

JOB HUNTERS GUIDE



NORTHAMPTON
COMMUNITY COLLEGE



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The mission of the Center for Career Development is to educate and assist students and alumni in clarifying, evaluating, and implementing career and employment decisions. In partnership with employers and the campus community, Career Development provides programs, opportunities, and resources to address the career and workforce related needs of students and alumni.



INSIDE:



Bethlehem Campus
College Center 250
610-861-5344

Monroe Campus
Keystone Hall 108
570-369-1871

Email: careers@northampton.edu
www.northampton.edu/careers

[facebook.com/NCCcareer](https://www.facebook.com/NCCcareer)
[instagram.com/ncccareers](https://www.instagram.com/ncccareers)
twitter.com/NCCcareers
[linkedin.com/groups/1667837](https://www.linkedin.com/groups/1667837)

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SERVICES

INDIVIDUAL APPOINTMENTS

Schedule an appointment with us to discuss career exploration, resumes, job search techniques, and interviewing skills.

RESUME REVIEW

Email or drop off a copy of your resume and/or cover letter and we'll provide helpful feedback.

INTERVIEW COACHING

Schedule an appointment to practice your interviewing skills. We will go over your attire, non-verbal behavior, and answers to common questions.

PROGRAMS & EVENTS

We host career development events throughout the year including career fairs, networking events, employer info sessions, etiquette luncheons, and informational workshops.

HANDSHAKE

Create your profile to apply to jobs and internships, explore career paths, and register for Career Development events.

JOB BOARDS

Check out our job boards around campus for local job and internship opportunities.

INTERNSHIP & EXPERIENTIAL LEARNING OPPORTUNITIES

Make an appointment with our Experiential Learning Administrator to find opportunities to gain valuable hands-on work experience.

WEB RESOURCES

Visit us at www.northampton.edu/careers for online career development resources and access to our free online tools.

ANNUAL GRADUATE/PLACEMENT REPORT

Each year we collect data from graduated students regarding employment, positions, starting salaries, and continuing education. Use this report to look at the starting salary ranges in their fields, identify which employers have hired our graduates, and where our graduates have transferred to further their education.

ALUMNI CONNECTIONS

Take advantage of NCC's vast alumni network by participating in Career Development events, internships, job shadowing opportunities, and mock interview experiences.

FIRST IMPRESSIONS

A FREE on-campus boutique providing new and gently used professional clothing.

ONLINE PROFESSIONAL PROFILE

Build your network and professional brand with LinkedIn. Get guidance and feedback as you create your online image.





The #1 way college students find jobs

Handshake is a platform designed to help guide you through your career search journey. No matter whether you know exactly what kinds of opportunities you're seeking or you're just starting out, Handshake has the tools to take you where you want to go. Find your next answer, mentor, inspiration, and job – all on Handshake.

GET HIRED – employers are on Handshake and they're looking for qualified students to fill their jobs and internships.

CONNECT – students at NCC and across the country are using Handshake to find and apply for jobs.

LEARN – explore career paths and research salaries and employers.

ENGAGE – keep up to date with Career Development news and RSVP for campus events.

www.northampton.joinhandshake.com

 **Handshake**



WHAT ARE EMPLOYERS LOOKING FOR?

In this competitive job market, employers are looking for graduates who are career ready. Use this checklist to make sure you have the skills they need.

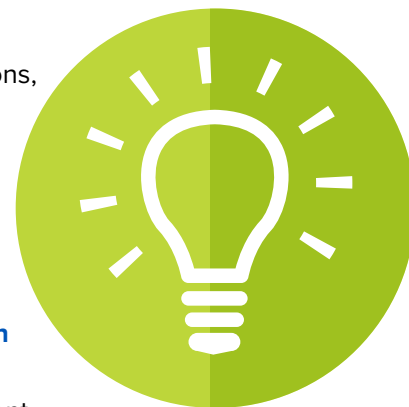


CRITICAL THINKING

Exercise sound reasoning to analyze issues, make decisions, and overcome problems. Demonstrate originality and inventiveness.

- ✓ Identify relevant information and analyze data.
- ✓ Restrain emotions during analysis.
- ✓ Collaborate to develop and test possible solutions.
- ✓ Adopt multiple perspectives and distinguish between fact and opinion.

Developed in group projects, research papers, independent studies, and service learning.



TEAMWORK

Build collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, religions, sexual orientations, and viewpoints.

- ✓ Effectively communicate to define common goals.
- ✓ Reach consensus on processes and solutions.
- ✓ Work together to identify and utilize the strengths of each member.

Developed in group projects, student organizations, volunteering, and organized sports.



PROFESSIONALISM

Demonstrate accountability, punctuality, teamwork, time management, integrity, and humility. Understand the impact of appropriate dress and nonverbal communication on one's professional image.

- ✓ Work productively with others.
- ✓ Manage time and workload.
- ✓ Maintain a professional work image.
- ✓ Use social media responsibly.

Developed in class attendance, homework, job shadowing, and internships.



LEADERSHIP

Leverage the strengths of others to achieve common goals and use interpersonal skills and empathy to motivate and develop others.

- ✓ Manage projects from beginning to end.
- ✓ Define and clarify roles, objectives, and processes.
- ✓ Coach others on performance improvement.
- ✓ Understand how to motivate others and delegate responsibilities.

Developed in group projects, student orgs, organized sports, teaching, and mentorships.



CAREER & SELF DEVELOPMENT

Learn to identify and self-promote one's skills, strengths, knowledge, and experiences. Articulate career goals and recognize areas necessary for professional growth.

- ✓ Navigate and explore job options.
- ✓ Take necessary steps to pursue and advocate for opportunities in the workplace.

Developed in career advising, job fairs, networking, elevator pitches, and internships.



TECHNOLOGY

Leverage existing digital technologies ethically and efficiently to solve problems, complete tasks, and accomplish goals.

- ✓ Value continuous learning.
- ✓ Be responsive to a variety of training formats.
- ✓ Demonstrate the ability to adapt to new and emerging technologies.
- ✓ Use technology ethically and efficiently to solve problems and accomplish goals.

Developed in multimedia presentations, software experience, and internet and social media literacy.



COMMUNICATION

Articulate thoughts and ideas clearly and accurately through writing and speech. Develop strong public speaking skills.

- ✓ Create and edit written reports.
- ✓ Adjust communications based on audience needs.
- ✓ Listen well and read body language.

Developed in presentations, debates, papers, proposals, networking, and professional emails.



EQUITY & INCLUSION

Value, respect, and interact effectively with people from diverse cultures, races, ages, genders, sexual orientations, and religions. Understand and correct one's own biases and implement strategies for inclusion.

Developed in humanities courses, study abroad experiences, cultural events, and volunteering.





DEVELOPING AN EFFECTIVE RESUME

The resume highlights the skills and abilities you possess that are relevant to the type of position you are looking for. It should be brief and visually appealing. All information presented on your resume should support your career target or objective with the most relevant information appearing at the beginning.

BASIC GUIDELINES:

- ✓ Be honest. Don't over inflate your skills and accomplishments but market yourself!
- ✓ Be brief. Your resume should be one page long. Two is the maximum (if you have extensive experience in your field, or if you are using the combination resume style).
- ✓ A resume is about your future, not your past.
- ✓ Do not use abbreviations or use the word "I" in the body of your resume.
- ✓ Be neat. Use white space effectively.
- ✓ Never list personal information (age, height, weight, marital status, sex, religion, race, or political affiliation).
- ✓ Use non-flashy fonts such as Arial, Calibri, Helvetica, and Times New Roman and stick to 10-12 point.

RESUME STYLES

Before you start writing your resume, choose from one of the three resume styles presented on the following pages.

CHRONOLOGICAL RESUME

The chronological resume is the most traditional style and the one that employers are most familiar with. It lists your work experience in reverse chronological order by job title or company name. It also includes your education, any relevant activities, memberships, honors or awards.



USE THIS STYLE IF:

- ✓ You have recent or extensive work experience related to your career field.
- ✓ You have held positions of increasing responsibility.

Keep in mind that the chronological resume focuses on your work experience, so it will point out gaps or frequent changes in employment history.

- A Name and contact information
- B Summary or objective
- C Educational History
- D Professional History
- E Honors

JOSEPH SANCHEZ

A Bethlehem, PA 18017 | 610-691-0000
joseph.sanchez@student.northampton.edu

B Motivated professional with extensive customer service experience. Expert communicator and builder of positive relationships. Excels in high-pressure environments. Possesses knowledge and skills necessary to succeed as an entry level managerial employee. Fluent in English and Spanish (read, write and speak).

EDUCATION

C **Northampton Community College | Bethlehem, PA**
Associates in Arts, Business Administration, May 20[]
GPA: 3.5

EXPERIENCE

Northampton Community College | Bethlehem, PA

Student Assistant, August-May, 20[]-20[]

- Conducted campus tours to prospective students and parents
- Assisted in the training of new tour guides
- Developed communication skills through presentations delivered to new students

The Hartford | Allentown, PA

Customer Service Intern, May 20[]-August 20[]

- D
- Handled incoming calls for insurance product information
 - Conducted a research project on the effective resolution of problem accounts
 - Attended weekly quality management meetings

Macy's | Allentown, PA

Retail Sales Representative; Shoe Department, November 20[]-March 20[]

- Assisted customers with merchandise selection
- Consistently met or exceeded weekly sales goal (\$500 in sales)
- Accurately maintained cash drawer records and assisted with inventory control
- Trained new employees on sales techniques and all operational aspects of a busy retail department

HONORS

Phi Theta Kappa | Northampton Community College

- E
- Member, Inducted December 20[]
 - Attended weekly meetings of NCC chapter of the National Honor Society
 - Gained admittance through demonstration of superior academic performance

Lehigh Valley Chapter of Business Managers' Scholarship

- Recipient, 20[]
- Awarded following submission of essay on the principles of successful businesses

IMPORTANT!!

