

APPENDICES

<i>Insights from AmeriCorps Alums</i>	89
Appendix 1. Pulling it All Together Worksheet	93
Appendix 2. Tree of Options	94
Appendix 3. Occupational Exploration Worksheet	95
Appendix 4. Informational Interview Request Emails and Phone Scripts	96
Appendix 5. Informational Interview Sample Questions	98
Appendix 6. Informational Interview Sample Thank You Note	99
Appendix 7. Decision Making Models: Career Options Evaluator, Pros & Cons List, SWOT Analysis	100
Appendix 8. Career Action Plan	103
Appendix 9. Job Search Data Worksheet	105
Appendix 10. Summary of Qualifications Guide	107
Appendix 11. Accomplishment Statements Guide	108
Appendix 12. List of Action Words	109
Appendix 13. Sample Resumes- chronological and functional	111
Appendix 14. Sample Cover Letters	114
Appendix 15. Sample List of References	117
Appendix 16. My Network Worksheet.....	118
Appendix 17. Sample Networking Letters	119
Appendix 18. Sample Networking Thank You Letter	120
Appendix 19. Networking Activity Log	121
Appendix 20. Sample Letter Targeting Employers.....	122
Appendix 21. Commonly Asked Interview Questions	123
Appendix 22. S.T.A.R Worksheet	126
Appendix 23. Unusual Interview Questions	127
Appendix 24. Mock Interview Evaluation Form	128
Appendix 25. Interview Thank You Note Sample.....	129
Appendix 26. Job Application Tracker.....	130
Appendix 27. JobSearch Activity Plan	132

INSIGHTS FROM AMERICORPS ALUMNI



Melissa Calvin-Furbee

Senior Vocational Counselor, County of Humboldt,
Employment Training Division

AmeriCorps, Straight-Up, Eureka High School, '99-'00

Best thing members can do during their year of service to make themselves career ready:

Take part in every opportunity AmeriCorps provides you- every volunteer activity, every event. Soak up all knowledge and exposure you can.

Job search tip for members:

Really focus on discovering what transferable skills you have to offer and note ones you received from your AmeriCorps experience.

How being an AmeriCorps Member helped me with my career development:

AmeriCorps provided me foundational level knowledge and experience for the start of my professional career in the social services field. It allowed me to witness the realities that vulnerable populations face, and provided me the practical skills that complemented my theoretical college-based knowledge.

Erin Havens

Working on a graduate degree in International Agriculture at UC Davis

AmeriCorps VISTA, '15-'16, Silicon Valley HealthCorps: Harvest/Outreach Manager, Neighborhood Harvest Program

Best thing members can do during their year of service to make themselves career ready:

Networking/connecting with local partnering organizations and attending as many meetings and events as possible. This helped me to understand the types of jobs in the field and the kind of work that different organizations were doing. It also gave me ideas and contact information for people who I could reach out to in the future.

Job search tip for members:

Send your resume to organizations that you are interested in, even if they are not hiring. That way, they can keep you in mind or may even be able to refer you to other places to look.

How being an AmeriCorps Member helped me with my career development:

After my year with AmeriCorps working with an urban agriculture nonprofit, I started graduate school in international agriculture. I have found that I can build on the hands-on knowledge and the connections I made during my time with AmeriCorps to inform my current research projects and coursework.

Bridget Hinton

Education Program Assistant, Oregon State University Extension

AmeriCorps, Jesuit Volunteer Corp, '14-'15 and '15-'16

Best thing members can do during their year of service to make themselves career ready:

The first 2-3 months of service can be really overwhelming especially if you are in a new community. There is a lot of pressure to have a wonderful year-to have a life-changing experience. Take time to recognize the ways in which you might be overwhelmed and communicate them to your supervisor, friend, or other important people connected to your year of service. You might want to write them down so at the end of your experience you can reflect back on how you handle transition and see how you have grown. You can take that information and apply it to your next transition.

Job search tip for members:

As the year starts and until the end I would encourage folks to talk with their supervisor about looking for work. Ask for suggestions, recommendations and tips. Ask if you can sit in on an interview that might be taking place at the organization to have an “insiders” perspective. Go over your resume with your supervisor; have them look over your job description to make sure you paint an accurate picture of your year.

How being an AmeriCorps Member helped me with my career development:

Ultimately I think AmeriCorps provides on the ground experience through the requirement of “direct service” and this gave me some wonderful specific examples to take with me in interviews.

Guadalupe Huerta

*Constituent Advocate, City of Los Angeles
AmeriCorps Vista, LAUSD Community Partnership
Program, '12-'13*

Best thing members can do during their year of service to make themselves career ready:

Networking is crucial; most placements provide a wide array of connections, essential in career development. This provides opportunities for informational interviews, as well as future contacts within the industry of the AmeriCorps placement. The people I met during my service year, both

corps members and non-corps members, helped me grow professionally and staying connected with them has been vital to my career development.

Job search tip for members:

My best advice for the job search is to reach out to your network. Often times, there are positions available that are not posted on any websites or job boards that someone in your network may know about. Additionally, knowing someone who is connected to a job, whether it is because they currently work there or they know someone, will place you in a different candidate pool. This is especially crucial if a potential job is in a saturated market with many applicants. Having a personal connection, or “in,” makes all the difference in getting your resume highlighted from the larger pool, and increases the likelihood of getting an interview.

Also, I would like to add that an interview should be prepped for as you would an exam. Create potential questions and answers, and research the company or organization heavily.

How being an AmeriCorps Member helped me with my career development:

Being an AmeriCorps member put me at the center of policy development and change occurring at LAUSD. I learned about the educational landscape of Los Angeles and gained the skills to work with various stakeholders throughout the community. I learned how to handle difficult situations with the support of a team.



Laura Lee

*HR Business Partner, General Mills,
City Year LA, '11*

Best thing members can do during their year of service to make themselves career ready:

Challenge yourself and learn what it means to perform well on a team. In many roles and organizations, I have found that being a good teammate is very valuable. Building empathy necessary to work well with your colleagues will be transferable anywhere you go.

Job search tip for members:

Work on your networking skills and be open-minded about who you meet. You literally never know where your next opportunity will come from or when things will pop up. Try to maintain organic connections and continue to tend to your network as you grow professionally.

How being an AmeriCorps Member helped me with my career development:

Being an AmeriCorps Member taught me countless valuable lessons I still carry with me to this day. Through my work with my teams I learned about collaboration, empathy, resilience, and gained clarity on my own leadership style. These qualities have made me a better teammate and a more effective manager in the workplace and graduate school.

Trevor Merris-Coots

*Graduate student in Global Security Studies at John Hopkins University
AmeriCorps NCCC member, North Carolina, '09-'10 and '10-'11*

Best thing members can do during their year of service to make themselves career ready:

Networking is an important part of any career. AmeriCorps members have a unique opportunity to network with a variety of professionals across the country.

Job search tip for members:

No one gets their dream job on the first try. Be patient and open to try new things. AmeriCorps is a perfect training ground for that.

How being an AmeriCorps Member helped me with my career development:

During my second term of service, the federal government temporarily shut down, halting our work. The experience convinced me that I needed to be on the inside of politics to make sure that people who need help are not left in the cold because of political grandstanding.

Law Murray

*NBA Associate Editor, ESPN
City Year Philadelphia '09-'10 and Los Angeles '10-'11*

Best thing members can do during their year of service to make themselves career ready:

Share your experiences as a means towards networking. Find a way to get meetings with people in the field that you are interested in, have an understanding of your skill set, and be prepared to discuss how you can take your experience and translate it into your career.

Job search tip for members:

Get face-to-face with recruiters, hiring managers, or people who can advocate on your behalf. Every opportunity I've had since 2012 came about because I was proactive in getting meetings before I had finalized job applications. Don't apply to anything blindly.

How being an AmeriCorps Member helped me with my career development:

My career developed because I embraced the diversity of skills you acquire. Long hours every week with an eclectic team makes for incredible work, and that translates when you have many different responsibilities and work with a revolving door of co-workers. Plus, you gain an appreciation for respecting where you work.

Greg Norrish

*Special Projects for the Director's Office, California Department of Social Services
AmeriCorps NCCC, '08-'09 (Habitat for Humanity NOLA, Road Home in SLC, and Boys and Girls Club in Sacramento)*

Best thing members can do during their year of service to make themselves career ready:

Individually, I think it's important to learn to be comfortable being in a learning role. Learning about the programs you're working in, the people you're serving, and the variables they are up against. You might feel like you've seen it all after your service year but you'll be expected to have the same approach to every new job you take on. No two people or populations are alike. Secondly, establish strong relationships with your sponsors. Seek out the highest-level employee of that organization and allow your work ethic to set you apart. These are the people that you will be writing down as references, or perhaps asking for jobs, after your year of service.

Job search tip for members:

Don't describe your experience solely through the lens of AmeriCorps. Explain in great detail what you've done with each project. One year may seem like a long time for you but you're competing against people with many more years. To separate yourself, you'll need to highlight each project. These are mini-jobs that should stand out individually because they provide you with a scope of experience most people your age don't have. And please, spend the time to make your resume look great and always send it as a PDF.

How being an AmeriCorps Member helped me with my career development:

Truthfully, AmeriCorps prepared me to be more resilient. I failed many times during my year of service- as a leader, personally, and professionally. Service dedicated careers are never going to be easy, linear, or monotonous. AmeriCorps helped me to embrace the path I've taken from nonprofit,

to graduate school, and now in government. AmeriCorps also showed me that innovative thinkers truly do have a place in service work. It's welcome in nonprofits and is certainly being more sought after in government. If you're one of those people who push boundaries, hold on to that.

