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Introduction | CAREER DEVELOPMENT CENTER

prepare ► connect ► transition

Welcome to the Career Development Center. We are a full-service career center, addressing the needs of all students regarding their career plans and job search preparation. Our mission is to assist students in forming, developing and achieving their career and academic goals. The Career Development Center offers practical counsel from a Christ-centered perspective based on unchanging Biblical principles. We equip students with the necessary skills to effectively **PREPARE→CONNECT→TRANSITION** into their God-directed vocation.

What We Do

We provide responsive, professional assistance. While our office is not a placement service, we are here to help each student further develop and articulate their skills, abilities and God-given talents in respect to their individual career preparation.

Career Counseling

You can begin the exploration process by going to <http://malone.myplan.com> and create a new account using the license number posted on the landing page. After completing the login process click on the Assessment tab and begin taking the four career assessment tests. When completed, call the Career Development Center and ask for an appointment to go over your test results.

Graduate School Assistance

We educate students regarding the graduate school application process. In addition, we provide resources and sponsor a Graduate School Fair each fall semester.

Experiential Learning

Experiential learning at Malone College is known by several titles: internship, cooperative education, field experience, or clinical experience. No matter what the title, experiential education is a planned learning process integrating classroom

theory with supervised work assignments that are relevant to a student's academic coursework and/or career goals.

Cooperative education is an online educational program in cooperation with employers who employ students in jobs related to their field of study. Through co-op, students may acquire up to 9 academic credit hours based upon the educational nature of their work experience as it relates to their field of study.

Internships are similar to co-ops. However, they are not always for academic credit. This is an excellent option for students who are looking for experience without academic credit, and without making a long-term commitment to an employer. All internships are posted on MaloneCareerConnections.com, our web-based resume and job posting system. Students are also encouraged to attend area job fairs, employer open houses and other networking events to learn more about internship opportunities.

Part-time job opportunities represent a variety of career fields enabling students to earn money for tuition and expenses while exploring careers. Part-time jobs are posted on malonecareerconnections.com.

Summer job opportunities include summer camps, mission organizations and local employers seeking candidates to work full-time during the summer months. This is another great way to gain experience, skills and knowledge concerning career fields related to your career goals. Many of these opportunities can also be found on www.malone.edu/careerdevelopment or malonecareerconnections.com. In addition, we sponsor a Summer Camp Fair each spring semester.

Job Search Assistance

We provide students with a step-by-step proven strategy leading to an effective God-directed job search. This handbook has been designed to walk you through this process. Our staff is highly qualified to equip you with the skills and knowledge necessary to become successful with your job search at any level.

We are here to help you...call for an appointment or drop in to see how we can assist you with your career development needs.

Office Location

Brehme Centennial Center Lower level
Hours: Mon. - Fri. 8:00 - 5:00
Open evenings by appointment
Phone: 330-471-8322
Email: careerdevelopment@malone.edu
Website: www.malone.edu/careerdevelopment



Job Search | Strategies

The first thing a job seeker needs to do is pray! After seeking God's counsel and preparing the necessary documents (resume, cover letter, reference page, etc.), identify the areas of interest or types of positions you would like to pursue. Potential employers are looking for candidates who have a sense of direction and focus regarding their career goals. The next step is to determine the geographic target area in which you desire to work. This may be as narrow as Stark County, or as broad as anywhere in the world. Also, conduct research on the job market within your target area to determine how plentiful opportunities are as well as where and how you can connect with professionals in these capacities. Develop a strategy (see the Job Search Preparation Checklist on page 5) to accomplish your goal. In addition, consult with the Career Development staff who are always prepared to help you. Remember, the more flexible you are, the more likely you are to find the position that will line up with your career goals.

Job seekers often ask how to start a job search and where to look for openings and opportunities. There are many aspects involved in a successful job search. The steps include laying the groundwork for a solid foundation of resources, research helps, network contacts, and employment contacts for information and employment interviews. The following list will help you locate the names and contact information of potential employers.

Developing a network

- Career Development Center staff
- Professors
- References you have chosen to be represented on your Reference Page
- Colleagues related to the career field you are pursuing
- Contacts through professional organizations
- Relatives
- Friends
- Malone University alumni
- Church family

See the "Networking" section on page 6 for further information on this topic.

Internet

- Register for our online job/resume posting system—**MaloneCareerConnections.com**.
- Obtain an e-mail address (separate from Malone) so employers can easily contact you. This address should be professional in nature.
- Check out the links listed on pages 28–29
- Go to www.malone.edu/careerdevelopment and click on "Employment Opportunities" for dozens of links to job posting sites.
- Visit www.jobweb.com, the online resource center of the National Association of Colleges and Employers (NACE) for career development and job search advice.
- Check out www.jobpostings.net, an online version of the *jobpostings* magazine for full/part-time opportunities.
- Education majors are encouraged to go to www.aaee.org, www.teachers-teachers.com, or www.ode.state.oh.us/jobs.
- Use your favorite search engine to find specific school district job postings.

Local newspapers

- Read through local newspapers for features on companies, expanded business endeavors and other related news.
- Regularly review the classified section (especially Sunday's issue) of the newspapers covering your desired geographic target area.
- If you are currently employed, exercise caution when sending your resume to a "blind" ad, this could be your current employer making the announcement.

Trade and association publications

- Many helpful publications can be found in college career centers and libraries.
- Research the *National Trade and Professional Associations* directory (located in the Career Development Center).
- Become a member of an association in your field and subscribe to regular newsletters
- Go to professional association web sites to see what services they provide

Local chamber of commerce

- Go to local chamber of commerce websites to find a list of businesses and schools that employ people in your field of study. (Note: you may need to pay a fee for a business directory.)
- Ask for a New Resident packet, including a city map, listing of local organizations, schools, and any other information that may help to determine your compatibility to the area.



Phone directories

- Phone directories can be accessed via the Internet or can be found in public or college libraries.
- Review the Ohio Business Directory, located in the Career Development Center for employer contact information.
- YellowPages.com is an excellent resource.

Company profile information

- Check out the web sites of various companies and organizations on the Internet.
- Go to www.hoovers.com for company information with detailed business reports and industry profiles.
- Profile information can also be found in the reference section of the Cattell Library.
- Go to our Interview Research link at www.malone.edu/careerdevelopment.
- When invited for a job interview, ask for company or organization information to be sent to you in preparation for the meeting.

Relocating to another region or state

- Many colleges and universities will make resources available to graduates from other institutions via a reciprocal agreement between career centers.
- Subscribe to local newspapers so you can review the classified section or review them online.
- Contact the local chamber of commerce office for job search information.
- Use the Internet to conduct research about the area where you wish to relocate, identifying services and resources to assist you with your search.
- Attend job fairs, employer open houses and/or professional networking events in your new location.

Where to go for help

- Meet with the Career Development Center staff for assistance in developing a proven job search strategy.
- Meet with your faculty advisor and/or other professors for advice regarding the necessary steps to take toward achieving your goals.
- Talk with your family members and/or friends who have conducted successful job searches and ask for their advice.
- Visit our Career Resource Center and Malone College Library to discover the resources that will assist you with your search.
- Check out a printed resource like *What Color is Your Parachute?* and other publications for advice and tips.

Job Search | Preparation Checklist

The following is a checklist of activities, documents and resources that should be reviewed during your job search. We suggest that you review this list often and check things off as they are completed. This will help to assure your career search readiness and give you a sense of confidence and accomplishment as you pursue your career endeavors. Using this checklist will not guarantee a successful job search but it will help you to stay focused and organized, trusting that Jesus Christ is the One who will make things possible for attaining your career goals. (Philippians 4:13)

- Personal assessment (identify specific skills and knowledge base using malone.myplan.com)
- Resume (1 page preferred)
- Cover Letter (customized to each position)
- Reference page – list of 4-6 professional/academic references
- Letters of recommendation – from professors or supervisors (paid or unpaid positions)
- Portfolio – a purposeful collection of certificates, illustrations, special experiences, lesson plans, etc. (max of 15 pages)
- Marketing list – 25 employers for whom you would like to work
- Research each company/school on your list
- Ministry majors – statement of faith and/or testimony (1 page summary)
- Education majors – philosophy of teaching (1 page summary)
- Make a list of your top skills/traits – illustrate each with examples
- Prepare good questions to ask an employer during an interview (6-8)
- Learn how to present yourself over the telephone and pre-interview
- Conduct mock interviews to practice answering interviewer questions
- Prepare interview clothes and accessories – be professional and conservative. If in doubt, DON'T wear it.
- Prepare your interview clothes by checking to see that all are clean, pressed and polished and choose clothing that is dark in color and conservative
- Networking list – provide a copy of your resume to all in your network and maintain regular contact with them
- Conduct informational interviews starting with the people from your network to whom you were referred
- Get organized; use a planner/calendar to schedule your job search
- After the interview, ask for business cards or write down the correct spelling of the interviewer's name(s) and job title of each person
- Thank-you note cards – always send a note within 24-48 hours after every interview
- Remember to update your resume and resubmit it on-line to **MaloneCareerConnections.com** each semester
- Call or send an e-mail to the Career Development Center after you accept a job offer
- Prepare for a meaningful career and honor Christ with your work and life!



Networking | Informational Interviewing

According to an article in About.com entitled "Successful Job Search Networking" at least 60% of all jobs are found by networking. Networking can be as formal as registering with an employment agency, or as informal as talking with a friend's dad at a backyard barbecue. In any case, networking is about effectively communicating who you are, what job related and transferable skills you have, and in what career areas you are prepared to work. Your ability to convey a passion or genuine enthusiasm about your career goals in your conversation will naturally inspire you and those around you. Networking is also about listening to people and asking the right questions to learn how they might be connected to your career goals, or whom they may know that can help you. Be careful not to drop the ball once you have been given advice or a lead to follow. Act on a lead as soon as possible and communicate back to the person who helped you.

Identify Your Contacts

To begin developing your network, secure names and contact information of individuals from a variety of sources:

- Your references, the three to five people prepared to talk with potential employers about you, is a good place to begin. Ask them for at least two names of individuals they think you should contact.
- Relatives, friends, church members, professors, coaches, former employers and/or any one who they recommend
- Human resource directors, public relations officials, public information specialists
- Members of professional associations
- Community service agencies or chambers of commerce
- Alumni contacts

Overview Of Informational Interviewing

Once you have identified people with whom you wish to speak, you can now plan to "interview" them. This is a powerful tool known as informational interviewing. Many people may not be familiar with the term "informational interviewing," so you can approach the idea with someone by requesting a brief meeting. Make sure you introduce yourself well by explaining what you are studying and how you are preparing for your career position or area of interest. Ask them if you could schedule 15 minutes with them sometime in the next two weeks. Tell the person you have prepared a list of 6-8 pertinent questions you would like to ask them regarding their area of work and responsibilities. If you have a resume ready you can also ask if they would review it and offer any advice. Your objective during an informational interview is to gather career information from a professional in your field of interest and pursue leads that are provided as a result of your meeting.

