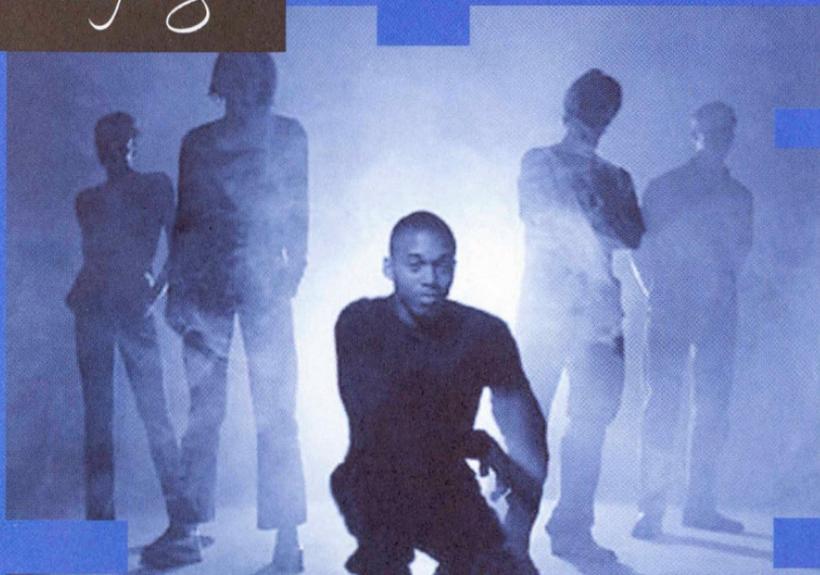


*Finding the
right job...
and keeping it*

Colorado Department of Labor and Employment
Workforce Development Programs



The Job Guide for Youth

The Governor's Summer Job Hunt

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Meet The Real World

Job hunting can be an exciting learning experience. A lot of good information on future career possibilities can come out of this process. You can also learn how companies operate and do business.

The work experience you get now will help you develop a “track record” in the workplace. Your first job may not seem like it has much to do with your career goals—but it does. This is where you demonstrate to employers that you can work in a business environment. Business is different than school and this first job lets you explore your potential.

Your early work experience is an important first step toward everything that lies ahead. But how do you take that first step? *The Job Guide For Youth* walks you through the most important things you need to know about finding the right job and keeping it.

WHERE TO START

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THE JOB APPLICATION

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THE RESUME

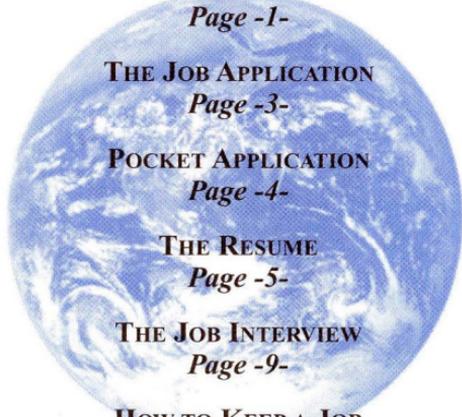
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THE JOB INTERVIEW

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HOW TO KEEP A JOB

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Where to start? Hey, maybe you've already started! What you've accomplished in school is a good way to demonstrate work-related skills and abilities. Each time you work on the computer, research and complete a project in science or write a paper and get it in on time, you're putting forth the serious effort that will help you develop the professional mindset you'll need to succeed in the work world.

Part-time and summer jobs connect you even closer to the real world. The job may not be in your career field, but it's experience and it's helping to build your skill and knowledge base.

Resources...

- ▶ Your local Workforce Center is a great place to start. To find the one nearest you, call toll free: **1-877-450-WORK**
- ▶ Apply directly to a business in which you are interested
- ▶ Job leads from friends, family and neighbors
- ▶ Placement and counseling offices at high school, community colleges and universities
- ▶ The Yellow Pages show you the wide varieties of businesses that are out there. It's a great start for ideas.
- ▶ Newspaper want ads
- ▶ The Internet
- ▶ Federal, state, city and county personnel offices

Attitude

Positive attitudes and negative attitudes are both like magnets: they attract like things. Positive attitudes invite positive results and negative attitudes invite negative results.

