



# Career Mobility Office Reemployment System Information Packet

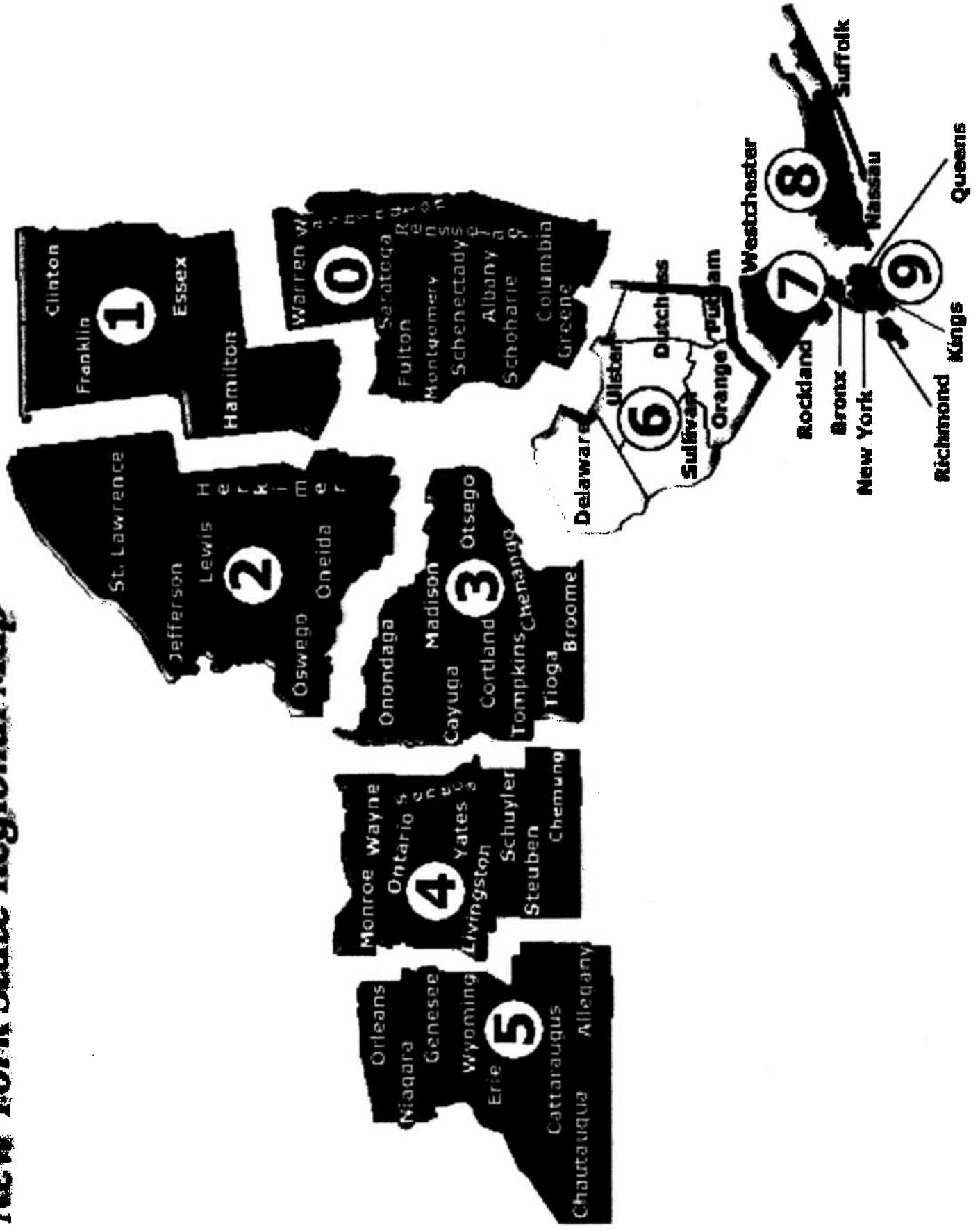
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Updated by CMO May 2011

# New York State Regional Map



# Career Mobility Office

## CMO WEBSITE & GOT-IT

### (Glossary of Titles – Inquiry Tool)



[www.careermobilityoffice.cs.state.ny.us](http://www.careermobilityoffice.cs.state.ny.us)

*Search by:* Title, Agency, Occupation, or Geographic Location

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#### **Site Instructions:**

To investigate **title** information visit [www.careermobilityoffice.cs.state.ny.us](http://www.careermobilityoffice.cs.state.ny.us).

- Under Navigation, Click on **GOT-IT (Glossary of Titles)**.
  - Click on **Title Search**.
  - In the Title Keywords box, type in **your title** or the **first three letters of the title that you are searching for** and Click on search.
- Select your title from the list.
  - You are now on the title page. Here you may view a breakdown of positions by county, Career Ladder, Salary Schedule, Job Description, Classification Standard, Summary of Minimum Qualifications, etc.
  - **GOT-IT does not provide information on any job postings or job availability.** The number of **approximate positions** in GOT-IT are the total positions, both filled and vacant.
    - **For vacancy postings visit [www.statejobsny.com](http://www.statejobsny.com)  or <http://www.cs.state.ny.us/jobseeker/statejobs.cfm> **
- Scroll to the Career Mobility paragraph to:
  - learn more about transfers (what they are, how they work, and whether you meet the requirements for transfer) Click on **additional information or clarification of transfer determinations**
  - view the complete alphabetical listing of approved transfer titles for this title Click on **transfer opportunities**

*If you have any questions, please don't hesitate to give us a call.*

Career Mobility Office | NYS Department Civil Service | AESSOB | Albany, NY 12239

(518) 485-6199 | 1-800-553-1322

E-mail address: [careermobility@cs.state.ny.us](mailto:careermobility@cs.state.ny.us)

## **Useful Links**

**Contact CMO** (<http://careermobilityoffice.cs.state.ny.us/cmo/contact-info.cfm>) links you directly to the Career Mobility Office (CMO) site contact information page. Here you will find the CMO's address, telephone numbers, fax number, e-mail address.

**State Jobs NY** (<http://www.statejobsny.com>) lists vacancies in State agencies.

**Current exams** (<http://www.cs.state.ny.us/jobseeker/public/stateexam.cfm>) links you directly to the Department of Civil Service's Examination Announcements.

**E-mail notification** (<http://www.cs.state.ny.us/announ/emaillist.cfm>) links you directly to where you can submit an email address for notification when new examination announcements are issued.

**The Department of Civil Service** (<http://www.cs.state.ny.us/>) lists information about Jobs in Demand in both state and local government, careers with New York State, Title and Salary Plan, Workers with Disabilities Program, examination announcements, and employee benefits such as the New York State Health Insurance Program.

**Elms Online** (<http://www.cs.state.ny.us/elmspublic/>) is where you can access information about New York State Department of Civil Service Eligible List Management System (ELMS).

**Governor's Office of Employee Relations** (<http://www.goer.state.ny.us/>) is where you can find information on education and training opportunities and tuition benefits for all state employees. You will also find Information on collective bargaining agreements and employee benefits.

### **Department of Labor**

(<http://www.labor.state.ny.us/businessservices/Agency%20Counties.shtm>) provides career-related assistance, including career and self-assessment tools to all New York State employees/residents.

### **The Orientation Handbook**

([http://goer.state.ny.us/Employee\\_Resources/orientation/](http://goer.state.ny.us/Employee_Resources/orientation/)) is called *It's Great to Work For New York State!* and describes what it means to work for the State of New York and includes an overview of State government, policies, practices, benefits, career development opportunities, and other useful information.

**NYS/CSEA Partnership** (<http://www.nyscseapartnership.org/>) provides information on educational and training opportunities and tuition benefits for CSEA represented employees.

**PEF Professional Development** (<http://www.pef.org/professional-development/>) provides information on education and training opportunities for PEF-represented employees.

**Examinations, Tests, Applications and Fees**  
(<http://www.cs.state.ny.us/jobseeker/faq/exam-fees.cfm>) will address the entire examination process.

**How to Take a Written Test**  
(<http://www.cs.state.ny.us/piol/writtentest/examannounce.cfm>) will give you some general test-taking guidelines that should be helpful.

**After the Examination** (<http://www.cs.state.ny.us/jobseeker/faq/scorenotices.cfm>) provides the answers to common questions that you may have after participating in an exam.

**Frequently Asked Questions** (<http://www.cs.state.ny.us/home/faq/>) provides answers to the questions that people have regarding Civil Service as a whole, not just regarding the examination process.

**New York State Agency Information Page**  
(<http://www.nysegov.com/citGuide.cfm?displaymode=normal>) provides a listing of New York State Agencies as well as a link to Contact Information for each agency.

