

# JOB HUNTERS Guide



## CAREER DEVELOPMENT

*prepare ► connect ► transition*



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**Welcome from your Career Development advisers. We strive to address the needs of all students and alumni regarding their career plans and job search preparation.**

In conjunction with the mission of Malone University, Career Development strives to assist all students with discovering, developing and achieving their God-directed career goals. Career Development Advisers offer practical counsel from a Christ-centered perspective based on unchanging Biblical principles. We equip students with the necessary skills to effectively **PREPARE→CONNECT→TRANSITION** into their God-directed vocation.

## What We Do

- Counsel students who are seeking assistance with deciding on an academic major or career path to pursue
- Equip students with professional job search skills
- Provide students with a wide variety of job search tools and techniques
- Train students to become successful with their job search or graduate school goals

## Career Counseling

You can begin the exploration process by going to **Malone.MyPlan.com** and create a new account using the license number posted on the landing page. After completing the login process click on the Assessment tab and begin taking the four free career assessment tests. The system is designed for self-interpretation. When completed, read through each assessment piece methodology to understand your test results. Schedule an appointment with a career adviser for assistance and additional clarity.

## Graduate School Assistance

We educate students regarding the grad school application process. We provide resources and sponsor a Graduate School Fair each fall semester.

## Experiential Learning

Experiential learning at Malone University is known by several titles: internship, cooperative education, field experience, or clinical experience. No matter what the title, experiential education is a planned learning process integrating classroom theory with supervised work assignments that are relevant to a student's academic coursework and/or career goals.

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

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

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

**Summer job opportunities** include summer camps, mission organizations and local employers seeking candidates to work full-time during the summer months. This is another way to gain experience, skills and knowledge concerning career fields related to your career goals.

Many of these opportunities can be found on **MaloneCareerConnect.com**.

## Job Search Assistance

We provide students with a step-by-step proven strategy leading to an effective God-directed job search. This handbook has been designed to walk you through this process.

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

## Adviser Locations

*for students:* The Center for Student Success  
Founders Hall, east wing  
Phone: 330-471-8321  
Email: [careerdevelopment@malone.edu](mailto:careerdevelopment@malone.edu)  
Website: [www.malone.edu/student-success/career](http://www.malone.edu/student-success/career)

*for alumni:* Alumni Career Services  
Johnson Center, Advancement Office  
Phone: 330-471-8320  
Hours: Mon.–Fri. 8–5  
Open evenings by appointment  
Email: [alumni@malone.edu](mailto:alumni@malone.edu)  
Website: [www.malone.edu/alumni](http://www.malone.edu/alumni)



# Job Search | Strategies

## Follow the checklist

Use a step-by-step approach. First, seek God's counsel (Philippians 4:6–8). Develop your plan using the Job Search Checklist. Approach your internship/job search with a positive attitude, courage, confidence, and a persistent effort until you succeed.

## Prepare yourself and your references

In preparing necessary documents; resume, cover letter and reference page for an effective job search (samples are in this guide), assess how prepared you are to achieve your goals by:

- identifying and articulating your strengths, skill sets and areas of interest
- having a professional and marketable resume
- using the job description to customize your cover letter
- educating your references and giving them a copy of your updated resume

Employers seek candidates who have focused career goals. Identify areas of interest or types of positions you want to pursue (go to **Malone.MyPlan.com** for help with “What Can I Do with A Major In?”).

Use major search engines to search your name and address (e.g. Google, Bing, etc;). Review your on-line activity. Sanitize your social media account profiles and privatize account settings for a consistent professional brand and presence.

## Strategy / research tips and links

Research the job market within your target areas to discover opportunities and connect with professionals within the areas of interest. The following list will help you research and locate contact information of potential employers:

- Utilize your relationships with faculty, family members and friends to build and expand your job search network See the “Networking and Informational Interviewing” section in this guide for more information on this topic
- Utilize all features of **MaloneCareer-Connect.com**
- Research links identified on the “Internet Job Search Tools” page at [malone.edu/careerdevelopment](http://malone.edu/careerdevelopment)
- Establish a free LinkedIn.com professional networking account. Learning Center tutorials instruct you how to make a professional profile. Join professional and networking groups (e.g. Malone Alumni and credible associations in your field). Follow companies of interest
- Contact Malone University Everett L. Cattell Library research liaisons for assistance
- Register with the One-Stop Employment Source in your area—this source of job search assistance is provided free by the government for any job seeker. The local Employment Source's website is [www.eswork.com](http://www.eswork.com). The agency has a free on-line resume/job posting system (Ohio-MeansJobs.com) and a JobFit assessment tool

- Go to the local chamber of commerce website to find a list of businesses and/or schools. Request a New Resident packet for information that may help you to determine your compatibility to the area.
- Read Crain Communications, Inc. publications as well as other helpful publications such as *The National Trade and Professional Associations Directory* specific to your field and/or location
- Review national (e.g. *Wall Street Journal*) and local newspapers for features on companies, expanded business endeavors and other related business news
- Regularly search the classifieds section, especially Sunday's issue for openings, job fairs and networking events (If you are currently employed, do not send your resume to a “blind” ad, this posting could be from your current employer).
- Go to professional association websites to see what services they provide for students (including newsletters)
- Review the state business directory for employer contact information
- Conduct an online search of various companies'/organizations' websites. Find their annual report to see strengths, weaknesses, opportunities and threats to the organization. Compare the information with that of their competitors. View their Facebook and LinkedIn pages. Avoid interacting online with the employees of the organization other than through the established application process.





- Visit [www.jobweb.com](http://www.jobweb.com), the resource center of the National Association of Colleges and Employers (NACE) for career development and job search instruction
- Check out [www.wetfeet.com](http://www.wetfeet.com) for practical advice on education and job hunting
- View detailed business reports and industry profiles on [www.hoovers.com](http://www.hoovers.com)
- Refer to the sections about networking/information and employment interviewing in this guide
- Attend job fairs (some are virtual), employer open houses and other professional networking events

#### **Connect with people in person**

While an applicant, you always need to follow an employer's application process. When possible, it is important to present yourself in person to potential employers. Dress professionally and go to the employer's office. Introduce yourself, tell them you followed the on-line application instructions and would also like to personally deliver a hard copy of your paperwork. Ask a few brief questions if possible. Explain briefly the kind of position(s) you are qualified for and why you would like to work there. Ask their advice about anything else you need to be aware of in regard to openings and/or follow-up. When invited for a job interview, find out if you need any information to prepare for the meeting. Make sure you know the exact location of the interview as well as helpful details such as if there will be any testing, type of tests, group interview, and/or multiple interviews.

#### **Career Development Center Advisers will assist you**

Make an appointment with a Career Development Center adviser at any point during your job search for assistance. If you plan to relocate, many colleges/universities honor a reciprocal agreement between career centers providing resources to alumni.

