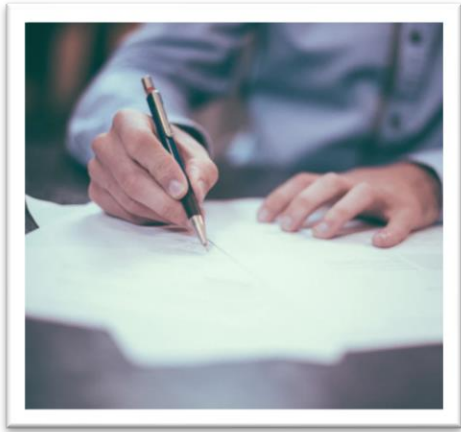


Office of Career, Professional Development and Retention, M1703



Career Development Packet

Kristen M. Porter, M.Ed.
Director of Career, Professional Development and Retention
419-251-1339

Kristen.porter@mercycollege.edu

<https://mercycollege.edu/student-affairs/career-services>

COVER LETTER GUIDELINES

General tips and guidelines:

1. A cover letter explains why you believe you are a good fit for the position.
2. Your first opportunity to sell yourself, create an impression, and separate yourself from the competition.
3. Helps to determine whether you make it to the interview stage.
4. Don't rehash your resume; highlight major points.
5. Proof, proof and **PROOF** for typos and accuracy; and **don't lie**
6. Good quality white paper and a good printer are important.
7. Find your own writing style. Strive for clear, concise sentences. **No** spelling, grammatical, or punctuation errors. Have three readers proof your cover letter.
8. A cover letter must be well organized and transition smoothly; remember, the unpleasant repetition of any word distracts your reader.
9. 10-12 pt. traditional font (Arial, Times New Roman, etc.), font that is easy-to-read, avoid boldface, all italics, or all capital letters.
10. Use 1 inch margins (remember you can use .5 margins for your resume).

Basic ingredients of a cover letter:

Name and Contact Info –same as what you put on your resume

- Name - Place big and **Bold** at the top (16-18 font size and be sure to list any credentials you have earned)
- Address, phone number(s) and professional e-mail address

Date

- Align to the left side of letter
- Make sure to write out the full date (eg. **January 1, 2019**, not Jan. 1st, '19 or 1/1/19)
- Change the date to the current date you apply for position

Company Address

- Be sure to put the **full accurate name** of company and address
- Include name of contact for position or 'Hiring Manager', 'Human Resources Director' or 'Recruiter'

Opening Paragraph

- Get Employer's attention – show your initiative and what you have learned about the company that makes it attractive to you (why do you want to work for them, not just because you want a job).
- Identify specific job (with ID number or title posted) and how you learned about the position.
- If you were referred to the position by someone in your network, include the information in this paragraph.

Body Paragraph

- This section of the letter is where you justify why you should be considered as a candidate.
- Relate your qualifications to specific job requirements; use examples of your experiences and achievements.
- Do **not** duplicate your resume; rather highlight or add pertinent details of interest to the employer.
- Use wording similar to job description and make a connection between your experiences and the duties/tasks of the position you are seeking.

The Closing

- Utilize to express an interest in an opportunity to interview or meet to discuss qualifications.
- How you can be reached, put in sentence with phone number and email address.
- Thank the employer for reviewing your application.
- Close letter with – Sincerely, Thank you, Kindly, etc.

Jane E. Doe

12345 State Street

Toledo, OH 12345

419-555-5555

jane.doe@email.com

COVER LETTER FORMAT EXAMPLE

Date

Name of Contact Person

His/her Title

Organization Name

Street Address

City, State, Zip

Dear Contact Person (Mr./Ms. and last name):

[If a contact name is not listed, call the organization to ask for the appropriate contact. If you cannot locate a specific individual, address your letter to Hiring Manager, Members of the Search Committee or Human Resources Director]

- **Opening Paragraph**

Use this paragraph to get the employer's attention. Show your initiative, and what you have learned about the company that makes it attractive to you. Identify what position you are applying for (list specific job ID number and/or title posted) and how you learned about the position. If you have been referred to the position by someone in your network, include that information here.

