



Career Planning Guide

Job Searching | Networking | Resumes | Interviewing



Center for
Career and
Re-Entry Services



WELCOME



Many students graduate from college without ever taking advantage of their school's career center. Yet, outside of the academic realm, job seekers pay hundreds, even thousands of dollars for the very same services that are available to students with the cost of tuition and fees.

The mission of the Center for Career and Re-Entry Services (CCRS) at Rio Hondo College is to assist individuals in making confident career and life decisions by providing them with resources and career counseling services. Our staff can help you discover your goals, evaluate educational and career choices, develop strong resumes, practice interviewing, and much more. We invite you to take advantage of the individualized assistance, workshops, job and internship postings, and career library that are available to you through the CCRS. We are committed to fostering an environment of success for all of our students and realize that our adult learners enter college with a unique set of challenges and strengths. The Center for Career and Re-Entry Services is dedicated to helping our adult learners succeed through the provision of comprehensive educational, counseling, and student services.

Don't overlook this opportunity; it could mean passing up the job of a lifetime!

Sincerely,

The Center for Career and Re-Entry Services team

CENTER FOR CAREER AND RE-ENTRY SERVICES CONTACT INFORMATION

SS 350
(562) 908-3407
www.riohondo.edu/career-center



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CAREER PLANNING GUIDE

RIO HONDO COLLEGE

CENTER FOR CAREER & RE-ENTRY SERVICES

SS 350

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www.riohondo.edu/career-center

Mission

The purpose of the Center for Career and Re-Entry Services is to assist individuals in making confident career and life decisions by providing them with resources and career counseling services.

We are open Monday through Friday. Please visit our website for current hours of operation: www.riohondo.edu/career-center



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CAREER EXPLORATION & JOB SEARCH



HOW TO FIND THE RIGHT JOB



Finding the job you want takes many steps and involves just as many decisions. This checklist is designed to help you along the way and guide you to the appropriate sources. Be sure to discuss your progress with your career counselor.

KNOWING WHAT YOU WANT

- ✓ Choose your ideal work environment—large corporation, small business, government agency or nonprofit organization.
- ✓ Choose your ideal location—urban, suburban or rural.
- ✓ List your three most useful job skills and know which is your strongest.
- ✓ Know whether you want to work with people, data or things.
- ✓ Know whether you enjoy new projects or prefer following a regular routine.
- ✓ List some of the main career areas that might interest you.
- ✓ List your favorite leisure time activities.
- ✓ Know what kind of reward is most important to you in a job—money, security, creative authority, etc.

RESEARCHING CAREER OPTIONS

- ✓ Develop a list of career possibilities to research.
- ✓ Visit your career services library and utilize the internet to learn about various careers. *The Dictionary of Occupational Titles* and the *Occupational Outlook Handbook* are valuable resources.
- ✓ Consider whether your desired career requires an advanced degree.
- ✓ Keep up with current trends in your field through trade publications, news/business magazines and newspapers.
- ✓ Identify employers interested in interviewing someone with your academic background and experience; create a list of three or more employers in the field you are considering.
- ✓ Use the internet to learn more about potential employers and check out salary surveys and hiring trends in your anticipated career field.
- ✓ Make at least three professional contacts through LinkedIn, friends, relatives or professors to learn more about your field of interest.
- ✓ Meet with faculty and alumni who work or who have worked in your field to talk about available jobs and the outlook for your field.

GETTING EXPERIENCE

- ✓ Narrow down the career options you are considering through coursework and personal research.
- ✓ Participate in a work experience or internship program in your chosen field to learn of the daily requirements of the careers you are considering. Such assignments can lead to permanent job offers following graduation.
- ✓ Become an active member in one or more professional associations—consult the *Encyclopedia of Associations* for organizations in your field.
- ✓ Volunteer for a community or charitable organization to gain further work experience. Volunteer positions can and should be included on your resume.



HOW TO FIND THE RIGHT JOB

continued

PREPARING FOR THE INTERVIEW

- ✓ Arrange informational interviews with employees from companies with which you might want to interview. Use your network of acquaintances to schedule these meetings.
- ✓ Thoroughly research each employer with whom you have an interview—be familiar with product lines, services offered and growth prospects.
- ✓ Practice your interviewing technique with friends to help prepare for the actual interview.
- ✓ Using the information you have gathered, formulate questions to ask the employer during the interview.
- ✓ Arrive on time in professional business attire.
- ✓ Collect the needed information to write a thank-you letter after each interview.

CREATING A RESUME

- ✓ Form a clear job objective.
- ✓ Know how your skills and experience support your objective.
- ✓ Use action verbs to highlight your accomplishments.
- ✓ Limit your resume to one page and make sure it is free of misspelled words and grammatical errors.
- ✓ Create your resume using a word processing program and have it professionally duplicated on neutral-colored paper, preferably white, light gray or beige. If you are submitting your resume online, be sure to include relevant keywords and avoid italics, bold and underlined passages.
- ✓ Compose a separate cover letter to accompany each resume and address the letter to a specific person. Avoid sending a letter that begins “Dear Sir/Madam.”

MY NEXT MOVE

Your career exploration journey begins with assessing your personal interests. My Next Move is an easy-to-use, interactive online tool that assists students and job-seekers in exploring their career options. The site lists related tasks, skills, salary information, and more for over 900 different careers. It introduces students to a variety of occupations that match their interests and work experience using the online profiler developed by the U.S. Department of Labor, the O*NET Interest Profiler. My Next Move is available online at no cost at www.mynextmove.org

My Next Move is a great place to start the process of assessment. The Center for Career and Re-Entry Services also offers more extensive, in-depth assessments along with individualized career counseling services. Get started with My Next Move, and make an appointment to meet with a career counselor today!

MY NEXT MOVE

COLLEGE CENTRAL NETWORK

Rio Hondo College uses College Central Network as its official resume and job posting service. Local employers post jobs exclusively to our school via the CCN site. Students and alumni can create an account profile at www.collegecentral.com/riohondocollege in order to:

- Easily search and apply to local and national full-time and part-time job opportunities and internships
- Create and upload your resume and career portfolio to make available to employers
- Access event announcements, career advice documents, podcasts, videos and articles



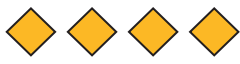
JOB SEARCH

STRATEGIES: PROS AND CONS

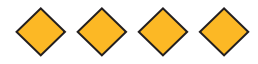
There are many ways to look for a job, some of which are better than others. Presented below are some of the most popular ways, as well as helpful hints and the pros and cons of each.

STRATEGIES	TOOLS, PROS, CONS AND HELPFUL HINTS
INTERNET Search online job banks and company websites. Submit resume online/post on job boards.	Tools: Access to the web and an electronic resume Pros: Actual job openings. Many employers use a wide variety of job listing services. Many listings have free to low-cost access. Worldwide geographic reach. Cons: Competition is growing as use of the internet increases. Pay attention to multiple listings—one position posted on a few sites—to avoid applying multiple times. Hints: Use the web frequently as information and sites change quickly.
NETWORKING Talk to everyone you know to develop a list of possible contacts; ask for information on job/companies and to circulate your resume.	Tools: List of contacts, resumes and business attire Pros: May learn of unadvertised openings. May result in a courtesy interview. Often results in a closer match of your interests to a job. Cons: A contact in itself is not enough to get you a job. You may exhaust all leads without landing a job. Quite time-consuming. Hints: Follow through on all leads. Keep broadening your network of contacts.
SOCIAL MEDIA LinkedIn, Facebook and Twitter	Tools: Access to the internet, social media accounts and an electronic resume Pros: Access to wide variety of employers, contacts and current job openings. Cons: Employers can view your information and/or pictures. Be sure your profile is professional, or use a separate account for connecting to employers. Hints: Follow your favorite companies. Show off your education and skills. Display an appropriate photo. Perform a search on your name to review your internet presence, and clean up the results if necessary.
ON-CAMPUS RECRUITING Follow specific procedures to secure on-campus interviews.	Tools: Scheduling interviews, employer literature, resumes and business attire Pros: One of the primary ways in which companies recruit for technical and business positions. Cons: May be less effective for nontechnical/nonbusiness candidates. Hints: Use the interview schedule as a way to identify possible employers, even if you don't get to interview on campus with those employers.
TARGETED MAILING Develop a good cover letter tailored to a specific type of job and the needs of the company. Send letter with resume to selected companies.	Tools: List of well-researched companies, tailored cover letters and resumes Pros: Better approach than the mass-mailing method. Investment of time and effort should merit stronger response from employers. Cons: Requires a significant investment of time in researching companies and writing cover letters as well as following up with contacts. Hints: Try to find out who is in charge of the area in which you want to work; send your materials to that person. Great method when used in conjunction with networking.
IN-PERSON VISIT Visit many companies. Ask to see person in specific department. Submit resume and application, if possible.	Tools: Business attire, company address list and resumes Pros: Resume and application are on file with the company. Cons: Requires a great deal of time to make a relatively small number of contacts. Hints: Research the companies prior to your visit. Ask for a specific person or ask about a specific type of job.
RESUME REFERRAL Register with one of the many national referral services. As jobs are listed by employers, the data bank of registrants is searched for matches. If your materials match, they are sent to the employers.	Tools: Registration form supplied by service Pros: Another way to monitor the job market and get your qualifications to the attention of employers. Cons: May involve a fee. Often more helpful to those in technical or specialized fields. May not learn of the status of your materials. Hints: Use only in conjunction with other job search strategies.
EMPLOYMENT AGENCIES Respond to employment agency ads in newspapers; check phone book for names of agencies to contact.	Tools: Resumes and business attire Pros: Fee-paid jobs for graduates in technical fields or those with marketable experience. Cons: May be less help to non-technical/inexperienced graduates. Be wary if you, instead of the employer, have to pay a fee. Hints: Identify agencies that specialize in your field. Make frequent contact with your counselor to obtain better service.
WANT ADS Scan want ads. Mail resume with cover letter tailored to specific job qualifications.	Tools: Newspapers, journals, newsletters, trade magazines, cover letters and resumes Pros: Involves minimal investment of time in identifying companies. Resume and cover letter are sent for actual job opening. Cons: Resume and cover letter will compete with large number of others. Ads follow job market; least effective in times of economic downturn. Hints: Use as a meter on the job market in a certain career field. Try to get your materials in as early as possible.

Adapted and reprinted with permission from Career Services, Pennsylvania State University, University Park, PA.



EVALUATING YOURSELF



An important part of deciding what you want to do is first understanding yourself. Self-evaluation will help you analyze what is important in the work you choose and the kind of employer for whom you will work. Answer each question honestly. There are no “right” or “wrong” answers.

1. What do you do best? Are these activities related to people, things or data? _____

2. Do you communicate better orally or in writing? _____
3. Do you consider yourself a leader of a team or group? _____
4. Do you see yourself as an active participant in a group or team? _____
5. Do you prefer to work by yourself? _____
6. Do you prefer working under supervision? _____
7. Do you work well under pressure? _____
8. Does working under pressure cause you anxiety? _____
9. Do you like taking responsibility? _____
10. Would you rather follow directions? _____
11. Do you enjoy new projects and activities? _____
12. Do you prefer to follow a regular routine? _____
13. Rank the following things in order of importance to you when thinking about a job:

<input type="checkbox"/> Career Advancement _____	<input type="checkbox"/> Prestige of Employer _____
<input type="checkbox"/> Location _____	<input type="checkbox"/> Salary _____
<input type="checkbox"/> People (Boss and Colleagues) _____	<input type="checkbox"/> Type of Work _____
14. Do you prefer to work a regular 9:00 a.m. to 5:00 p.m. schedule or an irregular schedule? _____
15. Would you like a job with a lot of travel, a moderate amount, or a small amount? _____
16. What kind of work environment do you prefer?

