

NEVADA JOBCONNECT RESOURCE GUIDE FOR JOBSEEKERS



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INTRODUCTION

It should not come as a surprise that looking for work can be a lot of work, especially if you have not been in the job market for a while, or if you are changing careers. If you need help putting together a résumé, and are not sure how to answer some questions on a job application, or are scared to death at the prospect of a job interview, you have come to the right place. Here are some hints to make the job search less frightening and more productive.

Optimism, Confidence, and Energy are three of the most important emotional states for your reemployment efforts. An optimistic outlook will help your mind focus on the positive aspects of situations. It is imperative that your conscious and subconscious minds are receptive to new ideas and opportunities. Successful people prepare themselves both mentally and emotionally for opportunities. What some people call “luck”, successful people call being prepared when an opportunity presents itself. What happened yesterday is in the past, and has no influence on your future, unless you give it that power.

Read, Read, and Read. Do you see a trend here? Read positive motivational books, uplifting biographies, inspirational stories, and any other type of literature that leaves you feeling energized and refreshed. Fill your mind with good positive thoughts and ideas. You will find yourself seeing things from a different perspective, more positive, more optimistic, and better able to face any challenge that comes along. This positive mental state will also open your eyes to previous unrecognized opportunities. It is recommended that you refrain from reading doom and gloom books until you have accomplished your goal and are back to work. However, it is recommended that some daily positive reading be continued. This will ensure your attitude stays positively charged.

Get out of the house. This activity brings its own excitement. Get out among people, friends, mingle, network, talk to people, and create your own opportunities. Any activity is better than no activity. Walk and exercise; learn to enjoy life again. A more positive and optimistic mental outlook will start with these activities.

FAMILY ISSUES

Unemployment affects everyone in your family. Do not isolate yourself, but rather talk to your family about how you are feeling or what you are doing. Have some family time and allow everyone to voice their concerns and ideas. Ask for their assistance in conserving financial resources. By working through this together, you can build your family's self-esteem, sense of competence and trust in yourselves as a family unit.

STEPS TO TAKE IF YOU HAVE LOST YOUR JOB OR FIND YOURSELF IN NEED OF EMPLOYMENT

1. File for Unemployment Insurance Compensation; for a Nevada claim you may file online at <http://ui.nv.gov> or call 702-486-0350 (Southern Nevada), 775-684-0350 (Northern Nevada) or toll free 888-890-8211.
2. Prepare your résumé.
3. Begin your job search and apply for jobs that meet your qualifications. Remember to apply for more than one job at a time. It may take some time to move through all the steps from application to accepting a position.
4. Change the greeting on your home/cell answering machine to something short and professional. An example: *"Hello this is the Smith residence, please leave a detailed message with a contact name, the name of the company and a phone number where you can be reached. I will return your call as soon as possible."*
5. Have a professional generic e-mail address just for job search.
6. Have paper and pen ready by each phone in the house. (For taking notes about a job interview)
7. Prepare for interviews. Practice with friends or family. Make sure you are ready for any difficult questions so you are not caught off guard. One great way to do this is to type a list of potential interview questions along with bulleted answers. This will give you some great talking points.
8. Attend any interviews offered.
9. Prepare and mail thank you letters. This is an important step of the process. It adds a great personal touch and is a great opportunity to address some weaker aspects of your interview.
10. Accept a job offer.



Take some time to think through the past. You need an accurate grasp at what has happened in order to feel better about the future.

Things done right at my previous job:

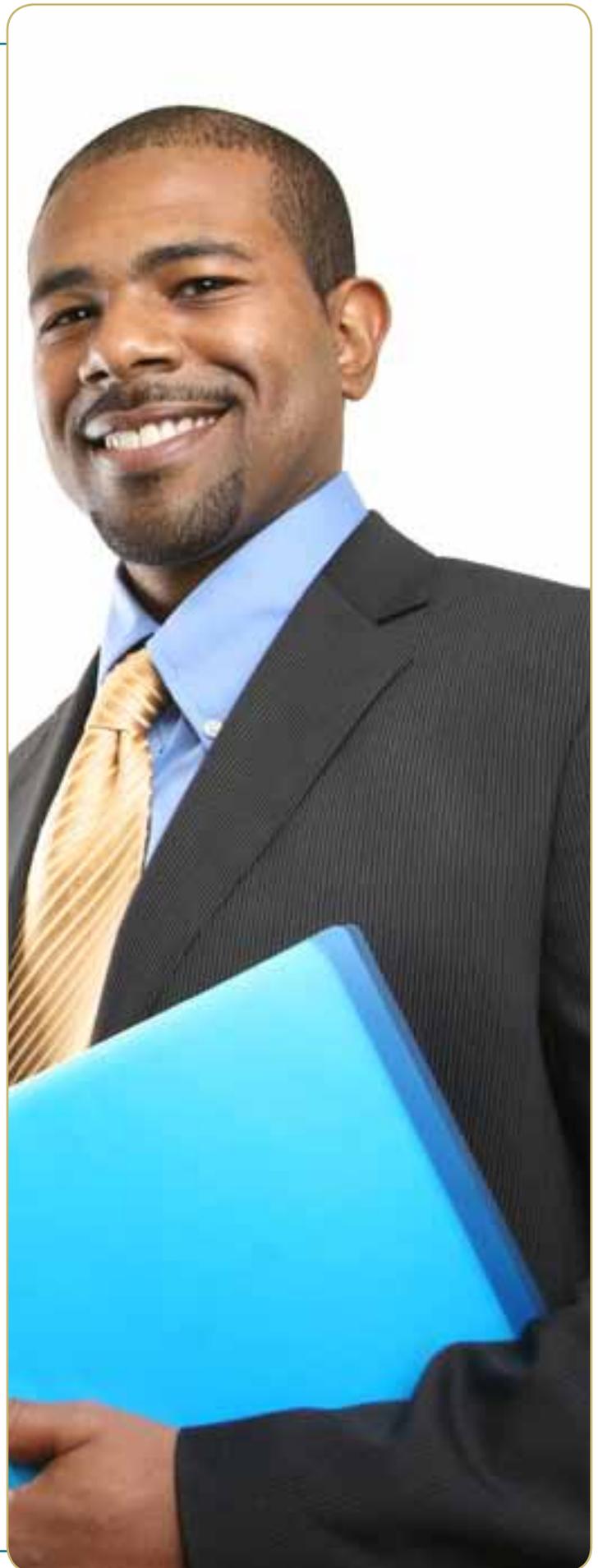
1. (As an example to get you started: Developed and designed new training material for office.)
- 2.
- 3.

