



**Career Mobility
Office**

Resume Writing and Interview Preparation



NYS Department of Civil Service
Career Mobility Office
(518) 485-6199 or 1-800-553-1322
cmo@cs.ny.gov

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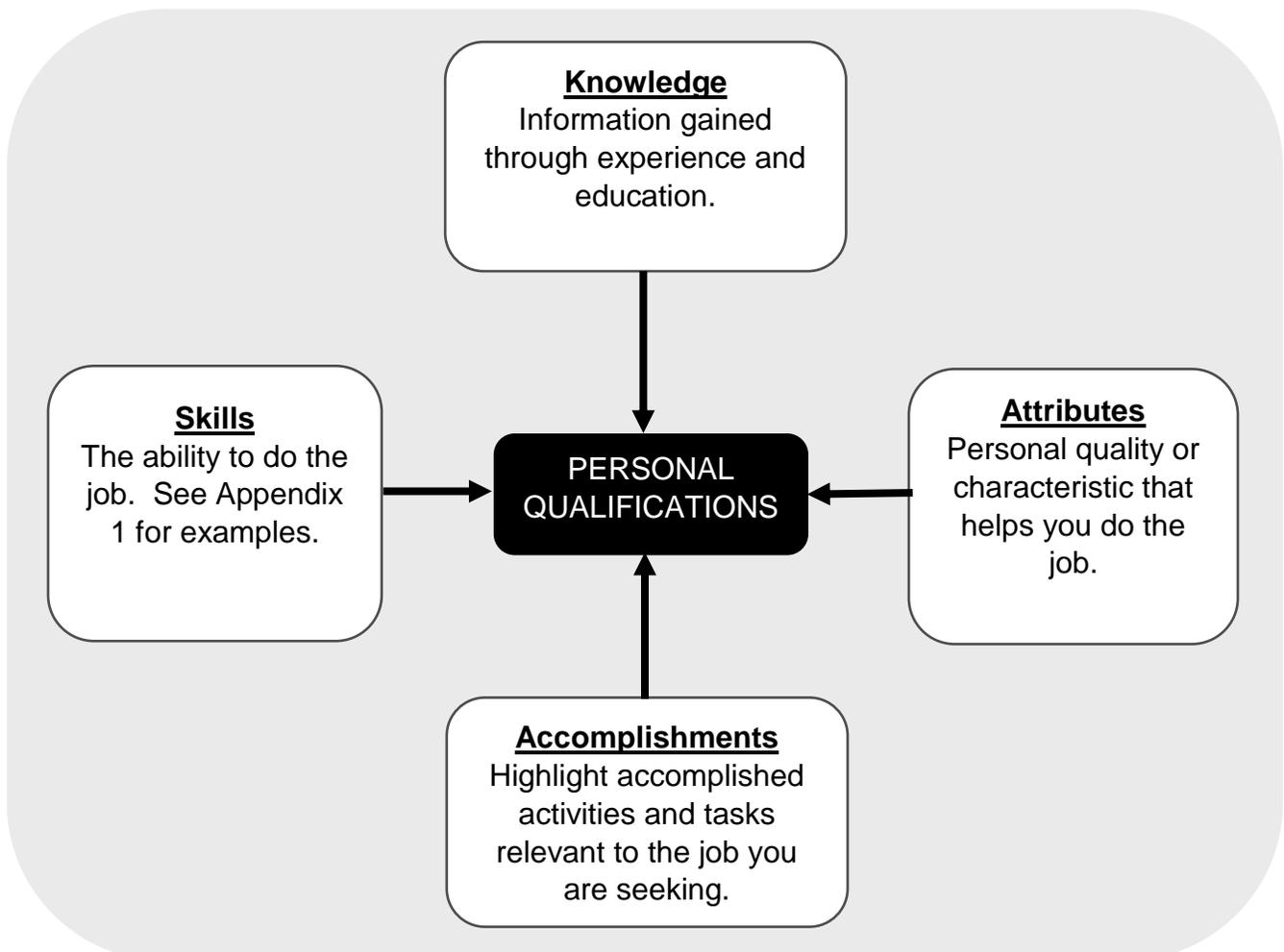
What is a resume

A resume is a document summarizing your experience, education, skills and accomplishments that it used to apply for a job. Usually it is the first contact you will have with a potential employer. The purpose of a resume is to show the employer that you have the skills needed for the job and will be an asset to their organization. Once you capture the employer's interest, you'll be invited in for an interview.



How to get started

- 1) To draft a resume that reflects how you can benefit an organization, consider all your personal qualifications. Your personal qualifications come from a combination of four different factors. These four factors are: your knowledge, your attributes or personal qualities, your accomplished activities/tasks and your skills. Your qualifications will play a significant role in the preparation of your resume.



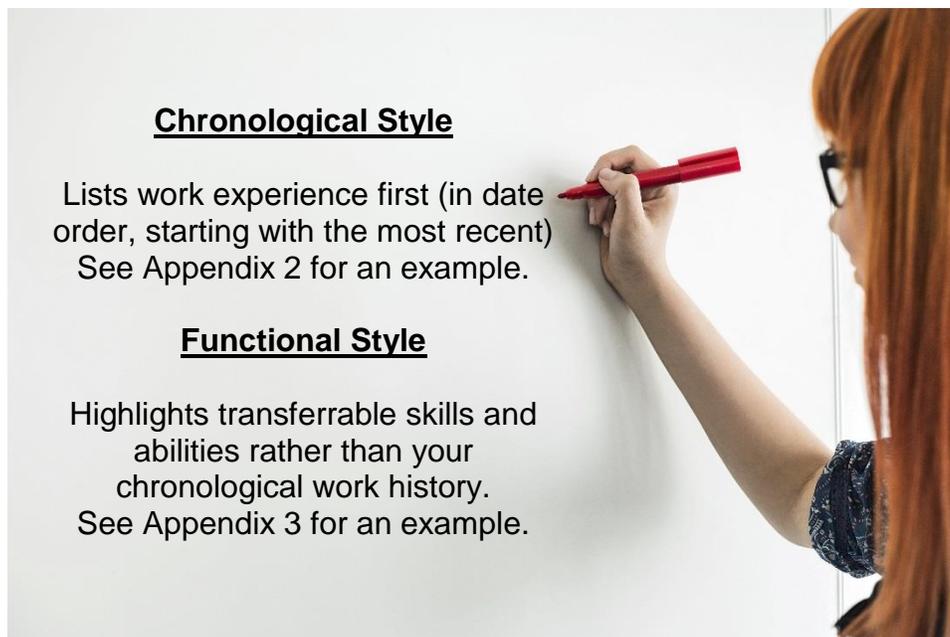
How to get started, continued...