<input type="checkbox"/> Indoors	<input type="checkbox"/> Urban Setting
<input type="checkbox"/> Outdoors	<input type="checkbox"/> Suburban Setting
	<input type="checkbox"/> Rural Setting
17. What size of organization would you like to work for? _____
18. Are you willing to move? _____
19. Do you prefer to work for a nonprofit or for-profit organization? _____
20. Are there other factors to consider? _____

Adapted with permission from the University Career Services department at Rutgers University, New Brunswick Campus.

GETTING THE MOST OUT OF A CAREER FAIR

Many employers use career fairs—both on and off campus—to promote their opportunities and to pre-screen applicants. Career fairs come in all shapes and sizes, from small community-sponsored events to giant regional career expositions held at major convention centers.

Most career fairs consist of booths and/or tables manned by recruiters and other representatives from each organization. For on-campus events, some employers also send alumni representatives. Large corporations and some government agencies have staffs who work the career fair “circuit” nationwide.

An employer’s display area is also subject to wide variance. It could be a simple table with a stack of brochures and business cards and a lone representative or an elaborate multimedia extravaganza with interactive displays, videos, posters and a team of recruiters.

FASHIONS AND ACCESSORIES

Generally, the appropriate attire for career fair attendees is more relaxed than what you’d wear to an actual job interview. In most cases, “business casual” is the norm. If you’re unsure of the dress code (particularly for off-campus events), it would be wise to err on the overdressed side—you’ll make a better impression if you appear professional. Think of it as a dress rehearsal for your real interviews!

Remember to bring copies of your resume (or resumes, if you have several versions tailored to different career choices), a few pens and pencils (have backups—they have a way of disappearing), a folder or portfolio and some sort of note-taking device (paper or electronic pad). Keep track of the recruiters with whom you speak and send follow-up notes to the ones who interest you. Don’t bring your backpack; it’s cumbersome for you, it gets in the way of others and it screams “student!” instead of “candidate!”

STOP, LOOK AND LISTEN

Keep your eyes and ears open—there’s nothing wrong with subtly eavesdropping on the questions asked and answers received by your fellow career fair attendees. You might pick up some valuable information, in addition to witnessing some real-life career search “do’s and don’ts.”

In order to maximize your career fair experience, you must be an active participant and not just a browser. If all you do is stroll around, take company literature and load up on the ubiquitous freebies, you really haven’t accomplished anything worthwhile (unless you’re a collector of key chains, mousepads and pocket flashlights). It is essential to chat with the company representatives and ask meaningful questions.

Here’s a great bit of career fair advice from Stanford University’s *Career Fair guide*:

“Create a one-minute ‘commercial’ as a way to sell yourself to an employer. This is a great way to introduce yourself. The goal is to connect your background to the organization’s need. In one minute or less, you need to introduce yourself, demonstrate your knowledge of the company, express enthusiasm and interest and relate your background to the company’s need.”

YOU’RE A PROSPECTOR—START DIGGING

The questions you ask at a career fair depend upon your goals. Are you interested in finding out about a particular career field? Then ask generalized questions about working within the industry. If you’re seeking career opportunities with a specific employer, focus your questions on the application and interview process, and ask for specific information about that employer.

FAIR THEE WELL

By all means, try to attend at least one career fair before beginning your formal job interviewing process. For new entrants into the professional career marketplace, this is a good way to make the transition into “self-marketing mode” without the formality and possible intimidation of a one-on-one job interview. It’s an opportunity that’s too valuable to miss.

GETTING THE MOST OUT OF A CAREER FAIR

continued

A FEW WORDS ABOUT CAREER FAIR ETIQUETTE

1. Don't interrupt the employer reps or your fellow job-seekers. If someone else is monopolizing the employer's time, try to make eye contact with the rep to let him or her know that you're interested in speaking. You may be doing a favor by giving the recruiter an out. If all else fails, move to the next exhibit and plan to come back later.
2. If you have a real interest in an employer, find out the procedures required to secure an interview. At some career fairs, initial screening interviews may be done on the spot. Other times, the career fair is used to pre-screen applicants for interviews to be conducted later (either on campus or at the employer's site).
3. Sincerity always wins. Don't lay it on too thick, but don't be too blasé either. Virtually all employers are looking for candidates with good communication skills.
4. Don't just drop your resume on employers' display tables. Try to get it into a person's hands and at least say a few words. If the scene is too busy and you can't get a word in edgewise, jot a note on your resume to the effect of, "You were so busy that we didn't get a chance to meet. I'm very interested in talking to you." Look around the display for the recruiter's business card (or at the very least, write down his or her name and get some literature with the company's address) and send a follow-up note and another copy of your resume.
5. If you know ahead of time that one of your "dream companies" is a career fair participant, do some prior research (at minimum, visit their website. A little advance preparation goes a long way and can make you stand out among the masses of other attendees.

ORGANIZING YOUR JOB SEARCH

A proactive job search will keep you busy researching, writing, placing phone calls, sending emails, and interviewing. Create and use a tracking system to stay on top of your job search. A timeline (such as the sample below) can help you better manage the job search process.

SAMPLE JOB SEARCH CHECKLIST/TIMELINE

Employer	Contact	Job Title	Deadline	Resume Sent	Interviews	Pending Action
ABC Company, Whittier	Mary Romero (562) 555-5555	Program Manager	9/13	8/31	11/01	a) Site visit b) Research target position
XYZ, Inc., El Monte	Ethan Chu (626) 555-1111	Underwriting Analyst	10/12	9/27	Call to follow up on resume	a) Company research
123 Company, Santa Fe Springs	Joe Magdaleno (562) 555-1111	Sales Executive	11/10	10/27	12/23	a) Prepare presentation for interview

NETWORKING & SELF-PRESENTATION

NETWORK YOUR WAY TO A JOB

Many people use the classified ads as their sole job search technique. Unfortunately, statistics show that only 10% to 20% of jobs are ever published—which means that 80% to 90% of jobs remain hidden in the job market. For this reason, networking remains the number one job search strategy.

NETWORKING DEFINED

A network is an interconnected group of supporters who serve as resources for your job search and ultimately for your career. Some great network contacts might include people you meet at business and social meetings who provide you with career information and advice. Students often hesitate to network because they feel awkward asking for help, but it should be an integral part of any job search. Though you might feel nervous when approaching a potential contact, networking is a skill that develops with practice, so don't give up. Most people love to talk about themselves and their jobs and are willing to give realistic—and free—advice.

EIGHT KEYS TO NETWORKING

1. Be Prepared First, define what information you need and what you are trying to accomplish by networking. Remember, your purpose in networking is to get to know people who can provide information regarding careers and leads. Some of the many benefits of networking include increased visibility within your field, propelling your professional development, finding suitable mentors, increasing your chances of promotion and perhaps finding your next job.

Second, know yourself—your education, experience and skills. Practice a concise, one-minute presentation of yourself so that people will know the kinds of areas in which you are interested. Your networking meeting should include the following elements: introduction, self-overview, Q&A, obtaining referrals and closing.

2. Be Targeted Identify your network. For some, “I don't have a professional network. I don't know anyone,” may be your first reaction. You can start by listing everyone you know who are potential prospects: family members, friends, faculty, neighbors, classmates, alumni, bosses, co-workers and community associates. Attend meetings of organizations in your field of interest and get involved. You never know where you are going to meet someone who could lead you to your next job.

QUESTIONS TO ASK DURING NETWORKING MEETINGS

- What do you like most (least) about your work?
- Can you describe a typical workday or week?
- What type of education and experience do you need to remain successful in this field?
- What are the future career opportunities in this field?
- What are the challenges in balancing work and personal life?
- Why do people enter/leave this field or company?
- Which companies have the best track record for promoting minorities?
- What advice would you give to someone trying to break into this field?
- With whom would you recommend I speak? When I call, may I use your name?



DO'S & DON'TS OF NETWORKING

- Do keep one hand free from a briefcase or purse so you can shake hands when necessary.
- Do bring copies of your resume.
- Don't tell them your life story; you are dealing with busy people, so get right to the point.
- Don't be shy or afraid to ask for what you need.
- Don't pass up opportunities to network.

3. Be Professional Ask your networking prospects for advice—not for a job. Your networking meetings should be a source of career information, advice and contacts. Start off the encounter with a firm handshake, eye contact and a warm smile. Focus on asking for one thing at a time. Your contacts expect you to represent yourself with your best foot forward.

4. Be Patient Heena Noorani, Research Analyst with New York-based Thomson Financial, recommends avoiding the feeling of discouragement if networking does not provide immediate results or instant answers. She advises, “Be prepared for a slow down after you get started. Stay politely persistent with your leads and build momentum. Networking is like gardening: You do not plant the seed, then quickly harvest. Networking requires cultivation that takes time and effort for the process to pay off.”

5. Be Focused on Quality—Not Quantity In a large group setting, circulate and meet people, but don't try to talk to everyone. It's better to have a few meaningful conversations than 50 hasty introductions. Don't cling to people you already know; you're unlikely to build new contacts that way. If you are at a reception, be sure to wear a nametag and collect or exchange business cards so you can later contact the people you meet.

6. Be Referral-Centered The person you are networking with may not have a job opening, but he or she may know someone who is hiring. The key is to exchange information and then expand your network by obtaining additional referrals each time you meet someone new. Be sure to mention the person who referred you.

7. Be Proactive Stay organized and track your networking meetings. Keep a list of your contacts and update it frequently with the names of any leads given to you. Send a thank-you note or email if appropriate. Ask if you can follow up the conversation with a phone call, or even better, with a more in-depth meeting in the near future.

8. Be Dedicated to Networking Most importantly, networking should be ongoing. You will want to stay in touch with contacts over the long haul—not just when you need something. Make networking part of your long-term career plan.

Written by Thomas J. Denham, managing partner and career counselor of Careers in Transition LLC.

“The trouble is, if you do not risk anything, you risk even more.”

– Erica Jong



YOUR 60-SECOND COMMERCIAL



Use the following guidelines to develop an introduction when meeting employers during interviews, career fairs and other networking events. Your goal is to create a positive and lasting impression in a brief amount of time.

STEP 1: RESEARCH THE EMPLOYER

1. Preview the list of organizations participating in the event and plan a strategy for the day. Put together an "A" list and a "B" list of employers you want to target. Contact your career services office to see what employers may be recruiting on campus.
2. Research all the employers on your "A" list. Look for current facts about each employer, including new products, services or acquisitions.
3. Write down some key facts about the employer:

- (a) _____
- (b) _____

4. Review job descriptions pertinent to your major for employer requirements. Note specific knowledge, skills, and abilities they seek. List academic or employment experiences and activities where you demonstrated these skills.

The employer is seeking:

- (a) _____
- (b) _____
- (c) _____
- (d) _____

My qualifications and selling points:

- (a) _____
- (b) _____
- (c) _____
- (d) _____

5. Review the employer's mission statement and look for key words that indicate the personal qualities the organization values in its employees. List 2 or 3 of your personal qualities that closely match.

