q: Does the layout/design of a candidate's resume have any effect on an employer?

A: Ask yourself this question — is my resume professional? Recruiters pass your resume (in whatever format it takes) along to a hiring manager who is also their colleague. If your resume glitters, we have a problem. Remember, your resume is a representation of who you are professionally, so make sure you are putting your best "font" forward.

Q: I've read that most employers prefer a chronological format. Should I use one?

A: Employers want to see your employment history, so always include it. However, if your work history isn't the strongest selling point, a chronological format may not be your best approach. Learn what format is right for you.

Q: I've just created a LinkedIn profile. Do I still need a resume?

A: Yes. While it's true that your LinkedIn profile is like a resume and that you can even convert your profile to a resume - you still need a traditional resume.

Q: Where can I find good examples of resumes?

A: Try Googling "resume samples", and find resume books with examples in libraries, American Job Centers, and college career centers.

Q: I'm in the process of changing careers. What does this mean for my resume?

A: You'll need to convince employers that what you've done in the past relates to their needs. Learn how to identify your transferable skills and communicate your accomplishments.

Q: I'm trying to fit my resume onto one page and it's not working. Any advice?

A: You may need to use two pages, which is quite acceptable for experienced professionals. If using one page is making your resume crowded and hard to read, your resume may get passed over for that reason. Just be sure it's all necessary.

Source: TheLadders.com and www.careeronestop.org

JOHN GRANT

201 Oak Road St, Milwaukee, WI 53219

jgrant@ymail.com

Cell: 414-000-0000

Career Objective

Senior position in supply chain management drawing on extensive experience in manufacturing and material requirements planning (**MRP**). Work in a team-based environment where continuous improvement, dedication, creativity, and commitment to quality are encouraged.

Summary of Qualifications

- Hands-on professional with 20+ years' experience in high-volume purchasing (\$18 million buy in 2008), domestic and global supply chain management, purchasing management, inventory control, production planning, warehouse management, transportation and plant management in an ISO 9001 environment.
- Experienced with raw and finished commodities including bulk candy, office supplies, and aluminum castings. Customers have included industry leaders such as Wal-Mart, Target, Menards, John Deere, Toro, GE Medical.
- Strengths in total cost analysis, domestic and international supply chain purchasing, internal procedure analysis, strong **MRP** and ERP procedural knowledge, **MRP** requisition/PO process implementation, conflict resolution, design and implementation of supplier agreements.
- Highly experienced in ABC inventory analysis, warehouse storage capacity analysis and design, and lean manufacturing concepts and transportation systems.
- Proficient use of Microsoft Word, Outlook, Excel and SAP **MRP** software.

Industry-Related Experience

Senior Buyer/Expeditor Freemont Network Power, Milwaukee, WI, 20XX–Present:

- Managed purchasing for two-division consolidation coupled with total migration from existing to new ERP software.
- Ran daily **MRP** and discrete shortage reports. Drove on-the-spot high-dollar purchasing while expediting production floor shortages.
- Consulted with divisional supply chain director concerning improper purchasing practices.
- Purchased products from China and Mexico as part of Freemont global supply chain

Industry-Related Experience, Cont.

Buyer, Green Metal Inc., Milwaukee, WI, 2008-20XX:

- Purchased domestic and foreign metal casting commodities for ISO 9001 contract manufacturer. Responsible for purchases exceeding \$18 million in 20XX.
- Executed corporate and strategic plans to meet commodity price reductions, product purchasing, supplier consolidation, supplier and part certification, physical inventory elimination and maintenance, on-time delivery performance and inventory turns.
- Introduced customized **MRP** Crystal Report for purchasing management designed to isolate item purchase pricing discrepancies. Report resulted in \$57K annual savings from single supplier/SKU during first three months of employment.
- Introduced EOQ spreadsheet to management staff. Adopted as a departmental guide and used by four other department buyers.
- Led troubleshooting effort to resolve receiving and accounts payable issues, working with supplier and internal receiving and finance departments.

Supply Chain Manager, Johnson Window, Milwaukee, WI, 1997–2008:

- Managed all supply chain activities including production and capacity planning, purchasing, and inventory. Supervised warehouse and shipping activities.
- Implemented supply chain techniques focusing on annual company spending, supply market, total cost analysis, identification of suitable suppliers, and development of sourcing strategies while minimizing risk and costs.
- Developed and maintained all supplier files and confidential purchase agreements.

Production & Transportation/Inventory Manager, ABC Candy, Milwaukee, WI, 1982–1996:

- Developed perpetual inventory system of raw materials to provide accurate daily/monthly inventory levels and unit sales data.
- Developed and implemented **MRP** system for controlling inventories of finished product, which maximized production and minimize outages.
- Purchased all packaging materials ranging from corrugated boxes, label stock, pallets, and several types of polly bags.

Education & Certification

Ongoing study toward the **Certification in Production and Inventory Management** (CPIC) through the Association for Operations Management. Expected completion 5/2011.

Mark Brown

111 Oak St., #303, Spearfish, SD 57783

mabrown@ymail.com Cell: 510-000-000

Key Skills

Can lift up to 100 lbs, attention to detail, OSHA Construction Site Safety, able to speak English and Spanish, team player, hand and power tool expert

Professional Experience

Advanced Builder's, Spearfish, SD, 2015–Present

Construction Worker

- Inspect an average of five job sites per month to determine the extent of maintenance or repairs needed, including budget and deadlines for work found
- Measure and record openings to layout areas where construction work will be performed
- Distribute and utilize building materials, machinery, and tools in a team of 13 workers
- Assist in constructing buildings, assembling sheet metal components, and using equipment to build structural elements

Walmart, Rapid City, SD 2010-2015

General Maintenance Tech

- Provided routing maintenance to ensure safety, proper functionality of building, and aesthetics of the workplaces
- Inspected and operated machines to diagnose issues
- Used blueprints to diagnose machine issues
- Dismantled equipment and machines to remove defective parts
- Performed minor repairs on facilities, equipment, or fixtures under the supervision of a senior technician
- Managed work orders and routine schedules by completing and providing required written information (expense vouchers, maintenance logs)

Certification- Certified Construction Manager (CCM) 2018

Roberta M. Hoffman

111 Main Street, Watertown, SD * 605.555.555 * rhoffman@msn.com

Education

Certification in Business Administration, University of South Dakota, May 20XX

Experience Highlights

Administrative Support

- Performed administrative and secretarial support functions for the Vice president of a large sportswear manufacturer. Coordinated and managed multiple priorities and projects.
- Provided discreet secretarial and reception services for a busy family counseling center. Scheduled appointments and maintained accurate, up-to-date confidential client files.
- Assisted with general accounting functions, maintained journals and handled Accounts Payable and Accounts Receivable. Provided telephone support, investigated and resolved billing problems for an 18-member manufacturer's buying group. Trained and supervised part-time staff and interns.

Customer Service and Reception

- Registered incoming patients in a hospital emergency room. Demonstrated ability to maintain composure and work efficiently in a fast-paced environment while preserving strict confidentiality.
- Conducted patient interviews to elicit necessary information for registration, accurate prioritization and to assist medical professionals in the triage process.
- Orchestrated hotel special events and reservations; managed customer relations and provided exemplary service to all customers.

Management and Supervision

- Promoted rapidly from front desk clerk to front office manager at an upscale hotel. Oversaw all operations including restaurant, housekeeping and maintenance. Troubleshoot and resolved problems, mediated staff disputes and handled customer complaints.
- Participated in staff recruitment, hiring, training and scheduling. Supervised a front-desk staff.

Employment History

Accounting assistant, H&R Block CPA, Pierre, SD

Patient Services Registrar, Sanford Health, Sioux Falls, SD

Assistant Front Office Manager, Hilton Garden Inn, Sioux Falls, SD

Receptionist/Secretary, Journey Counseling Services, Sioux Falls, SD

Administrative Assistant, Dakota Sports Inc., Rapid City, SD

Mary Jenkins

237 Pearl Street
Ramona, SD 57054
(605) 555-1111
mjenkins@email.net

Well prepared to provide executive-level administrative support through substantial skills in directing, managing, communicating and prioritizing. Dependable and trustworthy with demonstrated ability to multi-task and make decisions to move projects to completion. A persistent goal setter, project finisher and skilled collaborator.

Coordinating Skills

- Coordinated fund raising activities of twenty members of the local Parent Teacher Association (PTA), successfully raising \$6,000 for playground facilities.
- Initiated a relief center to meet clothing needs of the community through the Women’s League at church.
- Developed a schedule to meet the demands of five busy household members, including carpools, cleaning, cooking and general household management.

Budgeting Skills

- Managed a \$10,000 budget for local Civic Association for two years as treasurer of the organization.
- Organized and managed family budget for 17 years. During this period, have accumulated savings necessary for four years of college for daughter.
- Budgeted time through well-organized scheduling of community activities and family responsibilities.

Communication Skills

- Developed interpersonal skills during ten years’ experience with PTA and church members.
- Learned the subtleties of persuading others to contribute time and money to community projects.
- Invested considerable time and effort in developing open communication among family members.
- Possess ability to maintain a sense of humor in tense situations.

Memberships

Elected treasurer of local Civic Association for 3-year term.
Voted to Board of Directors for church.
President of PTA 2 consecutive years.

Judy Rogers

345 St. George Ave. #56 Rapid City, SD 57701 (605) 111-5555 jrogers@email.net

Highlights of Qualifications

- Over 15 years professional experience with the public.
- Personable and persuasive in communicating creatively with thousands of customers from all cultures and economic levels.
- Proven skill in persevering to solve customer’s problems.
- Self-motivated and confident in making independent decisions.
- Very well organized and able to meet deadlines.

Relevant Experience

Sales & Marketing

- Co-hosted sales seminars for potential real estate partnerships investors.
- Oriented customers by answering questions regarding project details.
- Followed up by phone to verify their commitment to invest in the partnership.
- Canvassed by cold calling for contributions to a nonprofit organization.
- Consistently surpassed sales quotas in retail clothing and houseware departments.
- Co-led voter drive and personally persuaded 2,000 citizens to sign the petition in support of placing a community improvement initiative on the ballot.

Organization & Customer Service

- Resolved wide range of customer problems, applying diplomacy and assertiveness to delivery delays, fee and budget problems, property management decisions, airline emergencies and in-flight problems, and cultural/communication barriers.
- Organized the logistics of speaking engagements and investment seminars: location – catering – seating – literature – speakers – travel.
- Maintained extensive financial records regarding individual and corporate clients.