- 2) Analyze what you have accomplished, prioritize this information and be selective. Highlight accomplishments and characteristics that are relevant to the job you are seeking.
- 3) Write accomplished-oriented statements introduced by actions words. Show how your skills and achievements have produced results. See Appendix 5 for sample action words.

Tip: See Appendix 6 for a skills matching exercise that will assist you in creating your resume relevant to the job you are seeking.

Choosing the right resume style

Now that you have collected the information you want to include in your resume, it is important to consider how you organize your resume. When organizing your resume, there are different ways to arrange your knowledge, education, skills and accomplishments on the page. This is called a resume style. There are two main resume styles.



You can also use a combination of the chronological and functional resumes. This format allows you to include both work history and skills to capture the employer's attention. Start your resume with a description of your functional skills and related qualifications, followed by an employment timeline. See Appendix 4 for an example of a combination resume.

Which resume style best suits your experience?

Consider the benefits of each resume style. Use the charts below and consider your work experience, skills, education and training to choose the ideal style for you.

| |
|---|
| Use a chronological resume, if you: |
| <ul style="list-style-type: none">– are applying for a job in a similar field, requiring similar skill sets.– have experience and education suited to the job.– want to show your promotions and upward mobility. |
| A chronological resume focuses on: |
| <ul style="list-style-type: none">– your experience and duration of employment.– progression of your career.– duties in each position you held. |

| |
|--|
| Use a functional resume, if you: |
| <ul style="list-style-type: none">– have large gaps in your work history or frequent job changes.– are new to the workforce or are reentering the workforce.– are making a career change or are applying for a job outside of your field where you do not have education or experience in that field but you have solid training or transferrable skill sets.– worked for one employer but performed a variety of jobs. |
| A functional resume focuses on: |
| <ul style="list-style-type: none">– your transferrable skill sets instead of work history.– your duties or experience relevant to the job you are seeking.– communicating your strongest qualities. |

Resume tip sheet

A resume generally includes the following basic parts: header; objective or career summary (optional); work experience; education; and other relevant skills. The following will explain each part in more detail.

Header

- Include your full name and contact information including a phone number where you can be reached and an e-mail address. You may also include your mailing address.
- Use a professional sounding e-mail address and make sure you check it regularly.
- Make sure you have a professional voicemail for any missed calls. Check it regularly.

GET ORGANIZED



Career Summary

- This section is optional but is typically seen included in a functional or combination style resume. It is located at the top of your resume, under the header.
- List key achievements, skill sets, experience, personality traits and qualifications that are most relevant to the job you are seeking.
- Identify personal qualities that help you do the job, such as communication skills, attitude, work ethic, problem-solving skills, or time management.

Work Experience

Include work history and skills that are relevant to the job you're seeking.

Communicate your skills, abilities and knowledge with bullet point statements.

Arrange your experience in a logical way based on the type of resume style.

Use present verb tense for current job. Example: Maintain office calendar.

Use clear, descriptive action words. See Appendix 5 for a listing.

Use past verb tense for previous jobs. Example: Prepared outgoing mail.

Resume tip sheet, continued...

Education

- Include all education received or in progress. You do not need to indicate if you have a high school diploma if you have completed a higher level of education.
- Do not include the year you received your education.

Other Relevant Skills

List any skills, trainings, professional memberships or accolades that are relevant to the job you are seeking:

- Military experience
- Computer skills
- Community service or volunteer work
- Trainings or certifications
- Language proficiencies
- Professional associations
- Awards or honors



Additional information you want to consider when creating your resume:

Formatting

- Use a template and aim for a clean, uncluttered appearance.
- Use a 11pt or 12pt font such as Arial or Times New Roman for the text throughout the entire resume.
- Print only in black ink.
- Be consistent with capitalization and punctuation (if you use periods at the end of your bullet point statements, carry that through the entire document).
- Try to limit your resume to one page; however, your resume should be long enough to effectively illustrate your qualifications for the job. Print one sided.
- Keep your resume concise and focused.

Proofing

- Proofread for accuracy, relevance, spelling, grammar and other errors.

Other

- It is not necessary to list references on your resume or include the statement “reference available upon request”. If you are invited in for an interview, you will be expected to bring a copy of your references.

Tip: Use a resume template to help lay out your resume. Microsoft Office has resume templates available for use at: <https://templates.office.com/en-us/Resumes-and-Cover-Letters>

How to organize your resume

Header

LOLA JAMES
555 Central Avenue
Albany NY 12239

(518) 555-5554 (home)
(518) 555-5555 (cell)
lolajames@yahoo.com

Career Summary (optional)

CAREER SUMMARY:

As an administrative professional with experience providing support to our director and executive level staff, I have a proven track record of managing multiple priorities, effectively supervising staff, and producing accurate, complete and timely reports and correspondence. I have strong computer skills in a variety of computer systems and applications. Seeking Secretary 1 position with opportunities for growth.

Work Experience

EXPERIENCE:

New York State Office of General Services, Albany, NY (May 2009 - Present)
Office Assistant 2

- Produce correspondence, reports and charts utilizing various spreadsheets, word processing and data base programs for executive level staff.
- Compile monthly and quarterly reports for executive staff and ensure appropriate and timely distribution.
- Distribute incoming correspondence and draft responses to general program inquiries.
- Supervise office clerical staff, assign work and ensure necessary office coverage.
- Develop office procedures manual and train staff.

