



## THE JOB OF FINDING A JOB

*The goal of this workshop and the process described is to find a job that will provide you with a career that works with your strengths and goals. Try to remember to have fun in the process.*

1. Set GOALS for yourself and imagine the perfect job—what it feels like, looks like, sounds like, tastes like, and what you will be doing. Write down:
  - a. What you are good at and what do you like to do?
  - b. The jobs you've had and what have you liked/disliked about each of those?
  - c. How do you like to spend your time?
  - d. Research possible job titles and responsibilities that you want to explore.
  - e. Be realistic about your responsibilities and schedule so that the job fits your lifestyle.
2. PREPARE yourself for your perfect job
  - a. Identify classes or programs you need to fill in your skills
  - b. Volunteer to get the experience
  - c. Talk to people who are doing the job you want
  - d. Research the field and the companies and salaries, etc.
3. The TOOLS you'll need:

a. Resume	b. Cover Letter	c. Interview Skills
d. Thank You Letter	e. Elevator Speech	f. List of References
g. Research	h. Activity Log	i. Skills Assessment
4. The PLACES to look:
  - a. Newspapers—Gazette, Washington Post,  
Online—Craigslist, newspapers, company websites, Montgomery Works
  - b. Websites for the establishment where you want to work
  - c. Through friends and acquaintances
  - d. Job Fairs/Career Days/Company Recruiting Events
  - e. Through volunteer opportunities
  - f. Employment Agencies
  - g. Temporary Agencies
5. NETWORKING: The PEOPLE who can help you
  - a. Job Counselors—Mana McNeill and Ronnie Haber
  - b. Anyone you know
    - i. Make a list of ALL the people you know and suspend all judgment about whether they can actually help you find a job
    - ii. Prepare a version of your elevator speech to use with friends, group members, neighbors, acquaintances
    - iii. Let everyone and anyone know you are looking
6. DO something every day, set aside a certain amount of time each day to work on finding a job and stick to your schedule
7. Keep TRACK of what you are doing
8. Follow up, follow up and follow up again
9. FIND the PERFECT job for You



## GOAL SETTING:

<b>What are you good at:</b>
<b>What do you like to do:</b>
<b>What jobs have you done that you liked/didn't like:</b>
<b>How do you spend your free time:</b>
<b>Job Titles you'd like to explore:</b>
<b>Short Term Job Goal:</b>
<b>Long Term Career Goal:</b>



## RESUME PREPARATION WORKSHEET

Name \_\_\_\_\_; Address \_\_\_\_\_

City/State \_\_\_\_\_; Telephone \_\_\_\_\_; Email: \_\_\_\_\_

**Headline/Experience Summary:** In a short phrase or one or two sentences summarize your key selling points, create your job headline, e.g., Certified Nursing Assistant with over 5 years of clinical experience.

**Summary of Skills/Qualification:** List your skill, strengths and qualifications that are important to the job to which you are applying.

**Work Experience:** Start with your current or most recent job and go backwards; list all work, including unpaid, go back as far as 10 years or longer if the experience is relevant. For each job include: name of company, city, state, dates of employment, your title, what you did, what you were responsible for, skills you used, and significant accomplishments. Use as many descriptive numbers and verbs as you can, e.g., Hired, trained and supervised a staff of 10 inside sales representatives; Responded to incoming customer service calls handling up to 30 calls a day; Played a key role in winning 5 new contracts totally \$100,000 in one year.

Job #1

Job #2:

Job #3:

Job #4:

**Education and Training:** List all education & training with the name of school, location, course of study, degree or certificate, date.

**Military Service:** If applicable

**Other Relevant Memberships/Activities/Awards** List any memberships, programs or awards



## Accomplishment Memory Jogger

*The following situations apply to any work circumstances—full time, part time, paid, short term, contractor, volunteer, etc.—that you have been involved in at any time in your life. These responses will be useful in filling out your resume, writing a cover letter, and responding to interview questions.*

1. Define a situation in which you took charge of an emergency situation.
2. Give an example of a system, project, or idea you created or implemented.
3. Give an example of a problem you identified and how you solved/fixed it.
4. Describe an instance when you developed an idea.
5. Recount a time when you achieved a goal by following instructions.
6. Recount a time when you achieved a goal by coming up with your own solution.
7. Describe how you uncovered a need and met it.
8. List actions did you took or contributions you made regarding an organizational decision.
9. Identify any awards or special recognition you received from work.
10. List any committees or groups you lead or in which you played a key role.



## Name

Address, City, State, Zip; phone number; email address

### GNA with 5 years of Patient Care Experience

#### Certifications:

- 2006 State of Maryland, Board of Nursing  
*Geriatric Nursing Assistant*
- 2006 New York State, Department of Health  
*Nursing Home Nurses Aid*  
*Home Health Aid*

#### Skills:

- |                                |                      |                             |
|--------------------------------|----------------------|-----------------------------|
| • Ostomy Care                  | Personal Care        | Tracheostomy Care           |
| • Change of Dressing           | Sugar/Ketone Testing | Specimen Collection         |
| • Patient Transferring         | Blood Pressure       | Pulse                       |
| • Respiration                  | Intake/Output Fluids | Assist with Range of Motion |
| • Observation                  | Recording            | Reporting                   |
| • Fluent in French and English | Massage              | Empathy, Compassion         |