#### **Recommendations for a good read**

The Bible, first and foremost, needs to be read daily. Printed career-related books such as these also provide guidance, inspiration and motivation:

- *Courage and Calling*
- *Embracing your God-Given Potential*
- *What Color is Your Parachute?*
- *Who Moved My Cheese?*
- *Your First 90 Days*
- *Live Your Calling*

# Job Search | Preparation Checklist

The following is a checklist of activities, documents and resources that should be reviewed before and during your job search. We suggest that you review this list often and check items off as you complete them. This will help to assure your career search readiness and give you a sense of confidence and accomplishment as you pursue your career goals. Using this checklist will not guarantee a successful job search, but it will help you to stay focused and organized.

- ☐ *Pray*—ask God for wisdom trusting that the Lord Jesus Christ will indeed be your strength (Philippians 4:13)
- ☐ Google yourself. Review on-line activity and social media accounts. Untag photos, sanitize sites & privatize settings. Brand yourself as a young professional
- ☐ Establish a professional email address separate from Malone if you are a senior – e.g. first.lastname@yahoo.com
- ☐ Set up a free LinkedIn.com account (seniors). Watch the tutorials in the LinkedIn Learning Center for step-by-step instruction
- ☐ Join the Young Alumni of Malone University (seniors) and connect with them on LinkedIn.com
- ☐ Complete *personal assessment sections*. Identify specific skills and a knowledge base using **Malone. MyPlan.com**
- ☐ Schedule an appointment to go over the **Malone.MyPlan.com** results with a Career Adviser
- ☐ Make an appointment with a Career Adviser to discuss your thoughts and job search needs as well as learn about the many services, tools and opportunities available
- ☐ Build a professional and marketable *Resume* (1 page preferred – see samples and use the Resume Review Checklist)
- ☐ Create a customized *Cover Letter* (customized to each position using the job description – see sample & use Cover Letter Review Checklist)
- ☐ Develop a *Reference Page* – list of at least 5 professional/ academic references with their permission (see sample)
- ☐ Ask for *Letters of Recommendation* – from professors or supervisors (paid or unpaid positions)
- ☐ Design a *Portfolio* – a collection of certificates, illustrations, special experiences, lesson plans, etc. (max of 15 pages)
- ☐ Make a *Marketing List* – 25 employers for whom you would like to work
- ☐ Research each company/organization/school on your list – check out the Annual Report if available
- ☐ *Ministry majors* – Develop statement of faith and/or testimony (1 page summary)
- ☐ *Education majors* – Develop philosophy of teaching (1 page summary)
- ☐ Make a list of your top skills/traits – illustrate each with examples (use STAR – Situation, Tasks, Actions, Results)
- ☐ Prepare (8) meaningful questions on an index card to ask an employer during an interview
- ☐ Learn how to present yourself well over the telephone, in networking and in pre & post interview situations
- ☐ Schedule a mock interview to practice answering interviewer questions. Use the Perfect Interview Simulator to practice and review
- ☐ Carefully choose interview clothes and accessories – be professional and conservative. If in doubt, DON'T wear it.
- ☐ Select clothing dark in color and conservative & classic in style. Everything needs to be clean, pressed & polished.
- ☐ Create a list of people for your network – provide a copy of your resume to everyone in your network and maintain regular contact with them
- ☐ Conduct 15 minute informational interviews starting with the people from your network to whom you were referred
- ☐ Get and stay organized; use a planner/calendar to schedule your job search
- ☐ Ask for business cards after the interview or write down the interviewer's name(s) & title(s)
- ☐ Send a thank-you note card – always send a note within 24–48 hours after every interview
- ☐ Remember to update your profile and resubmit a revised resume in **MaloneCareerConnect.com** each semester
- ☐ Prepare for a meaningful career and honor Christ with your life and work!



# Networking | Informational Interviewing

Networking can be as formal as registering with an employer-paid employment agency, or as informal as talking with a friend's dad at a backyard barbecue. In any case, networking is about effectively communicating who you are, what job related, transferable and self-management skills you have, and in what career areas you are prepared to work. Think about how you can communicate your interests. What is your passion? What field, product, or service motivates you? What do you enjoy researching or studying? What current events capture your attention? Your ability to convey a passion or genuine enthusiasm about your career goals in your conversation will naturally inspire you and those around you. Networking is also about listening to people and asking the right questions to learn how they might be connected to your career goals, or whom they may know who can help you. Be careful not to drop the ball once you have been given advice or a lead to follow. Act on a lead as soon as possible and communicate back to the person who helped you. Send a thank you note to anyone who has helped you.

## Identify Your Contacts

Make a list of people's names to develop your network and add names to your list with every new contact. Focus on scripture (e.g. read a chapter of Proverbs each day and reference Matt. 6:33-34, Phil. 4:6,7-8), for the wisdom and strength found in our Lord Jesus Christ to take the next step in an effective job search. Wise preparation combined with a motivation to succeed will enable you to overcome any fear.

Develop your network, by securing names and contact information of individuals from sources such as:

- your references, the 5+ people prepared to talk with potential employers about you is a good place to start
- professionals your references suggest you connect with—ask them for at least two names they think you should contact
- professors, coaches, former employers, relatives, friends, church members and anyone they recommend
- human resource directors, public relations officials, and public information specialists
- members of professional associations
- community service agencies or chambers of commerce
- alumni contacts
- credible networking/job search groups

Internship/career fairs and other networking events are excellent opportunities to make contacts.

## Understand Informational Interviewing

Once you have identified people with whom you wish to speak, you can plan to request an information interview with them.

"Informational interviewing" is a powerful tool. Many people may not be familiar with the term "informational interviewing," so you can approach the idea with someone by requesting a brief meeting of 15 minutes. Introduce yourself by explaining about your coursework and

how you are preparing for your internship/career-entry position or area of interest. Ask if you can schedule 15 minutes with them sometime within the next two weeks for two reasons. 1) Tell the person you have prepared a list of 8 pertinent questions you would like to ask them regarding their area of work and responsibilities. 2) Ask if they would review your resume and offer any advice. Your objectives during an informational interview are to gather career information from a professional in your field of interest, discover where you might fit in an organization, and pursue leads provided as a result of your meeting.

Once the 15 minutes has passed, thank the person and ask for their business card. Ask them to provide you with the names of two people you might also meet with for an information interview. Prepare to stand up to leave. Chances are the person might ask you to continue talking with them, but at least you were courteous, professional and true to your word.

Send a thank you note within 48 hours mentioning you have appointments, (or have at least left voice mails requesting appointments), with both leads you were given and will let them know the results of the meetings.

{According to the U.S. Bureau of Labor Statistics, 70 percent of all jobs are found through networking. }

### Contacting People

#### *Suggestions before making contact*

- Write an outline of what you want to say; this will decrease any fears you might have and ensure you obtain the information you are seeking. You will be perceived as organized and professional.

