

SmartStart


Your Guide to Finding and Keeping a Job

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What do Utah jobs pay?

Get Started Now!

Planning and preparation are keys to a successful career—take the time and effort to plan accordingly!

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Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities by calling 801-526-9240. Individuals with speech or hearing impairments may call the Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162.

Introduction

You will likely have 10–12 jobs and several careers throughout your life. Don't worry if your first job isn't your dream job. It's important to get started to gain experience and skills that will translate into a satisfying career.



Finding a job can be overwhelming. The most important thing you can do is start now. Take it one step at a time, working toward something you enjoy.

1. Have a plan

For an effective job search, make a written plan. You won't know all the steps at first, and you will revise your plan as you go. What kind of work, schedule, career and pay are you looking for? Look for opportunities that will help you meet your goals.

Write down both long- and short-term goals. For example, writing a career objective is a long-term goal, whereas submitting your resume to two companies today is a short-term goal. Set goals that are SMART:

- S**pecific
- M**easurable
- A**ttainable
- R**ealistic
- T**rackable

Break your big goals into small goals and steps. Tackle one at a time, and write down your achievements to see what you have accomplished.

2. Treat your job search as a full-time job

You are your own boss in your job search. If you can't seem to motivate yourself, have a friend check in with

you regularly. Follow a consistent schedule and stay organized. Wake up early and be ready for business. Apply for jobs early in the morning, follow up on leads immediately and make a to-do list each night. Keep detailed notes on contacts for later reference.

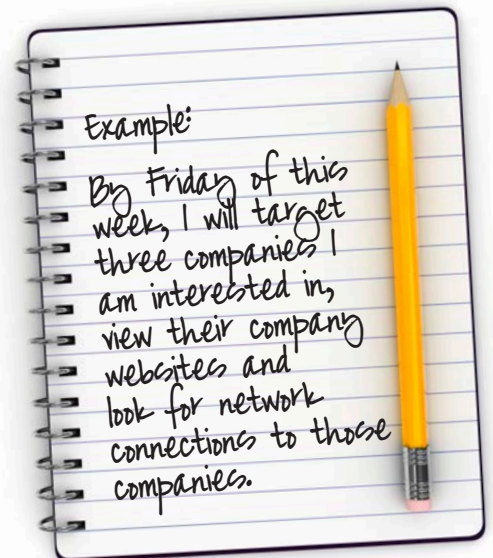
Explore all options, including the job outlook, training and education requirements, and wages. Look for education and training that might help you achieve your goals.

3. Don't give up

Being told “no” is a part of job hunting. You may receive several “no’s” before you get a “yes,” even if you are qualified. Employers do not always select the most qualified candidate. Keep these “rejections” in proper perspective; learn from them and make adjustments. Most importantly, do not take “no’s” personally.

4. Take care of yourself

A little recreation is just as important for health and happiness as eating right. Physical exercise is especially important to help cope with stress and strong emotions, so make time during your job search. Always focus on the positive when talking to acquaintances and job contacts. People are more willing to help when you are optimistic. Good luck!



Smart Goals:



- S**pecific
- M**easurable
- A**ttainable
- R**ealistic
- T**rackable

Choosing Your Career

“Choose a job you love and you’ll never have to work a day in your life.” — Confucius



Choose a Career that Works for You

Planning and preparation are keys to a successful career. Taking time and effort to plan your career will help you choose something that you’ll enjoy. Here are steps to get started:

1. **Get to know yourself.** Self-assessment begins by gathering information about you. You need to understand your personality type and preferences, know your interests and hobbies and identify your skills, talents and accomplishments:
Utahfutures.org and mynextmove.org are excellent online tools that feature user-friendly assessments to identify career options that may prove to be satisfying and rewarding.
2. **Explore your options.** Research the career options from your self-assessment. To see the job outlook, education and training requirements, and wage information, as well as information about different careers, look at jobs.utah.gov, oneline.org and utahfutures.org. Utahfutures features career videos and employer profiles for many Utah companies. You can also conduct informational interviews, job shadow and network to find out more about different careers.
3. **Clarify your values and prioritize your needs.** What are you looking for in a job and, ultimately, your career? A certain schedule and hours? A family-friendly employer? A specific pay rate with benefits? List these things in order of importance. Determine which ones are non-negotiable to you. Understand that in order to have one thing, you may have to sacrifice another.
4. **Plan your action and act on your plan.** Commit to do one career-building task every week, such as growing your professional network, increasing your skills, talking to others about potential opportunities and learning more about your industry. Set daily goals, keep track of your progress and create a system of people and resources that support you and your career goals.



To-Do List:

- Take the time to plan your career and future
- Get the facts about which careers are in demand, what they pay and more
- Find a career that matches your interests

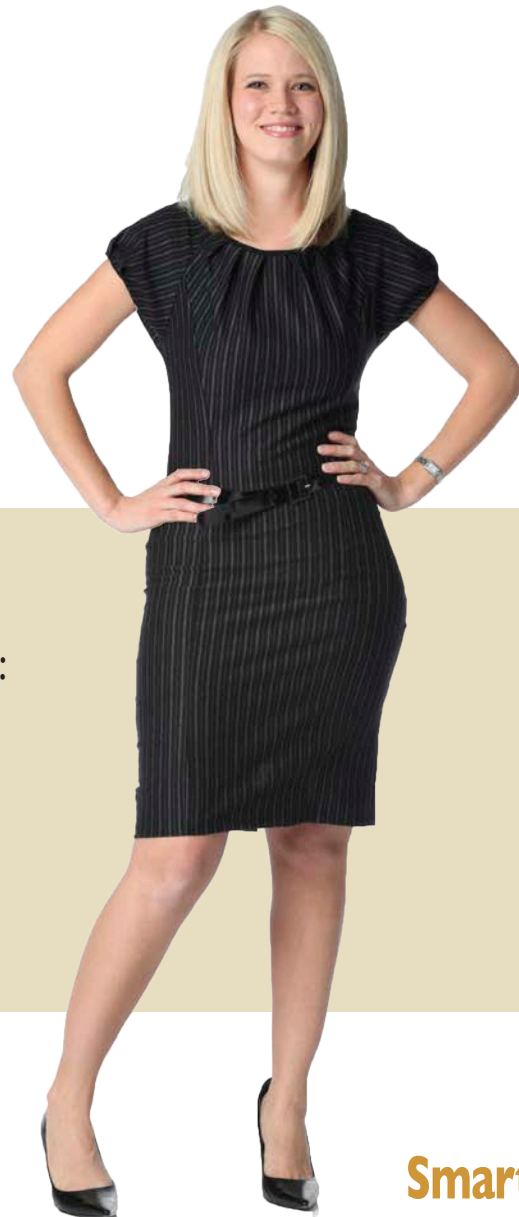
5. **Gain practical experience related to the career you want.**

- Select a job that offers skill development, knowledge and experience that support your career goals.
- Pursue education and training to move toward your career goal.
- Find a job with a company that offers tuition reimbursement.
- Gain experience by volunteering, participating in an internship or participating in on-the-job training and apprenticeship opportunities.
- Join an association in your career field.

6. **Track your progress.** Take time to reflect and assess your career direction. Write down daily achievements in a notebook, in a day planner, on a calendar or in a journal. Reread your notes periodically to see your accomplishments and evaluate your progress. Ultimately, you want a balance between your lifestyle and your career. When evaluating your progress, make sure you've included everything that might be useful in choosing a career that works for you.

7. **Take responsibility for your own career.**

Shape your career; don't let it shape you. Decide what you want a career to be, and watch for opportunities to reach your goals. True, you take on roles assigned by your employers, but you can also make roles for yourself that advance your career. Be on the lookout and seize opportunities that help you get where you want to go. Taking the time now to plan and prepare will pay off in the future.



Resources to help you choose a career:

- utahfutures.org
- jobs.utah.gov/jobseeker
- onetonline.org
- mynextmove.org

Get the Facts to Help You Make Career Decisions

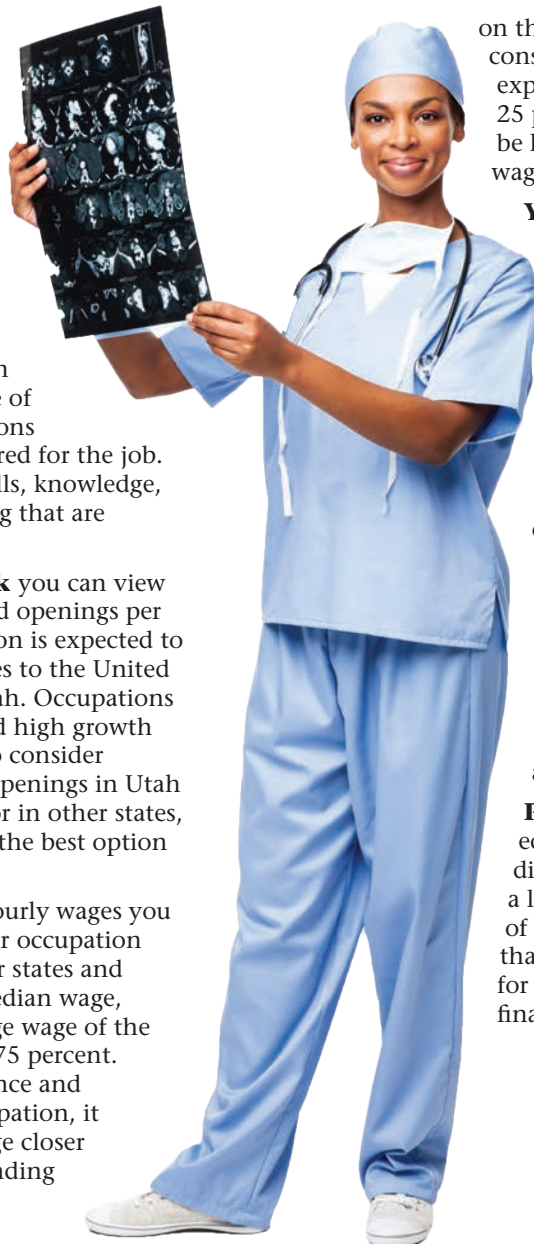
Visit jobs.utah.gov or utahfutures.org to learn about available jobs, education, training and skills. UtahFutures allows you to create your own profile and save important information as you explore different careers.

Search for occupations you are interested in and view the following information:

An overview of the occupation helps you understand what type of work activities, working conditions and physical demands are required for the job. You can also learn about the skills, knowledge, licensing, education and training that are generally required.

On the employment outlook you can view job growth and average expected openings per year in Utah that each occupation is expected to have and compare these averages to the United States and local areas within Utah. Occupations with many annual openings and high growth rates are jobs you might want to consider pursuing. Some jobs show few openings in Utah but many openings nationally or in other states, which means moving might be the best option to find work in a specific field.

Wages information shows hourly wages you can expect to earn in a particular occupation in the United States, Utah, other states and local areas. You can view the median wage, the average wage and the average wage of the bottom 25 percent and the top 75 percent. If you don't have much experience and background in a particular occupation, it is likely that you will earn a wage closer to the bottom 25 percent, depending



on the geographic area. If you have considerable experience, you can expect to earn more than the bottom 25 percent. This wage information can be helpful in negotiating a starting wage when you are offered a job.

You can find related occupations if you are in the process of making career decisions but are not familiar with all of the types of jobs available. This information is also helpful if you want to move to a new job but are not sure where you can transfer your skills. Search military occupations at mynextmove.org to find military occupations that match the job you are researching.

Utah job openings provides a current list of job openings from the Department of Workforce Services. Employers usually post their own jobs, so requirements and pay vary. You can immediately apply for jobs if you are ready.

Programs of study is a list of education and training programs directly linked to an occupation plus a list of other appropriate programs of study. You can find Utah schools that provide education and training for a specific occupation and ways to finance your education.



Assess Your Interests

Interest Profiler: If you need help assessing your interests, take the short assessment on the interest profiler at mynextmove.org/explore/ip. This assessment uses the Holland Codes to ask questions about your interests to help you identify which work personality you might have and related occupations.

The Holland Codes is a system that classifies jobs into job categories, interest clusters or work personality environments. In the Holland Model, these categories represent work personalities.

The work personalities are:

- **Realistic** people are usually assertive and competitive and are interested in activities requiring motor coordination, skill and strength. People with a realistic orientation usually prefer to work a problem through by doing something rather than talking about it or sitting and thinking about it. They like concrete approaches to problem-solving rather than abstract theory. They tend to be interested in scientific or mechanical rather than cultural and aesthetic areas. They like to work with *things*.
- **Investigative** people like to think and observe rather than act, to organize and understand information rather than to persuade. They tend to prefer individual rather than people-oriented activities. They like to work with *data*.
- **Artistic** people are usually creative, open, inventive, original, perceptive, sensitive, independent and emotional. They do not like structure and rules, like tasks involving people or physical skills, and are more likely to express their emotions than others. They like to think, organize and understand artistic and cultural areas. They like to work with *ideas and things*.
- **Social** people seem to satisfy their needs in teaching or helping situations. They are different than R and I types because they are drawn more to seek close relationships with other people and are less apt to want to be really intellectual or physical. They like to work with *people*.
- **Enterprising** people are good talkers and use this skill to lead or persuade others. They also value reputation, power, money and status, and will usually go after it. They like to work with *people and data*.
- **Conventional** people like rules and regulations and emphasize self-control. They like structure and order and dislike unstructured or unclear work and interpersonal situations. They place value on reputation, power or status. They like to work with *data*.

Assessments using Holland Personality Styles link vocational interests to job families. Assessments use a two- or three-letter RIASEC or Holland Code. Different assessments provide information on the relationship between job personalities and key characteristics, college majors, hobbies, abilities and related careers.

Reference: John Holland (1985) *Making Vocational Choices* (2nd ed.) Odessa, FL.: Psychological Assessment Resources, Inc.

Developing Your Workplace Skills

Do your skills and experience match what employers are seeking? Skills can be learned in a variety of settings: employment, life experience, education, hobbies and volunteering. You will need to identify your skills as they relate to specific jobs.



Identify Your Transferable Skills

Transferable skills are skills you have obtained that are relevant or transferable to a specific position. Once you have identified your transferable skills, you can develop them into skill statements that you can use in an interview to show employers that you meet their job qualifications. A transferable skill statement gives a description of the skill, an example of a time in your work, home or education when you used the skill, and a statement that connects your skill to the job for which you are applying. Review the examples and develop your own transferable skill statements.

Transferable Skill Statement Examples

SKILL STATEMENT 1— Budget money: “I can keep financial records.”

Example: “As a full-time homemaker, I handled all of the family money, including savings and checking, without ever bouncing a check or failing to pay a bill on time.”

Connection: “If I could handle the family finances so well for twenty years while taking care of all of the other household chores, I will be a good account clerk for you.”

SKILL STATEMENT 2 — Organize tasks: “I am a well-organized person.”

Example: “At my last job I received assignments from multiple people, so I had to organize my time and prioritize to satisfy everyone.”

Connection: “If I could handle that confusion, I can deal with the organizational demands of this job.”

SKILL STATEMENT 3 — Explain: “I can explain information clearly.”

Example: “Whenever anyone at work had trouble understanding a procedure, they came to me for an explanation.”

Connection: “I learn quickly, train new workers and help others.”

Other Resources: onetonline.org

Type in an occupation in the **Occupation Quick Search** box. Choose the occupation that most relates to your position. Scan through the skills list and select those skills that relate to you.



To-Do List:

- Identify your transferable skills, soft skills and job skills
- Create a master skills list and match your skills to what employers want
- Transfer your military experience to employment
- Use the resources available to you on utahfutures.org to find a job and start your career
- Use the worksheets included at the end of this section

Identify Your Soft Skills

Soft skills are employment traits that help an employer decide if your temperament suits a particular job. They are clues to how well you might adapt and problem solve. Soft skills can include problem-solving, organization, time management, teamwork and communication.

Problem-Solving

Employers value employees who can effectively solve problems by finding the best course of action to take in any given situation. The process includes identifying the problem without demonstrating strong emotions or opinions, asking for input from others and being open to different solutions. Being an effective and positive problem-solver shows that you are proactive and care about the company.

