



**Landing a Job: A Resource Guide and Workbook
for
St. Charles Community College Students and Alumni**

St. Charles Community College Career Services

About This Guide

Hello!

This resource guide has been prepared by the St. Charles Community College Career Services department to provide a guide to walk you through the job search process.

The examples used focus on students in our Career and Technical degree programs, but the techniques, tools, and general information apply to anyone about to undertake a job search. We hope you find it helpful.

In this booklet, you'll learn how to get ready for a job search, how to network, how to create resumes, cover letters, and reference lists. You'll learn best practices for filling out employment applications. You'll find lots of great information about how to prepare for job interviews and interview questions, and how to write great thank you letters. You find information about how to dress professionally, negotiate your salary and more.

We've included space in this guide for you to write down your own information, so you can customize what you're learning to your own unique situation.

If you want job search assistance, resume or cover letter help, a mock interview, a LinkedIn review, or help gathering professional attire for a work-related event, let us know. We are happy to help!

Best wishes for a successful and rewarding career!

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Getting Ready for Your Job Search

It's important to get organized at the beginning of your job search. Figure out what organizational style works best for you. **Create and maintain a job search file** (either paper or electronic), and then stick with it. You will use this as you research potential jobs and companies of interest, and for each company that you contact and apply for a job with.

Any job search begins with YOU taking time to **consider where you want to live and work**, decide **what type of job interests you**. You should also **consider what companies interest you as potential employers**. You might want to talk to people you know for some ideas. Make a list of jobs and companies that interest you.

Using an internet search, identify companies in your desired location. Then, **research companies that interest you**, either on the internet or through people you know. As you do this, bookmark their websites, and take good notes. Different companies may have preferences about how they are contacted so make note of that. **Save all this information in your job search file**. You can then refer to it when you want to reach out to these companies.

You will use your job search file during your job search. Save copies of the job description or posting to which you applied and application materials you submitted for that job. You should also keep track of any emails or letters you send to that company, or that you receive from them. If they call you, take notes during the phone call, and make note of the date and time they called. Track any interviews you have with them. Be sure to follow up after a contact, application, or interview, and make note of that in your file. **Keep track of all activity, contact, and communication with each company during your job search**. This will make sure you don't miss anything.

The next step in getting ready for your job search is **to research salaries and benefits of the jobs in which you are interested**. It's important to have an idea of what a job pays. While we all would probably like to make more money, not all jobs (or employers) pay alike. You need to have an idea of what a person is compensated on average, with your skills, education, and experience compared to the average person performing this job.

Keep in mind that **many jobs offer other benefits besides pay**. So be sure to find out what type of benefits may be included in the job. This can include things like vacation and sick leave, health benefits, retirement plans, tuition reimbursement, profit sharing, and bonuses. Adding all that together will help you understand the total compensation for the job. Then you need to evaluate, how does the salary

range compare to what your personal wants and needs are? Are your expectations realistic?

Your next step is to **create and use a professional email address**. It's important to use a professional sounding email address when you are looking for a job. This helps establish your reputation as a responsible, trustworthy person to prospective employers.

An unprofessional email address can ruin your job search so avoid anything that is suggestive, flirtatious, generic, silly, or funny. Also, avoid using the year of your birth or graduation from high school.

Sometimes an employer will need to call you to request more information-- or to schedule an interview with you. There may be times when you cannot answer the call and the employer will need to leave a message. So be sure you create a professional voicemail greeting on your phone.

You should also **evaluate your digital footprint**. Take some time to do an internet search on yourself. You may be surprised at how much you find. Evaluate your social media presence, particularly your privacy settings. Differentiate between personal and professional contacts, especially where your online presence is concerned. Ensure that only those you trust have access to your social media screens, timelines, and posts. Be aware--anything you post can be shared without your consent with screen capping.

Delete or deactivate any unwanted or unused accounts. If you don't own the account on which the content is posted, you can contact websites and ask them to remove many types of content about you.

Going forward, recognize that your online presence can impact you professionally. Think twice about what you post because it can't always be erased. Negative posts online could affect your career because employers can search you on the internet, too. **Construct and maintain a professional online presence.**

Now you are ready to set up an account with an online job search board. SCC uses College Central Network for students and alumni. Use the instructions on the next page to **complete your registration for College Central Network**, and to set up your account.

Use the boxes on the next page to record information about your new professional email address account, write a professional voicemail greeting, and record your account information for College Central Network.

Write down your professional email address and login information here:

Write down your professional voicemail greeting here. You can read from it when recording your voicemail greeting.

Write down your College Central Network login information here:



www.collegecentral.com/stchas
STUDENT REGISTRATION INSTRUCTIONS

All students and alumni are eligible to use the St. Charles Community College online job board after completing the following registration process through a site that has been specially designed by College Central Network. Follow these simple steps:

- Go to: **www.collegecentral.com/stchas**
- Select the Students link or icon, then **Create Account**.
- Enter your User ID (your 7-digit SCC student ID) and a Password then Continue Registration.

REGISTRATION ENTRY

- Complete all requested information on the registration form. Employers will search this information to choose appropriate candidates, so be as thorough as possible.
- Be sure to select the degree and major that you are pursuing so that the Job Agent can notify you of jobs posted to your school that match your interests.

JOB SEARCH

- From your Dashboard, select **Search Postings to My School**, enter criteria specific to the type of job you are seeking, and then **Begin Search**. You may also search for jobs in **CCN's Jobs Central®**, our national jobs database, and search for internships via **Intern Central®**.

Note: When conducting a job search using CCN, be aware that by selecting several search criteria you are narrowing your search. It is a good idea to conduct a focused search, but also try searching different criteria.

- To monitor your job search, select **My Job Search History** in the navigation bar.
- Complete the **Report Offers/Hires** when you are offered a job.
- Review the **Career Document and Media Libraries** to get additional job search and career development tips via documents, podcasts, and videos. Read the **Headlines** for more info.

RESUME ENTRY

- On your Dashboard, select **My Resumes** or Upload or Build a Resume and follow the instructions. If you do not upload a resume, employers will not be able to find you when they search for candidates and you may miss out on opportunities.

CREATE A PORTFOLIO

- Build a portfolio in **My Career Portfolio** to show prospective employers samples of your work and achievements and to get an edge on the competition.
- Include examples of items highlighted on your resume.

You can **visit the CCN site at any time, 24/7**. To login, after selecting the **Students** link from the homepage, select **Sign In** on the next screen. Enter your **User ID** and **Password**. If needed, go to "Forgot your Access ID" or "Forgot your Password", to retrieve your credentials.

Be sure to keep your information and resume up to date so employers will be searching accurate information and see your most current resume.

Networking

Networking is the process of **establishing, building, and maintaining relationship as a source of gathering career information.**

The easiest way to get a job interview is to talk to your friends, relatives, neighbors, and acquaintances. Everyone knows someone and you can expand your network by talking to your networking contacts.

To be effective at networking, you must show a genuine interest in the other individual and build a strong rapport by being polite, friendly, and enthusiastic.

Recognize the importance of the two-way nature of networking and mutually sharing information and advice---networking goes both ways!

Think about the people that you know:

- You have an inner circle of people that you know well and see often. This is friends and family.
- You have another group of people that you know less well and see sometimes. This group might be your neighbors, people you know from organizations, clubs, sports, or your faith community.
- You also probably have a third group of people that you know superficially and see occasionally. These people might be your medical professionals, insurance agent or banker, or people that you met at conferences, conventions, or events.

The people that you know have their own network of friends, relatives, neighbors, and acquaintances. For the most part, they will be happy to introduce you to the other people that they know. All you have to do is ask!

With just a little bit of effort, you can dramatically expand the size of your network, which can lead to greater access to information, including information about job opportunities.

Use the chart on the next page to start your own network.

STARTING YOUR NETWORK	Names	How might they help
Family		
Friends/neighbors		
Teachers/ College Professors		
SCC Alumni		
Work Associates		
Religious/community organizations		
Fraternity/Sorority Alumni		
Clubs and Sports		
Retailers/Service Providers		
Others		

There are many ways to network including in person, over the phone, and online.

Networking in Person

- Research shows that 65% to 80% of job seekers find jobs through someone they know. This means that one of the easiest ways to find out about potential job openings is to talk to your friends, relatives, neighbors, and acquaintances. The more people you know, the bigger your network is.
- How do you get to know more people? By talking to people. Start by asking your friends, relatives, and acquaintances if they know of someone who could use your professional skills.

How Do You Network?

Create an elevator pitch, or a one-minute summary. Your one-minute summary should contain your most positive attributes, the type of work or position you are seeking and your skills, education, experience, and accomplishments that would enable you to succeed in this type of position.

When people say, "Tell me about yourself", it is an opportunity to market yourself with the goal of the listener gaining interest in what you have to offer. You might use your elevator pitch at a job fair, during a job interview, while networking, or at professional events. You could also use this in less formal situations such as parties, family events and holidays, and backyard barbeques.

Then, practice giving your elevator pitch! That way, when you need to use it in a networking setting, it's already second nature.

Tell people that you are in the job market. This can be done in person, by email, on the phone or online (e.g., Facebook, LinkedIn). Ask if they know someone looking for someone with your skills. If your contact knows of an opening, ask your contact to give your resume to the hiring manager or ask if you can use your contact's name when applying.

Ask for referrals. If no one knows of an opening, ask for a referral to a person who might have a job lead. Always contact referrals quickly!

Present yourself well to any contact or referral. Do this by showing interest in their work or field, being positive, friendly, polite, and organized, and being open to learning.

Always remember to write a thank you note to anyone who has helped you in your job search.

Elevator Pitch Examples

Example #1: *"Hello. My name is Jordan Brown. I have four years of customer service experience in a variety of settings. I was promoted from cashier to customer service associate at my current job. I also train new employees on company policies and customer service duties. I have received excellent performance evaluations and have been complimented by senior management on my leadership skills.*

Currently, I attend St. Charles Community College and plan to complete my Associate of Arts degree and then transfer to Missouri State University to study business administration. I am a member of Phi Beta Lambda business student organization and recently placed in the Business Ethics competition at the national leadership conference. I would love the opportunity to discuss how my customer service excellence and passion for helping a business succeed can contribute to your company's goals. Could we schedule a time to meet for coffee?"

Example #2: *"Hello. My name is Pat Davies. I am punctual, organized, and quick learner. I currently work as a Certified Nurse Assistant at Delmar Gardens nursing home. I enjoy working with the patients and learning from the nurses. I received the "employee of the month award" this past June due to my enthusiastic and helpful attitude. My eventual goal is to become a Registered Nurse.*

I am currently pursuing the pre-requisite coursework for the St. Charles Community College nursing program and hope to enter the program next fall. I am looking for opportunities to gain more skills in the field of nursing by working in a hospital setting. I look forward to learning about the opportunities at your organization and would love to set up a time to chat about this further. May I give you my résumé?"

Use the worksheet on the next page to create your own elevator pitch.

Tell Me About Yourself: The Elevator Pitch (aka the One-Minute Summary)

Introduction: Your name and a list of relevant skills (transferable to the job you want) that describe you.

Background: Summary of your experience, education, and training (including any computer/technology experience).

Accomplishments: List a few specific examples that highlight what you can do. (e.g., "employee of the month" award, recognized for an achievement, or received an award).

Closing: Be sure you make the "ask". What do you want the listener to do next? Call you, set up an appointment, give you a job lead, introduce you to someone, take your résumé, etc. You need to be clear. Of course, this statement might change depending on the circumstances of when you are using your one-minute summary.

Networking by Phone

Sometimes, you will want to network over the phone. It can be helpful to have a rough idea of what you want to talk about before you make the call. Many people find it helpful to use scripts for this type of conversation.

Using a script can help you be more confident when you're making calls to ask friends, family, or networking connections for a referral to a job, or to an employer that might be able to tell you about a job opening. You can write your own, so that your comments are in your own words and you feel more comfortable about the conversation. Here is a sample script that you can use as a starting point. Feel free to change it up!

A Phone Script to Ask a Friend for a Referral to an Employer

- **Call a friend:** "Hi Mark. I was wondering if you could help me with something."
- **Say exactly what you are looking for:** "I'm looking for a computer aided drafting position."
- **Ask if they know of any job openings:** "Do you know of anyone who is looking for a full-time drafter?"
- **Get the name and phone number of the potential employer:** "That's Craig Miller at Orchard Metallic Design?"
- **Ask for more information about the person:** "How long have you known him? Is Craig Miller the person who would hire a new employee?"
- **Get a recommendation from your friend:** "May I tell Craig Miller that you referred me to ask about a potential job opening?"
- **Ask if they might be able to set up an interview:** "If I give you my resume, could you give it to Craig Miller and ask if we could speak about a job?"
- **Show your gratitude:** "Great! Thanks so much!"
- **Follow up:** After the interview, let your friend or contact know how it went and thank them again.