My personal qualities:

- (a) _____ (b) _____ (c) _____

STEP 2: DEVELOP THE INTRODUCTION

Review the sample below. Using the information above, prepare and practice a brief 60-second commercial or introduction to use when meeting employer representatives.

Hello, my name is _____ . I am currently a junior, majoring in economics and working part-time as a supervisor at Campus Information Services. This role has enhanced my communication, management, and leadership skills. In addition, I had an internship over the summer with ABC Company where I worked in a team environment on a variety of marketing and website development projects. I recently read an article about your company's plans for business growth in the Northeast, and I'm interested in learning more.

Notes:

Practice your introduction with a friend or career counselor so it sounds conversational rather than rehearsed. You may want to break your opening remarks into two or three segments rather than delivering it all at once. Good luck with your all-important first impression!

Adapted with permission from the University Career Services department at Rutgers University, New Brunswick Campus.

CLEAN UP YOUR SOCIAL MEDIA IDENTITY

The social media profiles of job candidates are an area of scrutiny for recruiters. In fact, there are now even online research analysts who will comb the internet for damaging information on a firm's applicants. (On the flip side, there are "scrub services" that will clean up a job hunter's digital footprint.) Here are some simple ways to take a DIY approach to scrubbing your online presence.

GOOGLE YOUR NAME

Search for your name online occasionally to see what comes up, or set up automatic name alerts at [Google.com/alerts](https://www.google.com/alerts). You may discover results for many people with your same name, possibly with embarrassing or outrageous content. To find the real "you," try tweaking your name (e.g., Sam versus Samuel) or add some additional identifying modifiers (perhaps your city or school).

Search for your name on all the networks to which you've ever belonged, including Facebook and YouTube. (Recruiters check everywhere.) After a thorough review, ask yourself: *Will this social media profile foster callbacks, interviews and job offers?* If not, keep reading.

KEEP SOME MYSTERY

"Most new grads grew up texting, Skyping, Tweeting, Facebooking and reading or creating blogs," says Jenny Foss, who operates Ladder Recruiting Group in Portland, Ore. "Older, more experienced competitors aren't 'native social media people.'" That's the plus; the minus is you have to shift your mindset from "impressing the guys" to "promoting myself as a polished professional."

Foss recommends you adjust the privacy settings on your accounts. But you're not safe even then since companies can change privacy policies. When possible, it is better to remove negative or overly private content than hide it.

THERE'S NO SWIMSUIT COMPETITION

Recruiters will judge you by your profile photos. Do they tell the right story? "Don't post sexy photographs of yourself online. Don't even be too glamorous. That's a really big turnoff to employers," says Vicky Oliver, author of *201 Smart Answers to Business Etiquette Questions*. "Dress in photos as you would in an interview."

Remove unflattering pictures, videos, and unfavorable comments you've posted on social networks. Post a

CONTENT YOU SHOULD NEVER SHARE

These may seem really obvious, but people lose jobs (and job offers) every day because of them:

- Don't refer to a company by name; they may get alerts when mentioned online.
- Don't complain about your job or boss.
- Refrain from making snarky comments about co-workers or customers.
- Don't reveal your drug/drink habits.
- Never make discriminatory or inflammatory remarks.
- Don't share intimate relationship details.
- Don't brag about skipping work, playing games or sleeping on the job.
- Do not broadcast an employer's confidential information.

high-quality headshot, the same one across all platforms. **Important:** Don't forget to check out photos where friends have tagged you on Facebook. If you're pictured at a party with a drink in hand, delete the tag. Adjust privacy settings to prevent that from happening again.

BLOT OUT THE BITTER

Have you ever gone online while under the influence or in a foul mood? Bad idea. "Whatever you wouldn't do at the networking event, don't do online," says Oliver. Some examples of social media gaffes: Posting about parties, dates, getting into posting wars with your friends, or using obscenities, faulty grammar, typos, or cryptic texting shortcuts.

"I personally would never put a thumbs-down sign on someone's comment," Oliver says. "I would not write anything negative, no snippy commentary at all."

GET LINKEDIN

This is the single best social media platform for job seekers because of its professional focus. Some savvy employers are now even requesting LinkedIn profile info as part of the job application process. One of the most powerful aspects of this profile is the recommendations from previous bosses and co-workers. Testimony from others is proof positive of your professionalism.

Make good use of keywords and set up links between all your social media profiles. LinkedIn, Facebook, Twitter, and Blogspot all rank high in Google searches.

WHAT WOULD YOUR MOTHER SAY?

Many career coaches and recruiters say that the rule of thumb for social media content is: Would you want your mother or employer to see it? No? Then don't post it.

"Self-censorship is the main key," says Alexandra Levit, author of *Blind Spots: The 10 Business Myths You Can't Afford to Believe on Your New Path to Success*. "Always think before you post, because if there is a single person out there who you don't want to see your content, I guarantee it will get back to them."

You may be too close to the situation to judge what's appropriate or not, so it can be helpful to have a second pair of eyes to look over your profiles. Select someone who's about the same age as your target employers, experienced in your field, or at least in the hiring process.

Witness Protection Program

Some job seekers are so concerned about privacy they've gone into lockdown mode and blocked all of their profiles. Unfortunately, that makes recruiters wonder what they're trying to hide. Plus, many of them seek employees with social media skills, so cleaning up what's out there is usually better than shutting it down.

Netiquette Tips

Dan Schwabel, a personal branding expert and author of *Me 2.0*, offers these tips to keep your digital reputation clean:

- Don't over-promote yourself or people will get turned off.
- Do share industry insights, useful resources, quotes and facts with your audience.
- Don't send your resume to employers on Facebook.
- Do build a relationship through tweeting before you email blindly.
- Don't come to an interview without researching the company and the hiring manager online, using LinkedIn first.

Written by Jebra Turner, a former human resources manager, who writes about career issues, and other business topics. She lives in Portland, Ore., and can be reached at www.jebra.com.

QUALITIES DESIRED IN NEW COLLEGE GRADUATES BY BUSINESSES, INDUSTRIES AND GOVERNMENT AGENCIES

Energy, Drive, Enthusiasm and Initiative

Hard-working, disciplined and dependable
Eager, professional and positive attitude
Strong self-motivation and high self-esteem
Confident and assertive, yet diplomatic and flexible
Sincere and preserves integrity
Ambitious and takes risks
Uses common sense

Adapts Textbook Learning to the Working World

Quick learner
Asks questions
Analytical; independent thinker
Willing to continue education and growth
Committed to excellence
Open-minded, willing to try new things

Knowledge of Computers

Established word processing, spreadsheet, database and presentation software skills
Firm understanding of mobile computing
Networking in its many forms: social, face-to-face and technological
Programming experience a plus

Communications Skills

Good writing skills
Excellent oral communication skills
Listens well; compassionate and empathetic
Excellent problem-solving and analytical skills
Creative and innovative

Leadership Skills

Organizational skills and attention to detail
Accepts and handles responsibilities
Action-oriented and results-driven
Loyal to employers
Customer-focused
Team-spirited; understands group dynamics
Always willing to help others
Mature, poised and personable
Diversity aware; treats others with respect and dignity

Oriented to Growth

Acceptance of an entry-level position; doesn't view required tasks as "menial"
Academic excellence in field of study
Views the organization's total picture, not just one area of specialization
Willing to accomplish more than required

Source: Adapted from Recruiting Trends by L. Patrick Scheetz, Ph.D., Collegiate Employment Research Institute. ©Michigan State University.

RESUMES & CORRESPONDENCE

RESUME CATEGORIES

REQUIRED CATEGORIES

Contact Information

Include name, address, phone number, email address

Jane E. Smith
601 Brown Mill Road
Whittier, CA 90601
562-123-4567
Jane_Smith@riohondo.edu

Education

Name of school, degree, major(s) and minor(s), anticipated graduation date. Include coursework if relevant to position, include GPA if it is 3.0 or higher.

Rio Hondo College

Associate of Science, Nursing, June 2016
GPA: 3.4

Experience

Include paid, internship, volunteer or military experience. Note the organization, job title, and dates of employment. Emphasize duties and accomplishments appropriate to the position for which you are applying. List all experiences in reverse chronological order.

You may also divide this section into specific categories: RELATED EXPERIENCE / ADDITIONAL EXPERIENCE / LEADERSHIP EXPERIENCE / INTERNSHIP EXPERIENCE / INTERNATIONAL EXPERIENCE / LAB EXPERIENCE, ETC.

Rio Hondo College, Learning Assistance Center, Tutor

Tutored 10-15 students in various academic areas.

OPTIONAL CATEGORIES

Objective

An objective is not always necessary, but if you do include one, it should be placed after contact information. Brief statement indicating a specific job goal. May also highlight relevant skills. For example:

To obtain an internship in public relations utilizing strong communication and writing skills

Activities

List student activities, committees, professional associations—describe any leadership roles or special projects

Research/Publications

Describe relevant research projects and any posters, articles, papers or books published

Projects

Elaborate on relevant projects completed for a class

Skills

Computer skills, lab techniques, or language skills

Community Involvement/Volunteer Service

Describe involvement, leadership roles, and demonstrated skills

Professional Associations

List any involvement with professional associations

Honors

May include academic honors, honor societies and scholarships

Languages

Include the language and level of proficiency, for example, fluent or conversational, read and write

Adapted with permission from the University of California, Irvine Job Search Guide.

THE TOP TEN PITFALLS IN RESUME WRITING

1. **Too long.** Most new graduates should restrict their resumes to one page. If you have trouble condensing, get help from a technical or business writer or a career center professional.
2. **Typographical, grammatical or spelling errors.** These errors suggest carelessness, poor education and/or lack of intelligence. Have at least two people proofread your resume. Don't rely on your computer's spell-checkers or grammar-checkers.
3. **Hard to read.** A poorly typed or copied resume looks unprofessional. Use a plain typeface, no smaller than a 12-point font. Asterisks, bullets, underlining, boldface type and italics should be used only to make the document easier to read, not fancier. Again, ask a professional's opinion.
4. **Too verbose.** Do not use complete sentences or paragraphs. Say as much as possible with as few words as possible. "A", "an" and "the" can almost always be left out. Be careful in your use of jargon and avoid slang.
5. **Too sparse.** Give more than the bare essentials, especially when describing related work experience, skills, accomplishments, activities, interests and club memberships that will give employers important information. Including membership in the Society of Women Engineers, for example, would be helpful to employers who wish to hire more women, yet cannot ask for that information.
6. **Irrelevant information.** Customize each resume to each position you seek (when possible). Of course, include all education and work experience, but emphasize only relevant experience, skills, accomplishments, activities and hobbies. Do not include marital status, age, sex, children, height, weight, health, church membership, etc.
7. **Obviously generic.** Too many resumes scream, "I need a job—any job!" The employer needs to feel that you are interested in that particular position with his or her particular company.
8. **Too snazzy.** Of course, use good quality bond paper, but avoid exotic fonts, colored paper, photographs, binders and graphics. Electronic resumes should include appropriate industry keywords and use a font size between 10 and 14 points. Avoid underlining, italics or graphics.
9. **Boring.** Make your resume as dynamic as possible. Begin every statement with an action verb. Use active verbs to describe what you have accomplished in past jobs. Take advantage of your rich vocabulary and avoid repeating words, especially the first word in a section.
10. **Too modest.** The resume showcases your qualifications in competition with the other applicants. Put your best foot forward without misrepresentation, falsification or arrogance.