Organization

Being organized helps you work efficiently and effectively. Keep your work area neat and orderly, create a schedule for appointments, use electronic folders on your computer and compile a list of tasks and deadlines to review daily.

Time Management

Time management helps you maximize your daily accomplishments and keep the company productive and profitable. Time management involves prioritizing your workload, organizing information, not procrastinating and being a self-starter.

Teamwork

Effective teamwork in the workplace benefits the organization by increasing productivity and morale.

To be a successful team player, support others in your workplace and help them accomplish their goals. You must cooperate, communicate, collaborate and compromise with co-workers to get a job done.

Communication

Communicating effectively at work allows you to share information and build relationships through speaking, writing and listening. Effective communication promotes understanding and cooperation and makes a workplace more productive and respectful.

Practice developing active listening skills to help you avoid conflict and misunderstanding:

- Look the speaker in the eye
- Acknowledge the speaker's comments through body language
- Ask specific questions
- Do not interrupt
- Restate the information in a new way to show understanding
- Concentrate and avoid fidgeting
- Take notes
- Do not talk to others or exchange notes
- Follow up

You will be more effective if you are able to **communicate** clearly with others:

- Pronounce words clearly
- Be brief
- Use a pleasant voice
- Engage the listener
- Adjust your volume
- Show appropriate enthusiasm with tone and pitch
- Use proper grammar
- Match body language to comments

Effective **written communication** is important whether your job involves extensive writing or simple email correspondence:

- Organize the message
- Emphasize important points
- Write what you mean
- Use simple language
- Keep a professional tone
- Edit and revise
- Use easy-to-read formats
- Ask co-workers to proofread

Identify Your Job Skills

Job skills are specific abilities related to a job or occupation, often listed in combination with transferrable skills and workplace behaviors in an employer's job posting.

Job skills are related to job-specific certifications or licenses, tools and tasks. Each industry tends to have its own vocabulary for required skills. For example, a truck driver has to have a Class A CDL. Other examples include proficiency with QuickBooks, Microsoft Excel or OSHA or having a Pharmacy Technician License.

Here is an example of the job skills required for a certified nursing assistant:

"As a CNA, you will provide assistive health care services to patients, including feeding, bathing, dressing, grooming, oral hygiene and other daily living skills. You will take and record temperature, blood pressure, pulse and respiration rates. You must possess a CNA certificate."

If you do not meet the employer's requirements, move on to the next job. Focus your efforts where you fit the best. You don't want to waste your time or an employer's time.

Create a Master Skills List

Develop a master skills list based on those skills you identified, and use it during the following:

- Searching for jobs
- Writing resumes
- Writing cover letters
- Completing applications
- Networking
- Interviewing

Match Your Skills to What Employers Want

To identify the skills an employer requires, carefully read their job announcement and highlight skills and keywords. Take note of the employer's requests, such as work hours, physical requirements, work location, education, job skills, transferable skills and workplace behaviors. Pay attention to skills that are required or preferred, and emphasize them in your resume and cover letter and during the interview. Talk to people who are currently working in your desired field and ask them what it takes to be successful.

Examples of matching your skills to what employers want:

- Retail associate seeking preschool teacher position:
“As a sales associate in a retail store I successfully handled customers’ daily needs and received employee of the month acknowledgements more often than any other sales associate. I had to be a patient and diplomatic problem-solver, skills that would make me a good teacher. My experience with creatively and patiently solving problems will help me to be an effective preschool teacher at your school.”
- Telemarketing agent seeking position in hotel management:
“My work as a telemarketer required me to communicate with a diverse array of people, including some who presented challenges. I refined my communication skills to effectively solve problems and provide customer satisfaction. Communication, problem-solving and decision-making are exactly the skills that are vital to effective hotel management, and I am eager to apply my talents at your hotel.”

★ Translate Your Military Experience

If you have served in the military, you need to translate your skills and experience into terms that a civilian employer will understand. Visit the O*NET Military Crosswalk at onetonline.org/crosswalk or My Next Move for Veterans at mynextmove.org/vets/.

These resources allow you to enter your military occupational classification and match it to standard job titles and descriptions.

Top Five Skills/Attributes Employers Want

1. Leadership
2. Ability to work in a team
3. Communication skills (written)
4. Problem-solving skills
5. Strong work ethic

Other skills you might have:

Along with the skills you used in previous jobs, you may have developed job skills through education, hobbies, community activities and life experiences. Common activities such as shopping, managing finances, balancing a bank account, hosting a party and teaching a child contain potential job skills.

For example, if you are a homemaker, your skills may include being able to manage budgets, to multi-task, to teach or to train others and having knowledge in human development. If you play basketball, your skills may include interacting well with others (being a team player) or directing others (calling plays, coaching, etc.)



National Association of Colleges and Employers, Job Outlook Survey 2015.

Use Your Resources

For help identifying skills, go to utahfutures.org. Select your occupation under the **Occupation and Jobs** section and then select **Skills and Abilities** for a list of skills. For example, if you look up auto mechanic you will find that workers in this job should have strong communication skills; reasoning and problem-solving skills; math and science skills; the ability to manage oneself, people, time and things; the ability to work with people; the ability to work with things; and the ability to perceive and visualize. These are skills that are valued in many types of jobs.

Another helpful resource is the website mynextmove.org. You can enter a keyword describing the work you are interested in and the system provides a list of related jobs that usually require that skill.

There are many other helpful resources that can help you identify your applicable job skills. On jobs.utah.gov you can access employment services and become part of our online job-matching system.

You can also visit the following sites:

- jobs.utah.gov
- onetonline.org
- myskillsmyfuture.org
- mynextmove.org
- utahfutures.org
- military.com/veteran-jobs/skills-translator
- careeronestop.org
- careerinfonet.org

Show vs. Tell

On Your Resume:

Tell — Possess teamwork skills.

Show — Provided training to over 100 new staff by involving them in important company projects, creating a better sense of teamwork.

During Your Interview:

Tell — I am very good with computers.

Show — In my last position, I created a database for management to track inventory costs. The system was easy and efficient and cut administrative costs by 65 percent.





Employment Skills Checklist

In order to determine what jobs you can apply for, you need to know if you have the skills and experience that match what an employer is looking for in an employee. Skills and experience can be learned in a variety of settings, including employment, education, hobbies and volunteering. This section will help you identify your transferable skills, soft skills and job content skills as they relate to applying for jobs.

Transferable Skills

Review this list of transferable skills and check all the skills you have.

Remember: skills can be learned in a variety of settings, including employment, education, hobbies and volunteering.

- | | | | |
|--|---|--|---|
| <input type="checkbox"/> act or perform | <input type="checkbox"/> consult with others | <input type="checkbox"/> explore | <input type="checkbox"/> inventory |
| <input type="checkbox"/> adapt to situations | <input type="checkbox"/> contact others | <input type="checkbox"/> facilitate meetings | <input type="checkbox"/> investigate |
| <input type="checkbox"/> advise | <input type="checkbox"/> control costs | <input type="checkbox"/> file records | <input type="checkbox"/> lead |
| <input type="checkbox"/> analyze data | <input type="checkbox"/> control people | <input type="checkbox"/> find information | <input type="checkbox"/> learn quickly |
| <input type="checkbox"/> anticipate problems | <input type="checkbox"/> control situations | <input type="checkbox"/> fix or repair | <input type="checkbox"/> lift |
| <input type="checkbox"/> appraise service | <input type="checkbox"/> converse with others | <input type="checkbox"/> follow directions | <input type="checkbox"/> listen |
| <input type="checkbox"/> arrange functions | <input type="checkbox"/> coordinate activities | <input type="checkbox"/> follow through | <input type="checkbox"/> locate information |
| <input type="checkbox"/> assemble products | <input type="checkbox"/> copy information | <input type="checkbox"/> fundraising | <input type="checkbox"/> make decisions |
| <input type="checkbox"/> assess situations | <input type="checkbox"/> correspond with others | <input type="checkbox"/> gather information | <input type="checkbox"/> manage a business |
| <input type="checkbox"/> audit records | <input type="checkbox"/> create | <input type="checkbox"/> gather materials | <input type="checkbox"/> manage people |
| <input type="checkbox"/> be detail-oriented | <input type="checkbox"/> delegate | <input type="checkbox"/> give customer service | <input type="checkbox"/> manage projects |
| <input type="checkbox"/> be precise | <input type="checkbox"/> develop | <input type="checkbox"/> guide or lead | <input type="checkbox"/> measure boundaries |
| <input type="checkbox"/> be responsible | <input type="checkbox"/> develop policy | <input type="checkbox"/> handle complaints | <input type="checkbox"/> mediate problems |
| <input type="checkbox"/> budget money | <input type="checkbox"/> direct others | <input type="checkbox"/> handle equipment | <input type="checkbox"/> meet deadlines |
| <input type="checkbox"/> buy products or services | <input type="checkbox"/> dispense information | <input type="checkbox"/> handle money | <input type="checkbox"/> meet the public |
| <input type="checkbox"/> calculate numbers | <input type="checkbox"/> distribute | <input type="checkbox"/> handle public relations | <input type="checkbox"/> memorize information |
| <input type="checkbox"/> chart information | <input type="checkbox"/> draft | <input type="checkbox"/> help | <input type="checkbox"/> mentor others |
| <input type="checkbox"/> check for accuracy | <input type="checkbox"/> drive | <input type="checkbox"/> identify solutions | <input type="checkbox"/> monitor progress |
| <input type="checkbox"/> classify information | <input type="checkbox"/> edit | <input type="checkbox"/> illustrate | <input type="checkbox"/> motivate others |
| <input type="checkbox"/> collect money | <input type="checkbox"/> encourage | <input type="checkbox"/> implement | <input type="checkbox"/> move materials |
| <input type="checkbox"/> communicate | <input type="checkbox"/> enforce | <input type="checkbox"/> improve | <input type="checkbox"/> negotiate |
| <input type="checkbox"/> compare data | <input type="checkbox"/> estimate | <input type="checkbox"/> improvise | <input type="checkbox"/> nurture |
| <input type="checkbox"/> compile statistics | <input type="checkbox"/> evaluate | <input type="checkbox"/> inform | <input type="checkbox"/> observe |
| <input type="checkbox"/> complete data entry | <input type="checkbox"/> examine | <input type="checkbox"/> initiate actions | <input type="checkbox"/> operate equipment |
| <input type="checkbox"/> compose technical writing | <input type="checkbox"/> exchange | <input type="checkbox"/> inspect products | <input type="checkbox"/> order goods/supplies |
| <input type="checkbox"/> compute data | <input type="checkbox"/> exhibit | <input type="checkbox"/> install | <input type="checkbox"/> organize data |
| <input type="checkbox"/> conceptualize | <input type="checkbox"/> expand | <input type="checkbox"/> instruct | <input type="checkbox"/> organize people |
| <input type="checkbox"/> confront others | <input type="checkbox"/> expedite | <input type="checkbox"/> interpret data | <input type="checkbox"/> organize tasks |
| <input type="checkbox"/> construct buildings | <input type="checkbox"/> explain | <input type="checkbox"/> interview | <input type="checkbox"/> own/operate business |

(continued)

Download this form at jobs.utah.gov/jobseeker/oltools/transferableskills.pdf

Developing Your Workplace Skills

Transferable Skills (continued)

- perceive needs
- persuade others
- plan
- prepare materials
- process information
- process materials
- program
- promote
- recommend
- recruit
- reduce costs
- refer people
- rehabilitate people
- remember information
- report information
- research
- resolve problems
- retrieve information
- review
- schedule
- sell
- set goals or objectives
- signal
- solve problems
- speak in public
- supervise
- support
- survey
- tabulate
- take instructions
- think ahead
- think logically
- track
- track information
- train or teach
- translate
- travel
- troubleshoot
- type
- understand
- unite people
- update information
- upgrade
- use hand/eye coordination
- use words correctly
- verify
- visit
- visualize
- volunteer
- work quickly
- write procedures
- write promotional material
- write proposals
- write reports

Soft Skills

Soft skills are employment traits that help an employer decide if your temperament suits a particular job. They are clues to how well you might adapt and problem solve. Soft skills can include time management, honesty, punctuality, efficiency, physical strength and motivation. Review this list of soft skills and check all the skills you have.

- ambitious
- assertive
- capable
- competent
- creative
- decisive
- discreet
- eager
- efficient
- energetic
- enthusiastic
- flexible and adaptable
- friendly
- good attendance
- good communication
- hard-working
- helpful
- humorous
- methodical
- modest
- open-minded
- optimistic
- organized
- original
- patient
- persistent
- positive attitude
- practical
- problem-solving skills
- reliable
- resourceful
- results-oriented
- self-confident
- sincere
- strong work ethic
- tactful
- team player
- tenacious
- thrifty
- time management skills
- tolerant
- trustworthy
- works well under pressure

Download this form at jobs.utah.gov/jobseeker/oltools/transferableskills.pdf

Job Content Skills

Job content skills are related to job-specific certifications, licenses, tools and tasks. Each industry tends to have its own vocabulary of required skills. An example of a job content skill is a Class A CDL for a truck driver. Other examples include proficiency with QuickBooks, Microsoft Excel or OSHA or having a pharmacy technician license. List all job content skills that apply to you:

Skill Statements

Once you have identified your transferable skills, you can develop them into transferable skill statements that you can use in an interview to show employers that you meet the qualifications of the job. A transferable skill statement gives a description of the skill; an example of a time in your work, home or education when you used the skill; and a statement that connects your skill to the job you are applying for. Review the examples below, and then get started developing your own transferable skill statements.

Skill statement 1 — Budget money: *“I can keep financial records.”*

Example: *“As a full-time homemaker, I handled all of the family money, including savings and checking, without ever bouncing a check or failing to pay a bill on time.”*

Connection: *“If I could handle the family finances so well for twenty years while taking care of all of the other household chores, I will be a good account clerk for you.”*

Skill statement 2 — Organize tasks: *“I am a well-organized person.”*

Example: *“At my last job I received assignments from multiple people, so I had to organize my time and prioritize to satisfy everyone.”*

Connection: *“If I could handle that confusion, I can deal with the organizational demands of this job.”*

Skill statement 3 — Explain: *“I can explain information clearly.”*

Example: *“Whenever anyone at work had trouble understanding a procedure, they came to me for an explanation.”*

Connection: *“I learn quickly, train new workers and help others.”*

Skill: _____

Statement: _____

Example: _____

Connection: _____

Skill: _____

Statement: _____

Example: _____

Connection: _____

Download this form at jobs.utah.gov/jobseeker/oltools/transферableskills.pdf

Applying for Jobs



When you are applying for jobs, use information that is relevant, and tailor your application, resume and cover letter to that specific job.

Create a Career Portfolio

Applications

Gather and organize your transcripts, certificates, employment history, awards, performance reviews, work samples and references for your career portfolio, which will include your master application, resume and cover letter. When you are applying for jobs, use information that is relevant and tailor your application, resume and cover letter to that specific job. Employers will often request these documents via email, so make sure you have electronic copies.

Your master application and master resume should contain your entire work history, experience, education information, skills and references with as much information as possible in each section. Be sure your master resume is targeted to a specific type of position or industry that you customize and tailor for each job you apply for.

Your master cover letter should be a template that you can customize to each specific job application. Keep your information updated and ready to use for each new employment opportunity.

Fill Out an Application

Most employers see your application before they see you. If you want to be interviewed, your application must make an outstanding impression. Employers may review 3 to 3,000 applications each month, so smudged, illegible or incomplete forms are quickly tossed aside. Employers often make assumptions about the quality of work you will do based on your application. You must be prepared to fill out an application when you

go to pick up the form because some managers and companies require that it be filled out on the spot. Managers don't like it when applicants forget to bring a pen or ask to borrow a computer or phone to look up names, addresses and telephone numbers, so come prepared.

Your master application should organize your education information, work history, references and previous employer information, such as addresses and phone numbers. Include your social security number and any information you have about education or training. Having a completed master application will help you quickly and correctly fill out online job applications without having to search for information. Use it as your model when filling out applications for actual jobs. Most employers have their own forms and will not accept copies, so take your master and copy the necessary information.