#### *By Phone*

When calling to schedule an appointment:

- Introduce yourself stating your full name and credentials (your year in school, number of years of work experience, your major and areas of work you are interested in)
- If you are calling as a result of a referral, state that person's name clearly in the conversation

- State the purpose, (their opinion of your resume and answers to your prepared 8 questions) for a 15 minute appointment sometime within the next two weeks
- Record the appointment information in your planner

#### *By Letter or E-mail*

A letter or e-mail should include:

- Personal introduction and mention a referral's name if appropriate
- Purpose for seeking the appointment
- Mention you will follow-up with a phone call within the week to ask if you can schedule a date and time within the next two weeks for a 15 minute appointment

#### **Writing Tips**

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





# Job Fair | Tips

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

## Before the Fair

- Find out as much as you can about the job fair before the day of the event. This can be accomplished via a website for most fairs. Try to learn:

- What organizations will be there and what positions are they planning to fill?
- Research all employers that are of interest to you and find highlights that you can mention during your meeting with the recruiter.
- Does it cost anything to attend?
- What is the format for the day? (Scheduled interviews, open fair, career information, etc.)
- Do you have to pre-register to attend?
- What time does the event begin and end?
- Is it an open or closed job fair?  
**Open** – anyone can attend  
**Closed** – only students of universities sponsoring the event are invited to attend.



- If you must pre-register in order to attend the job fair, follow the procedures carefully and have all information in by the deadline. See your Career Development Adviser for more details.
- Bring **30** copies of your resume on professional, quality paper. A cover letter is not necessary when attending a job fair. Carry your resumes in a professional looking portfolio.
- Dress professionally (dark colored suit or tailored dress, polished shoes, no cologne or perfume, very little jewelry)
- Wear comfortable (but professional) shoes. You will be walking and standing most of the time.
- Rehearse a 1 minute introduction of yourself before you meet with employers. Include your major, why you chose this major, career related work experience and career goals. In addition, prepare a list of 5 questions that you plan to ask the recruiter. Ask questions about the company/organization or position, but never ask about salary or benefits.

### Sample Questions to Ask the Recruiter

- What positions are you seeking to fill at this time?
- What is your hiring process?
- What are some of the present or future goals for the organization?
- How long have you been with the organization?
- What has the organization accomplished of which you are especially proud?
- Can you describe the timeline of the hiring process?

### During the Fair

- When you arrive at the fair, take a few moments to familiarize yourself with the layout and plan a strategy regarding the employers you desire to meet.
- Be confident and approach each employer with a smile and a firm handshake. The employer is there to meet with as many quality candidates as possible. Relax and don't be anxious. Ask God to give you the courage and strength to make a good impression.
- Bring food with you that can be left in the car. Some job fairs are held in places where food may not be available.
- Keep your energy and enthusiasm up the entire day. The last employer you meet may have the job you want most.
- Ask for a business card and if not available, get the name, and title of the person you spoke with – making sure of the correct spelling.
- Make notes after talking with each employer. You will collect a lot of information and need to keep it all organized.



### After the Fair

- Follow-up after the job fair with each employer that is still of interest to you by sending a cover letter and resume, as well as any supporting documents requested. In addition, include a thank you note to each employer contacted at the fair. Send this information within a week after the event.
- Be prepared to follow-up again if you have not heard from the recruiter within the time line given to you at the fair.

# Cover Letter | Tips

## *A cover letter should accomplish six things:*

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

Effective cover letters are clear, to the point, and brief. The cover letter should convey information in three to four paragraphs that consist of the opening, the body and the closing. The best way to craft a good cover letter is by working from the job description, making reference to how you have demonstrated the skills required or knowledge necessary to fulfill the stated responsibilities.

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

## **The Opening**

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

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

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

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

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

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

## **The Body**

Describe the job-related and transferable skills you possess. Demonstrate how they match with the position for which you are applying. Appropriately quote the terms from the classified ad or position description. Direct the employer's attention to the skills, strengths, abilities and experiences that make you a highly qualified candidate for the position. As a result of reading your cover letter, the reader should want to look at your resume for more details regarding your experiences. Briefly explain what you believe you can do for the company/organization. A cover letter should articulate your understanding of the position for which you are applying. Convey your passion for this career area and demonstrate the research you have done to better understand the organization. Whenever possible, obtain a job description and tailor your letter to the specifics of that description. This shows the reader that you cared enough to be thorough and professional in your job search communications.

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

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

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

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

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

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

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

### **The Closing**

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

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

### **Final Points**

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

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



# Cover Letter | Sample

## Matching a Cover Letter to a Job Description

It is best to tailor your letter to the specific needs of the position and company where you are applying. Here is an example of a job description and the cover letter for which it coincides.

### The Cleveland Orchestra Marketing Internship

The full time Marketing Intern will assist in organizing communications about The Cleveland Orchestra and the summer concerts held at Blossom Music Center. Blossom Festival is the annual series of summer concerts presented by The Cleveland Orchestra at Blossom Music Center and featuring the Orchestra, the Blossom Festival Band, the Blossom Festival Chorus and other special guest artists.

#### *Marketing Intern Duties:*

- Help organize and maintain communication between The Cleveland Orchestra and Blossom Music Center
- Oversee distribution of Cleveland Orchestra materials as well as participate in the analysis of campaigns and surveys
- Provide concert support as well as administrative support to The Cleveland Orchestra Marketing Department
- Maintain marketing materials and promotions schedule
- Update and maintain web page activity for Blossom Festival
- Compile and participate in the analysis of single ticket campaigns, subscription campaigns, and patron surveys
- Report daily and weekly sales activity
- Assist in budget reporting
- Manage distribution of Blossom Festival materials
- Provide concert assistance for Blossom Festival

- Provide administrative support to The Cleveland Orchestra Marketing Department including group sales
- Attend meetings with The Cleveland Orchestra Marketing Department
- Other duties as assigned

#### *Other Skills:*

- Project management skills
- Interest/experience in marketing and statistical analysis a plus
- Strong oral and written communication skills
- Proficient in Microsoft Office

Must be available to work evenings and weekends during concerts

# Cover Letter | Sample

*This cover letter sample and a cover letter review checklist are available in the Career Document Library of **MaloneCareerConnect.com**.*

Malone University  
email address

**First M. Last**  
2600 Cleveland Avenue NW

Canton, OH 44709  
330.933.6120

January 11, 2011

Jason Dooley, Internship Supervisor  
The Cleveland Orchestra  
Severance Hall  
11001 Euclid Avenue  
Cleveland, OH 44106

Dear Mr. Dooley:

I am writing to express my interest in The Cleveland Orchestra Marketing Internship position available this summer for Blossom Festival. I am currently a junior at Malone University. I am confident that my interest and experience in music marketing along with my qualifications are a good fit for your organization's needs.

As my resume indicates, I currently serve as Marketing and Public Relations Manager for the Malone University Chorale, which is known throughout the United States and Europe for its high level of musical excellence. Since serving in this capacity, performance tickets and CD sales have increased 12% over last year. I believe my experience in marketing to a fine arts audience will be an asset to The Cleveland Orchestra.