Once the 15 minutes has passed you should thank the person and ask for their business card. In addition, ask if they have time to provide you with the names of two people you might also interview. Chances are the person might ask you to continue talking with them, but at least you were courteous, professional and true to your word.

Contacting People

By Phone

When calling to schedule an appointment:

1. Offer a personal introduction
2. Identify your purpose for seeking an appointment
3. Arrange a mutually convenient time

Suggestions before making contact

1. Write an outline of what you want to say; this will decrease any fears you might have and ensure you obtain the proper information you are seeking. If you do this, you will be perceived as organized and professional.
2. If you are calling as a result of a referral, state that person's name clearly in the conversation
3. Indicate you need 15 minutes of their time to ask 6-8 questions related to their career field
4. Express your desire for a brief meeting as opposed to a telephone conversation

By Letter or E-mail

A letter or e-mail should include:

1. Personal introduction
2. Purpose for seeking the appointment
3. Follow-up with a phone call within a week to ask if you can schedule a date and time for a personal meeting

{According to an article in About.com entitled “Successful Job Search Networking” at least 60% of all jobs are found by networking.}

Writing Tips

- Type all letters in business format, checking for grammar and spelling errors
- Ask someone else to proof your work
- Indicate in the concluding paragraph that you will be calling on a specific date to arrange for a convenient appointment time (one week after you mail the letter)
- Maintain an organized file system of all letters sent

Connect To Your Passion

Many people become immobilized by the prospect of calling strangers. But by focusing on scripture (e.g. Matt. 6:33-34, Phil. 4:6-7), the wisdom and strength found in our Lord Jesus Christ and the desire to take the next step in an effective job search will enable you to overcome your fear.

- What’s your passion?
- What field, product, or service motivates you?
- What do you enjoy researching or studying?
- What current events capture your attention?

When you hook into these interests, you'll converse with conviction and insight as well as listen as a true learner. Make specific plans, set specific goals, and implement your plans. The results will be very rewarding!

Follow-Up

- Within 24 hours after your meeting, send a personal thank you note to your network contact, thanking them for the appointment and the information they provided

- Follow-up with a phone call or e-mail to your network contacts every 2-4 weeks to keep them informed about your status and to learn about any new information
- Keep good records as you follow up with all the people in your network



Job Fair | Tips

Employers participate in job fairs because they are an economical way to meet many potential employees in a short amount of time. Remember these tips as you prepare to attend job fairs:

- Find out as much as you can about the job fair before the day of the event. This can be accomplished via a website for most fairs. Try to learn:
 - What organizations will be there and what positions are they planning to fill?
 - Does it cost anything to attend?
 - What is the format for the day? (Scheduled interviews, open fair, career information, etc.)
 - Do you have to be pre-registered to attend?
 - What time does the event begin and end?
 - Is it an open or closed job fair?
Open – anyone can attend
Closed – only students of universities sponsoring the event are invited to attend.
- If you must pre-register in order to attend the job fair, follow the procedures carefully and have all information in by the deadline. See the Career Development Center staff for more details.
- Bring **plenty** of copies of your resume on professional, quality paper. A cover letter is not necessary when attending a job fair. Carry your resumes in a professional looking portfolio.
- Dress professionally (dark colored suit or tailored dress, polished shoes, no cologne or perfume, very little jewelry)
- Wear comfortable (but professional) shoes. You will be doing a lot of walking and standing.
- Rehearse a 1-2 minute introduction of yourself before you meet with employers. Include your major, why you chose this major, career related work experience and career goals. In addition, prepare a list of 5 or 6 questions that you plan to ask the recruiter. Ask questions about the company/organization or position, but never ask about salary or benefits.
- When you arrive at the fair, take a few moments to familiarize yourself with the layout and plan a strategy regarding the employers you desire to meet.
- Be confident and approach each employer with a smile and a firm handshake. The employer is there to meet with as many quality candidates as possible, so relax and don't be anxious, but pray that God will give you the courage and strength to make a good impression.
- Bring food with you that can be left in the car. Some job fairs are held in places where food may not be available.
- Keep your energy and enthusiasm up the entire day. The last employer you meet may have the job you want most.
- Ask for a business card and if not available, get the name, and title of the person you spoke with – making sure of the correct spelling.
- Make notes after talking with each employer. You will collect a lot of information and need to keep it all organized.
- Follow-up after the job fair with each employer that is still of interest to you by sending a cover letter and resume, as well as any supporting documents requested. In addition, include a thank you letter to each employer contacted at the fair. Send this information within a week after the event.

Cover Letter | Tips

A cover letter should accomplish six things:

1. Introduce who you are and why you are writing to the person, targeting your resume toward a specific position or career field
2. Present an overview of your qualifications
3. Demonstrate how you are prepared to contribute and meet their hiring needs
4. Give evidence of what you have discovered about the organization and why you would like to work for them
5. Encourage the employer to review your resume to learn more about you
6. Specify your plans to be proactive

Effective cover letters are clear, to the point, and brief. The cover letter should convey information in three to four paragraphs that consist of the opening, the body and the closing.

Remember to always target your cover letter to a specific person or title. Employers will usually not pay attention to a letter addressed "To Whom It May Concern". It will take some work to research and call companies to ask something like: "My name is Jennifer Williams and I am completing my junior year at Malone University as a business major. I am prepared to work as a part-time intern in the areas of basic accounting, customer service and/or account development. Could you please tell me who would be in charge of hiring along these lines?" You need to ask for the hiring authority's full name, title and contact information. If the name is not available, address your letter to the appropriate title e.g. "Dear Human Resource Manager".

The Opening

Begin your letter by introducing yourself and directly stating why you are writing to the employer. Present yourself as a qualified candidate by stating your credentials, skills, and experience that would be of interest to the employer and would match the position description. If you are applying for a specific position, state the position title and how you learned of the opening.

Example: "As a recent college graduate with a Bachelor of Arts degree in Business Administration and over four years of customer service experience, I am prepared to work in the areas of customer service, account development, and/or entry-level management." Or, "I am writing to present myself as a qualified candidate for the Management Trainee position that was listed in the April 10 issue of *The Repository*."

If you are writing to inquire about possible job openings, simply state why you are writing and give the employer areas you are prepared to make contributions in as well as types of positions in which you are interested. In addition, make reference to your strengths, skills, and examples of contributions you are prepared to make to the organization.

Example: "I am seeking to obtain an entry-level accounting position within The Timken Company, and would like to be considered for any potential opportunities. Some of my major strengths include inventory management, account management and a sound working knowledge of Excel and QuickBooks. In my past position, I was able to effectively build a system that tracked all assets of the organization."

An effective opening should entice the reader to look further into your qualifications and credentials. It sets the stage for what you have to offer and contribute to the employer.

Example: "It is with great enthusiasm that I am writing to request consideration for the Admissions Counselor position as listed in the August 3 edition of *The Repository*. I am confident my experience in student organizations and leadership positions along with my degree in Communication Arts would be of value to you and your institution."

The Body

Describe the job related and transferable skills you possess. Demonstrate how they match with the position for which you are applying. Appropriately quote the terms from the classified ad or position description. Direct the employer's attention to the skills, strengths, abilities and experiences that make you a highly qualified candidate for the position. As a result of reading your cover letter, the reader should want to look at your resume for more details regarding your experiences. Briefly explain what you believe you can do for the company/organization. A cover letter should articulate your understanding of the position for which you are applying and convey your passion for this career field. Whenever possible, obtain a job description and tailor your letter to the specifics of that description. This shows the reader that you did some homework.

{Effective cover letters are clear, to the point, and brief.}

Example: “As you will see by the enclosed resume, I have four years experience in student development work and recently completed a course on developing student leaders on college campuses. In addition, I have been an active member in various campus committees, which have provided me with a variety of teamwork and leadership opportunities. As a result, I am confident my skills and experiences would be an asset to your institution.”

For teachers, it is suggested that you include a brief overview of your teaching philosophy, classroom management style, methods of teaching and most importantly, your passion for teaching; i.e., why did you choose to be an educator?

Whenever possible, give examples of how you demonstrated specific skills related to your career field and include any accomplishments that will establish credibility.

Example: “By devising and implementing new procedures, which utilized staff and technology more efficiently, I reduced operating cost by 20%. The end result was a more efficient organization offering higher quality accounting services.”

In addition to expressing your skills and interest in the position, conduct some research on the employer and share some of the results of your research with the reader. In particular, describe some of the reasons why you would like to work for this employer.

Example: “While conducting research on the Golf Pro Plus Company I discovered it has become a \$1 billion dollar organization and the company continues to diversify in product and services. Because of my successful experience in marketing and product development, I am confident I could make a significant contribution to the growth and success of the corporation. I would welcome the opportunity to join your creative and results oriented staff.”

The Closing

In closing, you should indicate that you are enthusiastic about the possibility of meeting with the employer. Take the initiative by indicating when you plan to contact him or her, via phone or e-mail, checking on the status of your application. This should sound non-threatening, giving you the opportunity to discover if the right person received your resume. The phone call conversation could also help to determine if the position is still open. You may also be able to ask how the selection process is to be conducted. It is best to say you will contact them within the same week you send the letter with your resume and reference page. Job seekers should avoid letting a week go by in this process.

Example: “I look forward to the possibility of meeting you to discuss my qualifications. I will contact your office during the week of August 10 to determine the status of my application. Thank you for your time and consideration.”

Final Points

Keep your letter short, clear, and business-like. Flashy or “gimmicky” letters do not impress most employers.

Type the letter, using your favorite word processing software, with a laser or high quality inkjet printer, using paper that matches your resume (24-32 lbs and in a neutral conservative color). Proofread carefully for typing, punctuation, and spelling errors. Ask Career Development and/or other people to review your letter, seeking suggestions to improve your document. Make sure your document is error-free. Retain a copy of the letter for your records, and be sure to follow up as indicated in your correspondence.

Cover Letter | Sample

If writing a business style letter is difficult for you or if you just have trouble putting your thoughts down on paper, then use the following sample letterform adapted from *The Perfect Cover Letter* by Richard H. Beatty. This template will help you develop a clear, concise, and targeted letter. Note: all margins should be at a minimum of 3/4 inch.