Replace all brackets with personalized information.

FUNCTIONAL RESUMES

The functional resume format emphasizes what you can do, rather than what positions you held in the past. It provides an opportunity to organize and highlight your transferable skills even if you developed those skills at several different jobs or in non-work settings.



STYLE
2

USE THIS STYLE IF:

- ✓ You have little to no work experience.
- ✓ You have gaps in your work history.
- ✓ You have been out of the work force for a while.
- ✓ You are changing careers.

Keep in mind that the functional resume focuses on transferable skills, so it may not present some of the employment details that a prospective employer could be looking for.

- A** Name and contact information
- B** Summary
- C** Skills grouped by theme
- D** Education
- E** Any relevant professional experience

A CIARA WILLIAMS

Northampton, PA 18067
484-555-3333
ciara.williams@student.northampton.edu

Creative Problem Solver | Tireless Worker | Expert Communicator

B SUMMARY

Motivated individual with 5+ years of experience in management, budgeting, and social media marketing. Computer savvy achiever with a track record of success in addressing complex issues. Possesses necessary skill set to excel in [Position title] at [Company Name].

RELEVANT SKILLS

Management

- Provided effective management for a four-operator hair styling salon.
- Hired, scheduled, and supervised a staff of seven.
- Trained new employees, emphasizing customer service.
- Managed all accounts payable and receivable for \$200,000 business.

Marketing

- Designed advertisements for hair salon and developed monthly specials.
- Wrote brochure to promote fundraiser to benefit the homeless.
- Organized fundraiser that netted \$10,000 for homeless shelter.

Communication

- Regularly spoke in front of large groups.
- Negotiated with vendors for purchase of salon supplies.
- Presided over monthly meetings of Student Business Leaders Club.

D EDUCATION

Northampton Community College | Bethlehem, PA
Associate in Arts, Communication Studies, May 20[]

EMPLOYMENT HISTORY

Hair Trends, Inc. | Easton, PA
Manager, October 20[] - Present

E **Holiday Hair | Bethlehem, PA**
Assistant Manager, January 20[] – October 20[]

ACTIVITIES/AWARDS

- Student Business Leaders – President, August 20[] – May 20[]
- Hoops for the Homeless – Volunteer, January 20[] 20[]
- Kemper Insurance Business Scholarship – Recipient, August 20[]

COMBINATION RESUME

The combination resume is a blend of both functional and chronological styles. It highlights marketable skill sets while providing a brief employment history.

STYLE
3

USE THIS STYLE IF:

- ✓ You want to highlight a relevant and well-developed skill set.
- ✓ You are interested in transferring your skills to a different industry.
- ✓ You have work experience to support your transferrable skills.

A Name and contact information

B Professional Profile

C Qualifications

D Education

E Work Experience

F Honors & Awards

ANGELA M. SANTIAGO

A Bethlehem, PA 18020
484-555-9999 • angela.santiago@student.northampton.edu

PROFESSIONAL PROFILE

B Administrative professional with a proven record of success overseeing and coordinating administrative processes in support of business goals. Organized, effective multi-tasker, detail-oriented, able to effectively prioritize to meet deadlines and manage projects.

SUMMARY OF QUALIFICATIONS

- C**
- Excellent customer and client relation skills
 - Proficient technical skills including Microsoft Office
 - Suited to a fast-paced work environment
 - Effective under pressure with attention to deadlines
 - Creative and artistic with layout design and marketing strategies
 - Proven leadership abilities
 - Fluent in English and Spanish

EDUCATION

Northampton Community College, Bethlehem, PA

D Associate in Applied Science, Marketing
GPA: 3.6, Graduation: May 20[]

Related coursework

Computer Graphics • Principles of Selling • Introduction to Web Design
Marketing Simulation

WORK EXPERIENCE

Ideal Staffing - Allentown, PA

Administrative Assistant, September 20[] - present

- Manage phone calls for a mortgage company with more than 100 employees.
- Learn multiple data system programs to update client records.
- Update and increase skills in Microsoft Excel, Word, PowerPoint, and Outlook.

E **Henry Gill Advertising - Easton, PA**

Marketing Intern, January - August 20[]

- Assisted Dairy Queen managers with designing advertising campaigns.
- Researched and wrote advertising copy.
- Developed and implemented new client information database.

Turkey Hill Market - Bangor, PA

Cashier, April 20[] - August 20[]

- Provided outstanding customer service.
- Handled cash receipts and daily bank deposit.
- Conducted daily inventory and kept shelves stocked.
- Trained new employees.

HONORS & AWARDS

F *Presidential Ambassador*

- Outstanding Volunteer, St. Luke's Hospital, Summer 20[]
- Dean's List every semester

JORDAN BROWN

Bethlehem, PA 18020
610-258-2154 • jordan.brown@student.northampton.edu

PROFESSIONAL PROFILE

Driven social work student with proven abilities in leadership, motivating people toward a common mission, and effectively organizing and utilizing available resources to that end. Able to grasp and persuasively articulate organizational position, enlist and educate others to assist in needed change. Extensive experience in effectively interacting with people of various ages, socioeconomic, and cultural backgrounds, including those with physical disabilities, through volunteer work.

EDUCATION**Northampton Community College, Bethlehem, PA**

Associates in Arts, Social Work - June 20[]
GPA: 3.5

WORK EXPERIENCE**Constituent Affairs Intern, Office of Susan Wild, Bethlehem, PA**

January - May 20[]

Aided in constituent outreach, connected constituents with city and county resources, recorded and tracked all communications, and analyzed data to facilitate strategy improvements and best practices.

Summer Education Aid, KidsPeace, Bethlehem, PA

September 20[] - May 20[]

Aided in the planning and implementation of summer education curriculum, worked with students on academic and art projects, and helped with conflict management.

Volunteer, New Bethany Ministries, Bethlehem, PA

June 20[] - September 20[]

Prepared and served meals for shelter guests, coordinated food drop-offs and distribution, managed junior volunteers, and helped field guest questions and complaints.

ACTIVITIES AND HONORS

- Phi Theta Kappa member and scholarship recipient
- Vice President, NCC Social Work Club
- Dean's List—20[]-20[]

RELEVANT SKILLS

Word • PowerPoint • Excel • Constant Contact • Adobe Illustrator • Social Media Marketing • Curriculum Design • Child and Teen Education • Volunteer Management • Cold Calling • Customer Service • Conflict Management

KERRI LANDON

Hellertown, PA 18055
222-333-4444 • kerry.landon@student.northampton.edu

EDUCATION**Northampton Community College, Bethlehem, PA**

Associate in Arts, General Studies

GPA: 3.8

Dean's List (Fall 20[]- Spring 20[])

WORK EXPERIENCE**Front Desk Associate, Valley Glen Senior Care, Bethlehem, PA**

November 20[]-January 20[]

- Professionally responded to phone and email inquiries with excellent customer service
- Maintained an organized office and accurate record keeping software
- Handled sensitive confidential information and frequent monetary transactions

Hostess and Server, Grapevine Bistro, Hellertown, PA

November 20[]-August 20[]

- Provided service to more than 50 customers and handled an average of \$750 nightly
- Collaborated with six colleagues in a fast-paced environment to ensure accuracy and timeliness of orders
- Communicated effectively in English and Spanish to a diverse group of customers and staff

LEADERSHIP EXPERIENCE**Assistant, Center for Civil Engagement, Northampton Community College**

January 20[]-present

- Maintain relationships with four local non-profits to arrange community service activities for 600 students
- Share information about local volunteer opportunities with more than 1,000 students, faculty, and staff via email and social media
- Provide administrative support to five full-time staff including copying, managing the general office email account, answering phones, and filing confidential student documents

Vice President, NCC Student Government, Northampton Community College

September 20[]-present

- Facilitate, support, and coordinate all activities of the student council
- Develop, promote, and conduct a variety of extra-curricular programs for students
- Organize and coordinate SGA fundraising efforts
- Develop and maintain cordial relationships with principal, faculty, and students
- Secretary, Black Student Union, Northampton Community College, January 20[]-20[]
- Worked collaboratively with the BSU team to plan and execute two service projects in the local community
- Conducted student surveys and analyzed and reported on the data
- Researched potential guest speakers and collaborated with faculty to plan two guest lectures

SKILLS

Computer: Microsoft Word, Excel, and PowerPoint; Adobe Photoshop; JSTOR; Hootsuite, MailChimp, SurveyMonkey

Language: Spanish (intermediate verbal, reading and writing)

ANDREA LINDSEY

Bethlehem, PA 18020
alindsey@gmail.com
610-555-0005

SUMMARY:

Resourceful and high-energy hospitality graduate eager to join an event planning team. Possess a unique blend of strong interpersonal skills, technical capabilities and fundraising experience.