Calling Potential Employers

You can use information gathered from a referral, or just use contact information you found through your job search research to call prospective employers. You might call them to ask if they have any job openings, or to arrange an informational interview.

Identify potential employers from your own list or referrals. Identify the department heads or specific managers in charge of an area where you would work. The company website usually has a directory where you can find out this information. Develop a phone script for yourself (see below for an example). Call these managers about possible openings in their areas. Ask for an informational interview. Remember to mention the name any person who referred you.

A Phone Script to Contact a Potential Employer About a Job

- **Introduce yourself and mention your referral person's name** (if you have one): "Good morning. My name is Janet Smith, and I got your name from Jeff Brown. Do you have a minute to talk?"
- **Clearly state two or three highlights of your qualifications and the type of position desired:** "I have an Associate degree in CAD (or "I'm currently enrolled in the Associate degree in CAD program at St. Charles Community College") and work experience in a manufacturing environment. I am seeking a challenging CAD position either full-time or part-time."
- **If there are no current openings, ask to meet to discuss any future opportunities:** "I'm sorry to hear there are no openings at this time since your company sounds so interesting. Would you be willing to have a short meeting with me in case an opening does occur in the future?"
- **Ask for leads to others who might be interested in our skills:** "Is there anyone you can think of who might be looking for a CAD employee?"
- **Be polite, even if nothing substantial comes from the initial conversation (they might have an opening later):** "Thank you for your time and referral."
- **Follow up:** Send a follow-up thank you note, along with your resume.

Use the box on the next page to write a phone networking script for yourself.

Write your own phone script here:

Networking Online

You can get a lot of networking done online these days! **Search online job sites** such as CareerBuilder.com, Indeed.com, ziprecruiter.com, SimplyHired.com for available positions. After creating an account, you can set up a resume on most of these sites.

You can also **search specific company websites** for vacancies. Many companies only post their open positions on their own website.

Of course, you should **register with SCC's free online job board, College Central Network** to search local jobs and post your resume for local employers. You can do this at <http://www.collegecentral.com/stchas> .

Web sites and social media sites like Twitter, LinkedIn, Facebook, etc. are some ways to communicate with people you know and to interact with others that might lead you to a job. These types of media are evolving daily, and employers are using them more and more to communicate with potential workers and to discover information about candidates. Look for local Facebook or Neighborhood app groups to find job leads.

You can also **connect with people who work in organizations or jobs that interest you.**

You can also **communicate directly with many potential employers through their social media channels** including blogs, Twitter, Facebook, Instagram, Pinterest, or LinkedIn accounts.

About LinkedIn

LinkedIn.com was created for the sole purpose of professional networking and interaction. Registration is free and only takes a few minutes, although if you want to build a complete profile, it may take longer. If you would like premium services (such as being able to connect with people who are not in your current network or whom you do not know), you can pay a monthly fee to upgrade your membership. For job searchers, a monthly investment of \$20-\$50 may be worth it to find a great career.

People from all types of industries and at all levels of technical, professional, and managerial responsibility are using it to keep up to date with new developments in their field, to share information with others, and to further their career aspirations.

Many employers post their job openings on LinkedIn, and you can search these to find jobs of interest to you. Recruiters use LinkedIn to find qualified candidates. This means if you have a well-developed LinkedIn profile, employers looking for prospective employees can find YOU.

Did you know? **93% of companies use LinkedIn for recruiting, 80% of positions are filled through referral (networking), and 75% of hiring managers report that they looked at LinkedIn profiles.**

Sometimes, employers will message candidates directly through LinkedIn's direct messaging system and request a job seeker apply to their position. This is a great way to find work!

Develop a LinkedIn profile today. Chances are, it will help you find a job.

Record your LinkedIn login information here:

Building a Strong LinkedIn Profile

The more complete your profile, the more professional contacts will find you, the more opportunities will come your way. **Include keywords related to the work you're seeking in your summary statement.** The summary statement gives you a chance to share the highlights of your bio in your own words. Be sure to include keywords and phrases that someone might type into a search engine to find a person like you. Uncertain about what words are most compelling and search friendly? Check out the profiles of other professionals in your field.

Post a friendly, businesslike photo. Selfies are fine if they're professional looking.

If you choose to share your pronouns, they can be listed after your name, or in your About section. When editing your LinkedIn profile on your computer, you can't use the character "/", however, you can use "/" when editing your last name on the LinkedIn app so if you want to add pronouns, do it from the app.

Write for the screen. This is not the place for long- form prose. Present your summary statement in short blocks of text with lots of white space. Bullet points are great, too.

List all relevant experience. One of the most valuable aspects of LinkedIn is the way it connects you with former colleagues and classmates, who may turn out to be some of your best networking contacts. Add skills, professional associations, and interests to your profile. You can also add classes, publications, and more.

Connect! Send connection requests to friends, family, neighbors, co-workers, people in mutual clubs or organizations, classmates, teachers, and people you meet through networking efforts. Always include a personal note when sending a connection request. Not everyone will accept your connection request, and that's okay. Just move on to the next person.

Collect diverse recommendations. Nothing builds creditability like third-party endorsements. The most impressive LinkedIn profiles have at least one recommendation associated with each job a person has held. Think about requesting recommendations from colleagues and teachers. It is best to phone the individual first, and after they have agreed, send a request through LinkedIn for a recommendation.

Share your news. Post about events you attend, major projects completed, books you are reading, successes you are celebrating, or any other news that you would tell someone at a networking reception or on a quick catch-up phone call. However, **keep it professional!** This is not the place to share information about your family or your recent vacation.

Find some LinkedIn Groups and join. These are communities of professionals based on common interest, experience, affiliation, and goals. Join a few and you will find areas for discussion, job postings, event announcements, news dissemination and more. You can discover new groups to join by searching in the Search bar at the top of your homepage. Once you become a group member, you can like and comment on updates or view more group information.

Once you become a member of a group, you can access the other group members' profiles even if you are not directly connected to them. This is a great resource for finding the individuals who are involved in hiring for an organization.

LinkedIn now has a free mobile app for students aptly named LinkedIn Students. The app version does not require you to complete the full profile like the web version of LinkedIn, so it may be an easier way to get started. However, the more information you add to your profile, the more relevant the app's recommendations will be.

How to Record and Display Your Name Pronunciation on Your Profile.

If you choose to do so, you can record how to pronounce your name and display it on your LinkedIn profile for others to listen to. This will help LinkedIn members to correctly address you when they speak to you. Note: You currently cannot record or edit your name pronunciation on the LinkedIn desktop site. It can only be done on the LinkedIn iOS/Android mobile app.

Instructions for recording your name pronunciation for either iOS or Android are shown below:

Recording Name Pronunciation on the LinkedIn iOS app

- Tap your profile picture > View Profile.
- Tap the Edit icon from your introduction card.
- Tap Record name pronunciation.
- If you have already recorded your name, you can tap the Edit icon to delete or replace the existing recording.
- Tap the recording button and hold to record your name. Note: You can also cancel or preview the recording.
- Tap the Use button when you are satisfied with your recording. Note: You can also Retake the recording.
- Tap Save.

Recording Name Pronunciation on the LinkedIn Android app

- Tap your profile picture > View Profile.
- Tap the Edit icon from your introduction card.
- Tap Record name pronunciation.
- If you have already recorded your name, you can tap the Edit icon to delete or replace the existing recording.
- Tap the recording button and hold to record your name. Note: You can also cancel or preview the recording.
- Tap the Use button when you are satisfied with your recording. Note: You can also Retake the recording.
- Tap Save.

Your recording will display next to your name in your introduction card.

While recording be sure that the total recording time is within 10 seconds. Limit background noise. Speak slowly and pronounce each syllable clearly. Hold the phone three or four inches from your mouth.

Resumes, References, Cover Letters, and Job Applications

A resume is **a document that describes your previous work experience, education, and characteristics**. Think of it like a marketing piece for yourself; one-page flyer that explains why you would be a good fit for a job. It's best to keep it about a page long. Your LinkedIn profile can be as detailed as you like, which makes it easier to edit your resume carefully to keep it to the appropriate length. **The purpose of your resume is to convince the employer to invite you for an interview.**

When you create a resume, you're making a template. You will edit this as needed, to **customize your resume for specific jobs when you apply**. Read the job description carefully and revise the resume template to highlight your transferrable skills from previous experience or education that meet the requirements of the job to which you plan to apply.

What Should Be Included in a Resume?

Resumes can be composed in many ways, but they should all follow some basic rules: the information must be accurate, concise, and easy to read. Use action words, and descriptions of accomplishments. Keep it to one page unless you have a great deal of experience (e.g., ten years or more.)

How should a resume be organized?

Some headings are universal for all resumes and others might only apply to you. See the resume samples section for some different options and ideas. Always include:

- **Caption:** Your name, mailing address, phone number, and email address. Include a link to your LinkedIn profile, if you have one. Do not include your pronouns on your resume. If you want to share your pronouns, do so on your LinkedIn page.
- **Summary Statement:** This can also be labeled *Summary of Skills*, *Summary of Qualifications* or *Professional Summary*. This is a short summary at the top of the resume to catch the reader's eye.
- **Education:** College degrees. Begin with the most recent and work your way backwards. Include your GPA if 3.0 or better.
- **Significant non-degree education:** such as certificates, licenses, and certifications
- **Experience:** Most recent job first, working your way back. For each job, list accomplishments and transferrable skills. Try to show solid work history.

Optional Headings:

Include this information if it is applicable to the job you are seeking and you have space.

- Objective (This may not be needed if you write a cover letter)
- Volunteer experience
- Professional memberships
- Special Skills and Foreign Languages
- Technical skills: These could include computer skills as well as proficiency in the “tools of the trade” that are relevant to your objective.
- Honors and Awards
- Internship (or Practicum) experience

What to Include in a Summary Statement

A summary statement can be added near the top of the resume to highlight three or four of your personal attributes, such as:

- Three years progressive payroll responsibility
- Proven ability to multi-task and work with others
- Worked full time while maintaining 3.2 GPA in college

This information may also be included in your cover letter.

Chronological and Functional Resumes

Chronological resumes show growth and development in your work experience or education. These resumes are good to use if your job objective is like your previous jobs.

Functional resumes focus on skills across industries and are good to use if your employment history is scattered or the job you are interested in is not related to your experience.

Evaluate your own work history and decide which format will work best for you.

What options will you include in your resume? Which format will you use, chronological or functional?

Make YOUR Resume Stand Out!

To make your resume stand out, **use brief statements instead of sentences.**

Describe your accomplishments in quality and quantity. Focus on transferrable

skills: even though you may not have specific experience, you likely have skills or experience that can transfer to any job or career (e.g., customer service, organizational skills, people skills, etc.).

Compare these two examples. Which is more effective?

Candidate A: Sentence Format

- *I worked as a cashier and waitress serving customers. When new waitresses were hired, I sometimes trained them.*

Candidate B: Brief Statement Format Describing Tasks and Accomplishments

- *Provided friendly and efficient service to customers in fast paced restaurant*
- *Balanced cash drawer without errors*
- *Trained new employees, assuring company standards were met*

The duties and activities are the same, but most employers would be more interested in talking to Candidate B, who used brief statements describing their work tasks and accomplishments.

What makes B better?

- Responsibilities and duties were written as phrases, not long sentences.
- Each phrase begins with a verb.
- Each phrase has an accomplishment.
- Quality work was indicated in both customer duties and cash activities.
- The person shows an understanding of good business behavior (quality and standards).

You should also consider adding these skills to your resume:

- **Self-learning:** If you have taught yourself computer or technology skills, highlight these on your resume
- **Social Media experience:** In today's job market, those with social media skills are highly sought-after.
- **Freelance projects:** Every project you complete, whether you paid or unpaid, can show the employer your relevant experience.
- **Content creation:** Are you a blogger or do you have a YouTube channel? Let employers know about your creative side.
- **Industry relevant competitions:** Do you go to Phi Beta Lambda competitions? This is a great accomplishment to note.
- **Leadership roles:** All employers are looking for leaders. If you have led a student group or community organization, don't be afraid to share this on your resume. Conferences: If you attend conferences for your student club or organization (e.g., PTK or Student Senate), or you presented at a conference, go ahead, and add this to your resume.