Over the past two years, I have served as the Marketing Co-chair on Students in Free Enterprise (SIFE) committees for marketing campus networking events along with Malone's Career Development Adviser to engage students with young professionals from companies and organizations who live and work in Stark County. I met with subcommittees to determine promotional campaign scheduling and distribution of marketing materials, designed a Facebook invitational web page, and compiled data on student surveys to report activity.

I have developed strong analytical and statistics skills through my coursework at Malone University. Specifically, I have taken Statistics for Business and Advanced Public Relations Writing. These courses have served to hone my proficiency in statistical data collection and analysis techniques, as well as developed my oral and written communication skills.

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

Sincerely,

*Signature*

First M. Last  
Enclosure: Resume, Reference Page

# Resume | Guidelines

## Resume Formats

When preparing to build a professional resume you will need to determine the best format to meet your needs. If you have experience (volunteer or paid) related to your career goals then the reverse chronological resume is the best format for you. The *reverse chronological* resume is the most well known and widely used. It calls for the candidate's most recent information/experience to be listed first and then moves backward from that point. If you have transferable skills that have been demonstrated in positions or work experience unrelated to your career goals then the skills format may be best for you. The *functional or skills* format places important emphasis on the individual's overall skills and abilities and is best for those who have nominal or no career related experience. The work history is defined by specific examples and responsibilities held in various positions, grouping these examples under a few different skill headings (see the skills resume sample). In either format, when describing your responsibilities, skills and accomplishments, we recommend that you list them in bullet points. The length of your document is generally one page.

## Page Set-Up And Personal Heading

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

Always use your full name, including a middle initial, (no nicknames) current and/or permanent address, and phone numbers (include cell phone) and e-mail

address (avoid using an unprofessional address). It is best to have your name in a larger font size than the rest of your document; e.g., 18 pt. The rest of the document should be 10 pt.-11 pt. size font, no less than 10 pt.

## Objective

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

## Profile or Professional Summary

An experienced candidate should consider using a Profile or Professional Summary instead of stating the word "objective" (see example in the sample resume).

## Education

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

Underclassmen seeking an internship that is related to their career field should make each item mentioned skill oriented. Do not just list titles of completed coursework.

## Career Related Experience

Every employer wants to know about your job related and transferable skills. Employers want to review your skills, experience, talents and character traits so they can determine if hiring you would meet their staffing needs. A good way to get started on documenting your relevant or career related experience is to make a list of past work experiences (paid and volunteer). Then record the scope of responsibilities you held along with accomplishments as a result of your work. Picture how an average day is/was spent. Describe an accurate account of your workload and responsibilities. Make sure to tie in skills and knowledge relevant to your objective. Use descriptive words to explain how you did things. Then identify your top 8 job related and transferable skills. It is important to show how past experience and learned skills will contribute to your success with the potential employer. Be careful to emphasize skills and not list them in a bland or "laundry list" manner. Begin with your most significant responsibilities. Make your experience



periences come alive for the reader by expressing something positive about yourself and what you are capable of doing. If it is hard for you to describe yourself, think how others would describe you. You could say something like, "Often recognized by management for consistently meeting and exceeding company objectives." Avoid long paragraphs. It is best to use brief (bullet) statements that demonstrate action and accomplishments. Bullet statements eliminate the need to use personal pronouns such as I, me, my, and myself. Be sure to begin each statement with an action verb, being careful not to use the same verb more than once per job experience listed. The use of bullets will help to emphasize your special skills and/or responsibilities. Use numbers, percentages and other measurable outcomes to demonstrate the scope of responsibility and quantitative results. Include key words that are used in your field.

***For each position list:***

- Job title, employer, city, state, and dates of employment (month/year). Describe skills used and tasks performed.

Emphasize those skills requiring the highest degree of skill and judgment. Indicate specialization and any duties beyond your regular assignment.

- Scope of responsibility – Describe the most important aspects of the position. Did you hold a supervisory position? How many people did you supervise? Were you promoted?
- Accomplishments – outline any outstanding results that were achieved. When possible, provide tangible facts and figures, rather than general information.
- Utilize words that denote action and/or responsibility when describing work performed, such as "developed," "organized," "planned," and "researched" (see list of Action Verbs).
- Volunteer work, field experiences, internships, and practicum opportunities should be included under this heading (career related or relevant experience), especially if they are related to your objective. Be sure to emphasize any/all exceptional responsibilities; e.g., unit development, orga-

nization of a procedure manual, or development of special projects.

**Honors, Activities and Special Skills**

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

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



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

### Reference Page

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

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

### Recommendation Letters

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

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

### Posting Your Resume Online

Upload your error-free resume in **MaloneCareerConnect.com** for review by a Career Development Adviser. If you have not already registered to use this system you will need to complete the online registration. Once you upload your resume for review and it has been approved, registered employers in the system will be able to view it. This system and service is free to all Malone University students and alumni.

### Printing Suggestions

It is best to have your document printed with a laser printer or high quality inkjet printer, using quality 24-32 lbs. paper. The color of paper should remain as neutral and conservative as possible, e.g., bright white, ivory, beige or light gray. Remember, you are likely to send a minimum of three pages per employer, (resume, cover letter, and reference page) so it is most economical to purchase a ream of 500 sheets. You will have some follow-up correspondence, e.g., a thank you letter following each interview.

### Mailing Tips

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

# Action Verbs | List

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

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# Transferable Skills | List

## Verbal Communication

- Perform and entertain before groups
- Speak well in public appearances
- Confront and express opinions without offending
- Interview people to obtain information
- Handle complaints in person or over phone
- Present ideas effectively in speeches or lecture
- Persuade/Influence others to certain point of view
- Sell ideas with others
- Debate ideas with others
- Participate in group discussions and teams.

## Nonverbal Communication

- Listen carefully and attentively
- Convey a positive self-image
- Use body language that makes others comfortable
- Develop rapport easily with groups of people
- Establish culture to support learning
- Express feelings through body language
- Promote concepts through a variety of media
- Believe in self-worth
- Respond to nonverbal cues
- Model behavior or concepts for others

## Written Communication

- Write technical language, reports, manuals
- Write poetry, fiction, plays
- Write grant proposals
- Prepare and write logically written reports
- Write copy for sales and advertising
- Edit and proofread written material
- Utilize all forms of technology for writing
- Write case studies and treatment plans
- Demonstrate expertise in grammar and style

## Train/Consult

- Teach, advise, coach, empower
- Conduct needs assessments
- Use a variety of media for presentation
- Develop educational curriculum and materials
- Create and administer evaluation plan
- Facilitate a group
- Explain difficult ideas and complex topics
- Assess learning styles.