THE THREE Rs

The three Rs of resume writing are **Research, Research, Research.** You must know what the prospective company does, what the position involves and whether you will be a fit, before submitting your resume. And that means doing research—about the company, about the position and about the type of employee the company typically hires.

Research the company. Read whatever literature the company has placed in the career library. For additional information, call the company. Ask for any literature it may have, find out how the company is structured and ask what qualities the company generally looks for in its employees. Ask if there are openings in your area, and find out the name of the department head and give him or her a call. Explain that you are considering applying to their company, and ask for their recommendation for next steps. Thank that person for the information, and ask to whom your resume should be directed.

The internet is another key tool to utilize in your research. Most companies have websites that include information regarding company background, community involvement, special events, executive bios or even past annual reports. Be sure to take advantage of the internet during your job search.

Research the position. The more you know about the position, the better able you will be to sell yourself and to target your resume to that position. If possible, interview someone who does that same job. In addition to finding out the duties, ask if there is on-the-job training, whether they value education over experience (or vice versa) and what kind of turnover the department experiences. Ask what they like about the position and the company; more important, ask what they don't like about it.

Finally, research yourself. Your goal is not just to get a job. Your goal is to get a job that you will enjoy. After you find out all you can about the company and the position, ask yourself honestly whether this is what you really want to do and where you really want to be. The odds are overwhelming that you will not hold this position for more than two or three years, so it's not a lifetime commitment; however, this first job will be the base of your lifetime career. You must start successfully so that future recommendations will always be positive. Furthermore, three years is a long time to spend doing something you don't like, working in a position that isn't challenging or living somewhere you don't want to live.

One last word of advice: Before you go to the interview, review the version of your resume that you submitted to this employer. The resume can only get you the interview; the interview gets you the job.



TRANSFERABLE SKILLS



If you're wondering what skills you have that would interest a potential employer, you are not alone. Many graduating students feel that two (or more) years of college haven't sufficiently prepared them to begin work after graduation. And like these students, you may have carefully reviewed your work history (along with your campus and civic involvement) and you may still have a difficult time seeing how the skills you learned in college will transfer to the workplace.

But keep in mind that you've been acquiring skills since childhood. Whether learning the value of teamwork by playing sports, developing editing skills working on your high school newspaper or developing countless skills while completing your coursework, each of your experiences has laid the groundwork for building additional skills.

WHAT ARE TRANSFERABLE SKILLS?

A transferable skill is a "portable skill" that you *deliberately* (or inadvertently, if you haven't identified them yet) take with you to other life experiences. Your transferable skills are often:

- acquired through a class (e.g., an English major who is taught technical writing)
- acquired through experience (e.g., the student government representative who develops strong motivational and consensus-building skills)

Transferable skills supplement your degree. They provide an employer concrete evidence of your readiness and qualifications for a position. Identifying your transferable skills and communicating them to potential employers will greatly increase your success during the job search.

Remember that it is impossible to complete college without acquiring transferable skills. Campus and community activities, class projects and assignments, athletic activities, internships and summer/part-time jobs have provided you with countless experiences where you've acquired a range of skills—many that you may take for granted.

IDENTIFYING TRANSFERABLE SKILLS

While very closely related (and with some overlap), transferable skills can be divided into three subsets:

- Working With People
- Working With Things
- Working With Data/Information

For example, some transferable skills can be used in every workplace setting (e.g., organizing or public speaking) while some are more applicable to specific settings (e.g., drafting or accounting).

The following are examples of skills often acquired through the classroom, jobs, athletics and other activities. Use these examples to help you develop your own list of the transferable skills you've acquired.

Working With People

- Selling • Training • Teaching • Supervising • Organizing • Soliciting • Motivating
- Mediating • Advising • Delegating • Entertaining • Representing • Negotiating
- Translating

Working With Things

- Repairing • Assembling parts • Designing • Operating machinery • Driving
- Maintaining equipment • Constructing • Building • Sketching • Working with CAD
- Keyboarding • Drafting • Surveying • Troubleshooting

Working With Data/Information

- Calculating • Developing databases • Working with spreadsheets • Accounting
- Writing • Researching • Computing • Testing • Filing • Sorting • Editing
- Gathering data • Analyzing • Budgeting

ADDITIONAL TIPS TO HELP IDENTIFY YOUR TRANSFERABLE SKILLS

1. Review your list of transferable skills with someone in your field(s) of interest to help you identify any additional skills that you may want to include.
2. Using a major job posting website, print out descriptions of jobs that interest you to help you identify skills being sought. (Also use these postings as guides for terminology on your resume.)
3. Attend career fairs and company information sessions to learn about the skills valued by specific companies and industries.



It is impossible to complete college without acquiring transferable skills.

EASY STEPS TO IDENTIFY YOUR TRANSFERABLE SKILLS

Now that you know what transferable skills are, let's put together a list of your transferable skills. You may want to work with a counselor in the Center for Career & Re-Entry Services to help you identify as many transferable skills as possible.

Step 1. Make a list of every job title you've held (part-time, full-time and internships), along with volunteer, sports and other affiliations since starting college. (Be sure to record officer positions and other leadership roles.)

Step 2. Using your transcript, list the classes in your major field of study along with foundation courses. Include electives that may be related to your employment interests.

Step 3. For each job title, campus activity and class you've just recorded, write a sentence and then underline the action taken. (Avoid stating that you *learned* or *gained experience* in any skill. Instead, present your skill more directly as a verifiable qualification.)

"While working for Jones Engineering, I performed 3D modeling and drafting."

NOT *"While working for Jones Engineering, I gained experience in 3D modeling and drafting."*

"As a member of the Caribbean Students Association, I developed and coordinated the marketing of club events."

NOT *"As a member of the Caribbean Students Association, I learned how to market events."*

Step 4. Make a list of the skills/experiences you've identified for future reference during your job search.

Using Transferable Skills in the Job Search

Your success in finding the position right for you will depend on your ability to showcase your innate talents and skills. You will also need to demonstrate how you can apply these skills at an employer's place of business. Consult the staff at the Center for Career & Re-Entry Services to help you further identify relevant transferable skills and incorporate them on your resume and during your interviews. During each interview, be sure to emphasize only those skills that would be of particular interest to a specific employer.

Transferable skills are the foundation upon which you will build additional, more complex skills as your career unfolds. Start making your list of skills and you'll discover that you have more to offer than you realized!

Written by Rosita Smith.





TARGET YOUR RESUME TO THE JOB



(one size does not fit all)



- Make it easy for the employer to see your fit for the job
- Do not assume they will “know what you mean”—be specific
- Use action verbs to demonstrate what you have accomplished
- Use the job posting as a guideline for targeting your resume

STEPS TO TARGET YOUR RESUME

1. Create a general resume following the guidelines in the preceding pages of this guide.
2. Review job description:
 - Read the specific skills and qualifications: underline words/phrases that match your background
 - Read the job responsibilities: underline words/phrases that match your background
 - Take an inventory of your experiences: how and where have you applied these skills?

Tips:

- Use the keywords from the job posting and the targeted industry (Online applications are often matched to keywords in the job posting for screening out resumes)
- If the job posting is very limited, find similar jobs to use as a guide
- The cover letter will also be targeted and can elaborate on your “fit”

**Targeting the job applies to all sections of the resume.
The following page shows an example of only one section.**



TARGETED RESUME SECTION SAMPLE



INTERNSHIP POSTING: PUBLIC RELATIONS

Who We Want...

Our ideal candidate is a numbers person who loves market research and analytics. This person must also be proactive, organized, and an excellent communicator who works well in teams and independently.

Typical internship responsibilities include but are not limited to:

- Developing media lists/databases ①
- Drafting press releases and pitch emails ②
- Identifying and compiling editorial calendar lists
- Creating briefing sheets in preparation for media interviews
- Assisting with PowerPoint presentation development ③
- Monitoring for client and competitor coverage ④
- Developing media coverage books, including scanning, clipping, formatting, printing and binding
- Press kits, marketing kits and media coverage books ⑤
- Collection, analysis and reporting of internet data for purposes of understanding and optimizing web usage ⑥
- General office administration tasks such as managing the subscription database and sorting email
- Media relations
- Compiling agency marketing kits

Skills and Requirements:

- Strong research and analytical skills are a must! ⑦
- Commitment to a full-time schedule for three months; 8:30A - 5:30P. Monday thru Friday ⑧
- BA/BS in English, Journalism, Communications or related field or equivalent work experience
- Proficient in Microsoft Office and strong internet research skills

General Resume (before)

Financial Relations Board, Los Angeles, CA	Jan. - Sept. 20XX
Investor Relations & Account Intern	
<ul style="list-style-type: none"> • Assisted with materials for client meetings, including presentations and printed information. • Reviewed newspapers and internet for company information 	
Terri Hines & Associates, Burbank, CA	Summer 20XX
Publicity/Marketing Intern	
<ul style="list-style-type: none"> • Assisted with events and promotions • Contributed in brainstorming to pitch ideas to clients (print, television, radio, online, and grassroots efforts) • Assisted at pre-screenings of films, etc. 	

Targeted Resume (after)

Financial Relations Board, Los Angeles, CA	Jan. - Sept. 20XX
Investor Relations & Account Intern	
<ul style="list-style-type: none"> • Offered peer group and investor targeted research, drafted and issued ② <u>press releases</u>, prepared and delivered presentations using <u>PowerPoint</u> ③ • Conducted <u>media monitoring</u>, ④ <u>developed media lists and databases</u>, ① completed investor and media outreach • <u>Compiled press kits, marketing kits and media coverage books</u> ⑤ 	
Terri Hines & Associates, Burbank, CA	Summer 20XX
Publicity/Marketing Intern	
<ul style="list-style-type: none"> • Applied <u>strong research</u> and <u>analysis skills</u> to monitor internet usage using Google analytics ⑦ ⑥ • Assisted in publicity and promotions department; client base included Paramount, Sony Pictures, Disney, Focus Features • Secured and coordinated promotional events, assembled and mailed press packets, followed up with clients • Contributed in brainstorming to pitch ideas to clients (print, television, radio, online, and grassroots efforts) • Assisted at pre-screenings of films, promotional events, press junkets, and television interviews by coordinating set-up and prize awards • <u>40 hours/week</u> ⑧ 	



CHRONOLOGICAL RESUMES



A chronological resume is the most commonly used style and is often preferred by employers. This format lists your work experience in reverse chronological order (most recent comes first). The chronological resume illustrates consistency in your work history and is most suitable when your work experience and academic background relate directly to the job to which you are applying.

General Sample

Internship Sample

Sam Student
12345 Somewhere Dr.
Whittier, CA 90602
(562) 123-4567 FirstandLastname@gmail.com

OBJECTIVE Seeking a position as a Customer Service Representative.