New York State Department of Labor, Albany, NY (November 2006- April 2009)
Office Assistant 1

- Entered client information into various information systems and prepared case files for the Director's office.
- Prepared and proofread letters to clients and ensured appropriate format, content, and distribution.
- Routed all incoming correspondence to appropriate staff and tracked responses in a database.
- Prepared standard reports for the Director's Office from data in tracking databases.
- Managed extensive paper-based and automated file keeping systems for the Director's office.

Education

EDUCATION:

Associate of Science, Business Administration, Hudson Valley Community College

Other Skills

COMPUTER SKILLS:

Microsoft Office Suite, Microsoft SQL, Lotus Notes, Adobe Acrobat, Adobe Photoshop

Tip: See Appendix 3 for a sample functional resume style and Appendix 4 for a sample combination resume style.

Cover letters

Cover letters are brief business letters that accompany your resume. A good cover letter introduces you to a potential employer and leads them to take closer look at your resume to see if you are the right person for the job.

SUCCESS NEEDS
PREPARATION



A cover letter typically consists of three basic paragraphs:

- 1) Explain why you are sending your resume and identify the job for which you are applying.
- 2) Introduce yourself and highlight some of your skills and accomplishments, especially those relevant to the job you are seeking.
- 3) Thank them for their consideration and communicate your interest in coming in for an interview.

Cover Letter Check List

✓ Always include a cover letter with your resume.

✓ Write a customized cover letter specific to the job.

✓ Use a similar format and font to your resume.

✓ Avoid copying text from your resume.

✓ Be yourself.

✓ Be brief.

✓ Identify how you are the best candidate and how hiring you would benefit the employer.

✓ Say why you are interested in the position.

✓ Identify your skills and strengths.

✓ Include an example of accomplishments.

✓ Convey your enthusiasm.

✓ Proofread your cover letter and make sure it is free of grammatical errors.

Sample Cover Letter

See Appendix 7 for an additional cover letter sample

1

May J. Jones
Schenectady, NY 12305
518-555-5555
mjones@hotmail.com

2

May 21, 2018

3

Mr. William Hines
Human Resource Office
Department of Motor Vehicles
6235 Swan Street
Albany, NY 12229

4

Dear Mr. Hines:

5

Please accept my resume for the position of Secretary 1 (posting #32214) within the Bureau of Financial Administration. I am currently an Office Assistant 2 (Keyboarding) and meet the qualifications for transfer via Section 70.1 of the Civil Service Law. A copy of my resume is enclosed and details my work history and experience.

6

I have over five years of experience in a clerical position and three of those years I worked in the Budget Office of my current agency. I have experience in fast-paced offices and enjoy working as part of a team. I am an experienced user of a variety of computer software and am very efficient in my job.

7

Thank you in advance for your consideration. Please contact me at 518-555-5555 with any questions regarding my work history or experience. I look forward to hearing from you regarding an interview.

8

Sincerely,

9

May J. Jones

10

Enclosure: Resume

Cover Letter Key

- 1 Every good cover letter needs to have a heading. The heading should include your name and contact information. The heading on your cover letter should match the heading on your resume.
- 2 Be sure to include the date.
- 3 Always type the address just as it appears in the job posting.
- 4 Include a greeting/salutation addressed to a specific person. If you're not sure who it should be addressed to, you may use "Dear Hiring Manager" or "To whom it may concern".
- 5 The first paragraph identifies the job you are applying for and tells them you are interested and qualified.
- 6 The second paragraph highlights your qualifications and personal attributes that are relevant to the job you are seeking. Do not be shy – tell them how good you really are!
- 7 The third paragraph should thank the reader for their consideration, and should communicate your interest in coming in for an interview. Include your phone number or e-mail address so that they may contact you.
- 8 Choose a professional salutation, i.e. "Sincerely" or "Very truly yours". Be sure you capitalize only the first word and use a comma after the salutation.
- 9 Type your name here. If you are mailing through U.S. Mail, sign the letter. If you are e-mailing it, a signature is not necessary.
- 10 Note on the letter that your resume is enclosed and then do not forget to include it.

Tips:

- Proofread before you send it!
- Make sure to apply to a vacancy posting by the application deadline.

References

A reference is someone who can objectively answer questions about your work history, skills, abilities, and work style. These can include past employers, co-workers, mentors, professional colleagues, clients, or academic references. **You should always have an up-to-date copy of your references available when you go to a job interview.** The formatting of your references should match your resume.



Tips:

- Choose references who can speak well about you as a professional, your work experience relevant to the job you are seeking, your work ethic, etc.
- Ask for their permission before using them as a reference.
- Let your references know when you are interviewing so they are not surprised if they are contacted.
- Do not use family or friends as references.
- Include a minimum of three references.

What information should I include for my references?

Make sure to include each references' name, their current job title and agency, and up-to-date contact information, including their address, phone number and e-mail address.

Mr. Henry Alcorn
Human Resources Specialist 2
Department of Health
240 Washington Avenue Ext.
Albany, NY 12203
(518) 577-9999
halcorn@doh.ny.gov

See Appendix 8 for a sample reference page.



Interviews

An interview is an opportunity for the employer to see if you have the qualifications and skills they are looking for, and to determine if you'll be a good fit for their position. The interview is an opportunity for you to demonstrate your potential, and it also is an opportunity for you to see if you are interested in the position, the agency and the mission. The following pages include tips and checklists of information to assist you in being successful at the interview.

Before the Interview

Prepare!