Sections of an Application

The first section of an application usually asks for information such as your name, address and telephone number. Make sure this information is current.

The second section generally asks for information about education and training. List all of your schooling, even if you didn't graduate. Sometimes there will be a space to note special honors, awards or membership in professional associations. This is an important section of the application because it can be used to enhance your qualifications.

The most important part of the application is work experience, which usually begins with your most recent job. If you have held more than six jobs, you may wish

to list only those most closely related to the job you are seeking. Others can be summarized, such as “held several food service jobs to pay expenses until I was able to find permanent employment.” Try to avoid exposing long gaps in your employment history because employers will wonder why the gaps exist. If you have little or no previous experience, list part-time, summer or volunteer jobs. It is important to describe your experience with words that are comparable to those the employer used to describe the job. Many applications ask why you left your previous job. Use statements that indicate that you chose to move forward, and look for positive ways to say why you left or are leaving a job. For example, you could say:

- “Looking for more responsibility”
- “Seeking advancement”
- “Seeking a more challenging position”
- “Seeking to expand skills”
- “Reduction in force”
- “Job change”

Choose a statement that most accurately describes your situation and be prepared to discuss your reason for leaving in more detail during an interview.

Application Tips

When filling out an application, know the title and qualifications of the position you are applying for. Specify the position you are applying for; do not write “any” or “will take anything” because employers do not want to take the time to figure out where you might fit. If you are interested in more than one position, fill out an application for each. Make a copy of the application just in case.

Target your application to the specific position you are applying for. Do your research and look for ways to target your skills and qualifications to match the specific job requirements.

Follow directions closely and read the entire application before you begin. Pay attention to sections that say, “Do not write below this line” or “For office use only.” The fine print may give instructions, such as “please print” or “put last name first.” Look for directives such as “apply in person” or “do not call.”

Make sure your application is neat with no errors in grammar, punctuation or spelling. Print neatly and use

To-Do List:



- Create a career portfolio
- Customize the following to each specific job you apply for:
 - ◆ Master application
 - ◆ Master resume and cover letter
 - ◆ Letter(s) of recommendation
 - ◆ Licenses/certificates, awards/honors
 - ◆ Work samples, if applicable
 - ◆ Marketing message
 - ◆ Reference sheet
 - ◆ Business cards
- Use the worksheets included at the end of this section

black ink if no color is specified. Don’t cross out writing, wrinkle the paper or fold the application. Respond to all questions, avoid abbreviations, do not leave any sections blank and write “N/A” if a section is not applicable. Do not mention health, personal, legal or financial problems and don’t forget to sign your name.

Some applications will ask for a desired salary or hourly wage. List the starting salary the employer has posted or do your research and find out what the starting wage is for the position and list a range.

Be honest on your job application. The information you provide will become a permanent part of your employment record when you are hired. False information can be grounds for dismissal. However, do not volunteer more information than necessary.

Make sure that you mail or turn in the application to the correct person or place. When picking up or dropping off an application, dress for an interview and greet those you meet politely. First impressions are often passed along to the hiring manager. Remember to take a copy of your application just in case. Take your master application and reference sheet with you to any employer contact. Verify the legitimacy of the company before you complete an application.

At jobs.utah.gov you can log in to **my Job Search** and create, update and store your master application or resume. You can also copy and use the master application on the following pages.

An average resume tells the employer **WHAT** a candidate did on the job;
a great resume tells the employer **HOW WELL** a candidate did on the job.



Build Your Resume

A resume is a marketing tool that lists and markets your best qualifications for a specific job. It is a memorable presentation of experience, skills, qualifications, knowledge and expertise and a demonstration of your ability to produce results. Your resume should show an employer what you have to offer and answer the question “What can you do for the company?”

The purpose of a resume is to get an interview. Your resume can then structure the interview, creating a point-by-point resume review or resume-based questions that ask you to “prove it.” Your resume will also remind the employer of your strong and weak points during the selection process.

Consider the type of position you are applying for. Employers spend an average of 10–30 seconds screening each resume they receive. A resume that is organized and focused will keep the employer’s interest.

SECTIONS OF A RESUME

Contact Information

Separate your contact information from the rest of the resume. You can do this with a line across the page. Include the following:

- Name (bold, 14–16 pt. font)
- Street address (city, state, zip)
- PO Box (city, state, zip)
- Home phone number (with area code)
- Cell phone number (with area code)
- Job-searching email address
- Webpage or LinkedIn account

Summary Statement

A summary statement is a clear, concise statement of your experience, tailored to the job you are seeking.

Emphasize what you will bring the employer rather than what you want. Include the following:

- Job title
- Important skills
- Industry
- Years of experience
- Degrees, certificates or licenses
- Language skills
- Management style
- Accomplishments

A summary statement is also called career summary, profile, career profile, career highlights, professional profile, professional summary or summary of qualifications.

Example:

Highly-motivated salesperson with more than eight years of experience initiating and closing transactions while providing exceptional customer service before, during and after the sale. Keen interest in fashion, retail sales, buying and management.

Skills

A skills list should not be a laundry list of all the skills you possess. Rather, you should carefully craft a list of skills that are important to the job. Do your research to find out what the job requirements are, and match keywords found in the job description.

Make sure this section is easy to read and include 9–15 relevant, targeted skills. List the most important skills first.

Lucy Hemingway

(801)468-0000 ▪ linkedin.com/in/lucyhemingway ▪ lucyhemingway@email.com

Career Summary

Certified Nursing and Medical Assistant with more than 6 years' experience in providing extraordinary care to patients and support personnel. Proficient in a variety of medical specialties including family practice, obstetrics, otolaryngology, and internal medicine.

Skills

CPR Certification	Medication Administration	Charting
General Office Management	Mini CT Operations	Patient Education
Injections	Patient Vitals	Billing and Coding
Sterile Office Procedures	Patient Hygiene	Instrument Care

Related Experience

Medical Assistant/CAT Scan Assistant, Canyon Rim Hospital, Salt Lake City, Utah, 2008–present

- Performed basic clinical tasks including patient vitals, charting, and injections.
- Assisted physicians with office procedures and surgeries as needed.
- Conducted basic education sessions and care for up to 15 patients simultaneously.
- Provided administrative support including inventory management, ordering office supplies and medications, calling in or e-prescribe medications, insurance verification, pre-surgical deposit acquisition, coding and billing.

Nurse Midwife/Medical Assistant, Rachel Lake, Fruit Heights, Utah, 2003–2005

- Assisted Midwife in labor and delivery and monitored customers hourly.
- Collected Group B Strep cultures.
- Provided supplementary instruction on breast feeding and other health issues to new mothers.
- Completed patient information packets and updated information electronically.

Surgical Technical, Intermountain Valley View Medical Center, Salt Lake City, Utah, 2002–2003

- Created and maintained sterile surgical field and cleaning suite after surgery
- Conducted instrument, sponge and sharps counts.

Additional Experience

Home Caregiver, Salt Lake City, Utah, 2005-2008
Retail Sales, REI, Salt Lake City, Utah, 2001-2002

Education

Certified Nurse's Assistant, Orchard CNA, Salt Lake Community College, 2003
Technical Diploma, Surgical Technology, Salt Lake Community College, 2002

Resume Content Guidelines

- Tailor to meet employer's expectations – generic resumes don't work
- Prioritize most important information first
- Use action verbs
- Quantify results: #'s, %, \$ amounts, positive results and projects completed
- Remove personal pronouns (you, I, my, we, they, etc.)
- Use acceptable terminology; avoid jargon and abbreviations.
- Include job titles, company names, cities, states and employment dates
- Do not include supervisor's name, company address, salary or references
- Omit "References Available Upon Request"

Danielle Parkinson

3325 South Imperial Road, Apt. B
Salt Lake City, Utah 84105
801-342-1987
dparkinson@yahoo.com

SUMMARY OF QUALIFICATIONS

Three years successful cashiering and customer service experience in the grocery industry; promoted from cashier to team lead in 14 months. Recognized by management for accuracy, efficiency and commitment to customer service. Received Employee of the Month award after three months of employment.

SKILLS

Cashiering
Credit & Debit Transactions
Balancing Cash & Receipts
Communication

Processing Returns & Credits
Complaint Resolution
Ordering & Inventory Control
Basic Computer Applications

Customer Service & Assistance
Merchandise & Display
Add-On Selling at Checkout
Team Coordination

WORK EXPERIENCE

Team Lead/Cashier, SAVECO Warehouse, Salt Lake City, Utah, 2008–2011

- Operated cash register to itemize and total customers' purchases; balanced cash and checks in register with receipts; consistently achieved 98% accuracy.
- Received cash, checks and credit card transactions from customers; handled between \$2,500 and \$7,000 per shift; served approximately 10 customers per hour with \$175 average checkout.
- Stocked shelves and marked prices on over 4,500 items; maintained merchandise displays.
- Resolved customers' complaints and addressed questions in a timely manner; provided information about products and store layout; coordinated with supervisors and management.
- Completed weekly shift schedule for 15+ employees.
- Monitored 8 checkout stations to reduce customer delays; directed checkout line traffic during peak periods; called additional workers to stations to reduce wait time and bottlenecks.

Cashier, Sandy Food & Drug, Sandy, Utah, 2007

EDUCATION & TRAINING

Marketing Management, Salt Lake Community College, Salt Lake City, Utah (degree expected 2013)
Customers First Training, SAVECO Warehouse, Salt Lake City, Utah, 2009

VALUE TO AN ORGANIZATION

"Danielle is an excellent employee. She knows how to build positive relationships with customers, management and co-workers. She is a team player and goes out of her way to assist whenever and wherever she is needed. While employed at SAVECO, she exhibited a great work ethic and was always on time and ready to start contributing. I highly recommend her to you."

Shawn Lee, Manager, SAVECO Warehouse, Salt Lake City, Utah

Resume Formatting Guidelines

- One or two full pages in length
- Easy to read
- Phrases instead of sentences
- Lists instead of paragraphs
- 3/4" to 1" margins
- 11 – 12 point Calibri, Arial, Times New Roman font
- Bullets, underline, bold and italics used conservatively
- Maximize visual impact to reflect professionalism
- Print on quality resume paper
- No errors in grammar, spelling and punctuation

Create a resume and cover letter at utahfutures.org — create an account and get started.

UtahFutures.org



Experience and Employment History

In this section, make sure to include experience that is relevant. Don't just tell the employer what you did, but tell how well you did it.

- Include your employment history, your accomplishments and descriptions of how you used your skills.
- List your history in reverse chronological order, going back as far as the last 10 years.
- Include full-time work, part-time work, volunteer work, internships and temporary positions.

Examples:

- *Supervised a staff of 15–20 full- and part-time employees in the 6-week absence of the store manager.*
- *Achieved an average score of 93% on two federal safety inspections and 96% on five company operational audits.*

Education and Training

In this section, include all types of education and training, listed in reverse chronological order. If you took courses relevant to the position you may include them. Do not list high school information unless you have not participated in any post-secondary education. List dates of attendance (if it was within the last 10 years), degrees, certificates or licenses, your major and your grade point average (if it was 3.5 or above). If you have not yet finished a program, include a projected graduation date. Place education after your work history unless you've graduated in the past few years. Ask yourself, "Which is stronger, my work history or educational background?" Include the following:

- Formal education
- Military training
- Specialized training
- Certifications
- On-the-job training
- Licenses
- In-service classes
- Workshops

Other Sections

All sections of your resume should contain information that is pertinent to the specific job you are applying for and show you in the best possible light. You may also include a section for any of the following:

- Licenses and certifications
- Affiliations
- Volunteer experience and community involvement
- Honors, awards and recognition
- Professional development
- Personal endorsements



Resume Action Verbs

To avoid some common resume mistakes, make sure that your resume is not:

- **Too long:** The preferred length of a resume is one page to two full pages.
- **Disorganized:** Information should not be scattered around the page or hard to follow.
- **Poorly typed and printed:** Content should not be hard to read or look unprofessional.
- **Too sparse:** A resume should give more than bare essentials like dates and job titles.
- **Overwritten:** A resume should not contain long paragraphs and full sentences.
- **Unfocused:** A resume needs to show what the candidate accomplished on the job.
- **Irrelevant:** Height, weight, sex, health and marital status are not necessary.
- **Full of errors:** Resumes should be carefully proofread before they are printed and mailed.
- **Trying too hard:** Fancy typesetting, photographs and exotic paper distract from the clarity of the presentation.
- **Misdirected:** Too many resumes arrive on employers' desks unrequested. Include a cover letter.

Management Skills	mediated	specified
administered	moderated	systemized
analyzed	motivated	tabulated
assigned	negotiated	validated
chaired	persuaded	Research Skills
contracted	publicized	clarified
consolidated	reconciled	collected
coordinated	recruited	critiqued
delegated	spoke	diagnosed
developed	translated	evaluated
directed	wrote	examined
evaluated	Clerical or Detailed Skills	extracted
executed	approved	identified
increased	arranged	inspected
organized	catalogued	
oversaw	classified	
planned	collected	
prioritized	compiled	
produced	dispatched	
recommended	executed	
reviewed	generated	
scheduled	implemented	
strengthened	inspected	
supervised	monitored	
Communication Skills	operated	
addressed	organized	
arbitrated	prepared	
arranged	processed	
authored	purchased	
corresponded	recorded	
developed	retrieved	
directed	screened	
drafted		
edited		
enlisted		
formulated		
influenced		
interpreted		



For a complete list of resume action verbs, go to jobs.utah.gov/jobseeker/oltools/resumeactionverbs.pdf

Evaluate Your Resume

As the job seeker, put yourself in the shoes of an employer. How would he or she respond to your resume? Ask yourself the following questions in the categories of appearance, content and marketing, and then ask others for feedback.

Appearance

- Is the resume printed on high-quality bond paper?
- Is it a quality copy, free of stray marks and shaded or faded areas?
- Is there adequate white space?
- Is the font easy to read?
- Is the overall resume layout professional, attractive and reader friendly?
- Are bullets, font changes, caps, underline and italics used sparingly and appropriately?
- Is the resume clean and sharp?

Content

- Is the resume free of typos, misspellings, abbreviations, capitalization or punctuation errors?
- Are job descriptions written in phrases that begin with powerful action verbs?
- Is the resume free of all grammatical errors, including inconsistent verb tense?
- Does the resume writing reflect clear and concise vocabulary?
- Have redundancies been eliminated?
- Is the resume free of personal pronouns (I, you, my, we, they)?

Marketing

- Does the Summary Statement emphasize what you offer the employer rather than what you are looking for?
- Does the Skills List match the employer's job requirements?
- Does the most important information appear in the first quarter of the first page? Does it capture the employer's interest?

- Are your accomplishments quantified?
- Is the language and terminology appropriate?
- Has unnecessary information been eliminated?
- Is the resume an appropriate length or is the length justified based on unique information?
- Is the resume tailored to the job description, answering the question, "What can you do for the employer?"



Solutions for Potential Obstacles

If your history isn't ideal to present on paper, here are tips for potential obstacles you might face in creating your resume. Be prepared to explain your situation if asked for details in an interview, but avoid long explanations. Always be honest.

- If you have an education but limited experience, list your education first. Detail classes that focus on specific skills and knowledge acquired. Showcase affiliations and community involvement.
- If you lack experience, apply for jobs where you meet the minimum required qualifications. Highlight community involvement, life skills, volunteer work and independent study.
- If you have unrelated experience, start with professional experience and education that relates to the job you are applying for. Put unrelated work history in a separate section called "Additional Experience" or "Complementary Experience" toward the end of your resume.
- If you have relevant religious or political experience, list it under "Community Experience" or "Ecumenical Experience." Avoid naming specific institutions, religions or political parties.
- If you have experience that spotlights your age or gender, don't list dates of education beyond the last ten years. List dates year-to-year or the total number of years worked. Say "more than 10 years experience" instead of "25 years experience." You can also leave the dates off completely.
- If you have gaps in your work history, you can show the gap in your resume, but be prepared to discuss it in the interview. You can also de-emphasize dates by listing them from year-to-year or stating the actual amount of time worked (over 18 months).
- If you have too many jobs in a short time period, only include relevant jobs and list them from year to year. Consolidate two or three related jobs and accomplishments under one title. Be prepared to discuss employment in the interview.