Taken from "7 Critical Skills You've Left Off Your Resume (But Shouldn't)" by Mark Babbitt, Founder of You Tern.

What are some things you should include to make YOUR resume stand out?

Web friendly resumes

Many companies accept resumes only via the internet and often a computer is scanning your resume – not a person. Scanners look for clear, concise information. If your resume is not formatted properly, the resume tracking system may not be able to pull specific information and the resume may never get into the employers' database.

Use these hints to increase your success:

- Use simple fonts such as Times New Roman, Arial, or Calibri and standard font size (10, 12, or 14)
- Use bolded words sparingly
- Do not underline, use italics or all capital letters
- Use clear, concise phrases – no sentences
- Repeat skills listed in the job description or job ad within your resume (e.g., communication and writing skills, computer skills, etc.)
- Include all pertinent jobs and education
- Use Microsoft Word doc, txt, or rtf formats (do not use Docx, PDF, HTML or Open Office because these may give broken text and/or fail to open files into text).
- Never scan and send your resume as an image.
- Don't use tables as this will break the continuity of the resume when read by the software.
- Try to follow the standard date format of MM/DD/YYYY or you can use month name, year (e.g., May 2021) and use consistent format throughout the resume.
- Do not use any special characters such as: () /- with your name.
- Do not use extra spaces between each letter of your name.
- Always start your brief statements with an action word. Verbs create a sense of energy and action in your resume. You can use the list on the next page for action word ideas.

Action Words to Include in Your Resume

accelerated	chose	entertained	inspected	performed	studied
activated	classified	established	inspired	piloted	succeeded
accounted	coached	estimated	installed	planned	supervised
achieved	communicated	evaluated	instructed	played	supported
acquired	compared	examined	instrumented	predicted	surveyed
added	compiled	excelled	integrated	prepared	systematized
administered	completed	executed	interpreted	presented	synthesized
adjusted	composed	exhibited	interviewed	presided	targeted
accomplished	computed	expanded	introduced	prevailed	taught
advised	conceived	expedited	invented	produced	trained
advertised	conducted	explained	investigated	profited	transferred
aided	conciliated	explored	joined	projected	transmitted
aligned	conserved	expressed	judged	promoted	updated
analyzed	consolidated	extracted	labored	protected	utilized
anticipated	consulted	fabricated	launched	proposed	verified
applied	constructed	facilitated	led	proofed	won
appointed	convinced	familiarized	lectured	provided	wrote
appraised	coordinated	filed	located	proved	
arbitrated	created	figured	made	qualified	
arranged	defined	financed	maintained	quoted	
ascertained	delegated	forecasted	managed	raised	
assessed	delivered	formulated	mapped	ran	
assisted	demonstrated	forwarded	marketed	rated	
assumed	designed	founded	measured	reasoned	
assured	determined	gathered	mediated	realized	
attained	developed	generated	mentored	received	
attended	devised	governed	modified	recorded	
audited	diagnosed	guided	monitored	reduced	
authored	directed	handled	motivated	recruited	
authorized	discovered	headed	moved	revised	
awarded	dispensed	held	navigated	referred	
began	distributed	helped	named	reported	
bolstered	drafted	hired	negotiated	resolved	
briefed	dramatized	identified	observed	selected	
budgeted	drew	illustrated	obtained	served	
built	earned	implemented	operated	screened	
calculated	edited	improved	ordered	shaped	
calibrated	educated	increased	organized	sent	
catalogued	elected	indicated	originated	shipped	
chaired	employed	influenced	participated	solved	
changed	encouraged	informed	perfected	sorted	

Sample Resumes

In the pages that follow, you'll find a series of sample resumes. We've included examples of chronological and functional resumes. We've also included sample resumes for many of SCC's Career and Technical Education programs. As you view these, make note of features that you like and want to include in your own resume. You can make notes in the box below to help you when you create or update your own resume.

Resume Notes:

Sample Chronological Resume 1

Blake Jones

123 Main Street
St. Charles, Missouri 63301

314-555-5555
bjones@yahoo.com

Objective: Accounts payable position in the public accounting field

Summary:

- Over two years of accounts payable and bookkeeping experience
- Proficient with Excel, QuickBooks, Peachtree, Access, and Word
- Dependable in completing projects accurately and on time
- Quick to learn and comprehend new systems and methods

Education:

Associate of Applied Science in Accounting, GPA 3.60
St. Charles Community College

Graduated 2020
Cottleville, MO

Relevant courses:

Computerized Accounting
Business Tax Accounting

Financial Accounting I & II
Microeconomics

Cost Accounting
Macroeconomics

Experience:

XYZ Accounting Service, St. Peters, Missouri

2020-Present

Accounts Payable/Bookkeeping Clerk

- Balanced seven months of critical reports for a loan servicing company
- Prepared monthly payroll and pay bills for over 25 companies
- Reconciled cash records to computer records for over 50 accounts monthly
- Selected by management to train new bookkeeping clerks

ABC Incorporated, St. Louis, Missouri

Jan 2020-May 2020

Accounting Internship

- Participated in annual corporate tax preparation including development of the final tax documents
- Developed Excel spreadsheet currently in use for reducing entry time and automatically cross-referencing for errors
- Awarded Employee of the Month award, the first intern ever to win award

Activities:

- Vice President, Phi Beta Lambda (Business Fraternity) 2019-2020
- Treasurer, Phi Theta Kappa (Honor Society) 2018-2019

Sample Chronological Resume 2

Jackie Jackson

1234 Main Street
St. Peters, MO 63376

636-922-8244
jjackson@hotmail.com

Objective: Entry-level graphics design position at ABC Graphics

Summary of Skills:

- Creatively develop concepts from idea to finished product
- Led a team of five in completing various projects and assignments
- Skilled at meeting time-sensitive deadlines while completing projects

Education:

Associate of Applied Science Degree – Graphic Design
St. Charles Community College

December 2020
Cottleville, MO

Relevant Courses:

3DDesign	Digital Imaging & Illustration	Motion Graphics
Digital Art Studio	Introduction to Printmaking	Web Design

Experience:

Freelance Designer

2020-Present

- Designed direct mailer for XYZ company, St. Louis, MO
- Designed web page for Cleaning Service: www.cleanhouses.com
- Developed slide show for XYZ Company, St. Peters, MO
- Created logos for several SCC student organizations

Customer Service Representative

Kinko's Copy Service

2019-Present
St. Charles, MO

- Operate Canon Laser Copier as graphics tool
- Design signs, brochures, and posters to meet customer needs and budget using Macintosh and Microsoft applications
- Assist customers with all machines and copy functions with efficiency and in a friendly manner
- Supervise and train new employees on machines and customer service skills
- Complete all projects on or before deadlines

Activities: Member, Phi Beta Lambda (Business Fraternity) 2018-2020
Member, Graphic Design Club 2018-2019

Sample Chronological Resume 3

Madan Smith

315 Woodland Avenue, Apt. 122

O'Fallon, Missouri 63366

636-922-0011

msmith@yahoo.com

Web page: madansmithdesigns.com

Objective: An entry-level position in multimedia development

Education:

Associate of Applied Science Degree

Multimedia and Web Design

St. Charles Community College

May 2020

GPA: 3.65

Cottleville, MO

Relevant Courses/Programs Used:

Adobe Illustrator

Word Press

Adobe Photoshop

SketchUp

Adobe Premiere

JavaScript

Adobe Flash

HTML

Computer Ethics

Experience:

Produce Worker

Schnucks

Sept 2020-Present

St. Charles, MO

- Promoted twice in five years
- Assist customers while on the store floor
- Receive and process all fruits and vegetables for the store
- Price produce according to company policies
- Display items attractively and refresh as needed

Internship

B & B Insurance Company

Aug 2020- Dec 2020

St. Charles, MO

- Developed web page for company – www.bbinsurance.com
- Assisted marketing department in developing print and online media
- Trained to use company content management system and department databases
- Updated and maintained social media sites: Facebook, Twitter, and LinkedIn

Sample Health Information Resume

Macey Him

1111 N. Main
St. Charles MO 63376

333-333-3333
mhim@gmail.com

Objective: A full-time position in Health Information

Summary:

- RHIT eligible as of June 2017
- Possess up-to-date ICD-10-CM coding skills
- Over eight years of experience working in an office setting
- Ability to work independently and as part of a team

Education:

Associate of Science, Health Information Management-GPA: 3.7
St. Charles Community College, Cottleville, MO Dec 2020

Work Experience:

Receptionist, Parkside Meadows Retirement Community, St. Peters, Missouri 2018-Present

- Provide helpful and friendly customer service via phone and in-person contact with residents, visitors, and healthcare workers

Practicum Experience:

Directed Practicum III, Garden View Care Center, O'Fallon, Missouri Fall 2020

- Assigned codes using ICD-10-CM to each diagnosis and procedure
- Organized and evaluated records to ensure completeness and accuracy
- Calculated and reported daily census and utilized computer program to tabulate and analyze data to improve patient care

Directed Practicum II, Crossroads Regional Hospital, Wentzville, Missouri Spring 2020

- Developed a thorough technical knowledge and understanding of department's policies and procedures governing medical records
- Accurately analyzed, filed, and coded medical records
- Prepared and properly used medical records according to laws and regulations

Directed Practicum I Fall 2019

- Visited four different hospitals which involved 60 hours of contact time
- Focused and learned functions including filing, analysis, assembly, and record completeness within the medical records department at each site

Activities:

- Member, AHIMA, MoHIMA and eMHIMA
- Vice President, Student Senate, St. Charles Community College
- Volunteer, Meals on Wheels

Sample Licensed Practical Nurse Resume

Parker Practical, L.P.N.

111 Charles Avenue
St. Paul, Missouri 63666
314-555-5555
parkerpractical@gmail.com

Objective: A full time position as a licensed practical nurse at a skilled care facility

Education:

Practical Nursing Certificate March 2021
St. Charles Community College, Cottleville, Missouri G.P.A.: 3.5/4.0

Relevant Coursework:

Anatomy & Physiology I and II	Introduction to Psychology
Gerontology	Fundamentals of Nursing
Maternal-Child Nursing	Medical-Surgical Nursing I and II

Experience:

Charlevoix Health Care, St. Charles, Missouri 2020-Present

Nurse Assistant

- Assist healthcare professionals (RNs, LPNs, and physicians) with all phases of patient care
- Recognized for outstanding care and service by receiving the "Employee of the Month" award on three occasions
- Assigned to various specialty areas including intensive and cardiac care

Nursing Clinicals, St. Charles Community College 2019-2020

Practical Nursing Program

- Elderly Care, Barnes St. Peters Health Center, St. Peters, Missouri
- Obstetrics, St. Joseph's Health Center, St. Charles, Missouri
- Pediatrics, Barnes St. Peters Health Center, St. Peters, Missouri
- Orthopedics, DePaul Health Center, Bridgeton, Missouri

Community Activities:

- Volunteer, American Red Cross 2018-Present
- Past President, Student Senate, St. Charles Community College 2020-2021
- Tutor, Academic Career Enhancement Center, St. Charles Community College 2020-2021
- Participated in United Way fundraising drives 2019

Sample Occupational Therapy Assistant Resume

Sammi A. Stone

5678 Main Street
St. Charles, Missouri 63301

314-555-1234
sammistone@yahoo.com

Education

St. Charles Community College, Cottleville, Missouri
Associate of Applied Science Degree—Occupational Therapy Assistant
May 2020 Cumulative G.P.A.: 3.5/4.0

Fieldwork Experiences

Level II Fieldwork - Pediatrics with Autism

Touchpoint Center for Autism, Olivette, Missouri Mar-May 2020

- Utilized direct, consultative, and collaborative models of care as a multi-disciplinary team member
- Performed functional treatments through interaction with individuals with autism
- Observed and documented multiple treatment sessions

Level II Fieldwork - Adult Rehabilitation

Christian Northeast Hospital, St. Louis, Missouri Jan-Mar 2020

- Provided documentation and treatment plans through direct patient care
- Assisted in administration of programs involving functional skills
- Instructed, motivated, and assisted patients and their families in learning and improving functional skills

Level I Fieldwork – Industrial Rehabilitation

Work Performance Center, St. Charles, Missouri Oct 2019

- Observed participants use of safe lifting body mechanics
- Participated in treatment planning with registered therapist for changing client work plans

Level I Fieldwork – Psychiatric Rehabilitation Oct-Nov 2018

Places for People, St. Louis, Missouri

- Observed participants in Club House model for severe, persistent mental illness
- Developed understanding of impact of illness on functional performance
- Identified how treatment team works together, funding concerns, philosophy and mission of organization

Memberships

- American Occupational Therapy Association
- Missouri Occupational Therapy Association

Licensing

- Eligible to sit for NBCOT examination
- Applied for temporary permit for state of Missouri

Sample Medical Assistant Resume

Mackenzie Anderson

431 Curving Trails
Lake St. Louis, MO 63367
636-922-8244
mackenzieanderson@gmail.com

Summary of Skills:

- AMT Registered Medical Assistant Current certifications in CPR and BLS
- BLS Certification (AHA) 2017- present
- CPR & First Aid Certified (American Red Cross) 2017 to present
- Empathetic with excellent interpersonal skills
- Knowledgeable with ICD-10 and CPT designations, and HIPPA guidelines
- Proficient with Microsoft Office and MediTech database management

Education:

Certificate of Achievement, Medical Assisting
St. Charles Community College
December 2020
Cottleville, MO

Work Experience:

Medical Assistant
St. Luke's Hospital
Jan 2020 - Dec 2020
Chesterfield, MO

- Assisted physician with exams for more than 2,000 patients from over 600 families
- Maintained and cleaned exam rooms and all medical equipment
- Oversaw all supply inventory
- Responsible for ordering and stock maintenance that led to an operating cost savings of 3% annually

Medical Office Assistant
Washington Family Doctors
June 2019 –Dec 2019
St. Charles, MO

- Handled phone system and appointment calendar for over 25 patients daily
- Cleaned outpatient rooms and disposed of medical waste
- Took and recorded patient vital signs, including blood pressure and heartrate

Sample Registered Nurse Resume

Ima Good Nurse, R.N.