## Plan and Organize

- Identify and organize tasks or information
- Coordinate people, activities, and details
- Develop a plan and set objectives
- Set up and keep time schedules
- Anticipate problems and respond with solutions
- Develop realistic goals and action to attain them
- Arrange correct sequence of information and actions
- Create guidelines for implementing an action
- Create efficient systems
- Follow through, ensure completion of a task

## Counsel and Serve

- Counsel, advise, consult, and guide others
- Care for and serve people, rehabilitate, heal
- Demonstrate empathy, sensitivity, and patience
- Help people make their own decisions
- Help others improve health and welfare
- Listen empathically and with objectivity
- Coach, guide, encourage individuals to achieve goals
- Mediate peace between conflicting parties
- Have knowledge of self-help theories and programs
- Facilitate self-awareness in others

## Create and Innovate

- Visualize concepts and results
- Intuit strategies and solutions
- Execute color, shape, and form
- Brainstorm and make use of group synergy
- Communicate with metaphors
- Invent products through experimentation
- Express Ideas through art form
- Remember faces, accurate spatial memory
- Create images through sketches, sculpture, ect.
- Utilize computer software for artistic creations.

## Interpersonal Relations

- Convey a sense of humor
- Anticipate people's needs and reactions
- Express feelings appropriately
- Process human interactions, understand others
- Encourage, empower, and advocate for people
- Create positive, hospitable environment
- Adjust plans for the unexpected
- Facilitate conflict management
- Communicate well with diverse groups
- Listen carefully to communication

## Leadership

- Envision the future and lead change
- Establish policy
- Set goals and determine courses of action
- Motivate/inspire others to achieve common goals
- Create innovative solutions to complex problems
- Communicate well with all levels of the organization
- Develop and mentor talent
- Negotiate terms and conditions
- Take risks, make hard decisions, be decisive
- Encourage the use of technology at all levels

# Transferable Skills | List

## Management

- Manage personnel, projects, and time
- Foster a sense of ownership in employees
- Delegate responsibility and review performance
- Increase productivity and efficiency to achieve goals
- Develop and facilitate work teams
- Provide training for development of staff
- Adjust plans/procedures for the unexpected
- Facilitate conflict management
- Communicate well with diverse groups
- Utilize technology to facilitate management

## Financial

- Calculate and perform mathematical computations
- Work with precision with numerical data
- Keep accurate and complete financial records
- Perform accounting functions and procedures
- Compile data and apply statistical analysis
- Create computer-generated charts for presentation
- Use computer software for records and analysis
- Forecast, estimate expenses and income
- Appraise and analyze costs
- Create and justify organization's budget to others.

## Administrative

- Communicate well with key people in organization
- Identify and purchase necessary resource materials
- Utilize computer software and equipment
- Organize, improve and adapt office systems
- Track progress of projects and troubleshoot
- Achieve goals within budget and time schedule
- Assign tasks and set standards for support staff
- Hire and supervise temporary personnel as needed
- Demonstrate flexibility in crises
- Oversee communication, e-mail

## Analyze

- Study data or behavior for meaning and solutions
- Analyze quantitative, physical, and/or scientific data
- Write analysis of study and research
- Compare and evaluate information
- Systematize information and results
- Apply curiosity
- Investigate clues
- Formulate insightful and relevant questions.

## Research

- Identify appropriate information sources
- Search written, oral, and technological information
- Interview primary sources
- Hypothesize and test for results
- Compile numerical and statistical data
- Classify and sort information into categories
- Gather information from a number of sources
- Patiently search for hard-to-find information
- Utilize electronic search methods.

## Construct and Operate

- Assemble and install technical equipment
- Build a structure, follow proper sequence
- Understand blueprints and architectural specs
- Repair machines
- Analyze and correct plumbing and electrical problems
- Use tools and machines
- Master athletic skills
- Landscape and farm
- Drive and operate vehicles
- Use scientific or medical equipment

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S. Butzel, Butterworth-Heinemann



# Resume | Skills Sample

Additional resume samples and a Resume Review Checklist can be found at  
**MaloneCareerConnect.com** in the Career Document Library.

## First Name Last Name

330-555-1234

1004 Cedar Lane

Canton, OH 44709

firstname.lastname@yahoo.com

### OBJECTIVE

A graduating senior prepared to obtain a career-entry position in the area of human resources, training and/or management. Major strengths include successful coursework, relevant experience, supervisory skills and strong computer proficiency.

### EDUCATION

**Malone University**

*Bachelor of Arts: Business Administration*

Canton, OH

Minor: *Finance*

Expected Graduation: May 2012  
GPA: 3.5

### SUMMARY OF SKILLS

#### Management

- Supervised a crew of 7 to ensure professional customer service that was rated #1 by the patrons
- Earned excellent work evaluations from management, recognizing strengths in human resources related duties
- Maintained employee records regarding performance, attendance, and discipline
- Consistently earned excellent grades in all business coursework gaining a thorough understanding of business processes
- Managed the residence hall when director was off duty
- Recommended and installed a software program to assist with managing the residence hall records

#### Training

- Regularly develop and make presentations related to safety and training issues
- Assisted with the preparation and presentation of the Resident Assistant orientation
- Aided with the selection of Resident Assistants and other residence hall staff
- Developed and presented educational programs for residents
- Trained new employees in all aspects of policy, procedure, safety and customer relations

#### Communication and Presentation Skills

- Counseled with residents regarding personal issues and worked with them to develop problem resolving solutions
- Creatively designed and utilized posters and brochures to promote activities as well as other campus information
- Firmly intervened to resolve heated disputes between residents while maintaining composure
- Served as liaison between crew and management regarding promotional opportunities

### HONORS & ACTIVITIES

- Walter Malone Academic Scholarship
- V.P. Student Senate
- Varsity Baseball—2 years

- Dean's List—2 years
- Participated in three service-learning trips  
Appalachia, Ireland, and India

### PROFESSIONAL DEVELOPMENT

- Leadership conference, College Student Personnel Association,
- Participated in manager trainee program, Giant Eagle,

Gary, Indiana  
Akron, Ohio

October, 2010  
June, 2009

### WORK EXPERIENCE

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

Canton, OH  
Canton, OH  
Canton, OH

2010-present  
Summers 2009-present  
2007-2009

Available after a two week notice to present employer

# Resume | Reverse Chronological

**First Name Last Name**

000 Business Drive NE

Canton, Ohio 44709  
E-mail: first.lastname@yahoo.com

(Home) 330.555.0000  
(Cell) 330.555.0001

## OBJECTIVE:

An accomplished professional with six years of successful management experience prepared to make valuable contributions in the areas of management, training, and/or pharmacy operations

## PROFILE SUMMARY:

- Skilled in understanding human behavior within organizations with emphasis on motivated performance and conduct
- Effectively utilize managerial concepts and strategies applicable to effective and efficient operating systems
- Accurately use accounting theory and financial reports to assess an organizations overall financial health
- Comprehend mathematical analysis and statistics to improve management decision making
- Ability to recognize moral dilemmas and resolve them in a calm, ethical manner with minimal
- Familiar with different cultural, political systems, economic systems, and levels of economic development
- Aware of the legal system within business operations, and the roles of government in regulating business conduct
- Able to analyze policies, procedures, and problems involved in obtaining and managing funds for a corporation
- Prepared with six years of successful pharmacy experience able to ensure accuracy and appropriateness of all prescriptions filled by completing Drug Utilization Review and Final Quality Assurance