	<b>CONTACT INFORMATION:</b>	
<b><u>NAME:</u></b>	<b><u>HOW TO CONTACT:</u></b>	<b><u>REASON:</u></b>
Arrangements Unit	518-474-6470 1-877-697-5627 (press 2, then press 1)	Non-receipt of admission notice
Attendance & Leave	(518) 457-2295 Fax: (518) 473-6369	Info @ attendance rules, leave accruals, anniversary dates, transfer of leave credits
Career Mobility Office	(518) 485-6199 or 1-800-553-1322 Fax: (518) 457-9430	Information about the Merit System, transfers, etc.
Civil Service Help Desk	(518) 457-5406 or 1-800-422-3671 <a href="mailto:helpdesk@cs.state.ny.us">helpdesk@cs.state.ny.us</a>	Questions regarding Civil Service User ID and password when accessing secure portion of <a href="http://www.cs.state.ny.us/">http://www.cs.state.ny.us/</a> link.
Civil Service Reception Desk	(518) 457-2487 or 1-877-697-5627	To reach anyone in the agency
Classification and Compensation	(518) 474-1011	Questions about titles, job classifications, and pay plans
Computation Review and Rating	(518) 474-1272	To review the accuracy of your final rating/score on exam (must call within 10 days of receipt of score)
CSEA	143 Washington Avenue Albany, New York 12210 1-800-342-4146 or (518) 257-1000	CSEA – for union information
Eligible List Information Line	(518) 457-4295 <a href="http://www.cs.state.ny.us/elmspublic/">www.cs.state.ny.us/elmspublic/</a>	What List(s) am I on? Status or rank on a list
Employee Benefits Division	1-800-833-4344 or (518) 457-5754	General Health Insurance Questions
Employee Health Services	55 Mohawk Street Cohoes, New York 12047 (518) 233-3100	Questions @ medical clearance to return to work
Employment Records/ Staffing Support Unit	Staffing Support Unit NYS Department of Civil Service Alfred E. Smith State Office Building Albany, NY 12239 <b>Please include your social security number</b>	To report a name and/or address change, to reactivate your name on a list, or to be considered for additional locations
Exam Announcement Website	<a href="http://www.cs.state.ny.us/jobseeker/public/index.cfm">www.cs.state.ny.us/jobseeker/public/index.cfm</a>	Listing of upcoming exams and applications

<b>NAME:</b>	<b>HOW TO CONTACT:</b>	<b>REASON:</b>
Exam Information	Albany – (518) 457-2487 [press 2, then press 3] OR 1-877-697-5627 [press 2, then press 3] Brooklyn – (718) 493-6015 Manhattan – (212) 961-4326 <a href="mailto:examinfo@cs.state.ny.us">examinfo@cs.state.ny.us</a>	Upcoming exam announcements and application information
Jobs on the Web	<a href="http://www.statejobsny.com">www.statejobsny.com</a>	Agency vacancy postings <b>NOTE:</b> not all agencies post vacancies here. See “State Agency” Listing
Commission Operations and Municipal Assistance	(518) 473-5139 <a href="http://www.cs.state.ny.us/home/msd.cfm">http://www.cs.state.ny.us/home/msd.cfm</a>	City/County position info and examinations
New York State	<a href="http://www.state.ny.us">www.state.ny.us</a>	New York State information
Office of Vocation & Educational Services (VESID)	One Commerce Plaza, Room 1609 Albany, New York 12234 1-800-222-5627 <a href="http://www.vesid.nysed.gov/all/contact.htm">http://www.vesid.nysed.gov/all/contact.htm</a>	Information for individuals with disabilities
Office for Technology	Telephone Directory for NYS Govt. to locate agency addresses and telephone numbers: <a href="http://www6.ofc.state.ny.us/telecom/phones/orgsearch.jsp">http://www6.ofc.state.ny.us/telecom/phones/orgsearch.jsp</a>	
OMCE	(518) 456-5241 or 1-800-828-6623 or <a href="http://www.nysomce.org">www.nysomce.org</a>	MC – for benefits and membership information
Partnership	Corporate Plaza East – Suite 502 240 Washington Ave. Ext. Albany, NY 12203 (518) 486-7814 or 1-800-253-4332 <a href="http://www.nyscseapartnership.org/">www.nyscseapartnership.org/</a>	Educational & Training Opportunities for CSEA members
PEF	1-800-342-4306 or (518) 785-1900 or <a href="http://www.pef.org">www.pef.org</a>	PEF – for union information
Public Information Office (PIO)	(518) 457-9375 or <a href="mailto:PIO@cs.state.ny.us">PIO@cs.state.ny.us</a>	Freedom of information requests
Recruitment Services Unit	(518) 474-6231 (Albany) (518) 233-3118 (Cohoes) 1-866-297-4356  <a href="http://www.cs.state.ny.us/extdocs/forms/55b-c-application-packet.pdf">www.cs.state.ny.us/extdocs/forms/55b-c-application-packet.pdf</a>	Programs to hire the disabled and disabled Vets (55-b/55-c programs); reasonable accommodations for job
Reinstatement	(518) 473-5102 or <a href="http://www.cs.state.ny.us/jobseeker/faq/reinstatement.cfm">http://www.cs.state.ny.us/jobseeker/faq/reinstatement.cfm</a>	
Retirement System	(518) 474-7736 or 1-866-805-0990 or <a href="http://www.osc.state.ny.us/retire/index.htm">http://www.osc.state.ny.us/retire/index.htm</a>	Retirement questions

<b><u>NAME:</u></b>	<b><u>HOW TO CONTACT:</u></b>	<b><u>REASON:</u></b>
Salary Schedules - Salary Information	<a href="http://www.cs.state.ny.us/businesssuite/Compensation/Salary-Schedules/">http://www.cs.state.ny.us/businesssuite/Compensation/Salary-Schedules/</a> OR <a href="http://goer.state.ny.us/Labor_Relations/Salary_Schedules.cfm">http://goer.state.ny.us/Labor_Relations/Salary_Schedules.cfm</a>	
State Agency Listing	<a href="http://www.nysegov.com/citGuide.cfm">http://www.nysegov.com/citGuide.cfm</a>	This site links to each NYS agency Website for addresses & phone #s. Individual agencies may have job opportunities on their individual websites.
Study Guides	<a href="http://www.nyscseapartnership.org">www.nyscseapartnership.org</a> or <a href="http://www.cs.state.ny.us/testing/statetestguides.cfm">www.cs.state.ny.us/testing/statetestguides.cfm</a>	
Test Administration Unit	(518) 457-2487 [press 2, then press 2] 1-877-697-5627 [press 2, then press 2] TDD: (518) 457-8480	To possibly reschedule your exam date if there is a conflict OR Reasonable accommodations for exam
Tuition Assistance	<a href="http://goer.state.ny.us/Training_Development/">http://goer.state.ny.us/Training_Development/</a>	CSEA, PEF, and MC tuition assistance information
Veteran Credits	(518) 486-5969	Information on Vet credit
NYS Division of Veterans' Affairs	5 Empire State Plaza, 28 <sup>th</sup> floor Albany, New York 12223 <a href="http://www.veterans.ny.gov">www.veterans.ny.gov</a> or 1-888-838-7697	Provide quality service, advocacy and counseling for New York State Veterans and their Families to ensure they receive benefits granted by law

**SALARY:** Determining an employee's salary is a complex matter, which is handled by the Office of State Comptroller through your agency personnel or finance office. Salary determination is further complicated by the different pay scales for the various negotiating units. Therefore, please contact your Personnel Office for more information.

**Answers to Specific Salary Questions:** Please include your name, address, last four digits of your social security number, along with your specific question and send it:

1. Via email to: [SALARYDETERMINATION@OSC.STATE.NY.US](mailto:SALARYDETERMINATION@OSC.STATE.NY.US)
2. Via mail to:

Office of State Comptroller  
Training and Communications  
110 State Street, 8<sup>th</sup> Floor  
Albany, New York 12244





# Career Mobility Office Resume Preparation

## Contents

- “What is the Purpose of a Resume?”
- Dynamite Resume Tip Sheet
- Action Words for Resumes
- Sample Cover Letter
- Sample Resumes
- Resume Preparation Worksheet

## *What is the Purpose of a Resume?*

### ***Purpose***

#### **What is the purpose of a resume?**

It has several purposes actually. One is to show the potential employer that you have the skills, knowledge, experience and education needed to do the job. Another purpose is to show the employer that you are able to do the job. The neatness and organization of the resume will also let the employer know how you feel about your work. After all, your resume may be the first sample of your work that the employer will see.

### ***Information***

#### **What information do you include in a resume?**

Your resume should start out with your name, address, and telephone number. After that you have several options. If you feel you have strong skills that have been acquired over several jobs you may want to start off with a section called "Summary of Skills". Otherwise you can move on to work experience. Work experience should be listed in reverse chronological order (start with the most recent and work your way back in time). Indicate your title, agency, city, state, and years. Use action words to describe your experience. Show the employer that you can do the job by listing accomplishments. Remember to keep the information relevant to the job you are applying for.