**Things that could have been done better/
changes I need to make to do the job better:**

1. (Example: Need more training on excel spreadsheets - I will contact Nevada JobConnect, and see if they have training classes I can attend.)
- 2.
- 3.

Where to get help making these changes:

1. (Example: I can go to my local Nevada JobConnect office and see if they have training available.)
- 2.
- 3.



BEGIN TO SET GOALS

Now that you have dealt with the past, think about the future. Begin setting goals by asking yourself:

- How much do I need to earn?
- Can I afford to wait for the “perfect” job or do I need to take whatever comes along?
- What kind of work do I want to do?
- What may be some alternatives?
- What do I absolutely not want to do?
- Should I consider changing careers?
- Do I need more training?
- Should I relocate to where my skills are more in demand?

Now that you have explored your strengths, preferences and limitations, you can begin to set some long-term goals. While it may take months to achieve your ultimate objectives, they can be achieved by setting and meeting short-term goals. Write down your goals and set deadlines so you can track your progress. Goal writing sample includes:

1. Long-term Goal: Find a new job
 - a. Short-term Goal: Send out 100 résumés to specific businesses
 - I. Action: Draft three master versions of my résumé and a master cover letter
 1. Resources: (Samples from NJC resource center)
 2. Deadline: (Pick-a-date - give yourself 30 days)
 - II. Action: Re-write résumés and cover letter based on feedback from qualified individuals
 1. Resources: (Choose 5-7 qualified people to proof read my résumé)
 2. Deadline: (Example: March 15)
 - III. Get names, addresses, and contacts within 100 qualified businesses.
 1. Resources: (Newspapers, phone book, Internet search)
 2. Deadline: (Example: April 13)
 - IV. Action: Mail résumé and cover letters to the specific contact within each business.
 1. Deadline: (Example: April 20)



NEVADA JOBCONNECT

Nevada JobConnect offices are available statewide to assist your effort to find new employment. Our offices can also provide information on resources available in the community which can assist you with training. Offices are staffed with workforce professionals who understand the local labor market and who can provide you occupational guidance to assist your return to work. In addition each office can provide the following services:

- Self-guided employment searches
- Referral to available job openings
- Job development and placement assistance
- Labor Market Information
- Interviewing skills workshops
- Résumé and cover letter assistance
- Phones and computer access to file Unemployment Insurance claims and to access employment resources
- Business directory of local employers

- Employment related workshops (when available)

Programs available at the Nevada JobConnect offices or through referral include the following:

Employment Services

- Veterans Employment Services
- Career Enhancement Program
- Vocational Rehabilitation Services
- Trade Act Services
- Workforce Investment Act services
- Migrant and Seasonal Farmworker Services
- Work Opportunity Tax Credit



HELPFUL HINTS FOR JOB SEEKERS

Choose Your Target Carefully: Put your time and energy into opportunities that you are interested in. You also want to focus on those that give you the best chance of receiving an offer. Pick a few companies you are interested in and pursue them, no matter if they have openings or not.

Work Your Network: Flip through your rolodex, business, and social media contacts and let them know you are looking.

Sell Yourself: Learn how to talk about yourself in a way that is meaningful and powerful. An example might be; "I've always been a team player and it was always my goal to utilize my previous experiences to bring fresh ideas to the challenge."

Consider Freelancing: If you are in a field that supports freelancing do not think twice, take the opportunity. It is a great way to keep money coming in and your skills sharpened until full-time work comes along.

Take a temporary position if freelancing is not an option, consider interim staffing. No matter what the economy does, work still needs to get done. Many staffing agencies pay well. Like freelancing, this will keep money coming in and your skills well-honed until you can secure a full-time job.

Sweat the Small Stuff: Personal touches make a huge difference. Make sure each letter is addressed to a specific person within the business and the cover letter addresses your specific skills and qualities the company is looking for. Always write a thank you note. Remember to always take the note in person to the interviewer or if that is not possible send a thank you note through the mail immediately after the interview.

Above all else, stay positive in tough economic times, a positive attitude is the most important thing.

HERE ARE SOME GENERAL TIPS ON COMPLETING EMPLOYER JOB APPLICATIONS

- ❑ Take a master application containing
 - All previous employers.
 - Skills you have developed from previous employment.
 - Names, addresses, and phone numbers of references. Make sure you have contacted any references you list, and let them know you are giving them as reference. Make sure they like you and are going to give a positive response.
- ❑ Previous Employer Sections - List skills from previous employment as they relate to this employer's needs. Refer back to the job announcement for the specific skill sets the employer is seeking in an applicant.
- ❑ Bring along your résumé for quick reference to dates and company names. Ensure the dates on your résumé and job application match.
- ❑ Bring along your address book for reference numbers and addresses.
- ❑ Read the whole form carefully before starting.
- ❑ Try to get two copies, use one as a rough draft and the second as the final.
- ❑ Use your best and most precise handwriting; if they cannot read it, they will not call and guess where it will be filed, (you guessed it, in the round file or the incomplete pile, never to be viewed by human eyes again!).
- ❑ Bring along an erasable pen, you can erase mistakes, and after a while, the ink dries and becomes permanent.
- ❑ Fill in all information on the application (Do not say "See Résumé"). There is no other phrase in the human resource language, which will result in a swifter exit of your application into the incomplete pile.
- ❑ Leave no blanks; enter N/A (for "not applicable"). If you do leave blanks, the result will be the same as above.
- ❑ When the information requested does not apply to you; put N/A. This informs the staff reviewing your application that you did not simply skip the question.
- ❑ Many jobs list a specific number of years experience required in certain skills; ensure you make it clear in your application that you have the required experience. Many times the sections asking about previous jobs are broken down into percentages of time spent on particular activities. Make sure that all of the percentages add up to the total number of years required by the employer for the position.
- ❑ Be ready to complete the application in the office. Many companies will not let you take the form with you to fill out at home. Do not take this personally. In some industries, basic reading and writing skills are essential, and many companies want to see that you do not need help in reading or completing the application.





CREATING A MASTER APPLICATION

By creating a master application at the start of your employment search, it will help keep you organized and make it much easier to complete job applications. How it will help:

- Ensure complete and accurate information is available to you when filling out an application.
- Shows a prospective employer you are organized.
- Speeds up the application process.
- Allows spell checking of your information prior to starting the application.
- Ensures no key points are omitted.