#### Work Experience:

Hebrew Home of Greater Washington, Rockville, MD 11/2006-present

##### GNA

- Assist residents with ADL, feeding, grooming, showers, transferring from bed to chair
- Encourage residents to get involved and promote independence
- Take vital signs and report on residents well-being and change in status
- Ensure resident's confidentiality, privacy, rights, and dignity at all times
- Implement safety and emergency procedures

Golden Age Retirement Home, Gaithersburg, MD 9/2006-11/2006  
 Partners in Care, NYC, NY 3/2006-7/2006  
 Family Aids, Inc., Hicksville, NY 12/2005-3/2006

##### Home Health Aid

- Maintained household by shopping, cooking, cleaning
- Drove patients to various appointments and activities
- Assisted patients with all activities noted in the GNA position

Kamanoff Nursing Home, Long Beach, Long Island 12/2006-3/2006

##### GNA Internship

- Applied all aspects of educational experience

Sister New Look, Hempstead, NY 1/2001-3/2005

##### Stylist

- Provided customers with excellent care and attention
- Styled and washed hair according to customer requests

#### Education:

12/2005 Franklin Career Institute, Hempstead, NY  
 Nursing Assistant, Orderly

1/2005 New York State Department of Education  
 ESL, Level III



## Name

Address, City, State, Zip; phone number; email address

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*OCA certified administrator/developer and programmer with over 4 years of experience in a variety of software programs*

### Computer Skills:

Oracle 11g DBA	MS Word	MS Excel	MS Access
MS PowerPoint	AutoCAD 2006	FP pro software	

### Other Skills:

Critical Thinking	Customer Service	Self Starter	Work Independently
Dependable	Multi-lingual		

### Education:

- George Mason University, Arlington, VA, Certificate of Completion, Oracle11g Database Administrator, 2/2010
  - OCA Certification
    - Analyze table structures and integrity constraints for report creation
    - Manipulate data using DML statements
    - Create and manage tables using DDL statements
    - Perform backup and restoration using RMAN
    - Perform pointing time recovery using DB flashback
    - Taking backups (Hot, Cold, Export)
    - Database Administration: creating users, granting privileges and assigning roles to users
- Orbit Information Technology College, Addis Ababa, Ethiopia, Advanced Information Technology, 09/2006
- Italian School, Addis Ababa, Certificate in AutoCAD, 2000

### Work Experience:

PASQUA GIUSEPPE PLC, Addis Ababa, Ethiopia

02/ 2005—06/2009

#### Programmer

- Created inventory tables using MS Access
- Entered data into MS Access and retrieved data as needed
- Developed invoice template and prepared pro-forma invoices using Excel and other customized software
- Consulted with customers to obtain design/approvals of specialty items, finishes, drawings, etc. and resolved customer concerns and complaints
- Promoted and received two salary increases in one year

### Achievements:

- Certificate of appreciation for providing publishing and advertising volunteer services with an NGO – SCCMA (Sara Cannizzaro Child Minders Association)

### Languages:

Fluent in English, Italian, Amharic (Ethiopian) and Tigrigna (Eritrean) languages



## Name

Address; City, State, Zip; Phone number; email

### ***Strong Customer Service and Sales Professional!***

#### **Skills:**

- ✓ 3 years of cash handling experience                      Excellent team player
- ✓ 2 years of banking experience                              Customer service
- ✓ Ability to effectively multi-task, cashiering      Attention to detail
- ✓ MS Word and Excel    Strong communication skills
- ✓ Languages: French, English, Spanish, Foulbe , Haoussa and Sangho

#### **Employment:**

Hollister Co., Bethesda, MD

03/2011-present

#### ***Sales Associate***

- Provide customer service assisting customers and making suggestions for purchases
- Manage cash register taking payment in cash, checks and credit cards; handling returns and exchanges
- Create displays and replenish shelves and displays
- Communicate effectively with customers to increase sales volume
- Contribute to reaching daily store sales' goals
- Train new employees on store policies and procedures and sales skills

Bakery Meridien, Bangui, Central African Republic

01/2007-12/2008

#### ***Manager***

- Managed all aspects of bakery including business, customer service, and baking
- Hired and trained up to 15 employees
- Developed marketing and publicity campaigns for new products
- Calculated monthly revenues and expenses and made bank deposits

Banque Centrale (Central Bank), Bangui, Central African Republic

03/2005-06/2007

#### ***Financial Officer, Accounting and Finance***

- Monitored the deposit and withdrawal activity of three banks
- Calculated the amount owed to the government for all member banks
- Performed International account transfers
- Helped determine loan eligibility for member banks by reviewing documents and financial statements
- Communicated on a daily basis with bank accountants, government officials, co-workers and the chief accountant

#### **Education and Training:**

- ✓ Intermediate ESOL and Hospitality Training, Montgomery Works, Wheaton, MD 2011
- ✓ ESOL I and II, The Charles Gilchrist Center, Wheaton, MD 2010
- ✓ Institut Universite de Gestion des Entreprises (IUGE), Bangui, Central African Republic, Bachelors in Business Management, July 2008



**NAME**

Address; City, State, Zip; phone; email address

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***Professional caregiver with over 11 years of experience in elder care, childcare, and therapeutic settings***