## EDUCATION:

**Malone University**  
*Master of Business Administration*

Canton, Ohio 2011

**Ohio Northern University**  
*Bachelor of Pharmacy*

Ada, Ohio 2003

## RELEVANT EXPERIENCE:

**Nationwide Pharmacy**  
*Pharmacy Manager*

- Oversee the daily activities of the Pharmacy Department
- Counsel patients with regard to medications filled at pharmacy
- Ensure growth and profitability of the pharmacy department
- Handle patient issues such as complaints and questions regarding insurance coverage and formulary
- Interact with physicians to collaborate the best medication regimen for patients
- Inspect and retain reports for controlled, outdated, and recalled medications
- Maintain a clean and efficient pharmacy department

Canton, Ohio 2003–present

**Property Management Company**  
*Owner/Manager*

- Maintain and manage properties including lease obligations, contractor negotiations, and overall supervision of properties
- Proficient in equality issues, complaints, and disputes
- Actively current on local housing codes and legal regulations

Canton, Ohio 2005–present

## HONORS AND SERVICE COMMITMENTS:

**Refuge of Hope Ministries**

- Collaboratively assisted in a marketing campaign to rebuild brand equity in the charity market

Canton, Ohio 2009

**Children's Miracle Network**

- Assembled volunteers, solicited inventory, advertised and assigned sites for fundraising activities

Canton, Ohio 2006–2009

**Nationwide Pharmacy** – Voted “Favorite Pharmacist of the Year”

Canton, Ohio 2009–2010

**Nationwide Pharmacy** – Earned Fall/Winter Script Bonus Winner

Canton, Ohio 2009

**Nationwide Pharmacy** – Selected by Management to be the Health Fair Representative

Canton, Ohio 2007–2009

**Another Nationwide Pharmacy** – Preceptor

Canton, Ohio 2006–2007

**Metropolitan Registries Award**

Canton, Ohio 2005

**Professional Association (Local Chapter)**, Membership Chair

Canton, Ohio 2005–2007

**Business Fraternity, Ohio Northern**, Active Member

Canton, Ohio 2000–2011

**YMCA Big Brother/Big Sister program**

Canton, Ohio 2006–2010

**Akron Aeros** (Cleveland Indians Minor League Baseball Team), Player

Akron, Ohio 2004

**AVAILABLE:** Following a two week notice to current employer



# Reference Page | Sample

1234 Fraser Ave. NW

**First Name Last Name**

Canton, OH 44709  
klcross@yahoo.com

330-555-1212

## REFERENCES

**First Name Last Name, Ed.D.**

Professor, School of Education  
Malone University  
2600 Cleveland Avenue NW  
Canton, OH 44709  
330-471-8100 (work)  
330-555-1212 (home)  
330-444-1111 (fax number)  
firstinitiallastname@malone.edu  
Relationship: School Dean and Academic Adviser  
Years known – 4

**First Name Last Name, Ph.D.**

Associate Professor, School of Theology  
Malone University  
2600 Cleveland Avenue NW  
Canton, OH 44709  
330-471-8100 (work)  
330-555-1212 (home)  
330-444-1111 (fax)  
firstinitiallastname@malone.edu  
Relationship: Former Professor and Tennis Coach  
Years Known: 3

**First name Last name**

English Department  
Sample High School Name  
Complete Street Address  
City, OH zip code  
330-111-1111 (home)  
440-555-1212 (work)  
Email address:  
Relationship: Student Teacher Supervisor  
Years known – 3

**First name Last name**

Principal  
High School Name  
Complete Street Address  
City, OH zip code  
440-555-1212 (work)  
216-555-1212 (home)  
330-333-1111 (fax)  
nameinformation@cityshools.k12.oh.us  
Relationship: Former Principal, Mentor and Family Friend  
Years known – 6

**First name Last Name, CPA**

Partner  
Accounting Firm Name  
Complete Street Address  
Cleveland, OH zip code  
216-555-5000 (work)  
440 – 555 - 2121 (cell)  
440-333-1111 (fax)  
Email address:  
Relationship: Accountant for Family Business, Former Supervisor  
Years known – 12

## Reminders:

1. Use the same font you used on your resume.
2. Contact your references prior to using them for their permission.
3. Provide them with a copy of your resume and inform them of the job you are seeking.
4. List 5+ references that are able to describe the qualifications you possess for the job.

# Employment | Interviewing

**Congratulations!** You have been extended an invitation to a job interview. An employer has decided after reviewing your cover letter and resume that your experience and skill sets match what they are looking for in a qualified candidate. The interview provides you with the opportunity to:

- Meet face to face with a hiring authority and listen as well as engage in conversation about the position
- Gain a thorough understanding of the employer's expectations while conversing over the written job description
- Articulate your job related and transferable skills as well as how you are prepared to contribute to the organization
- Demonstrate your research about the organization and ask the questions you prepared ahead of time
- Learn how you would "fit" in the organization
- Discover if the organization is the right fit for you

Do you want to be fully prepared for effective interviewing? Contact your Career Development Adviser to schedule a mock interview or meet with a career adviser to review the steps to take regarding the interview process.

## **Understand an Employer's Preparation**

The interviewer will spend time prior to the interview reviewing the job description and evaluating the skills necessary for the job. Once these skills are determined the interviewer will develop position oriented open-ended questions that will help him/her determine your potential for performing the job as well as how you would "fit" in the organization. Interviewers will usually ask behavior-oriented questions, since past and present behavior typically indicates how you will act and respond in future situations. Areas to be discussed

probably will include:

- Job description requirements, and employer expectations
- Character and commitment to excellence
- Your development as a young professional
- Internship experience
- Communication and presentation skills
- Customer service skills
- Computer proficiency
- Leadership experience and abilities
- Teamwork experience
- Analytical skills
- Genuine interest in the organization and position based on your research and well-developed questions

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

## **Your Preparation**

Preparation for the interview is critical. Prior to your interview there are several steps to take in order to convey a positive, enthusiastic and polished image. You need to thoroughly assess both yourself and the potential employer. Research the employer by using the Interview Research web pages, contacting one of the Research/Reference Librarians in the Malone University Cattell Library and asking Career Development for help. Utilizing these ser-

vices will help you fully prepare for your upcoming interviews. Practice interviewing is essential to ensure you present yourself in a positive and professional manner. Mock interviews with a career adviser can easily be scheduled. Mock interview sessions with local human resource professionals are offered each semester. The Perfect Interview is available all year round using a computer and webcam to simulate a real interview experience. Call a Career Development Adviser to schedule a mock interview or to use the Perfect Interview Simulator. Prepare for different styles of interviews, e.g., behavioral interviews, panel interviews and structured interviews. Be prepared to give examples to back up your skills and accomplishments.