It could be that there are other areas of your history that you do not want to include on your resume. It is best

to handle this information in an interview, face-to-face, where you can explain what you learned from mistakes and that you are very interested in making a positive contribution to the organization. Be sure to be specific in outlining how you will accomplish this. Always be honest: if the truth is obtained from another source, you probably won't be considered for the job.

THREE WAYS TO LAND A JOB

1. Think outside the box. Ask to volunteer or intern for a month. It's a fantastic way to get in the door and show the employer your strengths.
2. Brace yourself for the tough questions. If you lack must-have skills — like a particular style of business writing or familiarity with relevant computer applications — see if your local community college or continuing education program offers courses that can boost your aptitude in those areas.
3. Accentuate the positive! Your energy comes through in your demeanor, your cover letter, your phone calls and in your interviews — and a confident, enthusiastic outlook will make employers want to hire you.

Source: oprah.com/money/Finding-a-Job-Interview-Tips-and-Career-Advice-from-Suze-Orman_1.

Solutions for Potential Obstacles on Your Resume

EDUCATION WITH LIMITED EXPERIENCE:

- List education first.
- Detail classes as “Course Work” that focus on specific skills and knowledge learned through hands-on experience.
- Showcase affiliations, organizational memberships and community involvement.

Education

A.S. Business Management
Uintah Basin Applied Technology College 2010

- Relevant Course Work: Beginning Accounting, Business English, Computer Literacy, Word Processing and Spreadsheet Applications.

LACK OF EXPERIENCE:

- Apply for jobs where you meet the minimum required qualifications.
- Highlight community involvement, life skills, volunteer work and independent study.

Complementary Experience

- Planned and organized activities, lessons and workshops for women’s service organization and supervised committee meetings.

EXPERIENCE THAT “DATES” YOU:

- Don’t list dates of education beyond the last 10 years.
- List dates year-to-year or the total number of years worked.
- Say something like “more than 10 years experience” instead of “25 years experience.”
- Leave the dates off completely.

Education

High School Diploma
Davis High School, Kaysville, Utah

Summary Statement

- Highly motivated individual with more than 3 years experience initiating and closing transactions while providing exceptional customer service. Keen interest in fashion, retail sales, buying and management.

LinkedIn Ten Most In-Demand Skills of 2019

Soft Skills –

- Creativity
- Persuasion
- Collaboration
- Adaptability
- Time Management

Hard Skills –

- Cloud Computing
- Artificial Intelligence
- Analytical Reasoning
- People Management
- UX Design



Solutions for Potential Obstacles on Your Resume (continued)

GAPS IN WORK HISTORY:

You can show the gap in your resume, just be prepared to address it in an interview. Or you can de-emphasize dates by listing them from year-to-year or by stating the actual amount of time worked (one year or 18 months).

Experience

Cashier

Smiths, Ogden, Utah 2009–2010

- Operate cash register to itemize and total customers' purchases.
- Balance cash and checks in register with receipts. Consistently achieved 98% accuracy.

UNRELATED EXPERIENCE:

- Start with professional experience and education that relates to the job you are applying for.
- Put unrelated work history in a separate section called "Additional Experience" or "Prior Experience" toward the end of your resume.

Additional Experience

Fast Food Worker

McDonald's, Vernal, Utah 2005–2006

RELIGIOUS OR POLITICAL EXPERIENCE:

- Put relevant experience in "Complimentary Experience" or "Community Involvement."
- Avoid naming specific institutions, religions or political parties.

Community Involvement

Volunteer Sunday School Teacher 2009–Present

- Studied lesson material to learn curriculum and prepare lesson plan for 8 children ages 7–9. Worked with children's parents to assist in teaching appropriate behavior.

TOO MANY JOBS IN A SHORT TIME:

- Only include relevant jobs and list from year-to-year.
- Consolidate two or three related jobs and accomplishments under one title.
- Be prepared to discuss employment in the interview.

Experience

Counter Attendant/Clerk Two Years

Blimpie/Subway/McDonald's

- Took accurate customer orders, trained new employees, handled cash, placed orders and stocked supplies.

Create a Cover Letter

A cover letter tells a prospective employer “why” they should read your resume and gives an opportunity to introduce yourself, make a positive impression and highlight the skills and experience on your resume that show you are a great fit for the job.

An effective cover letter begins with doing research so you can tailor your qualifications to the employer’s needs. Find out the name of person who will do the hiring and address your cover letter to that person. If not available, address the letter to Human Resource Director or Hiring Committee. In addition, find out as much information about the company as possible to show how you are good fit with the position and the company culture.

Cover Letter Format:

- One page in length
- ¾ to 1” margins
- 11” – 12” font using Calibri, Arial, Times New Roman
- Contact information same as resume
- Appropriate business letter writing protocol and formatting
- Print on quality resume paper
- No errors in grammar, punctuation and spelling
- Include a cover letter with your resume unless otherwise specified by the employer

Cover Letter Content:

The following content includes the three C’s of cover letter writing:

1. Carrot – Opening paragraph which is an introduction that is fresh, interesting and relevant to let the employer know why you want the job, to “hook” the employer into reading wanting to read more.

Example of Appeal: *Could your company benefit from a “work-smart” salesperson who built his client list from zero to 275 and transitioned the company’s focus on high-margin sales from 36% to 75%? (Question format)*

Example of Intrigue: *Little did I know that leaving my native France to work for the summer as a banking intern in Colorado would lead to a career in international business.*

Example of an Interesting Fact: Labor statistics indicate that people change careers an average of eight times during their working life. I am pursuing one of those changes! As a career secretary, I wish to continue this work; however, my goal is to transition from government service and apply my skills in a more creative setting. Your advertising agency is among my top choices.

2. Corroboration – Middle paragraph(s) or the body of the cover letter that “packs a punch” and proves, demonstrates and substantiates your skills, experience and qualifications, tailored to 4 – 5 key elements in the job announcement. This section strengthens and supports your resume – not restates it and is centered on verifiable, documented accomplishments.

Example (individual with sales and management experience in the building materials industry applying for a sales position with a roofing supplier):

The skills and strengths I can bring to Weyerhaeuser are outlined on the enclosed resume. You’ll note that I’ve spent a decade in building materials sales, highlights of which match your key requirements:

Requirements

1. Ability to Launch new territories

Qualification: *Captured more than \$8 million in sales volume while launching a new central California territory for JJB, Inc.*

2. Experience in building market share

Qualification: *Gained 35% share of the commercial building materials market through expansion of ready-mix business.*

3. Focus on bottom-line issues

Qualification: *Boosted profit margin to 6% above industry average through management of time, resources, and systems.*

4. Supervisory Experience

Qualification: *Hired, trained, and supervised and aggressive sales team who were well versed in competitive building materials.*

3. Closing – Final paragraph of the cover letter that confidently summarizes your qualifications, shows how you add value to the company and suggests the next step to be taken—a call, a meeting, an interview. Finish your close with personality by using phrases such as “respectfully”, “enthusiastically”, “best regards”, “looking forward to meeting you” or “regards”.

Example: *Given my technical skills, familiarity with the product line, and understanding of your clients’ needs, I could step into the position and be of immediate assistance. I would welcome the opportunity to interview at your earliest convenience.*

*Enthusiastically,
Jane.*

Sample Cover Letter

PAIGE WILLIAMS

1234 N 5678 E, Sandy, UT • (801) 456-7895 • paigew@gmail.com • <https://www.linkedin.com/in/paigew/>

July 19, 2019

Ms. Sally Jones
Gateway Mortgage Group LLC
9278 South 300 West, Bldg. A
Sandy, Utah 84070

Dear Ms. Jones,

I am excited by the opportunity to be part of the Gateway team as I have been impressed with Gateway's dynamic growth as a leader in the mortgage industry, offering innovative product options, flexibility and community-focused lending. Highlighted below are strengths I would bring to your Branch Manager position:

- **Manage high-energy, rapidly growing office, working closely with production personnel and support staff:** I was recognized at Utah Bank's State Leadership Conference as recipient of the "Presidents Award" for staff, increasing new business by 33% and customer satisfaction rating to 98% from 87% in FY14.
- **Train, lead and oversee execution of company processes and procedures:** I manage recruitment, train and supervise 5-7 new loan officers monthly, in all aspects of mortgage lending, including quality customer service, policies and procedures and new mortgage product evaluation and implementation. Branch management frequently asks me to train new staff at other Utah Bank locations throughout the Salt Lake City, Provo and Ogden areas.
- **Build strong sales relationships and contacts and manage loyal customer service base:** One of my greatest strengths is creating strong relationships with clients—88% of new clients I have developed at Utah's Bank provided referrals and/or purchased additional mortgage products. I believe in putting "people first" and tailoring services and products to meet their specific needs, as well as providing new services and products—"creating customers for life."
- **Oversee multimillion-dollar pipeline in an efficient, streamlined and timely manner:** Currently, I service individual clients, businesses and community organizations with mortgage products and loan services averaging over \$2.5 million annually. I received the "Top Performance" award for ranking first in rate of closed loans in 2013 and 2014.
- **Two plus years mortgage and management experience, NMLS License and Bachelor's degree preferred:** 5 years successful experience managing mortgage loan processes from start to finish and supervising trainees with the loan process; NMLS License: #334455 in all 50 states and BS in Finance from Westminster College with 3.8 GPA.

It would be a privilege to contribute to Gateway's future growth, and I look forward to meeting you in an interview to discuss adding value to your team as a Branch Manager.

Enthusiastically,

Paige Williams

Create a Cover Letter

The cover letter, or letter of application, tells prospective employers why they should read your resume. It can serve as a response to an ad by an employer, as a simple request for an interview or as a tool to inquire about job openings.

Do your research so that you can highlight your qualifications and tailor them to the employer's needs. Always include a cover letter with your resume unless the employer specifies otherwise.

Find out the name of the person who will do the hiring and address your cover letter to that person. Letters addressed to the "Human Resource Department" or "To Whom it May Concern" may never reach the right person. Remember, the reader will consider this an example of your writing skills.

Your cover letter should:

- Be one page in length.
- Have one inch margins.
- Use a conservative font, like size 12 Times New

Roman or Arial.

- Use appropriate business letter writing protocol and formatting.
- Be printed on the same type of paper as the resume with the same heading.
- Have perfect grammar and spelling and include your signature.

Format the cover letter as follows:

1. First paragraph: State your reason for writing. Name



Reference Checklist

- Contact each reference and let them know the job or jobs you are applying for.
- Ask permission to use them as a reference.
- Ask if that reference would be willing to write you a letter of recommendation.
- Make sure to target your references to each job.

DWS-WDD 304
Rev. 11/2017



State of Utah
Department of Workforce Services
MASTER APPLICATION

The purpose of a Master Application is to have all of your contact information, education, experience, and skills in one document for completing employment applications.

1. Applicant Information

Name: _____
 Last First Middle Initial

Address: _____
 Street address

_____ _____ _____
 City State Zip

Home phone: _____ Cell phone: _____

Email address: _____ Are you a veteran? Yes No

Have you ever been convicted of a misdemeanor or felony? Yes No

If yes, please explain: _____

2. Employment Interest

List the positions you are interested in by specific title (typist, carpenter, auto mechanic).
 1st choice: _____ 2nd choice: _____

Available to work: Full time Temporary Part time Shift work

Date you can start: _____ Desired salary: _____

3. References

Name/Title	Company/Address	Telephone/Email
Professional		
Personal (Persons not related to you who you have known at least one year.)		

Download the master application at jobs.utah.gov/jobseeker/304.pdf



4. Work History: List your work experience, beginning with most recent, for the past ten (10) years.

Employer: _____

Dates of employment from: _____ to: _____

Address: _____
Street address City State ZIP

Supervisor's name: _____ Phone & email: _____

Salary starting: _____ Salary ending: _____

Job title, responsibilities, and duties:

Reason for leaving: _____

Employer: _____

Dates of employment from: _____ to: _____

Address: _____
Street address City State ZIP

Supervisor's name: _____ Phone & email: _____

Salary starting: _____ Salary ending: _____

Job title, responsibilities, and duties:

Reason for leaving: _____

Employer: _____

Dates of employment from: _____ to: _____

Address: _____
Street address City State ZIP

Supervisor's name: _____ Phone & email: _____

Salary starting: _____ Salary ending: _____

Job title, responsibilities, and duties:

Reason for leaving: _____

Master Application (continued)

Employer: _____

Dates of employment from: _____ to: _____

Address: _____
Street address City State ZIP

Supervisor's name: _____ Phone & email: _____

Salary starting: _____ Salary ending: _____

Job title, responsibilities, and duties:

Reason for leaving: _____

Employer: _____

Dates of employment from: _____ to: _____

Address: _____
Street address City State ZIP

Supervisor's name: _____ Phone & email: _____

Salary starting: _____ Salary ending: _____

Job title, responsibilities, and duties:

Reason for leaving: _____

Employer: _____

Dates of employment from: _____ to: _____

Address: _____
Street address City State ZIP

Supervisor's name: _____ Phone & email: _____

Salary starting: _____ Salary ending: _____

Job title, responsibilities, and duties:

Reason for leaving: _____

5. Education and Training

High School Name, City, State: _____

Highest level completed: Diploma GED Highest grade completed (1-12): _____

College, business, trade schools	Location	Major	Dates attended	Degree/ Certificate or # of credit hours

Military dates of service	Discharge status	Operational code, duties and specialty training

Licenses and certifications	License number	Expiration

Special training/seminars, workshops	Location	Dates attended	Certificate

Honors/awards/accomplishments	Name of organization awarding	Dates

Master Application (continued)

6. Special job skills (words typed per minute, team player, self-starter, languages, computer hardware/software, machines/equipment):

7. Volunteer Work (paid or unpaid training, internships, externships, apprenticeships, organizational memberships, or community involvement)

Organization: _____ **Dates from:** _____ **to:** _____

Address: _____
Street address City State ZIP

Email address: _____ **Phone:** _____

Title, responsibilities, and duties: _____

Reason for leaving: _____

Organization: _____ **Dates from:** _____ **to:** _____

Address: _____
Street address City State ZIP

Email address: _____ **Phone:** _____

Title, responsibilities, and duties: _____

Reason for leaving: _____

Organization: _____ **Dates from:** _____ **to:** _____

Address: _____
Street address City State ZIP

Email address: _____ **Phone:** _____

Title, responsibilities, and duties: _____

Reason for leaving: _____

A proud partner of the  network

Equal Opportunity Employer Program

Auxiliary aids and services are available upon request to individuals with disabilities by calling (801) 526-9240. Individuals with speech and/or hearing impairments may call Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162

Download the master application at jobs.utah.gov/jobseeker/304.pdf



Download this form at jobs.utah.gov/jobseeker/oltools/resumecritique.pdf

Resume Critique Form

As the job seeker, put yourself in the shoes of an employer. How would he or she respond to your resumé? Use the form below as you write your resumé. Give the form to others so they can critique your resumé and give you honest feedback.

Appearance

Yes	No	Question
		Is the resumé printed on high-quality bond paper?
		Is it a quality copy, free of stray marks and shaded or faded areas?
		Is there adequate white space?
		Is the selected font easy to read?
		Is the overall resumé layout professional, attractive and reader-friendly?
		Are bullets, font changes, caps, underline and italics used sparingly and appropriately? Is the resumé clean and sharp?

Content

Yes	No	Question
-----	----	----------

Reference Contact List

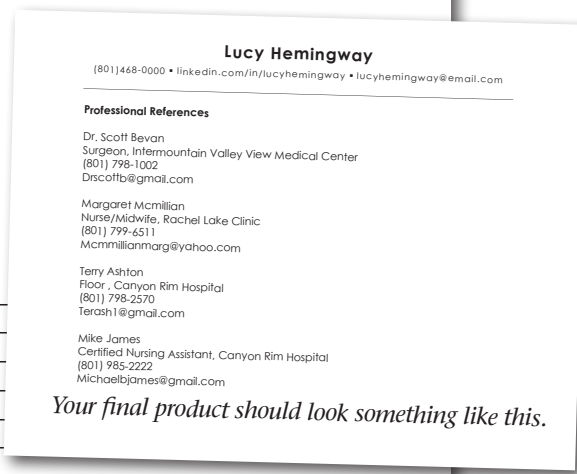


References should be listed on a separate sheet than your resumé and include your contact information. Always contact your references before including them on your reference sheet. Select people who know your work capabilities. Use this tool to make a master reference list. Use the same font and format as your resumé.