Meghan Paynter

*Patient Associate, Pancreatic Cancer Action Network
Board Member City Year Alumni Association
National Advisory Board
City Year LA, '12-'13 and '13-'14*

Best thing members can do during their year of service to make themselves career ready:

Try to get involved in different aspects of your year of service that are not generally your areas of strength. One of the biggest benefits of City Year is that you get to learn what you are good at as well as what you can improve in. Both of these are equally important. Employers love to hear that you are aware of your strengths AND your weaknesses and that you are actively working on improving your weaknesses. (No one expects you to be flawless; but they do expect you to be proactive.)

Job search tip for members:

If the employer is accepting resumes by email, in the body of the email, do not hesitate to put a quick blurb about your passion for the work and desire for that job. Tell them that you are eagerly awaiting a response and show them what a proactive person you are through your writing.

How being an AmeriCorps Member helped me with my career development:

City Year gave me confidence. It showed me that I can work in one of the most difficult and exhausting lines of work and can persevere purely because of my passion for it. It taught me that as long as what I do is meaningful, I would never tire. By showing me my strengths, identifying my weaknesses, and helping me work on them, I became a more competitive applicant for any job.

Appendix 1

PULLING IT ALL TOGETHER

Review the information you've gathered from all the self-assessments you've completed. Record the information that is most important to you on this page.

Top 10 Value

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Personality Preferences

Myers-Briggs Type Indicator (MBTI)

The letters mean:

Interests

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Motivated Skills

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.

Top Five Strengths

(if you completed StrengthsFinder 2.0)

- 1.
- 2.
- 3.
- 4.
- 5.

Passions

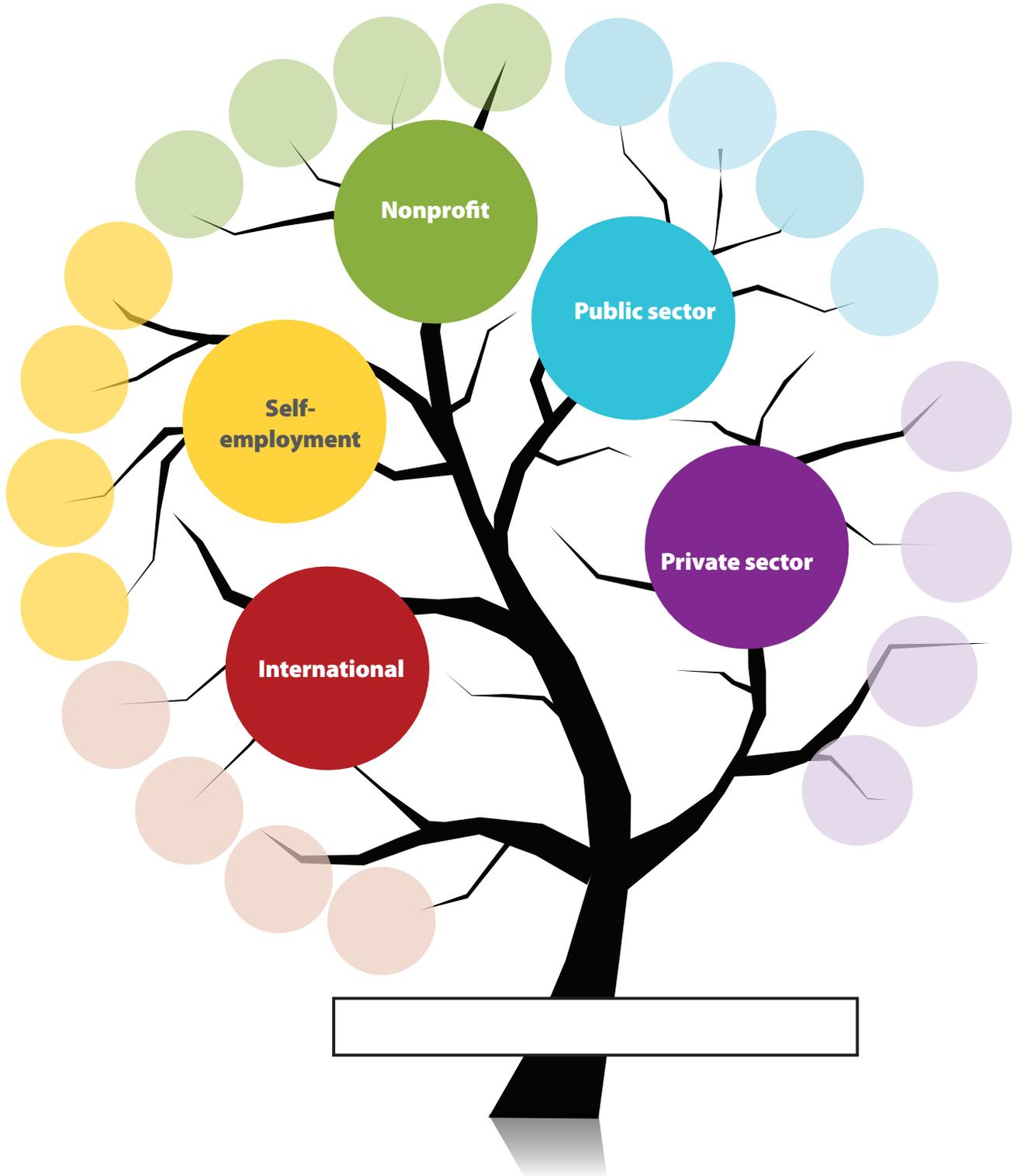
- 1.
- 2.
- 3.
- 4.
- 5.

Other Considerations

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Appendix 2

BAKER TREE OF OPTIONS



Appendix 3

OCCUPATION EXPLORATION WORKSHEET

Research the occupation using the Occupational Outlook Handout and the O*Net to find the following facts:

OCCUPATION

What does the worker do on a typical day?

What skills are required?

What important qualities are needed? (physical requirements, temperament, values)

What education is required?

In what type of organizations would you find this occupation?

WORKING ENVIRONMENT (CIRCLE CHOICE)

Indoor/outdoor

Clean/dirty

High/low stress

Work schedule

OPPORTUNITIES

What is the demand for workers? Increasing? Decreasing? Salary Range:

Opportunities for advancement?

Where is job training available?

SUMMARY OF OCCUPATION

What do you like about this occupation?

What do you dislike about this occupation?

Do you think you would be good at this occupation?

What obstacles might you face in getting a job like this?

Is this an occupation you would consider pursuing?

Are there related occupations you would like to explore?

What other questions do you still have about this occupation?

Appendix 4

Sample Emails and Telephone Scripts Requesting an Informational Interview

Email Samples

–SUBJECT LINE EXAMPLES

Referral from _____
 Research on _____
 Request from AmeriCorps Member

Hello Mr. Heller,

I came across your name in an article about _____ in last week's issue of the Business Journal. I was impressed by your approach to the challenge of _____.

–OR

I was given your name by _____ who suggested that we should meet given our shared interest in _____.

–OR

I am a _____ with a background in _____. I also have experience in _____.

–END WITH:

I wanted to reach out and introduce myself and am hoping that your schedule might allow for us to meet briefly for coffee or to schedule a time to speak by phone to discuss (topic of shared interest). I'm sure you are busy, so even 20 minutes of your time would be much appreciated.

Thank you for your consideration. I look forward to hearing from you.

Sincerely,

Follow Up Email if You Don't Hear Back

Dear Mr. Heller,

I hope you're having a great week. I wanted to follow up on my request for an informational interview. As I outlined in my previous email, [reason why this person has impressed you] and I'd love to hear about (topic of interest). I'm happy to meet whenever and wherever is convenient for you. However, if your schedule is too full, I completely understand and perhaps you could provide me with the name and contact information for someone else who could assist me.

Thank you for your time,

Telephone Scripts

When Trying to Reach Your Contact:

Your initial call might go something like this:

Hello, this is Cecilia Perez. May I speak with Gabe Patel?

If he or she is not in and/or the person answering the phone asks why you are calling, you can say:

Sally Green suggested I call him regarding some research that I am doing about the field of _____. When would it be convenient for me to call back?

Assuming the person provides you with the information, you can respond:

Thank you very much. I'll call back at (restate time).

When You Do Reach Your Contact:

If referred by someone, your call might go something like this:

Hello, this is Cecilia Perez. Sally Green suggested that I call you regarding the possibility of setting up a brief interview with you. She tells me that you are an excellent source of information on the field of _____.

If you've uncovered the contact person on your own, your call might start in one of these ways:

Hello, this is Cecilia Perez. I am calling because (select the appropriate option):

Of your expertise in the field of (field of interest)

Of your recent promotion to (job title)

Of your association with (professional or other relevant organization)

You are a fellow alumni of (name of college or university).

You are a former AmeriCorps member.

After you've opened the conversation, continue with your explanation of the purpose of your call:

I'm interested in exploring career options and am meeting with a few people to gather information and advice. Would you have 20-30 minutes that we might be able to meet for coffee? Or I could come to your office if that is more convenient.

If your contact agrees, confirm the date, time, and place, and be sure to get clear directions to where you will be meeting. Before you meet with your contact, send a confirmation email expressing your thanks in advance for their willingness to help you.

If your contact does not have time or does not wish to meet with you, you could say:

I appreciate how busy you must be. Could you suggest someone else in your company or in this line of work with whom I could meet?

If your contact asks if you are looking for a job, be honest, but recognize that you are contacting this person for informational purposes. Your reply might go like this:

Eventually, as I come to the end of my year of service I will be applying for jobs, but at this time my meeting with you would be to get your advice and gather information.