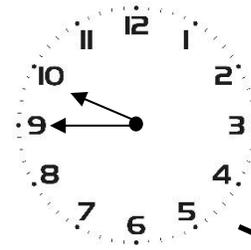
| | |
|---|---|
| ✓ | Make sure you... |
| | Research the agency and the specific position for which you are interviewing. Tip: Look at the agency's website to get an idea of their mission and goals. Review the job posting, classification standard or exam announcement to understand what is expected of the position. You may find a title's classification standard and exam information on our Glossary of Titles Inquiry Tool (GOT-IT) website at: https://careermobilityoffice.cs.ny.gov/cmo/gotit/ |
| | Think about how your qualifications and skills align with the position. Be ready to explain them at the interview. |
| | Review sample interview questions (Appendix 9) and think about how you should answer them. Be prepared to give examples to support your answers. |
| | Prepare questions to ask the interviewer(s). This helps show your interest in the job and gives you an opportunity to learn more about the organization. Sample questions are in Appendix 10. |
| | Know the names and titles of the individuals who will conduct the interview. |
| | Prepare a list of professional references. Make sure you have spoken to your references in advance about using them as a reference. Try to select references that can speak to your qualifications that are relevant to the job you are interviewing for. |
| | Practice a mock interview with a friend. |
| | Know the time and location of your interview. Take a practice run to the location so you know how to get there, how much travel time you'll need, and parking availability. |
| | Compile any items that document your abilities relevant to the job (i.e. writing samples, letters of recommendation, etc.). |
| | Have enough copies of your resume, references, or other material to give each interviewer a copy. Also, bring a pen and pad of paper to take notes. Tip: Carry these things in a professional folder, portfolio, or brief bag. |
| | Pick out the outfit you want to wear. Make sure you select appropriate attire for the job or field for which you are interviewing. |

Tips for the day of the interview

Think positively!
What you think
determines what
you do.

Smile! Be
courteous and
respectful to
everyone.

Turn off your
cell phone and
put it away.



Arrive 10-15
minutes
early.

Don't bring in
beverages,
chew gum or
smoke.

Eat
something
ahead of
time.



Other Tips:

- Complete any applications you are given as completely, accurately and neatly as possible.
- Limit what you bring in to the interview; do not bring a lot of bags.
- Do not wear heavy cologne or perfume.

At the interview

- Greet your interviewers by name and introduce yourself. If needed, check with the receptionist beforehand to make sure you know the correct pronunciation.
- Professionally shake the interviewer's hand and smile.
- Maintain appropriate eye contact.
- Be aware of your body language. Avoid crossing your arms, be mindful to sit up straight, and keep nervous habits in check.
- Be confident, but not over confident.
- Maintain a positive attitude throughout the interview. Be enthusiastic!
- Do not speak negatively about your former employer(s).
- If needed, pause before you provide an answer. Pausing for a moment is ok.
- Listen carefully! If you don't understand a question, politely ask the interviewer to repeat or clarify the question.
- Answer questions honestly, thoroughly, and appropriately.
- Give relevant examples of your experience or skills to show your interest in and ability to do the job.
- Try to incorporate what you know about the agency into your responses.
- Focus on what you can do for the position and agency.
- Stay on topic and keep your answers relevant to the position.
- Avoid acronyms and slang such as "gonna", "wanna".
- Show your interest and ask questions relevant to the position and agency. See Appendix 10 for sample questions to ask.
- Ask the interviewer(s) when they expect to make a decision on filling the position and how you'll be notified of their decision.
- Thank the interviewer(s) for their time and professionally shake their hand.
- Request the interviewer(s) business cards or get their contact information so you can send thank you notes.

After the interview, do's and don'ts



| | | | |
|--|--|--|---|
| | Think about how you did and if the position and agency are a good fit for you. | | Follow up too often. Take your lead from what was discussed in the interview about timeframe and if/how you should follow up. |
| | Ask yourself questions like: Did I answer the questions well? Is there something I should have explained better or should clarify? | | Add the interviewer on social media. |
| | Write a thank you note within 24 hours after the interview. Include some of the points above. | | Act like you have the job. Do not give notice at your current job until you have a start date at your new job! |

THANK YOU NOTE TIPS

- Address the note to the interviewer(s) by name and title.
 - E-mail is okay, but keep it professional.
 - State your appreciation for the opportunity to interview.
 - Reference something that excites you about the position.
 - Mention any additional relevant information you may have forgotten to mention at the interview.
-

See Appendix 11 for a sample thank you note

Congratulations! You got hired!

Now that you got the job, be proud of yourself! You worked hard to get where you are! Get to know your boss and his/her expectations of you. Here are some additional steps to take as you move forward in your career.

When moving from one New York State job to another:

- Notify your current supervisor and/or your agency's Human Resources Office that you are accepting a new position. You should not use the word "resign," as you are not resigning from New York State service; you are moving to another position or agency. Ask your agency's Human Resources Office about leave rights to your position.
- Giving two weeks' notice is a professional courtesy. When you have arranged a start date with your new agency, tell your supervisor and/or your current agency's Human Resources Office your last date of employment with them.

Questions?

You may have many questions as you transition from one job to another. We have included a listing of some of these questions and to whom you should direct these questions.



- Will I be provided with a leave of absence?
- What will I need to do before I leave? (i.e. hand in your ID badge, keys, etc.)

Agency Human Resources Office phone numbers can be found at <http://phonedirectory.ny.gov>.



Questions to ask
your **NEW** agency's
Human Resources
Office

- Which bargaining unit will I be a part of (PEF, CSEA, etc.)?
- What is the status and jurisdictional class of the position?
- What is the length of my probationary period?
- What can you tell me about my benefits? You may have to contact the Business Service Center at (518) 457-4272 for more details.
- What is my exact salary?
- Will there be a new employee orientation?
- Where will I park?



Questions to ask
Employment Records
within Civil Service

- How can I move a promotion exam score across agencies?
Review the form S-211.1 at:
www.cs.ny.gov/extdocs/forms/S-211-1.pdf

Further list questions? Contact Employment Records at:

Phone: (518) 457-4295

E-mail: employmentrecords@cs.ny.gov



Questions to ask the
Career Mobility Office

- What is my new career ladder?
Visit the Glossary of titles Inquiry Tool (GOT-IT) website at:
<https://careermobilityoffice.cs.ny.gov/cmo/gotit/>
- Other questions about your career mobility options, contact the Career Mobility Office at:
Phone: (518) 485-6199 or 1-800-553-1322
E-mail: cmo@cs.ny.gov