Name
Address
City, state, zip code
Phone number
Email address

REFERENCES

Name: _____
 Title: _____
 Company: _____
 Street address: _____
 City, state, zip code: _____
 Phone: _____
 Email: _____



Download this form at jobs.utah.gov/jobseeker/oltools/referencecontactlist.pdf

Networking

Did you know that 80 percent of all jobs are found through networking? Networking involves building and maintaining mutually beneficial relationships with other people.



Identify Your Network

Employers often rely on the people they know to help them find new employees, creating a “hidden job market.” Networking involves creating win-win situations with other people by being helped and helping others. A person establishes a “circle of influence” that encompasses people who may be able to help them in their job search and continues to grow as they meet others.

Your network includes friends, family, acquaintances, previous co-workers and supervisors, school contacts, church contacts, volunteer contacts and the people they refer. Your network can also help you move up the career ladder, find advancement opportunities and build future connections.

Expand your network by:

- Joining professional associations
- Volunteering
- Doing community service
- Attending job fairs
- Taking advantage of social networking sites

Organize Your Contacts

Make a list that includes the names and contact information of each of your contacts and set a date to begin networking. Include room on your list for other information or comments that will help you remember the last time you made contact with that person and the results of that conversation. Keep your list organized and current.

Name:
Phone number:
Email:
Date contacted:
Results:
Comments:

Let them know that you are looking for work, and remind them what skills and strengths you possess as well as what kinds of jobs you are looking for. Ask them if they know of any job opportunities or people who might have useful information. Remember to follow up with a thank you note or email.

Create Your Marketing Message

Imagine you’re a product going into the marketplace: Why should a company “buy” you? What makes you unique? Your marketing message is a precise and convincing message that is you in a power-packed nutshell. Your message should state who you are, the qualities and skills that you have and the type of employment you are looking for.

Step 1: Define your job goal — the title or type of position you are seeking. Make sure you tailor your message to a specific job.

Step 2: Identify the skills, qualities and accomplishments that you have to offer.

Step 3: Highlight the greatest strength you offer an employer.



To-Do List:

- Identify and expand your network
- Organize and track your contacts
- Create your marketing message that will convince employers to interview and hire you
- Use the worksheets included at the end of this section

Write a paragraph using the information from these first steps. Read through each sentence and add relevant detail. Edit your message and say it out loud until you can deliver it smoothly and comfortably. Read it out loud to others and ask for feedback.

Step 4: Share your marketing message. Take advantage of everyday events and activities to share your marketing message. Remember to ask questions to

gain information, referrals and leads. For example: "Do you know of a company that would be interested in talking to me? Do you know of someone whom I can speak with who would be interested in my skills?"

Email your contacts and update your LinkedIn profile to share your marketing message. Target your message to a specific contact instead of writing a mass email. Do not attach your resume or cover letter upon your first contact.

Email Example of a Marketing Message:

Hello Bob,

First, thank you for taking the time to read this email. About a year ago while attending the Jazz vs. Kings game, I remember you telling me how much you enjoyed your job at Geneva Rock.

I am currently looking for full-time employment as a finish carpenter. I have 15 years of design, finish and detail carpentry experience. Would you ask about appropriate job openings within your company or send me the contact information of anyone who might know of such opportunities? I would be very grateful for any leads or contacts.

I look forward to hearing from you, and again thank you for your time.

Sincerely, Jerry



Examples of a Marketing Message:

“Hello, my name is Jared and I am just completing my training to become a journeyman plumber.”

“I have completed all of the classroom training in the apprenticeship program at Salt Lake Community College and have worked for over six months for ABC plumbing.”

“After I started my job as an apprentice, I was able to move quickly from performing basic responsibilities to providing assistance to other on-the-job trainees hired by the company. I am seeking a position that will allow me to complete my journeyman requirements so that I can stay as a permanent and valuable employee.”

“Do you know of any companies that would be interested in talking to me? Would it be okay to contact them?”



“Hello, my name is Jerome and I am looking for a position as a customer service representative. I have over three years of customer service experience working at 7-11. My goal was to provide outstanding service by greeting each customer with a big smile, listening with my full attention and thanking each customer by name. I was proud to receive the outstanding employee of the month award twice while working at 7-11.”

Download the Networking Marketing Message worksheet at jobs.utah.gov/jobseeker/oltools/constructownmessage.pdf



Your Networking Contacts

Brainstorm your network list and write the names, contact information and results for your contacts and set a date to begin networking. Remember, your network includes friends, family, acquaintances, previous co-workers and the people whom they refer.

Name: _____ Phone number: _____ Email: _____

Date contacted: _____ Results: _____

Comments: _____

Name: _____ Phone number: _____ Email: _____

Date contacted: _____ Results: _____

Comments: _____

Name: _____ Phone number: _____ Email: _____

Date contacted: _____ Results: _____

Comments: _____

Name: _____ Phone number: _____ Email: _____

Date contacted: _____ Results: _____

Comments: _____

Name: _____ Phone number: _____ Email: _____

Date contacted: _____ Results: _____

Comments: _____

Name: _____ Phone number: _____ Email: _____

Date contacted: _____ Results: _____

Comments: _____

Name: _____ Phone number: _____ Email: _____

Date contacted: _____ Results: _____

Comments: _____

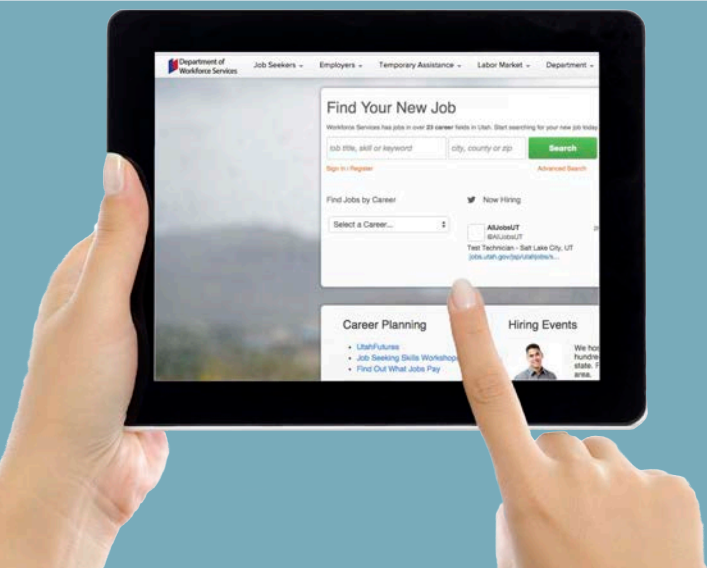
Name: _____ Phone number: _____ Email: _____

Date contacted: _____ Results: _____

Comments: _____

Reminder: Let them know what skills and strengths you possess and what kinds of jobs you are looking for. Ask them if they know of any jobs or people they can refer you to. Remember to follow up with a thank you note or email.

Download this form at <http://jobs.utah.gov/jobseeker/oltools/networklandscape.pdf>



Searching for Jobs

Use the Internet to search for jobs and market yourself.

Search for Jobs Online

Most employers post their job openings on multiple websites, so make sure you are looking in several places. Job announcements on the web move quickly, so search daily and start early.

Here are some recommended job search sites:

- jobs.utah.gov
- indeed.com
- simplyhired.com
- snagajob.com
- careerbuilder.com
- monster.com
- usajobs.gov

In addition to these online job banks, you should visit employer websites to look for current job openings and application information. Don't be afraid to apply for older listings. A position listed a couple of months ago may still be available, and fewer people are likely to be applying. Keep in mind that just because a posting is dated doesn't mean that the company is not desirable to work for; they just might not have found the right candidate.

Develop a system to organize your efforts and keep track of jobs, usernames and passwords. Keep them in a safe, orderly place.

Register at jobs.utah.gov

As a registered job seeker with the Department of Workforce Services, you will have access to one of

the most powerful job boards in Utah: jobs.utah.gov. Thousands of employers use jobs.utah.gov every year to post jobs and search for qualified applicants. It is convenient, fast and available 24 hours a day. There is no cost to access jobs.utah.gov, and there are plenty of new job listings every day. You can also post your resume and access helpful links such as:

- America's Job Bank: A search engine for job openings nationwide.
- Utah's Job Bank: A list of current job openings in our database as well as any listings employers have placed themselves.
- FirmFind: A program that allows you to search for companies that typically employ people in your field.

Our computerized system matches your skills, abilities and work experience to employers' job requirements. There is a wide range of jobs available in many types of industries and occupations. Both private and government employers list job opportunities. Jobs range from unskilled to highly technical and can be permanent, part-time or temporary.

When you register, make sure you include a current phone number, address and professional email address. Ensure skills and availability are accurate.

Allow employers to view any or all of your employment history entries. Make sure the job description is complete and use correct grammar and punctuation. Employers could contact you for a job even before you have a chance to apply.

To-Do List:



- Register at jobs.utah.gov
- Keep a job search log
- Do your research to find out about companies, about jobs in demand and what they pay
- Maintain a professional online image on all social media sites
- Make sure your voicemail message is appropriate
- Use the worksheets at the end of the section

Search for Jobs at jobs.utah.gov

To begin, create an account to apply for thousands of jobs. If you find something you like, follow the instructions on the announcement to apply. Make sure you are completely registered so that you can see the application instructions.

Check your status and update your accounts frequently on both jobs.utah.gov and other job boards and websites.

What you may not realize is that while you're on the site looking for jobs, employers are on the site looking for you.

Ask yourself two very important questions:

1. When you register for work at jobs.utah.gov, a profile is created. You then have the option of making your profile visible to employers.
2. Before making your profile available to employers, make sure it's complete. Carefully review each part of your work registration to make sure it includes everything you would want an employer to see. Make sure spelling, grammar and punctuation are correct and that you include skills, experience and specifics that highlight your qualifications.

Do Your Research

Doing your research can give you a big advantage over other applicants. Employers value job seekers who know key information about their company because it demonstrates interest and enthusiasm. Doing your research will also help you decide if the company will be a good fit for you.

The following are some valuable websites for employer information:

- Company websites
- Utah Economic Data Viewer
- FirmFind
- Professional association websites
- Search engines

When researching a company, consider the following questions:

- What products/services does the company provide?
- What is their mission statement?
- Who is the head of the company? What do you know about him or her?
- Where is the company's headquarters? How many locations does the company have?
- What is the corporate culture?
- What is the reputation? What awards or recognitions have they received?
- What are their plans for the future?
- What are their strengths, weaknesses and challenges?
- What divisions of the company interest you and why?



Have a Professional Voicemail Message

As you apply for jobs, you want to make sure that employers will not get the wrong impression when they call you for an interview. Make sure you have a voicemail message that is clear and professional. Remove ringback tones and check your messages and return calls daily.

- Smile while you record your message
- Use your first and last name
- Speak clearly and slowly
- Eliminate distracting background noise while recording

Example:

“Hello, you have reached _____. Please leave your name, number and a message after the tone and I will return your call as soon as possible. Thank you, and have a nice day.”

“You have reached Joe Anderson. Please leave your name and number and I will return your call as soon as possible. Thank you, and have a great day.”



Protect Your Information

It is important that you remember to protect your personal information. While most online job listings are reliable and trustworthy, some are designed to steal, sell or distribute your personal information.

Remember, a legitimate and trustworthy employer will never do the following:

- Offer you a job on the spot without getting to know you first
- Require you to pay them money before you apply or start work
- Ask for personal information such as your social security number, credit or debit card numbers, bank account information or tax ID information

If you have concerns about whether an employer is legitimate, you should check the following places:

- Company website or physical location
- The Department of Commerce to verify the business license
- The Better Business Bureau to identify complaints

Remember that your impressions of a company can help you. If you feel that a company is asking you for too much information or requiring you to do things before employment with which you are not comfortable, you should think twice about pursuing that job.

If you are concerned that you have given too much information to an employer or online, here are some resources that can help:

- Visit idtheft.utah.gov
- Place fraud alert on credit reports at
 - Trans Union: 1-800-680-7289; transunion.com
 - Equifax: 1-800-525-6285; equifax.com
 - Experian: 1-888-397-3742; experian.com
- Close accounts that have been tampered with or fraudulently opened
- File a complaint with the Federal Trade Commission

Maintain a Professional Online Image

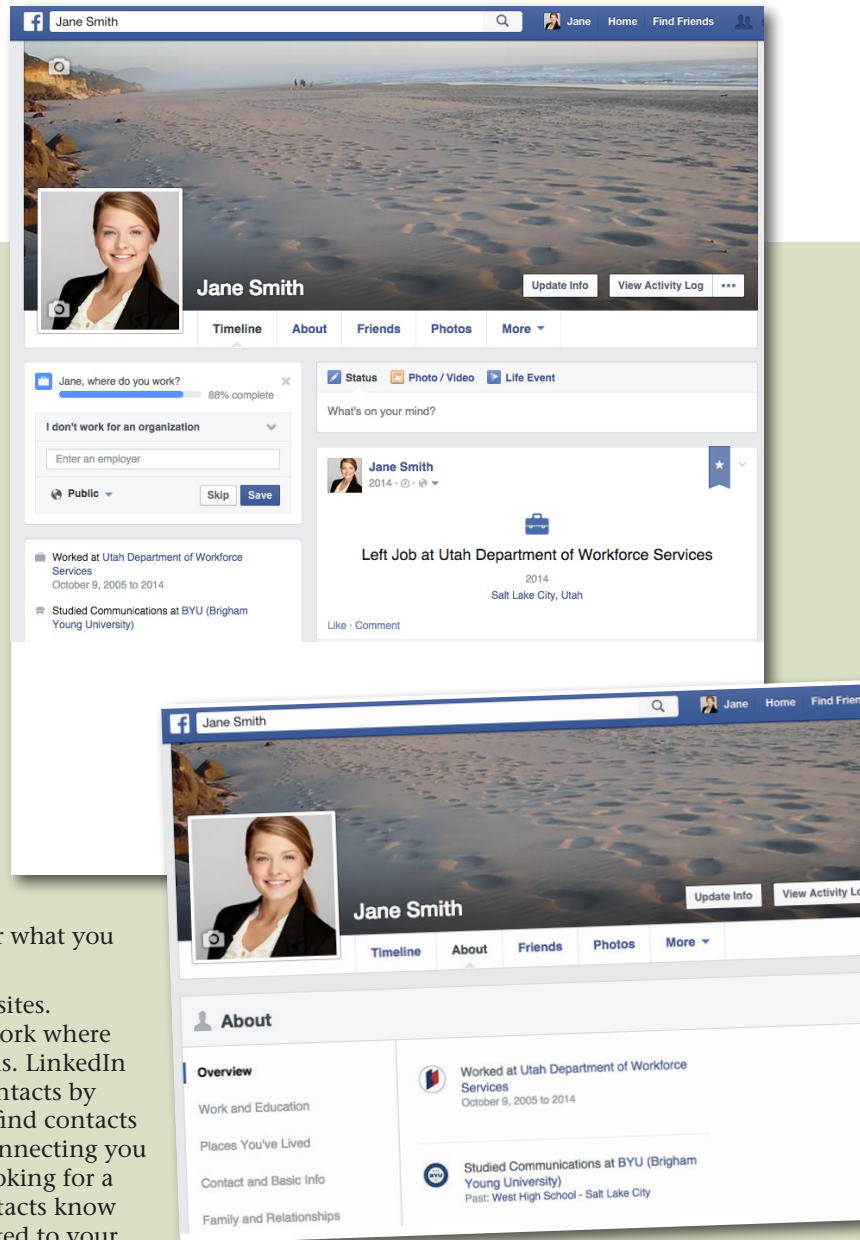
- Remove questionable photos and videos, highly personal information or controversial content on all social media sites and blogs or anything a Google search with your name would pull up.
- Use Facebook to post your marketing message.
- Create a career profile on professional networking sites like LinkedIn.
- Make sure profiles on networking sites like YouTube and MySpace are appropriate.

