

Job Search Workbook



KANSAS 1ST

A Kansas Department of Commerce Workforce Initiative

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Introduction

Everyone has job skills. What you need to know is how to market your talents to find the right job. The following information will help you:

- ◆ Plan your time.
- ◆ Explore your career opportunities.
- ◆ Find job information.
- ◆ Write resumes and cover letters.
- ◆ Prepare for job interviews.

Planning Your Time

Now is the best time to start looking for a job, so begin looking before someone else gets the job you want.

Finding work is a full-time job!

In a Full-Time Job, YOU...

- ◆ have responsibilities (work duties).
- ◆ arrive at work on time.
- ◆ work hard, all day, 40 hours a week.
- ◆ report to a supervisor, who ensures you carry out your responsibilities.

To Find a Job, YOU MUST...

- ◆ set your own responsibilities (things you must do everyday to get a job).
- ◆ wake up early at a set time to start looking for work.
- ◆ look hard for a job, all day, 40 hours a week.
- ◆ be your own boss (or appoint a friend to be your boss) to make sure you carry out your job search responsibilities.

Tips for Planning an Effective Job Search

- ◆ **Make a “To Do” list everyday** – Outline daily activities to look for a job.
- ◆ **Apply for jobs early in the day** – This will make a good impression and give you time to complete applications, interview, or take tests.
- ◆ **Call employers to find out the best times to apply** – Some companies take applications only on certain days or within specific hours during the week.
- ◆ **Keep a record** – Write down all employers you contact, the date of your contacts, people you talk to, and special notes about your contacts.
- ◆ **Save time** – Apply at several companies in the same part of town, when possible. This saves travel time and money.

- ◆ **Be prepared** – Have a master application with dates, addresses, and other information about previous positions. Have resumes, pens, maps, and job information with you at all times. You never know when a lead will come your way.
- ◆ **Follow-up on new leads immediately** – If you hear about a job, call right away! Don't wait until the next day.
- ◆ **Network** – Tell everyone you know that you are looking for a job. Stay in touch with friends and contacts (e.g. church pastor, former co-workers, hair stylist, etc.).
- ◆ **Keep current** – Use the most up-to-date job hunting materials (e.g. Internet or telephone joblines).

Exploring Your Career Opportunities

The first step to finding a good job is to know your abilities, skills, and interests. If you have been a homemaker, a student, or a volunteer, or participated in a hobby or some other personal activity, these skills may be applied to other jobs, including soft skills.

Soft skills are the skills that all employees must have in order to succeed in the workplace regardless of the type of job. Employers place a great value on these skills and an employee who has them will be considered valuable. These skills are separate from the technical knowledge you may need on the job such as computer and word processing experience.

To employers, soft skills are as important as the hard or technical skills. Soft skills are those abilities to work as a team player, be a good leader and a follower, possess communication skills (written and verbal), and to adapt and relate.

“Soft skills” are sometimes referred to as “employability skills” because they are skills needed to keep a job once you get it. Soft skills include:

- ◆ **Attendance** – This is really important to employers. This means coming to work on time, coming everyday you are scheduled to work, giving notice for days off, calling in sick only when absolutely necessary, and calling your supervisor if you are going to be late. You can not be a successful employee if you do not come to work.

- ◆ **Communication/Interpersonal Skills** – Communicate with co-workers, managers, and customers in a pleasant and professional manner. Seek advice when needed and practice strong listening skills. Express yourself clearly, so you will be understood. Be polite, not argumentative, in accepting and expressing criticism. Remain calm in all situations and maintain good eye contact.
- ◆ **Team Work** – Work in a cooperative effort with others to achieve team goals and identify needs.
- ◆ **Initiative/Motivation** - The ability to begin or to follow through energetically with your job duties or a task without prompting or direction.
- ◆ **Responsibility** – Work hard toward reaching a goal. Complete required and expected work duties. Be conscious of time schedules. Manage personal responsibilities and work effectively with little or no supervision.
- ◆ **Appearance/Hygiene** – Understand and adhere to dress code policies, when applicable. Wear appropriate work clothing. Display good personal hygiene/grooming (e.g. shower, wear clean clothes, brush teeth and brush/comb hair). Be aware of your personal and professional appearance.
- ◆ **Flexibility** – Be willing to positively accept special projects or fill in for absent employees. Embrace ideas from others or changes in the middle of a project.
- ◆ **Problem Solving/Conflict Resolution** – Identify problems, evaluate all possible solutions, select a course of action, and evaluate the outcomes. Be willing to negotiate to help resolve differences of opinions and interests in a positive manner.

Career Exploration: Your Skills & Interests

List your hobbies, club memberships, sporting activities, church and school involvement, and areas of interest. List tasks you perform well or strong skills you possess, even if you have not been paid for these skills.

Your list may look like it has nothing to do with job skills or experience. That is okay. The purpose of this list is to help you determine what you want to do.

All hobbies, sports, and activities involve transferable skills, knowledge, and abilities. Look at each item on your list. Think about the skills or talents it takes to perform that activity. List your activities and skills as demonstrated in the chart below.

Hobbies, Sports, Activities, Things I Do Well	Skills, Knowledge, and Talents Involved
Playing Basketball	Ability to interact with others (be a team player) Ability to use basic math (keep track of scores) Ability to reach, lift, jump, stoop, and run
Homemaking	Ability to manage budgets Ability to handle multiple tasks Knowledge of human development Skills in teaching and training Ability to cook, clean, and do laundry
Fixing Cars	Ability to diagnose mechanical problems Skill in using tools Knowledge of electronics
Parade Coordinator for St. Patrick's Day Parade	Capacity to create printed materials Skill in advertising Ability to organize Competence to lead others Knowledge of fundraising Ability to professionally communicate

Complete your own list on the next page.

Hobbies, Sports, Activities, Things I Do Well	Skills, Knowledge, and Talents Involved

Work History

Now that you know your interests, it is time to explore your work history. Write down the duties for each of your jobs including all part-time, military, volunteer, and self-employment work.

Think about the skills, knowledge, or abilities it took to perform each work duty and write them down.

Also, list the kind of work characteristics involved with the duties (organization, self-management).