**PROFILE**

- ✓ Certified Physical Therapy Aide and 90-hour Child Development Certification
- ✓ Provide support to therapeutic and activity programs for the elderly
- ✓ Proven ability to motivate and engage all age groups
- ✓ Keen attention to detail, able to monitor and assess patients' activities
- ✓ Compassionate, enthusiastic caregiver with strong interpersonal skills
- ✓ CPR Certified/First Aide; Computer: MS Word, Excel; Bilingual: French

**EMPLOYMENT HISTORY**

***Administrative Aide***

Maryland Department of Health and Human Services, Rockville, MD 9/2011-present

- Assist residents with filing applications for various government programs
- Answer phone, provide information, and take messages
- Photocopy, scan, fax and file documents

***Physical Therapy Tech/Activities Aide***

Asbury Methodist HealthCare, Gaithersburg, MD 2010-/2011

- Provided assistance to activities director in implementing program and engaging patients
- Assisted therapy staff with prescribed treatments of exercises and activities
- Transported patients to and from activities areas, using wheelchairs or standing support
- Accessed computerized activity log to list all treatment and times using correct code
- Applied hot and cold pads, blood pressure cuff kit, walkers and wheelchairs

***Lead Preschool Teacher***

Montgomery Child Care Association, Rockville MD 2008-2009

- Prepared weekly lesson plans designed to motivate early learning
- Created new classroom environment highlighting children's work
- Observed child behavior and documented appropriately in individualized portfolio report

***Care Manager***

Sunrise Independent Living, Montgomery Village, MD 2008

***Certified Nursing Assistant***

Professional Caretakers, Inc., Houston, TX 2007-2008

***Certified Nursing Assistant***

Presbyterian Hospital, Homecare Service, Charlotte, NC 1995-2000

- Checked all vital signs and recorded information in clients charts
- Accompanied patients home for continued care with family
- Assisted patients with activities of daily living
- Worked closely with physical therapist on assigned tasks to build strength
- Applied hand braces, slings, and therapeutic heating and cooling pads according to physician's schedule

**EDUCATION**

- ✓ Montgomery College, Takoma Park, MD, 2010, Certification, Physical and Occupational Therapy
- ✓ Montgomery Child Care Association, Rockville MD, 2009, Certified in 90 hour Child Development Curriculum
- ✓ American Medical Institute, Houston Texas, 2006, Certified Geriatric Nursing Assistant
- ✓ Central Piedmont Community College, 1995, Certified Nursing Assistant
- ✓ Saint Michel University, Paris, France, Brevet Technique, Business and Marketing, 1991



## A **COVER LETTER** Is Not Expendable

By PHYLLIS KORKKI

Published: February 14, 2009—The NY Times

Q. You are getting ready to apply for a job electronically, and your résumé is ready to go. Do you need to prepare a cover letter? Are they necessary in this day and age?

A. Cover letters are still necessary, and in a competitive market they can give you a serious edge if they are written and presented effectively.

Cover letters are a graceful way to introduce yourself, to convey your personality and to impress a hiring manager with your experience and your writing skills, said Katy Piotrowski, an author of career books and a career counselor based in Fort Collins, Colo. You can also tailor them to a specific company in ways that you cannot with a résumé.

Ms. Piotrowski recently had a job opening at her small company, Career Solutions Group, and she was dismayed when about a quarter of the 200 applicants did not send cover letters. Most were within five years of graduating from college, she said, reflecting a more informal mind-set among younger people.

Q. How should your cover letter be organized, how long should it be, and what should it say?

A. First, do your best to find the decision maker's name, and use it in the salutation. If you are applying to a blind ad, say Dear Sir or Madam or To the Hiring Manager. Ms. Piotrowski said she received cover letters that had no salutation at all or began with Hey there, not a strong start. If you want to be on the safe side, use a colon after the salutation, although some people now feel it is permissible to use a comma in an e-mail message.

Your cover letter should be short, generally no longer than three or four paragraphs, said Debra Wheatman, a career expert at Vault, a jobs Web site.

In your first paragraph, explain why you are writing it may be that you are answering an ad, that you were referred to the company through networking, or that you learned that the company is expanding, said Wendy S. Enelow, author of Cover Letter Magic and a professional résumé writer in Virginia.

In the middle paragraphs, explain why you are a good candidate, and show that you are knowledgeable about the company. Then convey a clear story about your career, and highlight specific past achievements. This can either be done as a narrative or in bullet points, Ms. Enelow said. You can also highlight qualities you possess that may not fit the confines of a résumé, Ms. Wheatman said. She once worked in human resources at Martha Stewart Living, and recalls reviewing applications for a chef in a test kitchen. One woman had a career in manufacturing, but her cover letter described how she had grown up in a family that was passionate about cooking and where she had frequently made meals from scratch. The woman got the job despite her peripheral work experience.

Finish your letter by indicating that you will follow up in the near future (and make good on that promise). Sign off with a Sincerely, Cordially, Thank you for your consideration or similar closer, followed by your name and, if you like, your e-mail address.