Resources

| | |
|------------------------------------|---|
| <p>RESUME AND INTERVIEWING</p> | <p>Career Mobility Office: Phone: (518) 485-6199 or 1-800-553-1322 E-mail: cmo@cs.ny.gov www.careermobilityoffice.cs.ny.gov/cmo</p> |
| <p>EXAMINATION INFORMATION</p> | <p>New York State Department of Civil Service: Phone: (518) 457-2487 or 1-877-NYS-JOBS E-mail: pio@cs.ny.gov www.cs.ny.gov Examination Announcements: www.cs.ny.gov/jobseeker/public/stateexam.cfm</p> |
| <p>JOB VACANCY POSTINGS</p> | <p>New York State Agency Job Vacancy Postings: www.StateJobsNY.com Agency Websites (www.ny.gov/agencies) Check agency websites at which you are interested in working as they may have employment opportunities listed on their website.</p> |
| <p>ADDITIONAL CAREER RESOURCES</p> | <p>Glossary of Titles Inquiry Tool (GOT-IT) website: https://careermobilityoffice.cs.ny.gov/cmo/gotit/ New York State Department of Labor: www.labor.ny.gov NYS & CSEA Partnership for Education and Training: https://nyscseapartnership.org/ PEF Training and Development: www.pef.org/member-resources/training-and-education/</p> |

Appendix 1 – Skill sets

Below are examples of hard skills (technical) and soft skills (personal attributes) to reference in your resume.

Hard Skills

Specific teachable technical skills or expertise needed to do the job.

Data Analysis
Copywriting
Foreign languages
Accounting
Information Technology
Mathematics
Graphic Design
Planning/Event Planning
Bookkeeping
Computer Languages
Financial Management
Project Management
Nursing
Engineering

Soft Skills or Personal Attributes

The way you relate to and interact with other people.

Able to work independently
Team player
Able to work under pressure
Interpersonal skills
Communication (written and verbal)
Critical thinking and reasoning abilities
Self motivated
Conflict resolution
Time management
Adaptability
Decision making
Collaboration
Leadership
Creativity



Appendix 2 – Sample chronological resume

LOLA JAMES
555 Central Avenue
Albany NY 12239

(518) 555-5554 (home) – (518) 555-5555 (cell)
lolajames@yahoo.com

CAREER SUMMARY:

Administrative professional with experience providing support to director and executive level staff. I have a proven track record of managing multiple priorities, effectively supervising staff, and producing accurate, complete and timely reports and correspondence. I have strong computer skills in a variety of computer systems and applications. I am seeking a Secretary 1 position with opportunities for growth.

EXPERIENCE:

New York State Office of General Services, Albany, NY May 2009 – Present
Office Assistant 2

- Produce correspondence, reports and charts utilizing various spreadsheets, word processing and data base programs for executive level staff.
- Compile monthly and quarterly reports for executive staff and ensure appropriate and timely distribution.
- Distribute incoming correspondence and draft responses to general program inquiries.
- Supervise office clerical staff, assign work, and ensure necessary office coverage.
- Develop office procedures manual and train staff.

New York State Department of Labor, Albany, NY November 2006- April 2009
Office Assistant 1

- Entered client information into various information systems and prepared case files for the Director's office.
- Prepared and proofread letters to clients and ensured appropriate format, content, and distribution.
- Routed all incoming correspondence to appropriate staff and tracked responses in a database.
- Prepared standard reports for the Director's Office from data in tracking databases.
- Managed extensive paper-based and automated file keeping systems for the Director's office.

EDUCATION: Associate of Science, Business Administration
Hudson Valley Community College

COMPUTER SKILLS: Microsoft Office Suite, Lotus Notes, Adobe Acrobat,
Adobe Photoshop

LANGUAGE SKILLS: Fluent in Spanish

Appendix 3 – Sample functional resume

JORDAN CATALANO
444 Central Avenue
Albany NY 12239
(518) 444-4444 (home)
(518) 444-4445 (cell)
Catalanojb@yahoo.com

CAREER SUMMARY

Skilled tradesman with plumbing and steam fitting, HVAC, automotive, electrical, maintenance and carpentry experience.

RELEVANT EXPERIENCE

- Repaired and maintained plumbing and steam fitting equipment, including adjusting thermostats and overhauling vacuum pumps.
- Performed maintenance on automotive equipment, including lubrication, changing/repairing tires, adjusting brakes, and replacing starters, fuel pumps, wheel bearings, and gas tanks.
- Performed general maintenance and carpentry, including repairing doors, installing hardware, replacing damaged floor and ceiling tile, and painting.
- Maintained and repaired facility HVAC equipment, including replacing filters and pumps, and replacing and adjusting components.

WORK HISTORY

| | | |
|--------------|-----------------------|----------------------------------|
| 2004-Present | Maintenance Assistant | Office of General Services |
| 2002-2004 | Maintenance Helper | State University of NY at Albany |

EDUCATION

Shaker High School, Latham, NY
Regents Diploma with Building Technology Technical Endorsement

CERTIFICATES AND CERTIFICATIONS

In progress: Applied Skilled Trades, Carpentry Program
NYS & CSEA Partnership for Education and Training

OSHA 10 Hour Safety

Forklift Certification

LICENSES

Class B License with air brake endorsement

Appendix 4 – Sample combination resume

SONDRA A. SECRETARY

3rd Avenue • Cohoes, NY 12232 • (518) 555-5775 • sondrasec@gmail.com

Career Summary:

- Graduate of the Drexel Institute of Business Administration.
- Five years of office support experience in diversified environments.
- Demonstrated multitasking and organizational skills.
- Technical skills: Microsoft Office, Excel, Access, PowerPoint, NYS Lookup, 75wpm.

Office Skills:

- Desktop Publishing
- Record Keeping and File Maintenance
- Cash Management, Billing
- Multi-line Phone Systems
- Medical/Legal Terminology
- Travel Planning

Office Administration and Planning:

- Coordinated with travel agency to book trips for Department of Mental Health employees.
- Organized and coordinated business meetings for up to forty people.
- Maintained Pitney Bowes postage machine and generated end-of-day status reports; distributed incoming mail and processed outgoing mail.

Record Keeping, Case Management and Correspondence:

- Maintained information on employee sick days/late time for payroll records.
- Opened and closed public investigation files; prepared legal documents.
- Documented monetary transactions and handled billing, performed cash and credit transactions for individual practices.

