



Workforce Development Area 16  
Belmont, Carroll, Harrison and Jefferson Counties

Belmont County's Website: [OhioMeansJobs.com/Belmont](http://OhioMeansJobs.com/Belmont)  
Ohio's Website: [www.OhioMeansJobs.com](http://www.OhioMeansJobs.com)

# Employment Guide

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## **OHIO MEANS JOBS BELMONT COUNTY PARTNER AGENCIES**

**Belmont County Commissioners:** Provide county leadership.

**Belmont County Department of Job & Family Services:** Provides the Ohio Works First Program, Ohio Food Assistance Program (federally known as the Supplemental Nutrition Assistance Program), Children Services, Child Support, Medicaid, Workforce Innovation and Opportunity Act services, and the Comprehensive Case Management and Employment Program.

**Ohio Department of Job & Family Services:** Provides employment services, Labor Market Information, and Reemployment Services.

**Community Action Commission of Belmont County:** Provides over 25 programs to help low income residents of Belmont County overcome poverty. Programming is offered in the areas of employment, housing, education, health, nutrition, transportation, childcare, and income management.

**Opportunities for Ohioans with Disabilities:** Provides assessment, vocational evaluation, job training, job placement, and other necessary services to eligible individuals with disabilities with the goal of obtaining employment.

**Senior Community Service Employment Program (SCSEP):** Provided by the Zanesville Welfare Organization and Goodwill Industries, Inc., is a part-time employment program for low income persons age 55 and over. Program participants work at community and government agencies and are paid the Federal or State minimum wage, whichever is higher. They may also receive training and can use their participation as a bridge to other employment not supported with Federal funds.

**Veterans Program (Ohio Department of Job & Family Services):** Provides employment and training assistance to Veterans with disabilities.

**Belmont College:** Provides post-secondary education through multiple certificate and associate degree programs, continuing education opportunities, financial aid assistance, career counseling, and workforce training and development for area businesses.

**Eastern Gateway Community College:** Provides the Aspire program, formerly known as the Adult Basic and Literacy Education (ABLE) program, to help adults build the skills they need to become employed or pursue higher education or training. The college is an official testing site for the General Education Diploma (GED). The college is ready to help individuals obtain their GED and can assist those who have a high school diploma with basic skills enhancement in English or math, upgrading academic skills for technical writing/college, and one-on-one literacy tutoring or writing.



- Search for work on Ohio's job search system: [www.ohiomeansjobs.com](http://www.ohiomeansjobs.com).
- View jobs posted on Belmont County's website: [OhioMeansJobs.com/Belmont](http://OhioMeansJobs.com/Belmont).
- Apply for training assistance under the Workforce Innovation and Opportunity Act (WIOA). Funding categories are adult, dislocated worker and youth.
- Access resources on job search methods, interviewing, resumes, cover letters, completing employment applications, careers, and more.
- Attend free computer classes to learn basic computer skills.
- Use our Resource Room computers for job search, creating resumes, and educational purposes.
- Obtain Labor Market Information on employment trends, occupations, wages and careers.
- Resume assistance.
- Career interest assessment.
- Obtain information on and referrals to providers of other services in the area.
- Use our telephones and fax machine to assist you in your job search.
- Use our telephones and computers to file for unemployment compensation.
- Learn about subsidized employment programs designed to provide work experience and employability skills for eligible youth and Senior Workers.
- Access Veterans' services and information.
- Receive rehabilitation and disability information and services through Opportunities for Ohioans with Disabilities.

## YOUR JOB SEARCH CHECKLIST



- \_\_\_ Thoroughly read the Employment Guide.
- \_\_\_ Complete the Job Application Passport available at OhioMeansJobs Belmont County so you have accurate information to complete employment applications. A properly completed employment application is very important in obtaining a job interview.
- \_\_\_ Technology: 1) have an appropriate e-mail address for job search purposes 2) have an appropriate message on your voice mail 3) do not put damaging and negative information on Facebook and other social media for potential employers to see.
- \_\_\_ Conduct a self-assessment of your skills and qualifications so you can sell yourself to employers.
- \_\_\_ Identify any employment barriers you may have and develop a plan to overcome them.
- \_\_\_ Be focused ... know the type of work you want.
- \_\_\_ Improve your job search skills by utilizing resources available at OhioMeansJobs Belmont County.
- \_\_\_ Appearance: be conservative; neat and clean dress; good hygiene; be friendly and courteous; be positive and confident; and smile.
- \_\_\_ Resume: Staff can create a resume for you or you can create your own resume using our computers. An accurate, neat and professional-looking resume is very important in obtaining a job interview.
- \_\_\_ Register, post your resume, and search for employment on Ohio's website: OhioMeansJobs.com.
- \_\_\_ View jobs and employment information posted on OhioMeansJobs.com/Belmont
- \_\_\_ Search for work on local, state and national websites.
- \_\_\_ Read the newspapers Help Wanted Advertisements.
- \_\_\_ Register with temporary agencies. Temporary jobs often lead to permanent employment.
- \_\_\_ 85% of job openings are not advertised. They are in the hidden job market. So you must ...
  - make direct contact by cold calling on employers.
  - network: spread the word with friends, relatives and acquaintances that you are looking for work and ask them about job openings and job contacts at their place of employment.
- \_\_\_ Follow-up on your job contacts ... just do not submit applications and resumes and forget about them ... you must talk to the person with the hiring authority.
- \_\_\_ Maintain a log to track your job search contacts and outcomes.
- \_\_\_ Always send a thank you letter or note after interviews and job contacts.



OhioMeansJobs is Ohio's employment website for job seekers and employers. Individuals can

- Register and setup an account
- Store information in your online backpack (resume, job search results, assessments and more) you created by answering questions as part of your registration
- Create a resume
- Post a resume for employers to view
- Search for employment by state, zip code, radius, job title, key word and more
- Save job searches
- Have job notices e-mailed to you
- Take a career assessment inventory
- Access information on demand occupations, wages and employment projections
- Obtain scholarship information
- Conduct budgeting
- Access on-line training in computers, business skills, Work Keys, GED preparation and college testing
- And more!

To get started, you need to do the following:

- Establish an appropriate, professional e-mail account for job searching
- Go to [www.OhioMeansJobs.com](http://www.OhioMeansJobs.com)
- Individuals > click "Get Started"
- Ready to Explore > click "Get Started"
- Answer the "bubble question" and click "next"
- Click "Get Started on My Own" or "Take Guided Tour"
- Provide the required information to create your online backpack
- You can create your own resume through OhioMeansJobs or upload an existing resume and make sure you mark it "Public" so employers will be able to see it
- After you apply for a job through OhioMeansJobs, make sure you it in your backpack and mark it as "Applied".