Q. Where should your cover letter appear, in an e-mail or in an attachment?

A. You can include your letter in the actual text of your e-mail message or place it above your résumé in an attachment. If you put it in a separate attachment from your résumé, you run the risk that a harried hiring manager will not click on it at all. If you place it in the text of your e-mail message, it should generally be shorter than if you use an attachment, Ms. Enelow said. Then, if you really want to make an



impression, make a hard copy of your cover letter and résumé and send it to the hiring manager by regular mail. Attach a handwritten note that says, Second submission; I'm very interested, Ms. Piotrowski said. I've had clients double their rate of interviews simply from doing that, she said. Ms. Enelow calls this double-hitting, and says she has seen it work remarkably well. She said a senior-level client of hers got an interview and was hired because the hard copy of his cover letter and résumé reached the company president, whereas his electronic application was rejected by someone in human resources because it did not meet certain rigid criteria.

Q. What are some common mistakes in cover letters?

A. A cover letter with typos, misspellings and poor sentence structure may take you out of the running for a job. If you cannot afford to pay someone to review your cover letter and résumé, enlist a friend or a family member with good language skills to do it instead.

Another misguided thing people do is to make the cover letter all about them: I did this, I'm looking for, I want to ... I, I, I. Structure your letter so that it stresses the company and what you can do to help it reach its goals, Ms. Piotrowski and others said.

Another danger is including too much information for example, very specific salary or geographic requirements, Ms. Enelow said. It is also unwise to point out that you do not meet all the criteria in the job description, she said. You can deal with that later, if you get an interview. Hiring managers are looking for ways to exclude you as they narrow down their applications, she said. Do not give them that ammunition.



## Cover Letter Content and Format

You have perhaps a maximum of 20 seconds to wow the reader of your cover letter, so maximize the impact. In your cover letter, follow the basic format of a typical business letter and divide it into 4 paragraphs:

1. First Paragraph: **“Why You Are Writing”**. Do not waste this opening paragraph of your cover letter. Your first paragraph must spark the employer's interest, provide information about the benefits the employer will gain from hiring you, and help you stand out from all the other job-seekers who want the job—and also identify what position you are applying for and where you found out about the position. If you were referred by someone make sure you mention them by name in the first paragraph. For example: ***Jill Smith, Sales Associate at XYZ Company, suggested I apply for the Sales Manager position which is posted on your website. I have increased the size and sales levels of my client base in every position I have held, which in turn has increased the revenues and profits of my employers. I want to contribute this same success to your company.***
2. Second Paragraph: **“What You Have To Offer”**. Provide more detail about your professional and/or academic qualifications. Detail how you can contribute the benefits you mention in the first paragraph. Be sure to stress accomplishments and achievements rather than job duties and responsibilities and stress your problem-solving skills. If you're responding to a job posting or ad, be sure to tailor this paragraph to the employer needs described in the ad.
3. Third Paragraph: **“What You Know About The Company”**. This paragraph is your opportunity to show what you know about the employer. Relate yourself to the organization, giving details of why you should be considered for the position. Do your homework – demonstrate that you know something about the organization.
4. Fourth Paragraph: **“How You Will Follow Up”**. In the final paragraph of your cover letter be proactive – and request action. Ask for the job interview (or a meeting) in this paragraph. Express your confidence that you are a perfect fit for the job. Put the employer on notice that you plan to follow up within a specified time. For example: ***I am eager to help advance the success of your company, and I am convinced that we should arrange a time to meet. I will call your office in the next week to schedule an appointment.*** Be sure to follow up in the time frame indicated.

See sample cover letters: [http://www.quintcareers.com/cover\\_letter\\_samples.html](http://www.quintcareers.com/cover_letter_samples.html)

See many more cover letter resources in the Quintessential Careers Cover Letter Resources section: <http://www.quintcareers.com/covres.html>.



## Name

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Address, City, State, Zip; phone; email address

***Certified Geriatric Nursing Assistant with successful background as caregiver with children, elderly and disabled***

Suburban Hospital  
Bethesda, MD

Date

To The Human Resources Department:

I am extremely interested in the full-time position of Patient Care Technician which is listed on your website. I have the education, experience, skills and license required for this position. But, even more, I have a passion for working with people and being a caregiver.

Most of my career has been involved in caregiving. When I was in high school I spent the summers as a camp counselor. My first job after high school was at a day care center where I was a teacher's assistant and then a camp counselor. From this experience I moved into caring for the elderly as a companion. I realized that what I wanted to do was more caregiving than a companion provided so I went to Montgomery College to become a CNA. I passed the MD State Nursing boards and am now a licensed CNA/GNA. I treat each patient as though they were a member of my family and you will find that I am a very compassionate and loving person.

I have almost three years of direct patient care experience and feel that I will be an asset to the Suburban Hospital nursing team. Suburban has a great reputation and I would be delighted to become a part of this organization. I am available to start work immediately and hope to hear back from you very soon.

Sincerely,



## **JOB DESCRIPTION**

### **ORACLE PROGRAMER**

SSCI has several new positions for developers with Oracle PL/SQL skills. We are looking for a candidate with strong analytic skills who can learn quickly and help us implement creative and efficient solutions for our client.