Here are a couple of examples:

Job	Work Duties	Skills or Talents	Work Characteristics
Farm Worker Smith & Sons May 1996-present	Select vegetables & fruits Use hoes, shovels & shears to plant, cultivate & prune	Inspect fruit for damage & ripeness Ability to work quickly, skillfully & safely Ability to work outside & alone for long periods of time	Organization Self-management Physical endurance Attention to detail Regulatory awareness Time management
Customer Service Representative Jones Financial Group April 1997-present	Answer customer phone calls Update customer accounts Answer customer questions or complaints	Proper phone etiquette Knowledge of stock market Ability to locate information quickly Computer skills Ability to calm upset customers	Polite/ accommodating Organization Problem solving Attention to detail Time management

Complete your own work history list on the next page.

Job	Work Duties	Skills or Talents	Work Characteristics

Your Academic History

List schools you attended, dates, and major studies or courses completed. Include military, vocational education, technical training, and on-the-job training. List degrees, certificates, awards, and honors. Ask yourself what classes or training you liked. Why did you like them?

Degree, Certificates, Awards, and Honors	Classes or Training I Enjoyed and Why
BA Biology Certificate of Microsoft Office Training Gold Star Sales Award Employee of the Month, October 1999 Outstanding Attendance Award	Web page design—enjoy creativity and starting something from scratch Scuba diving—enjoy contact with nature and adventure

Complete your own academic history below.

Degree, Certificates, Awards, and Honors	Classes or Training I Enjoyed and Why

Career Goals

What kind of work do you want to be doing five or ten years from now? What kind of job can you get now to help you reach this goal?

Jobs I would like to have:	Jobs to gain experience:
Police Officer Writer Teacher Lawyer	Security Guard Book Store Sales Clerk Camp Counselor Paralegal

Jobs I would like to have:	Jobs to gain experience:

Matching Experience to Jobs

Look at the talents and skills identified on your background and experience lists. Now find out what jobs use your talents.

Start at your local Workforce Center. See page 37 for an office near you. Workforce Centers have Internet access and free information about many jobs. If you are uncomfortable with self-directed exploration, a staff member can assist you. Services are also available at your local library, technical colleges, community colleges, and universities.

Match the skills and abilities in your list to the skills and abilities of different jobs. Do not limit yourself. The important thing is not the job title, but the skills and abilities of the job. You may find that your skills and abilities match an occupation you never thought about. Remember, everyone has a starting point – the average American has six different careers with 15 different companies.

Where to Find Job Information

If you know what job skills you have and what you like to do, you are ready to look for a job. You can look for job openings through the following sources:

- ◆ **Networking** – Tell everyone you know you are looking for a job. Ask about openings where your friends work (best way to find a job).
- ◆ **Private Employers** – Contact employers directly to market your job talents. Talk to the person who would supervise you, even if there are no jobs currently available. Informational interviews are great if you know what you want to do and are looking for the right company.
- ◆ **Kansas Workforce Centers** – They provide assistance in finding jobs and offer a variety of other services at no cost. See page 37 for a list of Workforce Centers or visit the Kansas Department of Commerce web site at www.kansascommerce.com and type **ConnectCode: LWFC**.
- ◆ **Federal, State, and Local Government Offices** – The personnel offices list a wide range of job opportunities. Check the government listings in your phone book.
- ◆ **Local Public Libraries** – They have books on occupations and often post local job announcements.
- ◆ **Newspaper Ads** – Look here, but remember, the newspaper contains less than five percent of the vacancies in your area.
- ◆ **Local Phone Book** – Look for career counseling centers in your area. Some may require a fee.
- ◆ **Local Radio or Television Stations** – They often list jobs available in your area.
- ◆ **Private Employment and Temporary Agencies** – They offer job-placement. Some may require a fee.
- ◆ **Community Colleges and Trade Schools** – Counseling and job information is available to students and alumni.
- ◆ **Private Training Centers** – They offer instruction in specific trades. Tuition is usually required. Check with your office of state education for credible schools.

- ◆ **Community Organizations** – Clubs, associations, women and minority centers, and youth organizations often have job listings for members.
- ◆ **Churches** – They frequently operate employment services or provide job search assistance.
- ◆ **Veterans’ Placement Centers** – Contact the Veterans Representative at the Workforce Center in your area. Veterans’ organizations often have job listings for members.
- ◆ **Unions and Apprenticeship Programs** - These provide job opportunities, information, and training. Contact a Workforce Center, the Kansas Apprenticeship Council [(785) 296-4161], or relevant labor union directly for information.
- ◆ **Government Sponsored Training Programs** – These programs offer direct placement or short-term training for applicants who qualify. Check the yellow pages under Job Training Programs or Government Services.
- ◆ **Journals and Newsletters** – Professional or trade associations often advertise job openings in their field. Ask for these at the local library.

Under the Civil Rights Act of 1964, all of the sources listed above serve persons of any race, color, religion, sex, or national origin. The Age Discrimination Employment Act of 1967 forbids discrimination of older workers. Both laws forbid employers to discriminate in hiring.

Applications

A job application may be an employer’s first introduction to you. Employers often ask job seekers to fill out an application before they are interviewed. The manner in which you complete your application often tells an employer how well you will perform your job. Since the product you are selling is yourself, it is well worth the time and effort to complete the application as best as you can.

Tips for Completing an Application

- ◆ Read through the entire application before answering any questions. If handwritten, be sure to print legibly.
- ◆ Fill in all blanks providing complete, detailed information. If a question does not apply to you, write “NA” (not applicable) to show that you did not miss the question.