RELEVANT EXPERIENCE:**Fundraising**

- Successfully negotiated with Mayfair Arts Festival for a local elementary school to have an annual fundraising booth.
- Implemented fundraising events at a local elementary school.
- President of Booster Club. Directed, organized, and managed fundraising efforts.
- Raised \$7,500 during annual drive for a school of 275 students, exceeding the goal of \$5,000.
- Planned and supervised the first annual apple festival in Northampton County.
- Directed VIA fundraising; 5K fun runs, flower sales, softball game.

Organization and Event Planning

- Managed activities for over 250 participants at an all-day school event. Directed volunteers, faculty, and students during various other school events.
- Initiated and organized start-up of concession stand for community events.
- Planned and coordinated family reunions for groups over 150.
- Coordinated weddings – location, decorations, rentals, food, and entertainment.

Customer Relations

- Exceptional ability to work with people of a wide range of personalities and backgrounds.
- Effective problem solver; works well under pressure.
- Successfully trained new hires on effective customer service techniques.
- Resolved customer complaints effectively and quickly; recipient of two Customer Service Awards.

WORK HISTORY:**Teacher's Aide/Librarian, Two Trees Middle School, Northampton, PA, 20[]-Present**

- Customer Service Representative, First Call, Allentown, PA, 20[]-20[]
- Merchandise Buyer, Kohl's Department Store, Easton, PA, 20[]-20[]

EDUCATION:**Northampton Community College, Bethlehem, PA**

Associate in Applied Science, Hospitality
Management: Meeting and Event Planning, May 20[]

ELLEN SIMPSON

Bethlehem, PA 18020
610-433-5555
ellensimpson@yahoo.com

PROFILE

Ambitious criminal justice graduate seeking to apply strong educational background to a career in law enforcement as a probation officer for Northampton County.

RELEVANT EXPERIENCE**Communications**

- Interview people to obtain appropriate and relevant information
- Develop rapport easily; listen carefully with attention to non-verbal cues
- Prepare and write evaluations and case reports
- Speak publicly and present ideas effectively

Organization/Coordination

- Identify and prioritize tasks and information
- Develop plans and set realistic objectives
- Anticipate problems; respond with solutions
- Coordinate people and activities in program settings

Internship/Lehigh County Juvenile Probation

- Maintain accurate client contact reports
- Participate in home and school visits with juveniles
- Report on adjudication and disposition hearings
- Provide information about the juvenile justice system and community resources

EDUCATION**Chestnut Hill College, Philadelphia, PA**

Bachelor of Science, Criminal Justice, May 20[] Internship,
Lehigh County Juvenile Probation, Summer, 20[]

Northampton Community College, Bethlehem, PA

Associate in Applied Science, Criminal Justice, 20[]

WORK HISTORY**The Icehouse, Bethlehem, PA**

Bartender, July 20[] – August 20[]

- Provided optimum customer service to patrons in a demanding environment
- Conducted identification checks to ensure legal entry, assist with crowd control
- Trained new bartenders in customer service skills, money transactions, and conflict resolution

VOLUNTEER WORK

YWCA – Facilitated after school programs, 20[] - 20[]

CHARLES BROWN

Bethlehem, PA 18020
610-123-3534
charles.brown@student.northampton.edu

SUMMARY

Extensive IT and technical support experience with an affinity for meeting the challenging goals of companies and their customers. Excellent analytical skills, resulting in quicker resolutions to open customer inquiries. A team player who can effortlessly collaborate with clients and find the most effective solution to their problem. Adaptable to new environments and products; have worked in both hardware and software technical support departments.

TECHNICAL SKILLS

Microsoft Windows, MacOS, Microsoft Office Suite, Remote Desktop Software, Diagnostic Programs, Backups, CRM Systems, and Bug Tracking Systems

WORK HISTORY

20[] - present

UMX Logistics, Allentown, PA

IT Support Specialist

Assisted new employees with computer setup, software installation, and usernames and passwords. Resolved tickets sent to helpdesk by employees, often meeting staff at their desk to quickly identify the cause of the problem. Maintained the loaner laptops that were distributed to employees and managed the long-term repair of any critical hardware issues. Initiated and oversaw simultaneous upgrade of 100 company computers.

20[] - 20[]

Greenwich Public Schools, Phillipsburg, NJ

IT Support Specialist (Contractor)

Regularly installed security and software updates on staff computers. Assisted staff with questions or technical issues regarding hardware or software. Flagged suspicious activity on employee computers and followed up with employee to verify the cause.

20[] - 20[]

Computers n' Stuff, Easton, PA

Computer Technician

Met customers at front desk and prepared report of issue for use by repair staff. Performed diagnostic tests on computers to narrow down the possible causes. Notified customers of issues and repair options, received authorization from customers to complete work.

EDUCATION

Northampton Community College Associate in Applied Science, Computer Information Technology, Network & Security Options (May 20[])

LISA HERRERA

Easton, PA
 llisa.herrera@student.northampton.edu
 610.888.1234

SUMMARY

Dependable and adaptable professional eager to apply team-centered work style. Academic background in healthcare office support and patient care experience ideal for transition into an administrative position. Comfortable taking on new challenges, motivated to learn new skills, and able to communicate effectively and compassionately. Works independently to further organizational goals.

EDUCATION

Northampton Community College, Bethlehem, PA
 Health Care Office Specialist, Certificate (Graduation May 2019)

Coursework in Progress:

- Medical Terminology
- Basics of Human Anatomy & Physiology
- Health Information Technology

KEY STRENGTHS

- Interpersonal Skills
- Excellent Organizational and Planning Skills
- Strong Work Ethic
- Computer and Technology Skills
- Knowledge of Office Practices and Procedures

RELATED EXPERIENCE**Human Services Assistant, Cedarbrook Care Center, 5/20[] – 8/20[]**

- Accurately charted and documented patient care and daily activity
- Provided caring and safe interactions supporting all activities of daily living
- Assisted with maintaining a well-organized and orderly environment, collaborated with the medical team

Certified Nurse Aide, Country Meadows, Easton, PA, 1/20[] – 4/20[]

- Transported patients to office visits, treatment centers, and collected specimens
- Maintained accurate records of patient care, condition, progress and concerns
- Responded appropriately to the physical, emotional, and developmental needs of patients

Certified Nurse Aide, Easton Nursing Center, Easton, PA, 12/20[] – 12/20[]

- Provided various personal care and related services in accordance with an established plan of care
- Ensured patients were comfortable, repositioned as needed, transferred from bed to wheelchair
- Recorded patients' vital signs, reported any significant changes in patients' condition to attending nurse
- Engaged with patients' families providing comfort and compassionate interactions

OTHER WORK EXPERIENCE**School Bus Driver, Easton Area School District, Easton, PA, 8/20[] – 8/20[]**

- Transported students according to specific time and location requests
- Assisted students using proper safety measures required for smooth transport
- Performed vehicle inspection and refueling during shift times



WRITING

THE RESUME

THE HEADING

Your resume will begin with a heading that includes your:

Name

(It is a good idea to use your legal name.)

Address

(If you live on-campus you should include your permanent address.)

Phone Number

Email Address

(Make sure your email address appears professional and is checked often.)

YOUR PROFILE

Your profile is a brief summary of your transferable experience, skills, and achievements that immediately answers every employer's main concern:

"What does this candidate offer me?"

Consider the employer's perspective and the specific challenges they might be facing. The more closely you can address the employer's needs, the better the results.

Write your profile in paragraph form with a few short sentences. Include keywords that match the job description and can be picked up easily through a database search. You may also choose to include a quick list of bulleted highlights conveying specific areas of expertise.

SAMPLE PROFILES:

Resume Profile for College Graduate (Editorial Position)

Detail-oriented English major with extensive journalism experience. Managing editor of college paper with strong leadership skills, particularly in assignment delegation and maintenance of set deadlines. Well-versed in proofreading strategies and APA guidelines.

College Student (Museum Internship)

Detail-oriented History student at XYZ University with experience in preservation and museum work. Praised for ability to give well-organized and informative museum tours. Award-winning customer service and communication skills.

Entry Level (Administrative Assistant)

Results-oriented professional motivated to expand on solid technical and organizational strengths to support office operations. Successfully implemented innovative scheduling system to improve corporate event and travel schedules. Strong customer service and communication skills. Fluent in Spanish.

Health Care

Dedicated and hard-working Intensive Care Nurse with 3+ years of extensive and comprehensive experience in

providing care to a wide range of patients. Excellent critical thinking skills with the ability to remain calm in stressful situations. Patient-focused and compassionate.

Retail

Enthusiastic, driven salesclerk with five years of retail experience. Award-winning customer service and interpersonal skills. Excellent money-handling skills with zero overages/shortage.

Career Change

A self-starter and quick learner. Versatile skill set with experience in customer service, sales, and written and oral communication. Received multiple awards for excellence in customer service. Recognized skills in mentoring and mediating employees and leading team projects.

High School Student (Tutor)

Honor-roll student with extensive tutoring experience. Created worksheets and practice exams to improve students' grades by an average of 10 points in Algebra I, Algebra II and Pre-Calculus. Praised for ability to break down problems and clearly communicate mathematical concepts.

SKILLS AND STRENGTHS (FOR FUNCTIONAL AND COMBINATION RESUMES)

Using bullet points, list the qualifications, strengths, soft skills, technical skills, and computer skills that will catch the attention of the employer and highlight the strengths most relevant to the job description.