Next you should list your education. Start with the highest level of completed education. If you have a college degree you do not need to list high school. Do not put years next to your degrees. Put the name of the school, city and state next to the degree. You can also list any additional courses or classes you have taken if they are relevant to the job you are applying for.

If you are currently a member of a professional group you can add the section "Professional Affiliations" next and list the names of the organizations.

### ***Styles***

**Various styles of resumes present information differently.**

- Chronological style resumes basically list your work history followed by a brief description of your experience. This style is simple and easy to follow.
- Functional style resumes focus on your skills and minimize your work history. This style is good if you have had the same job for a long time and have developed strong skills.
- Performance style resumes are a combination of the chronological and functional style. They start out with a summary of skills and then move on to the actual work experience. This style allows you to provide more information to the employer but you must be careful not to repeat yourself.

# *Dynamite Resumes*

The purpose of a resume is to.....

- Create enough interest so the employer schedules an interview you
- Advertise your best qualities
- Show that you have the skills the employer is looking for

## **STEP ONE: IDENTITY YOUR SKILLS**

Skills and abilities can come from many sources: current and past jobs, volunteer and community activities, military experience, and education. To help identify your skills, ask yourself the following questions:



### **HELPFUL HINT:**

You are NOT your job title! Think of all your life skills

1. What skills are required to do your current job?
2. What skills were required to do your previous jobs?
3. Are you organized and able to get things done?
4. Do your co-workers consider you a team player?
5. Are you computer literate?
6. Are you a problem solver?

When writing skill statements it is best if you use action words like prepare, establish, direct and schedule. Other examples of good working skills would be efficient, effective, reliable, responsible and organized. These skills you have identified should now be incorporated into your work experience.

## **STEP TWO: WORK EXPERIENCE**

List your most recent employment first! Basic data such as your current job title, years in the position, agency and location should be included. Then write a brief description of your duties. Be sure to incorporate all the skills you have learned with your job duties!

### **Example:**

**June 1998 – Present**

### **Keyboard Specialist, Department of Civil Service, Albany, NY**

- Prepare and edit outgoing correspondence and travel vouchers
- Establish office procedures, set up files, direct calls, schedule meetings, and maintain office calendars
- Knowledgeable and skilled in Microsoft Word, Access, and Excel
- Organized, efficient, and strong interpersonal skills

**Helpful Hint: Do not list jobs beyond 10 -12 years**

**STEP THREE: EDUCATION, MILITARY, and COMMUNITY EXPERIENCE**

- List your most recent education. Indicate the degree received, and concentration of area studied, the school, city and state. (If degree was earned, you do not need to include your high school education.)
- Military experience should be listed as: Rank and Branch of Service
- List only current community activities if relevant.



**HELPFUL HINT: DO NOT INCLUDE DATES WITH YOUR EDUCATION.**

**EXAMPLES:**

Bachelor of Science, Public Administration  
Empire State College, Albany, New York

OR

Associate in Applied Science, Executive Secretarial  
Hudson Valley Community College, Troy, New York

Private First Class, United States Army

PTA Board Member, Okte Elementary, Shenendehowa Central School

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**PUTTING IT ALL TOGETHER  
(SEE ATTACHED SAMPLES)**

- Put your name, address and current daytime telephone number at the top of the resume. If you include your work telephone number, be sure you have permission to receive calls at your current place of employment.
- Next list your work experience, most recent first!
- Do NOT include personal information (IE: married, height, weight, etc.)

**EDIT CAREFULLY! BE SURE TO HAVE SOMEONE PROOFREAD YOUR RESUME**

- Use good quality paper to print it on
- Use a 12 point (easy to read) font. One font style only!
- 1 – 1 ½ page length is acceptable
- Keep it focused
- Always send a cover letter with your resume

## ACTION WORDS

Accelerated	Demonstrated	Insured	Reorganized
Accomplished	Designated	Integrated	Represented
Achieved	Designed	Interpreted	Researched
Acquired	Determined	Interviewed	Resolved
Adapted	Developed	Introduced	Restored
Addressed	Devised	Invented	Reviewed
Administered	Directed	Investigated	Revised
Advised	Discovered	Launched	Revitalized
Analyzed	Distributed	Located	Scheduled
Applied	Documented	Maintained	Secured
Appointed	Earned	Managed	Served
Approved	Effected	Marketed	Set Up
Arranged	Eliminated	Mediated	Sold
Assessed	Employed	Mobilized	Solved
Assigned	Enforced	Modified	Specified
Assisted	Engineered	Monitored	Sponsored
Attained	Established	Motivated	Staffed
Audited	Evaluated	Negotiated	Stimulated
Augmented	Examined	Obtained	Strengthened
Authored	Executed	Operated	Structured
Bought	Exercised	Ordered	Studied
Broadened	Expanded	Organized	Suggested
Built	Expedited	Originated	Summarized
Calculated	Extracted	Participated	Supervised
Centralized	Financed	Performed	Surveyed
Clarified	Forecasted	Pinpointed	Tailored
Collaborated	Formed	Pioneered	Taught
Completed	Formulated	Planned	Terminated
Composed	Found	Prepared	Tested
Conceived	Founded	Presented	Trained
Condensed	Fulfilled	Processed	Translated
Conducted	Generated	Procured	Undertook
Consolidated	Guided	Produced	Unified
Consulted	Handled	Programmed	Utilized
Contracted	Hired	Projected	Verified
Contributed	Identified	Proposed	Won
Controlled	Implemented	Proved	Wrote
Converted	Improved	Provided	
Coordinated	Improvised	Published	
Corrected	Increased	Purchased	
Created	Influenced	Recommended	
Cultivated	Initiated	Reconciled	
Cut	Inspired	Recruited	
Decreased	Instigated	Redesigned	
Defined	Instituted	Reduced	
Delivered	Instructed	Regulated	

# **SAMPLE COVER LETTER**

1312 Open Road Lane  
Schenectady, NY 12305

June 21, 2004

Mr. William Hines  
Personnel Administrator  
Division of Personnel  
Department of Motor Vehicles  
6235 Swan Street  
Albany, NY 12229

Dear Mr. Hines:

I would like to apply for the position of Secretary 1 (posting #32214) within the Bureau of Financial Administration. I am currently a Keyboard Specialist 2 and meet the qualifications for transfer via Section 70.1 of the Civil Service Law. A copy of my resume is enclosed detailing my work history and experience.

I have over five years experience as a Keyboard Specialist 2 and three of those years I worked in the Budget Office of my current agency. I am used to a fast paced office and enjoy working as part of a team. I am an experienced user of a variety of computer software that helps me to be very efficient in my job.

If you have any questions regarding my work history and experience, please do not hesitate to call. I look forward to hearing from you regarding an interview.

Sincerely,

May J. Jones

## (CHRONOLOGICAL RESUME SAMPLE)

**Betty Boo**

7 Fun Place

Lollopoville, New York 11100

Daytime: 518-999-9999 Evening: 518-777-7777

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### **Work Experience:**

#### **Administrative Aide**

1999 - Present

Office of General Services, Albany, New York

- Supervise staff, rotate assignments and cross train staff to ensure a team effort for continued office production. Work closely with Personnel in resolving concerns with leaves, time and attendance and workers' compensation issues.
- Work as part of a team to analyze production problems, study workload versus production, equipment, and manpower. Production deadlines and workloads were met by developing a rotating shift that increased production while staying within projected expenditures.
- Coordinate requests for all printing jobs received from State Agencies. Process purchase requisitions and knowledgeable of New York State purchasing policies. Customer service representative for problem solving and resolving issues.
- Liaison between OGS Central Printing and technical staff from printing supply companies. Provide assistance and information on policies and procedures.

#### **Secretary 1**

1984 - 1999

Office of General Services, Albany, New York

- Coordinated and organized activities of office staff to ensure proper functioning of district office operations.
- Audited expense accounts and vehicle records for accuracy and completeness
- Arranged computer and technical training for district office employees
- Drafted, edited and typed correspondence. Maintained office calendar, scheduled meetings, and made all travel arrangements.

#### **Stenographer**

1981 - 1984

Health Department, Albany, New York

- Transcribed and typed letters, memos and reports from Dictaphone
- Answered telephone inquiries; Setup and maintained file system.

**Education:** Hudson Valley Community College, Troy, New York  
A.A.S. Medical Secretarial Science

# **(CHRONOLOGICAL RESUME SAMPLE)**

**Lee Stephens**

1111 North Hill Street, Radcliff, Kentucky 40100 (502) 351-0000

## **Objective**

Corrections Rehabilitation Counselor

## **Summary of Qualifications**

Master's degree in Counseling. Bachelor of Science degrees in Criminal Justice and Psychology. Over 20 years of experience in corrections.