Your street address
City, State, Zip

Date

Name, Title
Department
Employer
Address
City, State, Zip

Dear Mr./Mrs./Ms./Dr.:

As a graduating college senior completing a degree in accounting, I am writing to present myself as a qualified candidate for the position of _____. I saw the position announced in the April 25 issue of *The Repository*. The skills, strengths, experience and education I would bring should meet the hiring needs outlined in the description. As a person with a proven work ethic, I am prepared to make significant contributions to your organization.

As you can see from the enclosed resume, I have experience as an intern in _____. I have also developed skills in *(list skills and give examples of how these skills will be useful to the employer)*. As I conducted research on your organization I discovered that _____. I believe this matches with my skills and experience in a way that will provide opportunities for me to be a team player and an early contributor to the mission of the _____.

Furthermore Mr./Ms./Dr. _____, my passion for this field continues to grow as I gain more experience and take on more responsibility related to my job description. In addition, I have demonstrated a strong work ethic by committing 100% to my employer, accomplishing tasks successfully and on time. An example of my commitment is *(giving example of past performance, could be work or college related)*.

I look forward to the possibility of discussing my qualifications with you. I will contact your office within the next week to determine the status of my application. Thank you for your time and consideration.

Sincerely,

Sign here with the name you wish to be referred, (e.g., William = Bill or Elizabeth = Liz)

First M. Last (type your full name here; e.g., William C. Smith or Elizabeth A. Brown – if you go by your middle name then type E. Ashley Brown)

Enclosure (this would be your resume, reference page, application form, etc.)

Cover Letter | Word Finder

Adverb	Verb	Adjective	Noun
Actively	Completed	Significant	Success
Seriously	Continued	Scholastic	Achievement
Consistently	Assured	Competitive	Tenacity
Regularly	Performed	Gratifying	Determination
Quarterly	Attained	Substantial	Skills
Competitively	Achieved	Financial	Attitude
Skillfully	Earned	Enterprising	Nature
Creatively	Strengthened	Leadership	Maturity
Significantly	Excelled	Meaningful	Ability
Instinctively	Enhanced	Learning	Experience
Eagerly	Practiced	Motivational	Flexibility
Enthusiastically	Innovated	Interactive	Communications
Rapidly	Created	Continual	Budget
Ultimately	Developed	Extreme	Tasks
Vigorously	Prepared	Practical	Proficiency
Sensibly	Planned	Solid	Consistency
Systematically	Organized	Lasting	Excellence
Cautiously	Motivated	Technological	Strength
Independently	Increased	Difficult	Knowledge
Confidently	Hired	Consistent	Expertise
Prudently	Convinced	Momentous	Competence
Aggressively	Discovered	Unparalleled	Fitness
Notably	Enjoyed	Noteworthy	Suitability
Extremely	Secured	Praise-worthy	Superiority
Economically	Encouraged	Distinguished	Supremacy
Acutely	Insured	Skillful	Capabilities
Sufficiently	Overcame	Developmental	Studies
Satisfactorily	Acted	Expert	Ideas
Solidly	Accumulated	Complex	Contests
Shrewdly	Mastered	Compound	Challenges
Evidently	Composed	Athletic	Crises
Entirely	Combined	Difficult	Proficiency
Completely	Fulfilled	Successful	Opportunities
Wisely	Participated	Fundamental	Costs
Responsively	Managed	Powerful	Classifications
Quickly	Established	Costly	Expenditures
Permanently	Conducted	Annual	Independence
Sincerely	Succeeded	Sturdy	Optimism
Partially	Accomplished	Aggressive	Self-confidence
Formally	Offered	Extraordinary	Framework
Wholeheartedly	Displayed	Numerous	Environment
Gradually	Exhibited	Increasing	Subordinates
Measurably	Proved	Uncommon	Managers
Distinctly	Improved	Academic	Courses
Properly	Designed	Collegiate	Programs
Naturally	Trained	Healthy	Funds
Overwhelmingly	Supervised	Available	Excitement
Convincingly	Implemented	Genuine	Excess
Distinctly	Invented	Intense	Disorder
Prominently	Sold	Constant	Departments
Duly	Expanded	Momentary	Companies
Habitually	Negotiated	Turbulent	Organizations
Uniformly	Analyzed	Considerable	Committees
Studiously	Reduced	Ordinary	Classes

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Resume | Guidelines

Resume Formats

The *reverse chronological* resume is the most well known and widely used. It calls for the candidate's most recent information/experience to be listed first and then moves backward from that point. The *functional or skills* format places important emphasis on the individual's overall skills and abilities and is best for those who have nominal or no career related experience. The work history is defined by specific examples and responsibilities held in various positions, grouping these examples under a few different skill headings (see the skills resume sample on page 20). In either format, when describing your responsibilities, skills and accomplishments, we recommend that you list them in bullet points. The length of your document is generally one page for new college graduates. The exception may be for education and ministry majors to build a two-page resume, depending on experience and skills related to your career objective.

Page Set-Up And Personal Heading

Avoid using software templates. You can build your resume as a Word or WordPerfect document. Begin with a blank page, then set your margins to no less than half an inch. Set tab stops instead of using the space bar to create blank space. Choose a font that is professional looking and has good highlighting characteristics (bold, italic, shadow). Do not use a script type font except for highlighting your name or certain words.

Always use your full name, including a middle initial, (no nicknames) current and/or permanent address, and phone numbers (include cell phone) and e-mail address (avoid using an unprofessional address). It is best to have your name in a larger font size than the rest of your document; e.g., 14 pt. or 16 pt. The rest of the document should be 10 pt.-12 pt. size font, no less than 10 pt.

Objective

Most employers are looking for people who have a clear direction regarding their career plans and goals. An objective should be targeted to establish a career focus. There is no need to be philosophical, just state the type of position you wish to obtain, or the areas in which you are prepared to work. You can add another brief sentence to the objective indicating your willingness to accept additional responsibilities related to the position. Employers do not appreciate vague or meaningless objectives. You can name a specific position such as "Prepared to make valuable contributions in a staff accounting position." Or you can target areas where you would like to work in order to give yourself more opportunity as well as help the employer see the ways you could fit in with their organization. For example: "To obtain a career-entry position in the areas of public relations, event planning, and/or marketing support". Or "To obtain a career-entry position in the areas of social work, social services, community services and/or program development. Capable of assisting with grant writing and experienced in raising funds." All other information that goes into this document should support your objective.

Profile or Professional Summary

An experienced candidate should consider using a Profile or Professional Summary instead of an objective (see example in the sample resume on page 17).

Education

Include college(s) attended, (most recent first), city, state, your degree(s) as it appears or will appear on your diploma, (major/minor), academic concentration, honors, and related activities. In addition, include your cumulative GPA or the GPA within your major, especially if it is 3.0 or higher. Career-entry candidates and relative newcomers may opt to expand on this section for lack of career related experience. However, employers are not seeking a detailed account of the four years you spent in college. As with every section of your document, an employer will review the "Education" section looking for key information that will be useful to him/her. New graduates are cautioned not to expend unnecessary energy compiling academic information that will not benefit the reader.

The exception is, if you are an underclassman, seeking an internship or part-time job that is related to your career field. An employer would be interested to see the coursework you have completed, which is related to your major or the field you are pursuing. It is only necessary to list the coursework if a course title is vague and needs explanation.

Career Related Experience

Every employer wants to know about your job related and transferable skills. Employers want to review your skills, experience, talents and character traits so they can determine if hiring you would meet their staffing needs. A good way to get started on documenting your relevant or career related experience is to make a list of past work experiences (paid and volunteer). Then record the scope of responsibilities you held along with accomplishments as a result of your work. Picture how an average day is/was spent. Describe an accurate account of your workload and responsibilities. Make sure to tie in skills and knowl-



edge relevant to your objective. Use descriptive words to explain how you did things. Then identify your top 6-8 job related and transferable skills. It is important to show how past experience and learned skills will contribute to your success with the potential employer. Be careful to emphasize skills and not list them in a bland or “laundry list” manner. Begin with your most significant responsibilities. Make your experiences come alive for the reader by expressing something positive about yourself and what you are capable of doing. If it is hard for you to describe yourself, think how others would describe you. You could say something like, “Often recognized by management for consistently meeting and exceeding company objectives.” Avoid long paragraphs. It is best to use brief (bullet) statements that demonstrate action and accomplishments. Bullet statements eliminate the need to use personal pronouns such as I, me, my, and myself. Be sure to begin each statement with an action verb, being careful not to use the same verb more than once per job experience listed. The use of bullets will help to emphasize your special skills and/or responsibilities. Use numbers, percentages and other measurable outcomes to demonstrate the scope of responsibility and quantitative results.

For each position list:

- Job title, employer, city, state, and dates of employment (month/year). Describe skills used and tasks performed. Emphasize those skills requiring the highest degree of skill and judgment. Indicate specialization and any duties beyond your regular assignment.
- Scope of responsibility – Describe the most important aspects of the position. Did you hold a supervisory position? How many people did you supervise? Were you promoted?
- Accomplishments – outline any outstanding results that were achieved. When possible, provide tangible facts and figures, rather than general information.
- Utilize words that denote action and/or responsibility when describing work performed, such as “developed,” “organized,” “planned,” and “researched” (see list of Action Verbs provided on page 16).
- Volunteer work, field experiences, internships, and practicum opportunities should be included under this heading (career related or relevant

experience), especially if they are related to your objective. Be sure to emphasize any/all exceptional responsibilities; e.g., unit development, organization of a procedure manual, or development of special projects.

Honors, Activities and Special Skills

Any of these can become a separate heading if your background warrants.

- Licenses, certificates currently held; e.g., teaching, social work, counseling, CPA
- Honors, scholarships, awards, fellowships earned
- Professional organization memberships and offices held
- Publications
- Affiliations with church, civic, community groups
- Extracurricular activities/leadership
- Include continuing education courses, professional seminars and/or professional development opportunities
- Special skills such as a foreign language, computer proficiency, web site development, graphic arts and desktop publishing as well as any software that is related to your career field

{Most employers are looking for people who have a clear direction regarding their career plans and goals.}

Reference Page

A reference page is part of the necessary package to have prepared for potential employers along with your cover letter and resume. Always ask permission of potential references first. Do not ask family members (unless employed by one), boyfriends/girlfriends, or people who do not know you well. The best references are professors, employers, (usually past employers to ensure job protection if currently employed), managers, ministers, coaches and others of good standing in the community who have known you for at least a year. Your references need to be able to articulate to employers who you are in regard to your skills, work ethic, character and aptitude for your chosen career field. You will need to give them a copy of your resume and keep them updated on your job search efforts. Currently, the most preferred method of documenting references is to list 3-5 names, including title, place of employment, city/state, daytime phone numbers (alternate phone if away from work for summer or extended period of time), and e-mail address on a separate sheet of paper entitled, "References for (your name)." Make sure you include your complete contact information below your name in case your reference page is separated from your resume. Format for this page is a personal preference, e.g., you may have all listed in one column down the center of the page, or on the left, or create two columns (see sample Reference Page on page 21).