SUMMARY OF SKILLS

- 3 years of customer service, marketing, and sales experience
- Computer proficient – Word, Excel, PowerPoint, Photoshop
- Cashiering and money handling skills
- Excellent problem solver
- Language: Fluently speak, write, and read Spanish

EDUCATION

Associate of Arts Degree, Business Administration 2015
Rio Hondo College, Whittier, CA
Anticipate transfer to CSU Los Angeles Fall 2015
Relevant coursework: Managerial Accounting, Legal Environment of Business, Introduction to Computer Information Technology, Business Communications

Diploma
Whittier High School, Whittier, CA

- Volunteer Mentor to Youth
- Volunteer Ambassador at Presbyterian Intercommunity Hospital

EXPERIENCE

Marketing Intern Jan. 2014 – Present
OneStop Inc., Santa Fe Springs, CA

- Provide customer service
- Edit and maintain social media campaign
- Participate in product development meetings
- Conduct inventory management
- Follow proper shipping and packaging procedures

Customer Service Clerk Dec. 2013 – Dec. 2014
Hernandez Hardware, Whittier, CA

- Provided customer service
- Processed cash and credit card transactions
- Maintained and restocked inventory
- Adhered to workplace health and safety standards

Michael Major
2010 Decision Drive | Pico Rivera, CA 90660 | (562) 555-4321 | mmajor6789@my.riohondo.edu

OBJECTIVE

Seeking a business-related internship with the City of Pico Rivera.

SKILLS SUMMARY

- 10+ years of customer service in food services and sales
- 5 years of office and records management experience (inventory, payroll, cash handling)
- Languages: Conversational Spanish and Mandarin
- Computer proficient – Microsoft Word, PowerPoint, and Excel
- Ability to exercise good judgment and professionalism

WORK EXPERIENCE

Independent Car Sales, South El Monte, CA 2013 – Present
Self-employed

- Buy cars from auction and re-sell
- Advertise sales on Craigslist and AutoTrader

Casa Alvarez Restaurant & Bar, Santa Fe Springs, CA 2004 – Present
Manager

- Provide customer service and cashiering for family-owned business
- Handle inventory and light book-keeping
- Responsible for managing licensing and permits
- Maintain cleanliness and safety of work environment per OSHA and Health Department standards

EDUCATION

Rio Hondo College, Whittier, CA 2014 – Present
Major: Accounting
Relevant coursework: Introduction to Accounting; Financial Accounting; Managerial Accounting; Legal Environment of Business; Introduction to Computer Information Technology; Introduction to Business

El Rancho High School, Pico Rivera, CA Diploma

Extensive Work Experience Sample

Samantha Sample

713 College Way • Whittier, CA 90601
(562) 555-1110 • samantha.sample@my.riohondo.edu

OBJECTIVE

Seeking a position as a Preschool Teacher.

SKILLS PROFILE

- 10 years of teaching experience in the preschool setting
- Ability to plan and implement age-appropriate and culturally-relevant programs and activities
- Experience maintaining and developing a safe learning environment
- Ability to communicate effectively and respectfully with children, parents, and staff
- Experience in observation techniques, documentation, and parent conferences
- Active CPR certification and familiar with emergency procedures

PROFESSIONAL EXPERIENCE

Lead Preschool Teacher 2011 - Present

Hacienda La Puente Unified School District, Hacienda Heights, CA
Develop and implement lessons for preschool students. Provide snacks and monitor discipline. Supervise aides, assistants, and practicum students.

Preschool Teacher 2009 - 2011

Family Christian Preschool, Rowland Heights, CA
Planned and implemented curriculum for children ages 3-5. Led parent-teacher conferences.

Substitute Preschool Teacher 2005 - 2009

Early Learning Center, La Habra, CA
Performed observations, kept progress notes, conducted evaluations, and made appropriate referrals.

Clerk/Health Assistant 2000 - 2005

Montebello Unified School District, Montebello, CA
Conducted and documented health assessments. Administered, recorded, and logged medications. Handled record-keeping and maintained logs. Filed medical and child abuse reports.

EDUCATION & CERTIFICATIONS

Rio Hondo College, Whittier, CA Expected Dec. 2015
Associate of Science in Child Development

Mt. San Antonio College, Walnut, CA June 2002
Child Development Teacher Permit, Certificate Levels 1 & 2

Career & Technical Education Sample

2468 MAIN ST. • SOUTH EL MONTE, CA 91733
(562) 555-0713 • SOPHIASTUDENT@GMAIL.COM

SOPHIA STUDENT

OBJECTIVE

Seeking an Environmental Technology internship.

SKILLS SUMMARY

- 40 hour HAZWOPER certified
- HIPPA, OSHA, First Aid certified
- Customer service and general office experience
- Computer proficient: Microsoft, PowerPoint, and Excel
- Dedicated and hard worker
- Bilingual in Mandarin and English

EDUCATION

Rio Hondo College, Whittier, CA 2012 – Present

Major: Environmental Technology

Relevant coursework: Environmental Biology, Introduction to Geographic Information Systems, Chemistry, Environmental Sampling & Analysis

South El Monte High School Diploma

WORK EXPERIENCE

Technical Assembly Company, La Mirada, CA 2011 – 2013

Assembler

- Assembled hygienic products according to health standards
- Utilized precision equipment and repaired equipment as necessary
- Performed quality control
- Coordinated and moderated weekly staff meetings involving 21 employees

WR Construction Services, Hacienda Heights, CA 2008 – 2010

Receptionist

- Oversaw front office and delegated duties to office assistant
- Scheduled appointments, organized files, and answered phones
- Developed relationships with new and existing clients

POWER VERBS FOR YOUR RESUME

accelerated	certified	edited	indicated	planned	sanctioned
accommodated	chaired	educated	inferred	polished	satisfied
accomplished	charted	elevated	influenced	prepared	scheduled
achieved	clarified	elicited	informed	prescribed	screened
acquired	classified	employed	initiated	prioritized	scrutinized
acted	coached	empowered	innovated	processed	secured
activated	collaborated	enabled	inspected	procured	served
adapted	collected	encouraged	inspired	produced	set goals
added	commissioned	endorsed	instituted	programmed	settled
addressed	committed	engineered	instructed	projected	shaped
adjusted	communicated	enhanced	integrated	promoted	smoothed
administered	compared	enlarged	interceded	publicized	solicited
admitted	compiled	enlisted	interpreted	purchased	solved
advanced	composed	enriched	interviewed		sought
advised	computed	enumerated	introduced	queried	spearheaded
aided	conceptualized	envisioned	invented	questioned	specified
alleviated	concluded	established	investigated		spoke
allocated	confirmed	estimated	involved	raised	stimulated
allowed	consented	evaluated	issued	rated	streamlined
altered	consolidated	examined		realized	strengthened
ameliorated	constructed	excelled	judged	recommended	studied
amended	contracted	executed	justified	reconciled	submitted
analyzed	contributed	exercised		recorded	substantiated
appointed	converted	expanded	launched	recruited	suggested
apportioned	convinced	expedited	lectured	rectified	summarized
appraised	cooperated	explained	led	reduced (losses)	supervised
apprised	coordinated	extended	licensed	refined	supplemented
approved	correlated	extracted	lightened	referred	surveyed
approximated	corresponded		linked	reformed	sustained
arbitrated	counseled	fabricated	maintained	regarded	synthesized
arranged	created	facilitated	marketed	regulated	systematized
ascertained	critiqued	familiarized	measured	rehabilitated	
assembled	customized	fashioned	mediated	reinforced	tabulated
assessed		figured	minimized	rejuvenated	tailored
assigned	debugged	finalized	mobilized	related	traced
assisted	deciphered	forecasted	modeled	relieved	trained
attained	dedicated	formulated	moderated	remedied	transacted
attested	delegated	fostered	modernized	remodeled	transformed
audited	deliberated	founded	modified	repaired	translated
augmented	demonstrated	fulfilled	monitored	reported	transmitted
authored	designated		motivated	researched	
authorized	designed	generated	multiplied	reserved	updated
	determined	grew		resolved	upgraded
	devaluated	guaranteed	negotiated	(problems)	
	developed	guided		restored	validated
balanced	devised		officiated	retrieved	valued
bolstered	diagnosed	hired	operated	revamped	verified
boosted	directed		orchestrated	reviewed	visualized
brainstormed	disbursed	identified	organized	revised	
budgeted	dispatched	illustrated	originated	revitalized	
built	displayed	implemented	overhauled	revived	
	drafted	improved			
calculated		improvised	performed		
catalogued	eased	increased	persuaded		
centralized	eclipsed	indexed	pioneered		

Adapted with permission from the Career Resource Manual of the University of California, Davis.



COVER LETTERS



A customized, well-written cover letter should always accompany your resume and can increase your chances of being invited to interview. Your letter is often the first point of contact between you and a potential employer, so making a positive first impression through your writing is critical. Your correspondence should always be concise, professional, and targeted.

The cover letter is an opportunity to demonstrate 1) your knowledge of the position and company, and 2) how your experience aligns with the qualifications desired by the employer. You will want to make a strong connection between the employer’s needs and your background and abilities.

While it is ideal to address the cover letter to the particular person making employment decisions whenever possible, “Dear Hiring Manager” or “Dear Human Resources Manager” is also acceptable. Follow up with the employer if you don’t hear back from them after 2-3 weeks.

Use the same font, header, and paper that you used for your resume.

SAMPLE COVER LETTER TEMPLATE

Your Name
 Your Mailing Address
 Your Phone Number
 Your Email Address

Contact Name
 Title
 Company or Organization Name
 Company Mailing Address

Date of Letter

Dear _____:

(Opening Paragraph—State your reason for contacting the company.) I am submitting my resume in response to the job opening for the Program Manager position recently posted on the College Central Network website. Currently, I am working toward an Associate’s degree in Business Management & Supervision, and I would welcome the opportunity to contribute my strong leadership and interpersonal skills to your growing team.

(Middle Paragraph(s)—Describe your interest in the position and company, and highlight your qualifications, skills, and experiences which relate to the position.) I am confident that I have much to offer your company. Your commitment to integrity and “green” solutions align closely with my personal values. Through my internship last semester, I acquired an in-depth understanding of the responsibilities associated with working in this field. Additionally, I have developed excellent supervisory, coordination, and planning skills through my education and professional experience.

(Closing Paragraph—Reiterate your interest in the position and your desire to arrange an interview.) I very much look forward to speaking with you in person about my interest in the Program Manager position. I can be reached at (562) 555-5555 or by email at road.runner1234@my.riohondo.edu in order to schedule an interview at your convenience. Thank you in advance for your consideration.

Sincerely,

Your Signature Here

Type your full name



THANK YOU LETTERS



Writing a thank you letter promptly after an interview (same day or the next day) is a must and helps you to stand out from other applicants. Thank you letters show that you are aware of professional courtesy and etiquette while also demonstrating your continued interest in the position. If you have been interviewed by a panel, you will need to send letters to each panel member individually. While many recruiters prefer a typed, hard-copy letter, an email allows you to send the thank you message in a timely manner—just remember that all email correspondence should still follow proper business format. A week after sending a thank you email or letter, you may follow up with the employer to show your continued interest and to ask whether there is any additional information that you may provide.

SAMPLE THANK YOU LETTER TEMPLATE FOR EMAIL

To: Robyn Recruiter <robyn.recruiter@abcschool.com>
From: Raquel Roadrunner <raquel.roadrunner1234@my.riohondo.edu>
Subject: Thank you for the interview
Date: November 10, 2015

Dear Ms./Mr. Recruiter:

(Opening Paragraph—Express your appreciation for the interview.) Thank you for taking the time this morning to discuss my interest in the Preschool Teacher position. I am impressed by your school's obvious interest in providing high quality early education programs.