**NOTE: YOU CAN SEARCH AND APPLY FOR JOBS WITHOUT ESTABLISHING AN ACCOUNT AND POSTING YOUR RESUME. HOWEVER, WE HIGHLY RECOMMEND THAT YOU REGISTER SO YOU CAN POST YOUR RESUME FOR EMPLOYERS TO VIEW AND TO TAKE ADVANTAGE OF OTHER VALUABLE RESOURCES.**

# **OHIO MEANS JOBS BELMONT COUNTY**

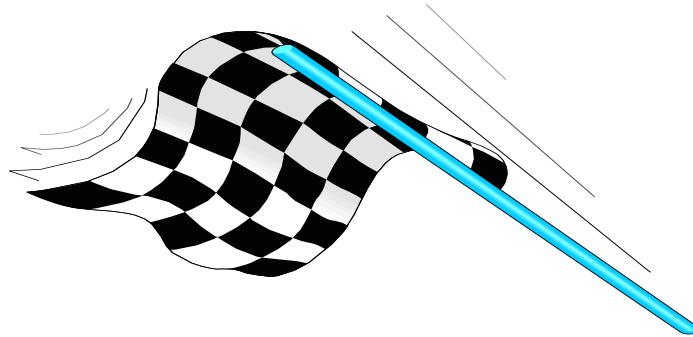
302 Walnut Street · Martins Ferry, Ohio 43935

(740) 633-5627 · 1-877-516-5627

[OhioMeansJobs.com/belmont](http://OhioMeansJobs.com/belmont)

## **The Job Shop**

**“Your Starting Line To Cross The Employment Finish Line”**



**Get The Winning Edge!**

## WELCOME TO THE JOB SHOP



Welcome to “The Job Shop”:

Looking for a job is a job in itself. It requires a positive attitude, preparation, organization, effort, time and commitment. Looking for a job is a task you must undertake yourself. No one is going to do it for you.

The job market is very competitive, and you must gain the “winning edge” on your competition by acquiring the skills and knowledge to conduct a successful job search. This workshop will help you gain that “winning edge” by providing you a strong foundation on the job search basics of self-assessment, job search methods, interviewing, resumes and more!

Although this workshop will sharpen your job search skills, it will not help you find a job unless you put to use what you learned. You must go the “extra mile” to learn all you can about finding a job and keeping a job.

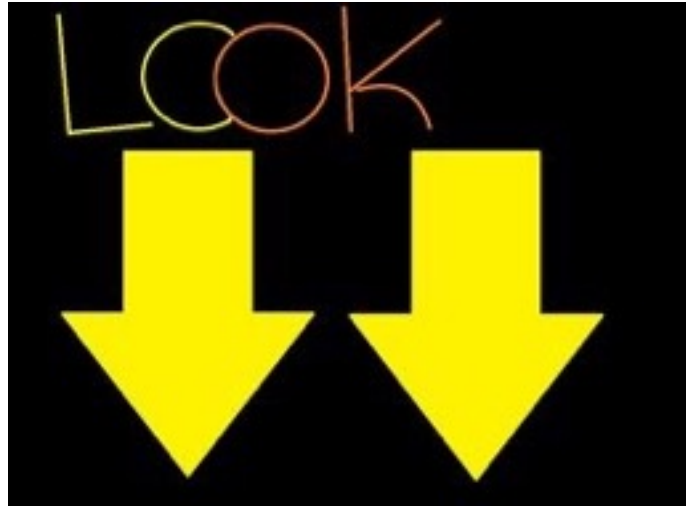
Feel free to ask questions and take advantage of the resources that are available in our Resource Center if you want to expand your knowledge beyond what is presented in this workshop. We hope you find this information beneficial, and we wish you the best of luck in finding employment!

Sincerely,

*OhioMeansJobs Belmont County Staff*



## WHAT'S INSIDE THE JOB SHOP?



- **Self-Assessment** **Pages 8 - 12**
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- **Organizing Your Job Search** **Page 15**
  
- **Job Search Methods** **Pages 16 - 18**
  
- **Employment Applications** **Page 19**
  
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## SELF-ASSESSMENT

Self-assessment is very important in determining what you want to do. You must know your skills and abilities, the job or career you want, and any barriers you may have. Here are some questions to ask yourself:

- \* Do I know what type of job or career interests me?
- \* Am I qualified for the job or career that interests me?
- \* If I am not qualified, how do I acquire the required skills? Am I willing to put in the time and effort to get the skills?
- \* Does anything stand in my way? If so, how do I overcome it?

### Skills

Skills identification is the first step toward finding employment. You must know your skills to complete an employment application, write a resume and answer interview questions. Some of the most desired skills by employers are a willingness to learn, basic skills (math, reading and writing), communication, problem solving, self-esteem, positive attitude, team player, leadership and personal/career improvement.

Skills can be broken down into three areas:

- 1) Job Specific Skills
- 2) Personal Skills
- 3) Transferable Skills

Job specific skills are specific to a job or occupation. For example, an auto mechanic must know how to install brakes and mufflers, change spark plugs and belts, and perform a tune-up.

Personal skills are individual characteristics. Examples are honesty, dependability, flexibility, getting along with co-workers, following directions, and punctuality.

Transferable skills are skills that can be used again and again from job to job. Examples are public speaking, customer service, maintenance, money management, organizing, problem solving, writing, record keeping, training, event planning, and negotiating.

Everybody has skills. You just need to identify them. You also acquire skills from hobbies, volunteering and work you perform around the house. For example, serving as the chairperson of a school fundraiser could involve planning, budgeting, scheduling and public speaking. Taking care of a household entails planning, organizing, problem solving, budgeting and being multi-tasked.

Employers strongly desire potential employees with strong personal skills. If you have these traits, many employers will hire you and train you on the job specific skills.

Use this form to identify your skills.

**“Job Specific Skills”**

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**“Personal Skills”**

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**“Transferable Skills”**

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**Self-assessment is important in finding a job or career that fits your skills, interests, values and life styles. Taking a job that conflicts with what you want may result in stress, frustration and possibly losing the job. Realize that there is not just one perfect job for you but many options that you can pursue.**

**Here are some ways to discover your interests:**

- \* Begin with a few simple questions: What would I like to do for a living? What can I envision doing that would make me happy and give me a sense of satisfaction? Write down your answers here.**

- \* Think about hobbies or activities that you like to do and write them down. Next, write down jobs that are related to the hobbies and activities.**

<b>Hobbies/Activities</b>	<b>Jobs</b>
_____	_____
_____	_____

- \* Ask people that you know about their jobs, work responsibilities, daily work routines, what they like and dislike about their jobs, and how they got their jobs. Write down the jobs that interest you.**

- \* Take career interest tests available at OhioMeansJobs Belmont County. Write down the results.**

\_\_\_\_\_

- \* Read career books and visit websites to learn about occupations. You can do this at OhioMeansJobs Belmont County. Write down the occupations that interest you.**

\_\_\_\_\_

- \* An informational interview is another way to learn about careers. It is a brief meeting between a person investigating a career and a person working in the career with the purpose of acquiring information to assist you in your career decision.**

Here are some guidelines to follow for informational interviews:

- This is not a job interview. Do not ask about job opportunities at the company.
- Ask an acquaintance for names. It is easier to request an informational interview when you are referred by someone the interviewer knows.
- Request informational interviews by phone and letter. It is a good idea to send a letter first to inform the person you will be calling instead of calling “out-of-the-blue”.
- Follow the guidelines under the Appearance and Job Interview sections.
- Topics to discuss include job qualifications, job duties, training required, employment outlook, wages, positives, negatives, work hours, how did the interviewer choose this career and how did he get the job.
- Meet with several people about the same occupation so you are not making judgements and decisions based on one person’s point of view.
- Send a thank you note for the interview.

When considering a job or career, you need to consider your willingness and ability to go to school if you lack the qualifications required. Financially and personally are you in a position to return to school? Are you going to have to work while attending school?

### Barriers to Getting a Job or Pursuing a Career

Now that you know your skills and your job and career interests, you need to determine if there is anything or anyone holding you back from getting a job. Do you have any barriers to employment?

Barriers could be no transportation, no driver’s license, no child care, no high school diploma or GED, difficulty with basic math and reading, criminal record, age, overqualified, education, little or no work history, a disability, low self-esteem, lack of motivation, poor attitude, drug or alcohol addiction, or a family member. Once you identify any barriers you may have, you must develop an action plan to overcome them.