- **Body of the Letter**

This section of the letter is where you justify why you should be considered as a candidate. Relate your qualifications to the specific job requirements, using examples of your experiences and achievements to convey your knowledge and skills. Do not simply duplicate the information on your resume; rather highlight or add pertinent details of interest to the employer. Use wording similar to the job description and make a connection between your experiences and the duties/tasks of the position.

- **The Closing**

The final paragraph is used to express an interest in an opportunity to interview for the position or to meet to discuss your qualifications. Remember to thank the employer for reviewing your application.

Sincerely,

Your name (*scripted or italics font*)

Your typed name

RESUME GUIDELINES

General guidelines:

1. Emphasize your pertinent skills by:
 - a. Expanding information on related/relevant experiences
 - b. Condensing information about unrelated experiences
 - c. Tailoring information to position seeking
2. Make the resume attractive, with a balance of white areas, easy to read fonts and consistent **bolding**, underlining or use of *italics*.
3. Use good quality white paper and a good printer.
4. Use your own writing style. Strive for a clear, concise description. **No** spelling, grammatical, or punctuation errors. Have three readers proof your resume.
5. Select the resume style that suits your circumstances. Avoid using a template.
6. If you are not called for interviews after you have applied several places, rewrite your resume.
7. A resume must be easy to read and well organized.
8. Use 10-12 pt. traditional font (Arial, Times New Roman, etc.) and no less than .5 margins.
9. Remember, the unpleasant repetition of any word distracts your reader.
 - a. Control your use of pronouns, action verbs and other commonly overused words.

Basic ingredients of a resume:

- **Name and Contact Info**
 - Name - Place big and **Bold** at the top (16-18 font size and be sure to list any credentials you have earned)
 - Address, phone number(s) and professional e-mail address
- **Education**
 - List only colleges from which you have earned a degree (leave out high school information)
 - List academic honors, awards, student leadership/activities, and student memberships.
- **Credentials (Certificates and Licenses)**
 - Be sure to include the Issuing Agency and date awarded or date it expires
- **Experience**
 - Use separate headers for **Clinical Experience** and **Work History** or **Professional Experience**
 - Place experiences in reverse chronological order (*most recent* first)
 - List Company, City/State, underneath list job title and employment dates
 - List a minimum of 2 bullet points for each position
 - Start each bullet point with a power verb (watch your tense – use past tense if you are no longer in that position)
- **Skills and Qualifications** (Optional Section); e.g., computer programs, equipment, foreign languages, etc.
- **Community Involvement** (Optional Section); can include Professional Memberships here
- **References**
 - If you have the room to do so, list 3-5 professional references directly on your resume. If not, create a separate page with a heading that matches your resume and list them on a separate page.
 - Be sure to submit them along with your application. Most online applications will require you to fill out references as part of the application.
 - Information needed; Reference First/Last Name, Any Credentials; Name of Organization, Job Title; Phone number; E-mail address
 - *Don't forget to ask your references first before you list them!*

What should NEVER be included:

- | | | |
|--------------------------|--------------------------------|---------------|
| * Uncommon Abbreviations | * Reason for leaving positions | * Photographs |
| * Jargon | * I, me, or other pronouns | |

First M. Last

12345 State Street Toledo, OH 12345
419-555-5555
Jane.doe@email.com

Qualifications/Skills or Summary Statement *(Optional)*

- Skill/Qualification
- Skill/Qualification
- Skill/Qualification
- Skill/Qualification

Education

School Name, City/State

Degree/Certificate Earned

Anticipated/Awarded Graduation Date

- Academic Accomplishments, Student Organizations, Honors, Activities

Licenses and Certifications

- License Name/Title – Issuing Agency
- License Name/Title – Issuing Agency

Date Awarded or Date Expires
Date Awarded or Date Expires

Clinical Experience

Student (Clinical Hours – XX)