#### **Required Skills:**

- 2 - 5 years development experience; entry level candidates, with significant course work and practice with database technologies, will be considered
- Oracle SQL and PL/SQL programming experience including advanced techniques
- An understanding of data analysis and data modeling
- Web development experience

#### **Clearance:**

- Candidate must be a US citizen
- Security clearance is required to start work & will be obtained by employer prior to start of employment

#### **Certifications:**

- N/A

#### **Education:**

- Technical degree or equivalent work experience

#### **Job Type:**

- Full-time
- Position available immediately

**Please submit resumes to [Recruiting@ssci-us.com](mailto:Recruiting@ssci-us.com)**



## **JOB DESCRIPTION**

### **Physical Therapy Aide - Full-time**

Job Code: 39217

Facility: Northern Medical Center

Travel Involved: None

Job Type: Full Time

Minimum Education Required: High School or equivalent

Skills: Health Care -> Therapy, Acute Care

Category: Allied Health

FTE: 1.0

#### **Position Summary:**

Responsible for provision and administration of specific physical therapy treatments only under the direct supervision of the staff physical therapist. The physical therapy aide as directed and supervised by the staff physical therapist assists with restoration of patient functioning to prevent disability following injury, disease or physical disability. Assists patients to reach their maximum performance and level of functioning while learning to live within the limits of their capabilities. Performs clerical duties such as answering phones, scheduling appointments, insurance verifications and insurance authorizations. Participates in all infection control, departmental equipment training and organizational safety programs.

#### **Requirements**

High School graduate or equivalent.

Current BCLS certification.

One-year experience as physical therapy aide, preferred.



## ***Where Does Your Resume Really Go When You Apply Online?***

By Barbara Safani

We'd all like to believe that when we send our resume via a job board or a company Web site that there is someone eagerly waiting on the other side ready to read every word of it. But these days, job applicants are lucky if an actual person is reading any of it, at least on the initial screening.

As companies continue to be inundated with resumes, more and more employers are turning to applicant tracking systems (ATS) to manage the sheer volume and weed through all the applicants. What does that mean for job seekers? I spoke to HR professionals, recruiters, and hiring managers to find out.

Why do companies use applicant tracking systems?

In today's market, there can be thousands of applicants for one position. According to recruiter Jeff Altman, The Big Game Hunter, "ATS allows me as a recruiter to manage far greater amounts of information and track every communication I have with a job applicant so nothing is 'forgotten.' " Unisys HR Consultant Sharon Sizgorich notes that ATS offers a "consolidated view of all applicants against a job and the ability to build and track pipelines of talent. In addition, applicant tracking systems can help recruiters better manage the various stages of the interview process and comply with legal requirements for tracking applicants."

How do applicant tracking systems work?

"When searching my database for candidates to fit a particular job posting, I'll select an important keyword or phrase directly from the job description, and enter it into the ATS," says recruiter Roxanne Williams. "The ATS will then search the database and return the resulting resumes to me, and this process can be repeated numerous times with different keywords or phrases."

What document formats can applicant tracking systems scan?

According to our experts, most systems can scan text and Word formats; some cannot scan Word 2007, PowerPoints, or PDFs.

What should job seekers do in order to get their resumes noticed by the ATS?

- \* Customize the resume for each position. Megan Pittsley, a career counselor and recruiter, advises job seekers to "extensively tweak their resume for every job and make sure you weave common keywords throughout the resume as often as possible."

- \* Keep job titles fairly generic. Kathleen Steffey, founder and CEO of Naviga Business Services, a sales and marketing based recruitment firm, suggests avoiding using job titles that are too specific. "If you are a sales professional who is conducting new business and prospecting 99 percent of the time, just keep your title to 'Sales Professional' or 'Business



Development Representative.' Stay away from titles that are too specific like National Accounts or Client Relations.

- \* Keep resume formatting to a minimum. Dan Kilgore, principal of Riviera Advisors Inc., notes that "certain design features such as italics, bolding, and underlining can substantially increase the error rate as the system converts the data." Radical resume designs similarly are also off-limits because anything the ATS wasn't programmed to look for will not be recognized. One suggestion might be to electronically submit your resume in Word and in a standard format, and save the "pretty" one you formatted for the live interview, since most of these characteristics were made to make the human reading experience more pleasant and exciting.

- \* Avoid functional resumes. Ashley Gouge, VP of Client Development and Implementation for Pinstripe Healthcare states that "functional resumes are very difficult for parsing technology to read" and recommends using the more traditional chronological format for optimal results.

- \* Include full keywords and their abbreviated formats. Recruiter and BestJobHuntGuide.com owner Roxanne Williams adds, "some of the words or phrases listed on the job description can also be abbreviated; for example, Sarbanes Oxley can be abbreviated as SOX and accounts payable is often referred to as AP. Play it safe and include both versions in your resume."

While those using applicant tracking systems can point to many benefits of using these systems, some also acknowledge the drawbacks. Amber Jolley, a staffing consultant with Whitaker Technical Services, notes: "The main drawback is that often your resume isn't seen by a 'live' person if it doesn't make it past the ATS screening process. While there are many advantages, the real downfall with ATS is that they are not able to quantify the 'intangibles' that candidates bring to the table or skills that may be equivalent or transferable enough to make their resume worth



## INFORMATON FOR APPLICATIONS

### **I. Work History**

*For Each Job you have held:*

1. Company Name
2. Company Street Address
3. Company City
4. Dates Worked—should match resume
5. Supervisor, Name, Title, Phone and/or email address
6. Rate of Pay and Average Hours per week that you worked
7. Duties and Accomplishments—can come from resume
8. Will usually ask if they may contact this employer

### **II. Education and Training**

1. School Name
2. School Address
3. Courses Taken
4. Dates Attended
5. Degree/Certificate
6. Other awards or recognition

### **III. Other**

Military Information, such as branch of service, position/ job and dates of service and discharge information

### **IV. References**

*In addition to the Supervisors mentioned in your Work History have at least 3 other work references and 1-3 personal references:*

1. Name
2. Address
3. Phone/email
4. Relationship to you



## **The Elevator Speech**

is the Swiss Army Knife of Job-Search Tools, Adapted from an article by Katharine Hansen, Ph.D.