List your barriers and action plans here.

Barrier \_\_\_\_\_  
Action Plan \_\_\_\_\_  
Barrier \_\_\_\_\_  
Action Plan \_\_\_\_\_

### Criminal Record

Number one, realize you have a challenge ahead of you, but you can overcome it with perseverance and determination. Number two, do not lie on an employment application about your criminal record. Answer truthfully, but do not disclose more than is necessary. If you are hired and the employer finds out later that you lied on your application, you could be fired. Also, your probation officer might call the employer to verify your

employment.

If the topic comes up in the interview, state your offense and do not go into details. Move on by focusing on your skills, what you learned from your mistake, and what you have done to improve yourself such as taking classes and volunteer work. You need to establish your reliability and your desire to succeed.

You can use OhioMeansJobs Belmont County resources for more information on this topic.

### Age Discrimination for the Mature Worker

Some employers may view the age of a mature worker as a barrier and a reason not to hire. You must show your age is an asset.

Here are some tips:

- \* Prove you are dedicated and more apt to stay in a job than a younger person.
- \* Stress your vast and diverse experience in dealing with various people and situations.
- \* Stress your skills and your desire to learn new skills.
- \* Focus on your experience; not dates.
- \* Stress you are receptive to change and new ideas and technology.
- \* On your resume, omit graduation dates if they are a long time ago.
- \* On your resume, list recent work experience and omit work experience from years ago.
- \* Dress stylish and professional for today's workplace.

### Overqualified

Employers may be hesitant to hire an individual they view as overqualified because the individual may become quickly dissatisfied with the job and quit.

Here are some tips:

- \* Show a sincere interest in the position and company.
- \* State you are fully qualified; not overqualified.
- \* Stress your loyalty and desire to stay in the job for a long time and to build your career with the company.
- \* Discuss your skills that are relevant to the job.
- \* In a resume, do not fully disclose all of your skills that may present the image of being overqualified for the job. Tailor your resume to the job so it only reflects the skills needed for the job and nothing more.

### APPEARANCE

Appearance is a statement about you. It reflects who you are and the image you want to

portray. Clothing, grooming, manners and body language are excellent indicators of your attitude, confidence, motivation and professionalism. Although employers want employees who have the skills for the job, appearance is also very important. As the saying goes, “first impressions make lasting impressions”.

The following are “rules of thumb” to follow while looking for a job and for job interviews:

***Cleanliness*** - You must shower or bathe everyday. Body odor is very offensive, and it will cost you the chance of getting a job.

***Hair*** - It must be clean, neat and combed.

***Facial Hair*** - You must be clean shaven. For beards and mustaches, they must be neatly trimmed.

***Fingernails*** - Would you want to shake hands with someone who has dirty fingernails? Fingernails must be clean.

***Teeth and Breath*** - Teeth must be brushed, and breathe must be fresh. Avoid things that produce an odor such as tobacco, alcohol and coffee.

***Smoking*** - For smokers, do not smell like cigarette smoke. This is a huge turn-off to employers who do not smoke.

***Make-up*** - Look natural and use it sparingly.

***Cologne and Perfume*** - Keep them to a minimum or do not use them at all. You do not want the smell of your cologne or perfume lingering in an employer’s office an hour after you left.

***Jewelry*** - Keep jewelry on the conservative side. For women, a watch, no more than one or two rings and one pair of earrings are recommended. For men, a watch and no more than one ring are recommended. Men should not wear earrings.

***Body Piercings*** - Only one pair of earrings should be worn. Remove all other body piercings.

***Clothing*** - Dress for success. Clothing must be clean and not wrinkled. Avoid fads and loud colors. Shoes must be clean.

A general rule to follow is to dress one step above the one for which you are applying. For example, if you are applying for a cashier job, dress as if you were the store manager.

Other examples are:

- For a person seeking a business job, dress in business attire such as a suit.

- For those seeking factory, labor or construction work, dress business casual such as pants and a button-down tucked in shirt.

- Do not wear sneakers, sandals, jeans, shorts and t-shirts.

***Body Language*** - Body language says a lot about a person’s attitude and confidence. Sit upright and do not slouch. During an interview, keep your hands out of your pockets and nod your head to indicate you are listening. Avoid nervous habits such as tapping or twiddling your fingers, tapping your foot, shaking your leg, touching your hair and fidgeting.

***Manners* - Do not use slang terms, swear, smoke or chew gum. Do not take food or drinks with you. Be courteous and polite.**

**Once you get the job, follow these same rules and take time to observe how your co-workers dress and learn company policy on issues such as dress code and smoking. If you are in doubt, ask your supervisor before you act. To be on the safe side, always take the conservative approach.**



## ORGANIZING YOUR JOB SEARCH

**You must be organized in your job search. Detailed and careful planning will not only help you find a job, but it will also help you develop and enhance an important job skill ... organizational abilities.**

**You must keep track of the following on a Job Search Log:**

- Name of employer you contacted**
- Contact name**
- Contact date**
- Application method: resume, application or both**
- Contact result**
- Follow-up on outcome of application**

**Example Log:**

<b>Employer</b>	<b>Contact Name</b>	<b>Date</b>	<b>Application</b>	<b>Contact</b>
	<b>Follow-up</b>			
	<b>Method</b>		<b>Result</b>	<b>Outcome</b>

**You must follow-up on applications or resumes that you submitted. You can not just simply complete an application or mail or drop-off a resume and forget about it. You must obtain the person's name with the hiring authority and contact him or her the next day regarding your interest in the job and qualifications for the job. Be prepared on what you will say. This shows initiative and gives you that "winning edge".**

## **JOB SEARCH METHODS**

There are many resources to use while looking for employment, and you should use all of them. The most common are state employment agencies, temporary employment agencies, newspaper classified ads, Internet and job fairs. The two most effective methods but not as highly used as the common methods are “direct contact” and “networking”. Approximately 85% of jobs are not advertised. They are in the “hidden job market” and can be discovered through “direct contact” and “networking”.

### **“Traditional Methods”**

#### **1) State Employment Agencies/One-Stop Employment Systems**

Job seekers can register for work in a state’s job search system and be matched to jobs.

#### **2) Temporary Employment Agencies**

These are private companies (no fees charged) that place individuals at businesses to work. The temporary agencies are the employers. This is a good way to acquire work experience, and at times, the jobs lead to permanent employment.

Adecco: 304-242-3515

Mancan: 304-232-0028

Extras Support Staffing: 740-671-3996

Personnel Temporary Services: 304-547-5066

IC Staffing: 304-905-8249

#### **3) Newspaper Classified Advertisements**

You must read the Help Wanted Ads everyday. Newspapers are available at OhioMeansJobs Belmont County and libraries.

#### **4) Internet**

Through the Internet, you can access job openings on local, state, national and government websites. You can complete on-line applications.