Examples of information that should be contained in the master application:

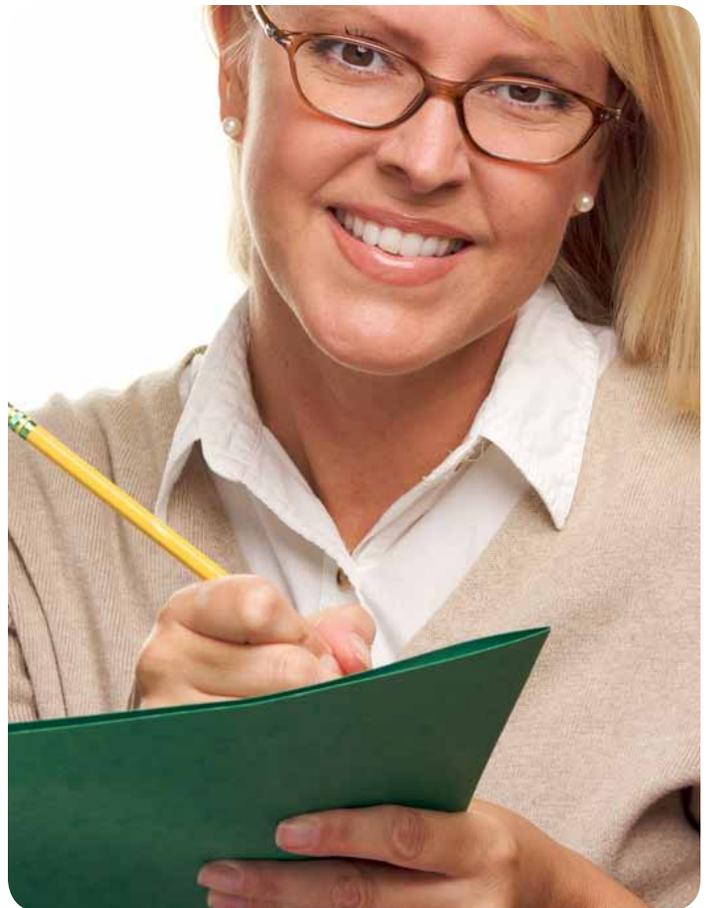
- Personal Information
- Military Service
- Education and Training
- Special Skills
- Work Experience
- Other Information
- List of references with contact information. (Contact your references prior to listing them. Verify that all contact information is correct and that they will give you a positive referral.)

COMPLETING JOB APPLICATIONS

Most people rush through the application process without spending a fraction of the time spent on the résumé. However, 87% of people who get hired are hired off of the information contained in their job application and not their résumé. The company job application is the only legal document you submit. Your résumé is nice, but it is the facts stated on the job application they verify.

Read them, learn their secrets, and follow the directions. Slow down and take your time. A messy incomplete application will not get you an interview! Print Neatly, Print Clearly.

Often the way you complete the application is used as the first screening process! (Timely, neatness, accuracy). If you cannot spell take a pocket spell checker with you. Better safe than sorry! To an employer this is their first impression of your work.



Résumé Development

15-20 seconds! That is all the time you have to gain the reader's attention. If it is poorly written, full of mistakes, or they do not see something intriguing, they probably will not read any further. Your four days of hard work will have been for nothing. However, the worst part will be the fact that you are waiting for a reply from that very same person who just filed your résumé in the round file.

The rules for résumé preparation come and go. Most résumés are skill-based, meaning they focus on what you can do, and not where you did it. This is the information requested by many major employers. However, résumés have no official format. Since a résumé is a sales brochure, you want to include everything that relays why you are the right person for the job. Contact your local Nevada JobConnect office for copies of materials on how to construct a résumé, or come in and use one of our resource centers. We have personal computers, easy to use résumé-building software, as well as information on websites that list job openings, career exploration tools, and employer data.

Christie Smith
1234 Golden Band Street
Ringgold, GA 30736-0736
(999) 123-4567 Cell
professionalemiladdy@gmail.net

Objective: Medical Receptionist/Admissions Clerk with ABC Supply Company.

Summary of Qualifications

- Four years of administrative support work in a medical environment
- Expertise with a variety of medical administrative procedures, to include admissions, dispositions, ward transfers, insurance claims and death protocols
- Computer literate with most medical industry standard programs
- Extremely detail oriented, strong team player and very well organized
- Active Security Clearance

Professional History

U.S. Air Force, Travis AFB, California (1997 to Present)
Records Admissions and Dispositions Coordinator

- Organized and assigned daily operations for one of the largest Admissions and Dispositions offices in the US Air Force [David Grant Medical Center]
- Accurately admitted and screened over 9000 inpatients which significantly increased the quality of data availability pertaining to patient demographics
- Collected over \$103,000,000 in third party inpatient health insurance reimbursements
- Verified eligibility of care, complete admissions forms and input into the Air Force's computer database
- Discharged patients: reviewed and completed documentation and entered into the database
- Managed, maintained and upgraded the office filing plan
- Restructured quick reference folders resulting in improved office efficiency
- Prepared and verified admissions and dispositions associated reports
- Performed functions related to casualty reporting and deceased personnel

Continuing Education Manager

- Formulated documents and compiled lists using computer programs to include, but not limited to, Word, Excel, Access and Power Point
- Coordinated, tracked and annotated training for over 1500 personnel within the medical facility

Intermodal Transportation Services, Jacksonville, Florida (1996-1997)
Data Entry Clerk

- Inputted vehicle damage codes in the computer database
- Filed all hard copy car reports
- Metered and sent out all company mail

Education/Training

CPR Certification, American Heart Association
Records Management Training, US Air Force
Health Service Management Training, US Air Force

GENERAL GUIDELINES

The following are general guidelines that may help you avoid having your résumé overlooked:

- Note: A two page résumé is acceptable
- Left justify the entire document (align text to the left side of the page)
- Place your name at the top of the page on its own line
- Use standard address format below your name
- Multiple addresses should be placed one on top of the other
- List each phone number on its own line
- Avoid vertical and horizontal lines, graphics, and boxes/tables
- Avoid punctuation as much as possible

ADDITIONAL TIPS

Use the following résumé tips for additional help when creating a résumé:

- Text should be broken out by using bullets and sentences or phrases rather than long paragraphs

Format résumé with:

- Work History, Employers, Position Titles, and Dates including Month and Year
- Detailed Work Activities-Duties and Responsibilities
- Specific Achievements and Accomplishments
- Education- Degrees, Special Schools, Certifications, and Short Courses
- Use numbers (\$'s, %'s, MM, K ...) and occupation specific acronyms that an employer will quickly understand (Independent System Operator (ISO) ...) to demonstrate specific achievements and accomplishments
- Do not crowd the information on the page, leave white space, which makes for easier reading

Follow these tips when you are preparing to write your résumé:

- Start by really thinking about your work history and education
- What type of position are you applying for?
- What are your strongest skills?
- Work history: Do you have a strong work history? If not, do you have strong skills?
- Education/Skills/Achievements

When putting together a format use the most appropriate of these three types: Functional, Chronological or Combination. Keep it simple. Use a simple, easy to read font. Justify the text to the left. Try to keep it to one page. Do not include personal information, such as marital status, height, weight, age, disability, photograph or religion. Be consistent.

Remember these key points when putting your résumé together. Make sure you have correct dates of employment and correct company information. Use key words that fit the desired job. Focus on responsibilities not job duties. Keep it to a few bullet points. Even the small things can have value. List achievements. Make sure all reference information is up-to-date. One of the most important things to do after you have written your résumé is to: Proofread! Proofread! And Proofread!

Do not forget to follow these steps:

- If you say in your résumé or cover letter that you are detail oriented, make sure that you are!
- Do NOT rely on spell check to find spelling errors.
- Print off a copy of your résumé, read it, and give it to someone else to read.
- Before the final printing, let it sit overnight and proof read it one more time the next morning. Any errors will literally jump off the page.

JOB SEEKER: DO'S AND DON'TS

When looking for a new job, make sure you remember these do's and don'ts:

- Don't:** Embellish or fabricate details, facts, or experience.
- Do:** Be honest.
- Don't:** Leave large gaps or absences in your employment history.
- Do:** Explain these gaps by saying "returned to school," "helped friend start a new business," "traveled," or other reason. If your reason is health related or due to a disability, it is your personal decision whether or not to disclose this fact. (Unless your problem prevents you from doing the job safely, it is probably not necessary to disclose.) If the gap is less than one year, do not list it. There is no written rule that says you must account for every month of every year.
- Don't:** Forget to include any activities you may have done during an employment gap.
- Do:** List these in your skills and accomplishments; they may include qualities useful for the position.
- Don't:** List a specific pay rate.
- Do:** Use a pay range that reflects the local area.
- Don't:** Use words like "fired" or "let go".
- Do:** Instead, use words to describe the situation like "moved," "seasonal employment," or "laid off." However, you should be ready to explain.



SCANNABLE RÉSUMÉS

A scannable résumé can be viewed by a computer using the latest document imaging technology (known as optical character recognition, or OCR). Employers use this to store résumés in databases and search through many applicants electronically.

A scannable résumé, similar to a traditional résumé, includes your goals, education, work experience, activities, honors, and any special skills you might have. You can create a scannable résumé by modifying your traditional one. The two most important elements of a scannable résumé are formatting and keywords.

Human resources personnel will review your résumé only after the computer retrieves it from keyword searches. Including nouns and noun phrases that are likely to be used in a database search and using simple formatting will help your résumé to be chosen from the multitudes of others.

Formatting: Keep in mind that the first reader of your scannable résumé will be a computer, not a human. A fancy format pleasing to the human eye may confuse OCR scanners.

- Using simple format and font/typestyle decreases the likelihood that scanners will misread your résumé.
- Use one common font throughout the résumé instead of increasing the size.
- Indicate section headings by simple spacing.
- Avoid using bullets, tables, & visuals. Instead use dashes, left-justified text, and spacing to format.

Scanning Technology—make it work for you.

- Use a laser printer, with black ink on white or light-colored 8.5 x 11 paper. The better the contrasts mean fewer errors in the scanning process.
- Use only standard fonts where none of the printed characters touch. Some of the best fonts are **Times**, Times New Roman, **Palatino**, **Helvetica**, and New Century Schoolbook.
- Because they may not scan accurately, do not use underlining, italics, or fancy scripts.

- It is best to avoid Bold in the document. However if you must use bold use boldface and/or all capital letters for section headings and emphasis. Ensure that the letters do not touch. A spacing of at least ¼" is required between all lines and typeface.
- Be aware that columns, centering, and indentations may be changed when being optically scanned.
- Stay within 10-14 point font size.
- When using bullets, include a space after the bullet.
- This may seem rather obvious but it is a good tip for both a scanned résumé and a printed hardcopy to use only one side of the page. Keep in mind, one or two pages are usually acceptable, if concise and clear. Put the relevant important information on page 1.
- Place your name at the top of each page on its own line. On the first page, use standard address format and list each telephone number on its own line.
- Do research and find multiple synonyms for the same skills. This will increase the chances of your relevant qualifications being picked up by the computer.

ONLINE APPLICATION TIPS

1. Complete the entire profile or application.
2. Carefully read and follow all the directions.
3. Include details, be specific, use comment sections.
4. If possible include a cover letter.
5. Ensure the e-mail address used is one that you check frequently. Always use a professional sounding e-mail address.
6. Use the same e-mail in all communications.
7. Don't forget to check your spam mail box for employer replies. They may have been blocked.



RÉSUMÉ DO'S AND DON'TS

Don't: Think a title speaks for itself. Job titles can often be misleading and can change from one company to another.

Do: Provide position titles and descriptions.

Don't: Leave the reader guessing where and when you were employed.

Do: Clarify dates and places.

Don't: Apply for a job requiring skills only briefly mentioned on your résumé.

Do: Tailor your résumé so that it is appropriate for the position you are applying for. Coordinate your educational or career credits according to length or the importance to the reader.

Don't: Leave fragmented sentences or be long-winded on your résumé. This will virtually assure you of a place at the back of the line.

Do: Organize your thoughts in a clear, concise manner. No one ever won a Nobel Prize for literature on their résumé.