Street Address

City, State ZIP

Phone Number

Email Address

Objective: A position as a registered nurse in a hospital or medical facility

Education:

Associate of Science Degree, Nursing Dec 2020 GPA 3.8

St. Charles Community College, Cottleville, Missouri

- Awarded Student Nurse of the Year, 2018

Licensure and Certification:

R.N. Licensure: 2019

CPR Certification: Current

Clinical Experience:

St. Luke's Hospital, St. Louis, Missouri Fall 2020 Preceptorship in Med-Surg

St. John's Hospital, St. Louis, Missouri Fall 2020 Med-Surg

St. Luke's Hospital, St. Louis, Missouri Spring 2020 O.R., LDRP, and I.V. Therapy

St. John's Hospital, St. Louis, Missouri, Fall 2019 Pediatrics and Psychiatric

St. Luke's Hospital, St. Louis, Missouri, Spring 2019 Orthopedics

Employment:

Nurse Assistant

2019-Present

DePaul Health Center, St. Louis, Missouri

- Provided patient daily care including bathing and repositioning, taking vital signs, blood glucose testing, and preparing specimens for testing
- Prepared accurate and timely paperwork and computer charting

Reservationist

2018-2019

Keystone Resort, Keystone, Colorado

- Provided efficient and friendly customer service in a high-pressure environment
- Recognized by management for going above and beyond to satisfy customers

Cover Letters

A cover letter can provide a potential employer with information that cannot easily fit on a resume. For example:

- Why are you interested in this job/company?
- What special skills might you bring?
- Did someone refer you?
- Do you have experience/skills in addition to those listed on your resume?
- Are there any gaps in your employment? You can explain this briefly in the cover letter.

A cover letter also gives you the opportunity to demonstrate your ability to write clearly. Your correct spelling, proper grammar, and complete and informative sentences can be an additional motivator for an employer to ask you for an interview.

You should always include a cover letter with your resume. Revise it each time, to be relevant to the position you are seeking. Look at the job posting to help you write a relevant cover letter.

You should always address the letter to an actual person. If you don't know the name of the hiring manager, you can use the human resource manager's name. It's easy to find this on the company's website.

In the greeting, don't use Sir or Madam. Use the person's actual name.

When preparing your cover letter, be sure to use the same font and font size you chose for your resume. These are marketing materials for your job search, so you want them to have a consistent look.

In the next few pages, you'll find examples of cover letters with an explanation of how each part is put together, and then samples of cover letters. We've included a sample cover letter to mail, and samples that you could email.

Cover Letter Template/Format –U.S. Mail Version

Your name
Your street address
City, State (spelled out), zip code
Email address

Current Date

Hiring official's name (address the letter to a specific person)
Title Organization Address
City, State (spelled out), zip code
Re: the title of the job or position

Dear FirstName LastName: (the hiring official's name or Hiring Manager if you can't find one)

The **opening paragraph** is your introduction to the reader. It should include the following: your reason for writing, why you are interested in the organization, the name of the position for which you are applying, and how you became aware of the opening (job board, a referral, etc.).

In the **second paragraph**, refer to your enclosed resume. Highlight specific skills, achievements, qualifications, and/or training that are relevant to the position you are pursuing. Why should the employer be interested in you? You are addressing this question in this paragraph. If you have qualifications that are not noted on your resume, this is your opportunity to discuss them. Try not to repeat exactly what is already on your resume! Divide this paragraph into two paragraphs if necessary. You may also use this paragraph to address any "red flags" on your resume, anything that you think might keep an employer from wanting to interview you (e.g., a gap in your employment history, "job hopping," etc.).

The **closing paragraph** thanks the employer their time and states what you plan to do next (such as following up in a week) or what you would like the recipient to do next (call to schedule an interview).

Sincerely,
Your handwritten signature
Your personal pronouns here if you choose to share them

Enclosure (to let the employer know that your resume is enclosed with your letter)

Cover Letter Template/Format—Email Version

Subject Line of Email: Title of position for which you are applying

Dear FirstName LastName: **(the hiring official's name or Hiring Manager if you can't find a name**

The **opening paragraph** is your introduction to the reader. It should include the following: your reason for writing, why you are interested in the organization, the name of the position for which you are applying, and how you became aware of the opening (job board, a referral, etc.).

In the **second paragraph**, refer to your enclosed resume. Highlight specific skills, achievements, qualifications, and/or training that are relevant to the position you are pursuing. Why should the employer be interested in you? You are addressing this question in this paragraph. If you have qualifications that are not noted on your resume, this is your opportunity to discuss them. Try not to repeat exactly what is already on your resume! Divide into two paragraphs if necessary. You may also use this paragraph to address any "red flags" on your resume, anything that you think might keep an employer from wanting to interview you (e.g., a gap in your employment history, "job hopping," etc.).

The **closing paragraph** thanks the employer for their time and states what you plan to do next (such as following up in a week) or what you would like the recipient to do next (call to schedule an interview). The purpose of this letter is to motivate the employer to invite you in for an interview.

Regards,

Typewritten signature

Your personal pronouns here if you choose to share them

Hint: Body of email is your cover letter; resume is attached.

Sample Cover Letter—U.S. Mail Version

FirstName LastName
1234 Main Street
St. Peters, Missouri 63376 636-922-8244
firstname_lastname@hotmail.com

February 15, 2021

John Smith
First Sign Shop
1380 Chestnut Hill Road
St. Charles, Missouri 63304

Re: Graphic Artist Position

Dear John Smith:

Attached is my resume in response to your ad for a Graphic Artist that was posted on College Central Network at St. Charles Community College.

This position with First Sign especially interests me because it involves the design, fabrication, installation, and repair of signage and emphasizes creating unique signs for each of your customers. I enjoy being part of a creative team that follows a project from start to finish and that assures customer satisfaction.

My courses at St. Charles Community College have included three commercial design classes, digital imaging, and Macintosh page layout in addition to business writing and oral communication. I also have experience working with Microsoft programs and would be comfortable using either Mac or PC formats.

I would welcome the opportunity to meet with you to share my design portfolio and discuss how I might be able to contribute to the First Sign Shop.

I look forward to hearing from you.

Sincerely,

FirstName LastName
He/him/his
Enclosure

Sample Cover Letter—Email Version

Subject Line: Graphic Artist Position

Dear John Smith:

Please see the attached resume in response to your ad for a Graphic Artist that was posted on College Central Network at St. Charles Community College.

This position with First Sign especially interests me because it involves the design, fabrication, installation, and repair of signage and emphasizes creating unique signs for each of your customers. I enjoy being part of a creative team that follows a project from start to finish and that assures customer satisfaction.

My courses at St. Charles Community College have included three commercial design classes, digital imaging, and Macintosh page layout in addition to business writing and oral communication. I also have experience working with Microsoft programs and would be comfortable using either Mac or PC formats.

I would welcome the opportunity to meet with you to share my design portfolio and discuss how I might be able to contribute to the First Sign Shop.

I look forward to hearing from you.

Regards,

FirstName LastName
He/him/his

References

Most employers will ask job candidates for a few references to confirm work history, character, and job suitability.

Three professional references are usually fine.

- The best references are past supervisors and college instructors.
- You may also use a current or previous co-worker or a long-time professional acquaintance.
- Do not use relatives or “buddies.”

Always ask permission from a reference BEFORE giving the person’s name and contact information to an employer.

Design your reference sheet just like your resume and match the way you did your name/address heading, font, font size, and paper if you’re using a hard copy set of application materials.

Reach out to people in your network who might be willing to serve as professional references for your job search. You might want to write a script for yourself to use when making these requests. Ask the person if they’d be willing to help you. If they are, take careful notes about their contact information.

You can use the box below to record your references information so you can transfer it to your reference list later.

Reference 1:

Reference 2:

Reference 3:

Sample References List

FirstName Last Name
Street Address Here
City, State ZIP
Phone Number
Email Address

References:

Sally Williamson, Marketing Manager
ABC Finances
123 Brown Street
Peoria, Illinois 61661
309-999-0000
swilliamson@abcf finances.com

Andrew Weber, Accounting Instructor
St. Charles Community College
4601 Mid Rivers Mall Drive
Cottleville, Missouri 63376
636-922-8000
andrew.weber@stchas.edu

Toni Thomas, Finance Instructor
St. Charles Community College
4601 Mid Rivers Mall Drive
Cottleville, Missouri 63376
636-922-8000
toni.thomas@stchas.edu

The Job Application

Applications screen out candidates, so never use them as your main strategy for gaining an interview or finding a job. Most employers will have you complete an application as one of the steps in the screening process. Always submit your resume with the application. Most applications are now online, even if you go into the business in person. Set aside enough time to complete an online application, as sometimes the system will “time out”.

Also, make sure you have your resume with you so you will have pertinent dates. You will also want to have the addresses, phone numbers, and names of references. If you are unable to complete the application in one sitting, and there is a “save” option, so make sure you use that and go back to finish later.

Tips for completing an employment application:

- Read and follow directions carefully. Don't write in cursive if it says print. Employers notice mistakes.
- If completing a paper application, use a pen, not a pencil. Use black or blue ink only. If you make a mistake, do not scratch it out, simply draw a line through the mistake and write the correct information. You can also use correction tape. Try to be as neat as possible.
- Be positive, but honest. Do not lie on your application.
- Add positive information whenever you can. In the work experience section, mention any promotions, additional responsibilities given, etc. Describe your strengths if there is a “comments” section. You can also write “see resume for more details”.
- Do not state a specific salary requirement. Write “open” or “negotiable.” If asked directly, indicate a range of salary, such as “\$40,000-\$55,000 per year” or “\$15-\$19 per hour”.
- If asked about working weekends, evenings, etc., the best response is “will consider other shifts” or a simple “yes”.
- Never write “fired” as reason for leaving. Try to express the reason more positively, such as “looking for more responsibility and a challenging position,” “the company downsized,” or “went back to college to further my education”.

Interview Preparation, Interviews, and Thank You Letters

About Job Interviews

A job interview offers you and the employer a chance to learn more about each other and independently decide if this job and organization is a good fit for your skills and temperament. The ideal interview is a two-way street where you both talk and listen.

What makes an interview successful? Preparation. Knowing yourself and know what kind of work activities and environment you are seeking will help you select the right jobs to apply for and will help you do your best in job interviews.

How to Prepare for Job Interviews

Take time to reflect on yourself and all your facets: personal, academic, and professional. Doing some of the exercises throughout this guide will help you in this.

You should also take time to research the employer and the position. To learn more about a company and to prepare for your interview, it is important to research the company ahead of time. By doing so, you will be able to intelligently discuss specifics about the company. You will also be prepared to ask questions at the end of the interview. You can find valuable information by going directly to the company website. In addition, most companies have a LinkedIn page, so you can research them there as well.