Employers may contact your references in writing, via e-mail or by telephone. Make sure each reference has agreed in advance to write a letter or receive phone calls concerning your experiences and skills. Remember to send a thank you note to each reference.

Recommendation Letters

You can ask the people you have listed on your reference page to write a Letter of Recommendation for you. Some individuals are fine with writing a generic "To Whom It May Concern" letter, while others will agree to only write specific letters on your behalf. You can ask anyone who can credibly attest to experiences or skills included on your resume to write a letter for you, therefore documenting your experience. If you have worked in a family business you can ask a known vendor or customer to write a letter of recommendation for you. A faculty/staff advisor from a mission trip would be someone else you could ask.

Be sure your document is error-free. In most cases, any resume with errors will be rejected, regardless of the qualifications and experience. Ask for several critical reviews of your resume before you make final copies. It is better to have a friend or instructor catch some errors or make corrections versus a potential employer.

Posting Your Resume Online

Upload your error-free resume to **MaloneCareerConnections.com**. If you have not already registered to use this system you will need to sign an Authorization Form in the Career Development Center and then complete the online registration. Once you upload your resume it will be placed in an electronic notebook and made available to potential employers. You can also register to use the Job Agent feature, which will contact you via e-mail each time a job is posted to the system that matches with your employment criteria. This system and service is free to all current Malone University students and alumni.

Printing Suggestions

It is best to have your document printed with a laser printer or high quality inkjet printer, using quality 24-32 lbs. paper. The color of paper should remain as neutral and conservative as possible, e.g., bright white, ivory, beige or light gray. Remember, you are likely to send a minimum of three pages per employer, (resume, cover letter, and reference page) so it is most economical to purchase a ream of 500 sheets. In addition, you are likely to have some follow-up correspondence, e.g., a thank you letter following each interview. You may also choose to use some colored ink to highlight certain words or sections of your resume. Use this technique sparingly and maintain the same color when highlighting.

Mailing Tips

It is recommended that you send your documents (cover letter, resume and reference page) in a large 9"x12" or 10"x13" envelope, eliminating the need for folding. The color does not have to match the resume paper. Depending on the career field and the job market, you may need to send up to 100 resumes. But remember sending out resume packets is only one piece of the job search pie. Read the Job Search Strategies and Networking sections of this handbook for detailed suggestions of how to conduct a successful search. A well-developed job search will require a significant investment from you, but with prayer, persistence, resilience and a positive attitude your efforts will pay off.

Action Verbs | List

accelerated	coordinated	gained	painted	strengthened	cooperative(ly)	persevering(ly)
accomplished	copied	gathered	participated	studied	courageous(ly)	poised
accounted for	corrected	gave	perceived	suggested	creative(ly)	polite(ly)
achieved	counseled	grabbed	performed	summarized	curious(ly)	practical(ly)
acquired	counted	graded	persuaded	supervised	deliberate(ly)	precise(ly)
added	crafted	greeted	pioneered	supported	determined	progressive(ly)
adjusted	created	grossed	placed	surmounted	dignified	prudent(ly)
administered	criticized	guided	planned	surveyed	discrete(ly)	purposeful(ly)
advised	dealt	handled	played	targeted	dominant(ly)	quick(ly)
aided	debated	hastened	policed	taught	eager(ly)	quiet(ly)
alphabetized	decided	heightened	prepared	tested	easygoing	rational(ly)
analyzed	defined	helped	presented	tightened	efficient(ly)	realistic(ly)
anticipated	delegated	highlighted	prevailed	took	energetic(ly)	reflective(ly)
applied	delivered	hiked	processed	tookover	fair-minded(ly)	relaxed
appointed	demonstrated	housed	programmed	totaled	farsighted	reliable(ly)
appraised	designed	hunted	prohibited	toured	firm(ly)	reserved
arbitrated	determined	identified	projected	tracked	flexible(ly)	resourceful(ly)
argued	developed	implemented	promoted	transferred	forceful(ly)	responsible(ly)
arranged	devised	improved	proofed	transformed	formal(ly)	robust(ly)
assessed	did	included	proved	traveled	frank(ly)	self-confident(ly)
assisted	digested	incorporated	qualified	treated	friendly	sensible(ly)
assumed	diminished	increased	ran	tutored	generous(ly)	sensitive(ly)
assured	directed	indicated	realized	typed	good-natured	serious(ly)
attended	discovered	initiated	received	uncovered	healthy	significant(ly)
authorized	drafted	innovated	recommended	unearthed	helpful(ly)	sincere(ly)
awarded	dramatized	inspected	reduced	unfurled	high(ly)	sociable(ly)
began	drew up	instructed	related	updated	honest(ly)	spontaneous(ly)
bolstered	dropped	insured	renovated	upped	huge	stable
boosted	earned	interpreted	reported	welcomed	imaginative(ly)	steady(ly)
bought	edit	interviewed	rescued	won	imposing	strong(ly)
briefed	educated	introduced	researched	worked	independent(ly)	strong-minded
budgeted	elected	investigated	resulted in	wrote	individualistic	successful(ly)
built	employed	joined	returned	academic(ally)	industrious(ly)	supportive
calculated	encouraged	kept	revealed	accurate(ly)	informal(ly)	tactful(ly)
cataloged	enjoyed	labored	reviewed	active(ly)	intelligent(ly)	teachable
caught	enlarged	launched	revised	adventurous(ly)	inventive	thorough(ly)
caused	enlisted	lectured	said	aggressive(ly)	kind	thoughtful(ly)
chaired	ensured	looked	saved	ambitious(ly)	large	tolerant(ly)
changed	entered	made	saw	analytical(ly)	leisurely	tough
checked	established	maintained	scouted	artistic(ly)	liberal(ly)	trustworthy
chopped	estimated	managed	scrutinized	assertive(ly)	logical(ly)	unaffected
chose	evaluated	mapped	selected	attractive(ly)	loyal(ly)	understanding(ly)
classified	excelled	met	served	bold(ly)	mammoth	unexcitable
cleared up	executed	modified	shipped	broad-minded(ly)	mature(ly)	uninhibited(ly)
closed	exercised	monitored	shored up	businesslike	methodical(ly)	verbal(ly)
combined	expanded	motivated	showed	calm(ly)	mild(ly)	versatile
communicated	expedited	moved	sifted	capable(ably)	moderate(ly)	warm(ly)
compared	explained	named	simplified	careful(ly)	modest(ly)	wise(ly)
completed	explored	neatened	smoothed	cautious(ly)	motivated	
composed	familiarized	negotiated	solved	challenging	natural(ly)	
conceived	filed	netted	sought	cheerful(ly)	obliging(ly)	
concluded	financed	observed	spearheaded	clever(ly)	opportunistic	
conditioned	forecast	opened	specified	competitive(ly)	optimistic(ly)	
conducted	foresaw	operated	spoke	confident(ly)	organized	
constructed	formulated	ordered	started	conscientious(ly)	original	
continued	forwarded	organized	stated	conservative(ly)	outgoing	
controlled	fostered	overcame	stopped	considerate(ly)	painstaking(ly)	
convinced	found	oversaw	straightened	consistent(ly)	patient(ly)	

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Resume | Samples

MMP Sample

11111 Sample Ave.

Canton, Ohio 44703
E-mail: sample@sample.com

(Home) 330-555-2121

CAREER OBJECTIVE:

A hardworking and ethical professional with seven years of effective management experience prepared to make valuable contributions in the areas of management, training, and/or operations

PROFILE SUMMARY:

- Innovative leadership
- Skilled in situation assessments
- Build and maintain efficient employee teams
- Collaborate well with others
- Strong computer proficiency
- Proven verbal/written communication and presentation skills
- Basic Six Sigma Training
- Prepared for change and improvement initiatives
- Genuine enthusiasm for learning

EDUCATION:

8/03 **Malone University**
Bachelor of Arts Degree: Management, Accelerated Program, GPA: 3.6

Canton, Ohio

6/87 **Stark State College of Technology**
Associate Degree: Business Management/Sales Marketing

North Canton, Ohio

RELEVANT EXPERIENCE:

- 3/88 – Present **NDX Corporation**
Training Manager and Education Coordinator
- Effectively manage and train 3 diverse employee groups in the areas of training and corporate education
 - Maximize efficiency while decreasing retention rates and meeting corporate goals
 - Identify education or training needs, research training options and present to other department managers
 - Researched and developed a retention plan that led to a 20% productivity increase
 - Earned a Key Contributor award five different years
 - Developed several employee policies and processes and created cross-training orientation process
 - Perform regular assessments of employee performance as well as outcome measurements
 - Supervise a team of 15 employees and regularly meet company quarterly objectives
 - Promoted 3 times and consistently earn excellent evaluations
 - Safety Team Coordinator and Behavior Research Team member

Akron, Ohio

1/87 – 2/88 **Quail Oaks Farm Supplies**
Sales Assistant

Hartville, Ohio

3/83 – 12/86 **The Canton Youth Center**
Maintenance Staff – part-time while in college

Canton, Ohio

SERVICE COMMITMENTS:

1998 – Present *Building Committee Chair*
1995 – Present *Athletic Committee Chairman*
1995 – Present *Volunteer Visitor Pediatrics*
1993 – Present *Vice President of the Board*
1997 – 2003 *Hall of Fame Festival Volunteer*

Canton Christian Church
YMCA
Mercy Medical Center
Canton Christian Church
Hall of Fame Committee

Canton, Ohio
Canton, Ohio
Canton, Ohio
Canton, Ohio
Canton, Ohio

PROFESSIONAL DEVELOPMENT:

5/05 Business Writing/Editing Seminar Adult Education
4/05 Six Sigma Training, Corporate College
2/04 Computer Refresher Classes
1/03 Health/Safety Training through OSHA

Jackson High School
Kent State University-Stark
Jackson High School
NDX Headquarters