(Middle Paragraph—Confirm your interest in the position and communicate confidence that you can perform the job well. Include a unique detail from the interview to refresh the interviewer's memory of you.) I enjoyed our conversation, and I am excited about the possibility of joining your team of teachers. In relation to our discussion about the changing nature of educational practices, I consider myself to be a quick learner and an adaptable individual. In a performance review at my practicum site, my supervisor had this to say about my approach to teaching: "Raquel consistently exceeds communicated expectations regarding her job responsibilities. She is a creative and resourceful educator who wants all children to become successful learners."

(Closing Paragraph—Reiterate your interest and enthusiasm.) I recognize the importance of finding the right candidate to fit the job, and I am confident that I have the skills, energy, temperament, and desire to perform the Preschool Teacher position with enthusiasm and competence. You offer an environment that would challenge me to do my best work. Again, thank you for considering me for this opportunity. I look forward to hearing from you soon.

Sincerely,

Raquel Roadrunner

123 Main Street
Whittier, CA 90601
(562) 555-1234



PROFESSIONAL REFERENCES



Potential employers use references to verify the experience and information you have provided through your resume and interview. Professional references should be people who are familiar with your work and can vouch for your qualifications, such as a former supervisor or colleague. Ask each person you'd like to include on your references page and give them a copy of your resume along with the job description(s) to which you are applying. Use the same font and header that you used on your resume and cover letter for a consistent, professional look.

Do not include a references page with your resume unless specifically requested to do so. A references page is normally a separate document that is sent only when it is requested by an employer.

SAMPLE REFERENCES TEMPLATE

Your Name
Your Mailing Address
Your Phone Number
Your Email Address

References

Name
Title
Company or Organization
Mailing Address
Phone Number
Email Address

Name
Title
Company or Organization
Mailing Address
Phone Number
Email Address

Name
Title
Company or Organization
Mailing Address
Phone Number
Email Address

EMAIL CORRESPONDENCE

For most of us, sending and receiving email is simple and fun. We use it to communicate with friends and family and to converse with our contemporaries in an informal manner. But while we may be unguarded in our tone when we email friends, a professional tone should be maintained when communicating with prospective employers.

Email is a powerful tool in the hands of a knowledgeable job-seeker. Use it wisely and you will shine. Use it improperly, however, and you'll brand yourself as immature and unprofessional. It's irritating when a professional email doesn't stay on topic, or the writer just rambles. Try to succinctly get your point across—then end the email.

Be aware that email is often the preferred method of communication between job-seeker and employer. There are general guidelines that should be followed when emailing cover letters, thank-you notes and replies to various requests for information. Apply the following advice to every email you write:

- Use a meaningful subject header for your email—one that is appropriate to the topic.
- Always be professional and businesslike in your correspondence. Address the recipient as Mr., Ms. or Mrs., and always verify the correct spelling of the recipient's name.
- Be brief in your communications. Don't overload the employer with lots of questions in your email.
- Ditch the emoticons. While a ☺ or an LOL (laughing out loud) may go over well with friends and family, do not use such symbols in your email communications with business people.
- Do not use strange fonts, wallpapers or multicolored backgrounds.
- Sign your email with your full name.
- Avoid using slang.
- Be sure to proofread and spell-check your email before sending it.

Neal Murray, former Director of the Career Services Center at the University of California, San Diego, sees a lot of email from job-seekers. "You'd be amazed at the number of emails I receive that have spelling errors, grammatical errors, formatting errors—emails that are too informal in tone or just poorly written," says Murray. Such emails can send the message that you are unprofessional or unqualified.

When you're dealing with employers, there is no such thing as an inconsequential communication. Your emails say far more about you than you might realize, and it is important to always present a polished, professional image—even if you are just emailing your phone number and a time when you can be contacted. If you are sloppy and careless, a seemingly trivial communication will stick out like a sore thumb.

TIPS

In addition to the guidelines stated above, here are a few tips to keep in mind:

- Make sure you spell the recipient's name correctly. If the person uses initials such as J.A. Smith and you are not certain of the individual's gender, then begin the email: "Dear J.A. Smith."
- Stick to a standard font like Times New Roman, 12-point.
- Keep your email brief and businesslike.
- Proofread everything you write before sending it.

While a well-crafted email may not be solely responsible for getting you your dream job, rest assured that an email full of errors will result in your being overlooked. Use these email guidelines and you will give yourself an advantage over other job-seekers who are unaware of how to professionally converse through email.

Written by John Martalo, a freelance writer based in San Diego.

INTERVIEWING

WHAT HAPPENS DURING THE INTERVIEW?

TEN RULES OF INTERVIEWING

Before stepping into an interview, be sure to practice, practice, practice. A job-seeker going to a job interview without preparing is like an actor performing on opening night without rehearsing.

To help with the interview process, keep the following ten rules in mind:

1. Keep your answers brief and concise.

Unless asked to give more detail, limit your answers to two to three minutes per question. Tape yourself and see how long it takes you to fully answer a question.

2. Include concrete, quantifiable data.

Interviewees tend to talk in generalities. Unfortunately, generalities often fail to convince interviewers that the applicant has assets. Include measurable information and provide details about specific accomplishments when discussing your strengths.

3. Repeat your key strengths three times.

It's essential that you comfortably and confidently articulate your strengths. Explain how the strengths relate to the company's or department's goals and how they might benefit the potential employer. If you repeat your strengths then they will be remembered and—if supported with quantifiable accomplishments—they will more likely be believed.

4. Prepare five or more success stories.

In preparing for interviews, make a list of your skills and key assets. Then reflect on past jobs and pick out one or two instances when you used those skills successfully.

5. Put yourself on their team.

Ally yourself with the prospective employer by using the employer's name and products or services. For example,

The interviewing process can be scary if you don't know what to expect. All interviews fit a general pattern. While each interview will differ, all will share three common characteristics: the beginning, middle and conclusion.

The typical interview will last 30 minutes, although some may be longer. A typical structure is as follows:

- Five minutes—small talk
- Fifteen minutes—a mutual discussion of your background and credentials as they relate to the needs of the employer
- Five minutes—asks you for questions
- Five minutes—conclusion of interview

As you can see, there is not a lot of time to state your case. The employer may try to do most of the talking. When you do respond to questions or ask your own, your statements should be concise and organized without being too brief.

IT STARTS BEFORE YOU EVEN SAY HELLO

The typical interview starts before you even get into the inner sanctum. The recruiter begins to evaluate you the minute you are identified. You are expected to shake the recruiter's hand upon being introduced. Don't be afraid to extend your hand first. This shows assertiveness.

It's a good idea to arrive at least 15 minutes early. You can use the time to relax. It gets easier later. It may mean counting to ten slowly or wiping your hands on a handkerchief to keep them dry.

SMALL TALK

Many recruiters will begin the interview with some small talk. Topics may range from the weather to sports and will rarely focus on anything that brings out your skills. Nonetheless, you are still being evaluated.

Recruiters are trained to evaluate candidates on many different points. They may be judging how well you communicate on an informal basis. This means you must do more than smile and nod.

THE RECRUITER HAS THE FLOOR

The main part of the interview starts when the recruiter begins discussing the organization. If the recruiter uses vague generalities about the position and you want more specific information, ask questions. Be sure you have a clear understanding of the job and the company.

As the interview turns to talk about your qualifications, be prepared to deal with aspects of your background that could be construed as negative, i.e., low grade point average, no participation in outside activities, no related work experience. It is up to you to convince the recruiter that although these points appear negative, positive attributes can be found in them. A low GPA could stem from having to fully support yourself through college; you might have no related work experience, but plenty of experience that shows you to be a loyal and valued employee.

Many times recruiters will ask why you chose the major you did or what your career goals are. These questions are designed to determine your goal direction. Employers seek people who have direction and motivation. This can be demonstrated by your answers to these innocent-sounding questions.

IT'S YOUR TURN TO ASK QUESTIONS

When the recruiter asks, "Now do you have any questions?" it's important to have a few ready. Dr. C. Randall Powell, author of *Career Planning Today*, suggests some excellent strategies for dealing with this issue. He says questions should elicit positive responses from the employer. Also, the questions should bring out your interest in and knowledge of the organization.

By asking intelligent, well-thought-out questions, you show the employer you are serious about the organization and need more information. It also indicates to the recruiter that you have done your homework.

THE CLOSE COUNTS, TOO

The interview isn't over until you walk out the door. The conclusion of the interview usually lasts five minutes and is very important. During this time the recruiter is assessing your overall performance.

It is important to remain enthusiastic and courteous. Often the conclusion of the interview is indicated when the recruiter stands up. However, if you feel the interview has reached its conclusion, feel free to stand up first.

Shake the recruiter's hand and thank him or her for considering you. Being forthright is a quality that most employers will respect, indicating that you feel you have presented your case and the decision is now up to the employer.

EXPECT THE UNEXPECTED

During the interview, you may be asked some unusual questions. Don't be too surprised. Many times questions are asked simply to see how you react.

For example, surprise questions could range from, "Tell me a joke" to "What time period would you like to have lived in?" These are not the kind of questions for which you can prepare in advance. Your reaction time and the response you give will be evaluated by the employer, but there's no way to anticipate questions like these. While these questions are not always used, they are intended to force you to react under some stress and pressure. The best advice is to think and give a natural response.

EVALUATIONS MADE BY RECRUITERS

The employer will be observing and evaluating you during the interview. Erwin S. Stanton, author of *Successful Personnel Recruiting and Selection*, indicates some evaluations made by the employer during the interview include:

1. How mentally alert and responsive is the job candidate?
2. Is the applicant able to draw proper inferences and conclusions during the course of the interview?
3. Does the applicant demonstrate a degree of intellectual depth when communicating, or is his/her thinking shallow and lacking depth?
4. Has the candidate used good judgment and common sense regarding life planning up to this point?
5. What is the applicant's capacity for problem-solving activities?
6. How well does the candidate respond to stress and pressure?

WHAT TO WEAR

- Unless otherwise directed, dress conservatively. Men should wear a dark suit and conservative tie. Women should wear a dark suit. Avoid miniskirts, trendy outfits, or loud colors.
- You may dress in business casual for interviews only if the employer indicates this is appropriate. Make sure your clothes are cleaned and pressed.
- Wear dark polished conservative shoes with closed toe and heel. Men should wear long, dark socks and women should wear dark or nude colored nylons or trouser socks.
- Minimize jewelry and makeup. Women should wear no more than one pair of small earrings. Men and women should wear no additional body piercings.

"As a member of _____, I would carefully analyze the _____ and _____." Show that you are thinking like a member of the team and will fit in with the existing environment. Be careful though not to say anything that would offend or be taken negatively. Your research will help you in this area.

6. Image is often as important as content.

What you look like and how you say something are just as important as what you say. Studies have shown that 65 percent of the conveyed message is nonverbal; gestures, physical appearance and attire are highly influential during job interviews.

7. Ask questions.

The types of questions you ask and the way you ask them can make a tremendous impression on the interviewer. Good questions require advance preparation. Just as you plan how you would answer an interviewer's questions, write out specific questions you want to ask. Then look for opportunities to ask them during the interview. Don't ask about benefits or salary. The interview process is a two-way street whereby you and the interviewer assess each other to determine if there is an appropriate match.