- ◆ Be sure all names and addresses are spelled correctly. Carry your Social Security card, military discharge, special licenses, and other such information with you for reference.
- ◆ Have your background and experience list with you in order to correctly enter titles, dates, and addresses.
- ◆ Use appropriate job titles for your previous positions and for positions you are seeking. Have specific job(s) in mind. Do not ask for “just anything.”
- ◆ If you are not sure of the wages of the job for which you are applying, write “negotiable” until you have a chance to discuss the job responsibilities with the employer.
- ◆ If you do not have a telephone, ask a friend or neighbor for permission to use their number and indicate on the application that it is a number where a message may be left.
- ◆ Ask three people (who are not related to you) if you may use their names for references. Know the current address, occupation, and telephone number(s) for each. Some employers ask for business references or names of previous supervisors. If you have not held a job before, it is permissible to use teachers or family friends as references.
- ◆ If there has been a special situation in your past, such as a criminal conviction, it may be best to write “Will explain in person” in the appropriate blank. This will give the employer a chance to ask questions.
- ◆ After you have completed the application, check it over to make sure the information is thorough and accurate. If you have any questions about the application, ask the person in charge to explain it to you. Usually, you will be asked to sign a statement that the information you provided is true. False statements or intentional omissions are grounds for dismissal after being hired.
- ◆ If asked, agree to sign a statement giving the employer permission to contact your past employers and check your school and work records. Not giving permission gives a potential employer the impression you have something to hide.

Cover Letters

If you are applying for a job that requires a resume, you should write a cover letter to accompany your resume. The purpose of a cover letter is to:

- ◆ Explain how you discovered the job.
- ◆ Explain how your job skills will benefit the company.
- ◆ Show why the employer should read your resume or application form.
- ◆ Ask for a job interview.
- ◆ Tell them you will follow-up.

Tips for Writing Cover Letters

- ◆ Write a separate cover letter tailored to each job for which you apply.
- ◆ Type/print letters on 24 lb., 8.5" X 11" white, off-white, tan, or grey paper, which matches your resume.
- ◆ Address each letter to a specific person (the person who would actually supervise you or the person with hiring authority). Blind letters are not as effective. You can obtain a contact name by calling the personnel department of the organization. If you cannot get a contact name, address the letter by title (e.g. Dear Customer Service Supervisor:).
- ◆ Highlight your job qualifications.
- ◆ State the position you are seeking and the source of the job opening (newspaper ad, friend, etc.).
- ◆ Use proper grammar and correct spelling. Spell check your documents.
- ◆ Convey personal warmth and enthusiasm.
- ◆ Keep your letter short and to the point.
- ◆ Show that you've done some homework on the company (you know what they do, their interests, and problems). Check out the company's web site, if available.
- ◆ Try to identify something about yourself that is unique or of interest to the employer.
- ◆ Request an interview. If possible, suggest a specific date and time that is mutually agreeable.
- ◆ Include your address, telephone number, and e-mail address (if available).

Cover Letter Format

YOUR NAME

Your Street
Your City, State, Zip

Your Home Phone
Your Alternate Phone

Date

Name
Title
Company Name
Company Address
Company City, State, Zip

Dear Name or Title:

FIRST PARAGRAPH - Specify the position for which you are applying, how you became aware of the opening (e.g. newspaper ad, Kansas JobLink, radio, etc.), and some general information about yourself (e.g. number of years in a field or educational background). Reference your enclosures.

SECOND PARAGRAPH - In this paragraph you need to talk about your responsibilities, actions accomplished, and results achieved. Use descriptive and concise action statements. Indicate how your experience would benefit the company. Do not repeat your entire resume, but do mention those items which would most appeal to the employer.

THIRD PARAGRAPH - This is the section where you close your letter. Express your interest in the opportunity to interview for a position or learn more about the company's opportunities and hiring plans. Indicate what your follow-up plan will be (e.g. *Please contact me at your earliest convenience, I will contact you next week to schedule a mutually agreeable meeting time*, etc.). Be sure to mention how you may be reached. Finally, thank the employer for his/her time and consideration (e.g. *Thank you for your time and consideration*).

Respectfully yours,

{Leave two to three spaces for handwritten signature}

Your Name (typed)

Enclosure: Resume

Cover Letter Example

JULIE ALDEN

1275 Apple Lane
Topeka, Kansas 66612-2345

(123) 456-7890 [H]
(789) 123-4567 [C]

January 4, 2006

Patty Turner
Human Resources Manager
Patty's Place
1234 Sailor Drive
Topeka, Kansas 66612-2345

Dear Mrs. Turner:

While reading the newspaper, I noticed your ad for an Administrative Assistant in the Topeka area. I feel my comprehensive office experience would meet your needs and would greatly benefit your company. Please accept this letter and attached resume as application for the position.

As an Administrative Assistant for the past ten years, I have had extensive experience in an office setting. The past five years of my career have been focused on developing my computer software skills, particularly with Microsoft Word, Excel, and PowerPoint. Each position held has led to increased responsibility. Please refer to my resume for further details on my qualifications, education, and experience.

I am looking forward to meeting with you, and discussing how my skills and abilities can benefit Patty's Place.

Respectfully yours,

Julie Alden

Julie Alden

Enclosure: Resume

Resume Preparation

Today there are very few jobs where a resume is not required. The average employer spends seven seconds scanning a resume. Yours needs to stand out. Remember, this is how you market yourself.

Three Types of Resumes

There are numerous ways to format a resume. Three of the primary types are discussed in this section. Review all three and find a format that works for your current, unique situation and career history.

Chronological resumes focus on your work history. Each job has employment dates, job duties, employer name, and job title. This is good for individuals with long, stable career histories in a particular field.

Functional resumes describe your skills, abilities, and accomplishments that relate to the job for which you are applying. Employment history is less detailed than chronological resumes. These are good for new graduates, people changing careers, or people with less stable work history. The following are examples of individuals that would best benefit from a functional resume:

- ◆ A displaced homemaker.
- ◆ An individual with little or no job experience.
- ◆ An individual with gaps in his/her work history.
- ◆ An individual applying for a job different from his/her present or recent job.
- ◆ An individual who wants to emphasize work skills and accomplishments rather than job duty descriptions.

Combination resumes incorporate both chronological and functional resumes. These resumes are easy to follow and highlight skills—relevant skills and accomplishments are listed and later supported by a strong employment section. Combination resumes are appropriate when you are changing careers, are interested in volunteer or internship opportunities, have a varied employment history, or have many years of professional experience and need to condense your skills.

Tips for Preparing a Chronological Resume

- ◆ List your jobs starting with your present or most recent job (give dates for each job - month and year).
- ◆ Briefly describe the main duties you performed in each job.
- ◆ Emphasize duties that are important to the job for which you are applying.
- ◆ Use simple, short, active sentences.
- ◆ Include scholarships, honors, and major school subjects.
- ◆ Follow the format and example on pages 20-21 or search the Internet for other examples.