Work History:

| | | |
|--------------------|---|--------------|
| Office Assistant 2 | NYS Department of Health, Albany, NY | 2016-Present |
| Office Assistant 1 | NYS Office of Mental Health, Albany, NY | 2012-2016 |
| Receptionist | Craigston Physical Therapy, Parltan, NJ | 2006-2012 |

Education:

Graduate, Office Technology Program, The Drexel School of Business Administration, Hilton NJ

Appendix 5 – Sample listing of action verbs

Your resume must showcase what you have done in an interesting and enthusiastic way. Use words that show your capabilities, skills and accomplishments. Here is a list of useful verbs. Additional words can be found on the CMO website at: www.careermobilityoffice.cs.ny.gov/cmo/action_words1106.pdf.

| | | | |
|-------------|-------------|-------------|------------|
| Acquire | Draw | Make | Resolve |
| Act | Drive | Manage | Restore |
| Adapt | Edit | Market | Review |
| Administer | Eliminate | Mediate | Revise |
| Advise | Enforce | Modify | Schedule |
| Analyze | Engineer | Monitor | Secure |
| Apply | Ensure | Motivate | Sell |
| Arrange | Establish | Negotiate | Serve |
| Assess | Evaluate | Observe | Share |
| Assist | Examine | Obtain | Solve |
| Audit | Execute | Operate | Specify |
| Build | Expand | Orchestrate | Start |
| Calculate | Expedite | Organize | Stimulate |
| Check | Express | Oversee | Strengthen |
| Coach | Facilitate | Paint | Study |
| Collaborate | File | Perform | Supervise |
| Communicate | Fix | Pilot | Supply |
| Compile | Forecast | Plan | Survey |
| Compose | Form | Prepare | Talk |
| Conduct | Formulate | Present | Teach |
| Compute | Generate | Print | Train |
| Contribute | Give | Produce | Transcribe |
| Control | Guide | Program | Translate |
| Consult | Identify | Project | Travel |
| Construct | Implement | Promote | Tutor |
| Coordinate | Improve | Provide | Type |
| Counsel | Improvise | Publicize | Understand |
| Create | Influence | Purchase | Unify |
| Define | Increase | Read | Utilize |
| Deliver | Initiate | Recommend | Verbalize |
| Design | Inspect | Reconcile | Verify |
| Detail | Inspire | Recruit | Write |
| Detect | Instruct | Reduce | |
| Develop | Install | Regulate | |
| Direct | Investigate | Reorganize | |
| Discover | Lead | Repair | |
| Display | Learn | Report | |

Appendix 6 – Skills matching exercise

SKILL MATCHING: Find a job vacancy or posting that interests you and identify the skills/activities needed to perform the functions of the job. Then identify examples of when you have demonstrated these skills. This information will be used on your resume and during the interview to demonstrate your ability to perform the tasks required in the job. Reference the example below:

Example Job Vacancy: Training Specialist
Skill 1: Verbal Communication
Example: Presentation at conference last fall
Example: Tour Guide on Campus

Job Sought _____

Skill 1: _____

Example: _____

Example: _____

Skill 2: _____

Example: _____

Example: _____

Skill 3: _____

Example: _____

Example: _____

Skill 4: _____

Example: _____

Example: _____

Skill 5: _____

Example: _____

Example: _____

Skill 6: _____

Example: _____

Example: _____

Appendix 7 – Sample cover letter

Marcus J. Dorman
1312 Open Road Lane
Schenectady, NY 12305
518-555-1234
mjd@aol.com

November 21, 2017

Mr. Brian Jones
Human Resources Specialist 1
Department of Civil Service
Albany, NY 12239

Dear Mr. Jones:

Please accept my resume for the Secretary 1 (vacancy ID #32214) within the Bureau of Financial Administration. I am currently an Office Assistant 2 and meet the qualifications for transfer via Section 70.1 of the Civil Service Law.

I have over five years of experience as an Office Assistant 2, three of which was in a Budget Office. I enjoy a fast-paced environment and love working as part of a team. I am eager to bring my varied experiences and enthusiasm to this position.

Enclosed is a copy of my resume which further details my diverse work history and experience. Thank you in advance for your consideration. I look forward to hearing from you.

Sincerely,

Marcus J. Dorman

Enclosure: Resume

Appendix 8 – Sample reference page

LOLA JAMES

555 Central Avenue
Albany, NY 12239

518-555-5554 (Home) or 518-555-5555 (Cell)
lolajames@yahoo.com

REFERENCES:

Mr. Henry Alcorn
Human Resources Specialist 2
Department of Health
240 Washington Avenue Ext.
Albany, NY 12203
(518) 577-9999
halcorn@doh.ny.gov

Ms. Selma Wilder
Contract Management Specialist 2
Department of Civil Service
Empire State Plaza
Agency Building 1
Albany, NY 12239
(518) 277-9090
swilder@dcs.ny.gov

Mr. Adrian Hitchens
Professor of Anthropology
Rensselaer Polytechnic Institute
1000 15th Street
Troy, NY 12180
(518) 999-1111
amhitch@mail.com

Appendix 9 – Sample interview questions

Questions about your experience and accomplishments; strengths or weaknesses; and what you can bring to the job.

What are your strengths as an employee?

Review the description of the position for which you are interviewing. Clarify each specific job requirement in your mind. Now, match your strengths and accomplishments directly to the requirements of the job.

What were the most memorable accomplishments at your last job?

Focus on your most recent accomplishments, in your current position or the job you had just prior to this one. Make sure they are relevant to the position for which you are interviewing. It is also wise to think about why you were able to achieve these accomplishments in your job. (Example: I really stopped to listen to what my customers wanted, rather than just trying to sell them.)

What is the biggest failure you've had in your career? What steps have you taken to make sure something like that doesn't happen again?

In this situation, it would be unwise to produce a detailed log of your every shortcoming, misstep, and misdeed. However, don't pretend you're perfect and have never experienced failure in the course of your career, education, or life. So, compromise. The best approach is to admit to one weakness or failure, and then talk about the steps you are taking (or have taken) to make sure that you avoid that mistake in the future.