Excellent interpersonal skills with staff and inmate population and sensitive to their problems and counseling needs. A proven team-player who works well with people and can be counted on in any type of situation.

## **Professional Experience**

FEDERAL CORRECTION FACILITY Any City, USA

**Deputy Education Director & Operations Officer** Mar 92 – Present

- Counseled inmates and correlated day-to-day administrative operations for this facility which provided vocational training and educational classes to prisoners. As Custody Control Administrator, handled all disciplinary problems, maintained a roster of all day and evening students/inmates and instituted a system to monitor student's progress and course completion. Developed and established a program to provide evening college classes. Coordinated with local universities to contract instructors.
- As Assistant Test Control Officer, administered and graded GED, DANTE, and ASIP tests. Awarded high school diploma, college semester hours, or certified students in vocational areas such as auto mechanics. Occasionally escorted prisoners into the city to take tests that could not be provided by any other means.
- Supervised six subordinate administrative employees. Acted as liaison to ten contracted teachers and resolved problems.
- Coordinated and established an inmate barber shop which resulted in an annual savings of \$10,000.
- Consistently received commendable/outstanding ratings during security and safety inspections.
- Selected to attend Correctional Management Training which was usually reserved for prison wardens and correctional administrators.
- Coordinated and implemented educational programs for inmates to return them to civilian life with better employment skills.

FEDERAL CORRECTION FACILITY Any City USA

**Correctional Counselor**

July 8 – Mar 92

- As Counselor, had a case-load of approximately 150 inmates; counseled each inmate at least twice a month and provided advice concerning their personal problems. Counseled and advised families, arranged visits, and occasionally assisted spouses find lodging near the facility.
- Escorted and closely supervised inmates who were allowed to return home during times of family emergencies or death. Sat on Disciplinary Board and Parole Board and made recommendations for clemency, parole, etc., based upon thorough knowledge of each case. Issued medications and maintained an accurate, detailed record of medications which were dispensed. Served on the Classification Board; after careful review of records, made recommendations for custody-level of new arrivals and determined appropriate work assignments.



STATE CORRECTION FACILITY      Any City, USA

**Chief of Employment Branch**

Dec 80 – Jul 86

- Supervised 11 staff personnel and evaluated their performance. Provided employee training, guidance and counseling.
- Managed the office responsible for providing work details to the community. Inmate details included such tasks as mowing grass, providing office-building maintenance, shop work, and routine repairs.
- Counseled and evaluated approximately 130 inmates. Ensured that prisoners' surroundings were secure at all times. Monitored their activities and assigned employment details based on the inmate's background and custody level. Assigned guards to escort prisoners.
- Attended weekly staff meetings with superiors and made recommendations. Attended semi-monthly in-service training sessions on various topics including riot control, apprehension planning and practice exercises, use of gas masks, and survival training.

REGIONAL CORRECTION FACILITY      Any City, USA

**Chief of Prisoners' Service & Supervision Branch**

May 76 – Dec. 80

- As Chief of Prisoners Service Branch, supervised 25 employees. Assigned duties and evaluated job performance. Provided employee training and counseling. Managed the administration office, prisoner property and funds section, supply room, mail room, and probation and parole sections. Supervised all aspects of prisoner's processing into and out of the Regional Correctional Facility.
- As Chief of Supervision Branch, supervised and managed the guard force consisting of 110 personnel. Awarded *Best Safety Program* twice in one year.
- Devised, developed, and implemented the Vocational Employment Training Program for minimum custody inmates. Work site supervisors provided inmates with on-the-job-training in such areas as carpentry and plumbing. At the end of the program, inmates were given certificates to be used for future employment stating they had received vocational training in particular areas.
- Developed, staffed, and implemented an Escort Section which increased security and provided excellent inmate accountability. Supervised three guards whose responsibilities included scheduling appointments and escorting prisoners to medical and legal appointments.

#### **Education**

UNIVERSITY OF KENTUCKY

Lexington, KY

**Master of Arts in Counseling**

EASTERN KENTUCKY UNIVERSITY

Richmond, KY

**Bachelor of Science in Criminal Justice**

**Bachelor of Science in Psychology**

Addendum containing information on additional training courses is available upon request.

## **(PERFORMANCE RESUME SAMPLE)**

**James A. Warlow**

71 Martin Avenue  
Melbourne, FL 32934  
(407) 752-0808

### **COMPUTERS**

Over 12 years experience in writing, modifying and troubleshooting computer programs.

- Hardware: Hewlett Packard, UNISYS A-9, WANG VS85, IBM PC/XT, COMPAQ 386, MS DOS, Windows, IBM 370/168
- Software Utilities: Q-Edit, Supertool, Formation, DBGENRL, Formspec, Query, Work Flow Language (WFL), Command-Edit (CANDE), Generalized Message Control System (GEMCOS), Test Control Language (TCL), OBS Wylbur, JCL, INFORM
- Operating Systems: MPE, OS/MVS
- Languages: COBOL, dBASE III Plus, Pascal, Basic, Visual Basic
- Databases: Image databases, KSAM files, MPE files, Omnidex database

### **QUALIFICATIONS**

- Strong troubleshooter; able to identify problems, diagnose causes and determine corrective actions while on-call during the weekend payroll processing at Lockheed.
- Quick learner; able to grasp new concepts in programming very quickly.
- Able to maintain and meet time requirements in zero-error tolerance environments.
- Extremely hardworking and dedicated to enhancing skills as a programmer.
- Comfortable consulting with clients to determine their needs and priorities.

### **HIGHLIGHTS OF ACHIEVEMENTS**

Martin Space Corporation: Employee of the Quarter three times with commendations for development of database systems that allow for smooth transitioning of company procedures.

- Developed an incentivized staff reduction program system and a reduction in force system, providing on-line access to files used in implementing batch procedures during layoffs.
- Developed and implemented a Bonus in Lieu of Payment system (BILOP) providing users with automated access in producing bonus pay checks.
- Developed and implemented a Salary Information Retrieval System to evaluate company salaries against the rest of the nation.

Computer Systems, Inc., and Computer Corporation:

- Programmer/Analyst on contract to United States Navy's Integrated Disbursing and Accounting Financial Information Processing System (IDAFIPS).
- Analyzed customer Task Orders and Design Specifications to develop, test, and maintain COBOL application software.

Shinney Corporation:

- Designed, programmed and implemented on-line systems for Hospital Risk Management used to trace accidents within hospitals and Insurance Claims Indexing used to process customers' insurance claims.

PROFESSIONAL PROFILE

Martin Space Corporation, Boston, Massachusetts – 03/15/90 to Present

**Computer Programmer Analyst** – 03/16/96 to Present

**Management Systems Coordinator Senior** – 01/07/95 to 03/15/96

**Computer Programmer Senior** – 03/15/90 to 01/06/95

- Produced W-2s, Union wage adjustments, merit increases, payroll processing and maintained personnel systems and timecard systems.
- Assisted in transitioning several hundred contract employees into LMSO's employ.
- Coordinated and oversaw wage adjustments for specific jobs for the Department of Labor.
- Supported implementation of a cafeteria type benefit system.
- Assisted in implementing a call-in program for LMSO.

Computer Systems, Inc., Melbourne, Florida – 04/89 to 12/90

**Systems Engineer/Programmer**

- Provided training to new personnel as needed.
- Maintained program Design Specifications to include System Change Request (SCR).

Computer Corporation, Melbourne, Florida – 09/87 to 04/89

**Member of Technical Staff/B Programmer**

- As Programming Team Leader, supervised three programmers and one test data developer.

Shinney Corporation, Huntsville, Alabama – 07/85 to 09/87

**Consultant/Programmer**

Environmental Protection Agency, Washington, D. C. - 06/82 to 12/82 & 06/83 to 12/83

**Student Assistant**

- Programmed in PL/1, JCL, and Utilities with OBS Wylbur for the Operations, Facilities Requirements Division – Priorities and Needs Assessment Branch.
- Assisted data processing personnel in producing the 1984 Needs Survey for Congress, which was used to allocate federal funds for building waste water treatment plants.