Tips for Preparing a Functional Resume

- ◆ Study the duties of the job for which you are applying. Identify two or three general skills that are important.
- ◆ Review and list your background, experience, talents, and accomplishments that demonstrate your ability to perform the job skills and include them in your resume.
- ◆ Use simple, short, active sentences.
- ◆ Follow the format and example on pages 22-23 or search the Internet for other examples.

Tips for Preparing a Combination Resume

- ◆ Highlight your skills as done with a functional resume. Focus on what you can do and how you can do it.
- ◆ List your jobs as done in a chronological resume. Start with your present or most recent job (give dates for each job - month and year).
- ◆ Address experiences that relate to the job for which you are applying.
- ◆ Follow the format and example on pages 24-25 or search the Internet for other examples.

When preparing a cover letter or resume, remember to visit a **Kansas Workforce Center** to utilize resource materials or seek assistance. There is no fee for basic services. See page 37 for a location near you.

Tips for Effective Resumes

- ◆ Type your resume. Use 24 lb., 8 1/2" x 11", white, off-white, tan, or grey paper.
- ◆ Do not include irrelevant personal information (age, weight, height, marital status, picture, etc.), but do include all contact information including a cell phone or e-mail, if available.
- ◆ Do not include salary or wages, unless specifically requested by the employer.
- ◆ Focus on accomplishments and achievements, not just job duties and tasks. Think benefits and results. Do not make your resume sound like a boring position description.
- ◆ Do not use abbreviations.
- ◆ Be positive. Identify accomplishments. Focus on strong points.
- ◆ Be specific. Use concise sentences. Keep it short (one page is best).
- ◆ Use action verbs such as those listed on page 26.
- ◆ Make sure your resume looks neat and is readable. Inspect photocopies for quality, smudges, and marks.
- ◆ Proofread the master copy carefully. Have someone else proofread the master copy as well.
- ◆ Spell check carefully. Do not rely solely on the computer spell check. Incorrect words, spelled correctly, can be totally inappropriate (e.g. too vs. to).
- ◆ Do not use the word "I" in a resume.
- ◆ Never lie.
- ◆ Add numbers or hard data to your resume. In a sea full of letters, numbers really stand out (e.g. *Reduced costs by 17 percent during the past ten years*). Numbers draw attention and show results achieved.
- ◆ Most resumes do not include references, but offer them upon request. If you do include references, place them on a separate sheet from your resume.
- ◆ Ensure the language is consistent. Construct each description or summary in a similar manner, including grammar, punctuation, and length. For past employment history, use the same verb tense (e.g. past tense). Current employment history should be in present tense.

Chronological Resume Format

YOUR NAME

Your Street
Your City, State and Zip

Your Home Phone
Your Alternate Phone

Objective: An objective is usually a one or two-line statement informing the reader of the position you are seeking or explaining your career goals (e.g. A position as an Administrative Assistant; A position as a Support Specialist permitting use of my skills in computer science and management information systems).

Experience: **Company - City, State** Month Year Began – Month Year End
Job Title (be specific)

- Start with your present or most recent job and list jobs in reverse chronological order (e.g. January 2006-Present, December 1997-January 2006, April 1992-December 1997)
- Briefly describe the main duties you performed in each job
- Emphasize the duties that are important to the job you are seeking
- Use numbers when applicable (e.g. supervised eight employees)

Education: **School - City, State** Month Year Graduated
Diploma, Certificate, or License (whichever is applicable)

- Include scholarships, honors, and major school subjects
- If you list a college degree, do not list High School
- If you did not complete the course, do not add it to your resume

References: Available upon request

- Be sure to have your references listed on a separate sheet of paper
- Include two work and two personal references
- Make sure telephone numbers for your references are correct
- Use the same format and paper you used for your resume

Chronological Resume Example

SAMANTHA CLARK

1378 Eastern Avenue
Beattie, Texas 88765-1233

(901) 555-1212 [H]
(901) 555-7278 [W]

Objective: A position as an Administrative Assistant.

Experience: **Adams Office Products - Beattie, TX** January 2001 - Present

Administrative Assistant

- Aid office manager with various duties, including personnel and budget preparation
- Analyze recordkeeping systems, office layout, personnel requirements, budgetary requirements, and performance standards
- Train, manage, and supervise two employees
- Schedule work hours
- Conflict resolution
- Prepare daily and monthly reports

Lewis Landscaping - Oshkosh, WI January 1996 - May 2001

Secretary

- Scheduled appointments
- Received and routed incoming mail
- Trained new employees
- Composed, typed, and processed correspondences
- Maintained files and a recordkeeping system
- Operated multi-line telephone system
- Utilized problem-solving skills

Education: **Leavenworth Community College - Leavenworth, SD** May 1995

Office Professional Certificate

- Held position as class president
- Maintained a 3.92 GPA while working 15 hours per week
- Involved in campus and community activities

References: Available upon request

Functional Resume Format

YOUR NAME

Your Street
Your City

Your Home Phone
Your Alternate Phone

Summary of Qualifications:

Write a statement that incorporates your job objective, years of relevant experience, and three to five of the most relevant and powerful qualification statements you can come up with. These may be written as sentences in a single paragraph or in a bullet format, depending on the style of your resume. Study the job ad and write this summary so it is obvious you meet all or most of the requirements listed in the ad. Be careful to use your own words and not mimic the ad.

Professional Experience:

(a.k.a. Professional Skills or Professional Accomplishments)

Determine three or four general categories that are related to the position for which you are applying (e.g. communication skills, office skills, technical skills, entrepreneurial skills, etc.). Under each category detail three or four of your skills and qualifications. List accomplishments that demonstrate your ability to perform the job duties required.

Employment:

Company - City, State

Month Year Began – Month Year End

Job Title (be specific)

Education:

School - City, State

Month Year Graduated

Diploma, Certificate, or License

- List completed classes that relate to the position
- List Grade Point Average
- List honors and awards

References: Available upon request

Functional Resume Example

KIMBERLY ELLIS

2395 E. 1200 Road
Harrisburg, GA 21221

(123) 456-7890 [H]
(987) 654-3210 [C]

Summary of Qualifications:

Dynamic, detail-oriented individual eager to begin an entry-level Administrative Assistant position. Proven secretarial and communication skills in an array of office environments. Team leader with excellent disposition and interpersonal skills. Proficient in Microsoft Office software. Willing to relocate and travel.