Employment History

Office Manager/Bookkeeper	United States Army, Rapid City, SD	2012–present
Office Manager/Bookkeeper	Grothe & Associates, Sioux Falls, SD	June 2006-October 2012
Philippine Import Sales	Self-employed, Pierre, SD	April 2005-April 2006*
Neo-Life Vitamin Sales	Self-employed, Pierre, SD	May 2004-August 2005*
International Flight Attendant	Southwest Airline, Dallas TX	November 2004-March

* Part-time, concurrent with airline employment

Education

B.A., Speech/Theatre Arts – University of California, Santa Barbara

SDWORKS Resume Builder

Welcome to My Individual Workspace [View your Personal Profile and Contact Information.](#)
This page introduces you to system features and offers suggestions. Select from the items below to start customizing the content that interests you.

Review The Current Job Market
We can show you the best locations to find a job, your competition, job requirements, salary expectations, and employers that are hiring.

Job Seeker Services
10 Steps

Education Services
Find Job Openings

Labor Market Services
Job Market Trends

Workplace Training
[Resumé Builder](#)
 Letter Builder

Other Services
 Employers Posting Jobs
 Employers
 Virtual Recruiter

Career Explorer
Learn what career or type of job best suits you.

Job Seeker Services
Find current job openings.

My Personal Profile
 My Background
 Employment History
 Education History

Welcome to the Learning Center. Please select a training video from the titles listed below. Audio is used in these videos, so speakers are recommended.

General Courses | Individual Courses

General Courses

[How to Use These Videos](#) - Learn how to use the video player to view the training videos. There are various control options available to help you manage these self-paced tutorials. [Transcript](#)

[How to Conduct an Occupation Search](#) - Learn how to search for and select a desired occupation. The system uses the O*NET program, the nation's primary source of detailed occupational information. [Transcript](#)

[How to Conduct an Industry Search](#) - Learn how to search for and select a desired industry using the North American Industry Classification System (NAICS). Federal statistical agencies employ this standard to classify business establishments. [Transcript](#)

[Top | Bottom]

Individual Courses

[How to Use This Site](#) - Learn how to identify and use valuable system resources. This video will help you navigate the system with confidence and ease. [Transcript](#)

[Creating an Individual Account](#) - Learn how to create your individual account to complete system registration. This will enable you to take full advantage of system resources, such as building a resume and finding a job. [Transcript](#)

[Background Wizard](#) - Learn how to record details of your education and employment histories, as well as other profile criteria. Detailed background information provides the foundation for most resumes, and helps employers find your resume more easily. [Transcript](#)

[Resume Builder Part 1: Overview](#) - Learn the basics to create a professional resume to advertise your skills and experience to employers. This tutorial examines the four basic components of the Resume Builder Wizard. [Transcript](#)

[Resume Builder Part 2: Creation Methods](#) - Learn the similarities and differences among each resume build process (manual, automated entry, copy and paste, or copy existing). This tutorial offers practical suggestions to help you choose the best resume creation method. [Transcript](#)

[Finding Jobs](#) - Learn how to conduct a job search to find employment opportunities. The video will demonstrate the various search options available and how to apply for desired job openings. [Transcript](#)

[The Virtual Recruiter for Individuals](#) - Learn how the system automatically searches for jobs based on your desired criteria. When it finds a match, the system will create a notification alert using your preferred method(s) of contact. [Transcript](#)

[My Workspace Overview](#) - This interface provides individuals with quick access to workforce development information and common labor exchange tasks. The Virtual OneStop dashboard is interactive, visually presenting information in a way that is easy to read and interpret - through the use of graphics and other standard means. Job Seekers may customize the actual widgets in operation to more precisely display desired options. [Transcript](#)

[Return to Directory of Services](#)

REFERENCES

Employers often want to check references before making a job offer. This information is usually requested on the application form, but an employer may request references to accompany your resume. In such instances, type a list on a separate sheet of paper and include it with your resume. Do not staple your reference page to your resume.

There are four types of references. References from past employers carry the most weight.

- **Employment references** include past employers, co-workers, subordinates, or clients. They can speak about your specific employment experience. You can also list people for whom you perform volunteer activities, babysitting, and other odd jobs.
- **Professional references** are people who know you on a professional basis. They may include contacts from businesses, clubs, or professional/community organizations.
- **Academic references** are instructors and vocational counselors. They can speak about your academic activities. These are most appropriate for current students or recent graduates.
- **Personal references** are people who know you personally and can describe your skills. Only use this type of reference if you do not have the other types.

How do you choose people for a reference?

- Select people who honestly know you and will speak objectively. Choose people who will serve as a strong reference for you.
- Avoid references that may be controversial or may concern the employer. This includes clergy, counselors, or social workers, unless they are relevant to the job.
- Someone who is influential in the community or business may be an effective reference, if they can speak about you related to employment.
- Include three or four people on your reference list.
- Your references should be as recent as possible. As you progress in your schooling or career, your high school or college references may be out-of-date.

How can you prepare a reference for the employer's contact?

- Contact the person to ask if they are willing to be your reference before you give their name to a potential employer. Thank them for helping you.
- Use the references' work contact information unless they request otherwise. Employers will be calling during their business hours asking for references. If you list a home phone number, your reference may not be reached. Find out the best times to reach her or him. List e-mail if the person checks it often.
- Discuss your job search goals and the specific employers who may be calling. Many references prefer to see the job description and your resume, so they can answer specific questions.
- Keep your references informed of your job-hunting activity and let them know when you have found a job. If time passes and you want to begin using them again, update them on your situation, and ask permission to continue using their name.
- If you list someone who has left the job they held when you worked with them, list their current contact information, and a line that explains your relationship.

Ralph Mulder

5790 Cobblestone Ln

Sioux Falls, SD 57103

raplphmulder@email.com

(605) 999-9999

Jane Hemple Operations

Manager

Shorewood Manufacturing, Inc. 123

Main Avenue

Sioux Falls, South Dakota 57101 (123)

(605) 456-7890

Email: jhemple296@yahoo.com

John Smith

Director of Human Resources Ace

Hospital Supplies, Inc.

789 Buffalo Circle

Sioux Falls, South Dakota 57101 (111)

(605) 111-3333

Email: johnsmith@msn.com

Kim Jones

Shop Supervisor Rail Cars

Express 900 Pierre Street

Brookings, South Dakota 57006 (111)

(605) 111-4444

Email: kjones@icloud.com

At the top of your reference page, reproduce the heading (your name and contact information) from your resume. Do not title the page "References;" just list them in the order you would like them contacted. Never list your references on your resume and don't include references with your resume unless the employer specifically asks for them.

Cover Letter

COVER LETTER GUIDELINES

A cover letter introduces you and your resume to potential employers. It is the first document an employer sees, so it is often the first impression you will make. Take advantage of this important first impression and prepare the reader for your application, stating why you are writing, why you are a good match for the job and the organization, and when you will contact him or her. Your cover letters should be tailored to the position you are applying for.

The cover letters you write not only convey your interest and qualifications, but also give the employer an opportunity to observe your attentiveness to detail, spelling, grammar, and the overall quality of your written communication.

Invited Letter – This common format is used when an employer has solicited a resume for consideration, often in response to a want-ad or publicized job listing. This style focuses on matching your qualifications to the advertised requirements of the position.

Uninvited or Cold-Contact Letter – Use this format to contact employers who have **not** advertised or published job openings. The focus is on matching your qualifications to the perceived needs of the employer based on labor market research. This strategy requires that a phone or personal contact with the employer either precedes or follows sending the resume and cover letter.

Referral Letter – Through networking, informational interviews, and contact with employers, the effective job seeker will receive referrals to job opportunities. These referrals may be to a specific job opening (advertised or unadvertised), or to an employer who may or may not be hiring now. In a referral letter, mention the individual **who provided you with the information about the company or job**.

Include these important sections in your cover letter:

- **Heading and greeting.** Include the date, your name, and your contact information. Address the letter to a specific person whenever possible. If you can't find an individual's name, use the job title of the recipient (Maintenance Supervisor, Office Manager), or perhaps "Human Resources" or "Search Committee." Do not address your letter to a business, department, "To Whom It May Concern", or "Hello".
- **Opening and introduction.** Explain who you are and your reason for writing, including how you found out about the position. Use the first paragraph to express your energy, enthusiasm, skills, education, and work experience that could contribute to the employer's success.
- **Body.** Sell yourself. Reveal why you are a perfect and unique match for the position. Explain why you have chosen the employer. Briefly summarize your talents, experience, and achievements.
- **Assertive closing.** Thank the person for taking the time to read your letter. Use an appropriate closing, such as "Sincerely." Tell the employer how you plan to follow-up.

Tips for Writing a Successful Cover Letter

- Type your own cover letter. Do not use templates.
- Express knowledge of the company and why you would like to work for them.
- Write with confidence and be positive.
- Be brief and to the point. One page is enough.
- Proofread your cover letter. Make certain it is error-free.

COVER LETTER TEMPLATE

Your Name
Street Address
City, State Zip Code
Phone Number
Email Address

Month Date, Year

Individual's Name's Job
Title
Name of Organization
Street Address
City, State Zip Code

Dear Mr./Ms. _____:

First Paragraph: State the reason for writing. Name the specific position or type of work for which you're applying. Mention how you learned of the opening.

Second Paragraph: Explain why you're interested in working for this employer and specify how you fit this position. What skills and/or experiences are they looking for? Don't repeat the information on your resume. Include something special or unique about yourself that will benefit the employer. Remember, the reader will consider this an example of your writing skills.

Third Paragraph: Mention that your resume is enclosed and indicate your desire to meet with the employer. You may want to suggest alternate dates and times, or simply advise them of your flexibility to meet. Include day and evening contact information. Include a statement or question that will encourage the reader to respond. Be sure to communicate your plan to follow up. You might state that you'll be in the area on a certain date and would like to set up a meeting, or you'll call on a certain date to set up a meeting. Finally, thank the employer for his/her time.

Sincerely, Your name (Signature in blue or black ink)

Enclosure

INVITED LETTER

Andrew Delancey

1324 Patriot Rd Mt. Vernon, SD 57363 (605) 236.5555
adelancey@email.net

August 22, 20XX

Mr. John Bode
A&B Business Solutions
1200 Springwood Ave
Mitchell, SD 57301

Dear Mr. Bode:

The manager trainee position advertised in the Daily Journal, on Sunday, June 8, 20XX, really interests me. A&B Business Solutions is an established company not only in the local area, but across the entire state, and I would like to participate in your continued growth.