Appendix 5

Suggested Informational Interview Questions

Setting the stage/background

- How long have you been working in this field/ at this organization/in this department?
- How did you get into this occupation?
- What were the jobs you had previously that helped you get your current job? What steps did you take?
- What did your supervisor/employer require in terms of skills and abilities?
- What type of background was your supervisor/ employer looking for?

Job search process

- How long did a job search process take for you? In what kind of job market?
- What were some of the things you learned during that process?
- What suggestions would you have for me in preparing myself for changes in my career?

Present aspects of job

- What is a typical day like for you?
- What are the responsibilities of your job?
- What are the most interesting aspects of your job?
- What are the basic requirements for your job?
- What courses/training/professional organizations would you recommend in order to get into this field?
- What entry-level jobs are helpful in transitioning into your occupation?
- What is the best way to transition from my current job to a job in your department/ occupation?
- What are the salary ranges for various jobs in this department/occupation?

- What aspects of a career in this field do you consider positive/negative?
- Would a person with my current background fit into this field?
- What are the most common challenges in this department/occupation?
- Is travel/overtime/flexible schedules a part of the work environment in this industry?
- How does your job compare with others in the same department?
- Who are the experts in this field? Why are they considered experts?
- What professional associations are there in this industry? In your occupation?
- What journals or magazines would you recommend I read?
- Are there some websites that you suggest I explore?
- Who else should I talk to about this occupation?

Future

- Where do you see a job like yours leading to within the organization/within your department?
- How do you see jobs in this area changing over the next few years?
- What can I do to prepare myself to keep up with these changes?

It is not intended that you ask ALL of the above questions. Choose your questions wisely and modify them appropriately. Remember, the person you are interviewing is extending a courtesy to you, and it is best to show respect for their time and willingness to share information; informational interviews typically should last no more than 30 minutes, so plan accordingly.

Appendix 6

Informational Interview Sample “Thank you.”

Dear Ms. Sim,

I wanted to express my appreciation for your taking the time to meet with me last week to discuss opportunities working with the Fresno Public Library. Your knowledge of the field and explanation of the different career paths available was very interesting. In particular, your insights about the benefits of pursuing a Masters in Library Science were valuable.

Thank you also for referring me to Mr. Stevenson at the UC Santa Cruz library. I was able to talk with him via Skype and he provided a useful overview for what it is like to be a librarian in an academic setting. I think it is a path that I would really enjoy!

I look forward to staying in touch with you as my career exploration continues. I am attending a talk next month on new technologies for libraries, so I will let you know about any resources I learn of that might be useful in your library.

Best regards,

Grace Tsu

Appendix 7

DECISION MAKING MODELS

CAREER OPTIONS EVALUATOR TOOL

	Career Option 1	Career Option 2	Career Option 3
My Career Values			
My Personality Preferences/Strengths			
My Career Interests			
My Motivated Skills			
My Other Important Factors			
TOTAL			

Ratings:

4- Excellent Fit 3- Good Fit 2- Somewhat of a Fit 1- Not a Fit ?- Need More Information

PROS & CONS LIST

Career Options:

- 1.
- 2.
- 3.

	PROS	CONS
OPTION 1		
OPTION 2		
OPTION 3		
I choose to:		
Picture the outcome of your choice:		

Does this choice feel right? Yes ____ No ____ . Ask someone to help you think through the pros and cons. What other details do you need to make a well-informed decision?

SWOT ANALYSIS

<p>STRENGTHS</p> <p>Positive factors within your control (passion for the work, experience, existing skills)</p>	<p>WEAKNESSES</p> <p>Negative factors within your control that you can improve upon (lack of schooling, skill gaps)</p>
<p>OPPORTUNITIES</p> <p>Positive factors outside of your control that you could capitalize on (career field is growing, Segal Education Award to pay for needed training)</p>	<p>THREATS</p> <p>Negative factors outside of your control that you should try to minimize (competition from more highly trained people, keeping up with rapid changes in the field)</p>

Appendix 8

CAREER ACTION PLAN - Example

MY LONG-TERM CAREER GOAL: *Become a Grant Writer for a Nonprofit Organization that Serves Refugees in southern California within 3 years*

Short-Term Goals to Help Reach Long-Term Goal	Actions to Take	Obstacles: What Might Get in My Way	Resources: Who or What Can Help Me	Completion Date
Register for the "Going After Grants" workshop on May 3, 2019" at the San Joaquin County Nonprofit Resource Center	<ul style="list-style-type: none"> Register for class 	<ul style="list-style-type: none"> Getting the time off work to go to the workshop Finding transportation to the workshop 	<ul style="list-style-type: none"> Speak with my site supervisor at least 1 month before the workshop to explain how the training will help me reach my long term career goal and request that I can attend Identify the bus schedule and nearest stop at least 1 week before the workshop 	May 3, 2019
Volunteer to proofread grants being written in my current organization and help with at least 2 grants	<ul style="list-style-type: none"> Talk to lead grant writer about my idea Show them examples of my writing 	<ul style="list-style-type: none"> Finding time to review the grants 	<ul style="list-style-type: none"> Ask my site supervisor if I can have some time to assist with this activity 	June 15, 2019
Make at least 5 connections with people working for nonprofits in southern California that serve refugee populations	<ul style="list-style-type: none"> Connect with people on LinkedIn in related fields Reach out to AmeriCorps Alums in related organizations 	<ul style="list-style-type: none"> Unsure how to use LinkedIn 	<ul style="list-style-type: none"> AmeriCorps Advantage Guide section on networking and using LinkedIn 	July 31, 2019
Following my year of service, secure an entry-level grant assistant position with a nonprofit that serves refugees in southern California	<ul style="list-style-type: none"> Prepare my resume Begin searching for openings in last month of service 	<ul style="list-style-type: none"> Updating my resume feels overwhelming Accessing reliable Internet access 	<ul style="list-style-type: none"> AmeriCorps Advantage Guide tools for preparing resume Register with the local OneStop Career Center 1 month before the end of my service so I can use their computers 	September 2019

CAREER ACTION PLAN

MY LONG-TERM CAREER GOAL:

Short-Term Goals to Help Reach Long-Term Goal	Actions to Take	Obstacles: What Might Get in My Way	Resources: Who or What Can Help Me	Completion Date

Appendix 9

JOB SEARCH DATA SHEET

Contact Information

Include Full Name you use for Employment, City and State, Email Address, Contact Phone number, LinkedIn URL:

Education

List the following information about schools you have attended in reverse chronological order: Name of School, location (city, state, country), Major, Minor, Degree/Certificate, Relevant Coursework, Graduation Year, GPA (if above 3.0):

If you completed your degree in the last 3 years list major accomplishments related to your education: academic recognition, internships, special projects, winner or participant in competitions, accelerated programs, scholarships, etc.

What extra-curricular activities have you been involved in during school? (volunteer work, sports, clubs, jobs, offices held, study abroad etc.)

Certifications and Licenses-What certifications and licenses have you obtained? Include dates of completion/expiration

Work History

For each position (paid work, internship, volunteer) you have held in the last 10 years AND any previous employment that is pertinent to your career goals, please provide the following information:

Position Title, Company Name, Address, Dates of Employment (Months and Years), Specific accomplishments, Salary, Supervisor's Title and Phone Number, Reason for Leaving, Job Duties:

Position 1:

Position 2:

Etc...

Professional Associations

List memberships in professional organizations, and also note leadership roles, special designations/recognitions, and the dates you've been involved:

Honors and Awards

Please list awards, granting organization, year received, and other pertinent information:

Presentations and Publications

Please share titles of articles in periodicals, books, presentations at professional meetings, etc.:

Special Skills

Please list expertise with computers, specialized equipment, languages, etc.:

Military Service

Please share branch of service, rank, security clearances, and other information that can be disclosed and is related to your career goals:

Personal Characteristics

What am I doing when I am at my best (i.e., energized, feeling fulfilled, lost in the moment)? Give several examples.

What are the top 3 reasons that a company would want to hire you?

What sets you apart from others with equal qualifications?

What positive feedback would your supervisor or peers share about your performance at work?

In what ways do you bring value to your supervisor, company, team, and clients (if applicable)?

What do you consider to be your greatest strengths?

What specific achievements reflect these strengths?

What would your previous supervisors list as your strengths and greatest skills? What could they always count upon you to accomplish?

What were you known for in the workplace? What would you like to be known for in your new position?

Appendix 10

SUMMARY OF QUALIFICATIONS

This section of your resume should summarize your strengths and qualifications for the position including, but are not limited to, years of service, skills, areas of knowledge, training, experience and professional traits **RELEVANT** to the job. This section answers the question “**Why should we hire you?**” Below are two examples.

Volunteer Coordinator for The Nature Conservancy

SUMMARY OF QUALIFICATIONS

- Experienced in recruiting, training and motivating large and diverse groups of volunteers to accomplish environmental education projects.
- Strong organizational skills to plan events, complete projects on time, and track all details.
- Background in designing newsletters and email communication to update volunteers on activities.
- Demonstrated communication and interpersonal skills to work effectively with staff and the public.
- A team player experienced in working in a fast paced environment with a wide range of people.
- Proficient in MS Word, Excel, and PowerPoint with expertise in creating volunteer databases.
- Fluent in Spanish.

Office Assistant for a law firm

SUMMARY OF QUALIFICATIONS

- Experience working in professional office settings including two years with the Orange County District Attorney’s Office.
- Strong customer service skills to answer questions from the general public and make referrals.
- Well-organized, self-motivated, and able to work independently to manage multiple priorities.
- Skilled in handling confidential, sensitive information in a professional manner.
- Recognized for writing clear and concise reports, letters, and emails.
- Computer skills include: MS Office Suite, Photoshop, and HTML programming for website design.