Month Year – Month Year

Hospital Name - Toledo, OH – *Areas or Skills completed*

Professional Experience or Employment History

Name of Company – City/State

Dates of Employment

Job Title

- Job Duties
- Job Skills
- Employment Accomplishments

Name of Company – City/State

Dates of Employment

Job Title

- Job Duties
- Job Skills
- Employment Accomplishments

Name of Company – City/State

Dates of Employment

Job Title

- Job Duties
- Job Skills
- Employment Accomplishments

Community Involvement *(Optional)*

- Organization Name, Brief description of organization if not obvious from name, dates (optional), brief description of your volunteer duties

References

Name, Credentials
Job Title
Company Name
Phone Number
Email Address

Name, Credentials
Job Title
Company Name
Phone Number
Email Address

Name, Credentials
Job Title
Company Name
Phone Number
Email Address

Transferable Skills

It's important to reframe your thinking and examine your personal skill set so that you can make reference to it when necessary. The first step in recognizing the skills you hold is through learning about two types of skill sets. Once you understand each of these categories, you will be able to better identify and discuss your own personal skill set on your resume, in your job search, and during an interview. The two types of skills are: job content skills and transferable skills.

Job Content Skills	Transferable Skills
Job content skills are related to job-specific tools and tasks. They usually have a vocabulary of their own. Technical skills rarely transfer from job to job because they are too specific.	Transferable skills are common to a number of jobs and can be adapted to a particular employer's need. Transferable skills are learned in one environment but can be used in any given number of job settings.
<i>Example:</i> In her work-study job, Susan became familiar with a database used for storing student information. Knowledge of this program is job specific and may not transfer to her next position as a consultant.	<i>Example:</i> Jen is the president of her sorority and she's gained conflict management, leadership, and presentation skills. These transferable skills would undoubtedly be easily transferred to her first job as a teacher.

If you are having trouble thinking about the skills you have, look at the Transferable Skills listed below. Once you think about the skills you possess and how they can be applied, it will become easier to explain to someone else how you can be a valuable contributor to an organization. By being able to discuss how you honed your skills in an interview, you will likely increase your chances to join the team.

Below is a list of common transferrable skills. Think about your own experiences at school, volunteering, working, etc. and describe the experiences you have that demonstrate the skill.

<u>Leadership</u> Finding a common purpose/goal Articulating a vision Motivating Delegating with respect Managing groups Coaching	<u>Communication</u> Speaking effectively Writing concisely Listening attentively Facilitating group discussion Perceiving non-verbal messages	<u>Teamwork</u> Willing to share credit/power Collaborating with others Including others Empowering others Managing conflict Representing others
<u>Analytical</u> Forecasting, predicting Extracting important information Constantly learning and reflecting	<u>Entrepreneurial/Risk-Taking</u> Negotiating Persuading Selling ideas or products	<u>Problem-Solving</u> Identifying problems Developing evaluation strategies Demonstrates web-like thinking
<u>Interpersonal</u> Cultivating relationships Conveying feelings Perceiving feelings, situations	<u>Flexibility/Adaptability</u> Enlisting help Cooperating Open to difference	<u>Initiative</u> Initiating new ideas Promoting change Accepting responsibility
<u>Strong Work Ethic</u> Being punctual Meeting goals Setting high standards for self Produce quality projects/work	<u>Attitude/Sense of Humor</u> Has a positive attitude Optimistic Acting appropriately in workplace	<u>Organization</u> Reporting information Coordinating tasks Managing time Setting and meeting deadlines
<u>Detail-Oriented</u> Follows directions Gathering information Managing details	<u>Friendly/Outgoing</u> Being sensitive Providing support for others Counseling	<u>Tactfulness</u> Providing appropriate feedback Enforcing policies
<u>Creativity</u> Suggesting ideas Imagining alternatives Initiating new ideas	<u>Strategic Planning</u> Identifying resources Setting goals	<u>Self-Confidence</u> Expressing ideas Asserting one's self appropriately Defining needs