8. Maintain a conversational flow.

By consciously maintaining a conversational flow—a dialogue instead of a monologue—you will be perceived more positively. Use feedback questions at the end of your answers and use body language and voice intonation to create a conversational interchange between you and the interviewer.

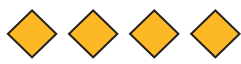
9. Research the company, product lines and competitors.

Research will provide information to help you decide whether you're interested in the company and important data to refer to during the interview.

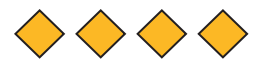
10. Keep an interview journal.

As soon as possible, write a brief summary of what happened. Note any follow-up action you should take and put it in your calendar. Review your presentation. Keep a journal of your attitude and the way you answered the questions. Did you ask questions to get the information you needed? What might you do differently next time? Prepare and send a brief thank-you letter. Restate your skills and stress what you can do for the company.

Written by Roseanne R. Bensley, Career Services, New Mexico State University.



YOUR BRAGGING RIGHTS: SELLING YOURSELF



For the most part, modesty is an admirable trait. But it's of little use during a job interview. The purpose of an interview is to find the best candidate for a particular job. Employers want to know about the knowledge, skills, attributes and experience that distinguish you from other job candidates, and they won't know what makes you special unless you tell them. However, most employers won't go out of their way to hire someone who comes across as cocky or arrogant. So how do you balance the two? How do you put your best foot forward without seeming conceited and egotistical?

CHOOSE WHAT TO TALK ABOUT

Start with the job posting and make a list of all the preferences and requirements. Then try to match them with your own knowledge, skills and experience. Make sure that you have examples ready for as many of the preferences listed as possible. If leadership experience is preferred, scrutinize your past for examples of it. If the job requires good teamwork skills, be prepared with examples from your past. But also be prepared to talk about things not listed specifically in the job posting. Find out all you can about the company and the job you are interviewing for. If you have certain experience or knowledge that you think would make you do the job better, don't hesitate to talk about it. The employer is looking for the best candidate for the job. Looking beyond the job posting could help separate you from other applicants.

Make sure that everything you discuss is relevant to the job. It's not easy to do, but you may have to leave out some of your most impressive skills and achievements. Talking about skills, accomplishments or experience with no relevance to the job does not help the interviewer identify you as a strong job candidate, and could easily be interpreted as bragging.

Many recent college graduates make the mistake of limiting their discussion to their college coursework, or jobs they had that are directly related to the one they are applying for. But this is a mistake. "Students should be willing to talk about any type of knowledge or skills that they have acquired that are relevant to the job they are interviewing for," says Micael Kemp, retired Director of Career Services at the University of California, Santa Barbara. Volunteer experience, leadership positions in a sorority or a fraternity, extracurricular activities, and even work experience at retail or fast-food jobs can be sources of information. "Many students underplay work experience gained at places like grocery stores or fast-food restaurants," she continues. "But employers deeply appreciate people who have gotten their hands dirty and aren't afraid to work hard."

STORY TIME

Reading off a list of knowledge, experience, and accomplishments makes for a short and boring interview. Your job during the interview is to keep the interviewer interested in what you are saying. Many career counselors suggest that job candidates prepare a reservoir of stories that they can pull from during the interview. People are naturally drawn to stories. It's why we read novels and why we watch movies. Also, stories allow job candidates

to show interviewers their skills and knowledge instead of just telling them. "Interviewers need more than just your word that you have a particular skill or attribute. They need specific examples, and stories are a good way of providing that," says Cynthia Redwine, former Director of the Engineering Career Resource Center at the University of Michigan, College of Engineering.

Stories have the added benefit of being easy to remember—for you, as you use a particular story to demonstrate your qualifications during the interview—and for the interviewer who must access your skills and attributes after the interview is completed. Demonstrating a particular job attribute through a story has the added benefit of sounding less boastful than stating the qualification directly. Saying that you are a good leader sounds boastful; explaining how you led a team of volunteers during a record food drive is admirable.

Once you have created a list of job skills and requirements from the job posting and your own research of the company and the position, sit down and try to come up with stories to demonstrate each. Of course, certain things cannot be demonstrated through a story (a high GPA, or a certain degree or academic specialty), but that information is already apparent to the interviewer from your resume. However, stories can be used in situations that at first might not be apparent. For example, instead of simply stating that you are proficient with a particular piece of software, you can tell the interviewer how you applied the software to accomplish a particular task. Keep your stories short and to the point. An interview is not a creative writing class. There is no need to supply vivid descriptions or unrelated background information. In fact, many career counselors suggest that students keep their stories limited to one minute.

FINAL ADVICE

Take time to prepare for the interview. Never walk into an interview with the intention of "winging it" no matter how qualified you think you are for the position. If you are having trouble coming up with stories or examples for the interview, make sure you talk to friends, family members, co-workers, professors and career counselors. Often those around us can see skills and attributes that we do not.

Students sometimes make the mistake of telling employers about job-related knowledge or experience that they don't have. While candor is an admirable trait, such frankness is out of place in a job interview. Employers don't want to know why you can't do the job, but why you can do it.

Employers want to hire people who are excited and proud of the work that they have done. They want to know that you will bring that same type of proficiency and enthusiasm to their company. "You have a responsibility during the interview—not to brag, but to give the employer the best picture you can of what they will get if they hire you," says Kemp. "It's your responsibility to make sure they get that information, whether or not they ask good questions."

Written by Chris Enstrom, a freelance writer in Nashville, Ind.



GUIDE TO



PRE-EMPLOYMENT INQUIRIES

ACCEPTABLE	SUBJECT	UNACCEPTABLE
"Have you worked for this company under a different name?" "Have you ever been convicted of a crime under another name?"	NAME	Former name of applicant whose name has been changed by court order or otherwise
Applicant's place of residence How long applicant has been a resident of this state or city	ADDRESS OR DURATION OF RESIDENCE	
	BIRTHPLACE	Birthplace of applicant Birthplace of applicant's parents, spouse or other relatives Requirement that applicant submit a birth certificate, naturalization or baptismal record
"Can you, after employment, submit a work permit if under 18?" "Are you over 18 years of age?" "If hired, can you furnish proof of age?" or Statement that hire is subject to verification that applicant's age meets legal requirements	AGE	Questions that tend to identify applicants 40 to 64 years of age
	RELIGION	Applicant's religious denomination or affiliation, church, parish, pastor or religious holidays observed "Do you attend religious services or a house of worship?" Applicant may not be told "This is a Catholic/Protestant/Jewish/atheist organization."
Statement by employer of regular days, hours or shift to be worked	WORK DAYS AND SHIFTS	
	RACE OR ETHNICITY	Complexion, color of skin or other questions directly or indirectly indicating race or ethnicity
Statement that photograph may be required after employment	PHOTOGRAPH	Requirement that applicant affix a photograph to the application form Request applicant, at his/her option, to submit photograph Requirement of photograph after interview but before hiring
Statement by employer that if hired, applicant may be required to submit proof of authorization to work in the United States	CITIZENSHIP	Whether applicant, parents or spouse are naturalized or native-born U.S. citizens Date when applicant, parents or spouse acquired U.S. citizenship Requirement that applicant produce naturalization papers or first papers Whether applicant's parents or spouse are citizens of the United States
Languages applicant reads, speaks or writes fluently	NATIONAL ORIGIN OR ANCESTRY	Applicant's nationality, lineage, ancestry, national origin, descent or parentage Date of arrival in United States or port of entry; how long a resident Nationality of applicant's parents or spouse; maiden name of applicant's wife or mother Language commonly used by applicant, "What is your mother tongue?" How applicant acquired ability to read, write or speak a foreign language
Applicant's academic, vocational or professional education; schools attended	EDUCATION	Date last attended high school
Applicant's work experience Applicant's military experience in armed forces of United States, in a state militia (U.S.) or in a particular branch of U.S. armed forces	EXPERIENCE	Applicant's military experience (general) Type of military discharge
"Have you ever been convicted of any crime? If so, when, where and what was the disposition of case?"	CHARACTER	"Have you ever been arrested?"
Names of applicant's relatives already employed by this company Name and address of parent or guardian if applicant is a minor	RELATIVES	Marital status or number of dependents Name or address of relative, spouse or children of adult applicant "With whom do you reside?" "Do you live with your parents?"
Name and address of person to be notified in case of accident or emergency	NOTICE IN CASE OF EMERGENCY	Name and address of relative to be notified in case of emergency
Organizations, clubs, professional societies or other associations of which applicant is a member, excluding any names the character of which indicate the race, religious creed, color, national origin or ancestry of its members	ORGANIZATIONS	List all organizations, clubs, societies and lodges to which you belong
"By whom were you referred for a position here?"	REFERENCES	Requirement of submission of a religious reference
"Can you perform all of the duties outlined in the job description?" Statement by employer that all job offers are contingent on passing a physical examination	PHYSICAL CONDITION	"Do you have any physical disabilities?" Questions on general medical condition Inquiries as to receipt of workers' compensation

QUESTIONS ASKED BY EMPLOYERS

PERSONAL

1. Tell me about yourself.
2. What are your hobbies?
3. Why did you choose to interview with our organization?
4. Describe your ideal job.
5. What can you offer us?
6. What do you consider to be your greatest strengths?
7. Can you name some weaknesses?
8. Define success. Failure.
9. Have you ever had any failures? What did you learn from them?
10. Of which three accomplishments are you most proud?
11. Who are your role models? Why?
12. How does your college education or work experience relate to this job?
13. What motivates you most in a job?
14. Have you had difficulty getting along with a former professor/supervisor/co-worker and how did you handle it?
15. Have you ever spoken before a group of people? How large?
16. Why should we hire you rather than another candidate?
17. What do you know about our organization (products or services)?
18. Where do you want to be in five years? Ten years?
19. Do you plan to return to school for further education?

EDUCATION

20. Why did you choose your major?
21. Why did you choose to attend your college or university?
22. Do you think you received a good education? In what ways?
23. In which campus activities did you participate?
24. Which classes in your major did you like best? Least? Why?
25. Which elective classes did you like best? Least? Why?
26. If you were to start over, what would you change about your education?
27. Do your grades accurately reflect your ability? Why or why not?
28. Were you financially responsible for any portion of your college education?

EXPERIENCE

29. What job-related skills have you developed?
30. Did you work while going to school? In what positions?
31. What did you learn from these work experiences?
32. What did you enjoy most about your last employment? Least?
33. Have you ever quit a job? Why?
34. Give an example of a situation in which you provided a solution to an employer.
35. Give an example of a time in which you worked under deadline pressure.
36. Have you ever done any volunteer work? What kind?
37. How do you think a former supervisor would describe your work?

CAREER GOALS

38. Do you prefer to work under supervision or on your own?
39. What kind of boss do you prefer?
40. Would you be successful working with a team?
41. Do you prefer large or small organizations? Why?
42. What other types of positions are you considering?
43. How do you feel about working in a structured environment?
44. Are you able to work on several assignments at once?
45. How do you feel about working overtime?
46. How do you feel about travel?
47. How do you feel about the possibility of relocating?
48. Are you willing to work flextime?

Before you begin interviewing, think about these questions and possible responses and discuss them with a career counselor. Conduct mock interviews and be sure you are able to communicate clear, unrehearsed answers to interviewers.