Points to remember...

- ▶ Your attitude, the way you think, is like a magnet to others.
- ▶ Your attitude may be the most important thing about you.
- ▶ With a positive attitude, you stand a better chance of doing almost anything (keep trying until you achieve your goal).
- ▶ Enthusiasm is a great attitude.
- ▶ A good attitude will lead to success.
- ▶ Your attitude can determine the direction in which your life goes.
- ▶ Believe in yourself. Believe you can do it.

Tips for an effective job search

- ▶ **Make a “to do” list every day.** Outline daily activities to look for a job.
- ▶ **Apply for jobs early** in the day. This will make a good impression and give you time to complete applications, have interviews, take tests, etc. →
- ▶ Call employers to find out the best times to apply. Some companies take applications only on certain days and at certain times during the week.
- ▶ Write down all employers you contact, the date of your contacts and the people you talked to.
- ▶ Apply at several companies located in the same area, when possible. This saves time and money.
- ▶ Be prepared. Have a “master application” and resumes, pens and job information with you all the time. Who knows when a “hot lead” will come your way?
- ▶ Follow up leads immediately. If you find out about a good job late in the day, call right then! Don’t wait until the next day. You snooze, you lose!
- ▶ Network. Tell everyone you know that you are looking for a job. Stay in touch with friends and contacts. Follow up new leads immediately.
- ▶ Read pamphlets and books on how to get a job.



Employers use a job application to find out about you. Each application form is a bit different, but the type of information needed to complete it is fairly standard. Employers want to know about your:

Personal history—who you are and where you live

Education—school, training, licenses

Work Experience—paid/Volunteer Experience (unpaid)

References—someone who knows you and your work skills

Complete a master application and take it with you when you go job hunting. All of the information you will need is on one page.

Tips for completing a job application:

- ✓ Read over an entire application before you begin writing!
- ✓ Follow the instructions.
- ✓ Print neatly using an ink pen.
- ✓ Do not list “anything” for the employment/position desired. List a job title and add “or a related position.”
- ✓ When listing the salary, be careful not to over-price or under-sell your skills. Write “open,” “negotiable,” or “based on responsibilities.”
- ✓ Fill in every blank. If a question does not apply to you, write “N/A,” which means “not applicable.”
- ✓ Describe your skills and abilities.
- ✓ Be honest and don’t stretch the truth.
- ✓ When you put a start date, make sure that you are available to start on that date.
- ✓ Ask permission before you list someone as a reference. Make sure you have their complete name, address, occupation and telephone number.
- ✓ Double-check the spelling, dates, phone numbers and addresses for accuracy.
- ✓ Sign your application.
- ✓ *Remember*—How you complete a job application shows an employer how well you follow directions and complete important tasks.

Complete the pocket application on the next page. Keep it with you and refer to it when you’re filling out applications.

Personal History

Name: _____

Street Address: _____

City/State/Zip: _____

Home Phone: _____ Pager/Cell Phone: _____

Social Security #: _____ Driver's License: _____

Education

School Name and Address: _____

Attended From: _____ To: _____ Year Graduated: _____

Course/Degree: _____

Tools, Equipment, Machines and/or Software Operated: _____

Other Training or Certificates: _____

Previous Employment/Volunteer Experience

Company Name and Address: _____

Employed From: _____ To: _____ Wage/Salary: _____

Job Title: _____

Company Name and Address: _____

Employed From: _____ To: _____ Wage/Salary: _____

Job Title: _____

References

(get permission before listing anyone as a reference)

Name: _____ Occupation: _____

Address: _____ Phone: _____

Name: _____ Occupation: _____

Address: _____ Phone: _____

Name: _____ Occupation: _____

Address: _____ Phone: _____

The application form doesn't give you much opportunity to shine. It's simply a form the employer uses to manage the applicant pool. The resume, however, is *your* opportunity. It's a tool with one specific purpose: to win an interview. Think of it as an advertisement, nothing more, nothing less.