Professional Skills:

Secretarial

- General office procedures and equipment
- Type 65 WPM
- Knowledge of Microsoft Office software, particularly Word and Excel
- Ability to maintain and organize recordkeeping system

Attributes

- Detail-oriented
- Creative
- Cheerful disposition
- Courteous and professional telephone etiquette

Service to Others

- Coordinated games and activities for after-school program
- Volunteered at local homeless shelter as receptionist/office assistant
- Assisted file clerk in the District Court on voluntary basis

Employment:

Langley Law Office - Tuscanny, GA July 2004 – Present
Office Assistant

Mary's Grocery Store - Atlanta, GA July 2003 – July 2004
Cashier

Education:

Harrisburg High School - Harrisburg, FL May 2003
Diploma

- Relevant coursework included office practices, business, and math
- Participated in group project designing an Office Policy Handbook
- Maintained a 3.94 GPA
- Honor Roll student

References: Available upon request

Combination Resume Format

YOUR NAME

Your Street
Your City

Your Home Phone
Your Alternate Phone

Objective: An objective is usually a one- or two-line statement informing the reader of the position you are seeking or explaining your career goals (e.g. A position as an Administrative Assistant; A position as a Support Specialist permitting use of my skills in computer science and management information systems).

Professional Experience: (a.k.a. Professional Skills or Professional Accomplishments)

Determine three or four general categories that are related to the position for which you are applying (e.g. communication skills, office skills, technical skills, entrepreneurial skills, etc.). Under each category detail three or four of your skills and qualifications. List accomplishments that demonstrate your ability to perform the job duties required.

Employment History (a.k.a Work Experience):

Company - City, State Month Year Began – Month Year End
Job Title (be specific)

- Start with your present or most recent job and list jobs in reverse chronological order (e.g. January 2006-Present, December 1997-January 2006, April 1992-December 1997)
- Briefly describe two or three main duties performed in each job
- Emphasize duties that are important to the job you are seeking
- Use numbers when applicable (e.g. supervised eight employees)

Education: **School - City, State** Month Year Graduated
Diploma, Certificate, or License

- List completed classes that relate to the position
- List Grade Point Average
- List honors and awards

References: Available upon request

Combination Resume Example

KIMBERLY ELLIS

2395 E. 1200 Road
Harrisburg, GA 21221

(123) 456-7890 [H]
(987) 654-3210 [C]

Objective: An entry-level Administrative Assistant position.

Professional Skills:

Secretarial

- General office procedures and equipment
- Type 65 WPM
- Knowledge of Microsoft Office software, particularly Word and Excel
- Ability to maintain and organize recordkeeping system

Attributes

- Detail-oriented and creative
- Cheerful disposition
- Courteous and professional telephone etiquette

Service to Others

- Coordinated games and activities for after-school program
- Volunteered at homeless shelter as receptionist/office assistant
- Assisted file clerk in the District Court on voluntary basis

Employment:

Langley Law Office - Tuscanny, GA July 2004 – Present
Office Assistant

- Aid office manager with various duties, including personnel and budget preparation
- Analyze recordkeeping systems, office layout, personnel requirements, budgetary requirements, and performance standards
- Train, manage, and supervise two employees
- Prepare daily and monthly reports

Mary's Grocery Store - Atlanta, GA July 2003 – July 2004
Cashier

- Rang-up merchandise
- Assisted customers
- Balanced cash drawer

Education:

Harrisburg High School - Harrisburg, FL May 2003
Diploma

- Relevant coursework included office practices, business, and math
- Maintained a 3.94 GPA

References: Available upon request

Action Verbs

Action verbs give your resume power and direction. Try to begin all skill statements with an action verb. If you can't find the word you are looking for, use a thesaurus. For past employment history, use the same grammatical structure, punctuation, and verb tense (e.g. past tense). Current employment history should be in present tense.

Here is a sample of action verbs for different types of skills:

Clerical skills

arranged
catalogued
compiled
organized
processed

Communication skills

arranged
addressed
authored
collaborated
drafted
formulated
persuaded

Creative skills

conceptualized
created
designed
established
fashioned
illustrated
invented
performed

Financial skills

administered
analyzed
balanced
budgeted
forecasted
planned
projected

Helping skills

assessed
coached
counseled
diagnosed
facilitated
represented

Management skills

administered
coordinated
developed
directed
evaluated
implemented
improved
supervised

Research skills

clarified
evaluated
identified
inspected
organized
summarized

Technical skills

assembled
constructed
calculated
designed
operated
remodeled
repaired

Interviewing

Most hiring decisions are made at the first interview. The way you come across in that interview could be as important as your experience and job skills.

The following information will help you get the job you want.

Before the Interview

- ◆ Learn as much as you can about the company, salary, and benefits. Friends, neighbors, and relatives who work for the company are good sources of information. The Internet, libraries, local chambers of commerce, etc. are also helpful.
- ◆ Learn everything you can about the job and how your previous experience and training qualify you for the job.
- ◆ Write down potential interview questions and your answers.
- ◆ Take the following items with you to the interview: your background and experience list containing names of former employers, schools, trainings, etc.; a few copies of your resume; Social Security card; driver's license; union card; military records; and a list of references, both work and personal.

At the Interview

- ◆ Dress for the interview and the job. Don't overdress or look too informal. Dark colors are the most trusted colors.
- ◆ Always go to the interview alone. Arrange for a baby-sitter and transportation. Plan for pitfalls ahead of time, so you can arrive **10 to 15 minutes early** and be relaxed before the interview.
- ◆ Do not smoke, eat, or drink right before the interview, especially in the car (spills may happen and smells may offend the interviewer).
- ◆ Find common ground with the interviewer. Pictures, books, plants, etc. in the employer's office can be conversation items leading into the interview (this can make both of you more comfortable).
- ◆ Express your interest in the job and the company using information you gathered to prepare for the interview. It is acceptable to use or take notes.