What feedback does your supervisor give you about your performance?

This is another way of framing questions regarding your strengths and weaknesses. Do you recognize your strengths or areas in your work where you can improve? Consider feedback you received to point out your strengths, and for areas where you need improvement, the steps you took to improve.

What does success mean to you?

You should offer a balanced answer to this question, citing personal as well as professional examples.

If you could start your career over again, what would you do differently?

This question is designed to get you to think on your feet. You can admit you may have had a few regrets but make sure you can show that you have learned from them or were able to turn them into a positive experience.

Why should I hire you?

Summarize your skills relevant to the job's requirements, include accomplishments and skills that facilitated those accomplishments. Be sure of yourself and enthusiastic.

Tell me about your current job.

List your duties and responsibilities. Talk about your accomplishments.

Give an example of a time you went above and beyond the call of duty to get the job done.

Give an example that demonstrates how you can be counted on to pitch in and do your best when there is an important job to be done NOW.

What methods do you use to ensure that your work is error-free?

Your work represents not only you but your boss and your agency. Taking the time to ensure that you're putting your best effort forward shows that you are conscientious about the work you do.

What do you like most about your current job?

This is a chance for them to get to know you and what you enjoy about your job.

What would you change about your current job?

Don't say anything negative about your job, your co-workers or your supervisor; you don't know who the interviewer may know! Talk about changes that are positive and reflect your work ethics.

What motivates you to do a good job?

"Money" is not a good answer. A good answer would be something like, "contributing to the agency's mission and being acknowledged when the job is done well".

Who are your heroes? Why?

Employers want to hear the positive traits you admire in others and how you strive to embody those traits.

What kind of training have you received in the last three years?

Employers want to see that you have taken steps to expand your knowledge, especially with training directly related to your job. However, if your current employer does not allow you to attend training, say so politely, adding that if you were hired for this job, you would like to take any training that was offered to you.

Of the jobs you have held, which one have you enjoyed the most and why?

This question is designed to get to know you. Talk about your duties, challenges, responsibilities, accomplishments and the people you worked with.

Out of the jobs you have held, which one did you like the least and why?

Don't speak negatively about the job, your co-workers or your supervisor; you don't know who the interviewer may know! Talk about what you disliked but add a positive note. (Example: I think the workload could have been better distributed.)

What have you done that shows initiative and willingness to work?

Talk about a process or procedure that you initiated on your own that was adopted by your employer; or when you pitched in to help a co-worker on a big project without being asked or told; or when you came up with an idea that saved your employer time or money.

What role do you like to take in an assigned project?

An employer wants to hear that you can, and would, be capable of taking on a variety of roles, such as leader, team player or observer.

Why are you thinking of leaving your current job?

Do not appear negative or speak badly about your current employer. Refer to potential growth and how change can be positive. (Example: There is a great deal I enjoy about my current job, but my potential for growth in this area is limited.)

How many employers have you worked for in the past five years?

If you have worked for many (over 5) be prepared to explain why.

Working with Others

Tell me about the people you have trouble getting along with or who have trouble getting along with you.

Be careful of how you answer this question. If you say “none,” the interviewer will assume you’re being vague or avoiding the question. Think about the position you are interviewing for. Every job has challenges and a variety of people you may work with. Ultimately the interviewer wants to know that you can work professionally with anyone to accomplish a goal. Discuss a situation where you worked with challenging situations or personalities, and how you were successful.

Do you prefer to work by yourself or with others?

Depending on the job, the interviewer probably wants to see that you can do both – that you can work as part of a team, and can work independently. You may want to discuss the benefits of both.

How would your co-workers describe you?

Answer in the positive. Are you easy going, a good team player, responsible?

Your supervisor left an assignment in your in-box, then left for the week. You can’t reach him and you don’t fully understand the assignment. What would you do?

The interviewer is attempting to measure whether you utilize any available resources and if you have an appropriate respect for hierarchy and deadline demands. If there is truly no way to reach your boss and there are no other resources, then you need to approach your boss’ supervisor. Of course, you would do this in a way that would not reflect badly on your boss by explaining that you and your boss simply missed the chance to discuss the assignment before he had to leave the office. You want to be sure that you understand the assignment, so you can start on it as soon as possible.

Your supervisor tells you to do something that is against policy. What do you do?

Tough question. There may be times and special circumstances where there are exceptions to policy. You would want to discuss the current policy with your supervisor to ensure you have a complete understanding of it, but convey that you would follow their direction.

Can you take constructive criticism without feeling upset? Give an example.

When used correctly, constructive criticism is a tool which will allow you to do your job better. An employer wants to know that you are open to learning new things and that you don’t get defensive or upset.

Define cooperation.

Cooperation means different things to different people, so an employer could be looking for several different answers. They want to know if you can get along with others.

Was there ever a time where you had to deal with a difficult or argumentative person? How did you handle the situation?

Employers want to hear that you can stay calm and cool in a tense situation; that you don't inflame the situation by arguing back. And, if the situation warrants, you know when to step away and get a supervisor.

Tell me about a situation where you and another person disagreed and resolved your disagreement. How did you reach that point?

Employers want to hear that you can stay calm and cool in a tense situation; that you don't inflame the situation by arguing back and that you were able to use logic and reason to reach a mutually agreeable resolution. They want to hear that if you are unable to reach a mutually agreeable decision, then you would agree to consult a supervisor.

What do you feel an employer owes an employee?

This is not an invitation to discuss the employee benefits package you would like to have. Don't get into legal responsibilities either. Keep your answer short and sweet. (Example: I think an employer owes its employees the opportunity to develop new skills and to be thoroughly trained in the job they are expected to perform).

Organizational Skills and Time Management

How would you describe your organizational skills?

Talk in detail about the organizational skills that you have developed: time management, project management, prioritizing, delegation and how those skills have made you more effective.

Do you manage time well?

Hopefully you can be truthful and say yes. Give an example to show your time management skills.

Tell me about the last time you failed to complete a project (or assignment) on time?

Be specific in your answer. Here's what happened, here's what I did, here's what I learned.