Options for ways to start your Summary of Qualifications bullet points:

Able to ...	Expertise in ...	Proficient in ...
An accomplished ...	Extensive experience in ...	Recognized for ...
Background includes ...	Familiar with ...	Significant achievement in ...
Broad understanding of ...	Hands on experience in ...	Skilled in ...
Computer skills include ...	Highly effective at ...	Solid experience in ...
Consistently recognized for ...	Knowledgeable in ...	Specialize in ...
Demonstrated skill ...	Outstanding record of ...	Strength in ...
Experience in ...	Over “#” years experience in ...	Well versed in ...

Appendix 11

ACCOMPLISHMENT STATEMENT GUIDELINES

Accomplishment Statements:

- Focus on one activity or project AND include the outcome or impact.
- Begin with an action word (see the list in **APPENDIX 12**).
- Are quantified in numerical or percentage terms to communicate size and scope.
- Consist of one or two brief sentences that use one or two lines on your resume

Ask yourself the following questions to begin to generate your own accomplishment statements from your year of service, work experiences, volunteer service, and/or school activities:

- What has improved or changed for the better due to your efforts?
- Have you served on a committee or worked on a team to accomplish a project?
- What have you learned during your year of service?
- What have you done during your year of service that has made you proud?
- Did you meet or exceed performance standards? How?
- Did you design or modify a system or procedure to make it better?
- How have you made a difference?
- What challenges have you overcome during your year of service?
- Have you received outstanding evaluations on some aspect of your work?
- Have you increased participation, donations, sales or productivity? How?
- Did you develop and/or implement a new approach to doing something that was more effective?
- Did you create something new- a program, event, form, newsletter, etc.?
- Have you saved your organization time or money?
- Have you successfully managed a project? What was the scope of the project? The results?
- What did you accomplish that no one expected or asked of you?

Examples of Accomplishment Statements:

- Designed response system to better address customer issues reducing complaints by 60%.
- Oversaw all facets of record keeping system for a 100 employee nonprofit including payroll, employee benefits, accounts payable, accounts receivable, and fundraising database with 2,500 records.
- Developed a youth volunteer program including training 40 participants and writing a handbook for supervisors and managers. Program was awarded "Best New Program" from the Chamber of Commerce.
- Promoted organization's services to under-represented groups through 25 classroom presentations, networking at monthly support group, and meeting with over 50 community organizations.
- Served as active participant on a committee to create new 5-year strategic plan for the Parks and Recreation Department. Plan was approved by the City Council with minimal revisions.
- Coordinated publishing of a statewide program resource guide involving the production, marketing, and distribution of 4,000 books to 300 locations throughout the state.
- Researched and wrote successful grant proposals to increase operating budget. Secured over \$15,000 in 2017.
- Collaborated with a team of 3 co-workers to design and deliver daily classroom tutoring, 2 after school clubs, and a day long community engagement event to promote a positive school environment.
- Taught nutrition education classes to up to 25 refugees helping them increase their knowledge of healthy eating habits in the U.S.
- Developed outreach relationships with community agencies, schools and private businesses increasing public education and welfare.

Appendix 12**ACTION VERBS**

A	cared	crafted	energized	guaranteed
accelerated	cataloged	created	enforced	guided
accomplished	categorized	critiqued	engineered	H
accounted	centralized	cultivated	enhanced	halted
achieved	chaired	D	enlightened	handled
acquired	championed	dealt with	enlisted	headed
acted	changed	debated	ensured	helped
adapted	charged	decided	envisioned	hired
added	charted	decreased	equipped	honored
addressed	checked	defended	established	hypothesized
administered	clarified	defined	estimated	I
advanced	classified	delegated	evaluated	identified
advertised	cleaned	delivered	examined	illustrated
advised	coached	demonstrated	executed	imagined
advocated	collaborated	deployed	exhibited	implemented
aided	collated	designed	expanded	imported
allocated	collected	detailed	expedited	improved
analyzed	comforted	detected	experimented	improvised
answered	communicated	determined	explained	inaugurated
anticipated	compared	developed	explored	increased
applied	compelled	devised	exported	indexed
appointed	compiled	diagnosed	expressed	indicated
appraised	completed	directed	extracted	influenced
approved	composed	discovered	F	informed
arbitrated	computed	dispatched	facilitated	initiated
arranged	computerized	dispensed	fashioned	innovated
ascertained	conceived	displayed	fed	inspected
assembled	conceptualized	dissected	filed	inspired
assessed	concluded	distributed	finalized	installed
assisted	condensed	diversified	financed	instituted
attained	conducted	diverted	fixed	instructed
attended	conserved	documented	folded	integrated
audited	consolidated	doubled	followed	intensified
augmented	constructed	drafted	forged	interacted
authored	consulted	drove	formed	interfaced
authorized	continued	duplicated	formalized	interpreted
automated	contracted	E	formulated	interviewed
B	contributed	earned	fostered	introduced
balanced	controlled	edited	forecasted	invented
bolstered	converted	educated	found	inventoried
bought	conveyed	effected	founded	invested
brainstormed	cooperated	elected	furnished	investigated
briefed	coordinated	eliminated	G	J, K
budgeted	copied	empathized	gained	judged
built	corrected	empowered	gathered	justified
C	correlated	enabled	gave	kept
calculated	corresponded	enacted	generated	L
captured	counseled	encouraged	greeted	launched

learned
 lectured
 led
 leveraged
 lifted
 liquidated
 listed
 listened
 located
 logged
 lowered
M
 made
 maintained
 managed
 manipulated
 manufactured
 mapped
 marketed
 mastered
 masterminded
 maximized
 measured
 mediated
 memorized
 mentored
 merged
 met
 minimized
 modeled
 modernized
 modified
 monitored
 motivated
 multitasked
N
 narrated
 navigated
 negotiated
 networked
 nominated
 normalized
 notified
 numbered
O
 observed
 obtained
 offered
 officiated
 opened
 operated

orchestrated
 ordered
 organized
 oriented
 outlined
 outsourced
 overcame
 overhauled
 oversaw
P
 packed
 participated
 patrolled
 perceived
 perfected
 performed
 persuaded
 piloted
 pinpointed
 pioneered
 planned
 positioned
 posted
 practiced
 predicted
 prepared
 prescribed
 presented
 presided
 prioritized
 processed
 procured
 produced
 programmed
 progressed
 projected
 promoted
 propelled
 proposed
 prospected
 protected
 proved
 provided
 publicized
 published
 purchased
Q
 qualified
 quantified
 queried
 questioned

R
 raised
 ran
 ranked
 rated
 rationalized
 read
 realigned
 realized
 reasoned
 rebuilt
 recaptured
 received
 recognized
 recommended
 reconciled
 recorded
 recruited
 redesigned
 reduced
 reengineered
 referred
 refined
 regained
 regulated
 rehabilitated
 reinforced
 rejuvenated
 related
 rendered
 renegotiated
 renovated
 reorganized
 repaired
 reported
 repositioned
 represented
 researched
 resolved
 responded
 restored
 restructured
 retrieved
 revamped
 reversed
 reviewed
 revised
 revitalized
S
 satisfied
 scanned

scheduled
 screened
 secured
 selected
 separated
 served
 served as
 serviced
 set up
 shaped
 shipped
 showed
 shredded
 simplified
 sold
 solicited
 solidified
 solved
 specialized
 specified
 spoke
 started
 staffed
 standardized
 started
 stimulated
 strategized
 streamlined
 strengthened
 stressed
 structured
 studied
 substantiated
 succeeded
 suggested
 summarized
 supervised
 supplied
 supported
 surpassed
 surveyed
 sustained
 symbolized
 systematized
 synthesized
T
 tabulated
 tailored
 talked
 targeted
 taught

tended
 terminated
 tested
 theorized
 thwarted
 told
 totaled
 tracked
 trained
 transacted
 transcribed
 transferred
 transformed
 transitioned
 translated
 transported
 transposed
 treated
U
 uncovered
 undertook
 unified
 united
 updated
 upgraded
 used
 utilized
V
 validated
 verbalized
 verified
 virtualized
 visualized
W
 weighed
 withstood
 won
 worked
 wrote

Appendix 13

SAMPLE RESUME - Chronological

HAILEY A. BURCIAGA

Sacramento, CA 95823, haileyaburciaga@gmail.com, 530-574-2622, linkedin.com/in/hailey-burciaga

SUMMARY OF QUALIFICATIONS

- An open-minded, patient, and understanding caregiver with knowledge of elder and hospice care
- Experienced in coordinating care with other medical professionals as well as family members
- Strong written and oral communication skills to effectively document activities, make presentations, and clearly explain complex procedures
- Extensive knowledge of safety net and health care resources in the greater Sacramento region
- Fluent in Spanish and competency in cross-cultural communication

EDUCATION AND TRAINING

B.A., American Ethnic Studies and Spanish, May 2016

Sonoma State University

- 3.5 GPA; Dean’s list for 3 semesters

International Student Exchange Program (ISEP), Montevideo, Uruguay, March-July 2015

- Studied Spanish Literature at Universidad Católica del Uruguay

EXPERIENCE

Service Associate (AmeriCorps Member), August 2017-present

Care for You, Sacramento, CA

- Provide direct care for up to 5 individuals per day including respite, friendly visiting, and transportation services in order to monitor health and provide social interaction.
- Evaluate type of care needed and facilitate referrals to appropriate community organizations.
- Train Spanish-speaking volunteers and manage Spanish-speaking care receiver/volunteer matches.
- Created a process to more effectively assess volunteers’ availability and appropriateness for care receiver matches reducing the number of complaints.