By now the Elevator Speech is a fairly well-known tool, not only for job-seekers but for organizations and individuals with products and services to sell. Authors of numerous Internet articles on the Elevator Speech offer speculations on the origin of the term -- ranging from the notion that we often run into important people in elevators to the more common explanation that the Elevator Speech is a clear, concise bit of communication that can be delivered in the time it takes folks to ride from the top to the bottom of a building in an elevator.

- It's a very short introduction of yourself used in situations where you are meeting a lot of people and probably not spending a great deal of time with any one of them. The focus should be on how your experiences relate to work and your work history---not on personal information (age, number of children, illnesses, etc.)

The Commercial, a.k.a, Elevator Speech for a high-rise building or slow elevator, is a longer version of the Sound Bite and can be used in networking situations in which you have more time to talk about yourself, such as when you are visiting in the office of a prospective member of your network or having lunch with a contact. It can be a great job-interview response to "Tell me about yourself" or "Why should I hire you?"

Here are the keys to successfully developing and using an elevator speech in your job-search. Follow these simple rules and you should achieve success with this important tool of job-hunting.

Do make your Elevator Speech sound effortless, conversational, and natural.

Do make it memorable and sincere. Open a window to your personality.

Do write and rewrite your speech, sharpening its focus and eliminating unnecessary words and awkward constructions.

Do avoid an Elevator Speech that will leave the listener mentally asking "So what?"

Do consider including a compelling "hook," an intriguing aspect that will engage the listener, prompt him or her to ask questions, and keep the conversation going.

Don't let your speech sound canned or stilted.

Do practice your speech. Experts disagree about whether you should memorize it, but you should know your speech well enough so you express your key points without sounding as though the speech was memorized. Let it become an organic part of you. Many experts suggest practicing in front of mirrors and role-playing with friends. Certified Professional Virtual Assistant Jean Hanson advises practicing in the car on the way to networking events.

Don't ramble. Familiarizing yourself as much as possible with your speech will help keep you from getting off track.



Do be warm, friendly, confident, and enthusiastic. A smile is often the best way to show friendliness and enthusiasm, while a strong, firm voice the best way to express confidence.

Do take it slowly. Don't rush through the speech, and do pause briefly between sentences. Breathe.

Do project your passion for what you do.

Do maintain eye contact with your listener.

Don't get bogged down with industry jargon or acronyms that your listener may not comprehend.

Do be prepared to wrap up earlier than you were planning if you see the listener's eyes glazing over or interest waning.

Don't hesitate to develop different versions of your Elevator Speech for different situations and audiences.

When developing an Elevator Speech for a specific employer you've targeted, do research the organization and incorporate that knowledge into your speech. See our Guide to Researching Companies, Industries, and Countries.

If you're cold-calling a hiring manager and get his or her voicemail don't be afraid to leave your Elevator Speech as a voice message. You may be even more successful getting action from the speech than if you had talked to the manager personally.

Do incorporate examples and stories to help support your points. Provide examples of successful outcomes of deploying your skills. Stories make your speech memorable.

Don't focus just on yourself, an approach that will almost assure a "so what?" reaction.

Do focus on how you can benefit employers and help them solve their problems. Remember as you deliver your Elevator Speech that the listener may be mentally asking, "What's in it for me (or my company)?" Author Carole Kanchier especially suggests that your benefits include how you can save an employer time and money, help people feel good, or expand markets.

Do use concrete, listener-friendly language, but at the same time, don't be afraid to paint vivid word pictures.

Don't forget to include your competitive advantage also known as your Unique Selling Proposition (USP); in other words. how you can perform better than anyone else.

Do end with an action request, such as asking for a business card or interview appointment.

Don't forget to update your speech as your situation changes.

If you are uncomfortable with the kind of speaking that the Elevator Speech entails, do consider joining a group such as Toastmasters to boost your confidence.



## Do's and Don'ts of a Successful Interview

### DO'S :

- **Dress** appropriately: better to be slightly overdressed than too casual;
- **Be on time:** arrive about 10-15 minutes before your interview time;
- The **interview starts** when you first contact the company. All of your actions from that initial call, formal interviews, all conversations, all follow-up are part of the interview;
- Turn off your **cell phone** and leave it out of sight;
- Focus on your **strengths and accomplishments:** highlight the things you've done that are important to this position, give relevant examples;
- Be a **good listener:** pay attention, take notes, show your enthusiasm, this is an opportunity for you to learn about the company and evaluate its fit for you;
- Be aware of your **body language:** stand straight, sit up, have a firm, confident handshake, be relaxed with arms comfortably at your side, make eye contact;
- Remember the **interviewer's name:** address him/her by name, remember to get his/her business card;
- **Be prepared:** research the company and the job, know what they do and discuss;
- **Stay positive:** take ownership of your past, everything was a good learning experience;
- Be focused on the **employers' needs:** remember to let them know how your skills match their needs;
- **Ask questions:** prepare a few question ahead of time;
- Remember the **three "C's":** stay cool, calm and confident;
- Ask about the **hiring process:** what's the next step;
- Send a **thank you note:** it separates you from the other candidates;
- Bring a copy of your résumé and references list with names and contact information;
- Smile....**Be Enthusiastic !!!!**