**5) Job Fairs**

**At job fairs, you have the opportunity to speak with many employers at one location. Arrive early, and make sure you are prepared by wearing appropriate clothing, having plenty of resumes, knowing what you are going to say, and taking pens and paper to take notes and write down the names of the employers' representatives. Also, make sure you have the details on your work history, references, etc. in case you have to complete an application. Use the Job Application Passport booklet available at our office to record this information.**

**“Non-Traditional Methods”****1) Direct Contact**

**The direct approach is the best approach. Identify businesses that have the type of position you want and apply directly. The yellow pages are a good source for business listings. Make sure you are prepared by dressing professionally, having copies of your resume, having pens and paper and taking your Personal Data Record. Be prepared to complete an application and for possibly an interview.**

**As stated earlier, “first impressions make lasting impressions”, so be courteous. You never know who you are going to speak with first when you enter an office ... receptionist, manager? If you are rude to a receptionist and make a bad impression, she will convey this to the person with the hiring authority.**

**Ask if you can speak with the person who is in charge of hiring for the position that you want. If that person is not available, get his/her name and telephone number. Leave your resume, complete an application if possible, and call the person the next day to follow-up on your visit.**

**Tell the person why you are calling and ask if you can set up an appointment to discuss your employment application. If the answer is “no” and the company is not hiring, thank the person for his time and ask him to keep you in mind for future openings. Take the opportunity to ask for two or three names of other companies and people you can contact. This is called networking which is the next job search method.**

**Note: Make sure you send a thank you note. The company may not be hiring now**

but could in the future. Always leave a good impression.

## 2) Networking

**You must spread the word that you are looking for employment. Word-of-mouth is a great way to find a job. The purpose is to develop contacts and resources to help you achieve your goal of finding employment. This can be done through two general sources:**

- \* friends, family and acquaintances**
- \* employers**

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### **“Friends, Family and Acquaintances”**

**Make a list of family, friends and acquaintances. Inform them of the type of job you are seeking and give them a copy of your resume. Discuss with them their employer, their type of business, positions that are employed, the person with the hiring authority and any current job openings. Once you get this information from them, ask them for a name or two of someone else they may know as another source to build your network.**

**Next, you must contact the person with the hiring authority by following the “direct contact” method. Your chances of getting a job are generally improved when you are referred to an employer by someone the employer already knows.**

### **“Employers”**

**Incorporate networking into your “direct contact” method when cold-calling on employers. If your employer visit or telephone call results in no job opportunity, ask the person if he could provide two or three names of other employers he knows that may be hiring. Make sure you get a contact name. Then contact these companies and follow the same process to expand your network.**

**Note: While networking, make sure you track all of your contacts and results on your Job Search Log and remember to send a thank you note acknowledging your appreciation of the person’s time.**

### **EMPLOYMENT APPLICATIONS**

**The employment application gets you the job interview. The employment application is part of that critical first impression. Everyday, job seekers lose out on job opportunities due to incomplete, inaccurate and messy applications.**

**The following are “rules of thumb” for completing an application:**

- \* Have your Job Application Passport booklet with you so you have accurate information on your employment, dates (month/day/year), education, etc.**
- \* Have pencils and erasable pens (black).**
- \* Have your driver’s license and social security card in case the employer requires a copy.**
- \* Read the entire application before filling it out.**
- \* Be honest; do not lie on the application. If hired, lying can get you fired.**
- \* Do not have “scratch outs” on the application.**
- \* Use correct spelling and grammar.**
- \* Do not write in spaces where it says “office use only” or “do not write below this line”.**
- \* If a question does not apply to you, put N/A rather than leaving it blank.**
- \* Print or type the information.**
- \* Be neat and clear.**
- \* For the type of position, do not list “anything”... be specific.**
- \* For salary requirements, list “open” or “negotiable”.**
- \* If a question asks about a criminal record, do not leave it blank or lie by checking “no”; be honest; check “yes” and print “will explain in interview”.**
- \* When listing your previous employment, stress your skills and experience from these jobs that are relevant to the job for which you are applying.**
- \* For “reason for leaving”, do not raise red flags by putting things such as personal, health, argument with boss, disagreement with co-worker, fired, illness, more money or arrested. Negative reasons can be explained in the interview where**

**you have the chance to sell your skills to the employer. If you list them on the application, you may not get an interview. List reasons that are more neutral or positive such as lack of work, lay off, resigned or left for another job. For a negative experience, put “will explain in interview”.**

- \* Make sure you have 4 - 8 references with full names, phone numbers, addresses and occupations. Use employment or professional references. Obtain permission to use them as references. Do not use family members.**
- \* Sign and date the application.**
- \* Proofread the application.**
- \* If possible, take the application home where you can carefully plan your responses on a separate sheet of paper before putting them on the application.**

### **JOB INTERVIEW**

**The job interview gets you the job. An interview is the best way for an employer to determine if you are the right person for the job, and the best way for you to determine if the position is right for you. The employer is evaluating you, and you are evaluating the employer. If you have been called for an interview, you can assume the employer is interested in your qualifications. The interview is where the hiring decision is made. An interview can be stressful, but you can reduce the stress through preparation, research and practice.**

**The following are “rules of thumb” for having a good interview:**

- \* Practice your interview questions and your responses by knowing why you want the job, how you can benefit the company, what you know about the company, your skills, your strengths, your accomplishments and your goals. Be prepared to back up your answers with examples that prove your strengths and skills. Do not make your answers too short or too long. Try to avoid simply answering yes and no.**
- \* Research the company so you know its history, products, services, etc.**
- \* Go to the interview by yourself.**
- \* Make sure you know the directions to the interview site.**
- \* Arrive 10 - 15 minutes early; do not be late.**
- \* Take extra copies of your resumes, typed lists of references and letters of recommendation if possible.**
- \* Have a pen and notepad for note taking.**
- \* Make a good first impression and emphasize your skills.**
- \* For dress and grooming, follow the guidance under the Appearance section. Dress a**

- step above the position for which you are applying.
- \* Be polite and courteous to the receptionist and everyone you meet.
- \* No gum, food, drinks or cigarettes.
- \* Do not be negative in any way in what you say or how you act.
- \* Greet the interviewer with a smile and firm handshake.
- \* Look the interviewer in the eye when you speak.
- \* Upon the greeting, express your gratitude for the interview and the employer's time. Address him or her as Mr. or Ms.
- \* Maintain good posture by not slouching and crossing your arms.
- \* Display a positive attitude and enthusiasm.
- \* An interview is the opportunity to sell yourself and brag a little and sell yourself. No one is going to do it for you.
- \* Take notice of anything in the interviewer's office that indicates his interest in a hobby or other that could be an ice breaker.
- \* Do not bring up the topic of salary and benefits. The best strategy is to avoid these topics until you have been offered the job.
- \* Do not say anything negative about a former boss or employer.
- \* Remember that the interview is not over when you are asked if you have any questions. This is your opportunity to ask a few questions about the company and the job which expresses your interest in the job. Again, do not ask about salary and benefits.
- \* When closing the interview, express your appreciation for the job, your interest in the job, briefly summarize your qualifications and ask for a specific date and time to call back to check on your status.

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- \* After the interview, evaluate the positives and negatives, and use them to improve your interviewing skills.
- \* Send a thank you letter expressing your appreciation, your interest in the job, and a short line about your qualifications

### **“Potential Interview Questions”**

**You must be prepared to answer the following questions:**

- 1) **Tell me about yourself.**

*The employer does not want to know your personal and family history. Direct your response to the job for which you are applying and seize the opportunity by summarizing your background and skills and how they relate to the job requirements.*

- 2) **What do you know about our company?**

*Research the company so you are knowledgeable and can ask questions when the time comes.*

- 3) **What are your strengths?**

*State your strengths and back each one up with an example. The strengths you cite should relate to the job.*

- 4) Why do you want to work here?

*Again, researching the company will help you here.*

- 5) Why did you apply for this job?

- 6) Why should we hire you?

*You need to stress and sell your credentials and how they are an asset to the company.*

- 7) How can you benefit our company?