Here are some other sites that may help you research a company:

- <http://businessprofiles.com>
- http://www.ehow.com/how_2005384_research-company-interview.html
- <https://www.glassdoor.com/index.htm>

You can also do an internet search to see what types of news stories or press releases may come up about the employer. Make notes on anything interesting to you so you can ask questions about that during your interview.

Evaluate the following items and be prepared to talk about them to an employer if they ask.

Questions About Your Personal Self:

- What are your personal strengths?
- Why did you choose to attend college?
- List several adjectives that describe you.
- How are your verbal and written communication skills?

Questions About Your Academic Self:

- What skills do you have that are pertinent to the employer?
- Can you give examples from class where you have applied these skills?
- What have you gained from your classes? Did you participate in any extracurricular activities or internships?
- Why did you choose your major? Minor?
- What was your worst/favorite class? Why?

Questions About the Business:

- What is this company's business?
- Why are you interested in working here?
- What questions do you want answered about the specific department and job?

Sample Interview Questions and Strategies for Answering Them

Tell me about yourself. Talk about your experience, educations, skills, and accomplishments. Keep it concise. Do not talk about your personal life.

Why do you want to work as a ...? Talk about the interesting details of the job and why they fascinate you. Show your enthusiasm for the career you have chosen.

What skills do you have? Name skills that are relevant to the job. Be able to back up each skill with an example of when you used the skill.

Tell me about your current (or last) job. Talk about the people, the variety, environment, etc. Do not bash your co-workers or boss!

What did you like most about your last (or current) job? Do not criticize your previous job! Talk about activities and skills that could transfer to a new job.

Tell me about your education or training. Explain how these prepared you for the job.

Did you enjoy school? Why or why not? Show an interest in learning. If you only liked a few subjects, talk about how they helped you. Employers want people who will learn new skills on and off the job.

Which courses did you find the most difficult? Why? Do not blame it on the instructor! Discuss positively how you handled the class. This shows problem solving skills.

How were your grades in school? If your grades were below average, demonstrate that you still learned the material and would be able to handle the job. Be able to back this up.

Did you join any school activities? Why or why not? Activities show that you are a social person, that you enjoy being part of a group and that you work well with others. If you did not become involved, give examples of how you work well with others (ex: volunteering, working part-time or raising a family while going to school).

Have you ever been fired from a job? Why? If you have been fired, do not deny it. Explain the situation as positively as possible and focus on what you learned from this experience.

What will your manager say when you give notice that you're leaving? Explain that you will be missed. Don't give the impression that they will be glad to be rid of you.

Give me an example of a problem you faced and how you solved it. The interviewer wants to see how you handled obstacles and decided on a solution. Think of something work or school related.

Did you ever have a disagreement with your boss or a co-worker? If you did, find the middle ground and state how you resolved your differences.

What was your greatest failure? Admitting a failure shows maturity. Show how you learned from the situation.

What is your greatest weakness? Find a reason that can turn into a positive or is easy to overcome. Are you a poor speller? Work too many hours? Explain how you are working on overcoming this weakness.

Do you like working alone or in a group? Explain that depending on the task, you feel comfortable with either. Try to give examples from your past jobs or from school.

Who are your heroes? Think about this one. Your response tells an employer a lot about your personality and values.

What would you like to ask me? Have a prepared list of job-related questions, preferably from the research you've already done on the employer and the position for which you are applying. Do not ask about how much you'll get paid, what benefits they offer, your shift, or time off. Save that for later in the process.

Take time to come up with answers to all these questions and practice answering them.

Behavioral Interview Questions and How to Answer Them

Behavioral interview questions are based on the premise that past behavior or performance predicts future performance. Past performance examples may come from work experience, activities, hobbies, or volunteer work, etc. Employers will be most impressed if your answer follows the **STAR Formula**.

S—Talk about a past *situation*

T—Talk about the *task* you encountered

A—Tell the specific *action* you took

R—Tell the *result* of your action

Describe a recent work-related problem and the actions you took to solve it.

Situation: Advertising revenue was down for the school newspaper and long-term advertisers were not renewing their contracts.

Task: My goal was to increase revenue.

Action: I designed a new web page and created ways our advertisers could post ads more directly to students and others who visited our site.

Result: We signed many of our former advertisers and enticed new companies by using our new format on the web.

Anticipate some of the behavioral questions you might be asked and be sure to use examples that show skills needed for the job.

Here are some ways you can practice for a job interview:

- Using the list above, write down your answers. Ask yourself the question, and then read your answers aloud until you feel comfortable delivering your answer.
- Then, write only the questions (not your answers!) down on index cards. Go through the stack of cards and ask yourself the question. Give your answers from memory.
- Have a friend or family member help you practice by asking you the interview questions on the cards, allowing you to answer them aloud.
- Schedule a mock interview with an SCC Career Counselor. Email us at careerservices@stchas.edu

Questions You Can Ask the Employer at an Interview

- Describe the ideal candidate for this position
- What do you see as the key issues/problems facing the individual in this position?
- Who would be my supervisor? How will I be evaluated?
- What does the company value most in an employee?
- How would you describe your management style?
- Is there a career progression for someone hired into this position?
- If you could go back in time when you began working for this company, what advice would you give yourself?
- What is the one thing I could do in the first three months of employment to make a positive impact on the organization?
- What do YOU like best about your job?
- What did the previous person in this position do that you would like to see continued? What would you like to see done differently?
- What type of person succeeds here?
- What are the types of characteristics, in your experience, have distinguished top performers from their peers?
- What are the next steps in the hiring process? When might I hear from you about the position?

Choose three or four of these questions to ask at your next interview. Have them written or printed out so you can pull them out to refer to during this part of the interview. It's okay to make some notes about the employer's responses as well.

Illegal Interview Questions

It is unlikely a reputable interviewer will ask you any of these questions, but you should be aware of them just in case. (Taken from: <http://www.naceweb.org/j022014/interview-questions-employment-legal.aspx>)

Interview Questions		
Inquiry Area	Illegal Questions	Legal Questions
Age	<ul style="list-style-type: none"> • May not require an applicant's age, date of birth, or for records to prove his/her age. • Year of graduation from high school. 	<ul style="list-style-type: none"> • An employer may ask whether an individual meets the minimum age requirements set by law. "Are you over the age of 18?" is an appropriate question.
National Origin/Citizenship	<ul style="list-style-type: none"> • Are you a U.S. citizen? • Where were you/your parents born? • What is your "native tongue"? 	<ul style="list-style-type: none"> • Are you authorized to work in the United States?
Race/Color	<ul style="list-style-type: none"> • All questions regarding a person's race/color will be deemed illegal under state and federal laws. 	None!
Religion	<ul style="list-style-type: none"> • Any question with regard to an applicant's religious beliefs, denomination, or any questions that indicate religious customs or holidays observed. 	<ul style="list-style-type: none"> • After an individual is hired, an employer may inquire about religious accommodations.
Marital/Family Status	<ul style="list-style-type: none"> • Are you married? • With whom do you live? • Do you plan to have a family? • What are your child-care arrangements? 	<ul style="list-style-type: none"> • Would you be willing to relocate if necessary? • Would you be able and willing to work overtime as necessary?
Personal	<ul style="list-style-type: none"> • How tall are you? • How much do you weigh? 	<ul style="list-style-type: none"> • Are you able to lift a 50-pound weight and carry it 100 yards, as that is part of the job?
Disabilities	<ul style="list-style-type: none"> • Do you have any disabilities? • Please complete the following medical history. • How's your family's health? 	<ul style="list-style-type: none"> • Are you able to perform the essential job functions? • Can you demonstrate how you would perform the following job-related functions?
Arrest Record	<ul style="list-style-type: none"> • Have you ever been arrested? 	<ul style="list-style-type: none"> • Have you ever been convicted of _____?
Military	<ul style="list-style-type: none"> • If you've been in the military, were you honorably discharged? 	<ul style="list-style-type: none"> • In what branch of the Armed Forces did you serve? • What type of training or education did you receive in the military?

Types of Interviews

There are lots of ways to conduct an interview so it's a good idea to be familiar with the most common methods. Think about what types of skills you might need to succeed in them.

In Person Interviews

Be sure you have the address of your interview location and do a dry run a day or so before your interview. Don't think that you can just leave a little early for your interview and it will work out. There may be road work, or a closed exit. The parking lot might be closed for restriping. You may have to park farther away from where your interview is located or need change for a parking garage. You may need to go through a checkpoint or have to walk a long way to your interview location.

Be sure you have copies of your resume and references, along with a list of questions to ask during your interview.

As with all interviews, be sure that you are dressed professionally, with a neat and well-groomed appearance. Check everything you plan to wear a few days before your interview in case any of it needs to be cleaned, repaired, or ironed. Pay attention to your shoes and polish them if needed.

Arrive a little early for your interview. Leave your cell phone and other devices in the car. Don't bring pets or children. Don't smoke or wear heavy cologne or perfume. Do not bring food or drink into an interview location.

Be courteous to anyone you meet on the premises from the receptionist to the janitor if you meet them. Frequently, interviewers check in with other staff who interacted with the job candidate.

During your interview, shake hands when you greet your interviewer. Smile! Make good eye contact. Show that you have a pleasant, flexible outlook and excellent listening and communication skills.

How will your resume, behavior, and conversation with the employer prove to them that you have these qualities? Show energy and enthusiasm. Thank the interviewer for their time at the end of the interview.

Be sure you send a thank you letter or email after the interview!

Phone Interviews

Companies frequently decide to interview candidates over the phone as a first step in the screening process. Use these helpful tips to make your phone interview impressive and increase your success.

Be ready to talk

- If the interviewer has called without notice, ask to call the person back. This gives you time to gather your thoughts and your materials.
- Have your resume, calendar, and paper and pen ready.
- Limit distractions. Go to a quiet place without computer, TV, other phones, etc. Do not answer other calls while on the phone with the interviewer.
- Never talk and eat or chew gum at the same time.
- Sit up, be alert and smile. Your personality will come through the phone even though the interviewer cannot see you.

Listen Carefully

- Write down the interviewer's name. Ask the person to repeat it if necessary.
- If you are able, write down the interviewer's questions. This will keep you focused.
- If you don't understand a question, ask the interviewer to repeat it.

Provide Brief, Thoughtful Answers:

- Give short, to the point answers that demonstrate how your qualifications and experience fit the job.
- What activities in the past can you share that demonstrate your ability to do this job?
- Think STAR Formula when you answer! What was the **Situation**? What was the **Task** to be done? What **Action** did you take? What was the **Result**?

Ask Your Own Questions:

- Ask specifics about the duties and responsibilities of the job
- Ask about the company or the department
- Ask about next steps in the interviewing process

Don't forget to send a thank you letter or email after a phone interview, just as you would for an in person interview.

Video Interviews

More and more employers are using video interviews in their hiring process. A video interview is a little bit like being on television. You should always have your camera on for a video interview. It is okay to mute your microphone when you are not speaking but remember to turn it back on to answer questions!

Pre-interview checklist:

- I have a stable internet connection, headset with microphone, web cam and wired (rather than wireless) computer connection
- I have tested my equipment and installed needed software updates
- I have an appropriate background behind me and the camera
- The web camera height is at eye-level and about an arm's length away
- When looking at the camera, my eyes are two-thirds of the way from bottom of frame
- I have minimized interruptions (phone off, dog outside, childcare, etc.)
- I am dressed in clean professional clothing in neutral colors and patterns
- I have a neat appearance
- I look directly at the camera, sitting centered on the device
- I sit reasonably still during the interview
- I speak at a reasonable speed, not rushing

Take time to research the company, and have questions prepared for them as well. At the end of your video interview, thank your interviewer for his or her time and for considering your application.

After your interview, send a follow up thank you email to your interviewer.

Thank You Letters

Ideally, send a thank you letter within two days after your video, phone or in-person interview. Since the U.S. Mail may take longer, you may choose to email a thank you letter. If so, make sure that you still compose it in a professional letter format. See the next two pages for examples.

Sending a thank you letter not only shows that you are polite, but also demonstrates continued interest on your part and keeps your name and credentials in the mind of your potential employer.

The letter gives you the opportunity to state, once again, a summary of your qualifications, why you are interested in this position, and why you should be the candidate hired.

It is very important to address the letter directly to the person who interviewed you, so make sure you ask for their card at the end of the interview. That way, you will have their name, title, and mailing address. If you had a phone interview, you can either ask for the interviewer's information at the end of the interview or check the company website.

Use the same font and font size on the thank you letter that you used for your resume and references list.