- ◆ Let the interviewer direct the conversation. Do not be afraid of silence.
- ◆ Answer questions in a clear and positive manner. Show how your experience and training will make you productive in the shortest time with minimal supervision.
- ◆ Ask a few questions of the interviewer to demonstrate your interest. See page 30 for examples.
- ◆ Speak positively of former employers and co-workers no matter why you left—even if you were fired.
- ◆ Let the employer lead into conversations about benefits. Your focus on these items can be a turn off. Do not be afraid to ask questions about things you really need to know.
- ◆ When discussing salary, be flexible – avoid naming a specific salary. If you're too high, you risk not getting the job. If you're too low, you under sell yourself. Answer questions on salary requirements with responses such as, "I am interested in the job as a career opportunity, so I am negotiable on the starting salary." Negotiate, but do not sell yourself short.

Closing the Interview

- ◆ If the employer does not offer you a job or say when you will hear about it, ask when you may call to find out about the decision.
- ◆ If the employer asks you to call or return for another interview, make a written note of the time, date, and place.
- ◆ Thank the employer for the interview and re-affirm your interest and qualifications for the job.
- ◆ Ask for the interviewer's business card.
- ◆ Send a thank you note immediately. If necessary, clarify any points you did not make well or overcome any employer hesitation. Reinforce your interest and qualifications. See pages 32-35 for more information.

Possible Interview Questions

- ◆ Why do you think you would like to work for our company?
- ◆ What do you know about our company?
- ◆ Why did you leave your last job?
- ◆ What type of work do you enjoy most and feel capable of doing? What type do you not enjoy?
- ◆ Do you have any special skills or abilities that would benefit our company?
- ◆ What is your long-term career goal?
- ◆ Besides money, what satisfaction do you expect to get from your job?
- ◆ Would you be willing to travel if it is required for the job? If so, how often are you willing to travel?
- ◆ Describe your biggest failure/success.
- ◆ What kind of boss do you prefer?
- ◆ Are you willing to work any shift (rotating, weekends, overtime)?
- ◆ What are your hobbies and leisure-time activities?
- ◆ Do you have any limitations that would determine where you should work or the type of work you would be able to perform?
- ◆ What are your greatest strengths/weaknesses?
- ◆ What are the strong points of your personality/character?
- ◆ Do you have any activities, commitments, or responsibilities that might cause you to be absent from work?
- ◆ When would you be available to begin working?
- ◆ Describe a situation in which your work was criticized. How did you handle the criticism?
- ◆ Can you work under pressure, deadlines, etc.?
- ◆ Do you prefer working with others or by yourself?
- ◆ Describe a specific occasion when you went beyond the call of duty to get a job completed.
- ◆ Give me an example of a time when you conformed to a policy with which you disagreed.
- ◆ Describe a project where you encountered barriers and tell how you overcame those barriers to complete the project.

How to Answer Interview Questions

Interviewers often begin an interview by asking you to tell them about yourself. It is helpful to think about your response before going to the interview so you do not stumble with a response.

Questions that ask “what if” are often difficult to answer. For example, What would you do if your supervisor told you to do something illegal? These questions should be answered based on your knowledge, experience, and personal values. Remember, your solution is not as important as your attitude. A calm approach is best—do not rush into an answer. It is best to cushion your answer by saying something like, “One thing I might consider would be...”. Then, if the interviewer does not like your solution, you can consider a different approach.

Interviewers are not allowed to ask questions concerning marital status, religion, ethnicity or national origin, age (other than if you are between the minimum and maximum age required for the job), children, childcare arrangements, pregnancy, or disability. Most employers who ask for this information do so in casual conversation or out of ignorance. Think about how you will answer or avoid answering such questions should they be asked.

Questions to Ask the Interviewer

At the end of the interview, the interviewer will probably ask if you have any questions. Asking questions shows your interest in the company or the position. It is also your chance to clarify any item not thoroughly explained during the interview. Here are a few sample questions you might ask at the end of the interview:

- ◆ Was the person in the position promoted, or is this a newly created position?
- ◆ How would I be trained or introduced to the job?
- ◆ Will you please describe the department’s goals for the year?
- ◆ Is there a possibility of promotion from this position?
- ◆ Will you list the major job duties I would be performing in a typical day?

If you do not have any questions, say something like, “Thank you, but I think you have given a good description of what the job involves and have answered all my questions. I am very interested in the job and am sure I would be an asset to the company.”

After the Interview

Make each interview a learning experience. After it is over, ask yourself these questions:

- ◆ What points did I make that seemed to interest the employer?
- ◆ What questions did I have the most difficulty answering?
- ◆ Did I present my qualifications well? Did I overlook qualifications that were important for the job?
- ◆ Did I learn all I needed to know about the job?
- ◆ Did I ask all the questions I had about the job?
- ◆ Did I talk too much? Too little?
- ◆ Was I too tense? Too relaxed?
- ◆ Was I too aggressive? Not aggressive enough?
- ◆ Was I dressed appropriately?
- ◆ Did I effectively close the interview?

Make a list of specific ways you can improve your next interview. Remember, **practice makes perfect**. The more you interview the better you will get at it.

If you plan carefully and stay motivated, you can market your job talents. You will get a job that uses your skills and pays you well.

Testing

You may need to take a test for some jobs. Usually, the job announcement or ad will mention required tests.

The following are some tests which may be given:

- ◆ **Assessment tests** predict your ability to learn and perform job tasks.
- ◆ **Practical tests** measure what you know and what you can do in a job (e.g. word processing speed for a secretarial job or knowledge of street names and routes for a fire fighter job).
- ◆ **Drug tests** show the presence of illegal drugs that could impair job performance and threaten the safety of others.

How to Prepare for Tests

Brush up on job skills. For example, if you are taking a typing test, practice typing. If you are taking a construction test, review books and blueprints.