EDUCATION

**Bachelor of Science in Systems Science – 1984**

University of Florida, Gainesville, Florida

**Associate of Arts in Computer Science – 1981**

Gainesville Community College, Gainesville, Florida

## **(PERFORMANCE RESUME SAMPLE)**

### **Sandy A. Secretary**

5509 Third Avenue  
Kinkaid, NJ 00000  
(555) 555-5555

#### **SUMMARY OF QUALIFICATIONS**

- 5 Years of office support experience in diversified environments.
- Graduate of the Drexel Institute of Business Administration.
- Demonstrated planning and organizational skills.
- Able to work in a fast-paced setting, under tight deadlines.
- Excellent phone manner, relate well with clients.
- Extremely dependable, conscientious, and detail-oriented.
- Computer knowledge: WordPerfect 5.1, dBase III Plus, VP Planner, Lotus 1-2-3

#### **OFFICE SKILLS**

-Typing/Word Processing, 60 wpm	-Appointment Scheduling	-Desktop Publishing
-Record Keeping/File Maintenance	-Speedwriting, 80 wpm	-Cash Management
-Multi-Line Phone Systems	-Medical/Legal Terminology	-Transcription
-Database Management/Spreadsheets	-Travel Planning	-Billing

#### **OFFICE ADMINISTRATION AND PLANNING**

- Coordinated with travel agency to book business trips for Damian Management Company employees.
- Organized and coordinated business meetings and holiday parties for up to 40 people.
- Ordered office supplies and maintained inventory.
- Maintained Pitney Bowes postage machine and generated end-of-day status reports; distributed incoming mail and processed outgoing mail.

#### **RECORD KEEPING, CASH MANAGEMENT, AND CORRESPONDENCE**

- Maintained information on employee sick days/late time for payroll records.
- Opened and closed real estate and litigation files; prepared legal documents; typed police discoveries.
- Documented monetary transactions at lawyer's office and handled billing, performed cash and credit transactions for physical therapy practice.

#### **TELEPHONE AND COMMUNICATION SKILLS**

- Skillfully managed busy 20-line phone system, with 55 extensions, for environmental subcontracting company; provided information and routed calls.
- Elicited information from utility clients wishing to participate in energy conservation programs; entered data into computer.
- Handled incoming calls at law office; scheduled/confirmed appointments; took detailed messages.
- Scheduled and confirmed medical appointments, responded to patients' inquiries.

#### **WORK HISTORY**

<b>Office Assistant/Receptionist</b>	The Damian Management Co., Kinkaid, NJ	1992-Present
<b>Secretary</b>	Lance Owens, Esquire/Prosecutor, Elcron, NJ	1992
<b>Receptionist</b>	Craigston Physical Therapy, Parltown, NJ	1990-1991

#### **EDUCATION**

Graduate, Office Technology Program, The Drexel School of Business Administration, Hilton, NJ

## (FUNCTIONAL RESUME SAMPLE)

**Janet M. Mirror**

428 Main Street, Elmira, NY 12345

(607) 555-5555 (Home)

(607) 555-4444 (Work)

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### **Career Profile**

- Proven administrative, secretarial and general office experience.
- Strong background in all aspects of customer service and support.
- Knowledge of computers: Microsoft Word, PageMaker, File Maker.
- Outstanding typing skills (85 WPM); proficient in use of office equipment.
- Efficient and good natured; excellent reputation with all former employers.

### **Skills and Abilities**

- Provided administrative and secretarial support in various office environments.
- Provided secretarial support for Assistant Vice President as well as task groups and committees.
- Responsible for the organization and efficient processing of bulk mailings to customers.
- Utilized efficient and courteous customer service in both retail and business settings.
- Processed orders, entered and retrieved data using both PC's and mainframe computers.
- Facilitated spreadsheet and database management for Assistant VP of Marketing/Public Affairs.
- Coordinated provision of communications materials for all segments of the medical center.
- Gained exposure to all aspects of sales, marketing, promotion and public relations activities.
- Maintained accurate, up to date comprehensive and confidential files and records.
- Opened and routed mail to appropriate departments within the company.
- Coordinated and managed multiple priorities and projects on a timely basis.
- Answered busy telephones, directed and routed calls, and scheduled appointments.

### **Work History**

1993 – Present	General Office Clerk	Elmira Power, Elmira, NY
1989 – 1993	Receptionist/Clerk	James Company, Elmira, NY
1988 – 1989	Office Assistant	Temporary Services, Elmira, NY
1986 – 1988	Secretary	Health Services, Elmira, NY
1980 – 1986	Receptionist/Typist	Paper Company, Elmira, NY
1978 – 1978	Customer Service Clerk	Precision Company, Elmira, NY

### **Education**

Elmira Community College, Elmira, NY  
A.A.S., Secretarial Science

Precision Company, Elmira, NY

Various Customer Service and Secretarial Seminars

Obtained JET Proofreading Certificate

## (FUNCTIONAL RESUME SAMPLE)

### **Bob Chrysler**

Vermont Street, Apt. 6-PE  
Washington Heights, NY 11372  
(718) 651-1906  
webmaster@earthpool.com

#### **COMPUTER SKILLS**

- HTML
- JavaScript
- Photoshop
- HP Deskscan
- Frontpage
- PowerPoint
- GIF Animator
- Telnet
- Unix
- Outlook
- Virtual WebTrends
- Web Site Promotion
- Perl
- Java

#### **PROFESSIONAL EXPERIENCE**

Web Master

**Earth Pool**

April 2003 - Present

New York, NY

- Supervised the design, content, promotion and programming of "Earth Pool Online," the site called "a damn good reason to log on" by *Wired Magazine*
- Redesigned and restructured the site's look and created interactive search engine and order form
- Constructed interactive banners which appeared on Lycos, Altavista, Yahoo! and JobTrak

Web Designer

**Network Travel Corp**

February 2001 - March 2003

New York, NY

- Created and maintained web pages for international tourist bureaus such as Rivertours and EZ Travel, luxury hotels and cruise lines including Novotel, Marriott and Princess
- Created graphic and multimedia elements in both Java Shockwave internet languages
- Wrote extensive copy for websites as well as client and sales presentations

Database Manager  
**Columbia University Off-Campus Housing**  
October 1998 - May 2001  
New York, NY

- Compiled and maintained database lists of over 2500 apartment, hotel and broker listings
- Assisted students and real estate agencies on locating apartments and navigating housing resources
- Developed and applied expert knowledge of New York City real estate

#### **EDUCATION**

BFA with a minor in Computer Applications, 2002  
Columbia University, New York, NY

# The Instant Resume Worksheet

**Directions:** This worksheet will help you organize the information you need to complete a simple chronological resume. It also provides the basis for a skills resume. Write out rough drafts for each of the more complicated sections that follow. Then complete the form with content close to what you want to use in your resume.

## Identification

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

Home address: \_\_\_\_\_

\_\_\_\_\_ Zip: \_\_\_\_\_

Phone number and location (i.e.: home, work, cell):

( ) \_\_\_\_\_

Alternative phone number and location:

( ) \_\_\_\_\_

## Job Objective (optional)

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## Work, Military, and Volunteer Experience

Begin with you most recent job.

Name of organization: \_\_\_\_\_

Address (City, State): \_\_\_\_\_

Dates employed: \_\_\_\_\_

Job title(s): \_\_\_\_\_

\_\_\_\_\_

Details of any special projects: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Team projects: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Special skills this job required: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

List what you accomplished or did well: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Work, Military, and Volunteer Experience**

Name of organization: \_\_\_\_\_

Address (City, State): \_\_\_\_\_

Dates employed: \_\_\_\_\_

Job title(s): \_\_\_\_\_

\_\_\_\_\_

Details of any special projects: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Team projects: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Special skills this job required: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

List what you accomplished or did well: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Work, Military, and Volunteer Experience**

Name of organization: \_\_\_\_\_

Address (City, State): \_\_\_\_\_

Dates employed: \_\_\_\_\_

Job title(s): \_\_\_\_\_

Details of any special projects: \_\_\_\_\_

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Team projects: \_\_\_\_\_

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Special skills this job required: \_\_\_\_\_

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List what you accomplished or did well: \_\_\_\_\_

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**Work, Military, and Volunteer Experience**

Name of organization: \_\_\_\_\_

Address (City, State): \_\_\_\_\_

Dates employed: \_\_\_\_\_

Job title(s): \_\_\_\_\_

Details of any special projects: \_\_\_\_\_

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Team projects: \_\_\_\_\_

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Special skills this job required: \_\_\_\_\_

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List what you accomplished or did well: \_\_\_\_\_

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**Education and Training**

Begin with the highest level or most recent.

Institution name: \_\_\_\_\_

City and State/province (optional): \_\_\_\_\_

Degree or certificate earned: \_\_\_\_\_

Relevant courses, awards, achievements, and experiences: \_\_\_\_\_

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**College/Post –High School**

Institution name: \_\_\_\_\_

City and state/province (optional): \_\_\_\_\_

Degree or certificate earned: \_\_\_\_\_

Relevant courses, awards, achievement, and experiences: \_\_\_\_\_

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**High School**

This is optional if you attended college.