Youth Education Program Coordinator (AmeriCorps Member), August 2016-July 2017

Catholic Community Services, San Jose, CA

- Managed Youth Tutoring Program including academic enrichment activities and tutoring for 150 middle school students. Developed and facilitated well-received workshops to train 18 tutors and recruited an additional 10 high school student tutors.
- Assisted with Feed the Hungry program including management of 5 volunteer crews each consisting of 6-8 retired volunteers. Prepared daily lunch for 90-120 patrons experiencing homelessness, served and accompanied patrons during lunch, and deescalated conflicts between patrons.
- Assisted with Street Outreach program for people experiencing homelessness. Provided immediate intervention by passing out food, water, hygiene supplies, and bus tokens.

Service Learning Assistant, September 2015-May 2016

Sonoma State University, Rohnert Park, CA

- Introduced concepts of service learning to more than 40 students.
- Facilitated one-on-one reflection activities to build students’ confidence and professionalism.
- Assisted with coordination of student service placements increasing successful placements by 25%.
- Initiated a mentoring program with campus administrators and 5 underserved students.

Hailey A. BurciagaPg. 2

Residential Assistant, August 2013-June 2014**Sonoma State University, Rohnert Park, CA**

- Advised over 80 students regarding personal and academic difficulties. All students completed their academic year in good standing.
- Created a supportive community environment through social programs, event planning, educational programs and many informal discussions.
- Interpreted and adjudicated campus policies.

Summer Community Associate, May 2014-August 2014**Atria Covell Gardens, San Jose, CA**

- Helped establish and maintain a comfortable, receptive and positive living community for residents.
- Collaborated with staff to develop a new exercise program that increased residents' health and well being.
- Assisted in creating and managing weekly off-site excursions to local events such as farmer's markets, theatre shows, and museums.

VOLUNTEER ACTIVITIES

Grief Group Facilitator, Placer Hospice, Roseville, CA, April 2017-present

- Facilitate discussions and activities for grieving teens

Hospice Volunteer, Hospice of the Bay, San Jose, CA, June 2016-August 2016

- Provide respite care for full time caregivers

PROFESSIONAL AFFILIATIONS

Member of American Society on Aging

SAMPLE RESUME - Functional

CEDRIC GREEN

Culver City, CA 99999

123-555-1212, cgreen@gmail.com

linkedin.com/in/cedric-green

SUMMARY OF QUALIFICATIONS

A highly organized administrative assistant who thrives in fast-paced educational settings. Strong experience in scheduling, drafting correspondence, handling multi-line telephones, and providing customer service to teachers, students, and parents. Able to independently and responsibly manage a heavy workload with tight deadlines, shifting priorities, and frequent interruptions. Proficient in MS Office, Adobe Creative Suite, and Internet research.

PROFESSIONAL EXPERIENCE

Administrative Support and Office Management

- Served as primary executive support to the school vice principal as well as a diverse group of 60 teachers and 25 professional staff.
- Initiated and received meeting requests, sent reminders, prepared documents and arranged room accommodations as necessary.
- Managed complex electronic calendars using sound judgment and anticipating conflicts.
- Processed appropriate expense vouchers and forms for reimbursement according to school district policies and procedures.
- Created and maintained several complex confidential paper and electronic filing systems, many with hundreds of records or files.

Research and Analysis

- Researched financial details of district budget and reported findings to supervisor.
- Tracked data to determine cost of extra curricular activities offered and prepared a list of recommendations for reducing expenses.
- Reconciled over 250 past due accounts collecting 90% of funds.
- Analyzed, interpreted and explained complex policies to teachers, students, and parents.
- Served on WASC accreditation committee resulting in only 2 minor issues to be resolved.

Communications

- Created and edited written communications including parent correspondence, reports, and weekly email updates ensuring the use of proper grammar, punctuation and composition.
- Represented the school at district's monthly safety roundtable meetings.
- Built positive relationships with diverse campus representatives.
- Created, edited and presented well-received PowerPoint presentations on a variety of topics.

EMPLOYMENT HISTORY

Executive Assistant to Vice Principal, Bayside High School, Marina Del Rey, CA, July 2013-present

Administrative Assistant, Facilities Department, UCLA, Los Angeles, CA, October 2011-May 2013

Office Manager, ACME Industries, Los Angeles, CA, May 2008–September 2011

EDUCATION AND CERTIFICATION

Associate of Arts, Business, Cabrillo College

CPR Certified

Appendix 14

COVER LETTER SAMPLE FORMATS

Kieran McDonald

2020 Main Street, #135

Ukiah, CA, 90000

email, phone, LinkedIn URL

Date

Name *(If you don't know the hiring manager's name or title, try calling the employer and asking "To whom should I address my cover letter?")*

Title

Company

Address

City, State, Zip

Dear Mr./Mrs. _____ or Hiring Committee or Selection Panel,

First Section: State why you are writing, the position you are applying for and how you heard of the opening: *I am writing to apply for the Staff Services Analyst position with the Department of Consumer Affairs.* You may also want to mention why you are particularly interested in working for this employer: *I worked for the Department of Consumer Affairs at the beginning of my career and would welcome the opportunity to rejoin the team.* In addition, if relevant, you can mention how you heard of the opening if it was from an employee or someone known to the organization.

Second Section: This section is your sales pitch and should answer the question, "Why should we hire you?" Summarize your qualifications for the position. Describe the specific skills, accomplishments and personal traits that qualify you for THIS particular job. You might refer to your education, training and previous experiences that are relevant to the opening. Providing a recent example or two helps make your point. If this paragraph gets too long, break it into two paragraphs or use bullet points to list your qualifications or key points. This section is similar to the Summary section of your resume but is written in a more narrative form- the two should mirror each other.

Third Section: Thank the employer for reading your letter and pave the way for next steps: *Thank you for your consideration. I look forward to hearing from you.* Mention any enclosures. Convey enthusiasm for the position, department, company and industry. Keep this paragraph short. It needs to provide a polite, professional and concise close to your application.

Sincerely,

Kieran McDonald

Enclosure: Resume

SAMPLE COVER LETTER - A

WENDY WRITER

1234 American Ave.
San Bernardino, CA, 90000
email, phone, LinkedIn URL

Date

Ms. Smith
Human Resources Director
Sierra Club
Address
City, State, Zip

Dear Ms Smith:

I am enthusiastically submitting my resume for the position of staff writer with your southern California chapter. I was pleased to see this opportunity become available, as I have long been a fan of the Sierra Club's work. The way the organization makes environmental issues accessible to non-environmentalists, particularly in the pages of Sierra Magazine, is impressive and has captured my attention more times than I can count. I would love the opportunity to be part of your work.

Reading over the job description for the position, I recognized myself. I have more than five years of experience in nonprofits, writing everything from newsletters to websites to brochures. In addition to in-house publications, my work has been published in several local newspapers. Additionally, I am a fast, versatile writer, and specialize in taking complicated information and presenting it in an easy-to-understand, upbeat format. I have never missed a deadline (in a recent performance review, my manager called me "the fastest writer on the planet") and pride myself on being able to juggle many different projects. In addition to my strong writing skills my coursework in biology and environmental studies provide me with the necessary background to understand the terminology and science of the topics the Sierra Club covers in it's materials.

I think my skills and experience are an excellent match for what you are seeking and I am excited about the possibility to work with you. I look forward to meeting with you to further discuss how my background and skills qualify me for this position. Thank you for your consideration.

Sincerely,

Wendy Writer

Enclosure: Resume

SAMPLE COVER LETTER - B

Gabe Forlenza

City, CA, Zip Code, 123-456-7777, email@website.com, LinkedIn URL

Date

Recruitment Associate Hiring Committee

Kaiser Permanente

Address

City, CA, Zip Code

Dear Recruitment Associate Hiring Committee:

It is with pleasure that I submit my resume and application for the Recruitment Associate position with Kaiser Permanente in Oakland, which I learned about from Senior Recruiter Anthony Alvarez at the HireNow Career Fair last week. I am impressed with the personalized approach Kaiser takes to recruitment and my values align with the organization's commitment to preventative medicine.

I have solid experience in recruitment, interviewing, job placement, and onboarding new staff. Currently, as the Volunteer Coordinator for the Boy's and Girl's Club of San Jose, I recruit a diverse group of community members to participate in serving the program. During the past year, I have accomplished the following:

- Increased the number of volunteers by 50% through a social media campaign, presentations to chambers of commerce, and calls to local businesses.
- Developed a standard list of interview questions so that all volunteers are properly screened according to the organization's policies and procedures
- Interviewed over 75 potential volunteers and assigned them to positions that match their skills and interests
- Created a database to track and sort all applications, reducing the time from application to onboarding

I have always had success in communicating with diverse candidates while working with other team members in a fast paced environment to achieve results. This, along with my strength in planning, organization, and attention to completing administrative tasks, leads me to believe that I would be an asset to your team.

Having recently completed a year of service with AmeriCorps, I am looking for a position in the health care industry where I can positively impact the level of care received by patients. I believe the Recruitment Associate position aligns with this goal and I would welcome the opportunity to further discuss my background and qualifications with you in the near future.

Thank you for your time and consideration.

Sincerely,

Gabe Forlenza

Enclosure

Appendix 15**SAMPLE LIST OF REFERENCES****ANA NGUYEN**

Any Town, CA 95555

Phone • email • LinkedIn URL

REFERENCES**Name of Reference**

Professional title

Company/Organization

Business phone

Business email

(Business relationship to you, such as Former Manager, Colleague, Direct Report, etc.)