In August, I will be graduating from the University of USD with a Bachelor of Science in Business Administration. While in school, I developed strong organizational and customer service skills. As a dormitory assistant, I organized events, led meetings, and assisted students in many different situations. Also, I was the treasurer of the Business Society on campus. I maintained the society's budget and created and presented budget reports. The jobs I held during my time at the University required extensive interaction with the public. I believe these experiences have prepared me for your management trainee position.

I would appreciate the opportunity to discuss my qualifications more fully in an interview. I have enclosed my resume for your review. I can be reached at 605-236-5555. Thank you for your consideration.

Sincerely,

Andrew Delancey
Andrew Delancey

Enclosure

REFERRAL COVER LETTER

Susan Jones

1234 West Main Street | Lake Andes, SD 57356 | (605) 487- 0000 | MW@email.com

August 22, 20XX

Ms. Rhonda Leland
Corporate Manager
Doneright Corporation
42 Industry Circle
Mitchell, SD 57301

Dear Ms. Leland:

Mary Smith, Vice President of Marketing with Doneright Corporation, suggested that I contact you directly regarding my interest in Administrative Assistant position with your organization. Although my resume is actively on file in Human Resources, Ms. Smith felt that you would want to be made aware of my unique qualifications and availability.

My solid background makes me a highly qualified Administrative Assistant. With more than four years of experience in executive management for a large manufacturing company, I have mastered the skills necessary to succeed at Doneright. My qualifications include extensive PC experience with the software used at Doneright Corp. (Microsoft Office Suite), proven customer service skills, itinerary planning, and report writing.

I will be in your area on August 20, 20XX, between 9 am and 3 pm, and would appreciate an opportunity to meet with you to discuss my qualifications in greater detail. Enclosed is a copy of my resume for your consideration. I plan to contact you to arrange a possible meeting time.

Thank you for your time and consideration.

Sincerely,

Susan Jones

Susan Jones

Enclosure
cc: Mary Smith

David Schock

115 S. Dakota Ave, Pukwana, SD 57370 (605) 894 -1111 davidwschock@gmail.com

August 22, 20XX

Mrs. Dianne Lieser
Marketing Solutions
4267 Adams St
Chamberlain, SD 57325

Dear Mrs. Lieser:

I have read about Marketing Solutions in the local retail magazine, *Business Weekly*, and I would like to inquire about the possibility of openings. My interests lie in a career in retail management and I am planning to relocate to the Chamberlain area soon. If you're available, I would be interested in learning more about the corporation and about job opportunities.

Currently, I have a Bachelor of Science degree in Finance and Management, as well as retail experience as a sales associate in a national retail chain. In addition, I have completed an internship focusing on retail management.

My resume, which I have enclosed, contains additional information on my experience and skills. I would appreciate the opportunity to discuss the training program with you and to provide further information on my candidacy. You can reach me anytime via my cell phone, 605- 894-1111.

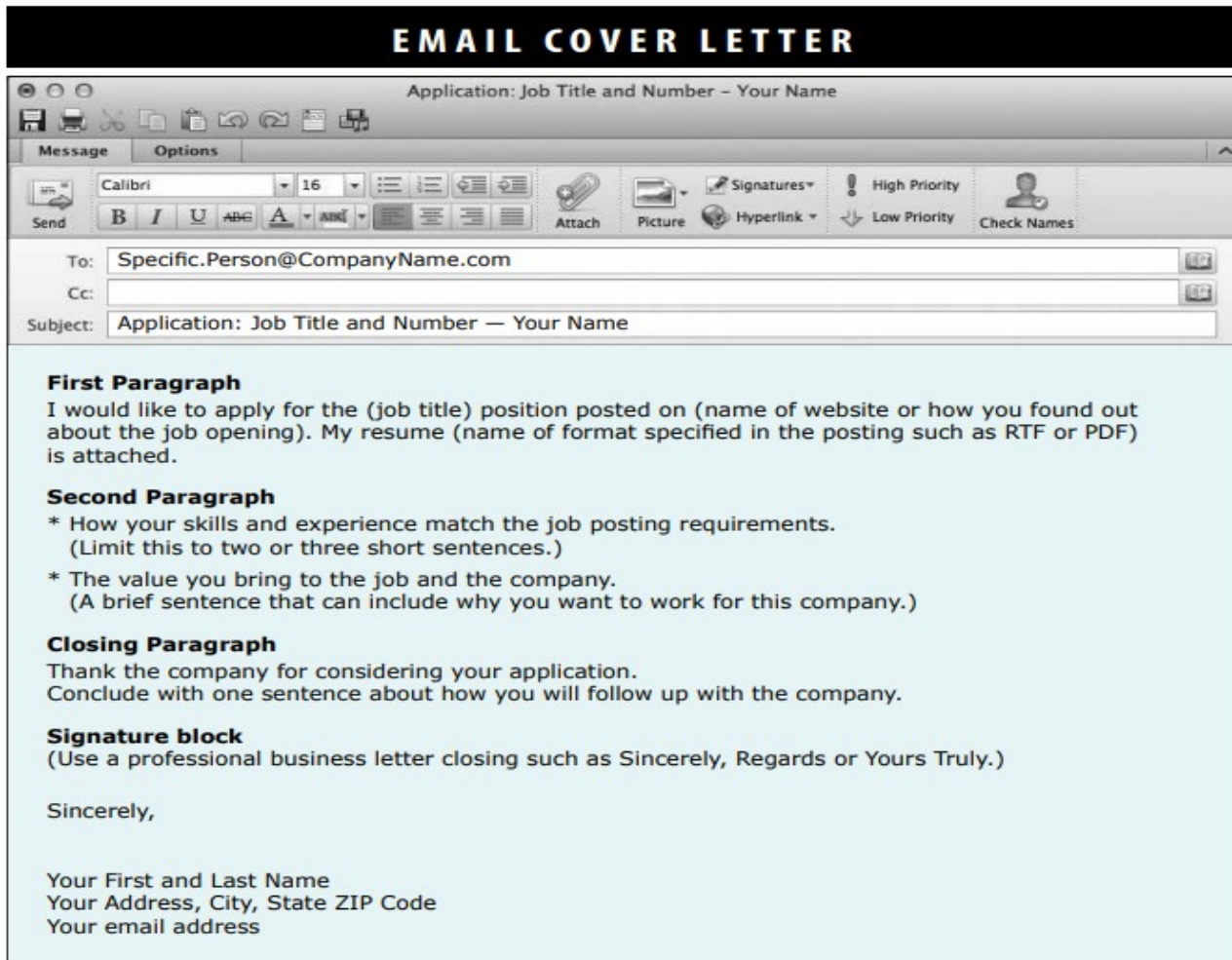
Thank you for your time and consideration. I look forward to speaking with you about this exciting opportunity.

Sincerely,

David Schock
David Schock

Enclosure

Email Cover Letter Example



Email Cover Letter Tips

- Do not repeat information on your resume or say, "see resume."
- Do not use text language abbreviations in a job application cover letter and keep sentences short. You may want to limit each sentence to no more than 10 words.
- Send a sample email to yourself or to friends to see what your email letter looks like on a smartphone or tablet screen. Even if the reader is viewing your letter on a computer monitor, it's a good bet that they are using half or less of the screen.
- Attach your resume in the format requested. Plain Text File (RTF), PDF and Microsoft Word are the most commonly requested formats.
- Rename your resume before you attach it to the email application letter. Example: JSmith.MarketingDirector
- A company may ask for your resume in an email format. Cut and paste your resume into your email program and format it. Check formatting by emailing it to yourself before sending.
- If required by the company, confirm that you have completed their online job application.
- Use spell check on your email program. Proof your email twice before you hit "Send."

Interviewing

SEVEN PHASES OF AN INTERVIEW

1. Before You Go to the Interview

- Check your appearance.
- Proper dress and grooming.
- Get there early, doing a trial run if necessary.
- Check final grooming.
- Be conscious of waiting room behavior; the receptionist will offer feedback.

2. Opening Moves

- Make a good impression and smile!
- Initial greeting. Offer a firm handshake.
- Good posture.
- Use a strong voice.
- Make eye contact.
- Avoid distracting habits.
- Establish a relationship.

3. The Interview Itself

- Be prepared to answer interviewer's prepared questions.

4. Closing the Interview

- Summarize at the end.
- Let the interviewer know you're interested in the job.
- Request a call-back date.

5. Follow-Up

- Send a thank you note within 24 hours.
- Make notes.
- Follow up as promised.

6. Negotiating Salary and Benefits

- Never discuss salary until you are being offered the job.

7. Making a Final Decision

- Consider the positives and negatives of accepting the job if offered.

PRE-INTERVIEW CHECKLIST

- Research the company.
- Review common interview questions and appropriate responses.
- Know how to get to the interview location.
- Showered and deodorant applied (fresh, clean scent). Face cleaned. Nails cut and cleaned up.
- Teeth brushed and flossed. Fresh breath!
- Hair is cut and combed neatly. Beard/mustache trimmed or shaved, if applicable.
- Clothes clean and pressed. No missing buttons, holes, etc. Put on clean, polished shoes.
- Clothing is conservative and appropriate. Try them on the day before. Do they fit?
- Accessories/jewelry is limited
 - Women: simple earrings, not dangling; a pin or necklace and a watch; no more than one ring per hand; no more than one bracelet.
 - Men: no more than one ring on each hand and a watch; do not wear any other jewelry such as bracelets, necklaces, or earrings.
- Make-up applied conservatively. Don't overdo finger nail polish.
- Wear minimal amount of after-shave/cologne/perfume or none.
- No visible tattoos or body piercings.
- Watch is set with correct time. Don't be late. Arrive 15 minutes early.
- Be cautious of waiting room behavior. The receptionist will offer feedback to the interviewer.

I will wear my:

- Suit/dress
- Shirt/blouse
- Pants/slacks
- Tie/belt
- Socks/stockings
- Shoes/work boots
- Jacket/coat
- Purse/briefcase (not both)

I will bring:

- A note pad/two pens
- Extra copies of resume
- A list of references
- Portfolio/worksamples
- Necessary license
- Date books or daily planner
- Application
- Research question

RESEARCHING THE COMPANY

Don't wait until the interview to learn about the company. "What do you do here anyway?" is not a question you want to be asking a potential employer during your interview. As an applicant, you need to show the employer you are interested in the position and the company. Take time to learn the basics about their business. You will need to find out whether the company and the company culture are a good fit for you.

Create a list of companies you have applied or intend to submit applications. Spend some time researching each one.

Things to research before your interview:

- Company contact names and titles
- History of the company (when and why it was founded)
- Number of employees (is it a small or large company?)
- The company's mission
- What services or products does the company produce
- Office culture (formal or casual)

Below are a few ideas to help you research the company:

Visit the Company Website

Visit the company's "About Us" section on their web site. It will provide you with the company mission statement and company history, products and services, and information about the company's culture.