Institution name: \_\_\_\_\_

City and state/province (optional): \_\_\_\_\_

Degree or certificate earned: \_\_\_\_\_

Relevant courses, awards, achievements, and experiences:

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**Armed Services Training and Other Training or Certification**

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Specific things you can do as a result:

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**Professional Organizations (Current)**

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# Career Mobility Office Interviewing Tips & Techniques

## Contents

- Interviewing Tips and Techniques
- Dynamite Answers to Tough Questions
- Questions to Ask During the Interview
- Legal and Illegal Pre-employment Questions
- How to Fill Out a Job Application
- After-Interview Checklist
- Sample Thank You Letter

Updated: April 2007

# *Interviewing Tips and Techniques*

**Being prepared for your job interview will certainly improve your chances of being selected for the job.**

**Here are a few things you can do to get prepared:**

- **Do your homework**
  - Learn basic information about the organization
  - Find out what services the Agency or Bureau interviewing you does
  - Find out about the position you are interviewing for, including specific duties and requirements
- **Be on time**
  - Know the time and place of the interview and the name of the interviewer
  - Do a trial run before the interview to get an idea how long it will take to get where you are going
  - Arrive at least 15 minutes early to the interview to give yourself time to park and get inside
- Introduce yourself to the receptionist and/or secretary and tell them what you are there for
  - Be polite to everyone including office staff
- Anticipate interview questions and develop comfortable responses



## Tips...

- Dress as a professional in your field.
- Don't bring a lot of baggage with you.
- Turn off beepers and cell phones.
- Don't bring in coffee or beverages.
- Don't smoke or chew gum.
- Don't speak badly of your current or former employer.
- Keep your nervous habits in check.
- SMILE.

**The body of the interview:**

- Answer questions honestly, clearly and appropriately
- Ask relevant questions and learn as much as possible about the position
- Keep on track and don't let the conversation wander
- The interviewer's goal is to discover your skills, work ethics and attitude about your job
- The interviewer has three major questions in mind:
  - Can you do the job?
  - If hired, will you do the job?
  - If hired, will you get along with the people already there?



- As the interviewee you need to:
  - Convince them that you are the candidate for the job;
  - Show how you feel about work ethics and attitude;
  - Show enthusiasm on why you want the job; and
  - Discuss your skills and accomplishments.



**Tips...**

- ◆ Bring extra copies of your resume.
- ◆ Make sure references are in order and that they have been notified that you are using them as a reference.

**Closing of the interview:**

- The interviewer will usually ask if there are any questions.
  - Ask questions about the job.
  - Don't ask about time off, flex hours, promotions or salary issues.

**Some questions you may be asked:**

- "Tell me a little about yourself."
  - Talk about your experience, qualifications, and accomplishments.
- "Tell me about your education or training."
  - Explain your education or training and tell how it helped prepare you for this job.
- "Why do you want to leave that job?"
  - Job stagnation, demotions due to down-sizing, career exploration, or simply having made a bad choice are all good reasons.
- "Why should I hire you?"
  - Talk about the skills you bring with you.

**Write a Thank You letter:**

- Tell the interviewer how much you enjoyed meeting him or her.
- Express your enthusiasm for the job.
- Reiterate a specific selling point.
- Establish your next point of contact.
- Send your letter out within 24 hours of the interview.

## **Answers to Tough Interview Questions**

1. What are your strengths as an employee?
  - a. What do they want to hear?
    - i. Review the description of the position for which you are interviewing. Clarify each specific job requirement in your mind. Now, match your strengths and accomplishments directly to the requirements of the job.
2. If you could change one thing about your personality just by snapping your fingers, what would it be and why?
  - a. What do they want to hear?
    - i. Identify a weakness and put together a brief answer that indicates awareness and motivation. (Example: I had a hard time with procrastination when I was younger. But I learned the hard way that putting things off just makes matters worse or I end up falling behind even farther. I sometimes still have the urge to procrastinate but then I think of what will happen. I fight the urge and do whatever needs to be done.)
3. Describe your management philosophy.
  - a. What do they want to hear?
    - i. Most agencies want someone who can demonstrate a desire and ability to delegate, teach, and distribute work – and credit – fairly. In general, you probably want to come across as neither a dictator nor a pushover. A successful candidate should convey that he or she has the ability to succeed should opportunity present itself. But they should avoid giving the impression that they are fire-breathing workaholics ready to succeed no matter what (or whom) the cost. (Example: More than anything else, I think that management is getting things done through other people. The manager's job is to provide the resources and environment in which people can work effectively. I try to do this by creating teams, judging people solely on the basis of their performance, distributing work fairly, and empowering workers, to the extent possible, to make their own decisions. I've found that this inspires loyalty and encourages hard work.)
4. What were the most memorable accomplishments at your last job?
  - a. What do they want to hear?
    - i. Focus on your most recent accomplishments – in your current position or the job you had just prior to this one. But make sure they are relevant to the position for which you are interviewing. It is also wise to think about why you were able to achieve these peaks in your job. (For example: I really stopped to listen to what my customers wanted, rather than just trying to sell them.)

5. What is the biggest failure you've had in your career? What steps have you taken to make sure something like that doesn't happen again?
  - a. What do they want to hear?
    - i. Before you start spilling your guts, remember that the interviewer is not a priest. In this situation, it would be foolhardy to produce a detailed log of your every shortcoming, misstep, and misdeed. But it would be equally silly to pretend you're perfect and have never experienced failure in the course of your career, education, or life. So compromise. The best approach is to admit to one weakness or failure, and then talk about the steps you are taking (or have taken) to make sure that you'll never fail in that way again.
  
6. Tell me about the types of people you have trouble getting along with.
  - a. What do they want to hear?
    - i. Be careful of how you answer this question. If you say "none," the interviewer will assume you're being evasive. Stick with a short story that softens with humor the reasons someone disliked you. (Example: I was discussing this problem with my boss just the other day. He told me I'm too impatient with slow performers. He told me that the world is filled with 'C', rather than 'A' or 'B' people, and I expect them all to be great performers. So, I guess I do have trouble with mediocre and poor workers. I don't expect to ever accept poor work, but I am learning to be more patient.)
  
7. Are you an organized person?
  - a. What do they want to hear?
    - i. Even if you firmly believe that a neat desk is the sign of a sick mind, talk in detail about the organizational skills that you have developed – time management, project management, prioritizing, delegation – and how those skills have made you more effective.
  
8. Describe the top of your desk.
  - a. What do they want to hear?
    - i. Even if your desk appears to be cluttered you should know what is in the clutter and how to quickly find it. Is your mind cluttered as well?
  
9. Do you manage time well?
  - a. What do they want to hear?
    - i. Hopefully you can be truthful and say yes. Now is not the time to wail about your broken alarm clock, etc. (Example: I rarely miss a deadline. When circumstances beyond my control interfere, I make up the time lost as quickly as possible. OR I establish a To-Do list first thing in the morning. Then I add to it – and reprioritize tasks, if necessary – as the day goes on.)

10. How do you go about making important decisions?

a. What do they want to hear?

- i. Think in terms of the interviewer's main concerns. Will you need to be analytical? Creative? Willing to call on the expertise of others? If you are bucking for a management position, you will also want to take this opportunity to convince the interviewer that your relationship skills have made you management material – or set you on the way to achieving that goal. You may be asked to about the last important decision you had to make, how you went about making it, and the results you achieved.)

11. Do you anticipate problems well or merely react to them?

a. What do they want to hear?

- i. All managers panic from time to time. The best learn to protect themselves by anticipating problems that might lie around the bend. (Example: A manager had his staff provide reports on all positive – and negative – budget variances on a weekly basis. He is then able to share this information with his boss and with the other bureaus that he interacted with to avoid major problems.)

12. Do you prefer to work by yourself or with others?

a. What do they want to hear?

- i. Think about the position you are interviewing for? Every job situation forces us to get along with people we might not choose to socialize with. But we must get along with them and, quite often, for long stretches of time and under difficult circumstances. Acknowledging this shows strength. Talk about how you have managed to get along with a variety of other people.

13. How do you generally handle conflict?

a. What do they want to hear?

- i. Answer this question positively. (Example: I really don't get angry with other people very often. I am usually able to work things out or anticipate problems before they occur. When conflicts can't be avoided, I don't back down. But I certainly do try to be reasonable.)

14. How do you motivate people?

a. What do they want to hear?

- i. A good answer will include the words, "it depends on the person," then offer one or two concrete examples. A poor candidate will imply that all people are motivated by the same thing or can be motivated with the same approach, a kind of "one-size-fits-all" philosophy.