- 8) Have you ever been fired?

*Be honest. Admit your mistake and turn it into a learning experience. Do not bash your former employer or boss. If you lie, it could come back on you.*

- 9) How do you feel about working overtime?

- 10) What are your weaknesses?

*Do not “shoot yourself in the foot”. Do not be negative. Do not say something like “I am always late for work” or “I do not get along with co-workers”. Do not say “none” because no one is perfect, and everyone has weaknesses.*

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*Make a weakness a positive. For example, say “At times, I am over conscientious about my job and worry if things are going to work out or not. However, things always work out. It is just my nature to worry a little, but I am working to improve on this by reading a book on the subject”.*

- 11) What would former co-workers say about you as an employee?

- 12) What are your short-term and long-term goals?

*Make sure your responses are directed to the company. For example, my short-term goal is to succeed in this job and help the company succeed. My long-term goal is to help the company succeed and to put myself in a position through hard-work and training for any advancement opportunities that may develop.*

*You do not want to say anything that would indicate this job is short-term and a stepping stone in your plans to get a better job.*



- 1) **What are the specific duties and responsibilities of the position?**
- 2) **What is the company's management style?**
- 3) **What are the expectations of the job?**
- 4) **What type of training program is there for the position?**
- 5) **What are the growth plans and goals of the company?**
- 6) **How is job performance evaluated?**

### **THANK YOU LETTERS**

A thank you letter is a very important job search tool that must be used on a regular basis. It must be sent after every job interview and also should be sent to job contacts that gave you some time and consideration even though an interview wasn't granted.

Sending a thank you letter will refresh your name and credentials in the employer's mind and will make you stand out over your competition particularly if they did not take the time to send letters. It is another opportunity to sell yourself.

Thank You Letter Points of Emphasis:

- It must be sent to the interviewer(s) or job contact.
- It must be sent immediately after the interview.
- It must be brief.

- It must be clean and neat with correct grammar and no typos.
- It should state your appreciation for the interview, your interest in the job, a brief summary of your credentials and a “thank you”.
- It must be signed in blue or black ink.

**Sample Thank You Letter**

**Your Name**  
**100 Main Street**           **(Your information)**  
**Town, Ohio 00000**  
**(000) 000 - 0000**

**Date: month, day, year**

**John Smith** (Employer information)  
**Manager**  
**ABC Company**  
**100 Job Avenue**  
**Town, Ohio 00000**

**Dear Mr. Smith:**

**Thank you for meeting with me on Tuesday regarding the auto mechanic position that is available with your company. I thoroughly enjoyed our conversation.**

**As we discussed in the interview, I have five years of experience in all phases of automotive repair, and I am ASE certified. My skills would be a great asset to your company, and I am confident in fulfilling the requirements for the job and meeting your expectations.**

**Again, thank you for the opportunity to meet with you. I am very much interested in working for ABC Company, and I am looking forward to speaking with you again. If you have any questions, please call me at (000) 000 - 0000.**

**Sincerely,**

***(Signature)***

**Joseph Johnson**

### **SALARY NEGOTIATION**

**You must know what you want and what you need, taking into account your training, experience and skills. You need to know the pay range for the position you desire. Research will help you by contacting local companies regarding their pay scales, asking people who work in the field, checking Labor Market Information, reading occupational books and accessing web sites. Resources are available at OhioMeansJobs Belmont County to assist.**

**Employment applications often ask for salary from previous jobs. Make sure you provide the information if requested. If not, your application may be discarded. Applications also ask for expected salary. Write “negotiable”. Do not list a specific dollar amount. Do not provide salary information if it is not requested.**

**During an interview, never bring up the topic of salary or benefit. You want to show the employer that you are more interested in the position and the company than the salary. You should never discuss salary until you are offered the job. If the interviewer asks you your salary expectations prior to a job offer, ask the interviewer for the company’s normal pay range. You could then reply you would consider an offer in this range. If the interviewer wants a more specific response, state something like “low to mid-twenties” if you believe the pay is between \$20,000 - \$25,000 Do not state a single figure; state a range. As a last resort, state you would accept any reasonable offer.**

**Never turn down a job offer in an interview because the pay is too low. If it is too low, thank the interviewer for the offer and state you need to think about it over night. You can turn down the offer tomorrow and ask the employer to keep you in mind for any jobs that pay more. Also, remember, it never hurts to ask for higher pay ... because you never know. However if you want the job and can live with the pay, accept it right away!**

### **JOB RETENTION**

**When you are hired, a relationship is established where the employer pays you in exchange for your skills and abilities. Your goals are to help the employer succeed by putting in a fair**

**day's work and to remain employed. In most cases, you will be evaluated by the employer on your performance. The following tips will help you meet these goals and to achieve good performance evaluations.**

- \* Make a good first impression.**
- \* Be on time.**
- \* If you are going to be late, call your supervisor. Your excuse should be a valid one.**
- \* Be honest and reliable.**
- \* Conduct your personal business at home or on breaks. Unless authorized, do not use work phones for personal use.**
- \* Maintain proper appearance. Refer to the appearance section. Ask your supervisor or read the personnel manual if you are uncertain on dress code and other areas.**
- \* Work safely.**
- \* Schedule time off per company policy.**
- \* Do not misuse and abuse sick time.**
- \* Ask questions if you do not understand something.**
- \* Ask about workplace rules.**
- \* Do not use drugs or alcohol at work.**
- \* Get along with co-workers.**
- \* Avoid problem co-workers.**
- \* Be a team player.**
- \* Do not bring your children to work.**
- \* Work fast but carefully.**
- \* Stay busy. If you complete your work, ask for something else to do.**
- \* Learn all you can about your job and company to create more opportunities for yourself.**
- \* Be enthusiastic and positive.**
- \* Be respectful to your supervisor.**
- \* Follow instructions.**
- \* Treat others how you want to be treated.**
- \* Use appropriate language.**
- \* Be able to accept constructive criticism and admit your mistakes.**
- \* Communicate with your supervisor and co-workers.**
- \* Be aware of the company's sexual harassment and discrimination policies. Be careful of what you say such as telling jokes of a sensitive nature.**
- \* Periodically conduct a self-assessment to see how you are performing on the job in respect to what you are doing well and areas that need improvement.**

## **JOB ADVANCEMENT**

**Following the guidelines under Job Retention will get you off to a good start on your new job. If you want to advance into a higher paying job, follow these tips:**

**Let your boss know you are willing to put in extra time if needed. However, do not work overtime unless it is approved by your boss. Many companies do not want to incur extra costs by paying overtime.**

**Be enthusiastic about your job.**

**When you complete a job, ask for another one. Ask for extra responsibility.**

**Speak with your boss about advancement opportunities and what is required to qualify for these opportunities.**

**Improve yourself through company training and learning new skills outside of the workplace.**

**Do more than is expected of you in your job.**

## RESUMES

A resume leads to a job interview. The resume is a very important tool in conducting a job search because many times it is the first impression you make with an employer. A resume promotes your experience, education, skills and accomplishments. It is an advertisement. An employer takes about 30 seconds to scan a resume, and it must make you stand out above the competition and tell the employer what you can do. A resume is a sales tool to get you a job interview. How you present and sell yourself in the interview determines if you get the job or not.

Thousands of books and articles have been written about resumes with varying opinions on how to write and format a resume. There is no one correct way to create a resume. You must choose the format that fits you best to land job interviews.