### DON'TS:

- **Don't be late** or arrive more than 30 minutes before the interview time;
- Engage in **negative discussion:** don't bad mouth former employers/co-workers;
- Share **personal information:** this is about the job and your ability to do the work; don't discuss children, religion, family life etc.;
- **Monopolize the conversation:** actively listen, some silence is okay;
- **Bring up salary,** unless asked: don't be specific, try to give a range if pressed;
- Bring your **cell phone** out: no answering, no texting;
- Use **slang or profanity;**
- **Get chummy** with the interviewer: this is not about making new friends;
- **Appear desperate:** the interviewer doesn't need to know about your financial problems or that you haven't had a job offer in months or any other circumstance that make you desperate for a job.



## Interview Questions

### Remember:

1. Answer the questions that are asked
2. Give examples whenever possible
3. Ask questions
4. A little silence is okay

### Common Interview Questions:

1. Tell me about yourself.
2. Why are you interested in this position?
3. What qualities do you have that will make you successful in this position?
4. What are your weaknesses?
5. What are your strengths?
6. Why are you leaving your present job or why did you leave your last job?
7. What did you like most about your previous employment?
8. What did you dislike most about your previous employment?
9. Give me an example of when you disagreed with someone on the job?
10. Provide an example of how you handled a tough customer service/interaction?
11. What are you most proud of accomplishing in one of your previous jobs?
12. Tell me about a problem you faced and how you solved it?
13. Why should I hire you?

### Interview Questions: Work History

- \* Name of company, position title and description, dates of employment.
- \* What were your expectations for the job and to what extent were they met?
- \* What were your starting and final levels of compensation?
- \* What were your responsibilities?
- \* What major challenges and problems did you face? How did you handle them?
- \* Which was most / least rewarding?
- \* What was the biggest accomplishment / failure in this position?
- \* Questions about your supervisors and co-workers.
- \* What was it like working for your supervisor? What were his/her strengths and shortcomings?
- \* Who was your best boss and who was the worst?
- \* Why are you leaving your job?
- \* What have you been doing since your last job?
- \* Why were you fired?

### Interview Questions: About You

- \* What is your greatest weakness?
- \* What is your greatest strength?
- \* Describe a typical work week.
- \* Do you take work home with you?
- \* How many hours do you normally work?



- \* How would you describe the pace at which you work?
- \* How do you handle stress and pressure?
- \* What motivates you?
- \* What are your salary expectations?
- \* What do you find are the most difficult decisions to make?
- \* Tell me about yourself.
- \* What has been the greatest disappointment in your life?
- \* What are your pet peeves?
- \* What do people most often criticize about you?
- \* When was the last time you were angry? What happened?
- \* If you could relive the last 10 years of your life, what would you do differently?
- \* If the people who know you were asked why you should be hired, what would they

say?

- \* Do you prefer to work independently or on a team?
- \* Give some examples of teamwork.
- \* What type of work environment do you prefer?
- \* How do you evaluate success?
- \* If you know your boss is 100% wrong about something how would you handle it?
- \* Describe a difficult work situation / project and how you overcame it.
- \* Describe a time when your workload was heavy and how you handled it.
- \* More job interview questions about your abilities.
- \* More job interview questions about you.

### **Interview Questions About the New Job and the Company**

- \* What interests you about this job?
- \* Why do you want this job?
- \* What applicable attributes / experience do you have?
- \* Are you overqualified for this job?
- \* What can you do for this company?
- \* Why should we hire you?
- \* Why are you the best person for the job?
- \* What do you know about this company?
- \* Why do you want to work here?
- \* What challenges are you looking for in a position?
- \* What can you contribute to this company?
- \* Are you willing to travel?
- \* Is there anything I haven't told you about the job or company that you would like to

know?

### **Interview Questions: The Future**

- \* What are you looking for in your next job? What is important to you?
- \* What are your goals for the next five years / ten years?
- \* How do you plan to achieve those goals?
- \* What are your salary requirements - both short-term and long-term?
- \* Questions about your career goals.
- \* What will you do if you don't get this position?



## Questions to Ask the Interviewer

Interviewers like to know you are interested in the company and job. Asking questions shows initiative and the self-confidence to ask for information if you don't understand something. Also, it helps shift some of the power to you and away from the interviewer.

These are some possible question. Choose two or three that seem relevant. Try not to ask a question if the interviewer already spent time discussing the topic.

- What are the specific duties and responsibilities of the job that were not mentioned in the job description?
- If hired, to whom would I report?
- How have the people who have had this job in the past advanced in the organization?
- From your experience, what characteristics make an outstanding \_\_\_\_\_ (accounting clerk? Nursing assistant? Office manager?)
- Am I replacing someone? How long were they with the company and why did they leave?
- How many people are in the department?
- What are the training and educational opportunities?
- Would you give me a brief tour of the office? I'd enjoy seeing where people work.
- How is this job important to the company?