Use LinkedIn

LinkedIn's company profiles are in a centralized location where millions of LinkedIn members can go to stay in the loop on company news, products and services, business opportunities, and job openings.

Social Media

Most companies will have a social media page. Searching the company on Facebook, Instagram, etc. is a great way to learn their values and overall brand.

Google and Google News

Search both Google and Google News for the company name.

Tap Your Connections

Do you know someone who works there? Ask them questions about the company.

IMPORTANCE OF YOUR BODY LANGUAGE

In a job interview, the interviewer will judge you on how you look and how you act, not just on what you say. Your body language gives nonverbal information about your work-related skills, attitudes, and values. In fact, nonverbal cues are just as important as verbal information in determining who gets hired. After all, everyone the company interviews will probably be qualified for the job. You want to appear to be more qualified than everyone else.

According to Forbes.com, various studies estimate the impact of nonverbal communication to be from 55% to even 90% of the message you convey! *

Below is a list of critical nonverbal issues for a job interview. Familiarize yourself with these positive actions and appearances and use each to your best advantage.

- Dress for success. The way you look is the first nonverbal message you send.
- Offer a firm, whole-hand handshake. Shake hands with both men and women the same way. Practice your handshake before the interview.
- Make eye contact with the interviewer(s). Your eyes are your most powerful communication tool. Many interviewers use your eye contact to look for enthusiasm, sincerity, and for possible inconsistencies in your responses. If you use natural eye contact, the interview will become more like a conversation between acquaintances, and you will get over some of your nervousness.
- Sit up straight, but not stiff, and slightly lean forward toward the interviewer. Good posture will help you listen and make you look interested.
- Use natural gestures. If you normally use your hands to gesture as you talk, do so in the interview. Gestures help you relax, convey enthusiasm, and release nervous energy. One caution here: Avoid nervous gestures such as drumming your fingers, playing with a pencil or cup of coffee, jingling the change in your pocket, tapping your foot, swiveling in your chair, etc.
- Speak clearly, and not too fast. Expression is a powerful way to show enthusiasm. Do not speak in a monotone voice. Allow your volume to rise and fall and pronounce words clearly. Use good grammar and think before you speak. The interviewer will assess your communication skills based on how clearly you express yourself.
- Your face conveys your attitude and reinforces what you say. Avoid frowning. Frowns are an intimidation factor – you don't want to intimidate the interviewer. Smile naturally.
- Remain attentive and eager to listen. Reinforce the interviewer's comments with nods just as he or she does with you.
- Notice the nonverbal cues of the interviewer. The interviewer's facial expressions will let you know how well they are listening. If the interviewer seems not to be paying attention, shorten your answers, use an example, or ask a question. If the interviewer gives indications that the interview is almost over, help bring the session to an end.

*Source: <https://www.forbes.com/sites/carolinecenizalevine/2018/05/20/job-interview-mistakes-to-avoid-part-1- seven-non-verbal-communication-pet-peeves/#5baa018173>

TYPES OF INTERVIEWS

Employers hold interviews to evaluate job applicants' qualifications; their abilities, motivation, and fit with the team. Interviews are also an opportunity for applicants to evaluate the employer. Make the most of different types of interviews:

Interview Type	What to Expect	Tips
Telephone screening	A call from an employer to eliminate candidates based on essential criteria. An employer may call you without an appointment.	Have your job search records organized. Refer to your resume as needed.
In-person screening	Used instead of a telephone screening interview, but with the same basic purpose. Provides an initial impression of your attitude, interest, and professional style.	You may not be meeting with the final decision maker, but don't slack off. Sell yourself as you would in a "regular" interview.
Selection	In-depth questions to evaluate your qualifications for the position and your ability to fit in. There may be more than one interview at this stage.	Establish a connection with everyone you meet (before and after the actual interview). Sell yourself as a natural addition to the team.
Behavioral	The interviewer will ask questions that require you to describe how you have handled work-related situations. This provides more information about your behavior, personality, and character.	Think of a few examples ahead of time. Use examples that illustrate your skills and give a good impression of you.
Work sample	Gives you a chance to show your work. May be a portfolio display, a presentation, solving a typical problem, or other demonstration of your skills.	Run through different ways to describe the projects in your portfolio. Practice your presentation until it is smooth.
Peer group	Meeting with your prospective coworkers to explore how you fit with the team.	Don't forget to smile. It shows openness and confidence.
Group or panel	Three or more people ask questions on your qualifications and assess how you fit with the team. It may include other candidates for the position.	Direct your answer to the person who asked the question but keep some eye contact with the group. If other candidates are present, introduce yourself and be polite. Volunteer to respond first to a few questions, but do not dominate the entire interview. Compliment another candidate's response and then build on it with your own thoughts.
Lunch	Interview conducted in a restaurant to assess how well you handle yourself in social situations.	Pick easy things to eat so you can answer questions and pay attention to the conversation. If the location is a coffee shop, the interviewer is probably looking for a more casual conversation.
Stress	Questions intended to make you uncomfortable and to test how you will handle stress on the job.	Keep your cool and take your time in responding to the questions. Don't take anything personally.
Video conference	Uses technology for a "person-to-person" interview by video. Allows people from different locations to interview without traveling.	Practice before a video camera, mirror, or via Skype, if facing a camera during an interview makes you nervous.

ANSWERING COMMONLY-ASKED INTERVIEW QUESTIONS

The job interview is a conversation that occurs between a potential employer and a job applicant. During the job interview, the employer hopes to determine whether the applicant is suitable for the job, while the applicant tries to learn more about the position and impress the employer.

Answering Behavioral Interview Questions

Behaviorally-based questions are asked in interviews to determine whether you would be a great “fit” for the company. The interviewer is looking for how you respond to comparable past challenges and the results of those responses. From this, assumptions are made as to how you would behave in situations within their company.

When answering behaviorally-based questions, create a brief and clear response using the following 4-part response format:

- 1. Situation**
- 2. Task**
- 3. Action**
- 4. Result**

Practice using this format to answer the following interview questions:

Tell me about a time you dealt with a difficult customer.

S

T

A

R

Explain a time you had to adapt to a difficult situation.

S

T

A

R

Were you ever unable to complete a project on time? If so, what did you do to resolve this?

S

T

A

R

Describe a time you surmounted a major obstacle at work.

S

T

A

R

When have you demonstrated your skills as a team player at work?

S

T

A

R

Explain a situation that demonstrated your leadership style.

S

T

A

R

Frequently Asked Interview Questions

1. Tell me about yourself.

This is the most-often-asked interview question. You need to have a short statement prepared in your mind. Keep your response to two minutes or less. Be careful your statement doesn't sound rehearsed. Limit it to work-related items. Talk about things you have done and jobs you have held related to the position you are interviewing. Start with the item farthest back and work up to the present.

2. Why did you leave your last job?

Stay positive regardless of the circumstances. Never refer to a major problem with management and never speak ill of supervisors, co-workers, or the organization. If you do, you will be the one looking bad. Keep smiling and talk about leaving for a positive reason.

3. What experience do you have in this field?

Speak about specifics that relate to the position you are applying for. If you do not have specific experiences, get as close as you can.

4. Do you consider yourself successful?

You should always answer yes and briefly explain why. A good explanation is that you have set goals and you have met some and are on track to achieve the others.

5. What do co-workers say about you?

Be prepared with a quote or two from co-workers. Either a specific statement or paraphrase will work. For example, "Jill Clark, a co-worker at Smith Company, always said I was the hardest worker she had ever known." It is as powerful as Jill having said it at the interview herself.

6. What do you know about this organization?

This question is one reason to do some research on the organization before the interview. Find out where they have been and where they are going. What are the current issues and who are the major players?

7. What have you done to improve your knowledge in the last year?

Try to include improvement activities related to the job. A wide variety of activities can be mentioned as positive self-improvement. Have some good examples handy to mention.

8. Are you applying for other jobs?

Be honest, but do not spend a lot of time in this area. Keep the focus on this job and what you can do for this organization. Anything else is a distraction.

9. Why do you want to work for this organization?

This may take some thought and certainly should be based on the research you have done on the organization. Sincerity is extremely important here. Relate it to your long-term career goals.

10. Do you know anyone who works for us?

Mention a friend only if they are known in a positive light. Use caution if relatives work in this company. Research company's policy about working with relatives.

11. What kind of salary do you need?

This is a loaded question. It's a nasty game you will probably lose if you answer. Instead, say, 'That's a tough question. Can you tell me the range for this position?' In most cases, the interviewer will tell you. If not, say it can depend on the job details and give a wide pay range.

12. Are you a team player?

Yes, of course you are a team player. Be sure to have examples ready to show evidence of your team attitude. Specifics show you often perform for the good of the team, rather than for yourself. Do not brag; just say it in a matter-of-fact tone. This is a key point.

13. How long would you expect to work for us if hired?

Specifics here are not good. Say something like: 'I'd like it to be a long time.' or 'As long as we both feel I'm doing a good job.'

14. Have you ever had to fire anyone? How did you feel about it?

This is serious. Do not make light of it or in any way seem like you like to fire people. At the same time, you will do it when it is the right thing to do. When it comes to the organization versus the individual who has created a harmful situation, you will protect the organization. Remember firing is not the same as layoff or reduction in force.

15. What is your philosophy towards work?

The interviewer is not looking for a long or flowery dissertation here. Are you goal oriented and self-motivated? Keep it short and positive, showing a benefit to the organization.

16. If you had enough money to retire now, would you?

Answer "yes" if you would. However, clarify by saying "since you need to work, this is the type of work you prefer". Do not say yes if you do not mean it.

17. Have you ever been asked to leave a position?

If you have not, say "no". If you have, be honest, brief, and avoid saying negative things about the people or the organization involved.

18. Explain how you would be an asset to this organization.

You should be eager for this question. It gives you a change to highlight your best points as they relate to the position being discussed. Give a little advance thought to this relationship.

19. Why should we hire you?

Point out how your assets meet what the organization needs. Do not mention any other candidates to make a comparison. Explain why you are the “best” person for the job.

20. Tell me about a suggestion you have made?

Have a good one ready. Be sure and use a suggestion that was accepted and was then considered successful. One related to the type of work applied for is a real plus.

21. What irritates you about co-workers?

This is a trap question. Think hard but fail to come up with anything irritating to you. A short statement that you seem to get along with folks is great.