Massillon, Ohio
North Canton, Ohio
Massillon, Ohio
Columbus, Ohio

Resume | Samples

Nurse N. Hospital

305 Spring Avenue

Paris, Ohio 44646
fnightengale@sbcglobal.com

330-555-1212

- Objective** To obtain a nursing position in a hospital environment with the opportunity to build upon learned nursing skills while providing quality care to all patients
- Education** **Malone University**, Canton, OH 5/06
Bachelor of Science, Nursing Overall GPA: 3.89
- Honors**
- Who's Who Among Students in American Universities and Colleges
 - Dean's List, 7 consecutive semesters
- Memberships**
- Sigma Theta Tau International Honor Society of Nursing, Pi Chi chapter
 - Malone Nursing Student Association
 - Helping Hands, campus-based community service group
 - Catacombs staff and contributor, yearly campus literary magazine
- Relevant Experience**
- Akron General Medical Center**, Akron, OH 1/05 - present
Nurse Technician
- Provided assigned patient care in a variety of specialized units throughout the hospital
 - Collaborated and communicated responsibly with nursing staff regarding patient status
- Canton Christian Home**, Canton, OH 7/03 - 12/04
Nurse Aide
- Provided individualized personal care to assigned group of elderly residents
 - Collaborated effectively with a team of caregivers
- Private Employment**, North Canton, OH 5/02 - 6/03
Home Assistant
- Coordinated scheduling of weekend assistance for elderly couple
 - Provided transportation for errands and appointments, household maintenance, and healthcare assistance to wheelchair-bound gentleman and his wife
- Clinical Experience**
- Clinical Rotations**, Akron and Canton, OH 11/02 - present
- Performed assessments, mastered technical skills, designed care plans, and evaluated outcomes under the supervision of nursing instructors
 - Successfully completed rotations in medical-surgical, oncology, pediatrics, maternity, mental health, community, and critical care settings
- Cross-Cultural Nursing Rotation**, La Junta, CO 07/05 - 08/05
- Gained valuable insight into the Hispanic culture and members' interactions with the health care system through experiences at a variety of community and health care agencies
 - Researched cultural characteristics and compared expected and actual experiences

Resume | Samples

Gabriel Alvarez
1234 S. Border Street

Columbus, OH 44444
spanishteacher@yahoo.com

614-555-1212

OBJECTIVE	To obtain a position in the field of Spanish education, teaching students of any grade level. Desire to serve as theater coach and/or advisor to Spanish club.		
EDUCATION	<p>Malone University <i>Bachelor of Science in Spanish Education</i> – GPA 3.8</p> <p>El Centro Norteamericano • Completed Upper Division Spanish Studies language and immersion program • Created independent research project on the topic of second language acquisition</p> <p>The University of Akron Major: Spanish – GPA 3.8</p>	Canton, Ohio Seville, Spain Akron, Ohio	05/04 Fall 2003 08/99 – 05/01
HONORS & ACTIVITIES	<ul style="list-style-type: none"> • Benjamin A. Gilman International Scholarship – Fall 2003 • The Center for Cross-Cultural Studies Scholarship – Fall 2003 • Kappa Delta Pi initiate – 2002 • Dean's List – ten consecutive semesters • J. Walter and Emma Malone scholar – three consecutive years • Hall Council Representative – 2001-2003 • Malone College Forensics Team – 2002 		
RELEVANT EXPERIENCE	<p>Jackson Local Schools <i>Student Teacher</i></p> <ul style="list-style-type: none"> • Created and implemented daily lesson plans for 143 8th grade first year Spanish students • Organized various cooperative learning activities on a regular basis • Constructed various assessment tools including written tests, quizzes, in-class and out of class assignments • Tutored individual students before and after school • Maintained accurate attendance and grade records using the Pinnacle Assessment Program • Observed a variety of foreign language classrooms including gifted, inclusion, and a virtual classroom 	Massillon, Ohio	Spring 2004
	<p>America Reads, America Counts/ Malone University <i>Tutor</i></p> <ul style="list-style-type: none"> • Individually tutored 10 students between the ages of 6 and 11 in math and reading • Incorporated math and reading games to stimulate student progress • Developed positive relationships with both students and parents • Independently tutored high school Spanish students in 1 hour increments 	Canton, Ohio	10/01 – 04/03
	<p>Akron Community Center and Urban League <i>Drama Instructor</i></p> <ul style="list-style-type: none"> • Designed and implemented daily lesson plans for over 150 children between the ages of 5 and 12 • Staged and directed a 30-minute theatrical production involving 10 child actors 	Akron, Ohio Massillon, Ohio	Summer 2002 Fall 2001
	<p>T.I.G.E.R. Gifted Student Program <i>Student Teacher</i></p> <ul style="list-style-type: none"> • Executed written and oral Spanish instruction for 14 fifth grade students • Fostered the development of Spanish cultural awareness by presenting artifacts and first-hand experience 	Canton Area	09/01 – 04/03
	<p>Stark County Public School System <i>Field Experience Teacher – 220 hours</i></p> <ul style="list-style-type: none"> • Lake Middle School • North Canton Kindergarten Center • Lehman Middle School • Timken Freshman Academy 		
AVAILABILITY	May 10, 2004		

Resume | Samples

Nelson T. Smith

• 1004 Cedar Lane

• Canton, OH 44709
ntsmith@msn.com

• 330-555-1234

OBJECTIVE

To obtain a career-entry human resources position, utilizing strengths in a basic working knowledge of human resource practices and principles, strong screening, interviewing, and evaluating skills, plus two years of management experience

EDUCATION

Malone University

Bachelor of Arts: Psychology

Canton, OH

Minor: *Business Administration*

May 2006

GPA: 3.25

HIGHLIGHT OF SKILLS

Communication

- Assisted with the selection of Resident Advisors by interviewing 25 candidates and submitting evaluations to Resident Director
- Carefully followed and upheld college policy, procedure, and community agreement
- Counseled residents regarding personal issues, working with them to develop solutions and resolve problems
- Firmly intervened to resolve heated disputes between residents while maintaining composure
- Creatively designed and utilized posters, brochures and electronic communication to promote activities as well as other campus information
- Served as liaison between crew and management regarding infractions and promotional opportunities

Management

- Supervised a crew of 7 to ensure professional customer service—rated #1 by the patrons
- Maintained employee records regarding performance, attendance, and corrective action
- Managed the residence hall when director was off duty
- Recommended and installed a software program to assist with managing the residence hall records

Training

- Assisted with planning and implementing Resident Advisor orientation
- Researched and developed community service opportunities for hall residents
- Developed and presented educational programs for residents
- Trained approximately 6 new employees in all aspects of policy, procedure, customer service, and product care/placement

HONORS & ACTIVITIES

- J. Walter Malone Academic Scholarship
- V.P. Student Senate

- Varsity Baseball—2 years
- Dean's List—3 years

PROFESSIONAL DEVELOPMENT

- Attended leadership conference, College Student Personnel Association, New York, New York
- Participated in manager trainee program, Giant Eagle, Canton, Ohio

October 2005
June 2003

WORK EXPERIENCE

- *Resident Advisor*, Heritage Hall, Malone University
- *Assistant Night Manager*, Giant Eagle, Canton
- *Stocker*, Giant Eagle, Canton

2003-present
Summers 2003–2005
2000–2003

Reference Page | Samples

1234 Fraser Ave. NW

Kaitlin L. Cross

Canton, OH 44709
klcross@yahoo.com

330-555-1212

REFERENCES

Cheryl Brown, Ed.D.
Professor, School of Education
Malone University
Canton, OH 44709
330-471-8000 (work)
330-555-1212 (home)
cbrown@malone.edu
Years known – 4

Steven Baker, Ph.D.
Associate Professor, School of Theology
Malone University
Canton, OH 44709
330-471-1000 (work)
330-555-1212 (home)
sbaker@malone.edu
Years known – 3

Michelle J. Smith
Principal
Lakeview High School
Mentor, OH 44646
440-555-1212 (work)
216-555-1212 (home)
mjsmith@mentorshools.k12.oh.us
Years known – 6

Bradley P. Jones
Director of Education
Fellowship Bible Church
Mentor, OH 44646
440-555-1212 (work)
440-555-1111 (home)
bpjones@fbc.sbcglobal.net
Years known – 8

Adam R. Williams

1098 Alta Place SE
Erie, PA 16511

716-555-1212
arwilliams@msn.com

References

Alvin Smythe, MBA
Assistant Professor
Malone University, School of Business
Canton, OH 44709-3897
330-471-8000 (work)
330-555-1212 (home)
asmythe@malone.edu
Relationship: accounting professor

Roger E. Crammer, CPA
Partner
Ernst & Young
Cleveland, OH 44305-2561
216-555-5000 (work)
440-555-2121 (cell)
recrammer@ernst-young.com
Relationship: current internship supervisor

Larry J. Benson
Owner
Lake Erie Expeditions
Erie, PA 16511-3241
716-555-5050 (work)
716-555-6060 (cell)
larry@leexpeditions.com
Relationship: former employer

Brian Vargas
Associate Dean of Students
Malone University
Canton, OH 44709-3897
330-471-1000 (work)
330-555-1111 (home)
bvargas@malone.edu
Relationship: supervisor of RAs

Employment | Interviewing

Congratulations! You have been extended an invitation to a job interview. An employer has reviewed your cover letter and resume and your experience and skill sets seem to match what they are looking for in a qualified candidate. The interview provides you with the opportunity to articulate your job related and transferable skills as well as how you are prepared to contribute to the organization. To become fully prepared, contact the Career Development Center to schedule a mock interview or meet with our staff to review the steps to take regarding the interview process.

Employer's Preparation

The interviewer will spend time prior to the interview reviewing the job description and evaluating the skills necessary for the job. Once these skills are determined the interviewer will develop open-ended questions that will help him/her determine your potential for performing the job as well as how you will "fit" in the organization. Many interviewers will ask behavior-oriented questions, believing it's an indicator of how you will respond to future situations. Areas to be discussed probably will include:

- Character and Commitment to Excellence
- Personal Development
- Leadership Experience and Abilities
- Teamwork Experience
- Analytical Skills
- People Skills
- Genuine Interest

Remember that the interview is a two-way street. It is an opportunity for you and the employer to converse and assess if the position is a good match for you and vice versa. You will gain insight into the position and organization. When answering questions be truthful and positive. Give complete yet concise answers to questions. Stay focused and on track in the line of questioning. Most interviews last between 30 and 60 minutes and are generally pleasant and friendly, so relax! Even if the interviewer is not as friendly as you had hoped, do not let their behavior dictate yours. Maintain a pleasant, positive attitude with appropriate enthusiasm. Be sure to smile and demonstrate a pleasant countenance. Try to enjoy the whole experience.