Name of Reference

Professional title

Company/Organization

Business phone

Business email

(Business relationship)

Name of Reference

Professional title

Company/Organization

Business phone

Business email

(Business relationship)

Name of Reference

Professional title

Company/Organization

Business phone

Business email

(Business relationship)

Name of Reference

Professional title

Company/Organization

Business phone

Business email

(Business relationship)

Appendix 16

MY NETWORK WORKSHEET

- Who makes me laugh?

- Who are two of my greatest fans?

- Who do I know who has influenced me?

- Who knows everybody?

- Who is smart about career issues?

- Who have I enjoyed working with? (supervisor, co-workers, customers, previous employers, current and previous positions)

- Who do I follow online?

- Who is in my career field?

- Who did I go to school with or learn from? (high school/college classmates, teachers, professors, advisors, alumni)

- What are the Professional Associations in my field of interest?

- Who do I come in contact with in my personal life? (family, friends, neighbors, merchants, religious leaders, social groups, sports teams, book clubs, service organizations)

Appendix 17

NETWORKING LETTER SAMPLES

.....

Hello Paul,

I hope all is well! I still have great memories of our time working together in the media room at the education conference last summer.

As you may know, I have been at my current position with LA City Year for almost a year now. Recently I've decided to look for a position in the public relations field and am reaching out to you to ask for your help with any leads or contacts you might be willing to share.

I am looking for an entry-level public relations position in San Francisco, ideally in the tech or consumer products field. I am particularly interested in joining an agency, but would also consider interesting in-house work.

If you know of any job opportunities or have connections to individuals that you might be willing to share with me, it would be greatly appreciated. Below, I have included a list of my target positions and dream companies. I have also attached my resume for your reference, which you can feel free to pass along.

Thanks in advance for your help!

.....

Hi Susan,

I hope all is well! I saw the photos on Facebook of the fundraising event you held last month—it looked fantastic.

I'm reaching out because I'm currently seeking a new position. As you know, I have been completing a year of service with the Food Literacy Program through AmeriCorps, but I'm ready for a new challenge in the tech PR world.

I recall you used to work at Ogilvy, which is on my short list of dream companies. Do you still have any contacts there, and if so, is there someone there that you would be willing to put me in touch with? Any introductions you could make would be greatly appreciated.

In addition, if you know of any job opportunities or leads that you might be able to share with me, please send them my way. I've attached my resume for your reference; feel free to pass it along.

Thanks in advance for your help! Please keep me posted on how things are going and if there's anything I can do to return the favor.

.....

Hello Erin,

Thanks so much for the great leads and feedback you've sent my way. I just wanted to update you that I'm still searching for that perfect opportunity in the PR field, so if you have any leads come your way, please pass them along.

Appendix 18

NETWORKING THANK YOU NOTE SAMPLE

You might send this message via email but you can make a positive impression by sending a handwritten thank you note in the mail. Be sure your writing is legible and use a professional looking thank you card.

Dear Mr./Ms. Last Name,

Thank you for taking the time to talk with me today about my efforts to secure a nutrition education position in the San Jose area. I appreciate the time you spent discussing my career goals and recommending strategies for achieving them. In addition, I found it very helpful to get your input on my resume and I have already made the changes you suggested.

It was interesting to hear about your colleague who recently received a grant to do nutrition related work for the San Jose schools. I plan on following up with her early next week. I will also use the online networking resources you recommended to further my job search.

Again, thank you so much for your help. I greatly appreciate the assistance you have provided me and I will update you as my search moves forward.

Best Regards,

Your Name

Appendix 20

SAMPLE LETTER TO TARGET EMPLOYERS

Date

Name of Contact at the Company

Person's Title

Name of Company

Address

City, State, Zip

Dear _____,

(Name of company) has always impressed me with their commitment to (something that draws you to the organization). I am currently completing my year of service as an AmeriCorps member with (your organization) and am reaching out to you because I thought you might be interested in my background as a _____.

Having spent the past year _____, I am looking to join an organization like yours where I can use my knowledge of _____, _____ and _____.

Highlights of my qualifications include the following:

- _____
- _____
- _____

I have attached my resume for your review and would appreciate an opportunity to discuss how my background and experience might align with the needs of (name of organization). I will call you next week to follow up and in the meantime I can be reached at (phone) or (email).

Sincerely,

Your Name

Enclosure

Appendix 21

COMMONLY ASKED INTERVIEW QUESTIONS

Tell me about yourself.

This is usually meant to be a warm-up question, so keep your answer brief but don't answer with "what do you want to know?" This is a chance for you to make a great first impression so answer with confidence in your ability to do the job and enthusiasm for the position. You should: summarize your background; point out key experiences, education, and skills related to the position; and share why you are interested in the position.

What are your strengths?

Match your experience, training, skills and professional traits to the position. Three strengths is a good number to mention (i.e. "I believe my three greatest strengths are X, Y and Z. An example of X is ..., an example of Y is ..., and an example of Z is..."). Refer to the skills and accomplishments statements you have pulled together that relate to the specific job.

What is your greatest weakness?

Use an example that shows you are aware of your weakness and have made improvement or know how to accommodate for it so it doesn't impact your performance. Choose something work related that is genuine; do not say that you are a perfectionist or work too much. Instead think of a situation or task that you've struggled with in the past. This could be anything from having difficulty remaining cool under pressure, being afraid of public speaking, or getting too caught up in the little details of a project and missing the big picture.

Identify what Actions you've taken to improve your skill-set or overcome this shortcoming. For instance, if you've been too efficient for your own good in the past and ended up cutting corners, you can explain what measures you've taken to ensure you now produce high quality, error-free work.

Discuss the Results of your actions. Are you no longer struggling with this skill at the office? Have your customer scores or employee assessments improved? Are you performing better at your organization?

What accomplishment are you most proud of in your career?

Choose an accomplishment that you can relate to the skills needed for the position.

Give an example of a difficult situation you had at work and how you handled it.

The purpose of this question is to demonstrate how you handle stress, solve problems, and think on your feet. Use an example that is relevant to the position. State the situation briefly and use most of the time sharing how you positively resolved the issue.

Why do you want to work here?

Share your knowledge about the organization and how your skills, experiences and interests fit the position and the organization.

What are your long-term career goals?

The purpose of this question is to determine if you are the type of person who sets goals and if you have a plan for achieving those goals. You do not have to state a specific job title. Your goal might be to have updated knowledge, become proficient in a particular skill, or obtain additional education or a certification.

Tell me about your communication skills?

Communications skills include written and oral abilities. Refer to written reports, correspondence, proofreading/editing, marketing/outreach materials. Discuss oral presentations, leading meetings, customer relations, one-on-one interactions and interpersonal skills. Teamwork, advising and helping others are additional areas that demonstrate communication skills.

How do you handle stress?

This is a chance for you to mention the types of stressful situations you've been in- perhaps list 3 or 4- and then choose one to describe in more detail using the S.T.A.R. method. Remember to choose something that will be interesting and relevant to the interviewer given the job you are applying for.

Why are you leaving your current position? / Why are you looking for a job?

As an AmeriCorps member this question has a simple answer- your year of service is coming to an end. You can state what you've enjoyed about your service term, what you've learned about yourself and the skills you've developed. Then translate that into why the position you are applying for is the next step in your career development.

What makes you stand out when compared with your peers?

You might begin your answer to this question with one of these statements:

- "My supervisor has told me that..."
- "I seem to always be asked to handle..."
- "My co-workers tend to come to me for help with..."
- "In thinking about my skills, I think I am particularly good at..."

Describe a mistake you have made/failure you had and how you handled it or what you learned from it.

Key in answering this type of question is to acknowledge you know that you sometimes make mistakes or have failures but that when you do you take responsibility and quickly take action to fix the mistake/failure. Also, that you take time to think about how you can avoid that type of mistake/failure in the future. Use an example that happened a while ago and that had a positive outcome.

What is the last book that you read? / What's your favorite website or App?

You can use this question to show that you are passionate about the type of work, keep up to date on trends in your industry, or show a side of your personality that doesn't come through on you or other application materials. Whatever you do, don't say, "I don't like to read".

Tell me about a time when you...

- had to balance multiple projects or prioritize competing projects.
- went "above and beyond" to get the job done.
- had to cope with strict deadlines.
- did something innovative or "out-of-the-box".
- worked with a group/team to complete a project (be sure to include your role in the project).
- had to deal with an upset client, customer, or co-worker.
- overcame an obstacle to accomplish a goal.

With each of these questions you will want to have a specific example that you can share- use your S.T.A.R. stories so you provide a complete but concise example.

Do you have any questions?

You should have a couple of questions to ask that show you've done some research on the position and organization. Having a few questions already prepared shows you are organized and motivated. See page 64 for a list of questions.

The AmeriCorps Alumni website <https://www.nationalservice.gov/programs/amicorps/alumni/alumni-employment-toolkit-employer-frequently-asked-questions> offers answers to the following questions, which relate to your service work:

- What is National Service?
- What is AmeriCorps/VISTA/NCCC/Peace Corps?
- What is [insert your project sponsor/grantee/host site name]?
- What did you do?
- Why didn't you get a job/internship/go to school/volunteer instead?
- What did you gain/learn?

Appendix 23

UNUSUAL INTERVIEW QUESTIONS

1. If you had to plan a parade what would be the theme?
2. If you were an animal, what would you be?
3. What's something you've always wanted to do but haven't? Why haven't you done it?
4. Can you sell me this pencil?
5. If you could be doing anything in the world and money didn't matter, what would it be?
6. If you could have a superpower what would it be and why?
7. What are your superpowers?
8. If you were given \$500 to plan a company event what would it be and why?
9. How weird are you on a scale of 1-10?
10. If you were a dessert, what would you be?
11. If your life were a movie, what would the trailer be like?
12. What types of advantages does having a headquarters in Vegas give a company?
13. What question were you expecting us to ask that we didn't?
14. What is something weird that makes you happy?
15. What is your favorite website?
16. What was the last book you read?
17. What is your favorite fictional character?
18. Have you ever had a mentor?
19. What would your autobiography be titled?