A great resume doesn't just tell them what you have done. Like all effective advertising, it makes a pitch. It presents you in the best light. It convinces the employer that you have what it takes to be successful in this new position or career. It should be pleasing to the eye so that the reader is enticed to pick up and read it. It should stimulate interest in meeting you and learning more about you. It should inspire the prospective employer to pick up the phone and ask you to come in for an interview.

The fact is, most people buy the product that is advertised most effectively. You have to learn how to write powerful, but subtle advertising copy. And the product you're selling is one in which you have large personal investment: *you*. That doesn't mean your resume is to be all flash and no substance. You don't have to do a hard sell or make any claims that are not absolutely true. You *do* need to get over your modesty and unwillingness to toot your own horn.

General Rules for Writing a Resume

- ▶ Limit your resume to one or two 8½" x 11" pages.
- ▶ Don't use "I" or "my."
- ▶ Write out numbers between one and nine, but use numerals for all numbers 10 and above. If you begin a sentence with a number, write it out.
- ▶ Don't include personal information (marital status, social security number, religion, age, height or weight).
- ▶ Be clear and concise in your descriptions.
- ▶ Don't use abbreviations or acronyms.
- ▶ Check for periods at the end of full sentences, be consistent with your punctuation and don't use exclamation points.
- ▶ Use spell check but remember that spell check doesn't catch everything.
- ▶ Use jargon and terms specific to the industry in your resume.
- ▶ Don't overcrowd your resume.

Action Words—Use in a traditional resume

Adapted	Conducted	Developed
Generated	Sold	Adjusted
Constructed	Directed	Modified
Solved	Arranged	Controlled
Drafted	Handled	Organized
Supervised	Assembled	Coordinated
Educated	Helped	Prepared
Taught	Assisted	Copied
Established	Hired	Presented
Trained	Balanced	Corrected
Evaluated	Identified	Recorded
Updated	Built	Created
Examined	Improved	Reduced
Verified	Calculated	Defined
Expanded	Increased	Saved
Wrote	Determined	Managed

Keywords—Use in a scannable resume

- ▶ Compile a list of keywords that apply to your particular job title and job responsibilities.
- ▶ Your goal should be to develop a list of 50–100 keywords.
- ▶ Gather want ads and job descriptions for jobs you want from your local newspaper and find the nouns and noun phrases.
- ▶ Look for keywords in the telephone yellow pages.
- ▶ Identify the top skills, keywords and industry “buzz words” that employers may sort resumes by.

Resumes—Why You Really Need Two

Technology is rapidly changing the job-hunting rules. A traditional resume is still an important tool, but the number of employers using scanners to select applicant pools is growing. It is common for traditional resumes and those sent via e-mail to be scanned and searched for keywords by a computer. This creates a problem because traditional resumes are written using action words (verbs) and keywords are usually nouns or noun phrases. Since the computer selects an applicant pool based on the number of keyword “hits,” a traditional resume may not make it through the first cut.

To be competitive in the world of work, you will need two resumes, a **traditional and a scannable resume**. Use the following information to design both.

	traditional	scannable
Heading —The heading includes personal information that tells an employer who you are and where to find you.	Yes	Yes
Summary —Write your summary using keywords that directly relate to the position you want.	No	Yes
Job Objective —Include this section only if you are applying for a specific job. List the position name, job title and a job description.	Yes	Yes
Personal and Professional Skills and Abilities —Emphasize your strengths using action words (verbs) in order of relevance from the most to the least by listing your skills and abilities that relate to the requirements of the job you are seeking. Consider expressing a willingness to accept difficult conditions, like working evenings and/or weekends.	Yes	No
Work History —List your work history in chronological order and include full-time, part-time and temporary employment. You may also include any volunteer work you have done.	Yes	Yes
Honors, Awards and Extracurricular Activities —List any honors or awards you have received. You may also include the names of clubs, teams or organizations of which you are a member.	Yes	Yes
Education —List your education in chronological order.	Yes	Yes
References —It is not necessary to include this section. It is understood that references are “available upon request.”	No	No

Guidelines for Electronic and Scanned Resumes:

- ▶ Use left justification for the entire document.
- ▶ Use a sans serif font like Arial or Optima in size of 10 to 14.
- ▶ Avoid tabs.
- ▶ Avoid hard returns whenever possible.
- ▶ Avoid italic text, script, underlining, graphics, bold and shading.
- ▶ Avoid horizontal and vertical lines.
- ▶ Avoid parentheses and brackets.
- ▶ Avoid compressed lines of print.
- ▶ Avoid faxed copies that can become fuzzy.