## ***In further preparation for the interview***

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

## **Know Yourself**

- To answer the questions, "tell me about yourself" briefly and clearly present your top job-related, transferable, and self-management skills
- Avoid disclosing any personal information about marital status, children, health issues etc as well as stating personal opinions
- Keep the interview conversation work oriented
- Assess strengths and a weakness



- Know and be able to confidently articulate your skills, (job related, transferable, and self-management skills)
- Identify your interests and values that are related to the position as well as the organization
- The focus of the interview is on you, be prepared to concisely elaborate with examples on any item in your resume
- Provide tangible, simple examples to demonstrate how you have developed your skills
- Be able to briefly state your long-term goals, tailoring them as much as possible to the employer's expectations of a successful employee
- Articulate why you are interested in this field and position
- Identify your accomplishments and the things you might have done differently
- Be prepared to answer the question, "Why should we hire you?"

#### **Know the Organization and the Field**

- Research the organization, position and field (become familiar with the products and/or services they offer)
- Know the company's owners and learn about their management philosophy
- Discover what the last 5 years have been like for the organization
- Read current periodicals, journals, and newspapers to learn about company/community changes and trends
- Familiarize yourself with the organization's mission statement, annual reports, and structure
- Consider the organization's competitors, clients, customers and services
- Consider a brief S.W.O.T. (strengths, weaknesses, opportunities, and threats) analysis

#### **Practice Interviewing**

- Meet with Career Development for interviewing advice or attend interviewing workshops

- Schedule a mock interview with Career Development. We can video tape the session and offer constructive feedback
- Make an appointment to use the Perfect Interview Simulator
- Review interview questions with a peer and use an audio tape to critique answers
- Prepare a list of 8 questions that you can ask the employer
- Go to our Career Development web pages for an interview research guide, and other helpful advice

#### **Review Questions Asked by Employers**

##### **College Experience**

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

##### **Character and Commitment to Excellence**

- What do you consider to be your major strengths and weaknesses?
- Describe how you make decisions. Give me two examples of decisions you have made and how you made them
- Give me a situation in which you failed, and how you worked to overcome the failure
- What accomplishment has given you the most satisfaction? Why?

- Give me a situation in which you disagreed with a superior and how you worked it out
- How did you get along with your former boss and co-workers?
- Tell me about someone you admire and why?
- How would your family describe you? Your professors?
- Describe something you wish you could do over and why?
- What motivates you and why?

##### **Work Experience**

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

##### **Position or Employer**

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

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

- How do you evaluate success?
- Describe your team-player qualities. Give examples

#### **Miscellaneous**

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

#### **Sample Questions For Applicants To Ask During An Interview**

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

- Is there a written job description for this position?
- What are your expectations for someone in this position?
- Describe the day-to-day responsibilities of the person in this position? Are there any special projects needed at this time?
- Who does this person report to and what type of working relationship will he or she have?
- Please identify the success factors you deem important for the person in this position
- Why did you join this organization? How long have you been here? What is it about the organization that keeps you here?

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

Note: Take the burden on yourself to contact them. Example: "If I don't hear from you by, (when they said they expect to make their decision), I will contact you to

see if there is anything I can do to help you in this process." Make sure you begin and end with a firm handshake and maintain good eye contact. If you sense this is an organization where you would like to work let them know you would welcome the opportunity to work for them.

#### **Professional Attire**

##### ***Men & Women***

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

##### ***Men***

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

### **Women**

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

### **Communication During The Interview**

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

### **Non-verbal Communication**

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

### **Verbal Communication**

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

### **Interview Etiquette**

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

### **Post Interview**

- Write up a short concise summary of how you believe the interview went
- Send a thank you note to everyone who interviewed you (mentioning those who helped you at the Front Desk) within 24 hours (see sample)
- Ingredients in the letter should include:
  - Thank the interviewer for the opportunity and time
  - Remind the interviewer when and why you met
  - Confirm that you want the job
  - If you are no longer interested in the position, politely ask to be removed from the candidate pool without burning your bridges.
  - Clarify anything from the interview you think appropriate to ensure effective communication
  - If appropriate, indicate your interest in a follow-up interview

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

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

Allow five to seven days for the employer to receive your hard copy note. If you haven't been contacted within that time, follow-up with a phone call or e-mail to check on your status. Express your interest in the position, and ask if there is anything

you could do to help in the process e.g., do they need you to provide another reference? Hopefully, you will be told the status of the interviewing situation and when you will be notified.

#### **Rejection Letters**

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

#### **Turning Down Offers**

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

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



# Education Interview | Sample Questions

*Interview specific questions can be found at [MaloneCareerConnect.com](http://MaloneCareerConnect.com) in the Career Document Library.*

## Commonly asked questions

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

- What is the correct professional dress and demeanor for a classroom teacher?
- Describe the three most important concepts in your subject matter that students must understand to become successful.

## Top ten interview topics

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

## Top characteristics school

### administrators are looking for in teachers

- Enthusiasm – especially for teaching
- Appropriate sense of humor
- Professionalism
- Care about students

## Questions to ask school administrators during an interview

- How are teachers evaluated within your school system?
- How long do teachers typically stay within your school system?
- What success factors have you identified in your most effective teachers?
- What changes are you anticipating in the next six months, one year, five years?
- Tell me about your in-service programs?
- What trends in education are evident in your school system?
- What makes your school system different from other schools?
- What are the school system's strengths and challenges?

- What are some of the positive and challenging aspects of the community?
- What are your expectations for new teachers?
- What do you personally like about your school system?

## Additional tips

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



# Internet | Job Search Tools

## **MaloneCareerConnect**

**MaloneCareerConnect.com**, the web based resume/job posting system regional as well as national and international employers use to reach Malone students and experienced alumni. This system also pulls postings from various national career boards. It features:

- Job search capability 24/7 for internships, career positions (career entry and seasoned professionals), as well as seasonal and part-time jobs
- Alerts to opportunities that match your profile
- Automatic resume/cover letter review by Career Development Advisers
- Announcements and calendar to inform you of career fairs and events on and off campus
- Resume/cover letter samples, review checklists, and other job search materials
- Ability to build an online portfolio
- Career videos
- Podcasts

## **Getting Started**

Students: go to [www.malone.edu/student-success/career/](http://www.malone.edu/student-success/career/) and click on the Connect link.

Alumni: go to [www.malone.edu/alumni/](http://www.malone.edu/alumni/) and click on the Alumni Career Services link.

For further assistance, contact your Career Adviser.

# Thank You Letter | Sample

2804 Sunset Ave. NE  
Canton, OH 44711

March 7, 2009

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

Dear Mr. Stevens,

Thank you for interviewing me yesterday regarding the caseworker position at Child and Family Services of Stark County. I was truly inspired by the energy and dedication you brought to our interview. The agency's commitment to excellence was evident in the well developed job description, as well as your clear explanation of the expectations you have for caseworkers in your department.