Your Preparation

Preparation for the interview is critical. Prior to your interview there are several steps to take in order to convey a positive, enthusiastic and polished image. You need to thoroughly assess both yourself and the potential employer. Research the employer by using the Interview Research web pages, contacting one of the Research/Reference Librarians in the Malone University library and asking Career Development for help. Utilizing these services will help you fully prepare for your upcoming interviews. In addition, practice interviewing is essential to ensure you present yourself in a positive and professional manner. Mock interviews with local human resource professionals are offered each semester in the Career Development Center. In addition, Perfect Interview is available all year round using a computer and webcam to simulate a real interview experience. Call the Career Development Center to schedule a mock interview or to use the Perfect Interview Simulator. Prepare for different styles of interviews, e.g., behavioral interviews, panel interviews and structured interviews. Be prepared to give examples to back up your skills and accomplishments.

In further preparation for the interview

- Plan your route for getting to the interview and if possible, do a test drive to ensure you know the route and allow for plenty of time to arrive 10 minutes early
- Prepare your clothing in advance, making sure all is clean, pressed and polished
- Bring extra copies of your resume and carry them in a leather or leather looking portfolio with a zipper or snap
- If you carry a cell phone, turn it off before you enter the interview

Know Yourself

- To answer the questions, "tell me about yourself" briefly and clearly present your top job related, and transferable skills
- Avoid disclosing any personal information about marital status, children, health issues etc as well as stating personal opinions
- Keep the interview conversation work oriented
- Assess strengths and weaknesses
- Know and be able to confidently articulate your skills, (job related and transferable skills)
- Identify your interests and values that are related to the position as well as the organization
- The focus of the interview is upon you, be prepared to concisely elaborate with examples on any item in your resume
- Provide tangible, simple examples to demonstrate how you have developed your skills
- Be able to briefly state your long-term goals, tailoring them as much as possible to the employer's expectations of a successful employee
- Articulate why you are interested in this field and position
- Identify your accomplishments and the things you might have done differently
- Be prepared to answer the question, "Why should we hire you?"

Know the Organization and the Field

- Research the organization, position and field (become familiar with the products and/or services they offer)
- Know the company's owners and learn about their management philosophy
- Discover what the last 5 years have been like for the organization
- Read current periodicals, journals, and newspapers to learn about company/community changes and trends
- Familiarize yourself with the organization's mission statement, annual reports, company literature and structure
- Consider the organization's competitors, clients, customers and services

Practice Interviewing

- Meet with Career Development for interviewing advice or attend interviewing workshops
- Schedule a mock interview with Career Development. We can video tape the session and offer constructive feedback
- Make an appointment to use the Perfect Interview Simulator, available in the Career Development Center throughout the year
- Review interview questions with a peer and use an audio tape to critique answers
- Prepare a list of six to eight questions that you can ask the employer
- Wetfeet.com and other career advice online sites have interactive practice questions
- Go to our Career Development web pages for an interview research guide, and other helpful advice

Review Questions Asked by Employers

College Experience

- Tell me about yourself.
- Why did you choose your major?
- Which course or courses did you like the best? Which did you like the least?
- What is your GPA? Does it reflect your abilities? Why or why not?
- Tell me about one of your proudest accomplishments since you have been in college.
- How have you changed personally while attending college?
- What has been your greatest challenge in college?
- Why did you choose Malone University and how did you arrive at this decision?

Character and Commitment to Excellence

- What do you consider to be your major strengths and weaknesses?
- Describe how you make decisions. Give me two examples of decisions you have made and how you made them.
- Give me a situation in which you failed, and how you worked to overcome the failure.
- What accomplishment has given you the most satisfaction? Why?
- Give me a situation in which you disagreed with a superior and how you worked it out.
- How did you get along with your former boss and co-workers?
- Tell me about someone you admire and why?
- How would your family describe you? Your professors?
- Describe something you wish you could do over and why?
- What motivates you and why?

Work Experience

- How did you like your last job and why did you leave?
- What job have you enjoyed the most? Why?
- What was your least favorite job? Why?
- Describe the supervisor and/or manager you appreciated most with explanations.
- What kind of work environment do you prefer?
- How has your educational and work experience prepared you for this position?
- If hired, how long do you think it would take for you to start making contributions to this organization?
- How long do you see yourself working here?

Position or Employer

- Why are you interested in our organization?
- Tell me what you know about our organization.
- Are you willing to relocate?
- What are you looking for in a supervisor? Give me 3-5 traits you think are important for an effective supervisor.
- Why are you interested in this position? What expectations do you have regarding this position?
- Give me two examples of situations demonstrating how you have worked under pressure.
- How do you evaluate success?
- Describe your team-player qualities. Give examples.

Miscellaneous

- Give me five factors you think set highly effective people apart from those content with mediocrity?
- Why are you the best person for this position?

{The interview provides you with the opportunity to articulate your job related and transferable skills as well as how you are prepared to contribute to the organization.}

Sample Questions For Applicants To Ask During An Interview

When appropriate, ask prudent, well-formulated and intelligent questions throughout the interview process. It demonstrates your knowledge, maturity and interest in the organization. Do not ask questions that can be obtained in the company's literature. Also, never ask questions about salary, vacations, holiday with pay, or sick days. Don't ask about what they can do for you; ask about what you can do for them. You are an applicant until the employer has extended a solid job offer to you. Prepare a list of 6-8 questions to ask when you are given the opportunity. The following is a sample list.

- Is there a written job description for this position?
- What are your expectations for someone in this position?
- Describe the day-to-day responsibilities of the person in this position? Are there any special projects needed at this time?
- Who does this person report to and what type of working relationship will they have?
- Please identify the success factors you deem important for the person in this position.
- Why did you join this organization? How long have you been here? What is it about the organization that keeps you here?
- Please describe the evaluation process. When and how often are evaluations done? Are the evaluations formal or informal?
- What types of opportunities are available for increased or advanced responsibilities?
- What skills and attributes have you identified as characteristic of your most successful employees in this organization?
- Please describe any orientation and/or training involved.
- What percentage of the time will be engaged in traveling per month?
- How involved will I be in decision making for the department? The organization?
- In what ways does the organization encourage new ideas?
- How would you describe the organization's management style?
- What are the organization's goals for the upcoming year (mention a related item from your research)?
- Where has the organization been the most successful in terms of products and services (mention related information from your research)?
- Is the organization anticipating any major changes in the next six months, one year or five years?
- Please describe the next steps in the interview process. Do you anticipate conducting second or third interviews? Will you be involved in the future interviews? Will there be a group or panel interview? Will I have an opportunity to meet others in the organization and tour the facility? Will there be any testing involved? What is the anticipated starting date for this position? When do you expect to make your hiring decision?

Note: Take the burden on yourself to contact them. Example: "If I don't hear from you by, (when they said they expect to make their decision), may I contact you to see if there is anything I can do to help you in this process?" Make sure you begin and end with a firm handshake and maintain good eye contact. If you sense this is a place you would like to call your place of employment let them know you would welcome the opportunity to work for them.

Professional Attire

Men & Women

- Well-groomed hairstyle
- Clean, trimmed fingernails
- Best to refrain from using cologne or perfume
- Empty pockets, no bulges or tinkling coins
- No visible body piercing (nose, eyebrow, lip, etc.) and no visible tattoos
- No gum, candy or cigarettes
- Avoid smoking in your car before the interview.

Men

- Suit – solid color (navy or charcoal gray is preferred) in 100% wool, single breasted (2-4 buttons), no vest
- Slacks – flat or pleated front, cuffed or uncuffed are both acceptable
- Shirt – white cotton, long sleeve and pressed carefully (button down collar should be worn only with a sport coat, not a suit)
- Tie – 100% silk, width should match the lapels on your suit coat and the color should complement the suit. Avoid large dots, pictures of animals or sport symbols. Length of tie should extend to your trouser belt.
- Belt should match the color of your shoes. Blue or gray suits should be accessorized with black belt and shoes.
- Socks – same color as the suit and long enough so your skin does not show when crossing legs
- Shoes – black or brown leather, lace-up is preferred or dress style slip-on
- Jewelry – wedding band and/or class ring and wrist watch only

Women

- Suit – 2-piece (skirt/jacket) or suit dress with matching jacket is preferred, traditional lengths (no more than 2" above the knee), solid colors (charcoal, navy, medium or steel gray), 100% wool or wool/blend
- Blouse – Long sleeve, solid complementary color, 100% cotton or silk, soft collar, round neck or button down with a modest opening at the top, no front bows
- Scarves – only wear one if it enhances the outfit, 100% silk and small print or solid color
- Shoes – leather (same color as the suit or darker, no two-tone colors), no open toe, conservative heel, 2" maximum
- Hosiery – neutral skin tones only (suntan, taupe) and take an extra pair in case of runs (never wear black hosiery)
- Accessories – purse or brief case (never both), belts should match or complement the shoes and should serve as a functional item, never as a fashion statement
- Jewelry – wedding, engagement or college ring only, necklace and earrings should be subdued and professional looking, single bracelet and wrist watch, no ankle bracelets or dangling earrings and no big or fake looking styles
- Make-up – the more natural the better, subtle eye make-up, use subdued colors sparingly

Communication During The Interview

We communicate by the words we speak and how we say the words we choose. There is more to interviewing than just saying the "right" things. You should reinforce your verbal message with positive non-verbal communication.