KEYWORDS

Keywords are words employers search for when trying to fill a position. They are the essential characteristics required for the job, such as education, experience, skills, knowledge, and abilities. The use of more keywords increases the likelihood that your résumé will be recognized as a likely candidate for the position. Your résumé may be plucked from an electronic résumé database now or in the future. Use the keyword concept effectively, by doing the following:

- Create a keyword section just under your name that includes unique words and phrases unique to the position which potential employers will search for in the résumé database. For example, keywords for a business professional might include the following:
 - Leadership skills, Ethics, Finance, Teamwork, Marketing, Total Quality Management.
- Use nouns, not verbs. Action words like accelerated, arbitrated, and launched are out. In scannable résumés, nouns are dominant. Computers search for descriptive words, such as accounting, manager.
- Do not overuse abbreviations. For Example B.A. (Bachelor of Arts) is acceptable.



CREATING COVER LETTERS THAT GRAB ATTENTION

A cover letter is another important job marketing tool that is just as important as your résumé. This is the first impression a prospective employer has of your work. Remember, first impressions are lasting impressions. It is a major marketing tool to gain the interest of the employer. It provides you with an opportunity to grab their attention, and allows you to showcase your relevant skills and experience as it relates to the employer's needs. It also provides an opportunity to explain any shortcomings of your résumé and directs the employer's attention to the parts of your résumé that relate to the job opening. The following is a breakdown of the different parts of your cover letter:

CONTACT INFORMATION

Include electronic communication on your cover letter. Provide a current e-mail address (that you check regularly) along with a phone number that will roll to voice mail if you are unavailable. However, make sure the voicemail you are directing the employer to has a professional and courteous message.

FORMAT

Cover letters should be written in a business format. Parts of a cover letter include job seeker's address and phone number, date, employer's name and address, salutation, body, closing, and enclosure.

SALUTATION

Use the employer's name and title if known. Do not use a first name only; use the entire name or last name such as "Dear Mr. Wilson". Otherwise, address as "Dear Sir or Madam". Note; cover letters not addressed to a specific person, should be avoided if possible. If you are not referring to a specific job announcement, many human resource staff considers generic cover letters and résumés to be the same as spam or junk mail.

FIRST PARAGRAPH

Your first sentence should tell how you learned of the possible opening. Use the remainder of the paragraph to express interest in a specific position or a particular kind of job and state that you have enclosed a résumé.

SECOND AND THIRD PARAGRAPHS

Your cover letter needs to fit the needs of the organization and the job of interest. Direct attention to your qualifications and company knowledge. Remember, the purpose of your cover letter is to convince the employer to read your résumé. The letter needs to be concise and professional.

Career changers, explain to the reader why you are making a change and why you are qualified for the position. Qualifications may include similar skill sets from previous employment, recent education, or volunteer experience.

If you do not explain how you qualify for a career change position, the reader may eliminate your résumé quickly because you do not have the matching work history.

FOURTH PARAGRAPH

Request an interview that takes into consideration the company and type of job for which you are applying. End the letter by thanking the person for their consideration.

CLOSING AND SIGNATURE

May use: Sincerely, Yours truly, Sincerely yours, or Cordially.

ENCLOSURE

Notice of what you included with your cover letter, such as résumé or work sample.

PHOTOS

It is not appropriate to include your photo on a résumé or cover letter.

COVER LETTER DO'S AND DON'TS

- Type your cover letter. Do not handwrite your cover letter.
- Always personalize the cover letter to a specific job announcement and person within that company's human resource department.
- Always send original cover letters to employers, do not send a photocopy of your cover letter.
- Use 8 1/2" x 11" paper.
- Use same color of paper as your résumé.
- Do not use present or past employment business stationery.
- Always proofread your cover letter.
- Remember to sign your cover letter.
- Do not be negative.
- Do not mention needed salary, fringe benefits, or vacation time.

Fred J. Jobseeker
5678 E. Wind Lane
Henderson, NV 89074
(702) 111-1111 (H)

January 12, 2012

John Smith

John's Prime Peanut Packing Plant
2424 Nevada Street
Green Valley, NV 89014

Dear Mr. Smith:

I am writing to apply for the peanut product purchasing manager position that you listed with Nevada JobConnect. John's Prime Peanut Packing Plant is well known in the peanut packing industry and I hope to have the opportunity to work for such a highly regarded company.

As my enclosed résumé illustrates, I have worked for Lou's Premiere Peanut Packing Plant since 1997. I started as a peanut packer and worked my way up to the position of peanut product purchasing manager, a position I have held for the past five years. Working my way up through various positions in the field has helped me to become knowledgeable in all aspects of the peanut packing field. In addition, I have recently completed my BA degree in Business from the University of Las Vegas, Las Vegas, NV.

Your job order also stated that experience in Microsoft Excel is desired. As a peanut product purchasing professional for Lou's Premiere Peanut Plant I am required to utilize Microsoft Excel on a daily basis. Although I completed many projects with Microsoft Excel, my latest accomplishment has been to develop a new spreadsheet analysis of vendor costs.

As you can see, my experience as a peanut product purchasing professional, as well as my 7 years of experience in the peanut packing industry, would allow me to quickly become an asset to your company if given the opportunity. I hope that you will allow me to discuss my qualifications in more detail with you during an interview. You can reach me at home (702) 111-1111 if you have any questions or to schedule an appointment at your earliest convenience. Thank you for your time and consideration.

Sincerely,

Fred J. Jobseeker

Enclosure: Résumé



PREPARING FOR THE INTERVIEW

The most important thing to do in an interview is to sell yourself. Many people do not get the job because they fail to do just that. Here are a few tips to help:

- When an interviewer asks, "Tell me about yourself," talk about your accomplishments, skills, and abilities, NOT your family, hobbies, or interests.
- Explain what you mean by using examples or stories.
- Look the interviewer in the eyes.
- Smile.
- Be an active participant in the conversation.
- Try to turn trick questions into a positive. Such as "What's your greatest weakness?" This is not the time to disclose all of your weaknesses. Previously it was thought that responses like, "I'm a workaholic. I like to get things done before I go home at night." were best. However, most interviewers know this is a neutral answer and it does not tell them anything about you. Instead of giving the same answer as everyone else be creative. A good response may go like this, "For this position, I see that an expert level in MS Excel is required. In my current position an average level of competence was needed to get the job done, but I felt I needed more in-depth knowledge of Excel. So I enrolled in an after work training class that gave me an advanced level of skills with MS Excel. I recently graduated with a 4.0 in that class."
- When the interview is coming to a close, finish by asking for the job. Such as "Mr. Smith, I want this job. I can offer you (state your skills, abilities, talents)."
- Demonstrate you have the ability to help their company.

The best way to prepare for an interview is to role play. Grab a friend or relative and have them play the interviewer. The more you practice, the more comfortable you will feel in an actual interview.