15. What does your supervisor tend to criticize most about your performance?
- a. What do they want to hear?
    - i. This is another way of framing a series of questions you have probably already been asked; what is your greatest weakness? What was your greatest failure? What would your supervisor say about you? Consider discussing an evaluation from an earlier job, switching to what you did about it and claiming that your current supervisor would, therefore, not consider it a problem any longer.
16. Did you inaugurate new procedures in your previous position? Tell me about them.
- a. What do they want to hear?
    - i. You do not have to be a department head to answer this question. The interviewer is seeking industriousness, creativity, caring about the organization and its success. So this is the time to describe the changes or improvements you were responsible for making and identify how they helped the department.
17. Have you ever fired anyone? Why?
- a. What do they want to hear?
    - i. Even if you had a good reason, you know that firing someone is never pleasant. Let's say you fired someone for not meeting productivity goals. You might be thinking, "Boy, I'm glad I got rid of that bum. He was nothing but a wimp and whiner who never did a good day's work in all the time he was on the job." Go ahead and think that. But when you open your mouth, say something like this: "Yes I fired someone who continually fell short of his productivity goals. His shortcomings were documented and discussed with him over a period of months. But in that time he failed to show any real improvement. I had no choice. As a supervisor, I want everyone in my department to work out. I needed to face the fact that not everyone is equally dedicated to his or her job."
18. How do you "stay in the loop"?
- a. What do they want to hear?
    - i. How do you keep yourself informed of what is going on in your bureau or department. How many meetings do you schedule or attend per week or month? Do you spend a lot of time asking your subordinates questions or do you wait for them to come to you with problems?
19. How do you deal with subordinates who are becoming part of the problem rather than part of the solution?
- a. What do they want to hear?
    - i. The interviewer is trying to separate the real leaders from the "managers with a title" and to ascertain whether your particular style will mesh with the organizations.

20. See that picture frame on the wall? Sell it to me.
  - a. What do they want to hear?
    - i. Begin by asking a series of questions about the object and about the interviewer's particular needs. Listen to what they are saying. Then see the object through their eyes. Highlight the characteristics of the object relevant to their needs.
  
21. Why are you thinking of leaving your current job?
  - a. What do they want to hear?
    - i. Do not appear negative or speak badly about your current employer. Refer to potential growth and how change can be positive. (Example: There is a great deal I enjoy about my current job, but my potential for growth in this area is limited.)
  
22. Where does your boss think you are now?
  - a. What do they want to hear?
    - i. Do no lie. Do not take a sick day to go on an interview. (Example: I asked for a few hours of personal time today. OR I spoke with my boss letting him know that I had a job interview for a promotion. He is okay with it.)
  
23. How would your co-workers describe you?
  - a. What do they want to hear?
    - i. Answer in the positive. Are you easy going, a good team player, responsible?
  
24. What do you feel an employer owes an employee?
  - a. What do they want to hear?
    - i. This is not an invitation to discuss the employee benefits package you would like to have. Don't get into legal responsibilities either. Keep your answer short and sweet. (Example: I think an employer owes its employees the opportunity to develop new skills and to be thoroughly trained in the job they are expected to perform.)
  
25. Your supervisor left an assignment in your in-box, then left for the week. You can't reach him and you don't fully understand the assignment. What would you do?
  - a. What do they want to hear?
    - i. The interviewer is attempting to gauge whether you have an appropriate respect for hierarchy and deadline demands. If there is truly no way to reach your boss or leave a message you would then need to approach your boss' supervisor. Of course, you would do this in a way that would not reflect badly on your boss by explaining that you and your boss simply missed the chance to discuss the assignment before he had to leave the office. You want to be sure that you understand the assignment, so you can start on it as soon as possible.

26. Your supervisor tells you to do something in a way you know is dead wrong. What do you do?
- a. What do they want to hear?
    - i. Tough question. Admit that it is okay to disagree but that you will follow your boss's instructions.
27. Do you have any questions?
- a. What do they want to hear?
    - i. You should never answer this with a no. If you have asked questions along the way you would answer this with "I think you have answered all of my questions. I truly appreciate the time you have given me today."
    - ii. If you have not asked any questions, here are a few examples:
      1. Please tell me a little bit about the people with whom I will be working most closely.
      2. Tell me some of the particular (or preferred) skills that you want in the candidate for this position?
      3. What kind of training can I be expected to receive.
      4. Could you describe a typical day in this position?
      5. Tell me about one thing in your life you are proudest of.
  - b. What do they want to hear?
    - i. Answer briefly but thoroughly. They are trying to get to know you.
28. What does success mean to you?
- a. What do they want to hear?
    - i. You should offer a balanced answer to this question, citing personal as well as professional examples.
29. What types of people have trouble getting along with you?
- a. What do they want to hear?
    - i. If you say "none", the interviewer will assume you are being evasive. Identify sometime of characteristic that you do not like in a person and then turn it around. For example, if you do not like people that are lazy, you could say, "People that put very little effort into doing their job do not get along with me because I work hard at my job."
30. If you could start your career over again, what would you do differently?
- a. What do they want to hear?
    - i. This question is designed to get you to think on your feet. You can admit you may have had a few regrets but too few to mention. If you do want to mention a regret make sure you can showed that you have learned from it.
31. Tell me about the last time you failed to complete a project (or assignment) on time?
- a. What do they want to hear?
    - i. Be specific in your answer. Here's what happened, here's what I did, here's what I learned.

32. What do you do when work requirements on the job are slow?
  - a. What do they want to hear?
    - i. This question is designed to figure out how you think and act in reality. Be careful that what you say does not ruin the image you are trying to present.
33. On a typical day, tell me what you do in the first and last hour at work?
  - a. What do they want to hear?
    - i. Checking for honesty and a good use of your time.
34. What can you tell me about yourself that will make me remember you?
  - a. What do they want to hear?
    - i. Tell them something unique about yourself that will make the interviewer remember you.
35. How would you rate your writing skills in comparison to your verbal skills?
  - a. What do they want to hear?
    - i. Discuss how both skills are important in the business world, and that while (one or the other) may be your strong suit, you are working to become strongly proficient at both speaking and writing.
36. You are a supervisor of a busy payroll office. Two of your employee just called in and will be out sick for the next two weeks. How do you deal with this unexpected event?
  - a. What do they want to hear?
    - i. Discuss how you must immediately reprioritize your assignments and pitch in to get the job done.
37. Why should I hire you?
  - a. What do they want to hear?
    - i. Summary of your skills relevant to the job's requirements, include accomplishments and skills that facilitated those accomplishments. Be sure of yourself and enthusiastic.
38. If we hire you for this job, how much time will you give yourself and the job before you can determine if this job is a good fit?
  - a. What do they want to hear?
    - i. An employer wants to hear that you're going to give the job a fair try; most jobs get better as you become accustomed to the new work environment.
39. Tell me about your current job.
  - a. What do they want to hear?
    - i. List your duties and responsibilities. Talk about your accomplishments.
40. Can you take constructive criticism without feeling upset? Give an example.
  - a. What do they want to hear?
    - i. When used correctly, constructive criticism is a tool which will allow you to do your job better. An employer wants to know that you are open to learning new things and that you don't get defensive or upset.



41. Define cooperation.

a. What do they want to hear?

- i. Cooperation means different things to different people, so an employer could be looking for several different answers. They want to know if you can get along with others.

42. Was there ever a time where you had to deal with a difficult or argumentative person? How did you handle the situation?

a. What do they want to hear?

- i. Employers want to hear that you are able to stay cool in a tense situation; that you don't inflame the situation by arguing back. And, if the situation warrants, you know when to step away and get a supervisor.

43. Give an example of a time you went above and beyond the call of duty to get the job done.

a. What do they want to hear?

- i. That you can be counted on to pitch in and do your best when there is an important job to be done NOW.

44. What methods do you use to ensure that your work is error-free?

a. What do they want to hear?

- i. Your work represents not only you but your boss and your agency. Taking the time to ensure that you're putting your best effort forward shows that you are conscientious about the work you do.

45. What do you like most about your current job?

a. What do they want to hear?

- i. They want to get to know you and what you enjoy about your job.

46. What would you change about your current job?

a. What do they want to hear?

- i. Don't bad-mouth your job, your co-workers or your supervisor; you don't know who the interviewer may know! Talk about changes that are positive and reflect your work ethics.

47. What motivates you to do a good job?

a. What do they want to hear?

- i. "Money" is not a good answer. A good answer would be something like, "having responsibilities and being acknowledged when the job is done right."

48. Who are your heroes? Why?

a. What do they want to hear?

- i. Be careful about naming political or religious figures; you don't know the political or religious beliefs of the interviewer. Employers want to hear the positive traits you admire in others and how you strive to embody those traits.