I experienced a genuine rapport with you and the whole staff in the Child Advocate Division during the morning interviews and informal "Meet & Greet" opportunity. I am more convinced than ever that I could fit in well as a team member. I am prepared to contribute my knowledge and skills gained from my social work education as well as some of the valuable transferable skills you noted in our conversation about my resume. I can easily see how my administrative support skills and talents refined from three years of youth leadership work would benefit Child and Family Services of Stark County and most of all the children in the Canton area.

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

Sincerely,

*Signature*

First Name Last Name

# Contemplating | Job Offers

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

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

## Assessing Pros and Cons

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

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

## Accepting The Offer

- Call the employer to accept the offer
- Review the contract or agreement/ acceptance carefully and sign
- Make sure you are clear about the starting date. Ask for a confirmation letter stating all the particulars involved in the acceptance offer

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

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



## Turning Down Offers

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

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

# Contemplating | Job Offers

## Landing a Decision

### *Are you aligned with God's will?*

Think of this illustration: a plane preparing to land on a runway with darkened lights lining it. To lead the plane for a successful landing (i.e. landing a decision), the runway lights need to be lit by asking yourself various questions. Start with these questions (each positive answer illuminates a light):

- Have I asked God for His will in my life and this decision in particular?
- Will this decision honor God?
- Have I prayed, waited, and listened for God's response?
- Through study of the Word and wise counsel, am I encouraged in this job decision?
- Does this job fit in with the career path God has for me?
- Do I have peace from God regarding this job decision?
- Do I have a passion for this type of job?
- Do I have the education required?
- How will I be able to integrate my faith into my work?
- Is this organization of good report/ethical/reputable?
- Have I researched this organization?
- What protection from vulnerability does this organization provide?
- Do I have an exact definition of involvement required, job description and expectations spelled out in writing?
- Are there opportunities for professional growth and/or transition?
- Am I equipped with the skills needed to carry out duties and meet expectations?
- Do I have any related transferable skills (background experience) for this job?



- Am I prepared for stresses related to this job?
- What kind of a godly support system would I have related to this job?
- Can I afford to live with my decision?
- Have I assessed negative aspects regarding taking this job position? Fear of man or fear of God?
- From a common sense point of view... does taking this job work?
- Would taking this job bring meaning to my life?

If most of the lights are illuminated, then this is a positive indicator that it is a good job decision in accordance with God's will for your life. Always pray that if you have come to the wrong conclusion that God would supernaturally block your landing path. "Your Word is a lamp to my feet and a light for my path." Psalms 119:105

*Based on illustration communicated by Jill and Judy Briscoe.*

# Negotiating | Salary & Benefits

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

## Negotiating Tips

- Relax, it is natural to feel embarrassed or uncomfortable discussing salary
- Work out your minimum salary needs for any job. Keep this information to yourself.
- Look at your monthly cash requirements and prepare a budget to determine your financial needs
- Keep in mind that your paycheck after taxes is approximately 28% less than your gross monthly salary. Factor fringe benefits into your calculations
- Research the worth of your skills in the current market for a mid range salary

point.

- Decide on a reasonable dream salary to develop a “salary range” similar to what employers have established. It is easier to negotiate down from the top half of your range. Find a starting point that gives you an advantage.
- Be realistic – entry-level salaries are less negotiable than mid-level or executive positions. If there is no room to negotiate at the time of an offer, consider asking for a performance review after the first year with the opportunity to discuss a salary increase.
- The first inquiry about salary may come on the application. When completing the application forms, use the term “open” as your response for the question about salary expectations. You must disclose the salary history from current and past jobs. Be enthusiastic and professional during the negotiating process.
- Write down your skills and accomplishments, and be prepared to talk about them. Enter the salary negotiation portion of your interview with a firm understanding of your skills and what they are worth to different segments of the economy.
- Practice negotiating with a Career Development Adviser, a family member or a friend.
- Don't be the first to mention salary during the interview. Wait for the interviewer to bring up the subject of salary.
- Never say, “I need at least \_\_\_\_ dollars.” Wait to hear their offer before you reply with a salary range. Avoid giving a dollar amount.

- Discuss benefits separate from salary.
- Avoid accepting an offer on the spot. Consider telling the employer you don't want them to offer the position to anyone else and you are almost ready to become a member of their organization, but you would like to have overnight to think and pray about the offer. Ask if you could schedule a brief appointment the next day to go over any questions and formally accept the position. Only accept a job offer and salary offer stated in writing.

## How Can I Find Out The Market Rate Salary Range?

- National Association of Colleges & Employers – Salary Survey (located in our Resource Center)
- American Almanac of Jobs and Salaries
- Trade and professional association surveys
- Career Development Center full-time job listings
- Professionals in the field
- *Wall Street Journal*
- The State Labor Office
- Bureau of Labor Statistics – Occupational Outlook Handbook (<http://www.bls.gov/oco>)
- If you register with an employer-paid employment agency or executive search firm the recruiter will inform you.

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

## Benefits

When considering a position you should not only evaluate the salary, but the benefits as well. In today's job market many employee benefits are considered stan-



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

standard and are not subject to negotiation. However, employers often offer benefit packages with flexible benefits. Most entry-level employees can expect a basic benefits package consisting of:

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

***A more comprehensive package might include:***

- Bonuses
- Relocation expenses
- Daycare services
- Automobile
- Cost of living adjustments
- Education and/or training programs
- Expense accounts
- Flexible work schedule
- Maternity leave
- Parking
- Professional membership dues
- Profit sharing
- Retirement plans

- Savings plans
- Special equipment (laptop computer, cell phone, smart phone, etc.)
- Stock options
- Supplementary pay plans and severance pay
- Outplacement assistance upon termination
- Company perks

Analyze all benefit packages with a family member or accounting/investment pro-

fessional.

Consider the cost of living if moving to a new area and if it is higher suggest that a differential be paid.

Be wise, tactful and always working to agree on a positive outcome with your potential future employer.



# Graduate School | Entrance

## Criteria To Consider

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

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

## Choosing

After analyzing your reasons for wanting to go to graduate school, you must then choose the university and program that meets your needs. The Career Development web pages, Graduate School Information page, is an excellent place to begin this process. Review the links to the various web pages that provide search engines to explore academic programs, ranking status, and other helpful information. Conduct informational interviews with people who are in your chosen career field. Ask about programs they would recommend. Ask professors and other people at Malone for their opinion. Use the Internet to research each graduate school and specific programs of interest to you. It is also recommended that you write to various graduate school departments and request information be sent to you. Also, make

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

## The Application Process

After choosing a field of study (or at least narrowing the choices down to a few), applying to several graduate schools is the next step. Every university has unique requirements so it is important to research each institution. The general admission requirements may include:

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

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

## Junior Year/Summer of Senior Year

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

## July/August

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

## September/October

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

## November/December

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

## February/March

- Discuss plans, acceptances and rejections with qualified advisers

## RESOURCES

- *Princeton Review: Gourman Report of Graduate Programs*
- *U.S. News & World Report: College and University Rankings*
- *Peterson's Graduate School Guide*





## CAREER DEVELOPMENT

*prepare ► connect ► transition*

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