EXAMPLES:

Healthcare

- *More than five years of experience in a medical office setting*
- *Coordinated, organized and prioritized patient care*
- *Trained and supervised new employees*
- *Supervised personnel in all aspects of patient care*
- *Proficient in Microsoft Word, Excel, Access, and PowerPoint*

Computer Programming

- *Highly proficient in C/C++*
- *Knowledge of Java, Python 3.6*
- *Strong work ethic with attention to deadlines*
- *Successful experience debugging computer programs*
- *Solid technical skills including Microsoft Office*
- *Works well under pressure*

Soft Skills

- *Experienced working with diverse populations*
- *Excellent interpersonal skills with a pleasant sense of humor*
- *Highly skilled in explaining and clarifying technical information*
- *Proficient in Microsoft Word, Excel, Access, and PowerPoint*
- *Personable and enthusiastic with a professional attitude*
- *Able to work independently and as a cooperative team member*

RESUME WRITING TOOLBOX



SKILLS AND QUALITY WORDS

The following lists may help you identify the skills and qualities that are relevant to your experience.

BASIC SKILLS

- Organizing
- Communicating
- Handling new situations
- Following instructions
- Managing others
- Manual dexterity
- Meeting deadlines
- Supervising
- Researching
- Keeping records
- Helping others
- Planning
- Teaching
- Selling
- Physical strength
- Budgeting
- Problem-solving
- Public speaking
- Computer skills

QUALITIES

- Enthusiasm
- Dependability
- Flexibility
- Creativity
- Leadership
- Patience
- Punctuality
- Intelligence
- Motivation
- Efficiency
- Energy
- Preciseness
- Thoroughness
- Dedication
- Honesty
- Sensitivity
- Friendliness
- Persistence
- Humor

EXPERIENCE

(FOR CHRONOLOGICAL AND COMBINATION RESUMES)

Choose your most relevant work experiences and list them in reverse chronological order. Under each position, include the job responsibilities and any notable results or accomplishments you achieved in the position. You don't have to include every task you ever completed, focus only on those that are relevant to the job for which you are applying.



Make sure to use a consistent verb tense and parallel structure when describing your job responsibilities.

EXAMPLES:

**Rolling Hills Nursing Home -
Lebanon, NJ
Care Assistant
March 2017 - Present**

Regularly aided patients with personal care tasks such as eating and bathing

Performed housekeeping tasks such as vacuuming, washing dishes, and changing bed linens

Transported patients safely and comfortably with recommended lifting and repositioning procedures

Accompanied patients on errands including grocery shopping and health and wellness appointments

**Giant Food Stores - Nazareth, PA
Self-Checkout Attendant
February 2017 - 2018**

Troubleshooted checkout machines

Interacted and engaged daily with customers

Diffused situations with frustrated customers and assisted them with problems

Handled cash and credit card transactions

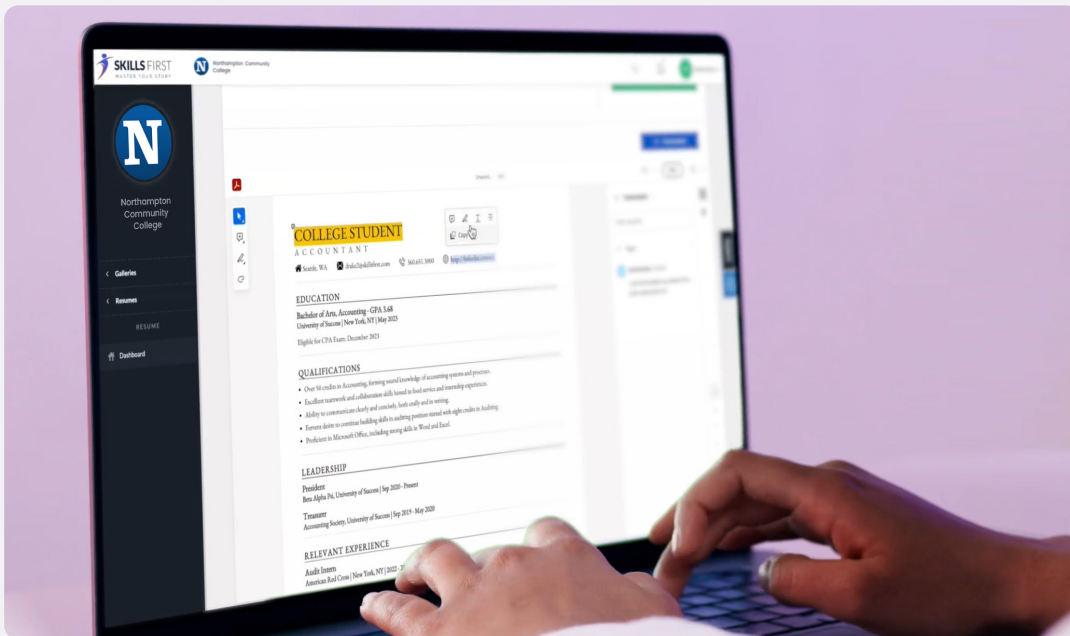


RESUME WRITING TOOLBOX

ACTION WORDS

The following list of action verbs may help you develop effective action-oriented descriptions of your work experience.

Administered	Delivered	Installed	Protected
Advised	Designed	Instituted	Provided
Analyzed	Detected	Instructed	Purchased
Approved	Determined	Insured	Realized
Arbitrated	Developed	Interpreted	Received
Arranged	Devised	Interviewed	Recommended
Assembled	Diagnosed	Invented	Recorded
Assisted	Directed	Investigated	Reduced
Audited	Discovered	Issued	Referred
Authorized	Dispensed	Lectured	Rendered
Balanced	Disproved	Logged	Repaired
Budgeted	Distributed	Maintained	Reported
Built	Documented	Managed	Represented
Calculated	Drew up	Measured	Researched
Charted	Edited	Merchandised	Restored
Checked	Eliminated	Monitored	Reviewed
Collected	Established	Motivated	Revised
Compared	Evaluated	Navigated	Routed
Completed	Examined	Negotiated	Scheduled
Compounded	Expanded	Obtained	Secured
Computed	Formulated	Operated	Selected
Conducted	Founded	Ordered	Served
Conserved	Generated	Organized	Set up
Consolidated	Guided	Oversaw	Sold
Constructed	Handled	Performed	Solved
Consulted	Helped	Planned	Studied
Controlled	Hired	Prepared	Supervised
Coordinated	Identified	Prescribed	Supplied
Corresponded	Implemented	Presented	Tested
Counseled	Improved	Processed	Trained
Created	Increased	Produced	Translated
Criticized	Initiated	Progressed	Troubleshot
Delegated	Inspected	Promoted	Wrote



Elevate Your Résumé with SkillsFirst!

Attention NCC students!

Introducing SkillsFirst – the ultimate AI-powered résumé builder designed exclusively for you, and it's completely FREE!

Powered by state-of-the-art GPT technology, SkillsFirst empowers you to craft tailored résumés for every job opportunity. With SkillsFirst, résumé building becomes a breeze. Utilize one-click résumé parsing, automated scanning, and skill gap analysis. Watch as your résumé transforms with intelligent keyword optimization. Whether you're editing your current résumé or starting fresh, our user-friendly platform offers professional design templates and seamless online editing. Plus, receive top-notch career support from both the SkillsFirst team and NCC counselors. Ready to shape your future?



Visit us at
<https://skillsfirst.com/organizations/northampton>
and get started today!





Explore Careers and Majors with FOCUS 2.

It's never too early or too late to explore new career paths. FOCUS 2 is a self-guided career, major and education planning system designed to guide you through the steps of the career planning process. Use this free online tool and the built-in personality and interest assessments to identify and implement your ideal career plan at any stage of your education or career journey.



www.focus2career.com

YOUR ONLINE IMAGE

Social media can greatly impact your job search. In the context of a job search, students/candidates should keep the following guidelines in mind:

BE CAREFUL.

Don't post anything on your or your friends' profiles that you wouldn't want a prospective employer to see. Derogatory comments, inappropriate photos, and obscene language and jokes can negatively affect your online image.


BE DISCREET.

Consider making your profile private or limiting who can view your content. Since you can't control what other people say on your site, you may want to limit what you allow others to post or share on your profiles.

BE PREPARED.

Check your profile regularly to see what comments have been posted. Search your name online and see what's out there about you. Try to remove or hide anything that might hurt your professional image.

WHAT IS LINKEDIN?

 LinkedIn is the world's largest professional network and is the highlight of your online professional presence. Your profile should summarize your education, skills, and accomplishments and reflect your growing professional network. Connect with people you know and trust. LinkedIn will suggest people you may know based on the information in your resume. You can also use LinkedIn to explore job opportunities, research employers, join groups focused on your career choice, and access insight from industry experts.



! NEED HELP SETTING UP YOUR ACCOUNT?

Make an appointment with the Center for Career Development to set up and refine your LinkedIn profile.


PRO TIP

Make sure to keep your profile up to date! Recruiters use LinkedIn to find new hires, and your profile is one of the first things prospective employers will see if they look you up online.

THE ELEVATOR PITCH

An elevator pitch is a brief introductory statement that you can use during networking events, job fairs, and informational interviews. It quickly communicates who you are and what you are looking for.

THIS INTRODUCTION SHOULD INCLUDE:



YOUR NAME



YOUR MAJOR AND CAREER INTEREST



YOUR CURRENT SITUATION



TYPE OF EMPLOYMENT YOU ARE LOOKING FOR



THE SKILLS AND ABILITIES YOU CAN OFFER AN EMPLOYER



Use this template to work on your pitch. Remember this should be no longer than 30 seconds when spoken.