Regardless of your resume format, it should encompass the following key attributes:

- Contact information: name, address, telephone number and an appropriate e-mail address
- Accomplishments: employment and education related
- Education/Training: degrees, licenses and certificates
- Appearance: neat and well-organized; white space so it isn't overcrowded
- Free of typos and misspellings
- Targeted: focus on the type of job you want
- Sell, sell, sell: your work experience, skills, abilities and qualifications

### **RESUME DO'S**

- Use 8 ½ x 11 quality, white paper.
- Use consistent headings, fonts, bullets and style.
- Use 12 point font; no smaller than 11 point font.
- Type the resume on a computer so changes are easily made.
- Be organized and have all accurate and pertinent information such as employer names and dates.
- A resume should be clear, concise, easy to scan and appealing to the eye so the employer is motivated to read it.
- Incorporate "white space" so the resume isn't cluttered.
- A resume should be one to two pages ...preferably one. However, do not condense it into one page and omit important information.
- Focus on skills and accomplishments.
- Make sure the resume is up to date.
- Use phrases instead of sentences.
- Use action verbs and phrases.
- Use correct grammar.
- Include name, address, phone number and email address on the resume.
- Use bullets to highlight accomplishments and skills.
- Focus on work history within the last 10 – 15 years or so. Do not list irrelevant jobs from 25 years ago.

- Include awards received and membership in organizations only if relevant to the type of job you are seeking.
- Cover employment gaps by choosing the appropriate resume format.
- If possible, submit the resume to a specific person.
- Include a cover letter with the resume.
- Proofread your resume: yourself and another party.

### **RESUME DON'TS**

- Do not have typos on the resume.
- Do not use a fancy design or color.
- Do not put "resume" at the top of the page. It is obvious it is a resume.
- Do not list references on the resume. Use a separate sheet to list references.
- Do not put "References Available Upon Request" on the resume.
- Do not use an inappropriate email address.
- Do not list personal information such as gender, marital status, weight and height.
- Do not list hobbies or memberships in organizations unless they are relevant to the employment objective.
- Do not list salary history on the resume.
- Do not list reason for leaving a job on the resume.
- Do not make hand-written corrections on the resume.
- Do not attach additional pages such as transcripts and references unless requested.
- Do not disclose all jobs in the last 30 or 40 years. Disclose recent jobs. Remember, a resume is a sales tool.
- Do not use the pronouns "I" or "my".
- Do not enclose a photograph of yourself.
- Do not include ethnic or religious affiliations unless they are directed connected to the employment objective.
- Do not list controversial topics on the resume such as politics, hunting, etc.

### **RESUME OBJECTIVE**

An objective is a statement on the resume that indicates the type of job you are seeking. Some schools of thought recommend using an objective statement while others do not. Some employers like to see an objective statement on the resume while others do not. There are pros and cons to both sides:

- Pros: An objective gives your resume focus and informs the employer of the type of work you desire.
- Cons: An objective limits your resume and many times objectives are vague and poorly written.



Your choice to use or not use an objective is a personal decision. You may want to consider using an objective since some employers like them. By using a computer to type your resume, you can easily change your objective for each resume you submit based on the type of job for which you are applying. This gives you flexibility. For example, you do not want to submit a resume with an objective of “sales representative” for a “labor” job.

You may want to have a general resume with no objective statement when meeting with several employers at once such as a job fair. If you choose not to include an objective statement, you can use a cover letter to address the type of work you want. A cover letter must accompany every resume you submit.

An objective statement should be concise and to the point. Do not include “fluff” words.

Sample: Poor Objective Statement: A challenging position that utilizes sales and customer skills and offers opportunity for advancement.

Sample: Good Objective Statement: Sales Representative with 10 years of experience in medical equipment sales, managing 50 accounts, and exceeding annual sales of \$500,000 seeking the regional sales manager position with Johnson Medical Supplies.

*IF YOU USE AN OBJECTIVE, MAKE SURE IT IS RELEVANT TO THE JOB YOU ARE APPLYING FOR. IF YOU CAN NOT CREATE A GOOD OBJECTIVE, LEAVE IT OFF YOUR RESUME AND INCLUDE A COVER LETTER TO INDICATE THE JOB YOU ARE APPLYING FOR AND TO HIGHLIGHT YOUR QUALIFICATIONS.*

## **RESUME TYPES: CHRONOLOGICAL, FUNCTIONAL AND COMBINATION**

**Chronological resumes** focus on work history in chronological order starting with the most recent job and working back by listing the employer’s name, city and state, job title, job duties and achievements. Education is normally listed at the bottom of the page with the school’s name, city and state, type of degree/certificate earned, grade point average (if above average) and as an option a listing of courses relevant to the employment objective. Education should be listed at the top of the resume for recent graduates if work history is lacking in relation to the employment objective.

Advantages of a chronological resume:

- It demonstrates your work history.
- It is easily skimmed and employers are familiar with it.
- It is easy to organize.
- It is easy for employers to see the sequence of employment dates.

Disadvantages of a chronological resume:

- It could reveal employment gaps and job hopping.
- It highlights job duties rather than skills and accomplishments.

**Functional resumes** focus more on skills rather than positions by grouping skills together under headings to stress a person's qualifications and expertise for a specific job. The employment history section is usually brief with a list of past employers and job titles. Employment dates are de-emphasized. You may want to consider a functional resume if you are a new graduate without much experience, have noticeable employment gaps, or looking to change careers. **However, keep in mind that many recruiters and employers do not prefer functional resumes. The functional resume format should only be used by individuals whose job histories represent extreme versions of the following situations: diverse experiences that do not add up to a clear career path, college students with minimal work experience or experience unrelated to their career field, career changers, those with substantial employment gaps, older workers, military transitioners, and job seekers where a chronological resume may make them look overqualified for the position for which they are applying.**

Advantages of a functional resume:

- Good for changing careers
- Good for those with little experience in the desired career field
- Highlights skills and what an applicant can offer a potential employer
- Hides job hopping and employment gaps

Disadvantages of a functional resume:

- Many employers do not like this format because they presume it is hiding poor or unstable work history.
- It may hide a stable work history.
- It is difficult at times for employers to follow the sequence of the employment dates.

**Combination resumes** take points from both the chronological and functional resumes and is a good format to stress skills, abilities and accomplishments while also highlighting the work history flow. Skill clusters with accomplishments are listed first, followed by a work history section. The work history section lists your employers, job titles and employment dates.

Advantages of a combination resume:

- It promotes an individual's skills and achievements while also showing a solid work history.
- It is adaptable to many situations

Disadvantages of a combination resume:

- It is not a good format for a person who lacks skills and achievements such as little or no work history.
- It could be too long.

You must decide which resume type is best for your situation and the job you want. The same is true regarding the use of an objective statement. To facilitate your decision, use the resources available at OhioMeansJobs Belmont County or search the internet on "resumes" and "resume objectives". There is a wealth of information on these topics.