Non-verbal Communication

- Greet the employer with a firm handshake
- Wait to sit down after the employer has offered you a chair and has been seated first
- Maintain steady eye contact — it shows sincerity and helps establish rapport
- Communicate positive facial expressions and speech qualities
- Demonstrate enthusiasm and interest by good posture and easy smiles
- Active listening involves not just hearing but a controlled, enthusiastic response
- Dress in conservative business attire (see the suggested dress list)
- Refrain from squirming or any other nervous behaviors

Verbal Communication

- Allow the interviewer to direct the interview and never interrupt
- Use clear, concise answers – don't ramble
- Don't use fillers when answering questions, e.g., "you know," "uh," or "like"
- Don't exaggerate and don't be negative
- Listen to what is being asked and answer appropriately
- Use proper grammar
- Maintain an appropriate sense of humor
- Don't make excuses for yourself or put yourself down

Interview Etiquette

- Call two days before the interview to confirm the date, time, location and the name of the interviewer. Ask if there will be any testing or application to fill out when you arrive. Tip: Pick up a blank application and fill it out ahead of time to use as a template.
- Arrive 10 minutes early
- Introduce yourself to the staff when you arrive
- Don't refer to the interviewer by their first name (unless given permission)
- Be polite and honest while being careful to not talk more than warranted
- Make sure you obtain the correct spelling, address, and phone number of all who interviewed you or ask for business cards
- Thank the interviewer for the meeting and continue to convey a positive attitude
- Don't be negative, even about the smallest issue

Post Interview

- Write up a short concise summary of how you believe the interview went
- Send a thank you note to everyone who interviewed you (mentioning those who helped you at the Front Desk) within 24 hours (see sample on page 34)
- Ingredients in the letter should include:
 - Thank the interviewer for the opportunity and time
 - Remind the interviewer when and why you met
 - Confirm that you want the job
 - If you are no longer interested in the position, politely ask to be removed from the candidate pool
 - Clarify anything from the interview you think appropriate to ensure effective communication
 - If appropriate, indicate your interest in a follow-up interview

This letter could be typed or written by hand on a quality, professional looking thank you card. If hand written, be sure to use your best penmanship, and check your writing carefully for any errors. Do not cross out mistakes. If typed, print it on the same quality paper as your resume, and be sure to sign your name before sealing the envelope.

Allow five to seven days for the employer to receive your note. If you haven't been contacted within that time, follow-up with a phone call or e-mail to check on your status. Express your interest in the position, and ask if there is anything you could do to help in the process e.g., do they need you to provide another reference? Hopefully, you will be told the status of the interviewing situation and when you will be notified.

Rejection Letters

Nearly all job seekers will receive rejection letters. If you really want to make an impression, consider sending a thank you note to the employer. This is very rarely done, and it will give you one last opportunity to thank the employer for their professionalism, and you can indicate your continued interest in the organization. Also state your interest in being considered for future opportunities.

Turning Down Offers

If you receive an offer that does not meet your needs or if you have already accepted employment with someone else, send a letter to graciously decline the position, indicating why you made this decision. Sending a letter is always the best practice even if you gave the employer a verbal decline. This will document your decision, and it may help to maintain communication lines for future contacts, if that becomes necessary.

Thought: Ultimately, this process is in God's hands, (Psalm 31:14 & 15). We can trust that He knows best.

"Trust in the Lord with all your heart and lean not on your own understanding; in all your ways acknowledge Him, and He will make your paths straight."
Proverbs 3:5-6 (NIV)



Education Interview | Sample Questions

Commonly asked questions

- Tell me about yourself.
- Why do you want to teach?
- What characteristics separate the above-average teacher from the average teacher?
- What is your philosophy of education?
- How would you set up a program or unit in your major teaching area?
- Describe yourself using five adjectives.
- Describe in detail a lesson you taught and your objectives for that lesson.
- Based on your student teaching or previous teaching experience, how do you evaluate yourself as a teacher?
- Tell me about your teaching experience.
- What procedure(s) work best for you in maintaining discipline?
- How would you individualize instruction in your classroom?
- If I were to enter your classroom on any given day, what would I see? (e.g., room arrangement, bulletin boards, presentation, etc.)
- How do you expect to motivate students?
- What can you contribute to the success of our school system?
- Describe your strengths/weakness?
- From your perspective, define the role of the principal.
- What co-curricular activities are of interest to you and how are you qualified to direct them?
- Where do you see yourself five years from now?
- How has your college prepared you for teaching?
- Why should we hire you?
- What does it mean to be a professional educator?
- What is the correct professional dress and demeanor for a classroom teacher?
- Describe the three most important concepts in your subject matter that students must understand to become successful.

Top ten interview topics

- Classroom management
- Student teaching
- Strengths
- Teaching philosophy
- “What if”
- Future plans
- Teaching style
- Motivational theories
- Lesson design

Top three characteristics school administrators are looking for in teachers

- Enthusiasm – especially for teaching
- Sense of humor
- Care about kids

Questions to ask school administrators during an interview

- How are teachers evaluated within your school system?
- How long do teachers typically stay within your school system?
- What success factors have you identified in your most effective teachers?
- What changes are you anticipating in the next six months, one year, five years?
- Tell me about your in-service programs?
- What trends in education are evident in your school system?
- What makes your school system different from other schools?
- What are the school system’s strengths and challenges?
- What are some of the positive and negative aspects of the community?
- What are your expectations for new teachers?
- What do you personally like about your school system?

Additional tips

- Be prepared, review interview questions
- Research the school district
- Dress in a professional manner
- Plan to arrive 10 minutes before interview
- Prepare a condensed version of your portfolio (10-15 pages)
- Be positive and never be negative even about the smallest issue
- Be yourself

Internet | Job Search Tools

MaloneCareerConnections

The **MaloneCareerConnections.com** online system is designed to help you manage your resume and job search along with keeping you up to date regarding career fairs and other career development events in our area. Features included in the system: online resume books, regional and national internship and full-time job postings, automatic Job Agent e-mails, event calendar, and e-mail message system sent from the Career Development Center. This service is free to all current students. To register, go to www.malonecareerconnections.com and follow the instructions for logging on to the system.

Other Internet Sources

The following is a list of links that will take you to electronic vacancy bulletins found on the Internet. Many sites have been created just for recent college graduates. Others are designed for career changers or for those with mid to upper level experience. Don't be discouraged; these services continue to grow and expand on a monthly basis, so keep checking.

Getting Started

Go to the Malone University Career Development Center home page at www.malone.edu/careerdevelopment and click on "Employment Opportunities." Click on the link that appears to fit closely with your career field. When the connection has been made, follow the instructions on the screen regarding ways to utilize the service. Most of these services are free and allow for the information to be printed, so you can have a hard copy of the job description and application process. For further assistance, contact the Career Development Center.

Another way to find job listing sites is to conduct your own search, using your favorite search engine. There are many specialty sites that may be fruitful regarding your career field and situation.

The following are websites we have researched and believe they will be helpful to you regarding your career endeavors.

Art & Entertainment

Animation – jobs.awn.com
Art History – www.nd.edu/~crosenbe/jobs.html
Art Opportunities – www.artsopportunities.org
Theater – playbill.com/jobs/find
Entertainment – www.showbizjobs.com
Visual Arts – risingartist.com

Education

Association of Christian Schools International – www.acsi.org/
Ohio Department of Education – www.ode.state.oh.us
Project Connect –
careers.education.wisc.edu/projectconnect/teacher
Teach for America – www.teachforamerica.org
Teach overseas (U.S. Dept. of State) www.state.gov/careers
Teachers-Teachers – www.teachers-teachers.com
The Chronicle of Higher Education – chronicle.com/jobs
TimePlan (Great Britain teaching jobs) – www.timeplan.net
Top School Jobs – www.topschooljobs.org

Environmental

Ecojobs – www.ecojobs.com
The National Parks Service – www.cr.nps.gov/getinvolved.htm

General Postings – National

America's Job Bank – www.ajb.org
College Recruiter – www.collegerecruiter.net
MaloneCareerConnections –
www.malonecareerconnections.com
JobBank USA – www.jobbankusa.com
Job Fox – www.jobfox.com
Monster Board – www.monster.com
MonsterTrak – www.monstertrak.com
Nation Job Network – www.nationjob.com
Social Worker Job Bank – www.socialworkerjobbank.com
True Careers – www.truecareers.com

General Postings – Ohio

Akron Beacon Journal – ohio.monster.com
Akron Chamber of Commerce –
www.nationjob.com/northeastohio
Canton Repository – www.cantonrep.com/jobs
CareerBoard – www.careerboard.com
Cleveland Live – www.cleveland.com/jobs
Ohio Means Jobs – ohiomeansjobs.com/omj
Stark Jobs – www.starkjobs.com
The Employment Source – www.eswork.com

Government – Federal & State

U.S. Government Jobs – www.usajobs.opm.gov
State of Ohio Centralized Jobs – careers.ohio.gov

International

Go Abroad – www.jobsabroad.com
Jobs in Germany – www.jobpilot.de
Overseas Jobs – www.overseasjobs.com
Peace Corps – www.peacecorps.gov
Step Stone (jobs in UK) www.stepstone.co.uk

Job Fairs

CareerFest – www.ofic.org/careerfest
Northeast Ohio Teacher Education Day (NOTED) –
www.notedjobfair.org
Stark County Collegiate Job Fair – www.sccjf.net

Ministry & Missions

Christian Career Center – www.christiancareercenter.com
Christian Jobs – www.christianjobs.com
Church Staffing – www.churchstaffing.com
Evangelical Friends - Eastern Region – www.efcer.org
Global Missions – www.elca.org
International Christian YouthWorks – www.icy.org.uk
Kingdom Careers – www.kingdomcareers.com
Youth Specialties – www.youthspecialties.com

Non-Profit

Congressional Hunger Fellows Program – www.hungercenter.org
Jobs for Idealists – www.idealists.org
Opportunity Knocks – www.opportunityknocks.org

Science

American Chemical Society – www.acs.org
Association of Zoos and Aquariums – www.aza.org
Lab Support – www.oalabsupport.com
Physics Jobs – www.aip.org
Physics Careers – www.aps.org/careers
New Scientist – www.sciencejobs.com

Technology

Technology Jobs – www.dice.com
Computer Jobs – www.computerjobs.com

Summer Camp Jobs

American Camp Association – www.acacamps.org/jobs
Camp Channel – www.campchannel.com/jobboard
Camp Jobs – www.campjobs.com
Summer Camp Staff – www.summercampstaff.com

Additional Information

More information can be found through search engines, e.g. Dogpile, Google, MSN and Yahoo. Also, many employers have their own web site with job listing information, e.g., www.diebold.com, www.erac.com, www.hendrickson-intl.com, www.goodyear.com, and www.timken.com.

Don't overlook the power of the Internet! However, don't rely entirely on the Internet for your job search. Read through this handbook for tips on other sources and services.

Thank You Letter | Sample

2804 Sunset Ave. NE
Canton, OH 44711

March 7, 2009

Roger Stevens
Child Advocate Division Manager
Child and Family Services of Stark County
215 Cherry Ave. SE
Canton, OH 44704

Dear Mr. Stevens,

Thank you for interviewing me on Monday regarding the caseworker position at Child and Family Services of Stark County. I was truly inspired by the energy and dedication you brought to our interview.

I felt a genuine rapport with you and the whole staff in the Child Advocate Division. I am more convinced than ever that I could fit in beautifully as a team member and contribute my skills and talents for the benefit of the children in the Canton area.