My name is _____.

I recently graduated from the _____

_____ program at

Northampton Community College. Right now I am

and I'm looking for _____

What I have to offer is “_____”

Practice this introduction until you can say it naturally and with confidence.

DRESS TO IMPRESS

How you dress for interviews, networking events, and your future job is a fundamental aspect of your professional image, so it's important to understand what the expectations are for your attire. Some career fields, such as banking and finance, have stricter more formal standards of dress. Others, such as retail or advertising, tend to have more casual dress codes. As you research employers, try to find out how the employees in the organization dress. If you are in doubt, remember it is always better to be more dressed-up than too casual.

Business professional (aka business formal) is the most conservative type of business wear. For people who identify as women, business professional means a suit or an appropriate dress/skirt and jacket or sweater. For people who identify as men, professional dress means a business suit or a blazer, dress pants, and a tie. Working for a conservative industry means that they have strict standards for what you can and cannot wear, so it's important that you follow protocol correctly.

Business casual is a more relaxed version of business professional. For

women, business casual is a blouse, sweater/blazer, dress pants or a dress/skirt (at or below the knee), and nice shoes. For men, it is a collared shirt, sweater/jacket, khakis or dress pants, and dress shoes. No tie is required.



Neatness and cleanliness are a top priority. Attention to details such as well-pressed clothes and polished shoes communicates professionalism. Make sure you budget enough time while getting ready to iron your clothes (even wrinkle-free fabrics need some ironing now and then) and avoid putting on too much cologne or perfume. Looking the part will boost your confidence and communicate that you take yourself and your career seriously.





YOU ONLY GET ONE CHANCE TO MAKE A GOOD FIRST IMPRESSION.

NCC's First Impressions Boutique is a FREE on-campus boutique where students can find new and gently used professional clothing for their next interview, job, or internship. Contact the Center for Career Development to schedule a visit to the boutique today.



FIRST IMPRESSIONS

NCC'S PROFESSIONAL BOUTIQUE

610.861.5344

NETWORKING



Introduce yourself to the organizers of an event. They will know who you should talk to and help make the introduction.

GETTING STARTED

Create a list of people you know who might be able to help you with your job search. This can include family members, neighbors, acquaintances, former co-workers, and instructors. These individuals might not be able to hire you, but they may know someone who is.

ATTENDING NETWORKING EVENTS

Attend networking events and mixers whenever you can. These events are not necessarily about finding a job, they're about meeting valuable contacts who can help in your job search. Dress professionally for the event, bring business cards, and have your elevator pitch prepared.

Set a goal for the event. How many new contacts will you make? Who are the two people you absolutely must meet? Remember, networking is not

a race to hand out as many business cards as possible. Instead, focus on establishing a few meaningful connections.

As you gather business cards from your new contacts, make a note of where and when you met the person and any details that stand out from your conversation. This will help you send a personalized follow up email or LinkedIn request after the event.

THE INFORMATIONAL INTERVIEW

The next step in building your professional network is to request informational interviews from contacts in your preferred industry or career path. These interviews give you the opportunity to get valuable advice and insight while further establishing relationships with your contacts. After each successful interview, ask for an introduction to another professional and repeat the process.

You will quickly grow your network, increase your chances of discovering jobs and opportunities that may never make it to the larger job market, and get the practice and confidence you need to excel in future interviews.



INFORMATIONAL INTERVIEWING



Set up a specific time and place to meet.



Research the organization prior to the interview and prepare questions.



Dress as if you were going to an employment interview.



Be attentive during the interview. Show enthusiasm and appreciation.



JOB AND EMPLOYER RESEARCH

A job is more than just a paycheck. Whether you are looking for job or internship opportunities, the truth is you will be spending most of your time at work. Your time is valuable, so you'll want to invest it in an environment that will bring you opportunities to thrive and grow. Spend some time researching employers before jumping into the application process.

- Become familiar with the products or services they offer, their mission statement, the number of employees they have, and their company culture.
- Try to connect with current or former employees through mutual acquaintances, professional networks, alumni associations, or with the help of LinkedIn, and ask them questions about what it's like to work for the company.
- Read employee reviews about the company on sites such as Glassdoor.com, Indeed.com, or Careerbliss.com, and find out what you can about the company work culture.
- Learn about the industry they operate in and what the future of that industry looks like.

Collecting information about the companies you're interested in can reduce the likelihood of applying to work in one that is not in-line with your values or career goals.



USE THE RESOURCES BELOW TO JUMP-START YOUR JOB AND EMPLOYER RESEARCH!

CAREER FIELD AND SALARY RESEARCH RESOURCES

- **Bls.gov/ooh** — National and regional labor and industry reports
- **Onetonline.org** — Career exploration and job analysis
- **Salary.com** — Salary reports and job listings
- **Glassdoor.com** — Company reviews, salary reports, and job listings

JOB AND INTERNSHIP SEARCH WEBSITES

- **Handshake.com** — Networking, job and internship listings, and career exploration
- **Indeed.com** — Job listings, company reviews, and salary reports
- **Careerbuilder.com** — Job listings and career development resources
- **Collegerecruiter.com** — Job listings, internships, and seasonal work
- **Collegegrad.com** — Entry-level job listings
- **LinkedIn.com** — Networking and job listings
- **Internships.com** — Internships and entry-level job listings
- **Weworkremotely.com** — Remote work listings
- **pacareerlink.pa.gov** — PA job listings, training, and benefit programs



MAKING THE MOST OF JOB AND CAREER FAIRS

WHY ATTEND A JOB/CAREER FAIR?

- Increase your chances of receiving an interview.
- Expand your network of contacts.
- Investigate positions, occupations, and career fields.
- Learn more about the employers and what they are seeking.

BEFORE THE JOB FAIR

1. Research the companies that interest you.
2. Create a prioritized list of employers you'd like to meet at the job fair.
3. Have your elevator pitch ready.
4. Prepare a list of questions for employers.

5. Make sure your resume is up to date and bring a folder with extra copies.

DURING THE JOB FAIR

1. Dress professionally and don't chew gum or smoke. SMILE!
2. Make eye contact immediately when introducing yourself.
3. Remember the representative's name after the introduction. If needed, casually check the nametag.
4. Deliver your elevator pitch and ask insightful questions. Show confidence in your voice and avoid using filler words such as um, like, and you know.
5. Listen carefully to what the representative has to say.

6. Ask for a business card from each employer/representative you speak to so you can follow up after the fair.
7. Manage your time well. Visit your targeted employers, then visit employers that may not have been on your list.

AFTER THE JOB FAIR



Email a quick thank you to each representative you met. This will bring additional attention to your name and affirm your interest in working for the company or organization. Attach an additional resume to your thank you email.

WRITING AN EFFECTIVE COVER LETTER

The purpose of the cover letter is to introduce yourself and your resume to the reader. It should be brief and communicate why you want to work at the organization and how your skills and work experience meet the job requirements. The cover letter highlights the most relevant parts of your resume while providing a sense of who you are as an individual. In order to stand out to an employer, a great cover letter balances professionalism with personality. Avoid defaulting to clichés be creative with your word choices.

When possible, avoid letters that are addressed, "To whom it may concern". Try to address your cover letter to the person making the hiring decision. It might not be easy to find the name, so research or call the employer directly. That added effort will help you stand out.



COVER LETTER FORMAT

Dear [Recruiter or Hiring Manager's Name]:

1ST PARAGRAPH
In a few sentences, explain why you are interested in the job and the company, and how your qualifications make you a good fit for the position.

2ND PARAGRAPH
List the experiences, responsibilities, and skills that are most relevant to the employer and the specific job requirements. Describe the specific impact you had in a previous role, and any impressive results, achievements, or awards you earned.

3RD PARAGRAPH
Reiterate why you want to work for the company and why you are interested in the job. Describe what you could contribute to the company if hired.

CALL TO ACTION
Thank the employer for reviewing your cover letter and resume and extend an invitation to follow up.

Sincerely,
Your Name
Email address
Phone Number

Alan Williams
610-266-0000
awilliams@mail.com

[DATE]

Mr. Irving Johnson
Manager
Busy-Rite Drug Stores 13
Oak Tree Lane Harrisburg,
PA 19567

Dear Mr. Johnson:

I was pleased to learn from the Center for Career Development at Northampton Community College that you will be hiring several management trainees. I will be graduating in May with an associate degree in Business Management and have the management experience needed to excel in this role.

As my resume indicates, I have successfully helped run a thriving hair salon for 2 years and have gained the skills needed to effectively manage a small business. I played a key role in motivating and training employees and implemented cost containment measures. If hired for the Busy Rite Management Training program, I would bring strong leadership and organizational skills to the team.

I am eager for the challenge and growth required to excel at a large and successful company like Busy-Rite and feel that my management experience and business education make me a strong candidate for the position. I look forward to an opportunity to meet with you to further discuss my resume and qualifications.

Sincerely,



Alan Williams
610-266-0000
awilliams@notmail.com

EMPLOYMENT REFERENCES

A reference is someone who can personally vouch for your experience, work ethic, and background. Most employers request the names and contact information of three references. It is important that your references know you well and can talk about your abilities, skills, work habits and reliability.