49. What kind of training have you received in the last three years?
- a. What do they want to hear?
    - i. That you have taken steps to expand your knowledge, especially with training directly related to your job. However, if your current employer does not allow you to attend training, say so politely, adding that if you were hired for this job, you would like to take any training that was offered to you.
50. Of the jobs you have held, which one have you enjoyed the most and why?
- a. What do they want to hear?
    - i. They want to get to know you. Talk about your duties, challenges, responsibilities, accomplishments and the people you worked with.
51. Out of the jobs you have held, which one did you like the least and why?
- a. What do they want to hear?
    - i. Don't bad-mouth the job, your co-workers or your supervisor; you don't know who the interviewer may know! Talk about what you disliked but add a positive note. (Example: I think the workload could have been better distributed.)
52. What have you done that shows initiative and willingness to work?
- a. What do they want to hear?
    - i. Talk about a process or procedure that you initiated on your own that was adopted by your employer; or when you pitched in to help a co-worker on a big project without being asked or told; or when you came up with an idea that saved your employer time or money. Toot your horn!
53. Would you rather be in charge of a project or work as part of a team? Why?
- a. What do they want to hear?
    - i. Actually, an employer wants to hear that you can, and would, be capable of taking on either role.
54. Tell me about an improvement you independently made in your work process. How did this improvement help you or others?
- a. What do they want to hear?
    - i. Employers are looking for creativity, organizational skills and innovative thinking. If you modified a process in the office that streamlined the workflow in the office; if you merged two computer systems to create one; if you created a process that improved customer service, etc.
55. What was the biggest change you have ever faced at a job and how did you adapt?
- a. What do they want to hear?
    - i. Employers want to hear that you can deal with change and not let it disrupt the whole apple cart. How did you adapt to the change? They also want to see that you are open to new challenges or processes in your work environment.

56. Tell me about a project for which you were responsible, but needed the help of others to complete the project. What did you do?
- a. What do they want to hear?
    - i. Sometimes the hardest thing to do is ask for help. Employers want to see if you are able to determine when a task is beyond your ability to do it alone; how you ask for help; and how you work with the newly formed team. They also want to see if you just let a project fail because you didn't ask for assistance.
57. Describe a time where you had what seemed like a million things going on at once. How did you prioritize your workload? Were you successful?
- a. What do they want to hear?
    - i. You're never going to have only one thing to do at work, so being able to organize yourself and your priorities is essential. Give an example of how you were able to handle multiple tasks.
58. Tell me about a time where you were able to use your organizational skills to solve a problem.
- a. What do they want to hear?
    - i. Perhaps your organizational skills alone did not solve a problem, but they may have helped to avoid a problem or assisted you in solving a problem.
59. Tell me about a situation where you and another person disagreed and resolved your disagreement. How did you reach that point?
- a. What do they want to hear?
    - i. Employers want to hear that you are able to stay cool in a tense situation; that you don't inflame the situation by arguing back and that you were able to use logic and reason to reach a mutually agreeable resolution. And if you are unable to reach a mutually agreeable decision, then you would agree to consult a supervisor and abide by his/her decision.
60. Tell me about a time where you successfully dealt with handling multiple priorities.
- a. What do they want to hear?
    - i. This will show an employer that you can prioritize and delegate when necessary.
61. How many employers have you worked for in the past five years?
- a. What do they want to hear?
    - i. If you have worked for many (over 5) be prepared to explain why.

# **SAMPLE**

## **QUESTIONS TO ASK DURING THE INTERVIEW**

1. How would I be trained to do the job?

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2. How long should it take me to get my feet on the ground and become productive?

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3. Please describe a typical work day and the duties of my position.

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4. How many people work in this department? \_\_\_\_\_

5. Who are the people I'd be working with, and what do they do?

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6. If hired, would I report directly to you or someone else? \_\_\_\_\_

7. What can I say or do to convince you to offer me this job?

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8. Is there traveling with this position? If so, what percent of the work week am I expected to travel? \_\_\_\_\_

## LEGAL AND ILLEGAL PRE-EMPLOYMENT QUESTIONS

	<u>LAWFUL</u>	<u>UNLAWFUL</u>
Race or color		<ul style="list-style-type: none"> <li>• What race/color are you?</li> <li>• Are you a minority?</li> </ul>
Religion or Creed		<ul style="list-style-type: none"> <li>• What is your religion?</li> <li>• To which parish/church do you belong?</li> <li>• What religious holidays do you observe?</li> </ul>
National Origin		What is your (or relatives) lineage, ancestry, national origin, descent, parentage or nationality?
Sex/Marital Status		<ul style="list-style-type: none"> <li>• Are you male or female?</li> <li>• Are you married?</li> <li>• What are your living arrangements?</li> </ul>
Relatives	<ul style="list-style-type: none"> <li>• Do you have relatives (other than a spouse) already employed by the company?</li> <li>• What are their names?</li> </ul>	What are the names (addresses, ages, number or other information) of your relatives NOT employed by the company?
Children		<ul style="list-style-type: none"> <li>• Do you have any children or plans to have children in the future?</li> <li>• Do you have the capacity to reproduce?</li> <li>• Do you advocate any form of birth control or family planning?</li> <li>• What are your child care arrangements?</li> <li>• How old are your children?</li> </ul>
Disability	Can you perform the essential functions of this job?	Do you have any disability or disease not related to job performance?

Citizenship	<ul style="list-style-type: none"> <li>• Are you authorized to work in the U.S.?</li> <li>• Can you verify that you are authorized to work in the United States under the United States immigration laws?</li> </ul>	<ul style="list-style-type: none"> <li>• Of what country are you a citizen?</li> <li>• Are you a naturalized or a native-born citizen?</li> <li>• When did you acquire citizenship?</li> <li>• Please produce naturalization papers or green card.</li> <li>• NOTE: verify citizenship or the right to work after they have decided to extend the job offer.</li> </ul>
Language	What language do you speak and write fluently?	<ul style="list-style-type: none"> <li>• What is your native language?</li> <li>• How did you learn to read, write, or speak a foreign language?</li> </ul>
Education	<ul style="list-style-type: none"> <li>• Please describe your academic, vocational or professional education and the public and private school you attended.</li> <li>• What are the dates of attendance? (to permit verification)</li> </ul>	
Notice in Case of Emergency		<ul style="list-style-type: none"> <li>• What are the names and addresses of people to be notified in case of accident or emergency?</li> </ul> <p>NOTE: Okay to ask after hired.</p>
Military Experience	<ul style="list-style-type: none"> <li>• Have you served in the U. S. Armed Forces or in the National Guard?</li> <li>• Describe your experience.</li> </ul>	Do you have any military experience? (Other than in the United States.)
Organizations	<ul style="list-style-type: none"> <li>• Do you belong to any organization which you consider relevant to your ability to perform this job?</li> <li>• Please explain.</li> </ul>	<ul style="list-style-type: none"> <li>• Are you a member of any clubs, societies, or lodges?</li> <li>• Which ones?</li> </ul>

## The Job Application

Many agencies require candidates to fill out a job application in addition to providing their resume.

When filling out the job application, please note the following points:

- Neatness counts – it says you take pride in your work.
- Use a pen (blue or black ink ONLY); never use a pencil.
- Print neatly – do not write in cursive.
- Answer every question, do not exaggerate.
- If you are unsure of what a question is asking, ask for assistance.
- Be accurate. Make sure all names are spelled correctly; all addresses, telephone numbers and dates are correct.
- Make sure you have good reasons for leaving your previous jobs.
- Make sure you have permission to use a person's name as a reference.
- Be honest; do not misrepresent yourself.

## AFTER INTERVIEW CHECKLIST

INTERVIEW DATE: \_\_\_\_\_  
COMPANY OR AGENCY: \_\_\_\_\_  
INTERVIEWER: \_\_\_\_\_

1. Was I on time? \_\_\_\_\_

2. Was I calm in the waiting room? \_\_\_\_\_

3. Did I introduce myself? \_\_\_\_\_

4. Did I maintain eye contact? \_\_\_\_\_

5. Did I ask the proper questions? \_\_\_\_\_

6. Did I show the proper interest in the position? \_\_\_\_\_

7. Were there any areas or questions that seemed to be a problem? \_\_\_\_\_

a. If yes, what?

\_\_\_\_\_

\_\_\_\_\_

8. Have I sent my Thank You follow up letter? \_\_\_\_\_

a. Date sent: \_\_\_\_\_

9. How interested did the interviewer seem to be in hiring me? \_\_\_\_\_

10. Miscellaneous concerns:

\_\_\_\_\_

\_\_\_\_\_



**SAMPLE**  
**THANK YOU LETTER**

1205 Center Street  
Albany, NY 12003  
November 13, 2000

Mr. Tad Jones:  
Dept. of Civil Service  
State Campus  
Bldg. 1, Rm. 13A  
Albany, NY 12239

Dear Mr. Jones:

I want to thank you again for giving me the opportunity to interview for the position of Secretary to the Assistant Director of Finance.

During the interview you asked if overtime during the month of August would be a problem. Again I wanted to let you know that I am willing to put in the time it takes to get the job done. I also have a variety of computer skills and enjoy putting them to the test.

Please feel free to call me if any additional questions come to mind regarding my qualifications. I am confident I can do the job.

Sincerely,

Karen Nelson  
(Your Title)