Thank You Letter Template/Format—U.S. Mail Version

Your first and last name

Your street address

City, State, zip code

Current date

Interviewer's name

Interviewer's title

Organization's name Address

City, State, zip code

Dear FirstName LastName: **(The person from above)**

The **opening paragraph** thanks the interviewer for their time and reminds the interviewer of the interview. Mention that you enjoyed meeting with him/her and the date.

In the **second paragraph**, reemphasize one or two of your strengths that are relevant to the job. State any information you may have forgotten to mention during the interview and address issues you feel need further clarification.

Close the letter by restating your interest in the position. This lets the interviewer know that you are genuinely interested in this position. Indicate that you hope to hear from him/her soon.

Sincerely,

Your handwritten signature

Your personal pronouns should you chose to share them

Thank You Letter Template/Format—Email Version

Subject: Job Interview (add day of the week and the date/time of your interview)

Dear FirstName LastName:

The **opening** paragraph thanks the interviewer for their time and reminds the interviewer of the interview. Mention that you enjoyed meeting with him/her and the date.

In the **second** paragraph, reemphasize one or two of your strengths that are relevant to the job. State any information you may have forgotten to mention during the interview and address issues you feel need further clarification.

Close the email by restating your interest in the position. This lets the interviewer know that you are genuinely interested in this position. Indicate that you hope to hear from him/her soon.

Sincerely,

FirstName Last Name

Your personal pronouns if you choose to share them.

Sample Thank You Letter –U.S. Mail Version

FirstName LastName
1234 Main Street
St. Peters, Missouri 63376 636-922-8244
firstname_lastname@hotmail.com

April 16, 2020

John Stevens Manager
First Sign Shop
380 Chestnut Hill Road
St. Charles, Missouri 63304

Dear John Smith:

I enjoyed meeting with you last Tuesday and finding out more about the First Sign Shop and the position of graphic designer.

As I mentioned during the interview, I feel very confident in designing brochures, as well as signs. I have enclosed two brochure samples that I designed as school projects. Please all feel free to review the slide show presentation I prepared for the ABC Company. The owner has given me permission to pass along their web page where the slide show is located. It is www.abccompany.com.

I am very interested in this position and believe I could be a productive and energetic addition to your staff. I look forward to hearing from you.

Sincerely,

FirstName Last Name
Your personal pronouns should you chose to share them

Sample Thank You Letter—Email Version

Subject Line of email: Graphic Designer Position

Dear John Smith:

I enjoyed meeting with you last Tuesday and finding out more about the First Sign Shop and the position of graphic designer.

As I mentioned during the interview, I feel very confident in designing brochures, as well as signs. I have attached two brochure samples that I designed as school projects. Please all feel free to review the slide show presentation I prepared for the ABC Company. The owner has given me permission to pass along their web page where the slide show is located. It is www.abccompany.com.

I am very interested in this position and believe I could be a productive and energetic addition to your staff. I look forward to hearing from you.

Sincerely,

FirstName Last Name

Your personal pronouns should you choose to share them

Dress and Dine for Success

“Interviewers take less than five minutes to make a hiring decision. They spend the rest of the interview confirming their hunch.” –Dr. Jan McCormick, Founder and CEO of FullCircle Career Services, LLC.

Don't let a bad impression keep you from your dream job—dress for success and to impress! Some workplaces allow employees to wear business casual for everyday wear, but for an interview, business professional is probably best.

Look at pictures from the company's website and social media to see how employees dress and pay attention to how people are dressed on the day of your interview. Gauge if the types of companies you will talk to would prefer not to see facial piercings or tattoos and choose attire accordingly.

Business Professional

- Business professional clothes should be solid, dark, or neutral
- Light colors can be worn underneath.
- No stripes or bright prints or colors.
- Shoes should be closed-toed heel or dress shoes
- Suit jacket and pants/skirt should be matching colors.

Business Casual

- Business casual clothes can feature more colors and styles including nice pants/slacks, skirts and/or dresses.
- Skirts and dresses should be knee length when standing and thighs should be covered while seated.
- Jacket and tie are optional. Blazers and cardigans acceptable.
- Flats, boots, closed toe shoes or comfortable shoes for walking are acceptable.
- No jeans, miniskirts, shorts, sundresses, apparel with marketing messages or athletic wear

Work clothing should always be in good condition, not too large or small, tailored, wrinkle and lint free. When in doubt, neutral colors such as black, grey, navy, blue, brown, beige, or taupe are good options. Hair should be clean and neatly styled. Nails and makeup (if worn) should be natural in style. Personal fragrance should be mild, and you should avoid using hygiene products with strong scents. Any jewelry should be moderate. Belts should match the color of your shoes and attire. If you are a person who prefers a more gender-neutral look or a non-gender-conforming or transgender person, you will be able to dress for success without a problem!

Assess your wardrobe to determine if you have attire appropriate for a career related event such as an interview, job fair, or networking opportunity. You should evaluate your shirts/blouses, trousers/slacks, skirts/dresses, or suits. You should inspect belts, shoes, briefcases/attaches/handbags. Go through your ties, scarves, and other accessories. Don't forget to scrutinize your belts and shoes. Your items need to be clean, neat, and in good repair. They should fit well—not too baggy, not too tight.

You should have at least two professional outfits for interviews. This is because some employers have two interviews before making a hiring decision and you should wear a different outfit to the second interview.

What you wear to work daily depends on your job, and on your employer. They will set the tone for what constitutes appropriate attire for their workplace. Adjust your daily work wear accordingly.

Evaluate your professional outfits. Do you need anything to complete these outfits? If so, what items are needed? What are some ways you could explore to obtain these items?

If you do not have professional attire, please let us know so we can help you obtain what you need. Career Services has a Career Closet for currently enrolled students. It's filled with business professional and business casual attire. We've got suits, separates, ties, scarves, belts, handbags, shoes, and accessories. You can select what you need free of charge. We want you to look your best!

To learn more about how to dress for interviews, refer to the following websites:

- <https://www.thebalance.com/how-to-dress-for-an-interview-2061163>
- <https://www.thebalancecareers.com/gender-neutral-interview-and-business-clothing-2061166>
- <https://www.livecareer.com/quintessential/dress-for-women>
- <https://www.livecareer.com/quintessential/dress-for-men>
- <http://www.tie-a-tie.net/>
- If you are financially unable to build a professional wardrobe, there are organizations that may help:
- <http://www.careergear.org/> <https://dressforsuccess.org/>

To select items from the Career Closet, email us at careerservices@stchas.edu to make an appointment.

Dining for Success

Meal-Based Interviews

Sometimes employers conduct job interviews over a cup of coffee, or even a meal such as lunch or dinner. This can occur in a dining room that is part of the organization itself, or at a restaurant. At other times, employers conduct meetings in similar situations, so even if you're not interviewing, it is important that you know how to conduct yourself professionally while eating or drinking. Good table manners in these situations are very important!

Employers use these types of interviews to understand how you might respond when you're under pressure, or in an unfamiliar situation.

Keep in mind that even though you may be in a coffee shop, café, or restaurant, it's still an interview so all the things you've learned before still apply. Research the location beforehand so you know how to get there. Take time to check out the menu.

Arrive on time and dressed professionally, shake hands, make good eye contact, and smile. Turn off your mobile device. Follow your host's lead. Demonstrate good manners—no body noises, no smoking, and no alcohol.

Order easy to manage foods that you know you can eat neatly while engaging in conversation. Nothing messy and nothing that requires a great deal of cutting. Don't order expensive items; keep your order well below what your host orders.

Put a napkin in your lap. Chew with your mouth closed, and swallow before speaking. Sit up straight, keep your elbows off the table and eat as quietly and neatly as you can. Ask for things to be passed to you if you need things. If someone asks you to pass the salt, pass the salt and pepper together.

Remember: you're not really there for the food. You're there for an interview. Stay focused.

Thank you hosts for the meal, and for the interview. Be sure to send a thank you for the interview afterwards.

If you have questions about dining etiquette, email us at careerservices@stchas.edu. We have additional materials we can provide to you.

Consider Your Soft Skills

Soft skills are important to employers and in the workplace. These are skill related to getting along with others, communicating well, paying attention to, and understanding social cues and more. In your interview, through your resume, and when speaking to your references, employers will be looking for these qualities. Demonstrate that you can bring these skills and abilities to the organization and the job will be closer to being yours!

The National Association of Colleges and Employers (NACE) has identified **eight career readiness competencies—or sets of soft skills---** each of which can be demonstrated in a variety of ways. Developing career readiness competencies can prepare you for success in the workplace and will help you with lifelong career management. The NACE Competencies, their definitions, and examples of sample behaviors are listed below. Challenge yourself to work on these competencies as you develop yourself professionally.

NACE Career Competencies

Career and Self-Development: This means to proactively develop oneself and one's career through continual personal and professional learning, awareness of one's strengths and weaknesses, navigation of career opportunities, and networking to build relationships within and without one's organization.

Examples of Career and Self-Development Competencies:

- Show an awareness of own strengths and areas for development.
- Identify areas for continual growth while pursuing and applying feedback.
- Develop plans and goals for one's future career.
- Professionally advocate for oneself and others.
- Display curiosity: seek out opportunities to learn.
- Assume duties or positions that will help one progress professionally.
- Establish, maintain, and/or leverage relationships with people who can help one professionally.
- Seek and embrace development opportunities.
- Voluntarily participate in further education, training, or other events to support one's career.

Communication: Clearly and effectively exchange information, ideas, facts, and perspectives with persons inside and outside of an organization.

Examples of Communication Competencies:

- Understand the importance of and demonstrate verbal, written, and non-verbal/body language, abilities.
- Employ active listening, persuasion, and influencing skills.

- Communicate in a clear and organized manner so that others can effectively understand.
- Frame communication with respect to diversity of learning styles, varied individual communication abilities, and cultural differences.
- Ask appropriate questions for specific information from supervisors, specialists, and others.
- Promptly inform relevant others when needing guidance with assigned tasks.

Critical Thinking: Identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information.

Examples of Critical Thinking Competencies:

- Make decisions and solve problems using sound, inclusive reasoning and judgment.
- Gather and analyze information from a diverse set of sources and individuals to fully understand a problem.
- Proactively anticipate needs and prioritize action steps.
- Accurately summarize and interpret data with an awareness of personal biases that may impact outcomes.
- Effectively communicate actions and rationale, recognizing the diverse perspectives and lived experiences of stakeholders.
- Multi-task well in a fast-paced environment.

Equity & Inclusion: Demonstrate the awareness, attitude, knowledge, and skills required to equitably engage and include people from different local and global cultures. Engage in anti-racist practices that actively challenge the systems, structures, and policies of racism.

Examples of Equity & Inclusion Competencies:

- Solicit and use feedback from multiple cultural perspectives to make inclusive and equity-minded decisions.
- Actively contribute to inclusive and equitable practices that influence individual and systemic change.
- Advocate for inclusion, equitable practices, justice, and empowerment for historically marginalized communities.
- Seek global cross-cultural interactions and experiences that enhance one's understanding of people from different demographic groups and that leads to personal growth.
- Keep an open mind to diverse ideas and new ways of thinking.
- Identify resources and eliminate barriers resulting from individual and systemic racism, inequities, and biases.
- Demonstrate flexibility by adapting to diverse environments.
- Address systems of privilege that limit opportunities for members of historically marginalized communities.

Leadership: Recognize and capitalize on personal and team strengths to achieve organizational goals.

Examples of Leadership Competencies:

- Inspire, persuade, and motivate self and others under a shared vision.
- Seek out and leverage diverse resources and feedback from others to inform direction.
- Use innovative thinking to go beyond traditional methods.
- Serve as a role model to others by approaching tasks with confidence and a positive attitude.
- Motivate and inspire others by encouraging them and by building mutual trust.
- Plan, initiate, manage, complete, and evaluate projects.

Professionalism: Knowing work environments differ greatly, understand, and demonstrate effective work habits, and act in the interest of the larger community and workplace.

Examples of Professionalism Competencies:

- Act equitably with integrity and accountability to self, others, and the organization.
- Maintain a positive personal brand in alignment with organization and personal career values.
- Be present and prepared.
- Demonstrate dependability (e.g., report consistently for work or meetings).
- Prioritize and complete tasks to accomplish organizational goals.
- Consistently meet or exceed goals and expectations.
- Have an attention to detail, resulting in few if any errors in their work.
- Show a high level of dedication toward doing a good job.

Teamwork: Build and maintain collaborative relationships to work effectively toward common goals, while appreciating diverse viewpoints and shared responsibilities.