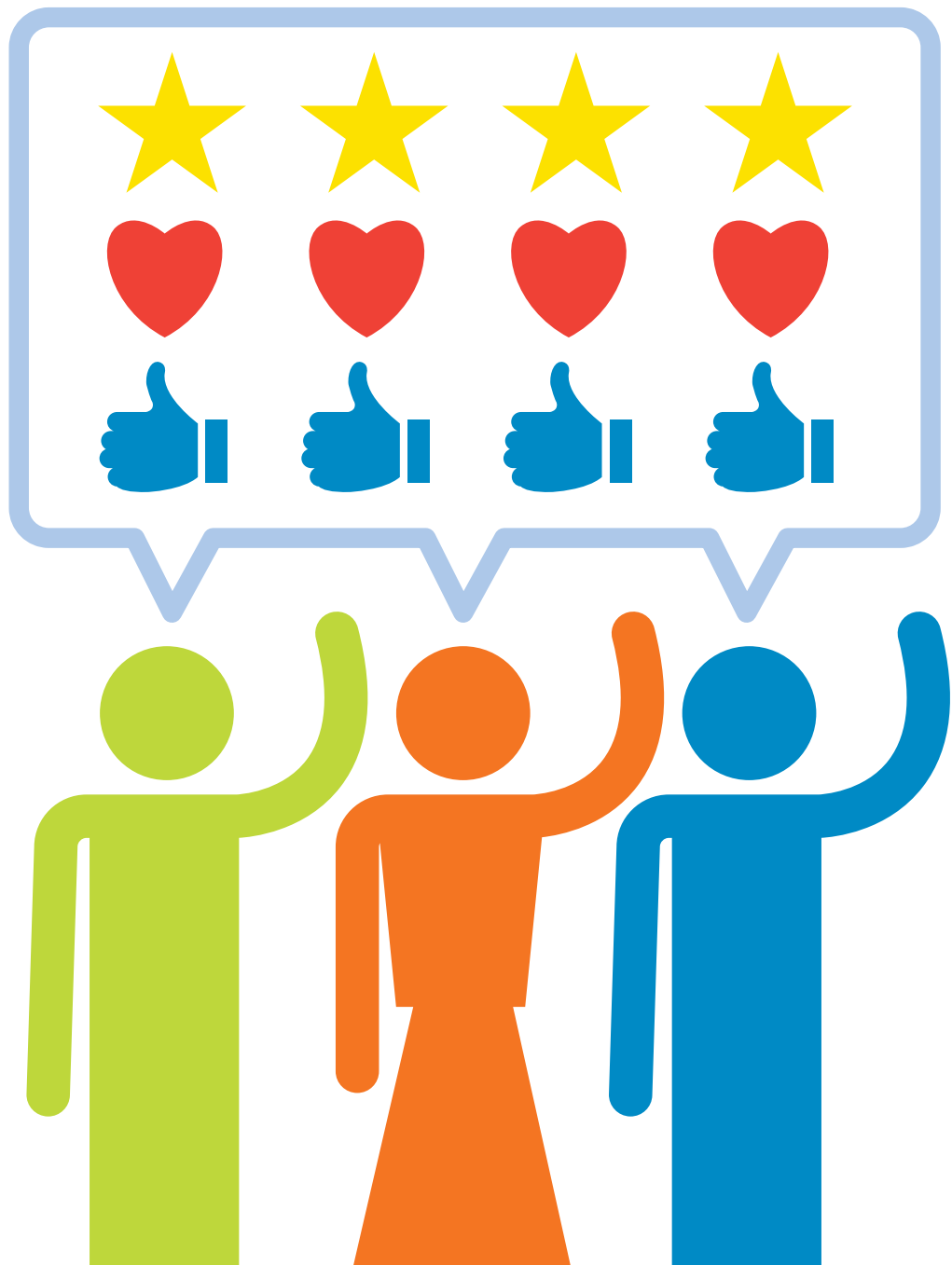
GUIDELINES FOR SELECTING REFERENCES

It is recommended that you have one academic reference (such as an instructor or advisor), one employer, and one co-worker. If you don't have enough work experience for two professional references, select two academic references. Family members or friends should not be included as references for employment.

Contact your potential reference and ask if they would be willing to refer you. Ensure you have up-to-date contact information including title, business name, phone number, and e-mail address. Create a reference sheet with both your and your references' contact information.

Wait to provide the reference sheet until it is asked for by the employer. Typically, this is requested after the in-person interview is complete. Each time an employer requests your reference sheet, give a heads up to your references and provide them with an updated resume, information about the job, and the name of the person who may be contacting them.

After you accept a position, send a thank you note to each of your references letting them know the outcome.



VIRTUAL INTERVIEWS

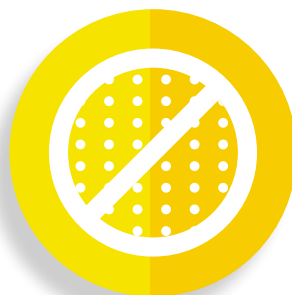


Employers are increasingly relying on virtual interviews to screen potential candidates. It's not uncommon to be interviewed via video before being asked to meet with employers in person, so learning how to make a strong first impression over video conferencing technology is a crucial skill. Here are some steps to set you up for success.



SCOPE OUT A LOCATION WITH OPTIMAL LIGHTING.

If possible, set up near a window with soft light and turn on any lights in the room. If a window isn't available, a desk lamp can be your main light source. Just make sure your face is fully lit without any bright spots or harsh shadows. Never use your monitor as your light source.

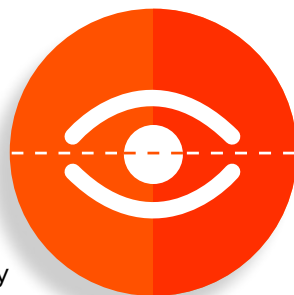


SIT IN FRONT OF A WALL WITH NEUTRAL COLORS (AVOID PATTERNS, WALLPAPER, OR MIRRORS).

Turn off all appliances or devices that may create ambient noise or disrupt your interview. Make sure the room around you is free of distractions (traffic, pets, kids) and is neat and organized. This will reflect that you are neat and organized too!

POSITION YOUR CAMERA AT EYE-LEVEL.

When answering questions, try not to look at the screen. Doing so will make you appear to be looking down. Instead, practice looking directly into the camera. It might feel awkward at first, but that simple shift will go a long way to simulating face-to-face eye contact.



CONFIRM THAT YOUR INTERNET, MICROPHONE, AND CAMERA ARE WORKING AND FULLY CHARGED.

Keep a copy of your resume close by, as well as any notes you gathered from your research into the employer. Dress as if you were going to an in-person interview. Dark, solid fabrics work best.



REMEMBER TO SMILE!

Video conference technology is by no means perfect. You might experience freezing, lagging, interruptions, or awkward silences; don't let that frazzle you. Maintaining a smile and good sense of humor will communicate confidence and charisma.

PREPARING

The purpose of the interview is for you and an employer to get acquainted. The employer’s goal is to assess your communication skills, discover relevant personality factors, fill in gaps on your resume, and better understand your skills and experience. The employer will also use this opportunity to further describe the position. As the interviewee, you can take advantage of the opportunity to learn more about the job and the organization and decide whether you want the position.

Learn as much as you can ahead of time about the position, the employer, and the person(s) who will be interviewing you. Incorporating your knowledge of the company into the interview will impress the employer and confirm your interest in working for the organization. Be prepared to articulate your goals, abilities, and accomplishments and have a list of questions for the employer ready.

INTERVIEW QUESTIONS

You can never be sure what questions might be asked during an interview, but there are some common questions you are likely to encounter. Look up some common interview questions online and practice answering these questions with a friend, family member, or career counselor.

EXAMPLE

Q: Why do you think you’d like to work for our organization?

A: “I am very interested in working here because I live in this community and know first-hand about the range and quality of the services you provide. You have a very good reputation for service, and I want to be a part of an organization that really cares about its customers.”

i.e.



FOR THE INTERVIEW



BEHAVIORAL-BASED INTERVIEWING

In behavioral-based interviewing, the questions are designed to elicit descriptions from you on how you handled yourself in specific situations. Give a description or overview of the situation, describe the action that you took, and discuss the results or the outcome.




EXAMPLE


Q: Give me a specific example of a time when you did not meet a deadline. How did you handle the subsequent situation?


A: *“Last semester I enrolled in 15 credits so I could complete my degree requirements early and graduate in December. Prior to that semester, I had enrolled in just 9-12 credits each semester because I also work part-time at Books and More. Because of the demands of the additional credits and a sudden change in management at work, my sales quota started to drop, and I realized I was not going to be able to complete my science research project by the due date. I knew that I needed to do something immediately. First, I went to my new boss and explained that the reason for my drop in sales was due to an increase in college workload. He agreed to work with me. We arranged a work schedule that would better accommodate my college course load. Then I talked with my science instructor. I explained the same situation. While I was penalized one letter grade for handing my project in late, I did complete the science course successfully, and I graduated in December.*


I learned a lot about myself that semester. I learned to be more realistic about what I can take on. While I wanted to graduate as soon as possible, I realized that I put both my job and my grade point average in jeopardy. I also learned that when I do take on too much it is important to address the situation right away. I was able to minimize the consequences and maintain my job and earn my degree.”


SAMPLE BEHAVIORAL-BASED INTERVIEW QUESTIONS


-  Describe a specific problem you solved for a previous employer or professor. How did you approach the problem? What was the outcome?

-  Tell me about a time when you had to deal with an irate customer or classmate. How did you handle the situation?

-  Describe a situation where you had a disagreement with a co-worker or a classmate. How did you handle the situation?