Appendix 24

MOCK INTERVIEW EVALUATION

Name of Candidate _____

Interviewer _____ Date _____

Criteria	1	2	3	4	Score
Communication Did the candidate speak in an articulate and professional manner?	<ul style="list-style-type: none"> ▪ Showed lack of interest ▪ Nervous ▪ Incomplete thoughts ▪ Not articulate ▪ No use of professional language ▪ Response riddled with “um’s, uh’s, er’s, etc.” ▪ Unacceptable behavior and language when greeted and closing the interview. 	<ul style="list-style-type: none"> ▪ Showed some interest ▪ Spoke in a somewhat nervous manner ▪ Lacked confidence in knowledge ▪ Limited use of professional language ▪ Many “um’s, uh’s, er’s, etc.” ▪ Used typical behavior and language – did modify behavior to fit the interview 	<ul style="list-style-type: none"> ▪ Showed interest throughout the interview ▪ Spoke articulately most of the time ▪ Used general words at times instead of details ▪ Integrated a good amount of professional language throughout response ▪ Some “um’s, uh’s, er’s” ▪ Acceptable behavior, well mannered, professionalism lacking 	<ul style="list-style-type: none"> ▪ Very engaged ▪ Spoke clearly and articulately ▪ Was confident in knowledge ▪ Integrated professional language throughout the response ▪ No “um’s, uh’s, er’s” etc.” ▪ Professional behavior and language (handshake, “hello”, “thank you”, eye contact, etc.) 	
Information Sharing Did the candidate integrate knowledge, content and experiences?	<ul style="list-style-type: none"> ▪ Failed to integrate knowledge, content or experiences (STAR/CARE technique not used) ▪ Inaccurate and/or incomplete responses ▪ Listener was confused ▪ Showed no interest and knowledge of position/organization 	<ul style="list-style-type: none"> ▪ Integrated some knowledge, content or experiences (use of STAR/CARE technique inconsistent) ▪ Responses were somewhat rambling or missing details ▪ Listener needed to clarify responses ▪ Showed little interest and knowledge of position/organization 	<ul style="list-style-type: none"> ▪ Integrated knowledge, content or experiences in a generally organized and accurate manner (use of STAR/CARE technique inconsistent) ▪ Responses were fairly concise ▪ Showed some interest and knowledge of position/organization 	<ul style="list-style-type: none"> ▪ Fully integrated knowledge, content and experiences in an organized, accurate and detailed manner (use of STAR/CARE technique was consistent) ▪ Engaged listener with unique answers ▪ Showed interest and knowledge of position/organization 	
Body Language Did candidate’s body language convey interest?	<ul style="list-style-type: none"> ▪ Body language conveyed disinterest and/or extreme nervousness ▪ Gestures were somewhat limited, unnatural and/or stiff ▪ Hand and/or facial movements were inappropriate or distracting 	<ul style="list-style-type: none"> ▪ Body language was difficult to interpret (Too nervous and/or too casual) ▪ Eye contact was made intermittently ▪ Occasionally slouching 	<ul style="list-style-type: none"> ▪ Body language conveyed interest in responding ▪ Occasional loss of eye contact ▪ Brief slouching, but quickly corrected 	<ul style="list-style-type: none"> ▪ Body language conveyed eagerness to respond ▪ Eye contact made consistently ▪ Sitting straight in chair, good posture and poise ▪ Hand and facial movements were natural, timed effectively and emphasized key points 	
Asking Questions	<ul style="list-style-type: none"> ▪ No questions asked 	<ul style="list-style-type: none"> ▪ Asked basic questions 	<ul style="list-style-type: none"> ▪ Some basic questions mixed with thoughtful questions 	<ul style="list-style-type: none"> ▪ Asked thoughtful questions that showed they had done their research and had a desire to perform well in the position 	
Total					

Any additional comments:

Appendix 25

INTERVIEW THANK YOU NOTE SAMPLE

SAM WHITE

9876 Main Street, Apt. #7 | Culver City, CA 77777
samuelbwhite@myemail.com | 555-555-1212

Date

Ms. Angela Stone
Principal
Eastside Middle School
3148 Acme Ln.
Anytown, CA 91111

Dear Ms. Stone:

Thank you for the opportunity to meet with you and the math department staff regarding the teaching assistant position at Eastside Middle School. I was impressed with the commitment you all have to supporting students who are struggling to meet grade level standards. I would love to be a part of growing the afterschool study program we discussed.

I am confident that my strong teaching skills, extensive experience with underserved youth, and ability to work effectively in a team with other educators would meet your expectations and allow me to make significant contributions to Eastside Middle School. In addition, my fluency in Spanish would help me quickly build rapport with students from my first day on the job.

As you requested, I am enclosing a letter of recommendation from my current supervisor at Westside Middle School, where I served as an AmeriCorps member during the past school year.

I appreciate your consideration for this exciting opportunity and look forward to hearing from you soon about the next steps in the process. Please let me know if you have any further questions or would like additional information.

Sincerely,

Sam White

Enclosure

**This letter could also be formatted as an email or a handwritten note*

Appendix 26

JOB APPLICATION TRACKER

Job Title	Company	Contact Information	Deadline	Applied	Interview	Thank you	Follow Up/Notes/Connections
<i>Special Events Assistant, #1234</i>	<i>UC Davis</i>	<i>Name, email, phone</i>	<i>7/15/19</i>	<i>7/12/19</i>	<i>8/13/19</i>	<i>8/14/19</i>	<i>L&C Alum</i>

Job Title	Company	Contact Information	Deadline	Applied	Interview	Thank you	Follow Up/Notes/Connections

Appendix 27

JOB SEARCH ACTIVITY PLAN

Use this plan as a guide. You may not do all activity each week (for example Career Fairs will only happen a few times during your job search). However, you should be networking and applying to positions on a weekly basis!

WEEK:	Goal	Actual
Overall, how many hours will you spend on your job search?		
Part 1: Networking		
Number of networking phone calls to new contacts?		
Number of networking meetings: via phone?		
Number of networking meetings: face-to-face?		
Number of new networking contacts identified?		
Hours spent researching potential new networking contacts:		
<ul style="list-style-type: none"> ▪ What went well? ▪ What would you change? ▪ Have you recorded your networking activity on your Networking Activity Log? 		
Part 2: Applying to Positions		
Hours spent reviewing online job boards?		
Number of jobs applied to?		
Hours spent reviewing printed job listings?		
Number of staffing agencies contacted?		
Career Fairs Attended?		
Time spent researching and directly contacting potential employers?		
Have you recorded each job you've applied to on your Job Application Tracker?		

Part 3: Interviews

Number of job interviews

- What went well?

- What could you improve?

- How and when did you follow up?

Have you updated your Job Application Tracker to reflect the positions you've interviewed for?

Review

Describe one key success:

One thing you would not do again:

One obstacle that is impeding your progress:

What can you do to overcome that obstacle:

One issue you would like feedback/information on:

What do you need additional help with and who can you reach out to for assistance:

Other Thoughts?

RECOMMENDED READING

Self-Assessment

- *Do What You Are: Discover the Perfect Career for You Through the Secrets of Personality Type*, by Paul Tieger & Barbara Barron-Tieger
- *Personal Branding for Dummies*, by Susan Chritton
- *StrengthsFinder 2.0*, by Tom Rath
- *The Career Fitness Program: Exercising Your Options (11th Edition)*, by Diane Sukiennik, Lisa Raufman
- *What Color is Your Parachute*, by Richard N. Bolles

Job Search

- *Cracking the Hidden Job Market: How to Find Opportunity in Any Economy*, by Donald Asher
- *Getting from College to Career*, by Lindsey Pollak

Resumes and Cover Letters

- *The Resume and Cover Letter Phrase Book*, by Nancy Schuman and Burton Jay Nadler

- *How to Say It on Your Resume*, by Brad Karsh with Courtney Pike
- *Cover Letter Magic*, by Wendy Enlow and Louise M. Kursmark

Interviewing

- *101 Toughest Interview Questions: And Answers That Win the Job!*, by Daniel Porot
- *The Job Interview Phrase Book: The Things to Say to Get You the Job You Want*, by Nancy Schuman

College

- *2018 Book of Majors*, by College Board
- *College Handbook 2018*, by College Board
- *Colleges That Change Lives*, by Loren Pope
- *Fiske Guide to Colleges 2018*, by Edward Fiske
- *K & W Guide to Colleges for Students with Learning Disabilities*, by Princeton Review

USEFUL WEBSITES AND APPS

These sites were all active as of June 2017. Visit <http://californiavolunteers.org>, which contains any updated links.

Please notify CaliforniaVolunteers if any links are not working so they can be updated.