22. What is your greatest strength? Weakness?

Numerous answers are a good response to the strength question, just stay positive. A few good examples: your ability to prioritize, your problem-solving skills, your ability to work under pressure, your ability to focus on projects, professional expertise, leadership skills, or your positive attitude. When asked about weakness, don't say you don't have any; the employer will not believe you. Think about personal areas for improvement. Regardless of the topic you choose, turn your weakness back into a positive statement.

23. Tell me about your dream job.

Stay away from a specific job. You cannot win. If you say the job you are contending for is it, you strain credibility. If you say another job is it, you plant the suspicion you will be dissatisfied with this position if hired. The best is to stay generic and say something like: 'A job where I love the work, like people, can contribute, and can't wait to get to work.'

24. Why do you think you would do well at this job?

Give several reasons and include skills, experience, and interest.

25. What are you looking for in a job?

Keep your response generic and say something like: 'A job where I love the work, like people, can contribute, and can't wait to get to work.'

26. What kind of person would you refuse to work with?

Do not be trivial. It would take disloyalty to the organization, violence, or lawbreaking to get you to object. Minor objections will label you as a whiner.

27. What is more important to you: the money or the work?

Money is always important, but the work is the most important. There is no better answer.

28. What would your previous supervisor say your strongest point is?

There are numerous good possibilities: Loyalty, energy, positive attitude, leadership, team player, expertise, initiative, patience, hard work, creativity, problem solver.

29. Tell me about a problem you had with a supervisor.

This is the biggest trap of all. This is a test to see if you will speak ill of your boss. If you fall for it and tell about a problem with a former boss, you may blow the interview right there. Stay positive and develop a poor memory about any trouble with a supervisor.

30. What has disappointed you about a job?

Don't get trivial or negative. Safe areas are few, but can include: not enough challenge, being laid off in a reduction, company did not win a contract which would have given you more responsibility.

31. Tell me about your ability to work under pressure?

You may say you thrive under certain types of pressure. Give an example related to the type of position you applied for.

32. What motivates you to do your best on the job?

This is a personal trait only you can say. Good examples are challenge, achievement, recognition.

33. Are you willing to work overtime? Nights? Weekends?

This is up to you. Be totally honest.

34. How would you know you were successful on this job?

Several ways are good measures: You set high standards for yourself and meet them, your outcomes are a success, your boss tells you that you are successful.

35. Would you be willing to relocate if required?

You should be clear on this with your family prior to the interview if you think there is a chance it may come up. Do not say yes just to get the job. This can create a lot of problems later in your career. Be honest at this point and save yourself future grief.

36. Are you willing to put the interest of the organization ahead of your own?

This is a loyalty and dedication question. Do not worry about the deep ethical and philosophical implications. Just say yes.

37. Describe your management style.

Try to avoid labels. Some of the more common labels, like progressive, salesman or consensus, can have several meanings depending on which management expert you listen to. The “situational style” answer is safe. It says you will manage according to the situation instead using general approaches

38. What have you learned from mistakes on the job?

You must come up with an answer or you strain credibility. Make it a small, well-intentioned mistake with a positive lesson learned. An example would be working too far ahead of colleagues on a project and thus throwing off coordination.

39. If you were hiring a person for this job, what would you look for?

Be sure to mention traits needed and that you have.

40. Do you think you are overqualified for this position?

Regardless of your qualifications, state you are very well qualified for this position.

41. How do you propose to compensate for your lack of experience?

If you have experience the interviewer does not know about, bring it up. If you have no related experience, point out that you are a hard-working, quick learner.

42. What qualities do you look for in a boss?

Be generic and positive. Safe qualities are knowledgeable, a sense of humor, fairness, loyalty to subordinates, and holder of high standards. All bosses think they have these traits.

43. Tell me about a time when you helped resolve a dispute between others.

Be honest. If you are comfortable in different roles, point it out.

44. What position do you prefer on a team working on a project?

Be honest. If you are comfortable in different roles, point it out.

45. Describe your work ethic.

Emphasize benefits to the organization. “You are determined to get the job done or you work hard but enjoy your work” are good responses.

46. What has been your biggest professional disappointment?

Refer to something that was beyond your control. Show acceptance and not negative feelings.

47. Tell me about the most fun you have had on the job.

Talk about having fun by accomplishing something for the organization.

48. Do you have any questions for me?

Always have some questions prepared. Ones showing how you will be an asset to the organization are good, such as “How soon will I be able to be productive?” or “What type of projects will I be able to assist on?” are good examples.

Other questions you should be prepared to answer.

- What are your future plans?
- How do you determine or evaluate success?
- Why did you leave your previous job (s)?
- Do you have any hobbies? What do you do in your spare time?
- Describe your best/worst boss.
- How do others describe you?
- What have you done recently that shows your initiative and willingness to work?
- Can you explain this gap in your employment history?

CLOSING THE INTERVIEW

What Would You Like Them to Know About You?

If the interviewer does not ask a question that gives you an opportunity to highlight a relevant skill or accomplishment, you must initiate the discussion. Sometimes, the interviewer will ask you to fully explain a statement or accomplishment. Be prepared to talk about the items on your resume. Practice explaining in detail your skills, training/development courses, and any other items of relevance to the position.

Speak about your accomplishments in the form of a story with a beginning, middle, and ending. Speak with interest when explaining what you have done and how you have added value to the companies you have worked for.

Note three items on your resume that are “musts” for coverage.

- 1) _____

- 2) _____

- 3) _____

Questions You Might Consider Asking (Choose a few of the most relevant)

1. If hired, would I be filling a newly created job or replacing someone?
2. Would you please describe a typical workday and the things I'd be doing?
3. What skills are most important to be successful for this job? Least important?
4. How would I be trained or introduced to the job?
5. How is the job important to the company? How does it contribute?
6. What are the department's goals for the year?
7. Who are the other people I'd be working with and what do they do?
8. Can someone in this job be promoted? If so, to what position?
9. How will I get feedback on my job performance? How will my leadership, responsibilities, and performance be measured? How often?
10. If hired, would I report directly to you or to someone else?
11. Is the company owned by another corporation?

12. What major markets does this company compete in? Are sales up or down over the last year?
13. If you were to offer me this job, where could I expect to be five years from today?
14. Does the organization support ongoing training, education, and professional development opportunities for employees to stay updated in their fields?
15. What is the office culture like?
16. What is the top priority of the person who accepts this job? Lowest priority?
17. How would you characterize the management philosophy of this organization? Of your department?
18. Are lateral or rotational job moves available?
19. What do you think is the greatest opportunity facing the organization? The biggest threat?
20. Why did you come to work here? What keeps you here?
21. When will a decision be made about this position?

ENDING THE INTERVIEW

How do you leave a lasting impression?

The interviewer is responsible for drawing the interview to a close. However, if the position interests you, it is essential for you to restate your interest at the end of the interview, summarize the fit, and ask about the next step.

1. Restate your interest

Example: Before we end, I just wanted to say that I'm very interested in this position.

2. Summarize the Fit

Example: "I truly believe I have the skills and experience this company is looking for. I am interested in making a positive contribution as I would like to work for this company."

Example: "I am certain that, with my background and experience in _____, _____ and _____, I could bring a lot to this company."

Example: "I know the skills and strengths that I have is what the company currently needs."

3. Ask about the Next Step

Example: Could you tell me what the next step is and when you expect to make a final decision?

AFTER THE INTERVIEW

After the interview is over, take some time to recollect on how the interview went. By assessing your experiences from each interview, you can better prepare for the next one. Each interview style will vary from company to company, so it is important to keep in mind that the same techniques will not work for every interview. It is important to learn from every type of interview, even if it went poorly so you can handle yourself if a similar situation should arise in a coming interview.

List things that bothered you or made you feel uncomfortable (this will help you decide whether the company was a good fit or if there were any areas you could be more prepared for).

List situations or questions that went well.

List questions that you had difficulty answering.

Use this information in preparing for your next practice.

Follow-Up

THANK YOU LETTERS

Saying “thank you” is not only the right thing to do, but it is also an effective job search strategy.

A thank-you letter is another opportunity to sell your qualifications and leave a positive impression on the employer.

Who gets a thank-you letter?

Employers, employment contacts, and references should receive a thank-you letter whenever they have helped you. You should always send a thank-you letter within 24 hours after each job interview.

You should also send a thank-you letter after an informational interview, when someone gives you a referral or information, or whenever someone takes time out of his/her schedule for you.

How do I say thank you?

A hand-written or typed thank-you note sent by mail is an excellent choice. However, you can also deliver your thanks in person or by phone. If time is short, an e-mailed thank you note works too. The best approach will depend on the circumstances.

What should I include in my thank-you letter?

- Statement of appreciation for the opportunity
- Expression of continued interest in the job
- Date and time you will follow up as previously agreed

Name (of person who conducted the interview),

Thank you for taking the time to interview me on (date) to discuss the (name of position). You gave me a good idea of what would be expected of the person accepting this position. I can be reached at (phone #) if you have any additional questions or to further discuss the (name of position).

Sincerely,

Your signature

Any other tips?


- Be brief, but include the information noted above.
- Address the note to the interviewer by name and title.
- Send a separate thank-you letter to each person you interviewed with or send a single thank-you to a key person for distribution.

Dear Mr./Ms. _____:

Thank you for the opportunity this morning to discuss the Secretarial position. Our conversation gave me a better understanding of ABC Company and the requirements of the job. The additional information from Max and Katherine was helpful in gaining a better perspective of the position.

I enjoyed meeting the office staff and touring the facility. This is clearly a quality organization and I would consider it a privilege to join your team. I will contact you next week to inquire about the hiring decision.

Again, thank you for your time and consideration.
Sincerely,
(signature)

 Send	To...	
	Cc...	
	Subject	Thank You - (Position Applied For)

Mr./Ms. _____ :

First Paragraph

Thank them for the opportunity to meet for an interview. Explain how the meeting helped you better understand the goals and priorities of the company. If any additional help was given, be sure to mention the names of those who helped you and how they were beneficial to your time there.

Second Paragraph

If a tour or any addition to the interview was given, mention how it helped the experience. Reiterate your desire to join the team and your plans to contact the employer about finding out about the position.

Thank them once again for their time and consideration.

Sincerely,

Jane Doe

Street Address

City, State Zip Code

Email Address

Phone Number

IS THE OFFER RIGHT?

When you get a job offer, take time to think through what's important to you.