Ten Tips For Writing a Great Resume:

- ❶ Use job titles and skill headings that relate to and match the job you want.
- ❷ Make your resume attractive and easy to read. Design it in a way that employers can quickly find the most important information about your work experience, skills and education.
- ❸ Even more important than design is content. Use concise sentences and keep it short (1 or 2 pages is best). Proofread the master copy carefully and have someone else proofread it too.
- ❹ Analyze the want ads and job descriptions to identify keywords that will make your resume stronger and more effective.
- ❺ Employers are looking for people with good interpersonal skills. Refer to your communication skills and your ability to work well with others.
- ❻ Stress your achievements. In addition to outlining your skills, show the employer how you've used those skills to get results. Identify accomplishments!
- ❼ Your resume is an "advertisement" for yourself. Remember, you're selling your talents. Don't sell yourself short!
- ❽ Prioritize the content of your resume. Put the most important and relevant information first.
- ❾ Tweak your resume and cover letter to personalize it as much as possible for the employer you have targeted for a job.
- ❿ Don't include irrelevant information such as age, weight, height, etc.

Your job application and resume got you this far. Now, more than ever, it's important to make a good impression. Begin by doing a little homework so you're prepared for the interview. The more you know about the company and the job you are applying for, the better you will appear in the interview. Find out as much information as you can about the company and what it does. Equally important, but sometimes overlooked, is simply knowing the location of the interview and how to get there.

Preparing for the Job Interview

Your job application and resume got you this far. Now, more than ever, it's important to make a good impression. Begin by doing a little homework so you're prepared for the interview.

- ▶ Find out what the company does. Does it make or sell a product, provide a service, or have another purpose? Has the company been featured recently in the newspaper or on TV and for what reason? The more you know about the company, the better you will appear in the interview.
- ▶ Find out as much as you can about the job you are applying for. Talk to someone in the company's human resources office, or someone you know personally who has held a similar job, to learn about duties and working conditions.
- ▶ Know the location of the company and how to get there. Plan your transportation and give yourself enough time to arrive at least 10–15 minutes before the interview. You need to allow the extra time for unexpected delays.
- ▶ Prepare your interview materials before you leave for the interview. Bring several copies of your resume and a list of references.

Grooming

Dress appropriately for the interview. You will be judged in some respects by what you wear and how you present yourself.

- ▶ Clean face, hands and nails?
- ▶ Clean hair, combed?
- ▶ Clean, pressed clothing?
- ▶ Teeth brushed?
- ▶ Deodorant used?
- ▶ Shoes clean and appropriate?
- ▶ Sunglasses put away?
- ▶ Good posture?

Where to get some of the papers you may need for a job interview

You May Need	When Needed	How & Where to get it	Issued by
SOCIAL SECURITY CARD	Before you can apply for a job	Apply at your local Social Security Office	U.S. Social Security Administration (main office)
BIRTH CERTIFICATE	If required by employer to prove age	Contact health department of county or state where you were born	Health department of county where you were born or your state's vital records department
AGE CERTIFICATE (Colorado does not have a work permit)	If you're under 18. If you're under 16 you'll need a job offer first	Go to principal's office and/or county school board office or school counselor	Through local junior/middle/high schools
DRIVER'S LICENSE OR STATE ID	For identification purposes	If you're 16 or over, apply at your local driver's license office	Colorado Department of Revenue, Driver's License Division
STUDENT ID CARD	If required to prove that you are a student	Ask in the school office	Your school

Do...