QUESTIONS TO ASK EMPLOYERS

Remember to research the company. Do not ask questions about salary or benefits.

1. What would a typical project/assignment be like?
2. How would you describe an ideal employee?
3. What additional qualities does the job require that we haven't discussed?
4. How does the current or former occupant's background and experience differ from mine?
5. How long do people usually stay in this position?
6. What is your vision for this department/unit/company?
7. What are the opportunities for professional growth?
8. How are employees evaluated and promoted within this organization?
9. How would you describe your company's corporate culture?
10. How would you describe your management style?
11. Why do you enjoy working for this company?
12. What essential qualities are you looking for in your new hires?
13. What are the characteristics of a successful person at your company?
14. What are the department's/company's current challenges?
15. How did this position come to be open?
16. What skills do you think are most critical for this position?
17. What are the company's plans for growth?
18. How frequently do you relocate professional employees?
19. Does this company have a policy about promoting from within?
20. What advice would you give to the person hired in this position?



STUDENTS WITH DISABILITIES: ACING THE INTERVIEW

The traditional face-to-face interview can be particularly stressful when you have a disability—especially a visible disability. Hiring managers and employers may have had little prior experience with persons with disabilities and may react with discomfort or even shock to the appearance of a wheelchair, cane or an unusual physical trait. When this happens, the interviewer is often so uncomfortable that he or she just wants to “get it over with” and conducts the interview in a hurried manner. But this scenario robs you of the opportunity to present your credentials and could prevent the employer from identifying a suitable, qualified candidate for employment.

It is essential that you understand that interviewing is not a passive process where the interviewer asks all the questions and you simply provide the answers. You, even more than applicants without disabilities, must be skilled in handling each interview in order to put the employer representative at ease. You must also be able to demonstrate your ability to manage your disability and be prepared to provide relevant information about your skills, experiences and educational background. In addition, you may have to inform the employer of the equipment, tools and related resources that you will need to perform the job tasks.

TO DISCLOSE OR NOT TO DISCLOSE

To disclose or not to disclose, and when and how to disclose, are decisions that persons with disabilities must make for themselves during the job search process.

Under the Americans with Disabilities Act (ADA), you are not legally obligated to disclose your disability unless it is likely to

directly affect your job performance. On the other hand, if your disability is visible, it will be evident at the time of the interview so it may be more prudent to acknowledge your disability during the application process to avoid catching the employer representative off guard.



STUDENTS WITH DISABILITIES: ACING THE INTERVIEW

continued



REASONS FOR DISCLOSING

You take a risk when you decide to disclose your disability. Some employers may reject your application based on negative, preconceived ideas about persons with disabilities. In addition, you may feel that the issue is too personal to be publicized among strangers. On the other hand, if you provide false answers about your health or disability on an application and the truth is uncovered later, you risk losing your job. You may even be held legally responsible if you failed to inform your employer and an accident occurs that is related to your disability.

TIMING THE DISCLOSURE

The employer's first contact with you will typically be through your cover letter and resume, especially if you initially contacted the organization. There are many differing opinions on whether one should mention the disability on the resume or in the cover letter. If you are comfortable revealing your disability early in the process, then give careful consideration to where the information is placed and how it is stated. The cover letter and resume should primarily outline relevant skills, experiences and education for the position for which you are applying. The reader should have a clear understanding of your suitability for the position. Therefore, if you choose to disclose your disability, the disclosure should be brief and placed near the end of the cover letter and resume. *It should never be the first piece of information that the employer sees about you.* The information should also reveal your ability to manage your disability while performing required job functions.

WHEN YOU GET THE INTERVIEW

As stated earlier, it may not be wise to hide the disability (especially a visible disability) until the time of the interview. The employer representative may be surprised, uncomfortable or assume that you intentionally hid critical information. As a result, more time may be spent asking irrelevant and trivial questions because of nervousness, rather than focusing on your suitability for the position. Get assistance from contacts in human resources, your career center or workers with disabilities about the different ways to prepare the interviewer for your arrival. Take the time to rehearse what you will say before making initial contact. If oral communication is difficult for you, have a career services staff person (or another professional) place the call for you and explain how you plan to handle the interview. If you require support for your interview (such as a sign language interpreter), contact human resources in advance to arrange for this assistance. Advance preparation puts everyone at ease and shows that you can manage your affairs.

Written by Rosita Smith.

TIPS ON MANAGING THE INTERVIEW

Prior to the Interview

1. Identify a career services staff person to help you prepare employers for their interview with you.
2. Arrange for several taped, mock interview sessions to become more confident in discussing your work-related skills and in putting the employer representative at ease; rehearse ahead of time to prepare how you will handle inappropriate, personal or possibly illegal questions.
3. If your disability makes oral communication difficult, create a written narrative to supplement your resume that details your abilities.
4. Determine any technical support, resources and costs that might be necessary for your employment so that you can respond to questions related to this topic.
5. Be sure that your career center has information for employers on interviewing persons with disabilities.
6. Seek advice from other workers with disabilities who have been successful in finding employment.
7. Review the general advice about interviewing outlined in this career guide.

During the Interview

1. Put the interviewer at ease before starting the interview by addressing any visible disability (if you have not done so already).
2. Plan to participate fully in the discussion (not just answer questions); maintain the appropriate control of the interview by tactfully keeping the interview focused on your abilities—not the disability.
3. Inform the employer of any accommodations needed and how they can be achieved, thereby demonstrating your ability to manage your disability.
4. Conclude the interview by reiterating your qualifications and giving the interviewer the opportunity to ask any further questions.

AFTER THE INTERVIEW



HOW TO NEGOTIATE A JOB OFFER



If your interview goes well, you will receive a phone call or email from the company offering you a position. When the call or email with the offer arrives, be enthusiastic, but DO NOT say “yes” or “no” at that time—once you accept the offer, there is no negotiating. If you get a phone call, say you are excited about

the opportunity and look forward to seeing the offer in writing, so you can consider it in its totality. If it comes through email, respond to let them know you received it and you are reading it over. Also ask them if they want you to call or email if you have questions about the offer. Then, plan out your strategy.

EXAMINE THE OFFER

First, look at the offer carefully and consider all factors, not just salary. An offer will include salary, health benefits, retirement benefits, vacation and sick days, and may also include bonuses, stock options, car allowance and other company perks. As

you look over the offer, consider which parts you would like to improve and their order of priority. You should keep your list to 2-3 elements of the offer. For example, salary, signing bonus and stock options.

NEGOTIATE THE OFFER CAREFULLY

It is OK to ask for modifications to the job offer, but you need to be careful about how you ask. Consider negotiating as building on the relationship you want to have with your employer and asking for things you would like. Before you begin negotiating, do some salary research so you know the market value of this position, then consider what you would like in terms of pay and other benefits. Know your bottom line, but be flexible and phrase things in terms of possibilities rather than demands. Finally, focus on what you can offer the company that would justify your request. For example, saying, “My friend got an

offer for \$5,000 more than you’re offering and I won’t work for less,” will not get you a good outcome. Try, “Based on my research of salary ranges in companies similar to yours and on my experience including X, Y and Z I was thinking of a starting salary of \$5,000 more than the stated offer.” If they say no to the salary, go to your next priority. Once you have agreed on all the conditions, ask them to send you a final copy by email, so you can double check to make sure the final offer includes all elements discussed.

IF YOU ACCEPT

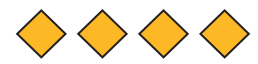
After you have officially accepted the offer you should stop interviewing for jobs. It is unprofessional to accept a job and then continue to interview to see if you can get a better offer. Recruiting is a small community. Recruiters tend to know each other and share hiring stories, so if you renege on a job offer, it will spread through the community quickly. If you want to

keep interviewing after receiving an offer, then you should ask for more time to consider the offer rather than accepting the offer and then backing out later. Most companies will give you additional time if you ask.

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YOUR FIRST POSITION



Transitioning from college to a new career is one of the most exciting times of your life. There are new people to meet and new things to do. As a new employee, it will serve you well to become acquainted with the organizational culture. You will be evaluated on your ability to “catch on” and “fit in.” This is the time when all of your observational, investigative, and analytical skills will come in handy. The things you do first on a new job build a foundation and send important messages to colleagues, customers, and your boss.

STRATEGIES FOR SUCCESS

Monitor Your Expectations

Your new employer hired you because of your potential to be successful in the organization. Though you will be eager to demonstrate your value, take time to observe and learn first. Get to know more about the company and the people in it and you will begin to understand how and why things are done. Soon you will learn how to give input and make contributions without stepping on toes.

Pay Your Dues

Your first job may not be your dream job but everyone has to start somewhere. Some projects you will enjoy, others not. Some you will do with ease, others not. Complete every task with enthusiasm and to the best of your ability. Your positive attitude and diligence in completing all these projects will ultimately earn the respect and confidence of your boss and coworkers. You will be seen as a valuable member of the team and ultimately can expect to have more flexibility to work on projects that interest you most.

Take Initiative

Go beyond the job description, help others, be ready to take risks, and see projects through to completion.

Don't Get Ahead of Yourself

Learn your job and do it well, no matter how unimportant, boring, or trivial you may think it is. Too many new hires look past their position and spend so much time trying to get promoted that they neglect the job at hand. You must meet and exceed the expectations of your current position before you will be considered for a promotion.

Establish a Reputation as a Team Player

No one wins by being out for himself. Don't use or manipulate people for your personal gain. Instead treat everyone at every level with respect and dignity.

Get the Job Done

Show your commitment and dependability by seeing projects through to completion—even if it means working extra hours to meet an upcoming deadline.

Make Yourself Indispensable

Volunteer to help others, take on projects, and learn new skills. The more value you add to the organization, the more secure your position is. By positioning yourself for new responsibilities, you can increase your chances for survival, even if your present slot is eliminated in downsizing or restructuring.

Keep Your Boss Informed

Initiate formal and informal discussions to update your boss on what you're working on and how you're doing.

Learn Your Boss's Style of Interaction

Does he or she mind frequent interruptions? Or is a scheduled meeting to discuss your questions more preferable? Daily briefings? Written reports? A good relationship with your boss requires sensitivity to different working styles. Keep the lines of communication open.

Use Networking to Multiply Your Productivity

Your immediate network is the staff at the office. Take time to get to know your co-workers as professionals. Learn about their expertise. Be willing to offer assistance and respectfully share your knowledge and talents. Additionally, joining a professional association is another effective way to increase your networking opportunities. If you are not the expert in an area, then find out who is. Set a meeting or offer lunch so you can learn what they know.

Plan and Organize Your Time

Get in the habit of making a list each day and follow it. Whether you use a day planner, your computer, or your phone, find a tool that works for you to help you stay on track of your assignments and tasks.

Set Priorities

Manage your time to ensure that you complete the tasks that are most critical to your job function before working on additional projects.

Learn Your Organization's Culture and Personality

Watch your colleagues carefully. How do they talk, dress, act, and conduct their business? How do they deal with customers, bosses, and subordinates?

What is the language of the organization? Look for common denominators so that you will know if you are violating the organization's norms and values.

Set Goals for Your Progress

Record your accomplishments as they occur. Take advantage of regular performance reviews to carefully note your strengths and weaknesses as the company sees them. Be open to constructive criticism; it is the key to strengthening your job performance and achieving success.

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