How do you take initiative when requirements on the job are slow?

This question is designed to figure out your time management skills and initiative. How do you fill your time when there is a lull in work requirements? Do you volunteer to assist in other projects or possibly assist in other duties where there is a need?

On a typical day, tell me what you do in the first and last hour at work?

This question is checking for honesty and a good use of your time.

Describe a time where you had what seemed like a million things going on at once. How did you prioritize your workload? Were you successful?

You're never going to have only one thing to do at work, so being able to organize yourself and your priorities is essential. Give an example of how you handle multiple tasks.

Tell me about a time where you used your organizational skills to solve a problem.

Perhaps your organizational skills alone did not solve a problem, but they may have helped to avoid a problem or assisted you in solving a problem.

Problem Solving Skills

How do you go about making important decisions?

Think in terms of the interviewer's main concerns. Will you need to be analytical? Creative? Willing to call on the expertise of others? If you are interested in a management position, you will also want to take this opportunity to convince the interviewer that your relationship skills have made you management material – or set you on the way to achieving that goal. You may be asked to talk about the last important decision you had to make, how you went about making it, and the results you achieved.

Do you anticipate problems well or merely react to them?

Wherever possible, anticipating problems is best so disruptions to work are avoided. Describe an example where you anticipated a problem, and how you addressed it. If you had to react to a problem because it could not be foreseen, describe how you addressed this.

How do you generally handle conflict?

Answer this question positively and give an example of how you effectively handled a disagreement or other conflict.

Did you initiate new procedures in your previous position? Tell me about them.

You do not have to be a department head to answer this question. The interviewer is seeking industriousness, creativity, caring about the organization and its success. So, this is the time to describe the changes or improvements you were responsible for making and identify how they helped the department.

Tell me about an improvement you independently made in your work process. How did this improvement help you or others?

Employers are looking for creativity, organizational skills and innovative thinking. If you modified a process in the office that streamlined the workflow in the office; if you merged two computer systems to create one; if you created a process that improved customer service, etc.

What was the biggest change you have ever faced at a job and how did you adapt?

Employers want to hear that you can deal with change without it causing trouble or creating difficulties. How did you adapt to the change? They also want to see that you are open to new challenges or processes in your work environment.

Tell me about a project for which you were responsible, but needed the help of others to complete the project. What did you do?

Sometimes the hardest thing to do is ask for help. Employers want to see if you are able to determine when a task is beyond your ability to do it alone; how you ask for help; and how you work with the newly formed team. They also want to see if you just let a project fail because you didn't ask for assistance.

Management Skills:

Have you ever fired anyone? Why?

Even if you had a good reason, you know that firing someone is never pleasant. Let's say you fired someone for not meeting productivity goals. You do not want to express your personal feelings about the individual but keep it focused on their work product. You could say something like: "Yes I fired someone who continually fell short of his productivity goals. His shortcomings were documented and discussed with him over a period of months. But in that time, he failed to show any real improvement. As a supervisor, I want everyone in my department to work out, but I have to acknowledge when it is not a good fit."

Describe your management philosophy.

Most agencies want someone who can demonstrate a desire and ability to delegate, teach, and distribute work – and credit – fairly. In general, you probably want to come across as neither a dictator nor a pushover. A successful candidate should convey that he or she has the ability to succeed and work with a team of employees to accomplish a goal.

How do you motivate people?

A good answer will include the words, "it depends on the person," and then offer one or two concrete examples. A poor answer will imply that all people are motivated by the same thing or can be motivated with the same approach, a kind of "one-size-fits-all" philosophy.

How do you deal with subordinates who are becoming part of the problem rather than part of the solution?

The interviewer is trying to identify the leaders who work to solve a problem, and to ascertain whether your particular style will work well within the organization.

You are a supervisor of a busy payroll office. Two of your employee just called in and will be out sick for the next two weeks. How do you deal with this unexpected event?

Discuss how you must immediately reprioritize your assignments and pitch in to get the job done.

Communication

How do you “stay in the loop”?

How do you keep yourself informed of what is going on in your bureau or department? How many meetings do you schedule or attend per week or month? Do you spend a lot of time asking your subordinates questions or do you wait for them to come to you with problems?

How would you rate your writing skills in comparison to your verbal skills?

Discuss how both skills are important in the work environment, and that while (one or the other) may be your strong suit, you are working to become strongly proficient at both verbal and written communication.

Do you have any questions?

You should never answer this with a no. If you have asked questions along the way you would answer this with “I think you have answered all of my questions. I truly appreciate the time you have given me today”.

If you have not asked any questions, see Appendix 10 for a listing of questions you could ask at the interview.

Appendix 10 – Questions to ask at the interview

- Can you tell me some of the particular (or preferred) skills that you want in the candidate for this position?
- What kind of training can I be expected to receive in this position?
- Could you describe a typical day in this position?
- Who are the people I would be working with, and what do they do?
- If hired, would I report directly to you or someone else?
- Is there traveling with this position? If so, how much traveling is required?
- What can I expect as next steps or your timeframe in choosing a candidate?

Appendix 11 – Sample thank you note

LATISHA JOHNSON

555 First Ave. • Glenville, NY 12239 • 518-555-5554 (h) • 518-555-5555 (c)
latishakjohnson@yahoo.com

April 1, 2018

Mr. Brian Jones
Human Resources Specialist 1
Department of Civil Service
Albany, NY 12239

Dear Mr. Jones:

Thank you for the opportunity to interview for the Secretary 1 position within the Finance Office at the Department of Civil Service.

I believe that my enthusiasm, attention to detail and my experience with various computer programs to create and compile reports will be an asset within your office. Furthermore, I am dedicated, hardworking and am always working to develop my skills to enhance office productivity.

Please feel free to contact me if you have any additional questions. I can be reached at the contact information listed above. Again, thank you for your time and consideration. I look forward to hearing from you.

Sincerely,

Latisha Johnson



**State of New York
Department of Civil Service
Career Mobility Office**

Career Mobility Office
(518) 485-6199 or 1-800-553-1322
cmo@cs.ny.gov