-  Tell me about a time when you made the wrong decision. What went wrong?

-  Give me an example of a time when a co-worker or classmate criticized your work in front of others. How did you respond?

-  Tell me about a time when you came up with an innovative solution to a challenge your company or class was facing. What was the challenge? What role did you play?

THE SALARY QUESTION

It is important not to discuss or give a salary range or requirements before being made an official offer. You are in the best position to negotiate a salary after you receive the job offer but before you accept the job. If faced with a salary question during the interview process, try a response like this:

I'm not comfortable sharing my current salary. I would prefer to focus on the value I can add to this company rather than what I'm paid at my current job. I don't have a specific number in mind for a desired salary, and you know better than I do what value my skill set and experience could bring to your company.

Remember to be confident but gracious! There will be plenty of time to discuss compensation once you receive an offer.



INTERVIEW QUICK TIPS



Arrive a few minutes early and silence your phone.



Bring along a pen and a folder with paper for notes. Write down the names of everyone present in your interview.



Be sure to have printed copies of your resume and a reference page.



Greet the interviewer by name and shake hands.



Be attentive, enthusiastic, and polite. Follow the lead of the interviewer.



Maintain eye contact and good posture and speak clearly.



Approach the interview as you would a conversation; it will help you relax and feel less intimidated.



Be honest. Don't be afraid to sell yourself, but don't exaggerate your talents or accomplishments.



Listen closely to the questions and ask the interviewer to repeat or clarify if you're unsure what is being asked.



Answer questions as directly as you can. Avoid one-word answers and always include an example or explanation. Incorporate keywords from the job description whenever possible.



Don't ramble. Make your point and then stop talking. If you feel like you are talking too much, you probably are.



Never criticize former employers or co-workers.



Don't discuss salary or benefits until the interviewer does.



Thank the interviewer when he/she indicates the interview is over and shake hands before leaving.



Send a follow-up email!

AFTER THE INTERVIEW

Following up is a crucial step in the interview process and can affect whether you get the position or not. Send a follow-up email thanking the interviewer within 24 hours of your interview. Restate your interest in the position and what benefits you would bring to the company. After 1-2 weeks, if you have not heard back from the employer, send a second follow up email.

FOLLOW-UP EMAIL FORMAT

1

Subject Line

2

Open your first paragraph with a thank you.

3

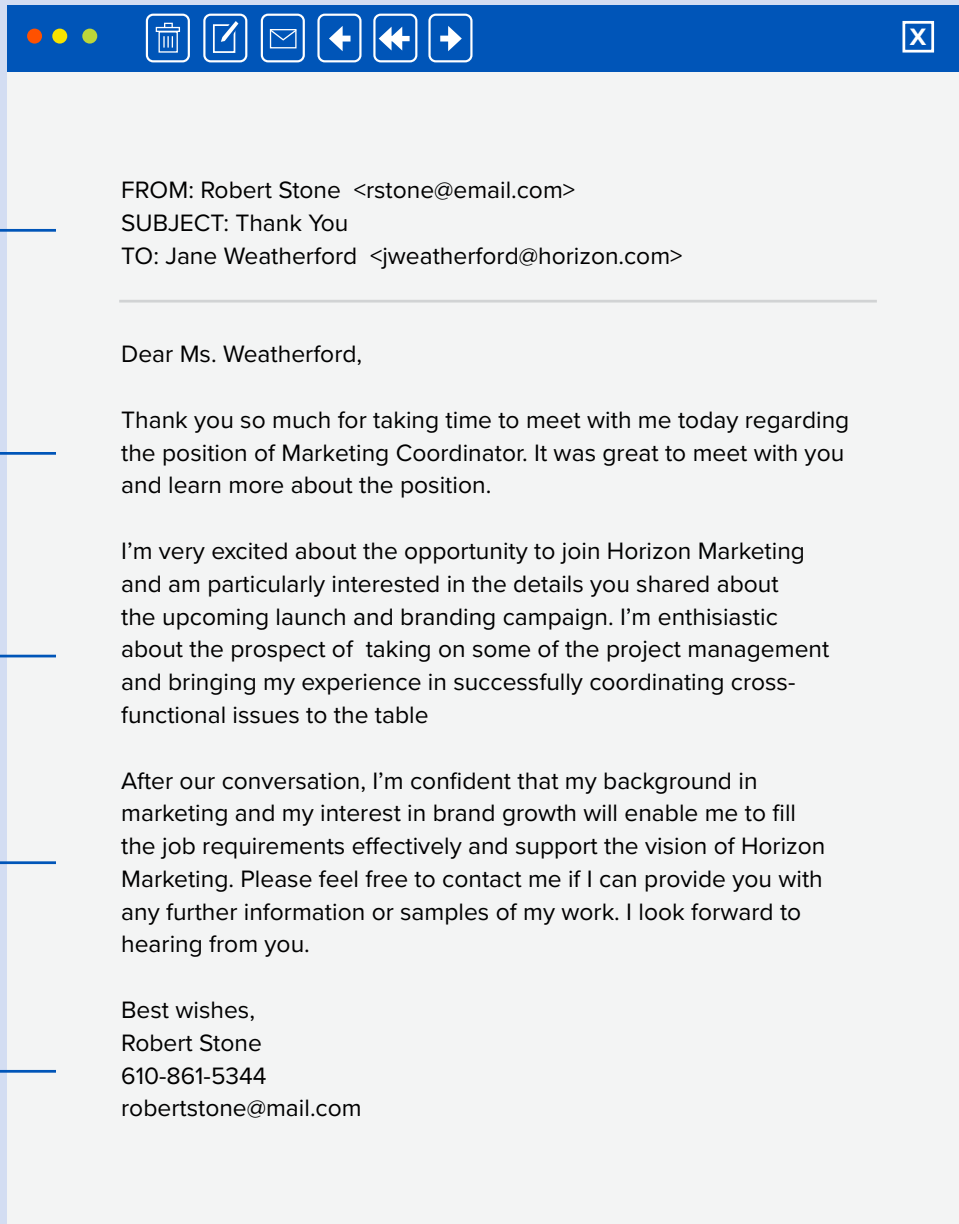
Talk about your interests, goals and experience.

4

Set yourself apart from other candidates

5

End with your signature and contact information.



NEGOTIATING COMPENSATION

Congratulations! You have an offer! It's important to remember that you don't need to accept or reject it right away. Even if this is your first job offer out of college, taking the time to negotiate your salary now can significantly impact your future raises and job offers. Ask for a day to review the offer and make your final decision. Use that time to make sure you have all the information you need so that you are well-equipped to advocate for yourself.

RESEARCHING SALARY INFORMATION

Set reasonable expectations. Visit the following websites to estimate the salary ranges for your occupation. Remember to specify your location! Job markets may vary significantly based on region or city. Make sure you can answer these questions →

UNDERSTAND WHAT YOU NEED

Calculate your own salary requirements including housing, transportation, and cost of living in your geographic area. How much money do you need to make to meet your expenses? How important to you are other salary considerations such as a flexible schedule, the ability to work from home, paid vacation time, retirement contributions, tuition reimbursement, and health insurance benefits? You can consider all these factors during your negotiation.

PRACTICE YOUR TALKING POINTS

Think about what you will say to the employer and practice it with a friend, family member, or a member of the NCC Career Development team. Negotiations don't need to be adversarial or aggressive. If you're a reluctant negotiator, it might help to keep in mind that you're on the same side.

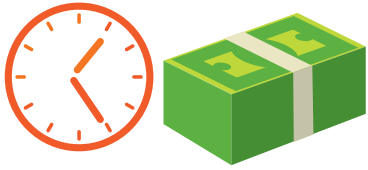


What is the national average salary for the position? What is the average in your geographic location and in cities nearby? How much do similar companies in your area pay employees in this position?

USE THESE ONLINE RESOURCES TO GET THE ANSWERS:

- focus2career.com
- payscale.com/research
- salary.com
- glassdoor.com/Salaries
- Indeed.com/salaries
- onetonline.org/





TIME TO NEGOTIATE!

The first rule of successful salary negotiation is to give the employer a slightly higher number than your goal. This way, even if they negotiate down, you'll still end up with a salary offer you feel comfortable accepting. If you provide a salary range, be sure the lowest number you provide is still an amount you feel is fair.

Be flexible! Consider whether there are employee benefits and perks that might be negotiable, even if the salary isn't. For example, the employer might be willing to offer you extra vacation days or telecommuting privileges. Don't be shy about asking for alternatives. In some cases, they may be just as valuable, or more valuable, than a bigger paycheck.

SAMPLE NEGOTIATION SCRIPTS

"Thank you so much for this offer! I am excited about the role and the work that [company name] is doing and would be thrilled to join the team. I was hoping we could talk about the salary. To stay in line with the typical salary for somebody with my qualifications in this role, I would be more comfortable at [\$\$\$]. Would you be able to match that figure?"

"I'm very excited about the offer and think that we're close to an agreement. Regarding the compensation, is there room for an increase in the salary? I would love to work at XYZ company but would really need the salary to be closer to [the number you researched]. I truly feel my experience in (name a specific job requirement or characteristic) will bring value to your team."

"Thank you so much! This role is exciting, and I can't wait to be part of your team. I would like to follow up on a couple of details, though. How flexible are you with [name the benefit, i.e. vacation time, flex schedule, retirement contributions]? The written job offer included [details about the benefit], but I would like to request [the level of benefits you want]." [If you are requesting the benefits for reasons such as childcare, family responsibility, or other personal reasons, disclose those reasons at this point.]