During the interview, try your best to address the fears/concerns of most employers.

Convince them:

- You will not need a lot of time to become productive (quick learner).
- You put in an honest day's work.
- You do not need constant supervision.
- You are a hard-worker, and always give 100%.
- Your attendance record is good. You do not constantly call in sick, arrive late, leave early, refuse overtime, or constantly ask for raises.
- You are humble and positive.
- You have integrity, you are honest and admit your mistakes.
- You are not a quitter and you will not leave when needed.
- You are not arrogant, conceited, rude, pushy, antagonistic, or moody.
- You take pride in your work, appearance, or behavior.
- You do not lie, cheat, or steal.
- You take pride in the company you work for and will do everything you can to help the company.
- Never say anything negative about your former employer, even if they start sharing negative information. It may be tempting, but do not give in. It is probably a test. If you say negative things about your previous boss or

company it makes them wonder what you would say about them.

- As part of the interview you may be asked for confidential or insider information regarding a former employer, do not fall for it!
- If you divulge confidential information about a former or current employer your credibility and character have just taken a major hit. It is best to say only positive or neutral statements regarding previous employers. If they continue to ask, change the subject by saying you are not comfortable discussing confidential information.

Be prepared to ask the employer questions as well. Be positive, and avoid asking questions that give the negative impression that you are only interested in what the employer can do for you. Sometimes your questions will get answered during the interview, but here are some suggestions. Bring these questions along to the job interview:

- Is this a new position or was the person promoted?
- What would my job duties be?
- How would I be trained?
- How would my progress be rated?
- Are promotions possible?
- Who would I be reporting to?
- Why is this job open?
- May I have a tour of the work area? Save the "what's in it for me" questions until the end of the interview. If the employer has not volunteered this information, ask them about the rate of pay, fringe benefits, and any probationary period.

SAMPLE INTERVIEW QUESTIONS

A few sample interview questions:

- Why do you want to work as a ...?
- What qualifications do you have?
- How did you feel about being laid off?
- Why do you want to work for us?
- How long have you been looking for a job?
- What motivates you to do a good job?
- Give an example of any major problem you faced and how you solved it.
- Do you prefer to work alone or in a group?
- Would you rather be in charge of a project or work as part of the team?
- What would you do if one supervisor told you not to do something and another supervisor told you to do it later?

SUCCESS TIPS FOR THE INTERVIEW

- The day before the interview, make a practice run to the interview location.
- Be on time or early.
- Go by yourself.
- Look professional.
- Have a well organized portfolio of your notes.
- Bring three copies of the application and résumé to the interview.
- Avoid distractions.
- Shake hands firmly.
- Maintain eye contact.
- Watch your body language.
- Always tell the truth.
- Bring your sense of humor and SMILE.

TYPES OF INTERVIEWS

Type	What To Expect	Tips
Telephone Screening Interview	A call from an employer to screen you and other candidates for essential criteria.	Have your job search records organized and handy. Refer to your résumé as needed.
In-person Screening Interview	An in-person screening for initial impressions of your attitude, interest, and professional style.	You may not be meeting with the final decision maker, but do not slack off. Sell yourself as you would in a “regular” interview.
Selection Interview	In-depth questions on your qualifications used to evaluate your ability to fit in.	Establish rapport with everyone you meet (before and after the actual interview). Sell yourself as a natural addition to the team.
Work Sample Interview	An opportunity to demonstrate your specific skills. Maybe a display of your portfolio or a demonstration of your skills.	Run through different ways to describe the projects in your portfolio. Practice your presentation until it is smooth.
Peer Group Interview	A meeting with your prospective coworkers, who will evaluate how well you fit in.	Do not forget to smile. It shows confidence.
Group or Panel Interview	Three or more people who will ask you questions on your qualifications and evaluate how you fit in.	Direct your answer to the person who asked the question, but try to maintain eye contact with all group members.
Luncheon Interview	Interview conducted in a restaurant to assess how well you handle yourself in social situations.	Pick easy things to eat so you can answer questions and pay attention to the conversation. Never season your food before tasting.
Stress Interview	Questions intended to make you uncomfortable. This is usually a test of how you will handle stress on the job.	Keep your cool and take your time in responding to the questions. Do not take anything personally.
Video Conference Interview	A “person-to-person” interview by video.	Practice before a video camera or mirror if facing a camera during an interview makes you nervous.

AFTER THE INTERVIEW FOLLOW UP

Do the self evaluation immediately after the interview while your memory is still fresh. Remember honesty is the best approach. These notes are only for your own edification. This is your self - appraisal of how you think you did during the interview. Make notes to yourself of what was said and your responses. Write down anything you feel was a major concern during the interview. Make notes regarding your performance. Detailed notes will help you remember what key points were touched upon during the interview, and this information may prove to be invaluable during a subsequent follow - up interview.

THE THANK-YOU NOTE

A thank-you note can help you rise above the competition. Saying “thank you” is not only the right thing to do, it is also an effective job search strategy. A thank-you note is another opportunity to sell your qualifications and leave a positive impression on the reader. Very few recruiters receive thank-you notes; a note will make you stand above the competition.

WHO GETS A THANK-YOU NOTE?

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

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

HOW DO I SAY THANK YOU?

You do not always need to mail a thank-you note. You can also deliver your thanks in person or by phone. The best approach will depend on the recipient's preference and your personal style. This will also determine if it is best to send an informal note or a more formal letter.

WHAT SHOULD I INCLUDE IN MY THANK-YOU NOTE?

- Statement of appreciation for the opportunity.

- Expression of continued interest in the job.
- Brief restatement of qualifications and skills.
- Additional information you failed to mention.
- Final thank you for their consideration.
- Date and time you will follow up as previously agreed.

OTHER THANK-YOU LETTER OR NOTE WRITING TIPS!

- Write the note no later than 24 hours after the interview, even if the interview did not go well.
- Be brief, but include the information noted above.
- Address the note to the interviewer by name and title.
- Send a separate, and slightly varied, thank- you note to each person you interviewed with, or send a single thank you to a key person for distribution.

Street Address
City, State Zip Code
Phone Number

Date

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

Dear Mr./Ms. _____:

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

My strong office and interpersonal skills will definitely contribute to your company. I am proficient in all the computer software packages you use, and I feel I possess the customer service experience you want.

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

Again, thank you for your time and consideration.