To help ensure you make a wise decision when you are offered a job, express your appreciation and strong interest in the job, but request at least 24 hours to consider it even if you're sure you're going to say "yes." Ask any immediate questions that you have. Then, put together what you know about the following:

- Responsibilities
- Work environment
- Work schedule
- Wage or salary
- Insurance benefits (medical, dental, life, and disability)
- Sick time and vacation leave
- Parking or transportation
- Child care needs
- Flexible scheduling
- Future growth opportunities
- Education or training benefits
- Medical and other pre-tax accounts
- Retirement plan options
- Profit sharing or stock options

Use that information to assess how well the offer fits you and ask yourself the following questions:

- Does the work look interesting? Is it challenging enough?
- Is the company culture a good fit for me? Do its values match mine?
- Will the job accommodate my personal and family needs?
- Is the salary enough to pay my bills?
- Does it provide the benefits I want or need?
- Will this job help me meet my long-term career or personal goals?

Don't be afraid to ask employers for additional benefits or flexibility that you might require but avoid submitting a list of demands. An employer may be limited by budget and policies when it comes to meeting your needs.

Once you have considered the offer, decide and respond to the person making the offer. If you decide to accept, ask for the offer in writing. If you turn it down, do so professionally. You never know when you will cross paths with that employer again.

NEGOTIATE YOUR SALARY

Negotiating your salary is a two-way street.

When you are offered a job, it's important to come to a win-win solution since it can set the tone for your work life with the future employer. Wait until after you receive a job offer to start talking about salary. Everyone approaches this process differently, so use any tip below that matches your comfort level.

Evaluate the offer wisely

- Make sure you have a clear understanding of the job description. Note your reporting relationships, authority, and advancement potential.
- Find out typical pay for the type of position. Unless you have an outstanding qualification that is unusual in your field, your expectation should match the typical pay for your level of experience in your location.
- Remember that salary is only one part of job compensation. Often better benefits— like flexible schedules or excellent health insurance — make up for a lower salary.
- Identify your own salary needs according to your household budget, so you know the salary you can afford to accept.
- Consider the job offer in terms of your long-term career goals, the work environment, and the benefits. Talk it over with someone you respect. Make a list of pros and cons of the job offer.

Communicate effectively

- Begin the negotiation with reasonable requests. Be willing to accept compromises like receiving additional benefits in place of a higher salary. These could include tuition help, training, more vacation time, a flexible schedule, stock options, a company car, onsite daycare, parking privileges, etc.
- Listen carefully. If the offer is less than you expected, let them know that. State you are still interested in the position if they want to reconsider their offer.
- If you are uncertain if you want the job, state that you would like to discuss some items before you can accept the job. Suggest meeting again to talk about the offer.
- Negotiations should never become emotional or hostile. Use your value, skills, experience, and education to negotiate. Do not use your need for the job to negotiate.

Understand the rules of the game

- Don't assume the first offer is fixed. Even if the interviewer tells you it is, it rarely is.
- If the same figure is offered a couple days later, it probably is the last offer. In that case, you can ask for a salary review in six months. You can also turn the job down, asking that they keep you in mind for future openings paying more money. If you do this, remember to leave on good terms.
- When you reach an agreement, request the agreement in writing. Review it carefully.
- Even when saying "no," leave the door open to negotiation. However, do not use this as a trick to negotiate a higher wage. When you say "no," be ready to lose the job forever.

WHY DIDN'T YOU GET THE JOB?

There are many factors that can prevent you from getting a job, such as:

- The company decides not to hire anyone or hires someone with more experience.
- They hire from within the company.
- Your style does not fit the style they want.
- You are overqualified, and the interviewer believes you will not stay with the company.

Rejections are part of the process and you should not get discouraged. Don't take it personally – sometimes the company's decision has nothing to do with you. But you should learn from every interview how to improve your interview skills. In that way, you can keep your self-esteem and improve your chances for success.

Look at the following list of factors and think about how many of them are in your control. Start now, and work on the ones that you can get under control as you prepare for your interview.

What Went Wrong	Ways to Improve
1. Poor manner and self-presentation, ranging from being arrogant to poor handshake.	1. Follow guidelines for verbal and non-verbal interaction and for listening.
2. Poor personal appearance and careless dress.	2. Follow appearance guidelines.
3. Lack of enthusiasm and interest or no evidence of initiative.	3. Use voice expression and nonverbal cues.
4. Lack of clear goals or ambition.	4. Link skills to position, emphasize your career.
5. Poor speech habits or inability to express self.	5. Practice answers so you use good grammar and improve your oral presentation.
6. Lack of preparation. Failure to research the company. Inability to ask intelligent questions or make intelligent comments.	6. Research the company, practice answering questions. Ask informed questions about the job and the company.
7. Failure to look at interviewer or demonstrate interest.	7. Use body language guidelines.
8. Unrealistic salary demands or more interest in salary than opportunity.	8. Research and emphasize a realistic salary.
9. Inability to relate skills and knowledge to job or indefinite responses to questions.	9. Prepare and practice answers to anticipated questions. Emphasize your transferable skills.
10. Negative comments about previous employers or exhibiting friction with various types of authority.	10. Consider and practice answers about work experience and your relationship to supervisors and organizations.
11. Lack of interest in company/industry.	11. Research company/industry.
12. Weak excuses or hedging about unfavorable information in background.	12. Better prepare yourself to deal with prior problems. Acknowledge mistakes, talk about learning from them, present a positive picture.
13. Unwillingness to start where needed and work your way up.	13. Emphasize that you want the job and are willing to make a commitment.
14. Lack of knowledge in specialized areas.	14. Practice answers to anticipated questions so you can reveal your specialized knowledge.
15. Poor attitudes as illustrated by lack of courtesy, cynicism, strong prejudices, or low moral standards.	15. Reconsider how you prepare yourself. Think before you speak.

DO YOU KNOW YOUR RIGHTS?

- The Civil Rights Act of 1964 says employers can't make hiring decisions based on gender, race, religion, nationality or handicaps.
- The Equal Pay Act of 1963 says employers must pay the same wages to male and female employees who do the same work.
- The Age Discrimination Employment Act of 1967 protects workers, especially those between the ages of 40 and 70.
- The Pregnancy Discrimination Act of 1968 says pregnant workers cannot be forced to leave a job early because of their pregnancy unless their job involves a safety hazard.
- The National Labor Relations Act of 1935 forbids discrimination against employees because of union activity.
- The Americans with Disabilities Act of 1990 is designed to remove barriers that prevent qualified individuals with disabilities from enjoying the same employment opportunities available to people without disabilities.
- The Genetic Information Nondiscrimination Act of 2008 prohibits genetic information discrimination in employment.

Safe Working Conditions

Under federal law, all workers are guaranteed the right to a safe workplace. This includes providing protective gear for workers who use machinery that can pose a threat to health and safety. It also demands that employers tell workers about any hazardous materials, such as asbestos or other cancer-causing materials in the workplace.

Sexual Harassment

Federal law protects workers from mistreatment on the job through sexual harassment. Sexual harassment is defined as sexual advances or other behavior of a sexual nature if:

- A worker must go along with the behavior to keep the job
- An employer's decision about an applicant is based on how the person responds to advances or other sexual behavior
- Sexual behavior creates an unfriendly or difficult work environment or interferes with an employee's ability to do work.

DISCRIMINATION

Equal employment opportunity laws require employers to base decisions about hiring and promotions on qualifications, such as skill, education or general ability. They may not be based on race, religion, national origin, gender, sexual orientation, age, or disability.

PRIVACY

Workers have the right to a reasonable degree of privacy on the job. If your employer permits you to lock your desk, locker or filing cabinets and does not have keys to them, you can assume they will not be searched. On the other hand, if there are no locks or he/she has a key to those items, then the employer has the right to search the premises. Polygraph tests are only allowed in cases of company theft. Employers can monitor employees while they work on computers. Currently, it depends on state statutes whether applicants can be tested for AIDS prior to hiring. In drug testing, an employer

may ask for blood and/or urine samples as part of a medical exam before the employee starts a job. If the drug test is positive, an employer can legally refuse to hire.

Some companies test all employees from time to time without advance notice. An employer may test a worker who has been involved in an accident on the job or who has been acting strangely at work. If these tests come back positive for illegal drugs, the employee can be fired or referred to a drug-abuse treatment program.

INAPPROPRIATE AND APPROPRIATE QUESTIONS

SUBJECT	INAPPROPRIATE QUESTIONS	APPROPRIATE QUESTIONS
<i>National Origin/ Citizenship</i>	<ul style="list-style-type: none"> ▪ Are you a U.S. citizen? ▪ Where were you/your parents born? ▪ What is your native language? 	<ul style="list-style-type: none"> ▪ Are you authorized to work in the United States? ▪ What languages do you read, speak, or write fluently?
<i>Age</i>	<ul style="list-style-type: none"> ▪ How old are you? ▪ What's your birth date? 	<ul style="list-style-type: none"> ▪ Are you over the age of 18?
<i>Marital/Family Status</i>	<ul style="list-style-type: none"> ▪ What's your marital status? ▪ Who do you live with? ▪ Do you plan to have a family? When? ▪ How many kids do you have? What are your childcare arrangements? 	<ul style="list-style-type: none"> ▪ Would you be willing to relocate if necessary? ▪ Travel is an important part of the job. Would you be able and willing to travel as needed for the job?
<i>Affiliations</i>	<ul style="list-style-type: none"> ▪ What clubs or social organizations do you belong to? 	<ul style="list-style-type: none"> ▪ List any professional or trade groups or other organizations you belong to relevant to your ability to perform this job.
<i>Personal</i>	<ul style="list-style-type: none"> ▪ How tall are you? How much do you weigh? 	<ul style="list-style-type: none"> ▪ Are you able to lift a 50-pound weight and carry it 100 yards?
<i>Disabilities</i>	<ul style="list-style-type: none"> ▪ Do you have any disabilities? ▪ Please complete the following medical history. ▪ Have you had any recent or past illness or operations? If yes, list and give dates. ▪ What was the date of your last physical exam? ▪ How's your family health? ▪ When did you lose your eyesight? 	<ul style="list-style-type: none"> ▪ Are you able to perform the essential functions of this job with or without reasonable accommodations? ▪ As part of the hiring process, after a job offer has been made, you will be required to undergo a medical exam. (Exam results must be kept confidential, except for medical/ safety personnel who may be informed if emergency medical treatment is required, and supervisors who may be informed about necessary job accommodations, based on exam results.) ▪ Can you demonstrate how you would perform the following job-related functions?
<i>Arrest Record</i>	<ul style="list-style-type: none"> ▪ Have you ever been arrested? 	<ul style="list-style-type: none"> ▪ Have you ever been convicted of _____?
<i>Military</i>	<ul style="list-style-type: none"> ▪ Do you suffer from post-traumatic stress disorder? 	<ul style="list-style-type: none"> ▪ In what branch of the Armed Forces did you serve? ▪ What type of training or education did you receive in the military? ▪ What type of discharge were you given? (Only to determine veteran eligibility).