Employers use the Internet to research and connect with potential employees. Put your name in a search engine such as **Google** to see what employers might find, and remove questionable material. Make sure you present a professional online image. Be positive and consider what you would want a potential employer to see.

Create career profiles on professional networking sites. **LinkedIn** is the world's largest professional network where you can post your resume and showcase your skills. LinkedIn helps job seekers network with and create new contacts by searching your profile and email address book to find contacts that have existing LinkedIn accounts and then connecting you to people you already know. If you are actively looking for a job, you can create an online profile, let your contacts know you are looking for employment, join groups related to your line of work, apply for jobs and research companies that you are interested in. Remember to keep your account current.

Facebook is another effective site for expanding your network. Use Facebook to post your marketing message, update your job status and let your friends know that you are looking for work. Update your friends and contacts on your progress and they will likely alert you to job opportunities that arise.

Email: You can easily manage and track your online job search if you use a separate email account just for job searching. Make sure that your email address is professional, not offensive, not revealing and simple. For example, do not use addresses such as grandmaof4@hotmail.com or goodkisser@gmail.com, but instead use something like joesmith@hotmail.com.





Utah Economic Data

At jobs.utah.gov/jsp/wi/utalmis you can find a helpful tool called the Utah Economic Data Viewer. Here you can search for economic and demographic information that may be useful in helping you make decisions. For instance, you can find out what jobs are in demand, how much they pay, what education or training is required and what jobs are projected to be in demand in the future. This is very helpful when you are making long-term career decisions. Following is a list of the tools you will find.

Occupational Explorer — Find estimates for the number of Utah job openings, wages, skill requirements, related occupations, what the employment outlook is, training and education information, and current openings listed with the Department of Workforce Services.

County and Statewide Information — Find economic and demographic profiles and publications for Utah counties, including employment information, population, sales tax and construction information.

Wages and Occupational Openings Data (WOOD) — Find jobs that are in demand and what they pay, locate the job outlook through star ratings, and search for current job openings.

Utah Labor Force Data Viewer — Find Utah employment and unemployment data by county and statewide since 1990.

Local Employment Dynamics — Find employment, job creation, turnover and earnings by industry, age, sex and race or ethnicity; find dynamic information that reflects the rapidly changing economy. Information is available for a specific county, groups of counties or the entire state.

FirmFind — This useful tool will help you in your job search as you research employers. Here you can look at the database of employers and businesses in Utah to find the following:

- An online directory of more than 80,000 companies or businesses in Utah
- Business name, address, phone number, industry group and employment size
- Company information by county, state or zip code
- Search options by industry group, by occupation, by name and by size (number of employees)
- Downloadable search results or entire directory

FirmFind provides names, addresses, phone numbers, industry and employment size of virtually all firms in Utah. Information is available for a specific county, groups of counties or the entire state.

Industry Employment and Wages — Industry employment and wage data is collected through the Quarterly Census of Employment and Wages (QCEW) program. The primary source for QCEW data are the reports submitted by employers to the Utah Unemployment Insurance program.

Population Data Viewer — The official state and county population estimates for the State of Utah.





Job Search Preparation Employer Research Worksheet

Name of company: _____ Website: _____

What products or services does the company provide?	
What is the company's mission statement?	
Who is the head of the company? What do you know about him or her?	
Where is the company's headquarters? How many locations does the company have?	
What is the company's corporate culture?	
What is the company's reputation? What awards or recognitions have they received?	
What are the company's plans for the future?	
What are the company strengths, weaknesses and challenges?	
What projects and divisions of the company interest you and why?	
Why are you interested in working for <i>this</i> company?	

Other Notes:

Download this form at jobs.utah.gov/jobseeker/oltools/resumeinterviewresearch.pdf

Interviewing and Following Up



An employment interview is simply a meeting between you and a potential employer to discuss your qualifications and see if there is a fit.

Sell Your Qualifications

An interview is an opportunity for an employer to see if you are a good fit with the position, department and company; it is also your opportunity to see if the employer is a good fit for you. The employer wants to verify what they know about you and to talk about your qualifications. When you have been called for an interview, be confident that the employer already knows that you are qualified for the position. Your goal in the interview is to show that you can fill the employer's need and be of value to their bottom line.

Most employers form their first impression within the first seven seconds of the interview. Interviews can be stressful, and the key to feeling confident is to be prepared. Preparation will help win the interview and improve interview success. Generally, interviews last 30–60 minutes. Find out as much as possible about the interviewing process of a particular company before you go.

Do Your Research

The more you know about the job, the employer and the industry, the better prepared you will be to target your qualifications. You may want to ask a question or two at the interview to show the employer that you know about their business. There are many sources of information: ask the employer's human resources department for a more detailed position description; research employer profiles on company websites, at any Chamber of Commerce or at a local library; and network with anyone you know who works for the company or for a related company.

To Do List:



- Research the companies you are applying for
- Develop skill statements to show employers you meet their qualifications
- Construct an interview commercial
- Prepare examples to answer common interview questions
- Participate in a mock interview
- Thank the employer for the interview, and always send a formal thank you note
- Use the worksheets included at the end of the section



Develop Skill Statements

Once you have identified your transferable skills, you can develop them into skill statements that you can use in an interview to show employers that you meet the qualifications of the job.

Construct Your Own Interview Commercial

Interviewers will likely ask you to “tell me about yourself.” An interview commercial is a brief professional summary of your experience, skills and strengths that explains why you are a good fit. Do not give personal information, such as number of children, marital status and political or religious affiliation.

Step 1: Briefly describe any experience that is related to the position you are interviewing for.

Step 2: Identify the skills, qualities and accomplishments you have to offer the employer.

Step 3: Close with the greatest strength you bring to the employer and why you are a good fit for the company.

Write a paragraph using the information from Steps 1, 2 and 3. Read through each sentence and add relevant detail. Edit your 30–60 second commercial and say it out loud until it sounds conversational and natural. You want to appear confident, enthusiastic and professional.

An interview commercial is a professional summary of your experience and skills.

Example of an Interview Commercial:

“I have over three years of experience as a customer service and sales representative at Atlas Communications. My goal was to provide outstanding service by greeting each customer with a big smile, to listen with my full attention and to thank each customer by name. I was proud to receive ‘Employee of the Quarter’ five times for providing excellent customer service and exceeding sales goals. I will bring my passion for excellent customer service and my ability to exceed sales benchmarks to this position.”



Download the Interview Commercial template at jobs.utah.gov/jobseeker/oltools/60second.pdf

Answer Questions Using Examples

SITUATION—ACTION—RESULT (SAR)

The SAR technique answers behavior-based questions and provides examples that show your skills and experience. These examples can be used for different positions as long as they address the question the employer is asking.

The S stands for SITUATION. Describe a specific event or situation. Give enough detail so that the interviewer can easily understand. Use an example from a previous job, a volunteer experience or another relevant event.

The A stands for ACTION. Describe what you did to address the problems and challenges of the situation. Keep the focus on you.

The R stands for RESULT. Describe the result of your actions. What happened? How did it end? What did you accomplish? How did it benefit the company? Always end with positive results.

Example:

Question: Tell us about a time you dealt with an angry customer.

Situation: “When I was working for Voltage as a customer support specialist, I got a call from a very frustrated customer. She had already called a couple of people but had been passed from person to person without any resolution.”

Action: “I walked her through resetting and reprogramming her device. When we got to a technically difficult part of the process, I patiently coached her through it and stayed on the line until she could complete the process successfully.”

Result: “After much persistence and patience, I solved her problem. When we finished, she thanked me for being willing to go the extra mile to help her. She also sent an email to my supervisor, outlining what I had done. I was then recognized on the company website for the excellent customer service I provided. As a result of my actions, the company retained a customer that could have switched to a different cell phone service provider.”

Participate in a Mock Interview

As the job seeker, put yourself in the shoes of an employer. How would he or she respond to your answers, body language, preparation, knowledge of the company and position during an interview? Ask others to help you prepare for interviewing by putting you through a mock interview and then providing feedback. Encourage them to be honest and constructive because it will help you improve and be better prepared. Remember that the goals of the mock interview are to recognize strengths and weaknesses and to set goals for improvement.

Be Prepared

Here are some basic tips for helping you prepare for an interview. Following them will help you relax and give a better performance.

- The day before your interview, gather all the information and documents you may need. Bring extra copies of your resume, a typed list of references and letters of recommendation. You may also want to bring school transcripts, licenses and certifications. If you have them, work samples are also powerful tools (e.g., designs, drawings, writings). Finally, bring a pen and pad of paper for taking notes.
- Match your qualifications to the requirements of the job and be ready to discuss.
- Get a good night’s sleep the night before.
- Map out the location ahead of time and get directions before you leave.
- Give yourself enough time to find the interview site and arrive 15 minutes early.
- Turn off your phone.
- Don’t chew gum.
- Always come to the interview alone.
- Arrange for child care and transportation ahead of time so you can be on time and relaxed during the interview.
- Find out who called you to schedule the interview. Ask who you will be interviewing with and what he



Write your own SAR examples using the template at jobs.utah.gov/jobseeker/oltools/writingsar.pdf

or she does. When you get to the interview, the person at the front desk may not be aware of your interview. It helps if you can relay whom you spoke with and why you are there.

- Be polite and professional to office staff while you are waiting for your interview.
- When you walk into the interview, smile and shake hands with each interviewer. Remember their names or write them down to refer to during the interview and to address thank you notes after the interview.
- Be yourself.
- Take your time in responding and make sure your answers are positive. Answer the entire question, and if you are unsure about a question, ask for clarification.
- Do not ask questions about pay, benefits and vacation. Save that for when you are offered the job. Also, do not discuss illegal or discriminatory subjects, such as race, religion, age, national origin or gender.
- Close the interview in a friendly, positive manner. Thank the interviewers and let them know if you want the job. Summarize your qualifications and let them know why you would be a good fit.



Interviewing Tips

- Dress appropriately for the position — one step above what you would wear on the job
- Shake hands and offer your resume to each interviewer
- Maintain good eye contact
- Be aware of distracting behaviors like pen clicking and fidgeting with objects
- Use the interviewers' names
- Research the company and prepare questions
- Be yourself; share positive, honest and skill-based answers
- Practice role-playing in person and on the phone

Be Mindful of Your Body Language

Your body language in an interview speaks volumes. Dr. Linda Martin, coordinator of the Communication Program at Louisiana Tech University, says, “People believe what they see over what they hear. Facial expressions and gestures account for 50 percent of meaning.” Your body language sends a big message.

You communicate your professionalism verbally and nonverbally.

- When you sit, maintain good posture with your head up and your back straight. Do not slouch; this can make you look sloppy and uninterested.
- Do not sit too stiffly; this can make you look nervous or uptight.
- Do not lean towards the door; this can make it look like you are anxious for the interview to end.
- Do not sit with your arms folded across your chest; this can make it look like you are closed and unfriendly.
- Maintain good eye contact and lean in slightly to show interest.
- Make eye contact when you shake hands. If more than one person is interviewing you, make eye contact with everyone the same as you would during a group conversation.
- Do not stare blankly. It can be uncomfortable for those you are staring at. Do not maintain eye contact for longer than is natural or comfortable. Do not look down; it shows low self-esteem.
- Keep an interested expression that is natural and relaxed. Nod and smile when it is appropriate.
- Be aware of what you are doing with your hands. The best place to put your hands is

loosely clasped on the table in front of you or in your lap.

- Do not rock in your chair, drum your fingers, play with your hair, bite your lip or rub or touch your nose. Be aware of what you do when you are nervous and keep it in check.
- Don't give handshakes that are too soft or too strong. Either can send a negative message about you.

People believe what they see over what they hear. Facial expressions and gestures are as important as what you are saying.



Professional Appearance

The way you present yourself, including dress, grooming and behavior, are important to employers whether you are an applicant or an employee. As an employee, you would represent the company. Your appearance reflects your attitude toward your job and affects your ability to grow within the company. As part of your preparation for the interview, find out the company dress code and meet that standard. Try your outfit on the day before wearing it. Pay attention to your personal hygiene.

- Make sure clothing is clean and ironed
- Limit jewelry
- Maintain a neat and professional hairstyle
- Be aware of strong smells, such as cigarette smoke, food and perfume
- Make sure nails are clean and manicured
- Brush and floss your teeth
- Cover tattoos
- Use makeup sparingly
- Make sure facial hair is well groomed

- Dress shirt or polo
- Slacks or dress pants
- Blazer or business jacket
 - Shirt and tie
- All clothing clean, pressed and in good repair

It is better to over dress than to under dress. Smile, and make a good impression.

- Knee length skirt or dress
- Dress or business shoes



Be Prepared to Answer Common Interview Questions

The interview is like a sales meeting where you are both the salesperson and the product. The fundamental question in every interview, whether spoken or not, is “Why should I hire you?”

Generally, basic interview questions will ask for your qualifications, experience, skills and motivation. Be prepared for situational or behavioral-based questions that require specific examples. You might be asked open-ended questions, such as “Tell me about yourself?” “Tell me what you know about our company?” or “What are your strengths and weaknesses?”

These are broad, general questions that allow you freedom to answer in great detail. Sell yourself to the employer using your 30–60 second commercial.

Common Questions Asked in an Interview:

1. What is your greatest strength?

Discuss attributes that qualify you for the job. Share a SAR (Situation–Action–Result) example.

“When I commit to a deadline, I do whatever it takes to deliver. For example, I was having difficulty getting data I needed for a report, but through persistence, excellent communications skills and time management I was able to get the data and complete the report on time.”

2. What is your greatest weakness?

Avoid repeating the word “weakness.” Describe a weakness that you have professionally, not personally, and focus on what you are doing to improve.

“I found recently that there were aspects of Excel that I didn’t feel comfortable using. I have been working on that by taking an advanced course in Excel and by taking on projects where I can use my newly gained knowledge.”

3. What did you like least about your last employer or supervisor?

Stay positive and don’t bash your previous employer.

“My last supervisor and I had different ideas about who to include on projects. However, when I focused on the expertise she brought to other aspects of project management, I began to appreciate her much more. It made it easier for me to work with her on projects.”

4. Why did you leave your last job?

This is not an opportunity to badmouth your former boss or company. Be upfront but positive.

“I would like to be upfront. I found myself looking for more challenges. I am a dedicated employee and didn’t want my lack of satisfaction to impact my work for the employer.”

5. Explain the gaps in your work history.

Be honest and prepared with an answer about what you have been doing. Let the interviewer know that you have been actively engaged in something, whether community service or obtaining more education.

“I have been volunteering for a literacy program at an elementary school where I have learned skills in training, preparation and mentoring.”

Learn to create your SAR with the template at jobs.utah.gov/jobseeker/oltools/writingsar.pdf



6. Where do you see yourself in five years?

Connect your answer to the job you're applying for.

"My long-term goals involve growing with a company where I can learn and produce quality home products for its customers."

7. What do you know about this company?

Use your research to answer this question.

8. Why do you want this job?

This is another opportunity to talk about what you can do for the company.

"Your company is one of the top in its field. You have several new products that you are ready to market and release soon, and I want to be a part of helping your company be successful."

9. What do you think is reasonable pay for this position?

This is another place to show you have done your homework.

"Based on my research, people in this position with my level of expertise earn between \$_____ and \$_____. I would be willing to negotiate in that range."

Questions to Ask in an Interview

An interview is a two-way street. Usually the employer will ask you if you have any questions for them at the end of the interview. Be ready with questions that demonstrate your knowledge of the company. For example, "I read on the company website that employees have recently done presentations at XX conference. Is that a typical opportunity for the job for which I am interviewing?" *Remember: Don't ask about pay, benefits or retirement.* Sample questions might include:

- Why was this position created?
- What are the primary duties during the first six months?
- What is the most urgent or challenging part of the job?
- What are the expectations of the supervisor?
- What is your company's management style?
- Can you tell me about your performance appraisal system?
- When will you be making your decision?
- How would you describe the culture of this company?