Examples of Teamwork Competencies:

- Listen carefully to others, taking time to understand and ask appropriate questions without interrupting.
- Effectively manage conflict, interact with and respect diverse personalities, and meet ambiguity with resilience.
- Be accountable for individual and team responsibilities and deliverables.
- Employ personal strengths, knowledge, and talents to complement those of others.
- Exercise the ability to compromise and be agile.
- Collaborate with others to achieve common goals.
- Build strong, positive working relationships with supervisor and team members/coworkers.

Technology: Understand and leverage technologies ethically to enhance efficiencies, complete tasks, and accomplish goals.

Examples of Technology Competencies:

- Navigate change and be open to learning new technologies.
- Use technology to improve efficiency and productivity of their work.
- Identify appropriate technology for completing specific tasks.
- Manage technology to integrate information to support relevant, effective, and timely decision-making.
- Quickly adapt to new or unfamiliar technologies.
- Manipulate information, construct ideas, and use technology to achieve strategic goals.

For more information on this initiative, visit naceweb.org/career-readiness-competencies.
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Developing Relevant Skills

“Nearly all of the employers taking part in the National Association of Colleges and Employers’ (NACE) Job Outlook 2015 survey said they prefer to hire job candidates who have work experience. Relevant work experience is preferred by almost 75 percent of employers. On the other side, fewer than five percent of employers said experience didn’t factor into their decision when hiring new college graduates. Six in ten employers say they prefer work experience gained through an internship or co-op experience.”

Students often say, “I need experience to get a job, but I need the job to get the experience!” There are ways to gain relevant experience in your field of interest, and it will help you obtain work in your field. You can get experience through student clubs, community organizations, student membership in professional organizations, internships, part-time jobs, and volunteering.

Check out **student clubs** at your school and join the ones that are related to your field of interest. Consider helping with projects, fundraisers, and events, or even serve as an officer. This can be put on your resume. You should also investigate **community organizations** in your area related to your intended career and participate. This can also be put on your resume.

A **student membership in a professional organization** can offer scholarships, internship, webinars, conferences, and more.

You should also investigate internships, part-time jobs related to your field, and the possibility of volunteer activities doing work related to your intended career.

Internships

Internships and cooperative education experiences improve your ability to get a job after graduation. **Internships help you can gain relevant work experience** to include on your resume, develop and utilize a variety of occupational skills, learn how to write resumes and interview, make valuable contacts with professionals in your field and explore and clarify career options. Practical experience is critical.

To take your first step to learn more about internships, schedule an appointment with an SCC Career Counselor. Email us at careerservices@stchas.edu to schedule an appointment. We can explain the process, help you draft/update your resume, practice interview skills, and guide you as you seek work experience.

How to Find Internships

Register on College Central Network, SCC’s online job and internship board. Go to www.collegecentral.com/stchas. Check the site often as new jobs and internships are posted daily. Look under “Intern Central”.

Tap into professional organizations for contacts. Professional associations are committed to helping train and socialize people in a specific profession or trade. Find the ones that apply to your career. If you need help identifying these, talk to a career counselor.

Call companies in the community that might hire interns in your chosen career field. This proactive approach may be just what the organization is wanting in potential employees.

Check websites of employers in the community that may hire workers with the skills you are developing in your college coursework. Apply to entry-level positions in your field of interest. Even if not directly posted as an "internship" a part-time job in your field will be just as valuable.

Build an account on LinkedIn. Then connect with co-workers, instructors, and other professionals in your field of interest. LinkedIn is the site for professional networking, and you will be surprised how many connections you can make, thus leading to internship opportunities or leads about opportunities.

Ask faculty members or the academic department chairperson of your major or field of interest if they know of any opportunities available.

Look at internship sites such as: <https://www.youtern.com/> and www.internjobs.com.

TIP: Get a written job description for your internships or co-op and save it because you can use that job description to describe the internship on your resume.

Excerpts from Major in Success, by Patrick Combs.

Professionalism

Professionalism is behaving with the competence expected of a professional, rather than an amateur. This can include knowing your area of expertise well, being ethical and honest, supporting co-workers, and trying hard to promote your profession in a positive light.

You can demonstrate professionalism in your job search and beyond. Let's talk about some areas where you can develop professionalism in your job search. These areas include salary negotiation, accepting or rejecting a job offer, being professional on the job, professional development, and giving notice when you are ready to move on to another opportunity.

Salary Negotiation

So, you've conducted a job search, researched jobs, and employers, submitted high quality application materials for a job, gotten the interview, and aced it. The employer has called you back to make you an offer. If you've done your homework, you should already have an idea what a fair rate of pay is for the position. Suppose the employer comes back much lower than you expected, and much lower than your research suggested? It's time to negotiate.

When an offer is made, and the salary is below your expectations:

Restate your interest and enthusiasm over the position:

- Highlight any special abilities or skills you offer that are above what an "average" employee may have.
- Cite the research you have done about the salaries for this type of work.
- Give a range of your salary expectations (\$40,000 to \$45,000 per year, or \$19.00 an hour etc.)

If salary is not negotiable, reiterate your interest and enthusiasm and ask:

- How might you quickly contribute to the organization to make this position more valuable?
- If your salary could be reviewed after three months.
- About any benefits that come with the job and if any could be adjusted to help meet your needs (work from home at times? Flex time? Additional vacation?).

Always be polite and positive throughout the negotiation process.

Give yourself 24 hours to think about your final decision.

How to Accept a Job Offer

Congratulations! Your job search was a success, and the employer has made an offer you find acceptable.

Now you need to formally accept their offer. Many employers will send you a formal offer letter, so you have the terms of your employment in writing. You should save this to your job search file. You will respond to the job offer in writing, to confirm the details and your start date.

If the offer was made verbally, take careful notes during the conversation to be sure you understand all the terms including your pay, any benefits such as insurance, and details about paid time off.

You can accept the offer using U.S. Mail, or email. In many cases, email is more efficient. Format your U.S. Mail acceptance letter using the business letter format used earlier in this guide; format your email acceptance letter using the business email format used earlier in this guide. You would use address and date information in a mailed letter, and a subject heading in an emailed letter.

Be sure you express your gratitude for the opportunity! Here's an example of what you might say in the body such a letter or email:

Dear _____

Thank you for your phone call. I am delighted to accept the position of Graphic Artist at First Sign Shop. I am very excited about this opportunity. I'm eager to contribute to the company and to work with everyone on the First Sign Shop team.

As discussed, I understand that my annual salary will be \$38,000 with health and life insurance benefits provided after I completed my 30-day probationary period.

I look forward to starting employment on July 1st, 2021.

If there is any additional information or paperwork I need to provide before then, please let me know.

Thank you very much!

Sincerely,

FirstName Last Name

How to Reject a Job Offer

Sometimes, after interviewing you realize the job didn't turn out to be what you thought it was and it's just not a good fit. Other times, the salary comes in too low, and they won't negotiate. In these cases, you may have to reject (or decline) a job offer.

Do this with care because you don't want to burn any professional bridges. The employer may reach out to you later and offer you the job on more acceptable terms. Or you may find another position with the same employer that you like better and want to be able to apply for it. Also, people do change jobs, so the person who interviewed you, or who delivered the company's offer to you, may move on to another employer. Make sure they remember you as a courteous, professional person. So be polite, express gratitude for the opportunity, and regret that you must decline.

If you like the organization, but decided the opportunity wasn't a good fit, it's perfectly fine to say so. If you liked the organization and the job, but the salary wasn't what you were hoping to see, simply state that you must decline due to the salary.

You can decline an offer using U.S. Mail, or email. In most cases, email is more efficient. Whichever you use, format them as demonstrated earlier in this guide, using address information in a mailed letter, and a subject heading in an email.

Sample Decline Letter for Poor Fit:

Dear _____

Thank you for offering me the opportunity to work at First Sign Shop. Unfortunately, I will not be accepting the position as it doesn't fit my career goals.

Many thanks for the offer. I regret being unable to accept and am sorry it didn't work out. I'm confident you'll find someone wonderful to fill the position.

Sincerely,
Firstname Lastname

Sample Decline Letter for Low Salary:

Dear _____

Thank you for offering me position of Graphic Artist at First Sign Shop, and for considering my salary counteroffer. I do understand that budgets are tight but must decline the position at the current compensation.

Once again, thank you for your courtesy during the negotiation process. I wish you and First Sign Shop the best.

Sincerely,
Firstname Lastname

How to Give Notice at a Job

There are a lot of reasons to quit a job. Frequently, it's because you've conducted a successful job search and have gotten a job offer for a better one!

When you are ready to leave a job, it's important to do so professionally. We all know it's important to make a good first impression...but it's also very important to leave a good lasting impression as well. Consider carefully what you will do if your current employer makes a counter offer, and whether that could impact your decision to leave.

First, check your employee handbook, or your employment contract to be sure you understand what to expect.

Some employers have a policy that when someone gives notice, they're asked to leave immediately. If you discover this is the case with your employer, you'll want to have your personal belongings (discreetly) packed up and out of your workspace before you give notice. Try to have projects wrapped up so you don't leave loose ends.

Be sure you've sent LinkedIn connections requests to colleagues and other work contacts, so you don't lose touch. Gather important documents or contact information. Download any information you may need to a flash drive or email it to yourself at a personal email address. Of course, you shouldn't take anything that doesn't belong to you, or you should not possess. Be aware that as soon as you give notice, your email address, your voice mail, and your computer access may be revoked immediately.

Depending on the type of work you do, you may also be subject to a non-compete or non-disclosure clause. Check with an attorney if you need to do so.

Once you're ready, if you can, it's best to deliver this news in person, to your immediate supervisor. Keep it simple and courteous. All that's necessary is to tell your boss you've appreciate the chance to work there, and have enjoyed your tasks, but that you've found another opportunity that interests you, and you're going to be moving on, with a departure date two weeks from the date of your conversation. Of course, the exact amount of time may depend on your job, your organization, and HR's policies.

It's a good idea to follow up with a written resignation letter. Keep it concise and professional.

After that, be as helpful as you can to assist with a smooth transition. Stay positive and don't bash your current job, even at your going away party, if you have one. Leaving a good impression means that your network will still hold you in high regard, and this can only help you in the long run.

Resources: Helpful Websites

General Job Search:

St. Louis Businesspersons Between Jobs	bbj.org
Career Builder	careerbuilder.com
Career One Stop	careeronestop.com
College Grad Job Hunter	collegegrad.com
Cultivated Culture	cultivatedculture.com
Employment Guide	employmentguide.com
Equal Opportunity Publications, Inc.	eop.com/career.php
Glassdoor	glassdoor.com
Help Wanted	helpwanted.com
Idealist	idealist.org
Indeed	indeed.com
Job Hunt	job-hunt.org
Job Hunters Bible	jobhuntersbible.com
Live Career	livecareer.com
Monster	monster.com
Nation Job	nationjob.com
Simply Hired	simplyhired.com
Snag a Job	snagajob.com
Vault	vault.com
Zip Recruiter	ziprecruiter.com

Federal Sites:

Federal Jobs	usajobs.gov
U.S. Department of Education	ed.gov/jobs
U.S. Department of Labor	onetonline.org

Missouri Sites:

Metro St. Louis jobs	metrostlouisjobs.com
Missouri Conservation Dept.	mdc.mo.gov
Missouri Merit Positions	oa.mo.gov/job-seekers
Missouri State Jobs	jobs.mo.gov/
St. Charles County Government	hr.sccmo.org/mss/employmentopportunities/
St. Charles Library District	mylibrary.org/get-job-library
St. Louis County Administration	stlouisco.com

Specific Industries:

Accounting jobs	accountingjobstoday.com
Aviation and Aerospace jobs	nationjob.com/aviation
Business careers	careers-in-business.com
Corporation for Public Broadcasting	cpb.org/jobline
Environmental	environmentalcareer.com/
Fashion careers	stylecareers.com/
Healthcare careers	explorehealthcareers.org
Health Information Management	ahima.org and mohima.org
High tech jobs	dice.com
Horse industry	equistaff.com
Hospitality careers	hcareers.com
Life Sciences careers	biospace.com
Manufacturing jobs	automationtechies.com
Psychology careers	psychologyjobs.com
Sales jobs	salesjobs.com
Sports Industry careers	teamworkonline.com

Diversity-Based Career Resources

African American/Black

IMDiversity	imdiversity.com/
Diversity Employers	diversityemployers.com/
Black Career Network	blackcareernetwork.com/
African American Hires	africanamericanhires.com/
Black Career Women's Network	bcwnetwork.com/
Inroads Internship Program	inroads.org/internships/apply/