And REMEMBER, before you leave the interview ask about next steps:

- What is the next step in the hiring process?
- How many other candidates are you interviewing?
- When do you expect to make a hiring decision?
- Will you be bringing candidates back for another round of interviews? If so, when?



## **Sending a Thank You Note to the Interviewer(s)**

You are trying to find ways to stand out from all the other people being interviewed, one way to do that is to send a Thank-you Note after the interview.

- It is important to have the contact information of the person (people) you interviewed with so you can follow up, get this information while you in the interview.
- The note can be sent by email or to make an even bigger impression send it through the mail. If the interview process is very brief you may need to send it by email.
- Keep the note short but make it relevant. If you can recount something positive from the interview include that in the note.
- If you are still very interested in the position make that clear in the note.
- If there is something special about the company that you can mention include that in the note.

Template for a Thank-you note:

Dear Mr./Ms. Last Name:

Use the first paragraph to thank the interviewer for taking the time to meet with you. Mention your interest in the job and how enthusiastic you are about it.

The second paragraph of your thank you letter should include the reasons why you are an excellent candidate for the job. List specific skills that relate to the job you interviewed for. The more detailed you are, the more the interviewer will know about your qualifications.

The third paragraph (optional) can be used to mention anything that you didn't bring up at the interview that you'd like the employer to know. This gives you another chance to make a good impression, especially if you remembered something you should have said after the interview.

In your closing paragraph, reiterate your appreciation for being considered for the job and let the interviewer know you are looking forward to hearing from him or her soon.

Sincerely,

Your Signature

Your Typed Name



## MY PERFECT EMPLOYMENT SEARCH LOG

Contact Information	Company/Job Title	Source	Date	Next Step	Results
Name Phone Address Email					
Name Phone Address Email					
Name Phone Address Email					
Name Phone Address Email					
Name Phone Address Email					
Name Phone Address Email					
Name Phone Address Email					
Name Phone Address Email					



## SELECTED JOB SEARCH WEBSITES

### 1. Skills and Job Descriptions

Department of Labor, Job Descriptions, Skills Assessments, Competencies

- i. [www.onetonline.org](http://www.onetonline.org) --home page
- ii. <http://online.onetcenter.org/skills/> --skills assessment
- iii. <http://online.onetcenter.org/find/> --occupation finder/descriptions
- iv. <http://www.onetcenter.org/CIP.html> --download a computerized interest profiler that is consistent with Holland Codes, the complete profile takes about 30 minutes

### 2. Job Search Sites

#### a. MontgomeryWorks

- i. [www.mwejobs.com](http://www.mwejobs.com) – in order to apply online you must first register with MontgomeryWorks

#### b. Craigs List

- i. [www.washingtondc.craigslist.org](http://www.washingtondc.craigslist.org) –updated daily and often has very interesting and real job openings

#### c. Washington Post

- i. [www.washingtonpost.com](http://www.washingtonpost.com) –online version of newspaper
- ii. with specific job openings at <http://www.washingtonpost.com/wl/jobs/home>

#### d. The Gazette

- i. [www.gazette.net](http://www.gazette.net) –mostly entry level positions but not always,
- ii. updated weekly, jobs at [http://class.gazette.net/classifieds-bin/classifieds?tp=gazette%20classifieds&temp\\_type=browse&classification=Jobs](http://class.gazette.net/classifieds-bin/classifieds?tp=gazette%20classifieds&temp_type=browse&classification=Jobs)

#### e. Federal Government Jobs

- i. [www.usajobs.com](http://www.usajobs.com) –lists all Federal Government openings

#### f. Maryland Government Jobs

- i. [www.maryland.gov](http://www.maryland.gov) –MD government website
- ii. with specific job openings at [http://www.maryland.gov/portal/server.pt?space=CommunityPage&cached=true&parentname=MyPage&parentid=0&in\\_hi\\_userid=1333&control=SetCommunity&CommunityID=202&PageID=0&portal=md](http://www.maryland.gov/portal/server.pt?space=CommunityPage&cached=true&parentname=MyPage&parentid=0&in_hi_userid=1333&control=SetCommunity&CommunityID=202&PageID=0&portal=md)

#### g. Non-profits and Associations

- i. [www.idealists.org](http://www.idealists.org)
- ii. <http://asi.careerhq.org/search/results/>

#### h. Indeed

- i. [www.indeed.com](http://www.indeed.com)

#### i. Company Specific Websites

- i. Google the company name or type of company and then look for the “career”, “jobs”, “employment” or similar link



**Workshop Evaluation:  
The Job of Finding a Job**

**DATE:** \_\_\_\_\_

	Rating Scale: 1= not at all; 5=Excellent				
	1	2	3	4	5
Did today's session meet your overall expectations?					
Why?					
Please rate the discussion on the following topics (put an N/A if a topic was NOT covered):					
1. Overview of the job of finding a job					
2. Goal Setting					
3. Keeping Track					
4. Skills and Achievements					
5. Resume					
6. Elevator Speech					
7. Ways to look for a job					
8. Interview Questions					
Knowledge and preparation by presenters					
Interaction between participants and group leaders					
Will this information help you in looking for a job					
Anything else you'd like to tell us about today's session					
Please list some topics you'd like to cover in future sessions:					
Will you meet with Ronnie or Mana for individual help? If yes, list times when you are available.					

Optional:

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

Phone: \_\_\_\_\_