Sincerely,

(Your Signature in blue or black ink)
Your typed name

NECESSARY JOB SEARCH SKILLS

In today's world, job searching is not usually a one time event in most people's work life. Studies show that the average person will change jobs more frequently today than in the past. The change is due, in part, to the fluctuating economy and fast paced technological and scientific advances. That is why it is so important to learn the techniques of job search and consider it an invaluable and evolving lifetime skill for present and future use.

Therefore, job search skills need to be constantly maintained and updated throughout your work life. Once you have acquired job seeking skills:

- Your confidence increases and your fears about looking for a new job are reduced.
- Your ability to interview and present yourself and your skills improves.
- You have more knowledge and are better prepared to move up the career ladder.
- You are more employable to potential employers when you are employed.
- You know more about the needs and trends of the labor market.
- You are more aware of your value and worth to your employer and the labor market.
- You know how to highlight your skills and abilities to stay ahead of the competition, achieve upward mobility, and negotiate successfully.
- It is recommended that you make the most of the valuable skills and assets acquired through your job search.
- Keep your skills current. Maintain a list of new software, responsibilities, and achievements.
- Update your résumé when you have gained new skills, abilities, and accomplishments.
- Get the training or experience you will need to move up or to a different employer.
- Maintain a list of awards, accomplishments, and recognitions to present to your supervisor to lobby for a raise or for upward mobility. Also include that information on résumés and cover letters.



TEN STEPS OF A JOB SEARCH

1. Plan your time and make a to-do list consisting of everything you will do to look for a job.
2. Identify occupations by creating a background experience list to identify jobs that use your talents.
3. Identify employers by asking friends, relatives, etc. to help you find job openings. Visit your local Nevada JobConnect Office. Visit: <http://nevadajobconnect.com>.
4. Prepare materials by assembling a job search kit that includes; pens, notebook, maps, bus schedule, clean résumé copies, applications, background/experience list, Social Security Card, and photo ID.
5. Contact employers. Review job announcements to determine how your skills apply to the opening. Go to companies to fill out applications. Call employers directly.
6. Prepare for interviews by learning about the company before your interview. Assemble résumés and application forms while ensuring everything is orderly and easy to access.
7. Go to the interviews and dress right for the interview. Be clean, concise, and positive. Remember to thank the interviewer.
8. Evaluate the interviews and send or take in person to the employer, a typed, signed thank you letter within 24 hours of the interview.
9. Take tests to find out about your skills. Brush up on job skills. Be confident and relaxed.
10. Accept the Job! Be flexible regarding salary, but do not sell yourself short. Understand job duties, expectations, and work hours.

REASONS PEOPLE DON'T GET HIRED

- Poor personal appearance.
- Overly aggressive.
- Inability to express information clearly.
- Lack of interest and enthusiasm.
- Lack of planning for career; no purpose or goal.
- Nervousness, lack of confidence and poise.
- Over emphasis on money.
- Lack of tact and courtesy.
- Negative attitude about past employers.
- No genuine interest in company or job.
- No eye contact with the interviewer.
- Application form is incomplete or sloppy.
- No sense of humor.
- Late for interview.
- Failure to express appreciation for interviewer's time.
- Gives vague responses to questions.
- No follow up with thank you note or phone call.



JOB SEARCH WEBSITES



Nevada JobConnect - The Premier
Jobseeker website in Nevada

www.nevadajobconnect.com/jobs

JOBS IN NEVADA

www.elkodaily.com

www.elynews.com

www.lvrj.com

www.tahoebonanza.com

<http://nvos.state.nv.us>

<http://pvtimes.com>

www.nevadaappeal.com

www.metrolasvegasjobs.com

JOBS IN NEVADA GOVERNMENT

State of Nevada Employment

www.dop.nv.gov

City of Boulder City

www.bcnv.org

City of Carson City

www.carson-city.nv.us

City of Elko

[www.elkocity.com/administration/
personnel.htm](http://www.elkocity.com/administration/personnel.htm)

City of Henderson, NV

www.cityofhenderson.com

City of Las Vegas, NV

www.lasvegasnevada.gov

City of Mesquite

www.mesquitenv.com/jobs

City of North Las Vegas

www.cityofnorthlasvegas.com

City of Reno

www.reno.gov

City of Sparks

www.ci.sparks.nv.us

City of Las Vegas Metropolitan Police Department

www.lvmpd.com

Churchill County

www.churchillcounty.org/

Clark County - Las Vegas, NV

www.accessclarkcounty.com

Douglas County - Minden, NV

www.douglascountyhr.com

McCarran International Airport Las Vegas, NV

www.mccarran.com/careers

Nevada Department of Public Safety

www.dps.nv.gov

Nye County, NV

www.nyecounty.net

Southern NV Water Authority - LV, NV

www.snwa.com/index.html

Washoe County, NV

<http://washoecounty.us/humanresources>

DISABILITY INFORMATION

Americans w/Disabilities Act Info

www.jan.wvu.edu 1-800-526-7234

Gulf War Illness

www.gulflink.osd.mil 1-800-497-6261

Paralyzed Veterans of America

www.pva.org

US Equal Employment Opportunity Commission

www.eeoc.gov

ADDITIONAL JOB WEBSITES

Department of the Air Force

<http://www.afciviliancareers.com>

Army Civilian Service

www.armycivilianservice.com

Department of Defense

www.whs.mil/HRD/Apply/index.cfm

Department of the Navy

www.donhr.navy.mil

Federal OPM Jobs

www.usajobs.gov

Forest Service

[www.fs.fed.us/fsjobs/forestservice/
openings.html](http://www.fs.fed.us/fsjobs/forestservice/openings.html)