Here are some tips that will help you with most tests:

- ◆ It is natural to be nervous about tests.
- ◆ Make a list of what you need for the test (pencil, eye glasses, I.D., etc.). Check it before leaving.
- ◆ Get a full night's sleep.
- ◆ If you are sick, call and reschedule the test.
- ◆ Arrive early at the test site.
- ◆ If you need any special accommodations, tell the test administrator in advance.
- ◆ If you do not understand the test instructions, **ask for help** before the test begins.
- ◆ Work as fast as you can. Do not linger over difficult questions.
- ◆ Find out if guessing is penalized. If it is not, guess on questions you are not sure about.
- ◆ After the test, find out what your scores actually mean. For many jobs, your work talents and other capabilities will count more than your test scores.

Thank You Letters

After a job interview, it is proper business etiquette to write a thank you letter to the interviewer. In order to be effective, it should be sent as soon as possible (within 24 hours of your interview; no later than three days). This will help you stand out from the other candidates and gives you the opportunity to mention important information you may have forgotten in the interview.

Make the letter clear, concise, and legible. Follow the format and example on pages 34-35 or search the Internet for other examples.

Tips on Writing Thank You Letters

Here are some quick tips to help you write a thank you letter after an interview:

- ◆ Write a tailored thank you letter to each of your interviewers (immediately). If possible, use the same paper stock your resume and cover letter were on.
- ◆ Type your thank you letter in standard business format.
- ◆ Keep it brief.
- ◆ Thank each interviewer for taking the time to talk with you.
- ◆ Mention the day of the interview and job title.
- ◆ Express your interest in the company.
- ◆ Say that you want the job.
- ◆ If you forgot to mention or ask something important during the interview, this is your second chance; but do not say you forgot.
- ◆ Mention topics that peaked your interest and something to make you stand out in the interviewer's mind.
- ◆ Start to wrap it up with another thanks for the interview.
- ◆ Offer to provide more information.
- ◆ Say that you look forward to hearing from the interviewer again.
- ◆ Proof read your thank you letter and make corrections. Check for spelling, grammar, typos, etc.
- ◆ Keep a copy for your records, especially, if you have attempted to restate or clarify topics discussed.
- ◆ Keep copies of replies, for the same reason.
- ◆ Sending the thank you letter by e-mail is acceptable and one of the fastest ways to get it in front of your interviewer. Of course, mailing it is just as acceptable.

Thank You Letter Format

YOUR NAME

Your Street
Your City, State, Zip

Your Home Phone
Your Alternate Phone

Date

Name
Title
Company Name
Company Address
Company City, State, Zip

Dear Name or Title:

FIRST PARAGRAPH - Thank the person with whom you interviewed being sure to remind them of the position for which you interviewed. Make reference to how impressed you were with the company or how enthusiastic you are about the possibility of learning more about the company.

SECOND PARAGRAPH - In this paragraph you could offer information you may have forgotten to mention in the interview or make reference to how your experience relates to the position. Include a brief statement explaining that relationship mentioning your qualifications, skills, and education, if applicable to the position.

THIRD PARAGRAPH - Thank the interviewer once again for taking the time to meet with you. Make sure the employer knows you are still interested in the position. Tell the employer you look forward to hearing from them and can provide additional information, if necessary.

Sincerely,

{Leave two to three spaces for handwritten signature}

Your Name (typed)

Thank You Letter Example

JULIE ALDEN

1275 Apple Lane
Topeka, Kansas 66612-2345

(123) 456-7890 [H]
(789) 123-4567 [C]

January 4, 2006

Patty Turner
Human Resources Manager
Patty's Place
1234 Sailor Drive
Topeka, Kansas 66612-2345

Dear Mrs. Turner:

Thank you for meeting with me last Friday about the Administrative Assistant position. I was very impressed with your facility and believe my qualifications would be a good match for Patty's Place.

As discussed in my interview, I have over ten (10) years of experience in an office setting and feel my skills match your needs. I welcome the opportunity to learn new responsibilities working for your company and am very interested in the position.

Again, thank you for taking the time to meet with me. I would be pleased to provide any further information and look forward to hearing from you. You may reach me at either my home or cell phone as listed above.

Sincerely,

Julie Alden

Julie Alden

Job Search Checklist

- 1. Identify Occupations**
Make a background and experience list. Review information on jobs. Identify jobs that use your talents.
- 2. Identify Employers**
Ask relatives, etc., to help you look for job openings. Go to the nearest Kansas Workforce Center for assistance. Contact employers to get company and job information. Utilize other sources to get job leads. Obtain job announcements and descriptions.
- 3. Prepare Materials**
Write resumes. Use job announcements to match your skills with job requirements. Write cover letters. Assemble a job search kit: pens, writing tablet, maps, public transportation guides, clean copies of resumes and applications, background and experience list, Social Security Card, and picture I.D.
- 4. Plan Your Time**
Wake up early to look for work. Make a “To Do” list of everything you’ll do to look for a job. Work hard all day to find a job. Reward yourself (do a hobby or sport, visit friends, etc.).
- 5. Contact Employers**
Call employers directly (even if they are not advertising openings). Talk to the person who would supervise you if hired. Go to companies to fill out applications. Contact your friends and relatives to see if they know about any openings.
- 6. Prepare for Interviews**
Learn about the company where you will be interviewing. Review job announcements to determine how your skills will help you do the job. Assemble resumes, applications, forms, etc. (make sure everything is neat). Arrange for baby-sitters, transportation, etc. Give yourself plenty of time.
- 7. Go to Interviews**
Dress appropriately for the interview. Go alone. Be clear, concise, and positive. Thank the interviewer.
- 8. Evaluate Interviews**
Send a thank you note to the interviewer within 24 hours of the interview. Think about how you could have improved the interview.
- 9. Take Tests**
Find out about the test(s) you are taking. Brush up on job skills. Relax and be confident.
- 10. Accept the Job!**
Understand job duties and expectations, work hours, salary, and benefits. Be flexible when discussing salary (but do not sell yourself short).