Protect Yourself Against Discrimination

The law does not limit the employer's right to seek full information about your work experience or other qualifications. There may be some unusual questions on the application form or in a job interview. Some employers may ask questions such as "What are your child care arrangements?" or "Do you own a car?" In most cases the employer just wants to make sure that you will be able to work. In responding to these questions, it may be best to simply say, "arrangements have been made."

However, the law does restrict employers from asking questions about race, religion, disabilities or other subjects that could lead to discrimination. The following are examples of appropriate and inappropriate pre-employment inquiries.

Age

Appropriate: "Are you over 18 years of age?" "If hired, can you submit a work permit if under 18?" "If hired, can you provide proof that your age meets legal requirements?"

Inappropriate: Questions that tend to identify applicants as 40–64 years old.

Birthplace

Appropriate: "After employment, can you submit a birth certificate or other proof of U.S. citizenship or age?"

Inappropriate: Questions about an applicant's birthplace or the birthplace of the applicant's spouse or relatives or a requirement that the applicant submit a birth certificate.

Character

Appropriate: "Have you ever been convicted of a crime?"

Inappropriate: "Have you ever been arrested?"

Citizenship

Appropriate: "If you are not a U.S. citizen, do you have the legal right to remain permanently in the U.S.?" or a statement that if hired, the applicant may be required to submit proof of citizenship.

Inappropriate: Questions about whether an applicant, spouse or parents are naturalized or native-born U.S. citizens or date when applicant or spouse or parents acquired U.S. citizenship.

Education

Appropriate: Applicant's academic, vocational or professional education and schools attended.

Inappropriate: Date last attended high school.

National Origin or Ancestry

Inappropriate: Applicant's nationality or ancestry, length of residency in the U.S., nationality of applicant's parents or spouse, or "What is your native language?"

Photograph

Appropriate: Statement that photograph may be required after employment.

Inappropriate: Requirement or request for any photograph before employment.

Physical Conditions

Appropriate: "Do you have any physical limitations that may limit your ability to perform this job?" or a statement that the job offer may be made contingent on passing a physical exam.

Inappropriate: "Do you have any physical disabilities?" or questions about general medical conditions or receipt of Worker's Compensation.

Race or Color

Inappropriate: Any questions regarding complexion or skin color.

Relatives

Appropriate: Names of relatives already employed by the company or names and addresses of parent or guardian if applicant is a minor.

Inappropriate: Marital status or number of dependents, names and addresses of relatives of adult applicant, or "With whom do you reside?"

Religion

Inappropriate: Questions about applicant's religious affiliation or religious holidays observed or "Do you attend religious services?"

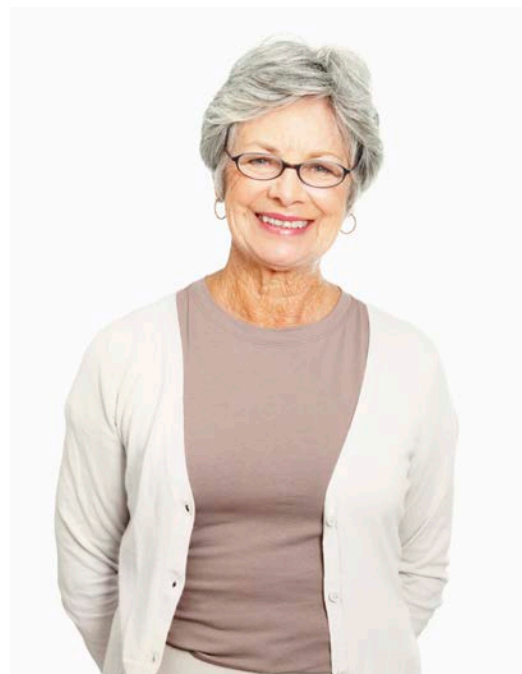


Be Proactive After the Interview

What you do after the interview can also have an impact on how the employer views you and your chances for being hired. Here are some tips on what to do after the interview:

- Always thank the interviewer.
- If you haven't heard anything from the employer in a week, make a follow-up call to find out if a decision has been made and to reconfirm your interest in the job.
- Be prepared to do a second interview. Many employers will interview top candidates more than once.
- Make the interview a learning experience. You may not be hired, but each interview you have will teach you something new that can help you with your next interview. 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 about the job?
 - ♦ Did I talk too much? Too little?
 - ♦ Was I too tense? Too relaxed?
 - ♦ Was I too assertive? Not assertive enough?
 - ♦ Was I dressed appropriately?
- 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.
- Send the employer a follow-up thank you letter.

If you do not get the position, continue to follow up on that position or others that might become available. If you were interviewed, it means you qualified and have high potential. Learn from this experience to do better next time.



Ten Skills Employers Seek From Forbes.com

1. Ability to work in a team
2. Ability to make decisions and solve problems
3. Ability to plan, organize and prioritize work
4. Ability to communicate verbally with people inside and outside an organization
5. Ability to obtain and process information
6. Ability to analyze quantitative data
7. Technical knowledge related to the job
8. Proficiency with computer software programs
9. Ability to create and/or edit written reports
10. Ability to sell and influence others



Sample Thank You Letter

Date:

Dear Ms. Stanford:

It was very enjoyable to speak with you about the assistant account executive position with Valley Programming. The job, as you presented it, seems to be a very good match for my skills and interests. The creative approach to account management that you described confirmed my desire to work with you.

In addition to my enthusiasm, I will bring strong writing skills, assertiveness and the ability to encourage others to work cooperatively with the department. Also, my research background will help me to work with researchers on staff.

I neglected to mention that I worked for two summers as a temporary office worker. This experience helped me to develop strong skills in programs such as Word, PowerPoint and Excel.

I appreciate the time you took to interview me. I am very interested in working for you and look forward to hearing from you about this position.

Sincerely,

Joan Anderson

Write a Strong Thank You Letter

After the interview, follow up with the employer. Write a thank you note or letter to each person who participated. Thank the interviewers for their time, restate your interest and qualifications and remind them of your intent to follow up. Let them know you are looking forward to hearing from them in the near future. Hand-deliver your follow-up letter. If you send one in the mail, it may arrive after the employer has decided whom to hire. Email is appropriate if the time frame is limited.

Download a thank you letter template at jobs.utah.gov/jobseeker/oltools/thankyou_wre.pdf



Mock Interview Evaluation and Feedback

As the job seeker, put yourself in the shoes of an employer. How would he or she respond to your answers, body language, preparation and knowledge of the company and position during an interview? Use the form below as you prepare and practice your interview skills. Give the form to others so they can score each category. Encourage them to provide honest feedback to help you improve. The goals of the mock interview are to (1) recognize strengths and weaknesses and (2) set goals for improvement.

Personal Appearance — Rate the applicant on the criteria below on a scale of 1 to 5 (1=poor and 5=excellent).

Criteria	Rating				
	1	2	3	4	5
1. Dressed appropriately for the interview					
2. Organized: had all of the necessary materials on hand in a professional, well-organized format					
3. Presented him or herself professionally (no gum, drinks, food, cell phone, etc.)					
COMMENTS					

Body Language — Rate the applicant on the criteria below on a scale of 1 to 5.

Criteria	Rating				
	1	2	3	4	5
1. Handshake					
2. Eye contact					
3. Voice level					
4. Facial expressions					
5. Posture and body position					
6. Self-confidence and comfort level					
7. Control of nervous habits					
COMMENTS					

Quality of Response to Questions — Rate the applicant on the criteria below on a scale of 1 to 5.

Criteria	Rating				
	1	2	3	4	5
1. Effectively shared examples using the SAR technique					
2. Presented an effective 60-second commercial					
3. Responded to questions appropriately					
4. Effectively described strengths, skills and abilities					
5. Came prepared with questions for the employer					
6. Used power words					
COMMENTS					

Overall Presentation

Provide any additional feedback on your impression of the interview:

Download this form at jobs.utah.gov/opencms/jobseeker/oltools/mock.pdf

Being a Successful Employee



Congratulations! You have successfully landed a job. Now your goal is to learn the skills necessary to be a successful employee.

Have a Good Attitude

- A positive attitude is one of the most important factors in achieving job success. Look on the bright side and focus on solutions to problems instead of complaining. A positive attitude includes being energetic and motivated and taking pride in work by improving and learning new job skills. Do not carry negative feelings into your new workplace. Resolve them elsewhere.
- Demonstrate a strong work ethic by beginning work on time, returning from lunch and breaks promptly, completing assignments timely and thoroughly, being dependable and honest and not using work time for personal business.
- Be flexible in the workplace because businesses are continually growing and changing. When you are flexible, you embrace change and move forward with decisions. The easier it is for you to adapt, the greater your chances of success.
- Employers value employees who are respectful of themselves, their co-workers and their leaders. Learn to accept feedback, avoid gossip and be courteous when expressing your thoughts to demonstrate that you are a professional member of the organization.
- the overall organization. Avoid a “know-it-all” attitude. Try to fit in with the team, and keep your sense of humor.
- Take time to get to know your co-workers. Find positive and upbeat people. Avoid negative, critical and gossiping people.
- Be patient with yourself and your employer. It takes time to get used to, learn about and like a new job and new people.

“For employee success, loyalty and integrity are equally as important as ability.”

– Harry F. Banks

Practice Team Building

- Be a team player. Be willing to help. Know the goals of your position and how your job fits into

To-Do List:



- Have a positive attitude *before* starting your job, as first impressions are formed on day one
- Be professional by being punctual and keeping your emotions in check
- Embrace change and be willing to learn new things; take the initiative on duties

- Be friendly, courteous and respectful to everyone. Be willing to go the extra mile. This creates goodwill with employers, co-workers and customers. Remember, as you climb the career ladder, you may meet the same people on your way up.

Give Positive Feedback

- Show appreciation. Let your supervisor and teammates know you appreciate their training, support, input and feedback. Strive to be positively recognized. Be friendly and helpful to everyone at all levels.
- Problem-solving is a valuable asset in any organization. Be resourceful and use creative thinking to generate ideas, solutions and new approaches to problems. Be open to other's ideas, negotiate and collaborate to create win-win solutions for you and others.
- Be thankful and celebrate success. Recognize and praise everyone who plays a part in achievements, project completion or improvements. A thank you can be given verbally, in an email, in a card or even as an appropriate gift. Positive feedback and specific compliments are great ways to share the wealth.

Exercise Professionalism

- Always be on time. Allow a few extra minutes for traffic problems and getting children to day care. Set an alarm clock to help you get up. Being reliable and dependable gains the trust and respect of your new employer. If you are going to be

unavoidably late or out sick, notify your supervisor before you are supposed to start your scheduled shift.

- Prior to starting the job, have all of your appointments with doctors, dentists, etc., out of the way. Have your transportation and day care lined up so you do not immediately have to take time off. Have an emergency plan for day care and transportation.
- When you need to talk with your supervisor, ask when would be a good time to meet. Follow the proper chain of command.
- Be clean and well groomed. Wear clean and job-appropriate clothes. Pay attention to how your co-workers are dressed. Avoid wearing strong perfumes or colognes. Dress for the job you want.
- Keep your personal life and problems at home. Do not use the employer's equipment and time to do personal things like make calls, use the copy machine or resolve your personal problems on the job.
- Do not express your opinions, biases or prejudices about others while you are at work. Diversity is a priority in the workplace.
- Keep your emotions under control. The job is not the place to express or show your opinions or feelings.



Being a Successful Employee

Be a Life-Long Learner

- Learn and follow all office rules, policies and procedures. Read the employee manuals.
- Learn all you can about the job you were hired to do before thinking about moving up.
- Ask for help when you need it. If you make a mistake, let your supervisor know immediately. Find out how you can fix it.
- Listen and learn. Be open to new ways of doing things, even if you were taught differently in school or at a different job.
- Do not be quick to find fault, criticize or complain until you can prove you can do something a better way.
- Take advantage of your performance reviews. Stay calm. Learn from them. Ask how you can improve. Show results or job-related classes you have taken. Most supervisors appreciate employees who are concerned about performance and in finding ways to improve. Your success is their success.
- Accept criticism as constructive. Do not become defensive or take it personally. Thank the person for their input. If you are unsure how to handle the situation, check with your supervisor.
- Be willing to learn new skills. Keep a record of classes you are taking that relate to the job. Review this with your supervisor at an appropriate time.
- Volunteer for projects and committees if your work is completed and your supervisor approves.
- Notice who your boss relies on and model yourself after them.
- Find a mentor, someone who knows the company and the job well enough to coach you or show you the ropes.
- Allow yourself to learn from the knowledge and experience of others.

Work Smart

- Record your achievements, projects, assignments, daily responsibilities and outcomes on an accomplishments sheet. Create a professional portfolio with work samples, project results and recognitions to share in your next performance review. Also, forward thank you and recognition emails to your supervisor and management to let positive results speak for you.
- Keep your resume updated. Maintain a record of specific, current examples of achievements, accomplishments and projects. Organize career documents, work samples and certificates in a file system. Completed interviews, performance reviews, letters of recommendation and awards/honors can be kept safe in your file system as well. Successfully managing your career will empower you to be ready to seize an opportunity when it comes your way.

Change happens, so continually assess your skills, strengths and weaknesses to determine areas in which you want to improve. Set SMART goals, including specific objectives, steps and timeframes to achieve your goals. Be ready for opportunities and be proactive in creating opportunities by networking, looking for new resources and looking for new ways to approach things. Initiate ideas and be open to feedback from others. Keep your options open and have a plan B (and C, D and E) to respond to change rather than react. Finally, control the things you can control to manage change successfully — take care of yourself.

Employers say more people lose their job because they don't use good work habits, not because they can't do the job.

Find Quality Child Care

All young children need quality care, whether it be from a parent, relative or child care facility. Finding a child care provider can be a daunting task. The good news is there are plenty of quality child care providers out there. You just need to narrow your search and choose a program that will work best for your family and work schedule.

Start your search at careaboutchildcare.utah.gov to find licensed child care facilities and evaluate them based on the program's strengths and your needs. On Care About Childcare® you will find quality indicators, program philosophy, pictures, links to their website, care type, hours of operation, location, ages accepted, vacancies, school districts served, years of operation, ability to provide for special needs, accreditation and licensing history for the previous 24 months.

Once you have located programs in your area, call those programs that interest you and see if they have a vacancy that fits your needs. Then schedule time for a visit. Try to visit as many programs as possible so you can evaluate your options.

During your visit:

- Ask questions. Make sure you see all the areas of the facility your child will be. Are the children watched at all times? Do adults and children wash their hands? Is the play space organized and are materials easy to use? Can your child access toys and materials throughout the day? Are positive behavior guidance techniques used?
- Spend time observing the interactions between caregivers and children. Are the caregivers warm and welcoming? Do caregivers engage in conversation with the children? Ask how many children there are per adult and how much individual attention your child will get. Learn how activities are organized to give your child opportunities to participate in each one.
- Ask about the caregivers' professional training, education and experience. Ask for at least two parent references and their phone numbers. Parents who check references say they often get information they could not have gathered any other way.

Once you choose a quality provider, stay involved by meeting with your provider regularly and by participating in special activities. Staying involved conveys a message to your child and to the provider that what your child is doing and learning is important to you.

Quality Indicators:

- Family involvement
- Outdoor environment
- Indoor environment
- Administration
- Health and safety
- The program
- Professional development



Getting an Education

Consider working a temporary or part-time job while you attend classes. Educational attainment gives you security against unemployment.



Learn How Education Pays

When it comes to employment, most people want to be employed and earn good wages. One of the best ways to accomplish this goal is to finish high school and pursue post-secondary education. Post-secondary education includes any education received after high school, such as associate degrees, technical training and bachelors' degrees.