Remember: It is unethical to try to renegotiate compensation once you've accepted an employer's job and salary offer (though this does not preclude asking for a raise, which may occur once you've worked with the employer for some time).





ACCEPTING OR DECLINING A JOB OFFER

You've made it through the entire interview process! The most important thing at this stage is to express gratitude. You've invested time and energy applying and interviewing for the position, and so has the employer. Thank them for considering you for the opportunity and give specific reasons why you're excited about the job. Even if you end up declining the offer, do so in a friendly and professional manner. You never know what other opportunities might arise in the future.

ACCEPTANCE EMAIL FORMAT

1

Subject Line

2

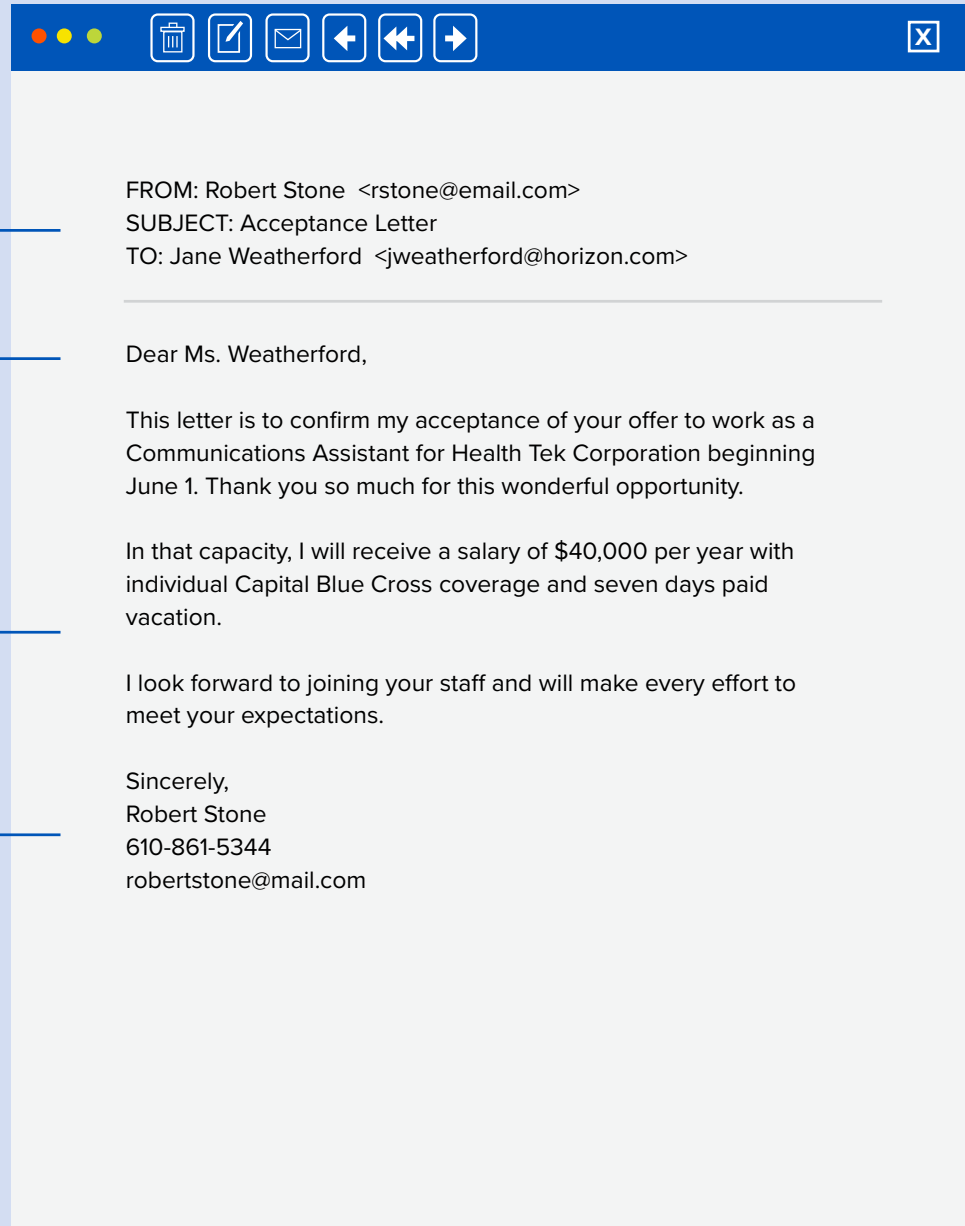
Address your interviewer.

3

**Confirm the details.
Mention the salary, start
date, and any benefits
you discussed.**

4

**End with your signature
and contact information.**





OFFER TO STAY IN TOUCH

If you felt a warm connection with the hiring manager but the role wasn't a good fit for other reasons, consider offering to stay in touch and provide additional contact information. Don't feel obligated to provide this information, but some people might see this opportunity as a way to build their professional network.

DECLINING AN OFFER EMAIL FORMAT

1

Subject Line

2

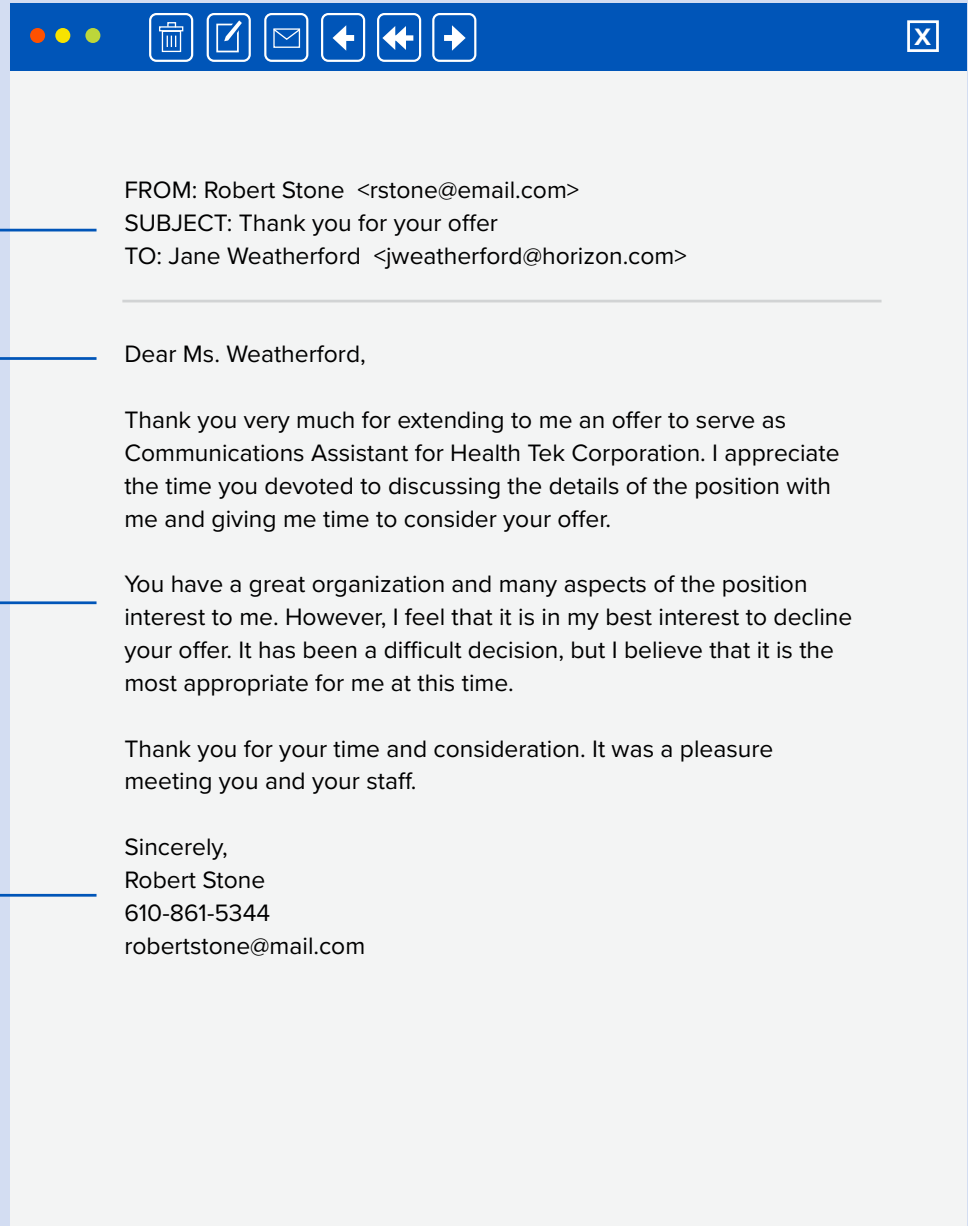
Address your interviewer.

3

Keep it simple and to the point. Say what needs to be said as respectfully as you can and avoid being overly emotional.

4

End with your signature and contact information.



NCC does not discriminate against any person in employment or educational opportunities because of race, color, religion, age, national origin, ancestry, sex, sexual orientation, or based on an individual's actual or perceived disability, or on a person's association with a person with a disability.

NORTHAMPTON COMMUNITY COLLEGE

Bethlehem Campus
College Center 250
610-861-5344

Monroe Campus
Keystone Hall 108
570-369-1871

Email: careers@northampton.edu
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