Military Sea Lift Command

www.msc.navy.mil

Reduction in Force Info

www.opm.gov/reduction_in_force

U.S. Coast Guard

www.uscg.mil/default.asp

Veterans Affairs Jobs

<http://www.vacareers.va.gov/>

R.I. Arsenal Federal Jobs

www.cpol.army.mil/

Department of Veteran's Affairs

www.va.gov/jobs

U.S. Fish and Wildlife Service

www.fws.gov/jobs/

VETCentral

www.jobcentral.com/vetcentral

Federal Job Search

www.americajob.com/

Careers in Government

www.careersingovernment.com

Federal Jobs Digest

www.jobsfed.com

Nation wide Salaries and Jobs

www.Indeed.com

Career Builder.com

www.careerbuilder.com

Summer Jobs

www.summerjobs.com

Employment Guide

www.employmentguide.com

Dice – Technical Employment Opportunities

www.dice.com

Jobs, Information and Tips

www.monster.com

Job.com - Free Résumé Posting Service

www.job.com

All Star Jobs

www.allstarjobs.com

AARP/SCSEP

www.aarpworksearch.org

INFORMATIONAL WEBSITES

Northrop Grumman

<http://careers.northropgrumman.com/>

L-3 Vertex

www.l-3com.com/careers

Lockheed Martin

www.lockheedmartinjobs.com/index.aspx

G.I. JOBS (Military Veterans Only)

www.gijobs.com

Infospace

www.infospace.com

Job Factory

www.jobfactory.com

Military Connections

www.militaryconnection.com

US Department of Veterans Affairs (VA) Benefits

<http://va.gov/benefits>

VA - Main page

www.va.gov/

VA - The Center for Veterans Enterprise Web Portal

www.vetbiz.gov

VA - Office of Small and Disadvantaged Business Utilization

www4.va.gov/OSDBU

How to Obtain a Veterans DD-214

www.archives.gov/veterans/military-service-records

VA - SPECIAL PROGRAMS

VA - Mental Health— NATIONAL CENTER FOR PTSD

www.ptsd.va.gov

Returning Service Members

www.oefoif.va.gov

Vocational Rehabilitation & Employment

www.benefits.va.gov/vocrehab

Homeless Veterans

www1.va.gov/homeless

Military Service Benefits

www.vba.va.gov/benefits

E-Benefits

www.ebenefits.va.gov

Minority Veterans

www1.va.gov/centerforminorityveterans/

Surviving Spouses and Dependents

www4.va.gov/survivors/

Women Veterans

www1.va.gov/womenvet/

Nevada Department of Veterans Services

www.veterans.nv.gov/

VA Regional Office in Nevada

<http://benefits.va.gov/reno>

www.lasvegas.va.gov/facilities/veterans_benefits_admin

America's Career Infonet

www.acinet.org/acinet/default.asp

US Dept of Labor (DOL) - O*NET online - over 900 occupations including KSA's

online.onetcenter.org

ExecSearches.com

www.execsearches.com/default.asp

RESEARCH COMPANIES

Better Business Bureau (BBB)

www.bbb.org

Vault.com

Information on 1,000's of companies, opinion surveys about companies, also a wide range of career topics

www.vault.com/wps/portal/usa

Monster Company Boulevard

1,000's of companies with job openings

company.monster.com/

WetFeet.com

Company, individual and occupational research, including Real People files

www.wetfeet.com

Salary Relocation Calculator-

Determine what occupations are paying based on location:

www.homefair.com/real-estate/salary-calculator.asp



CAREER WEBSITES

O'Net

<http://online.onetcenter.org>

Career One Stop

www.careeronestop.org

America's Career Info Net

www.acinet.org

Public Service Employees Network

www.pse-net.com

Career Builder

www.careerbuilder.com

Nationwide Job Site -Career.com

www.career.com

STUDENT INFORMATION

U.S. Department of Education

www.ed.gov

<http://fafsa.ed.gov>

Financial Aid

Information Page Guide to Financial Aid

www.finaid.org

Information on scholarships, savings plans and loans

www.nevadatreasurer.gov

Find locations of Nevada Colleges and Universities

<http://system.nevada.edu>

NEVADA JOBCONNECT JOB LISTINGS

Nevada JobConnect: At any given time, over 7,500 jobs are posted. Many of Nevada's top employers have their job openings automatically added directly from their web sites. This ensures that only the most current jobs are posted. Nevada JobConnect encourages all Nevadan's to begin their job search with:

www.nevadajobconnect.com

Nevada Career Information System (NCIS): The NCIS is a computer-based system that combines a wealth of career, education and labor market information into one comprehensive, easy-to-use career exploration tool.

<http://nvcis.intocareers.org/default.aspx>



Nevada 
2-1-1™
Get Connected. Get Answers.

State of Nevada emergency resource phone number. An all inclusive phone number that can direct you to community resources. Nevada 2-1-1 helps people find and give help.

From basic needs to any health and human service program, one call to Nevada 2-1-1 offers access to:

- Basic human needs resource
- Physical and mental health resources
- Employment Support
- Financial stability
- Programs for children, youth and families
- Support for older Americans and persons with disabilities
- Volunteer opportunities and donations
- Support for community crisis or disaster recovery





Nevada JobConnect Career Centers

Nevada JobConnect Career Centers are user-friendly facilities located throughout the state that provide businesses and job seekers with personalized attention and a variety of valuable services, including job listings, job placement, work registration, labor market information, career information and guidance, assessment, information about education and training opportunities, unemployment insurance information, information on filing for unemployment insurance, résumé preparation, referrals to other partner agency services, and more.

Office Locations

RENO

Reno Town Mall
4001 South Virginia Street
Reno, NV 89502
P: 775.284.9600
F: 775.284.9663

FALLON

121 Industrial Way
Fallon, NV 89406
P: 775.423.5115
F: 775.423.6116

LAS VEGAS

3405 South Maryland Parkway
Las Vegas, NV 89169
P: 702.486.0100
F: 702.486.0118

HENDERSON

4500 Sunset Rd, Suite 40
Henderson, NV 89014
P: 702.486.0300
F: 702.486.0328

CARSON CITY

1929 North Carson Street
Carson City, NV 89701
P: 775.684.0400
F: 775.684.0466

NORTH LAS VEGAS

2827 Las Vegas
Boulevard North
Las Vegas, NV 89030
P: 702.486.0200
F: 702.486.0230

ELKO

172 Sixth Street
Elko, NV 89801
P: 775.753.1900
F: 775.753.7212

SPARKS

2881 Pyramid Way
Sparks, NV 89431
P: 775.284.9520
F: 775.284.9511

ELY

1500 Avenue F, Suite 1
Ely, NV 89301
P: 775.289.1616
F: 775.289.1615

WINNEMUCCA

475 West Haskell St. #1
Winnemucca, NV 89445
P: 775.623.6520
F: 775.623.6523

An equal opportunity employer/program
Auxiliary aids and services available upon request for individuals with disabilities
TTY (775) 687-5353 Relay 711 or (800) 326-6868



DETR

Nevada Department of Employment,
Training and Rehabilitation

ONE NEVADA - Growing a Skilled, Diverse Workforce