American Indian/Indigenous People

Indian Health Service: The Federal Health Program for American Indians and Alaska Natives
<https://www.ihs.gov/careerops/>

Inroads Internships	inroads.org/internships/apply/
National Council of Am. Indians	ncai.org/resources/job-listings
Native Hire	nativehire.org/
RBC	jobs.rbc.com/ca/en/IndigenousPeoples
USA Jobs Native American Resources	usajobs.gov/Help/working-in-government/unique-hiring-paths/native-americans/

Asian American/East & South Asian

Asia Society	asiasociety.org/about/careers
Working Asia: Jobs offered in Asia	workinasia.net/

Formerly Incarcerated Persons

Companies That Hire Felons List:	helpforfelons.org/wp-content/uploads/2015/01/Companies-That-Hire-Felons-List.pdf
Help for Felons	helpforfelons.org/most-felon-friendly-states/
Job for Felons:	jobsforfelonshub.com/jobs-for-felons/
ReEntry Works:	reentryworks.com/employment/FelonFriendlyEmployerList.aspx
Temp Agencies That Hire Felons:	helpforfelons.org/temp-agencies-that-hire-felons/

Hispanic/Latino

Latino Professionals Employment Resource
Saludos: Hispanic Employment Website

[latpro.com/c/
saludos.com/](http://latpro.com/c/saludos.com/)

Hispanic Alliance for Career Enhancement

saludos.com/

iHispano: Jobs and Careers for Latino Prof.

ihispano.com/

Inroads Internships

inroads.org/internships/apply/

International Students

Employer Sponsoring Visa Database

myvisajobs.com/Search_Visa_Sponsor.aspx

H1B Visa Sponsors Database

h1bgrader.com/

My Visa Jobs

myvisajobs.com/H1B_Visa.aspx

LGBTQIA

Pro-Gay Jobs

progayjobs.com/

Out & Equal

outandequal.com/

Out for Work

outforwork.org/

LGBT Connect

lgbtconnect.com/

Ford GLOBE

fordglobe.org/

Middle Eastern

Diversity Employers | Job Search Engine

diversityemployers.com/

Persons with Disabilities/Mental Health Conditions

Ability Job

abilityjobs.com/

AbilityLinks

abilitylinks.org/

ADHD at Work

adhdwork.add.org/

Disabled Person

disabledperson.com/

Getting Hired

gettinghired.com/

Hire Potential

hirepotential.com/

JAN — Job Accommodation Network

askjan.org/

Recruit Disability Job Board

recruitdisability.org/

Starkloff Institute

starkloff.org/

Veterans

100,000 Jobs Mission	veteranjobsmission.com/
Careers & Employment at	vets.gov
Clearance Jobs	clearancejobs.com/
Corporate America Supports You	casys.us
Corporate Gray —	
Connecting Employers to Veterans	corporategray.com/
Diversity Working	
diversityworking.com/communityChannels/veteran/	
GI Jobs	gijobs.com
Hire Veterans	hireveterans.com/
Military.com	military.com/
Military Friendly Employers	militaryfriendly.com/employers/
Military Hire	militaryhire.com/
My Career Spark – For military spouses	mycareerspark.org
My Next Move	mynextmove.org/vets/
Recruit Military	recruitmilitary.com/
Resume Engine	resumeengine.org
Show-Me Heroes	jobs.mo.gov/jobseeker/vets
Vet Jobs	vetjobs.com
Wounded Warrior Project	
woundedwarriorproject.org/programs/warriors-to-work	

WOMEN

Advancing Women	advancingwomen.com/
Career Women	careerwomen.com/
Feminist Majority Foundation	jobs.feminist.org/
FairyGodBoss (Job Site)	fairygodboss.com/
She Runs It Job Bank	sherunsit.org/job-bank/
Women for Hire	womenforhire.com/
Women's Job List	omensjoblist.com/

Temporary Staffing Agencies in the Metro St. Louis Area

1. **Above All Personnel**, 2228 S. Big Bend Blvd., St. Louis, MO 63117 314-781-6008 (accounting, clerical, customer service, data entry, IT) www.aboveallpersonnel.com
2. **Accounting Career Consultants**, 12747 Olive Blvd, Suite 210, St. Louis, MO 63141 314-569-9898 (accounting, finance, human resources) www.careeradvancers.com
3. **Adecco Group**, 2025 Craigshire Dr., Suite 100A, St. Louis, MO 63146 314-434-32800 www.adeccousa.com
4. **Advantage Consulting Inc.**, 12140 Woodcrest Executive Dr., Suite 300, St. Louis, MO 63141 314-579-0066 (IT, project managers, software developers) www.stladvantage.com
5. **Aerotek Inc.**, 2 City Place, Suite 100, St. Louis, MO 63141 314-801-5220 (engineering, administrative and clerical, light industrial, scientific, aviation, automotive, energy, health care, accounting, and finance) www.aerotek.com
6. **American Staffing**, 11424 Dorsett Rd. Suite A, Maryland Heights, MO 63043 314-872-7070 (administrative, clerical, and industrial) www.americanstaffingstl.com
7. **B. Loehr Staffing** (now part of Allied Global Staffing), 9666 Olive Blvd., Suite 220, St. Louis MO 63132 314-567-6500 (accounting, administrative, clerical, HR, medical office) www.blstaffing.com
8. **Byrne Software Technologies**, 16091 Swingley Ridge Rd., Suite 200, Chesterfield, MO 63017 636-537-2505 (IT consulting, call center support, project mgmt., programming, web design) www.byrnesoftware.com
9. **Express Employment Professionals**, 1053 Cave Springs Rd., Suite 206, St. Peters, MO 63376 636-926-2211 (office services, industrial, technical) www.expresspros.com
10. **Creative Circle**, 200 N Broadway #120, St. Louis, MO 63102 314-334-0115 (production, copywriting/editing, marketing, motion/video, project management, design/art direction, development, account service, user experience)
11. **Creatives on Call**, 101 S Hanley Road, St. Louis, MO 63105 866-316-8919 (content development and management, design and production, interactive and media, marketing, advertising, account services, learning and development)
12. **HireLevel** 415 S. 18th Suite 205, St. Louis, MO 63103 314-241-9675 (workforce management, payroll, and employment services) www.hirelevel.com
13. **Human Resource Staffing**, 1456-A Triad Center Dr., St. Peters, MO 63376 636-477-8889 (clerical/administrative, light industrial, finance, engineering) www.hrstaffing.biz
14. **Jacobson Staffing, Inc.**, 6 City Place Dr., Suite 200 St. Louis, MO 63141 314-275-2600 (IT staffing—direct hire, consulting, and executive search candidates) www.jacobsonstaffing.com

15. **JurisTemps Inc.**, 8000 Maryland, Suite 650, Clayton, MO 63105 314-862-5554 (legal assistants, paralegals) www.juristemps.com
16. **Kelly Services**, 5957 Suemandy Rd., St. Peters, MO 63376 636-970-1400 (office services, electronic assembly, marketing, light industrial, science, education) www.kellyservices.com
17. **Keystone Staffing**, 12747 Olive Blvd., Suite 200, Creve Coeur, MO 63141 314-878-7200 (clerical, human resources, accounting) www.keystonestaffing.com
18. **LFI Staffing Inc.**, 10090 Page Ave., St. Louis, MO 63132 314-427-7300 Ext. 2 (manufacturing, warehousing, clerical, landscaping, hospitality, and payroll) www.lfistaffing.com
19. **Manpower**, 8 Research Park Drive, St. Charles, MO 63304 314-721-2152 (administrative, customer service, light industrial) www.manpower.com
20. **NextGen Information Services Inc.**, 3360 S Geyer Road Suite 300, St. Louis, MO 63127 314-588-1212 (IT, engineering, clerical, professional, executive, financial, health care, scientific) www.nextgen-is.com
21. **PeopleReady**, 1059 Venture Drive, St. Peters, MO 63376 636-447-3428 (Skilled workers and general laborers) <https://www.peopleready.com/locations/saint-peters-mo-1137>
22. **Stivers Staffing Services**, 13801 Riverport Drive Suite 210, Maryland Heights, MO 63043 314-291-8338 (administrative, office support) <http://www.stivers.com/>
23. **Strategic Staffing Solutions**, 120 South Central Avenue, Suite 1250, Clayton MO 63105 888-720-8326 s3corporate@strategicstaff.com <http://www/strategicstaff.com/>
24. **Technology Partners**, 707 Spirit 40 Park Dr., Suite 120, Chesterfield, MO 63005 877-636-1331 (IT staffing and solutions, project development) www.technologypartners.net
25. **TechnoSmarts Inc.**, 16090 Swingley Ridge Rd., Suite 330, Chesterfield, MO 63017 636-519-0814 (IT, scientific, life sciences, accounting, finance) www.technosmarts.com
26. **The Creative Group**, 622 Emerson Road, Suite 200, St. Louis MO 63141 314-682-2910 (creative and marketing) <https://www.roberthalf.com/work-with-us/our-services/creativegroup>
27. **Westaff**, 680 Craig Rd., Suite 301, St. Louis, MO 63141 314-994-3950 (technical, clerical, light industrial) www.westaff.com
28. **Westport One**, 11701 Borman Dr., Suite 245-250, St. Louis, MO 63146 314-991-4355 (administrative, clerical, accounting, technical, health care) www.westportone.com
29. **Volt Workforce Solutions**, 4625 Lindell Blvd, St. Louis, MO 63108 314-469-8966 (administrative and light industrial) www.volt.com

Job Search Checklist

The job search process can feel overwhelming, so it's helpful to break it into smaller, more manageable steps. The good news is you don't have to do every step in order. For example, you can start working on your resume before you identify what you want to do. Just start checking off as many of these activities as you can, and you'll find yourself well on the way to a great opportunity.

Reflect on Your Interests

- I have identified my personal strengths, skills, interests, and values
- I have made a list of possible job titles/fields of interest
- I can name two or three careers/jobs I plan to pursue

Identify and Research Jobs and Employers of Interest

- I have researched organizations or companies that might hire someone with my skills, interests, and background.
- I have researched potential career fields: typical entry-level jobs, typical salaries, best geographic location for jobs, etc.
- I have identified the top three geographic areas where I'd like to live and work.
- I have identified potential employers for the type of work I'm seeking
- I have researched salaries and the value of benefits to set reasonable salary expectations

Build A Job Search File

- I have a system for keeping track of my contacts, interviews, and other job search activities.
- I have collected contact information for employers of interest.

Technology Considerations

- I have a neutral/professional email address to give to employers, to use on my resume, and to create profiles on job search and networking sites.
- I have a personalized and professional voice mail message on my phone and cell phone.
- I have searched my name on the internet to ensure that I have an online presence and that it is business appropriate.
- I have reviewed my profile(s) on social networking sites such as Facebook and made sure there is nothing on my profile that a potential employer would question.
- I have registered with College Central Network, SCC's free online job board: www.collegecentral.com/stchas

Networking

- I have developed a list of potential networking contacts and keep in touch with them.
- I have developed my "one minute sales pitch" for short encounters with employers.
- I've analyzed some networking scripts and have developed some of my own.

- I have developed a professional profile on LinkedIn.com.
- I sent thank you letters or emails to every person who interviewed me or has helped me in my job search.

Resume, References, and Cover Letter

- I have developed a resume, cover letter, and list of references.
- I have had my resume and cover letter(s) reviewed by an SCC Career Counselor. Email us at careerservices@stchas.edu to schedule a resume critique.
- I have identified at least three individuals who will serve as professional references.
- I have prepared a portfolio or work samples to highlight my experience, skills, and talent.
- I follow up on every interesting job lead immediately.
- I keep a copy of my resume next to my phone in case I receive a call from an employer (I also have an electronic copy of my resume that I can quickly email to any networking contacts or job leads).

Interview Preparation

- I have analyzed my education and developed my “story” for employers.
- I have developed answers to typical interview questions and have practiced answering them.
- I have a list of questions to ask employer at interviews.
- I have completed a mock interview with an SCC Career Counselor. Email us at careerservices@stchas.edu to schedule one.
- I have interview attire that is appropriate for the field in which I plan to work

Questions? Comments?

Thank you for reading this resource guide! We hope you've found this information helpful as you navigate through the job search process.

If you need job search assistance, or have any questions, comments, or concerns, please contact Career Services to make an appointment with a St. Charles Community College Career Counselor. You can reach us by email at careerservices@stchas.edu or by phone at 636-922-8243 or 636-922-8244.

Good luck on your job search!

SCC Career Services