WEBSITES

General Resources

- AmeriStories: <https://www.nationalservice.gov/programs/amicorps/join-amicorps/ameristories>
- California Career Café (resources, tips, and support): <http://www.cacareercafe.com>
- California Career Center: <https://www.calcareercenter.org>
- California Career Zone: <https://www.cacareerzone.org>
- Google Search Tips: https://www.google.com/intl/en_u/insidesearch/tipstricks/all.html
- National Career Development Association (NCDA): <http://www.ncda.org/aws/NCDA/pt/sp/resources>

- One Stop Career Centers: <http://www.careeronestop.org>
- Public Libraries in California: <http://www.publiclibraries.com/california.htm>
- Quintessential Careers: <https://www.livecareer.com/quintessential>
- Succeed at Work: <http://www.californiacareers.info/documents/Misc/succeedAtWork2016.pdf>
- Wetfeet: <https://www.wetfeet.com>

Self-Assessments

- California Career Zone: <https://www.cacareerzone.org>
- Personality and Strengths Assessments:
 - <http://www.keirseey.com>
 - <http://www.personalitytype.com>
 - <https://16personalities.com/free-personality-test>
 - <https://www.truity.com/test/big-five-personality-test>
 - <https://www.truity.com/test/personal-strengths-inventory>
 - <http://www.strengthsquest.com/home.aspx>
 - <https://gallupstrengthscenter.com>
 - http://www.mbtionline.com/?utm_source=CPP&utm_medium=Brand&utm_campaign=referral
- Interest Assessment: <https://www.truity.com/test/holland-code-career-test>
- Skills Assessment: <https://www.skillscan.com/products-services/individual-user-products>

Career Exploration

- Glassdoor.com: <https://www.glassdoor.com>
- Google Alerts (get notifications from Google on new information about an organization or area of interest): <http://www.google.com/alerts>
- California Labor Market Information (wages, benefits, training, and other information as

well as resources for finding jobs and training: <http://www.labormarketinfo.edd.ca.gov/customers/job-seekers.html>

- My Next Move (Search careers by key words or industry. Also presents Green Careers, Bright Careers that are growing quickly, careers sorted by level of preparation needed, and civilian jobs similar to military jobs): <https://www.mynextmove.org>
- National Career Development Association Occupational Trends: http://ncda.org/aws/NCDA/pt/sp/occupational_trends
- O*NET: <https://www.onetonline.org/>
- Occupational Outlook Handbook: <http://www.bls.gov/ooh>
- Salary.com: <http://www.salary.com>
- Sloan Career Cornerstone Center (Explore career paths in science, technology, engineering, mathematics, computing, and healthcare): <http://careercornerstone.org/index.htm>
- Tag Cloud: <http://tagcrowd.com>

Networking

- AmeriCorps Alums: www.americorpsalums.org
- Young Nonprofit Professionals Network: <http://www.ynnpn.org>
- LinkedIn: <http://www.linkedin.com>
- Twitter: <http://www.twitter.com>
- Facebook: <http://www.facebook.com>
- Blogger (free blog hosting): <http://www.blogger.com>
- Professional Association Database: <http://www.cacareercafe.com/association-lessons/>

Job Search

- Annual Reports for conducting company research: <http://annualreports.com>
- Companies with diversity: <http://www.blackenterprise.com/featured-stories/2016-50-best-companies-diversity/>
- Companies with LGBTQ+ Equality: <http://www.hrc.org/campaigns/corporate-equality-index>
- Companies with flexible work, paid leave, support for women's advancement: <http://www.workingmother.com/best-companies>
- Dress for Success: <https://www.dressforsuccess.org>
- Find and Get the Right Job: <http://www.californiacareers.info/documents/Misc/findGetRightJob2016post.pdf>
- Internships and Volunteering:
 - <https://www.internbound.com>
 - <https://www.dol.gov/oasam/programs/internship/>
 - <http://www.californiavolunteers.org>
 - <https://jobs.ca.gov/Public/Jobs/Students.aspx>
- Job and Career Fairs:
 - http://www.edd.ca.gov/jobs_and_training/Job_Fairs_and_Workshops.htm
 - <http://jobfairsin.com>
 - <https://www.hirelive.com/calendar>
 - <https://www.nationalcareerairs.com>
 - <http://www.recruitinglife.com/membership/membership-directory.cfm>
- Meetup: <https://www.meetup.com>
- Susan Ireland's Resume Site: <http://susanireland.com>

Job Boards

- AmeriCorps Alums Job Board: <http://americorpsalums-jobs.careerwebsite.com/jobseeker/search/results/>
- BCorp Jobs (For-profit companies certified by the nonprofit B Lab to meet rigorous standards of social and environmental performance, accountability, and transparency): <https://www.bcorporation.net/community/jobs-board>
- Careers in Government: <https://www.careersingovernment.com>
- CommonGood Careers: <http://commongoodcareers.org>
- Craigslist: www.craigslist.org
- Diversity Employers: <http://www.diversityemployers.com>
- Employers of National Service Participants: <https://www.nationalservice.gov/special-initiatives/employers-national-service/search-network>
- Encore Careers for those closer to retirement:
 - <http://encore.org>
 - <http://www.workforce50.com>
- Federal jobs: <https://www.usajobs.gov>
- Feminist Jobs: <http://jobs.feminist.org>
- Getting Hired for people with disabilities: <http://www.gettinghired.com>
- Glassdoor: www.glassdoor.com
- Global Service: <http://globalservicecorps.org/site/AmeriCorps/>
- Idealist: <https://www.idealists.org/en/>
- Indeed: <http://www.indeed.com>
- Jobs in California: <http://www.caljobs.ca.gov>
- Jobsonline: <http://www.jobsonline.com>
- LinkedIn: <http://www.linkedin.com>
- Overseasjobs.com: www.overseasjobs.com

- Peace Corps: <https://www.peacecorps.gov>
- State of California jobs: <https://jobs.ca.gov>
- US Jobs: <http://us.jobs>
- Work for Good: <https://www.workforgood.org>

Education and Apprenticeships

- Apprenticeships: <http://www.careeronestop.org/FindTraining/Types/apprenticeships.aspx?frd=true>
<https://www.mynextmove.org/find/apprenticeship>
- California Community Colleges: <http://www.doingwhatmatters.cccco.edu>
- California State University: <http://www.csumentor.edu>
- CareerOneStop Training and Education Center: www.careeronestop.org/FindTraining/find-Training.aspx
- College Navigator: <https://nces.ed.gov/collegenavigator/>
- Graduate School Search: <https://www.petersons.com/search/schools?searchType=26#>
<https://www.gradschoolmatch.com>
- Petersons Guide to Colleges: <https://www.aacc.nche.edu/programs/workforce-economic-development/back-work-50womens-economic-stability-initiative/>
- Plus 50 Initiative: plus50.aacc.nche.edu/Pages/Default.aspx
- University of California: <http://admissionuniversityofcalifornia.edu>

Financial Aid

- AmeriCorps and Your Education: <https://www.nationalservice.gov/programs/ameri-corps/alumni/ameri-corps-and-your-education>

- AmeriCorps Multiple Terms and Education Award: <https://www.nationalservice.gov/resources/ed-award/multiple-terms>
- FAFSA: <https://fafsa.ed.gov>
- Federal Student Aid: <https://studentaid.ed.gov/sa/>
- FinAid: <http://www.finaid.org>
- California Student Aid Commission: <http://www.csac.ca.gov/doc.asp?id=33>
- Sallie Mae: <https://www.salliemae.com/college-planning/>
- Scholarship Database: <http://www.fastweb.com/college-scholarships>
- Segal Education Award Matching Institutions: <https://www.nationalservice.gov/programs/ameri-corps/segal-ameri-corps-education-award/matching-institutions>
- Segal Education Award: <https://www.nationalservice.gov/resources/edaward>

Financial Management

- JumpStart: <http://www.jumpstart.org/reality-check.html>
- Money Management: <http://www.calcareercenter.org/Home/Content?categoryID=85>

APPS

General Resources

- Career Surfer

Interviewing

- Interview Buzz Lite
- Interview Buzz Pro
- Interview Prep Questions

Job Search

- CalJobs
- CityHour
- Glassdoor
- GoGig
- Indeed
- Job Aware
- LinkedIn
- Rake

ACKNOWLEDGEMENTS

- CaliforniaVolunteers Commission
- CaliforniaVolunteers:
Karen Baker, Chief Service Officer
Ia Moua, Director of AmeriCorps
Kari MacDonald, AmeriCorps Advantage Project Lead
Kaitlin Meyer, Executive Fellow
- AmeriCorps Program Managers who shared their curriculum:
Larry Notheis, Deputy Director-Region II, California Conservation Corps
Tali Palmrose, Project Manager, Birth & Beyond
Jonathan J. Lopez, Managing Director, Impact, City Year Los Angeles
- AT&T
Kathy McKim, Vice President of External Affairs, AT&T California
- Career Counselors who shared their tips:
Helen Horyza, President of Elevations, Inc. and author of Elevations!
<http://www.elevationsonline.com>
Mary Konow, owner of MK Career Designs and adjunct faculty at William Jessup University,
<http://www.mkcareerdesigns.com>
John Merris-Coots, Program Director, California Career Resource Network,
<http://www.californiacareers.info>
Constance Stevens, owner of Career Crossroads, <http://www.constancestevens.com>
Dr. Maureen E. White, Specialist, Career Technical Information, California Community Colleges
Chancellor's Office, Workforce & Economic Development Division, <http://www.cccco.edu>
Robin Wortley-Hammond, MS, owner of HammondWorks, <http://www.careerempowered.com>
- LinkedIn
Meg Garlinghouse, Head of Social Impact, LinkedIn
- Kohara Media
Laurie Widman, Art Director and Graphic Design. <http://www.koharamedia.com>
- Weiss Career
Andrea Weiss, M.S., National Certified Counselor, Master Career Counselor. <http://www.weisscareer.com>
Jacob Weiss, Researcher and Editor, AmeriCorps Vista/Civic Spark Fellow Alumni

Photo sources: CNCS, Thinkstock

We want to thank the many AmeriCorps members and grantees who helped shape this guide. Our CaliforniaVolunteers Commissioners have been great champions of this vision. Our partners, the Corporation for National and Community (CNCS), AT&T and AmeriCorps Alums, have helped make it come to life.



NOTES



NOTES