- ▶ Dress like other people who work at the company.
- ▶ Go to the interview alone.
- ▶ Be on time or a few minutes early.
- ▶ Shake hands with the interviewer and smile.
- ▶ Be yourself and be honest.
- ▶ Listen carefully to what the interviewer is saying.
- ▶ Take time to collect your thoughts before answering questions.
- ▶ Speak clearly and use good grammar.
- ▶ Talk about the skills you have developed that will help you do the job.
- ▶ Be prepared to ask questions.
- ▶ At the end of the interview, thank the interviewer, shake hands and ask when you might hear from him/her.

Don't...

- ▶ Wear a T-shirt with words on it.
- ▶ Wear a hat, jeans that are too tight or baggy, shorts or a baseball cap.
- ▶ Cross your legs, fold your arms or touch your face. These body language signals could indicate a negative attitude, boredom or doubt.
- ▶ Try too hard.
- ▶ Speak about a former employer in negative terms.
- ▶ Loose your cool.
- ▶ Smoke or chew anything.
- ▶ Wear excessive jewelry, including rings/bars in your tongue, eyebrow, nose and/or lip.
- ▶ Ask about salary, vacations, or promotions until after you receive a job offer.
- ▶ Hang around after the interview is over.

Nervous?

- ▶ Before the interview, think about the questions you might be asked and how you will answer. Mentally rehearse the interview from start to finish.
- ▶ Practice answering questions that employers might ask you in front of a mirror.
- ▶ During the interview, just listen for the first few minutes and use the time to relax.
- ▶ If it makes you feel more comfortable, tell the interviewer you're nervous. It can help to break the ice.

Questions you might be asked:

▶ **Tell me about yourself.**

You don't have to present your autobiography. Briefly describe your school work and any previous jobs you may have held. Tell the interviewer how you could be an asset to the company and why you would like to work there.

▶ **Why do you want to work here?**

Few questions are more important than this one! Answering, "I don't know," "I need the money," will tell the interviewer you don't really care about the job. This is the time to show the interviewer your interest in the company and to talk about your skills and how they would benefit the company.

▶ **What is your major weakness?**

This question comes up in many job interviews—and it can throw you if you're not prepared. When you want to discuss your strengths, how do you talk about your weaknesses? You do it by turning a weakness into a strength. For instance, "I sometimes worry too much about my work and I can be a perfectionist," or "I don't have a lot of experience yet—but I want to learn."

▶ **What have I forgotten to ask?**

Use this as an opportunity to summarize your strengths and your desire to work for the company. Make it clear that you understand the job requirements and that you can succeed.

**Here are a few other questions you might be asked.
Consider what your answer would be for each one.**

- ▶ What is important to you in a job?
- ▶ Have you thought about what you would like to do as a career?
- ▶ What hours can you work?
- ▶ What are your favorite classes/activities at school?
- ▶ What qualities do you find important in a coworker?

Questions you might ask the interviewer:

- ▶ What kind of person are you looking for?
- ▶ What are the job duties?
- ▶ Who would be my supervisor?
- ▶ What qualities are you looking for in new hires?
- ▶ What is the next step in the hiring process?

After the interview

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

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

If you plan carefully and stay motivated, you can get a job that uses your skills and pays you well. Make a list of specific ways you can improve your next interview. Remember, practice makes perfect. The more you interview, the better you will get.

And remember: a thank you note to the employer or interviewer might sway them in your favor!

How to keep a job

Okay, you got the job. Congratulations! Now here are some tips on how to do well in the work so you're sure to keep it.

- ▶ Your first responsibility is to be on time.
- ▶ Work hard and complete your assignments to the best of your ability. It's up to you to show your worth.
- ▶ Listen carefully to instructions and ask questions if you don't understand.
- ▶ Keep your eyes and ears open. Watch and learn how things operate and then follow the rules.
- ▶ Show initiative and don't always wait for someone to tell you what to do. Before you start looking for something else to do, make sure you have finished your assigned tasks.
- ▶ Keep a positive attitude.
- ▶ Show respect to your supervisor and be polite to those around you.
- ▶ Be willing to accept constructive criticism. When you make a mistake, acknowledge it, take it seriously, and correct it as soon as possible. Show that you can learn from your mistakes.

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MAY 2011

**Additional information may be accessed through the Summer Job Hunt Website:
www.colorado.gov/cdle/youth**