INTERVIEW GUIDELINES

General tips and guidelines:

1. Practice, practice and **PRACTICE!**
2. Research the company before the interview.
3. Prepare questions to ask in the interview.
4. Dress appropriately!
5. Be punctual! Arrive 10 minutes ahead of schedule.
6. Take note of your body language – don't slouch, sit up straight but comfortable. Smile and make eye contact.
7. Offer a firm handshake.
8. Turn off electronic devices (cell phone, Apple watch, Fitbit, etc.) or LEAVE them in the car!
9. You only have 1-First impression, make it a good one!

Basic ingredients for an "Job-Snagging" Interview:

Prepare

- Research the company
- Practice – the more you practice, the easier it will be during the actual interview – ask a friend to interview you or schedule a mock interview in the Career Center.

Dress Appropriately

- Conservative and comfortable, avoid heavy makeup and jewelry.
- Go to the interview neat and clean.

Body Language

- Stand or sit with straight posture, comfortably not rigid.
- Don't slouch!
- Smile and use appropriate eye contact
- Don't stare!
- Take a deep breath and relax, don't fidget.

At the Interview

- Make a good first impression... You only get one chance! Employers can decide quickly if they don't want to hire someone, don't give them a reason to rule you out immediately!
- Small Talk – Be ready to engage in short, polite conversation – steer clear of topics that can be controversial, such as politics or religion.
- The Interviewer will often share an overview of the position, highlighting things they think are most important, take note of those items. Ask if something is unclear.
- Use **active listening** when the Interviewer is talking. Don't try to think of your response before they finish the question.
- **Think** before you speak, gathering your thoughts to your answer before answering will help reduce the "um", "like", and other "filler" words.
- **ASK** questions! You are interviewing the Employer too, is this someone you want to work with or does this company interest you. Ask at least 2-3 questions, but prepare 5-6.
- Traditional questions are questions about your skills, personality, qualities, strengths and weaknesses and how you get along with others.
- Behavioral (or situational) questions can also address those topics but are designed for you to provide specific examples from past experiences.
- At the end, stand and shake hands (firmly) and thank them for the interview.

After the Interview

- Send a follow-up Thank you note or email. (Depending on length of time before decision is made a hand written thank you is a nice and unique touch).
- Add something to the thank you about the actual interview, a comment they made or an item that made you excited or interested in working for them.
- Get the phone call and get the job offer! You can take time to think about the offer before saying yes right away.

Office of Career, Professional Development and Retention
Appropriate Business Casual and Business Professional Attire

The Do's and Don'ts of What to Wear

Do	Don't
Wear Neutral Colors	Be too Flashy
Go for Button-Downs	Wear Low-Cut or Messy Shirts
Go for a Blazer	Wear Jeans
Look Contemporary	Look Too Trendy
Keep it Simple	Use Too Much Perfume or Cologne
Keep it Natural	Over-Accessorize

Two-piece dark colored suit

- Appropriate colors: black, blue, gray
- Solid or very light conservative stripes
- Suit jackets are offered as single- or double-breasted. Select the style that fits your industry or personal style.

Crisp white or blue tailored shirt

Conservative tie that reaches mid belt

Polished shoes that match the color of your belt

Dark blue, black, grey or brown socks

- Match your suit - never wear white socks.

Remove body piercings, earrings and any obnoxious/flashy jewelry

Use cologne sparingly

Carry a portfolio folder or professional bag



Two-piece dark colored pants or knee-length skirt suit

- Wear neutral colored panty hose or dark tights if wearing a skirt

Crisp white or blue blouse, tailored shirt, or shell with conservative neckline

Polished, closed toe shoes with a low to moderate heel

- Try to avoid shoes with very high heels

No multiple earrings or gaudy jewelry

Use perfume and makeup sparingly

Nail polish should be a neutral color

Carry a portfolio folder, professional bag, or a simple conservative purse