Retention

KEEPING THE JOB

- Show up.
- Be on time.
- Be honest.
- Follow the rules.
- Work well with others.
- Be a role model in dress and speech.
- Be willing to do more than you are asked to do.
- Keep a positive attitude.
- Do not take repeated absences on Monday and Friday. Supervisors need you to come in at the beginning and ending of the week. Being repeatedly absent during these days might cause irritation with your higher-ups.

ABC's of Employment

A Advancement

B Bonus

C Continued Employment

D Demoted

F Fired

PROVIDE EXCELLENT CUSTOMER SERVICE

Customer service is the ability for everyone in the company or organization to satisfy the customer, no matter who you are or what your job description says you do in the company. Providing great customer service is often defined as meeting and exceeding your customers' expectations.

What Do Customers Expect?

- To be treated in a fair and friendly manner.
- The person helping them wants to help them. They don't want to feel you'd rather be somewhere else, doing something else. They want to feel you like being able to help them solve their problems.
- To see you as a solution to his or her problems (the person with the answers). Customers do not want to be treated as though they are the problem, as though you view them as a burden and an obstacle to get over or around whenever possible.
- To be treated as mature adults, not as children who can't make up their minds about what they want, or who need to be told what is good for them.
- You to deal with personal problems (or problems you're having with your manager or co-

workers) privately, and not in front of them. They don't want to hear about the troubles you're having with your boyfriend, and they don't want to hear you complaining about your boss, much less actually see or overhear bad feelings being expressed between employees.

- You to be professional, treating his or her concern as a business transaction and not casually, as you would with your friends.
- You to treat their problems or questions with respect and confidentiality, especially when both you and the person you're helping work for the same organization.
- You to be patient with them if they are having trouble explaining concerns.
- You to do what you say you're going to do.

CUSTOMER SERVICE TIPS

DO

- Communicate clearly
- Go the extra mile
- Keep a smile in your voice
- Try to be empathetic
- Follow through
- Know what to do with an abusive customer
- Treat every customer as if they are your only customer
- Thank your customer. Without them, you wouldn't have a job!

DON'T

- ✗ Lose your cool
- ✗ Take anger personally
- ✗ Promise more than you can deliver
- ✗ Discuss your personal problems
- ✗ Have poor hygiene
- ✗ Complain about your job
- ✗ Forget to say "thank you"

Why provide great customer service?

What is the usual response when a person is treated poorly? They go somewhere else. If the customer feels bad about how he or she has been treated, they will tell their friends about it. Or even worse, post a comment on a social networking site. Before you know it, the company is out of business! What's in it for you to provide customer service? Most of us need to feel useful and productive, and helping customers can provide you with some sense of accomplishment at the end of the day. Additionally, if you learn and use quality customer service techniques daily, your bosses and managers will take notice. Good customer service is recognized and often rewarded.

DEVELOPING GOOD WORK HABITS

Sometimes people lose their jobs because of poor work habits. Just because you were hired does not mean the “test” is over. It is important to make sure you are not guilty of a bad work ethic.

Workplace Skills

There are several characteristics or traits employers expect from their employees. Studies have shown that more workers lose jobs due to poor character qualities than lack of skill.

Assess your basic skills:

- Do you remember what you read? Can you summarize the main ideas of an article or book?
- Do you know the rules for grammar and punctuation?
- Can you perform basic math functions with ease?
- Do you know how to type or use a keyboard?

Assess your thinking skills:

- When you face a problem, do you try to think of more than one possible solution?
- Are you open to new ideas and have a willingness to learn?
Your employer will expect you to learn the way things are done in the company. It is worth a special effort to learn everything you can about your job and the company for which you work. Those who are promoted to jobs with greater responsibility and higher salaries are usually the workers who have taken the trouble to learn about more than just their own daily tasks.
- Do you weigh the consequences of your actions?
- Can you separate fact from opinion?
- In a discussion, can you present facts and ideas in an organized, convincing way?

Assess your personal management skills:

- Can you accept compliments and constructive criticism?
Criticism is necessary. It is how employers let us know how the job needs to be done. Your employer will expect you to accept criticism graciously and to improve because of it. You must not lose your temper. Regardless of how criticism was meant, it will be constructive or destructive depending on how you use it.
- Do you keep a positive attitude, even when things aren't going well?
The best employees are those who like their work and show enthusiasm for it. By concentrating on the positive, on the things you like, you will find the total job more interesting. When you are interested in and enjoy your work, life itself is more interesting and enjoyable and you will become a more interesting person.
- Are you dependable? Do you arrive on time for scheduled events, meetings, etc.?
Your employer will count on you to be on the job every day and to arrive on time.
- Do you accept responsibility for mistakes you make? Do you work to correct and learn from those mistakes?
- Are you honest?
Don't steal your employer's time by being late or leaving early. Don't steal company property for personal use. You could be fired.

Assess your communication skills:

- Do you think carefully about what you want to say?
- Are you comfortable speaking in front of a group?
- Do you give your complete attention when another person is speaking?
- Are you aware of non-verbal communication cues such as facial expressions, tone of voice?
- Do you know what is expected of you?

This may include a formal job description as well as specific on-going communication with the employer on priorities and procedures.

- Do you know where to get help, ask questions?

-If important information is not spelled out, take the initiative and ask. Don't guess.

Also, ask your supervisor, not co-workers.

-Check your understanding. Repeat instructions back to the person who is explaining to avoid misunderstandings. Take notes, as you are likely to forget later.

Assess your teamwork skills:

- Do you respect and value the opinions of others?
- Can you share credit with others for a job well done?
- Do you cooperate with everyone with whom you work? Do you offer to help other employees if your duties are completed?

Assess your leadership skills:

- Do others ask you for help or advice?
- Do you encourage others and compliment their successes?
- Are you able to make decisions and accept responsibility for them?
- Do you make suggestions for improvements?
- Do you take initiative?

Employers have the right to expect you to complete whatever duties you are given and then, if you haven't been told what to do next, look around to see what needs to be done and do it. Use good judgment; don't do work you aren't qualified to do.

Expect a period of adjustment

Be open and articulate as you and your employer learn how each other operates. Expect mistakes when you are new on the job and learn from them. Give yourself some time to adjust. New situations are stressful but become more comfortable with time.

- **Practice** ways to improve your workplace skills.
- **Take advantage** of available resources.
- **Find out** what other skills and qualities are important to employers.

Being a responsible employee involves such areas as:

- Punctuality and reliability
- Being task-oriented
- Learning company policy
- Being an informed spokesperson for your organization
- Pulling your own weight

PERSONAL BEHAVIOR

A survey was conducted that asked executives from the nation's largest companies: "What employee behavior disturbs you the most?"

1. Dishonesty, lack of character.
2. Irresponsibility, goofing off, or doing personal business on company time.
3. Arrogance, ego problems, and excessive aggressiveness.
4. Absenteeism and lateness, including abusing sick leave, and poor time management.
5. Not following instructions or ignoring company policy.
6. Whining and complaining.
7. Absence of commitment, concern, or dedication.
8. Bad attitude, laziness, and lack of motivation.

Other items that irritate co-workers are:

- **Bad personal hygiene** – having bad personal hygiene in the workplace is a touchy issue, but it will be dealt with if your co-workers are complaining. Overuse of perfume/cologne, scented items such as candles can also be equally problematic.
- **Cellphones**– personal cell phone ring tones can annoy co-workers especially if it is heard over and over throughout the day. Turn it off and use it for important calls only.
- **Factual fiasco** – bosses hate when names and numbers are constantly wrong. Not paying attention to the accuracy of reports is a sign of incompetence.
- **Work place is not a swap meet** – the email system should only be used for work-related matters and not for selling personal items or fundraisers.
- **Bad Attitude** – Inability to get along with others, displays of anger or pettiness, poor judgment, taking credit for other's work, and being too chatty or using inappropriate language or conversation topics can create a hostile environment for other co-workers and even bosses.
- **Noise** – some employees don't seem to recognize when they are being irritating with the strange or obnoxious noises. The person constantly snorting and sniffing, or has a cackling laugh, or thinks everyone should hear their music – it all adds up to one big fingernail on a chalkboard.

Why Do You Miss Work?

One of the most important things an employer wants from an employee is good attendance. If you're not there, everyone else will have to work harder to get the job done.

You should always come to work unless you have a good reason not to. If you must miss work, notify your boss as soon as possible by:

- Making the call yourself.
- Stating the reason you are missing work.
- Notifying your employer as soon as possible; this will allow time to find a fill-in for you.
- Talking to your immediate supervisor. If he/she is not available, talk to the next person in charge.
- Explaining the reason for your absence clearly, completely, and respectfully.

Be Smart with your Smartphone

Having your cell phone at work can be useful, but it can also be very disruptive and annoying to your co-workers and your boss.

If you are using your cell phone at work, you must be mindful of your boss, co-workers, and customers. It's important to make sure your phone isn't stopping you from falling behind in your work. Follow these rules when you have your cell phone at work.

1. Turn Your Cell Phone Ringer Off

If you have your cell phone at work, it shouldn't ring. If you don't want to turn off your cell phone completely, at least set it to vibrate. The sounds of different ring tones going off all the time can be very annoying to others. In addition, you don't want your boss to know how often you get calls.

2. Use Your Cell Phone Only for Important Calls

If you have your cell phone at work, you should only use it for important calls, such as the school nurse calling to say your child is ill, your child calling to say he's arrived home from school safely, and other family emergencies.

3. Cell Phone Calls Go to Voicemail

While you are at work if you are in doubt about whether an incoming call is important, let voicemail pick it up. It will take much less time to check your messages than it will to answer the call and then tell the caller you can't talk.

4. Find a Private Place to Make Cell Phone Calls

Find somewhere else to talk. You may be on a break, but your co-workers have a job to do. The bathroom is not an appropriate place.

5. Don't Bring Your Cell Phone Into the Restroom ... Ever

This rule should apply to using your cell phone at work or anywhere. You never know who's in there; the person on the other end of the line will hear bathroom sounds, e.g., toilets flushing; it is an invasion of your co-worker's privacy and it is an etiquette rule.

6. Don't Bring Your Cell Phone to Meetings

If you must bring your phone to a meeting, only use it for work related tasks. Do not use your phone to text, read or post status updates, or play games. Don't bury your nose in your phone. Keep your eyes on whomever is speaking and stay engaged in the meeting. Doing anything else will be a clear signal to your boss that your mind isn't 100 percent on the task at hand.