Kansas Workforce Centers

Atchison Workforce Center

818 Kansas Avenue
Atchison, KS 66002-2396
Phone: (913) 367-3283
Fax: (913) 367-3980

Butler County Workforce Center

2318 W. Central Avenue
El Dorado, KS 67042-3207
Phone: (316) 321-2350
Fax: (316) 321-7653

Chanute Workforce Center

119 N. Grant Street
Chanute, KS 66720-1728
Phone: (620) 431-4950
Fax: (620) 431-2375

Colby Workforce Center

1135 S. Country Club Dr., Suite 2
Colby, KS 67701-3666
Phone: (785) 462-6862
Fax: (785) 462-8371

Cowley County Workforce Center

Strother Field - 22215 Tupper Street
Winfield, KS 67156-7326
Phone: (620) 221-7790/442-8124
Fax: (620) 229-8133

Dodge City Workforce Center

2308 First Avenue
Dodge City, KS 67801-2560
Phone: (620) 227-2149
Fax: (620) 227-9667

Emporia Workforce Center

512 Market Street
Emporia, KS 66801-3934
Phone: (620) 342-3355
Fax: (620) 342-2806

Garden City Workforce Center

107 E. Spruce Street
Garden City, KS 67846-5446
Phone: (620) 276-2339
Fax: (620) 276-7306

Great Bend Workforce Center

1025 Main Street
Great Bend, KS 67530-4429
Phone: (620) 793-5445
Fax: (620) 793-3188

Hays Workforce Center

332 E. 8th Street
Hays, KS 67601-4145
Phone: (785) 625-5654
Fax: (785) 625-0092

Hutchinson Workforce Center

518 N. Washington Street
Hutchinson, KS 67501-4819
Phone: (620) 663-6131
Fax: (620) 669-0738

Independence Workforce Center

200 ARCO Place, Suite 101
Independence, KS 67301-5304
Phone: (620) 332-1660
Fax: (620) 332-1668

Junction City Workforce Center

1012 W. 6th Street, Suite A
Junction City, KS 66441-3231
Phone: (785) 762-8870
Fax: (785) 762-3078

Kansas City Workforce Center

552 State Avenue
Kansas City, KS 66101-2403
Phone: (913) 281-3000
Fax: (913) 281-0069

Kansas Workforce Centers

Lawrence Workforce Center

2540 Iowa, Suite R
Lawrence, KS 66046-5754
Phone: (785) 840-9675
Fax: (785) 865-5465

Pittsburg Workforce Center

105 W. Euclid
Pittsburg, KS 66762-5101
Phone: (620) 231-4250
Fax: (620) 231-6448

Leavenworth Workforce Center

515 Limit Street, Suite 200
Leavenworth, KS 66048-4495
Phone: (913) 682-4152
Fax: (913) 682-1804

Salina Workforce Center

203 N. 10th
Salina, KS 67401-2115
Phone: (785) 827-0385
Fax: (785) 827-2307

Liberal Workforce Center

1531 N. Kansas Avenue
Liberal, KS 67901-5202
Phone: (620) 624-3565
Fax: (620) 624-3355

Topeka Workforce Center

1430 S.W. Topeka Blvd.
Topeka, KS 66612-1819
Phone: (785) 235-5627
Fax: (785) 233-5899

Manhattan Workforce Center

205 S. 4th Street, Suite 1A
Manhattan, KS 66502-6111
Phone: (785) 539-5691
Fax: (785) 539-5697

Wichita Workforce Center

150 N. Maine, Suite 100
Wichita, KS 67202-1323
Phone: (316) 771-6800
Fax: (316) 771-6891

Newton Workforce Center

116 E. 6th Street
Newton, KS 67114-2204
Phone: (316) 283-4220
Fax: (316) 283-4201

Overland Park Workforce Center

8417 Santa Fe Drive, Suite 100
Overland Park, KS 66212-2773
Phone: (913) 642-8484
Fax: (913) 642-7260

Paola Workforce Center

501 S. Hospital Drive
Paola, KS 66071-1850
Phone: (913) 294-2134
Fax: (913) 294-5186

Useful Web Sites

Job Search Web Sites

America's Job Bank – www.ajb.org

Career Builder – www.careerbuilder.com

Career.com – www.career.com

CareerMag.com – www.careermag.com

Community Career Center – www.nonprofitjobs.org

GovernmentJobs.com – www.govtjobs.com

HelpWanted.com – www.helpwanted.com

Hire Vets First – www.hirevetsfirst.gov

Internet Career Connection – www.iccweb.com

Job-hunt.org – www.job-hunt.org

Jobweb – www.jobweb.com

Kansas Civil Service Job Search – da.state.ks.us/ps/aaa/recruitment

Kansas JobLink – www.kansasjoblink.com

Monster – www.monster.com

NationJob.com – www.nationjob.com

National Business & Disability Council – www.business-disability.com

Net-Temps – www.net-temp.com

Retiree Careers – www.retireecareers.com

Senior Job Bank – www.seniorjobbank.org

Seniors4Hire – www.seniors4hire.org

United States Government – www.firstgov.gov

USA Jobs – www.usajobs.opm.gov

YAHOO! Hot Jobs – hotjobs.com

Cost of Living/Relocation Web Sites

Housing Information – www.realtor.com

Kansas Labor Market Information – laborstats.dol.ks.gov

Relocation/Moving Quotes – www.moving.com

Moving Calculators – www.homefair.com

Useful Web Sites (cont'd)

Apprenticeship, Education, and Instruction Web Sites

Job Corps – jobcorps.doleta.gov

Kansas Colleges and Universities – www.kotn.org/colleges.html

Kansas Registered Apprenticeship Prgm. – www.kansasapprenticeship.org

Tips for Finding the Right Job – www.doleta.gov/uses/tip4jobs.pdf

Other Helpful Web Sites

Kansas Communities – skyways.lib.ks.us/towns

Kansas Government – kansas.gov

Kansas Newspapers – www.usnpl.com/ksnews.html

Kansas School Districts – skyways.lib.ks.us/education/districts.html

Online Workforce Resource

www.kansasjoblink.com

For Employers
and Job Seekers

The Kansas Department of Commerce is an equal opportunity employer/program—auxiliary aids and services are available upon request to individuals with disabilities and other barriers to employment.

Online Workforce Resource

[www.kansas[★]joblink.com](http://www.kansasjoblink.com)

For Employers
and Job Seekers



KANSAS

DEPARTMENT OF COMMERCE

1000 S.W. Jackson Street, Suite 100

Topeka, Kansas 66612-1354

Phone: (785) 296-3481

TTY (Hearing Impaired): (785) 296-3487

Fax: (785) 296-5055

www.kansascommerce.com