Mr. Stevens, thanks again for the wonderful opportunity to talk with you about this position. I am excited about the possibility of joining your staff and hope to hear from you soon about your decision. Please call me if you need any further information or to schedule a follow-up meeting.

Sincerely,



Amanda Collins

Contemplating | Job Offers

If you have been extended your first job offer, congratulations! Your job search efforts have paid off for you. Avoid the pitfall of thinking the job search is over now that you have an offer. Assuming the employer's decision to extend the offer was based on a logical, sequential, and carefully considered process, you would be wise to implement a similar process when contemplating your decision.

While this experience is still fresh in your mind, it is vital for you to write down the facts and impressions that you have gathered about the organization and the position. It is always best to wait at least 24 hours before you give a reply regarding the offer. You may find it helpful to develop a matrix with a pros and cons column so you can visualize all the factors and make a well-informed decision. Before making a decision consider the following factors.

Assessing Pros and Cons

- Is the offer in writing? (It should be.)
- Does the position match my skills, interests and career goals?
- How do I see myself fitting into this organization's culture?
- Do I believe I am compatible with the supervisor and colleagues?
- Is the worksite in a safe area? If not, am I prepared to work in this type of environment?
- Are the mission and goals of this organization compatible with my values?
- Would this position challenge me intellectually?
- Can my short-term and/or long-term career objectives be accomplished within this organization?
- How will this position affect my relationship with my family?

- Who are my potential mentors, and how will I work effectively with them?
- Is the geographic location satisfactory?
- What percentage of the time will I travel? How far?
- Does the salary and benefits meet my needs?
- Is there a real possibility for me to pursue advanced opportunities with this organization?
- Does it appear that I will receive adequate training and support as I begin this position?
- After praying about this offer, will this honor the Lord and do I have peace about accepting the position?

Accepting The Offer

- Call the employer to accept the offer
- Review the contract carefully and sign
- Make sure you are clear about the starting date

Please remember, once you accept an offer or sign a contract you are morally and sometimes legally obligated to fulfill your assignment for a given period of time. If a so-called "better offer" comes along a few weeks later, don't be too quick to leave. Hiring new employees is a costly and time-consuming process, and employers do not think kindly of employees who bounce around from one place to another. Therefore, consider all your options carefully before you agree to an offer.

When contemplating multiple offers, regardless of the outcome, be sure to thank all employers for the offer and ask them for several days or up to a week to make your decision. This will help to maintain open communication lines that may prove to be beneficial in the future. In addition, once an offer has been accepted, be sure to notify all employers who are considering your candidacy so they can update their files. Also, contact the Career Development Center so our records can be updated regarding your status.



Turning Down Offers

If you receive an offer that does not meet your needs, or if you have already accepted employment with someone else, send a letter to graciously decline the position indicating reasons for withdrawing. Sending a letter is always the best practice even if you gave the employer a verbal decline. This will document your decision, and it may help to maintain communication lines for future contacts, if that becomes necessary.

We hope the best for you as you pursue your career endeavors and trust that God will bless you richly as you enter these new phases of your life.

Negotiating | Salary & Benefits

After being offered the position it is important to enter the salary negotiation with thoughtful preparation and prudence. Take a good look at your own salary requirements. Research the current market for a similar position. Approach salary as something that you and the employer will agree on as mutually beneficial. Your preparation and attitude will enhance your chances of the salary negotiation success. Remember, some salaried positions are negotiable and some are not. The degree to which a salary is negotiable depends on the position, the manager, the organization and your perceived value. Most entry-level positions have set salaries that are subject to very little if any negotiation. Mid-level positions typically have salary ranges of between 10 and 20 percent. In general, the higher-level management and executive positions offer the greatest opportunities for negotiation. Check out the Career Development Center web pages for a salary calculator and budget helps – www.malone.edu/careerdevelopment.

Negotiating Tips

- Determine the marketplace salary range for this type of position.
 - Prepare a budget to determine your financial needs.
 - Look at your monthly cash requirements.
 - Keep in mind that your paycheck after taxes is approximately 28% less than your gross monthly salary. Factor fringe benefits into your calculations.
 - Decide, before you go into an interview what is required for your living expenses and the salary you desire.
 - Be realistic – entry-level salaries are less negotiable than mid-level or executive positions.
 - Practice negotiating with the Career Development Center staff or a friend.
- Write down your skills and accomplishments, and be prepared to talk about them. Enter the salary negotiation portion of your interview with a firm understanding of your skills and what they are worth to different segments of the economy. Never stop appropriately selling yourself.
 - Don't be the first to mention salary during the interview. Never say, "I need at least ___ dollars." Consider waiting to hear their offer before you reply with a dollar amount.
 - Relax, it's natural to feel embarrassed or uncomfortable discussing salary.
 - The first inquiry about salary may come on the application. When completing the application forms, use the term "open" as your response. Be enthusiastic and professional during negotiating.
 - Once you have accepted a job offer and salary make sure you ask for a confirmation letter with everything in writing.

How Can I Find Out The Market Rate Salary Range?

- National Association of Colleges & Employers – Salary Survey (located in our Resource Center)
- American Almanac of Jobs and Salaries
- Trade and professional association surveys
- Career Development Center full-time job listings
- Professionals in the field
- Wall Street Journal National Business Employment Weekly
- The State Labor Office
- Bureau of Labor Statistics – Occupational Outlook Handbook (<http://www.bls.gov/oco>)
- Ask friends and networking contacts

- Call employment agencies or executive search firms
- Contact professional agencies

"Now to the one who works, his wage is not credited as a favor, but as what is due." Romans 4:4 (NASB)

Benefits

When considering a position you should not only evaluate the salary, but the benefits as well. In today's job market many employee benefits are considered standard and are not subject to negotiation. However, many employers offer benefit packages with flexible benefits. Most entry-level employees can expect a basic benefits package consisting of:

- Health
- Dental
- Life & Disability Insurance
- Paid vacation, sick leave, and holidays

A more comprehensive package might include:

- Bonuses
- Daycare services
- Automobile
- Cost of living adjustments
- Education and/or training programs
- Expense accounts
- Flexible work schedule
- Maternity leave
- Parking
- Professional membership dues
- Profit sharing
- Relocation expenses
- Retirement plans
- Savings plans
- Special equipment (laptop computer, cell phone, pocket pc, etc.)
- Stock options
- Supplementary pay plans and severance pay

{After being offered the position it is important to enter the salary negotiation with thoughtful preparation and prudence.}

Often Asked Questions

- If told, "The salary range for this position is 25K to 30K, is that what you were expecting?"

Tell the interviewer that it is close to what you were expecting and then offer a range that places the top of the employer's range into the bottom of your range, e.g., "I was thinking in terms of 30K to 35K". Remember it needs to be consistent with the market rate for that position.

- If asked, "How much did you earn on your last job?"

"My current salary is exactly within the range that I now seek, which is 28k-32k."

- If asked, "What are your salary requirements?"

Summarize the requirements of the position, as you understand them, and then ask the interviewer for a normal salary range in his/her company for that type of position. If the range meets with your expectation, then confirm that with your interviewer. If the range is lower than you expected, then give a range that meets your needs and also comes close to the company's range.

Once again, it is best to discuss salary only after a solid offer has been extended.



Graduate School | Entrance

Criteria To Consider

Graduate schools, in contrast to a more general education of an undergraduate degree, offer very specific skills and knowledge in one chosen area of study. Here are a few questions to include in your criteria as you make your decision whether or not to attend graduate school:

- Is an advanced degree necessary for the field I have chosen?
- Do I enjoy the field of study enough to obtain an advanced degree?
- Would career related work experience be more beneficial at this time?
- Do I have the financial resources required?
- Is it possible that I think graduate school is the only option with my degree?
- Have I met with the Career Development staff and professors to learn what I can do with an undergraduate degree in my field compared to the career potential with an advanced degree?
- Will I go full-time or part-time?

Choosing

After analyzing your reasons for wanting to go to graduate school, you must then choose the university and program that meets your needs. The Career Development Center is an excellent place to begin this process. Review reference materials and books available in this office and check out our web pages for excellent links such as www.petersons.com. Conduct informational interviews with people who are in your chosen career field. Ask about programs they would recommend. Ask professors and other people at Malone for their opinion. Use the Internet to research each graduate school and specific programs of interest to you. It is also recommended that you write to various graduate school departments and request information be sent to you. Also, make plans to visit universities, walk their campus, and talk

with students in the program you are considering. Conduct an interview with department faculty and/or an admissions counselor. Visit their Career Center office and ask where their graduates typically find employment. You are also encouraged to attend the Malone University Graduate School Fair hosted by the Career Development Center each year during the fall semester.

The Application Process

After choosing a field of study (or at least narrowing the choices down to a few), applying to several graduate schools is the next step. Every university has unique requirements so it is important to research each institution. This information may be found at www.petersons.com, www/grad-school.com or through each university website. The general admission requirements may include:

- Application and fee
- Admission test scores
- Official transcripts
- Grade point average
- Letters of recommendation
- Personal statement
- Interview
- Portfolio

The following outline should assist you with planning your strategy for gaining entrance into your desired program. This is only a suggested time-line. Your schedule may vary depending on your degree field.

Junior Year/Summer of Senior Year

- Begin exploring the possibilities of graduate school by reviewing through various guides to graduate programs
- Send for catalog information
- Determine application deadlines
- Determine test requirements and dates
- Sign up for tests and take practice tests
- Discuss programs with a career counselor and faculty members

September/October

- Take standardized tests
- Draft a statement of purpose and have it critiqued by several people
- Research financial aid sources, fellowships, and assistantships
- Request recommendations from faculty members

November/December

- Order official transcripts from the Records Office
- Request for transcripts to be mailed to universities
- Final draft of purpose for application
- Mail application
- Apply for fellowships, grants and assistantships

January – March

- Schedule visits and interviews
- Obtain a copy of income tax returns if applying for financial aid
- Complete a new FAFSA

April

- Discuss plans, acceptances and rejections with qualified advisors

RESOURCES

- *Beyond the Ivy Wall: 10 Essential Steps to Graduate School Admission*, by Howard Greene and Robert Minton
- *Jumping Through the Hoops – a Survival Guide to Graduate School*, by Mark Merki and Don Merki
- *The Gourman Report – A Rating of Graduate and Professional Degree Programs in America and International Universities*, by Jack Gourman
- *Peterson's Graduate & Professional Programs Guide*, by Peterson's a division of Thomson Learning, Inc. – online at www.petersons.com