## **RESUMES: THINGS TO REMEMBER**

- Employers briefly scan resumes so make sure it is easy for the reader to locate key areas about your qualifications, skills and accomplishments.
- Your resume should be one page ... no more than two. However, do not use one page that results in over-crowding your resume and making it difficult to read. If it does, go with two pages.
- Your resume is a key job-hunting tool used to get a job interview.
- Your resume summarizes accomplishments, education, work experience and emphasizes your skills and strengths.
- Your resume is a sales tool ... a marketing tool ... to promote your skills.
- Never lie or stretch the facts on your resume.
- Your resume must provide accurate contact information: name, address, single e-mail address, and a single phone number
- List your accomplishments.
- List all pertinent education, training, certifications, etc.
- Appearance: Your resume should be well-organized with consistent headings, fonts, bullets, and style.
- Never overcrowd your resume ... have plenty of white space.
- Use white paper or other neutral paper.
- Use quality paper.
- Use proper margins all around ... .75” to 1.0 “.
- Avoid typos and misspellings. Rewrite and proofread your resume.
- Do not underline. Use underlined text for web links.
- Use consistent spacing.
- Make sure your resume is targeted to the specific job. Do not use a resume targeted towards a labor job to apply for a sales job. You may need more than one resume if you are interested in several types of jobs.
- Employers do not prefer a functional resume format. Only use a functional format if you have big job gaps, looking to switch careers and need to highlight your skills, or you are a recent graduate with little work experience.
- **MAKE SURE YOUR RESUME IS NEAT, CLEAN, ERROR-FREE, EASY TO READ, ACCURATE, HAS CURRENT CONTACT INFORMATION AND SELLS YOUR QUALIFICATIONS TO THE EMPLOYER!**

**OBJECTIVE**

Retail professional with 15 years of successful retail experience and consistently achieving all sales and profit goals seeking the manager position with Jones Hardware.

**SKILLS**

Management

- Hired, trained, scheduled and supervised a total of 100 employees at three retail stores.
- Opened and closed the stores.
- Monitored, tracked and ordered inventory.
- Maintained and balanced the cash flow.

Sales

- ABC Store: earned sales award for exceeding \$500,000.00 in annual sales.
- XYZ Store: top sales representative for three years in a row for increasing regional sales by 5%, 7% and 8%.
- Attended “Best Sales Training” at the Sales Academy

Customer Service

- Provide outstanding retail services to customers by explaining merchandise features and assisting customers with purchase decisions.
- Maintain professional why addressing and resolving customer complaints on items purchased.

Technology

- Proficient in Word and Excel.
- Proficient in the use of Sales Tracking software.
- Proficient in Quick Time inventory tracking system.

**EXPERIENCE**

ABC Store; Town, OH; Assistant Manager  
XYZ Store; Falls, OH; Sales Representative  
Acme Call Center; Hill, OH; Telemarketer  
Best Sales; Hometown, OH; Retail Clerk  
Jones Call Center; Sky, OH; Telemarketer

**EDUCATION**

Community College; Hometown, OH; Associate Degree in Business Management

**SAMPLE CHRONOLOGICAL RESUME**

**OBJECTIVE**

Mechanical engineer with 15 years of experience in product design, product analysis, and power distribution seeking an engineering position with ABC Manufacturing.

## EXPERIENCE

ABC Plant; Town, OH 2010 – Present

Mechanical Engineer

- Design machines for the warehousing department
- Developed a patent for a 1000 pound hoist
- Design schematics for power flow for the production department

XYZ Plant; Town, OH 2005 – 2010

Quality Control Engineer

- Supervised 10 employees in the production department
- Monitored the production of steel tubes for defects
- Trained new engineers

DDD Plant, Town, OH 2000 – 2005

Mechanical Engineer

- Designed production systems for steel braces
- Developed and implemented safety procedures
- Prepared monthly production reports
- Developed budgets for new projects

## PROFESSIONAL AFFILIATIONS

- Member of Ohio's Professional Engineers Association
- Member of the National Society of Professional Engineers

## EDUCATION

The Ohio State University; Columbus, OH; B.S. Degree in Mechanical Engineering 2000

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## SAMPLE COMBINATION RESUME

**SUSAN W. JONES**

1515 Adams Street · Hometown, OH 12121  
sjones1515@yahoo.com · (123) 456 – 7890

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## PROFILE

- 15 years of successful office management experience in the legal, medical and construction fields
- Proficient in Word, Excel and PowerPoint
- Proficient in QuickBooks and PeachTree accounting software
- Type 75 wpm
- Process and direct calls on a multiline phone system
- Training completed: Best Customer Service and Conflict Resolution

## **EXPERIENCE**

JJ Law Firm; Hometown, OH

2010 – Present

Office Manager      Oversee and manage all office operations: schedule appointments for attorneys; prepare and type legal documents and correspondence; take minutes for meetings and depositions; enter and track client records in the computer system; research legal issues for the attorneys; process staff payroll hours; and processing accounts payable and receivable.

Town Hospital; Hometown, OH

2005 – 2010

Office Manager      Managed daily office activities for three pediatric doctors: scheduled patients' appointments; entered medical records in to the computer system; supervised 5 clerical staff; coded medical records; and communicated with other hospital departments on patients' medical conditions and treatment.

H and H Contracting; Hometown, OH

2000 – 2005

Office Manager      Supervised 4 office staff and managed work activities for a home improvement contractor which entailed typing contracts, processing accounts payables and receivable, data entry, and ordering supplies and equipment.

## **EDUCATION**

Technical College; Hometown, OH; Associate Degree in Accounting

### **TECHNOLOGY AND ELECTRONIC RESUMES**

- You must have a professional e-mail address for job search purposes.
- Establish an online presence by creating profiles on social networking tools such as LinkedIn, Facebook and Twitter so employers can find you on the internet.
  - LinkedIn is a business-oriented networking tool that lets you build a resume-like profile and use it to connect with others, conduct research, job search and share information.
  - Facebook is a personal networking tool that lets you build a personal page which you share with others whom you “friend”.
  - Twitter is a general networking tool that lets you build a brief, 160 character profile called a “handle”; follow people and activities; and send related messages called “tweets”.
- Do not put anything negative on social networking tools that are detrimental to your job search: pictures, comments, stories, jokes, etc.
- Resumes can be submitted electronic in several ways:
  - Email: append the resume directly into the body of the email sent to the company.

- Electronic Document: attach the resume to the email in the form of a Word document.
- Online Forms: The resume is filled in manually on an online web form which is then imported into the electronic database.
- U.S. Mail: hardcopies of the resumes received by companies in the mail are scanned into the job applicant database.
- Create an e-mail version of your resume:
  - Create your resume in Microsoft Word.
  - Open your document and choose “Save As” from the “File” menu and select “Plain Text”, “Notepad”, or the equivalent option in your own program. This saves your resume as an ASCII or text only file.
  - Close out the Word document and open the “Plain Text” file just created.
  - If your resume has two or more pages and includes “page numbering” or “reference to next pages”, delete these.
  - Take out bolding, underlining, and italicizing.
  - Make all text the same size and font.
  - Use capital letters for headings.
  - Bullet points do not translate to plain text so each bullet must be changed to dashes(-), asterisks(\*) or greater-than-signs(>). Tap your space bar to put a single space between each symbol and the word after it.
  - Quotation marks are often converted to strange symbols. Make sure any quotation marks used are replaced with a straight quote (“).
  - Carefully review your plain text document looking for any unusual formatting problems like improper line breaks, scrambled text, columns that got turned into paragraphs, etc. You will have to address each individual issue and correct it until the text looks similar to the Word format. Fix any formatting problems using the space bar or enter key. DO NOT USE THE TAB KEY.

- You want to limit each line to 65 characters by narrowing the margins in Word.
- Open the plain text version of your resume in Word rather than your plain text editor.
- Select the document’s entire text and change the font to Courier, 12 pt.
- Click Page Layout in your toolbar, click on Margins, and select Custom Margins at the bottom of the pull-down menu. A Page setup window will pop up. Set the left margin at one inch and the right margin at 1.75 inch. This will reduce your lines to 65 characters. Now you can save your resume as plain text with line breaks.
- Email the plain text version to yourself or a friend to check for formatting problems.
- **Before you send a plain text version to an employer, read the entire job posting to see how the employer wants the resume sent. Some want resumes in Microsoft Word format, some want an attached plain text document, and some want plain text pasted into the email.**
- If the employer does not specify which electronic version, you may want to send your resume and cover letter in Plain Text imbedded into the body of the email and also as Word attachments.