The more education a person has, the more likely it is that he or she will have job stability and higher earnings. The Bureau of Labor Statistics has published data for years that shows how getting a high school diploma and going on to college contributes to success in the workforce as measured by earnings

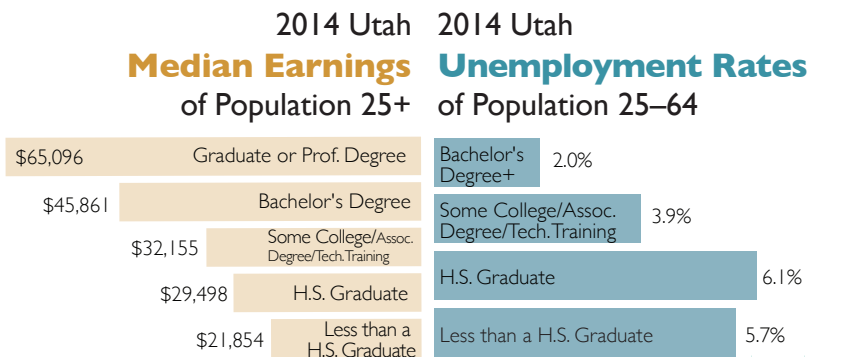
and employment (shown in the graph below).

Utahns who earn less than a high school diploma earn about \$10.70 per hour, while those who graduate from high school earn about \$13.40 per hour. The median hourly earnings for those who went on to get some college, an associate degree or technical training in 2013 was \$15.30 per hour, which jumped to \$21.50 for those who attained a bachelor's degree. Utahns with graduate and professional degrees earned a median of almost \$29.70 per hour.

The data shows that those with postsecondary education are more likely to be employed. For

example, those with a bachelor's degree or higher had a 2.6 percent unemployment rate while 6.4 percent of those in the group with less than a high school diploma were looking for work. As the graph shows, the unemployment rate steadily decreases as the level of education increases.

If you want job security and high pay, plan your education and career carefully. If you are currently working, it is likely there are opportunities for you to move up your career ladder by gaining additional training or education. Explore your options to keep your career on track.



Source: U.S. Census Bureau; American Community Survey

- To find training and education information, check out DWS' training information at jobs.utah.gov/jobseeker/training.html
- Find information about schools in Utah and other states at utahfutures.org



Choose a Postsecondary School

There are a number of topics to consider when selecting the college that best fits individual academic and career goals. Have conversations with family, friends and trusted advisors. You may consult with your current employer to see if your company has a tuition reimbursement program. Visit campuses. Do not choose a college because friends are going there or you heard about it on television. Select the school that best helps you acquire the knowledge and skills you need to achieve your career goals. Consider the following questions on your own.

What type of college best suits my end goals?

From one-year certificates to four-year degrees, from private to public institutions, the options are endless. Consider working toward your long-term education and career goals by creating short-term goals. For example, find out about stackable credentials where education and work experience can be obtained in steps that build toward your long-term goals.

What size campus and student population is comfortable for me?

College numbers can affect your college experience. Depending on size, colleges and universities may have more or less extracurricular options, majors offered, personal attention, and school facilities and resources. Keep your individual goals in mind to help you decide which school will best help you achieve those goals. Take a look at your individual goals and then do the math.

Where do I see myself?

Will you study best in a familiar campus close to home or a totally new place? An urban city or a small community? It is important to feel comfortable at the school you choose. You may also have to consider whether schools offer non-traditional tracts for the program you are interested in to accommodate your schedule. For example, do they offer the flexibility of online or night classes?

What do I want to study?

Do you already know what you want to study? If yes, research that academic department at various institutions,

and network with professionals in that given career field. If you are undecided, an academically balanced college is a great place to explore different majors and programs while finding your focus.

How much is this going to cost?

While prices vary from college to college, make sure you explore financial aid possibilities, from grants and scholarships to work-study to loans or reimbursement from your current employer. You can search online to find college comparisons and get the best education for the best value. Take care to avoid scams or paying too much for a degree or certificate, and understand how much you are taking on in student loans.

What are the requirements to get in?

The earlier you look at various college admission requirements, the better. Many colleges have admissions application deadlines that are six or eight months before school starts while others have rolling admissions that accept students year round. Some colleges are flexible and accept the majority of applicants while others require a minimum GPA or SAT score. If you are seeking a master's degree or higher, the program may require minimum scores on graduate-level standardized tests such as the GRE or GMAT. You can find admissions requirements for post-secondary institutions in Utah and across the U.S. at utahfutures.org.

Where do I see myself after college?

Once you begin higher education, it's important that you finish. Take a look at the retention and graduation rates of colleges. Again, from one-year certificates to four-year degrees, college equals opportunity. Don't let anything stand in the way of reaching your education and training goals.

Explore information about Utah colleges, training providers and other U.S. colleges at utahfutures.org.

Adapted from a publication of the U.S. Department of Education.



Find Utah Public Colleges and Universities

Universities offer a wide variety of coursework and degree programs, including some at a graduate level. Academic facilities such as libraries, laboratories and computer labs are numerous and well-equipped. Visit the websites to learn what programs and degrees each institution offers.

- University of Utah — utah.edu
- Utah State University — usu.edu
- Utah State University–Eastern — eastern.usu.edu
- Weber State University — weber.edu
- Southern Utah University — suu.edu
- Snow College — snow.edu
- Dixie State College — dixie.edu
- Utah Valley University — uvu.edu
- Salt Lake Community College — slcc.edu
- Utah College of Applied Technology — ucat.edu

Learn About Financial Aid

According to the old adage, there are two ways to get ahead in life: working hard and working smart. This applies to searching for financial aid. Financial aid is money you receive from a variety of sources to help cover the cost of education. Applying early and often for scholarship and financial aid opportunities is key, but being strategic about your time and resources is just as important. Studies have shown that over 90 percent of financial aid is made available through the institution students attend, so talk to the college financial aid office.

Some of the basic types of financial aid resources include the following:

Grants are need-based aid that do not have to be repaid. Utah also has grant programs that may be available to those who complete their financial aid file by a school's priority funding schedule.

Scholarships, like grants, do not have to be repaid. Generally scholarships are reserved for students with special qualifications. Institutional scholarships can be based on financial need, academic ability or

outstanding talent. Many scholarships are offered through public and private colleges, and thousands of private scholarships are available from other sources, such as utahfutures.org. Visit higheredutah.org/regents scholarship for more information.

Loans must be repaid with interest and include student loans, parent loans and private loans. Federal loans include Federal Perkins Loans, Federal Stafford (Subsidized and Unsubsidized) Loans and Federal Parent Loans for Undergraduate Students (PLUS). The Terrel H. Bell Teaching Incentive Loan Program (TIL) has a non-repayment feature for recipients who teach in Utah K–12 schools.

Work-study provides students with employment opportunities on and off campus, normally based on a student's financial need. Generally, there are two forms of work-study programs at the federal and state level. Federal work-study allows students to work on or off campus and is based on financial need.

Benefits for special groups include financial assistance programs for a person's ability, disability or community or military service. College counselors are aware of most of these programs and can help you find information.

Tuition reimbursement is provided by some employers to employees who want to pursue more education and training. You'll likely have to make sure your degree or field of study relates to your current job or other jobs in the company. Contact your human resources department to find out if your company offers this type of program.

Applying for financial aid starts with creating a budget, preparing copies of your income taxes, filling out and submitting the Free Application for Federal Student Aid (FAFSA) and getting an electronic PIN number from the Federal Department of Education.



Federal Aid Student Eligibility

Eligibility for most federal student aid is based on several factors, including financial need.

To meet the most basic eligibility requirements to receive federal student aid, you must:

- Be a U.S. citizen or an eligible noncitizen
- Have a valid social security number
- Register with the Selective Service if you're a male between the ages of 18 and 25
- Maintain satisfactory academic progress
- Have a high school diploma or General Educational Development (GED) certificate
- Pass an approved ability-to-benefit test (if you don't have a diploma or GED certificate, a school can administer a test to determine whether you can benefit from the education offered at that school)
- Complete six credit hours or equivalent course work toward a degree or certificate
- Meet other federally approved standards
- Complete a high school education in a home-school setting approved under state law

Gain Marketable Skills That Lead to Better Employment

We may be able to help you obtain employment by completing the education or training you need. The Workforce Information Act can assist eligible individuals age 14 and up who are seeking their high school diploma, GED, ESL certificates or certificate and degrees with a specific career in mind.

Find more information at jobs.utah.gov/jobseeker/training.html

Web resources:

- studentaid.ed.gov
- utahfutures.org
- blog.uheaa.org
- fb.com/uheaa
- twitter.com/uheaa
- uheaa.org
- fafsa.ed.gov
- finaid.org
- uasfaa.org



Job Outlook Data

Star ratings are assigned within training categories. For example, occupations that are classified as requiring an associate degree are grouped in one category and assigned star ratings within that category, while jobs classified as requiring a bachelor's degree are grouped in another category and assigned star ratings. There are jobs classified in all training levels that receive five, four, three, two, one and zero ratings.

- ★★★★★ Five-star occupations have the strongest employment outlook and high wages.
- ★★★★ Four-star occupations have a good employment outlook and relatively high wages.
- ★★★ Three-star occupations have a moderate to strong employment outlook and low to moderate wages.
- ★★ Two-star occupations have a limited employment outlook and a relatively high wage.
- ★ One-Star occupations have a strong employment outlook and a relatively low wage.
- Zero-Star occupations have a limited employment outlook and low wages.



Occupation	Stars	Median Hourly Wage
Bachelor's degree or higher		
Applications Software Developers	★★★★★	\$41.92
Civil Engineers	★★★★★	\$35.97
Computer Programmers	★★★★★	\$38.33
Computer Systems Analysts	★★★★★	\$34.34
Construction Managers	★★★★★	\$37.30
Financial Managers	★★★★★	\$45.90
General and Operations Managers	★★★★★	\$35.90
Lawyers	★★★★★	\$48.91
Management Analysts	★★★★★	\$34.72
Mechanical Engineers	★★★★★	\$36.75
Medical and Health Services Managers	★★★★★	\$41.02
Nurse Practitioners	★★★★★	\$44.16
Physicians and Surgeons, All Other	★★★★★	NA
Postsecondary Health Specialties Teachers	★★★★★	NA
Sales Managers	★★★★★	\$46.33
Systems Software Developers	★★★★★	\$44.32
Technical Sales Representatives	★★★★★	\$37.33

best five star



jobs by training level

Occupation	Stars	Median Hourly Wage
Associate degree or some college		
Cardiovascular Technologists and Technicians	★★★★★	\$24.78
Dental Hygienists	★★★★★	\$33.45
Diagnostic Medical Sonographers	★★★★★	\$34.25
Medical Equipment Repairers	★★★★★	\$25.30
Radiologic Technologists and Technicians	★★★★★	\$24.63
Registered Nurses	★★★★★	\$28.71
Web Developers	★★★★★	\$25.66
Computer Network Support Specialists	★★★★	\$26.61
Electrical and Electronic Engineering Technicians	★★★★	\$28.04
Occupational Therapist Assistants	★★★★	\$26.53
Respiratory Therapists	★★★★	\$27.39
Postsecondary non-degree award		
Supervisors of Production and Operating Workers	★★★★★	\$25.62
Heating/Air Conditioning/Refrigeration Mechanics	★★★★	\$21.99
Heavy Truck Drivers	★★★★	\$20.12
Licensed Practical and Licensed Vocational Nurses	★★★★	\$20.49
Telecommunications Equipment Installers and Repairers	★★★★	\$29.61
Heavy Truck Drivers	★★★★	\$20.12
Aircraft Mechanics and Service Technicians	★★★	\$26.91
Emergency Medical Technicians and Paramedics	★★★	\$15.31
Supervisors of Fire Fighting Workers	★★★	\$33.93
Medical Assistants	★★★	\$13.68
Medical Records and Health Information Technicians	★★★	\$16.34

Occupation	Stars	Median Hourly Wage
High school/GED		
Claims Adjusters, Examiners, and Investigators	★★★★★	\$27.74
Food Service Managers	★★★★★	\$22.60
Industrial Machinery Mechanics	★★★★★	\$24.80
Mobile Heavy Equipment Mechanics	★★★★★	\$25.01
Nontechnical Sales Representatives	★★★★★	\$27.22
Plumbers, Pipefitters and Steamfitters	★★★★★	\$23.91
Property/Real Estate/Community Association Managers	★★★★★	\$20.58
Purchasing Agents	★★★★★	\$29.30
Supervisors of Construction and Extraction Workers	★★★★★	\$26.48
Supervisors of Mechanics, Installers and Repairers	★★★★★	\$29.99
Supervisors of Non-Retail Sales Workers	★★★★★	\$34.39
Supervisors of Police and Detectives	★★★★★	\$32.20
Supervisors of Transportation and Material Moving Workers	★★★★★	\$27.31
Wholesale and Retail Buyers	★★★★★	\$22.97
Less than high school		
Oil/Gas/Mining Service Unit Operators	★★★★★	\$23.13
Insulation Workers (e.g., floor, ceiling, wall)	★★★★	\$18.65
Oil/Gas Derrick Operators	★★★★	\$28.40
Oil/Gas Rotary Drill Operators	★★★★	\$24.35
Tile and Marble Setters	★★★★	\$17.34
Cement Masons and Concrete Finishers	★★★	\$16.43
Construction Laborers	★★★	\$13.85
Drywall and Ceiling Tile Installers	★★★	\$16.45
Helpers of Brickmasons/Stonemasons	★★★	\$15.02
Painters, Construction and Maintenance	★★★	\$16.60
Wellhead Pumpers	★★★	\$26.17

Fastest Growing

Occupations
with 100+ Annual Openings
2012–2022

Health Specialties Teachers, Postsecondary	6.5%
Market Research Analysts & Marketing Specialists	5.3%
Home Health Aides	5.1%
Nurse Practitioners	4.7%
Medical Secretaries	4.5%
Cement Masons & Concrete Finishers	4.4%
Medical & Clinical Laboratory Technicians	4.2%
Drywall & Ceiling Tile Installers	4.2%
Personal Care Aides	4.2%
Software Developers, Applications	4.1%
Dental Hygienists	4.1%
Painters, Construction & Maintenance	4.1%



Star ratings provide general guidance for high-demand and high-wage occupations.

For more information visit:

jobs.utah.gov/wi and click on **Occupational Openings**.

★ Resources for Veterans

At the Department of Workforce Services, it is our first priority to connect service men and women to Utah jobs including active members of the National Guard and Reserve and their eligible spouses.

We can help you by providing:

- Information on transferring military skills to civilian education and licensing credits
- Utah's largest online employment system for finding a job
- Referrals to employment workshops and temporary assistance programs
- Networking opportunities
- Work readiness activities

Put Your Military Experience and Training to Work

The Accelerated Credentialing to Employment (ACE) program assists service men and women by crosswalking military training and work experience to comparable civilian employment:

- Coordinate military educational credits, licensing, and certifications with Utah's post-secondary educational institutions and licensing/certification agencies
- Identify skills and training obtained through military service
- Learn job search techniques, resume writing and interviewing skills, and more

For more ACE Program information visit jobs.utah.gov/jobseeker/veterans/07_72.pdf



Ten Reasons Employers Want to Hire Veterans

1. Strong work ethic
2. Teamwork
3. Initiative
4. Work under pressure and meet deadlines
5. Flexibility and adaptability
6. Self-directed
7. Commitment to excellence
8. Client and service oriented
9. Planning and organizational skills
10. Give and follow directions



Enter your military occupational classification and match it to standard job titles and descriptions at www.onetonline.org/crosswalk.



Attend a DWS employment workshop on resume writing techniques, interviewing skills, and more. For dates, times and locations, go to jobs.utah.gov/jobseeker/workshops.



Find careers like your military job, search for jobs by key words or browse careers by industry at mynextmove.org/vets.



Get helpful information on our veterans employment page, such as how to obtain your military records and how to verify your military experience and training at jobs.utah.gov/jobseeker/veteran.html.



Get help as you transition from military to civilian life at careeronestop.org/ReEmployment/Veterans.



Talk to an employment counselor in any Department of Workforce Services office at jobs.utah.gov/Regions/ec.html.



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SmartStart



Employment Center Workshops

For in-person help with the topics covered in this guide, attend a workshop at any of our employment centers located throughout the state. You can learn about resume writing, job searching with technology, interviewing skills, networking and more with a trained specialist who can help you find a great job. You can also take some workshops online. For more information, visit jobs.utah.gov/jobseeker and select **Job Seeking Skills Workshops**.



DEPARTMENT OF
**WORKFORCE
SERVICES**

jobs.utah.gov