Source: Dawn Rosenberg McKay, About.com

EMPLOYER RIGHTS

Employer rights are also expectations, or certain behaviors expected from employees.

- Employers expect each employee to put in a full day's work for a full day's pay. Workers should report to work on time and do the work they are assigned without being told. It also means employees should observe the time limits for breaks and work steadily until quitting time.
- They expect a worker to be on the job, not to be absent without good cause and to phone notification prior to the absence. They also expect you to arrive before your shift and to stay until your shift is over. An employer is not required to pay you for time you are scheduled to work but miss. In some cases where a worker has been late or absent repeatedly, an employer has the right to fire the worker.
- When you accept a job, you are agreeing to satisfy your employer's expectations. In the overall performance of your job, your employer has the right to expect you to be:
 - Capable
 - Cooperative
 - Honest
 - Loyal
 - Polite
 - Reliable
- Finally, an employer may fire you if you break the terms of the contract between you and your employer. In addition, you may be fired if you fail to follow the policies in your company manual. It's important to be familiar with these policies! They can protect you as well.

Resources

South Dakota Department of Labor and Regulation - dlr.sd.gov

The mission of the South Dakota Department of Labor and Regulation is to promote economic opportunity and financial security for individuals and businesses through quality, responsive and expert services; fair and equitable employment solutions; and safe and sound business practices.

DLR Labor Market Information –

dlr.sd.gov/lmic/publications/general/lmic_marketing_brochure.pdf

The LMI Center collects, analyzes, and provides to the public information on the labor market of the state. This includes information such as employment levels, unemployment rates, wage and earnings data, employment projections, business staffing patterns, career planning information, etc. Among those who use our information are employers, career decision makers, etc.

Career One-Stop – U.S. Department of Labor website - careeronestop.org

SD Bureau of Human Resources – SD State Job Listings – bhr.sd.gov

USAJOBS – Federal Jobs Database – usajobs

USAJOBS connects job seekers with federal employment opportunities across the United States and around the world. This is the federal government’s official employment site.

Creating a Federal Resume - usajobs.gov/Help/how-to/account/documents/resume/build/

Most federal jobs require a federal resume. This is a step by step guide of how to create one and upload it to your application or USA Jobs Profile.

gcflearnfree.org/computers- GCFLearnFree.org creates and provides quality, innovative online learning opportunities to anyone who wants to improve technology, literacy, and math skills needed to be successful.

onetonline.org - O*NET OnLine has detailed descriptions of the jobs for job seekers, workforce development and HR professionals, students, researchers, and more!

mynextmove.org

My Next Move is an interactive tool for job seekers and students to learn more about their career options. My Next Move has tasks, skills, salary information, and more for over 900 different careers.

Vocational Rehabilitation (<http://dhs.sd.gov/rehabservices/vocrehabservices.aspx>)- This is a program designed to assist eligible individuals with disabilities to get and keep jobs.

Military OneSource - militaryonesource.mil

Military resource website providing 24/7 support for military personnel, spouses, family members and survivors on taxes, moving, spouse employment, MWR and more.

HUMAN RIGHTS

You should be considered for a job based on your ability to do it. Unfortunately, not all employers hire people on this basis. Some employers make their decisions for reasons that may not be fair to certain job seekers. Laws have been passed to give all job seekers a fair chance at getting a job. There are many opinions on what is legal and illegal for an employer to ask. These laws are subject to change.

It is against the law for an employer to discriminate against employees or prospective employees based on gender, age, race, religion, color, national origin, genetic information and in many cases certain physical or mental disabilities.

To ensure against prejudice, it is illegal to ask for certain personal information, either on an application form or in an interview, that might bias an employer's decision to hire. An employer cannot ask for personal information totally unrelated to the position for which you are applying.

When confronted with inappropriate questions, you have the right to answer or not answer. On an application form, you may choose to respond with N/A. Some applicants are not offended by these questions and choose to provide the information requested.

If you choose not to divulge personal information in an interview, you might straightforwardly (without defensiveness) respond, "Could you tell me how that question relates to the job?" or "I'm surprised you would ask that. Could you explain how that relates to the position you have open?"

For more information call or write:

Department of Labor & Regulation Division of Human Rights

123 W Missouri Ave

Pierre, SD 57501

Telephone: 605.773.3681

Fax: 605.773.4211

www.sdjobs.org

ACTION WORDS BY CATEGORY

Use these words to make your resume and cover letter interesting and professional.

Communication

Addressed	Directed	Interpreted	Referred
Arranged	Discussed	Interviewed	Reported
Collaborated	Drafted	Lectured	Resolved
Communicated	Edited	Mediated	Responded
Composed	Explained	Negotiated	Specified
Consulted	Formulated	Participated	Suggested
Contacted	Incorporated	Presented	Summarized
Corresponded	Influenced	Proposed	Translated
Developed	Interacted	Recruited	Wrote

Creative Skills

Adapted	Developed	Initiated	Performed
Combined	Displayed	Instituted	Photographed
Composed	Drew	Integrated	Planned Revised
Condensed	Established	Introduced	Revitalized
Created	Formulated	Modeled	Shaped
Customized	Founded	Modified	Solved
Designed	Illustrated	Originated	

Data/Financial Skills

Administered	Balanced	Estimated	Programmed
Adjusted	Budgeted	Forecasted	Projected
Allocated	Calculated	Managed	Quantified
Analyzed	Computed	Marketed	Reconciled
Appraised	Corrected	Measured	Reduced
Assessed	Determined	Planned	Researched
Audited	Developed	Prepared	Retrieved

Helping Skills

Aided Answered	Contributed	Expedited	Referred
Arranged	Cooperated	Facilitated	Rehabilitated
Assessed	Counseled	Familiarized	Resolved
Assisted	Demonstrated	Guided	Simplified
Clarified	Educated	Motivated	Supplied
Collaborated	Encouraged	Prevented	Supported
	Ensured	Provided	Volunteered

Leadership Skills

Administered	Chaired	Decided	Established
Analyzed	Considered	Delegated	Executed
Appointed	Consolidated	Developed	Generated
Approved	Contracted	Directed	Headed
Assigned	Controlled	Eliminated	Hired
Attained	Converted	Enforced	Improved
Authorized	Coordinated	Enhanced	Incorporated

Increased	Modernized	Produced	Scheduled
Initiated	Motivated	Recommended	Selected
Inspected	Navigated	Reorganized	Strengthened
Instituted	Organized	Restored	Supervised
Led	Oversaw	Restructured	Terminated
Managed	Planned	Revamped	
Merged	Prioritized	Reviewed	

Organizational Skills

Arranged	Corresponded	Obtained	Scheduled
Catalogued	Distributed	Ordered	Screened
Categorized	Executed	Organized	Submitted
Charted	Generated	Prepared	Standardized
Classified	Incorporated	Processed	Updated
Coded	Inspected	Provided	Validated
Collected	Maintained	Recorded	Verified
Compiled	Monitored	Reviewed	

Research Skills

Analyzed	Critiqued	Examined	Gathered
Clarified	Detected	Experimented	Inspected
Collected	Determined	Explored	Interviewed
Compared	Diagnosed	Extracted	Investigated
Conducted	Evaluated	Formulated	Located
Measured	Researched	Searched	Summarized
Organized	Reviewed	Solved	Tested

Teaching Skills

Advised	Developed	Guided	Stimulated
Clarified	Enabled	Informed	Taught
Coached	Encouraged	Instilled	Tested
Communicated	Evaluated	Instructed	Trained
Conducted	Explained	Motivated	Transmitted
Coordinated	Facilitated	Persuaded	Tutored
Critiqued	Focused	Simulated	

Technical Skills

Adapted	Debugged	Operated	Restored
Applied	Designed	Overhauled	Solved
Assembled	Determined	Printed	Specialized
Built	Developed	Programmed	Standardized
Calculated	Engineered	Rectified	Studied
Computed	Fabricated	Regulated	Upgraded
Conserved	Fortified	Remodeled	Utilized
Constructed	Installed	Repaired	
Converted	Maintained	Replaced	

USEFUL WORDS AND PHRASES

The following are action words and phrases to use on applications and resumes to describe your skills and qualities.

About Your Strengths:

Enthusiastic	Humorous	Punctual	Specialist
Dynamic	Honest	Risk taker	Efficient
Coordinator	Developer	Motivator	Cooperative
Talented	Fast learner	Hard worker	Assertive
Motivated	Competent	Positive	Troubleshooter
Skilled trainer	Reliable	Achiever	Willing worker
Responsible	Manager	Problem solver	Flexible
Dedicated	Leader	Trustworthy	Careful
	Effective	Organized	Neat appearance

About Your Experience:

Comprehensive	General	Broad	Consistent record of growth and promotions
Extensive	Intensive	Solid	
Competent	Successful	Specific	Well-trained
Good evaluation			

About Your Abilities And Skills:

Implement	Write/compose	Conceive	Innovate
Plan	Increase productivity	Understand	Supervise
Reduce expenses	Teach/train	Schedule	Solve problems
Increase profits	Develop	Follow instructions	Delegate
Modify	Create	Communicate	Establish priorities
Analyze	Initiate	Practice	

Relating To Data:

Administered	Completed	Implemented	Researched
Analyzed	Coordinated	Innovated	Copied
Reported	Bookkeeping	Revised	Scheduled
Investigated	Budgeted	Designed	Organized
Calculated	Developed	Planned	Presented
Transcribed	Compared	Directed	Solved
Computed	Evaluated	Processed	Wrote
Compiled	Figured	Programmed	

Relating To Leadership/Communication:

Accepted supervision	Encourage others	Refer	Organized
Interview	Entertain	Share	Debate
Communicate	Fundraiser	Evaluate	Protect
Interpersonal skills	Supervise	Strengthen	Divert
Arrange	Fire/hire	Team member	Service
Coordinate	Motivate	Influence	Spoke
Counsel	Negotiate	Manage	Helped
Develop	Persuade	Advise	Train
Support	Promote	Conduct	Instruct
Direct			

Relating To Technical Skills:

Act	Operate	Install	Maintain
Lift	Inventory	Store	Adjust
Balance	Supply	Assemble	Test
Alter	Manipulate	Made	Tend
Mark	Build/construct	Control	Mix
Deliver	Transport	Move	Examine
Perform	Distribute	Receive	Prepare
Fabricate	Precision work	Fed	Sample
File	Sample	Guide	Handle
Set up	Sold	Improve	Shape
Inspect	Stock	Sort	Type

How I Did It:

Without error	Best for the month	Without missing
Under pressure	On time	In my spare time
Carefully	Ahead of time	Completely
At lower cost	Without injury	Faster than
At a savings	Above average	Correctly