### **COVER LETTERS**

A cover letter must accompany a resume when submitted. The cover letter is your opportunity to sell your qualifications to the employer and to target your skills to the specific job for which you are applying. It is a brief summary of how you heard about the job, why you are interested in the job, your skills and what you can offer the employer. The cover letter is not meant to repeat every detail of your resume.

#### **Cover Letter Points of Emphasis:**

- Address the cover letter to a specific person such as “Dear Mr. Smith:”. If you do not know the name of the person as with a blind ad, use Dear Hiring Manager, Dear Human Resources Manager or Dear Manager. Never use To Whom It May Concern, Dear Sir or Dear Madam.
- The greeting must be followed by a colon, not a comma. e.g. Dear Mr. Smith:
- Do not use impersonal, general form letters. Each cover letter should be personalized to a specific job.
- It must be on quality, 8 ½ x 11 white paper that matches the resume.
- It must be brief, typically 3 – 4 paragraphs.



- It must be typed.
  - It must be clean and neat.
  - It must use proper grammar with no typos.
  - It must be signed in black or blue ink.
  - It must grab the reader's attention.
- 

**Cover Letter Format:**

Your address

Your city, state and zip code

Your e-mail address

Your telephone number

Today's date

Addressee's full name

Addressee's title

Company's name

Company's address

Company's city, state and zip code

Dear : (greeting)

First paragraph: State why you are writing, the job for which you are applying and how you heard about the job. Grab the attention of the reader such as mentioning something about the company and why you want to work for the company.

Second paragraph: This is where you sell yourself and your skills to the employer, how you meet the employer's needs, how you can benefit the employer and why you are a good candidate for the job. Refer the employer to your enclosed resume. NOTE: DO NOT REPEAT YOUR RESUME.

Third Paragraph: State a plan of action by informing the employer how you can be reached such as by phone or e-mail. State your interest in arranging an interview, and if you do not hear from the employer in "x" days, you will call to confirm the receipt of your resume. Make certain you express your appreciation for the employer's time. NOTE: DO NOT CALL IF "NO PHONE CALLS" IS STATED IN THE WANT AD OR JOB POSTING.

Sincerely,

*Your Signature*

XXXX X. XXXXX (your full name)

Enclosure: Resume

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**Sample Cover Letter**

111 Main Street (Your information)  
Town, Ohio 22222  
(000) 000-0000  
October 7, 2013

Mr. John Smith  
Human Resources Manager (Employer information)  
ABC Company  
222 Main Street  
Town, Ohio 22222

Dear Mr. Smith:

In reference to your advertisement placed in The Town Times, please accept my resume for the auto mechanic position available with ABC Company. Your company is well-known and

respected in the automotive industry which really makes this job appealing to me and would present me the career opportunity I have been seeking.

I have 10 years of experience as an ASE certified auto mechanic and have performed all aspects of automotive repair including transmissions, brakes, alignments and diagnostic testing. My vast skills and background would provide you an employee who would require minimal or no training, thus bringing immediate productivity to your company. Please refer to my enclosed resume for detailed information on my qualifications.

You may contact me at (000) 000-0000 to schedule an interview. If I do not hear from you by April 2, I will respectively call you to confirm the receipt of my resume. Thank you for your time and consideration of my credentials.

Sincerely,

*William H. Johnson*

William H. Johnson

Enclosure: Resume

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### **EMPLOYMENT WEBSITES**

[www.ohiomeansjobs.com](http://www.ohiomeansjobs.com) (OhioMeansJobs)

[www.belmontcountyconnections.com](http://www.belmontcountyconnections.com) (OhioMeansJobs.com/Belmont)

[www.ohiovalleyhelpwanted.com](http://www.ohiovalleyhelpwanted.com) (Ohio Valley Help Wanted)

<http://careers.ohio.gov> (State of Ohio Government Jobs)

<http://www.usajobs.gov> (Federal Government Jobs)

[www.monster.com](http://www.monster.com) (Monster)

[www.careerbuilder.com](http://www.careerbuilder.com) (Career Builder)

[www.careeronestop.org](http://www.careeronestop.org) (Career One-Stop)

[www.snagajob.com](http://www.snagajob.com) (Snag A Job)

<http://www.oglebay-resort.com/jobs/index.htm> (Oglebay Resort)

[www.wd-wpp.com](http://www.wd-wpp.com) (Warren Distribution)

[www.wheelinghospital.com](http://www.wheelinghospital.com) (Wheeling Hospital)

[www.ovmc-eorh.com/career-opportunities](http://www.ovmc-eorh.com/career-opportunities) (Ohio Valley Medical and East Ohio Regional)

[www.barnesvillehospital.com](http://www.barnesvillehospital.com) (Barnesville Hospital)

[www.wtrf.com](http://www.wtrf.com) (WTRF 7)

[www.wtov9.com](http://www.wtov9.com) (WTOV 9)

[www.aep.com/careers/](http://www.aep.com/careers/) (AEP)

[www.consolenergy.com](http://www.consolenergy.com) (CONSOL Energy)

[www.wesbanco.com](http://www.wesbanco.com) (WesBanco)

### **CAREER WEBSITES**

<http://lmi.state.oh.us> (Ohio Labor Market Information)

[www.onetonline.org](http://www.onetonline.org) (Onet Online)

<http://www.careerinfonet.org> (Career One-Stop)

<http://stats.bls.gov> (Bureau of Labor Statistics)

### **EDUCATION WEBSITES**

[www.ohiohighered.org](http://www.ohiohighered.org) (Ohio Higher Education)

[www.fafsa.ed.gov](http://www.fafsa.ed.gov) (Federal Student Aid)

[www.belmontcollege.edu](http://www.belmontcollege.edu) (Belmont College)

[www.ohio.edu/eastern](http://www.ohio.edu/eastern) (Ohio University – Eastern)

[www.egcc.edu](http://www.egcc.edu) (Eastern Gateway Community College)

[www.mid-east.k12.oh.us](http://www.mid-east.k12.oh.us) (Mid-East Career and Technology Centers)

[www.wvncc.edu](http://www.wvncc.edu) (West Virginia Northern Community College)

### **VETERANS WEBSITES**

<http://www.gibill.va.gov/> (U.S. Department of Veteran Affairs)

[www.dol.gov/vets/](http://www.dol.gov/vets/) (United States Department of Labor)

<http://jfs.ohio.gov/veterans/index.stm> (Ohio Veterans Services)

[http://vetcentral.us.jobs/ret\\_index.asp?styp=moc](http://vetcentral.us.jobs/ret_index.asp?styp=moc) (Vet Central)

[www.helmetstohardhats.org](http://www.helmetstohardhats.org) (Helmets to Hardhats)

[www.hireheroesusa.org](http://www.hireheroesusa.org) (Hire Heroes USA)

### **PEOPLE WITH DISABILITIES WEBSITES**

<http://ood.ohio.gov> (Opportunities for Ohioans with Disabilities)

[www.disability.gov](http://www.disability.gov) (Disability\*Gov)

[www.dol.gov/dol/audience/aud-disability.htm](http://www.dol.gov/dol/audience/aud-disability.htm) (United States Department of Labor)