



City of Portland
Bureau of Development Services

Helpful Hints

for

Applying for Jobs with

The City of Portland



The Basics

1. ***Begin preparing your response*** to the job announcement as soon as you can. Creating effective resumes and cover letters takes time. Give yourself a competitive advantage by spending some quality time on your application materials.
2. ***Read job announcements*** very carefully. That sounds really basic, but many qualified people fail the application screening, simply because they did not follow the instructions.
3. ***Obtain answers to any questions*** you have about the application process. If you have questions about the job announcement or the application process, you may call the Human Resources Analyst listed on City of Portland job announcements.
4. ***To improve your application skills, you might consider practicing applying for more than one position.*** The more times you go through the application process, the more skillful you will become in applying and interviewing.
5. ***Design your cover letter and resume to address the qualifications listed in the job announcement.*** “Generic” resumes are far less effective than “tailored” resumes. A resume that was effective when you applied for one position most likely won't work for a different position.
6. ***Keep track of the jobs you apply for.*** If you are doing an extensive job search and are applying for many positions, maintaining a record of all the positions you apply for will be very helpful. When an employer contacts you for an interview, you will be able to quickly locate the details of the position they want to talk with you about.
7. ***Practice interviewing.*** We know that you have heard this advice many times. However, many good applicants perform poorly in their interview, mostly because they get too nervous, or they don't anticipate what questions might be asked of them. Most people practice far too little.
8. ***Know where you're going.*** Always double-check the location before the day of your interview. Interviews with the Bureau of Development Services are typically held in the **1900 Building on 4th Avenue**, not in the Portland Building.
9. ***Check the City of Portland's online Career Center for more information about job opportunities with the City:*** <http://www.portlandonline.com/omf/index.cfm?c=54930>

Why Should You Consider Working for the Bureau of Development Services?

The staff of the Bureau of Development works with developers, builders, and homeowners to guide them through the development process. We help ensure that Portland is a great place to live and work. Working at the Bureau of Development Services is a terrific opportunity to serve your community and to work with some very bright and talented people.

Which Jobs Should You Apply For?

The more jobs you apply, and interview for, the more skillful you become in the application and interview process. Each time you interview, you obtain valuable practice in presenting yourself as a skilled professional.

Who Reads Your Cover Letter and Resume?

Cover letter and resumes are first reviewed by a screener in the Human Resource Bureau. Their job is to make sure that:

- You have followed the application instructions, and
- You meet the qualifications of the position.

An HR screener might read anywhere from 10 to 100 resumes and cover letters for each job announcement. Your goal is to help make it very easy for the screener to see that you meet the qualifications.

Then, as you move further along through the selection process, the hiring manager will read your cover letter and resume, as will the interview panel, and any other personnel involved with making the hiring decision.

What's the Purpose of Cover Letters and Resumes?

Your response to a job announcement shows how well you understand the position and the qualifications. It also shows how well you understand and follow directions.



Be sure to design your cover letter and resume addressing the “To Qualify” section of the job announcement.

A resume you used when applying for a different job probably won't address the specific requirements of the position you want to apply for now.

Cover Letters

Use your cover letter to:

- Tell your “story”. Summarize who you are, why you want the job, and why you are qualified.
- Demonstrate that you understand the job and the qualifications.
- Express your accomplishments.
- Display your writing ability.
- Make a great first impression.

Remember to:

- *Use standard business-letter format.*
- *Include your contact information* and the job title or job announcement number on every page of your cover letter, resume, and any supplemental questions.
- *Write clearly and concisely.*
- *Show that you’re interested* in contributing to the success of the bureau.
- *Present yourself as positive and professional.*
- *Learn something about the position and the bureau that you are applying for.* Demonstrate some of that knowledge in your cover letter, resume, and interview. You may use these resources for reference:
 - The organization’s web site. For example, on the BDS web site, you will find the bureau’s mission, vision and goals; descriptions of work groups; current projects; and much more information.
 - *The Oregonian, The Portland Tribune*, and other local publications
 - Informational interviews

See the last pages of this document for some sample cover letters.

Resumes

“Do”...

Say what you can do and how *you meet* the qualifications.

Describe comparable experiences. For example, customer service in an office is comparable to customer service in a field position.

Add a section (if applicable) for “Additional Related Experiences” or “Affiliations” where you may list professional organizations, volunteer experience, etc.

Mention your transferable skills, which are those abilities and experiences useful in a variety of jobs. They include communication skills (such as public speaking and writing effective correspondence), interpersonal skills (such as the ability to work easily with various personality types), problem solving skills, and research and analysis skills.

Do keep in contact with your references. Call them when you think they will be contacted by an employer.

“Don’t”...

Don’t use these negative kinds of statements (because when you begin any statement in the negative, you risk leaving a negative impression in the minds of the interviewers):

- “I’ve never done that. But...”
- “I don’t have any experience in that, but...”
- “I don’t meet that requirement, but...”

Don’t mention anything negative about past jobs or employers.

Don’t exaggerate.

To Help You Build Your Resume, Start A “Brag File”

A *Brag File* is a place to store reminders of your special work contributions, any accolades you receive, training you attend, and other accomplishments. You can even keep notes about how you solved work problems, or include letters of recommendation or thanks. You might even include material about your professional memberships and hobbies, or evidence of a safe driving record.

Then, when it is time to update your resume, your Brag File will provide you with current, detailed information.

General Types of Resumes

Chronological

- This is a common type of resume, but it isn't always the most effective. It directs the reader to job titles you have had, companies you worked for, and how long you remained at each position.
- Chronological resumes list your employment history beginning with your recent employment, and then working backward in time.

Skill-Based Functional

- This style is most appropriate if you are making a career change or have a short work history and want to highlight particular results.
- Skill-based function resumes stress skills that are transferable, which keeps the reader from focusing too much on the content of your responsibilities with previous employers.
- This type of resume emphasizes your accomplishments, and plays down your experience.

Interviewing

Prepare

Start preparing for the interview as soon as you decide to apply for an announced position with the City of Portland.

Practice getting to the location at least once before the date of the interview. You don't want to be late because of problems with parking, buses, elevators, or trouble finding buildings or rooms.

Dress appropriately. Your clothing should be clean and professional, and you should feel comfortable in it. You don't want to spend the interview being distracted by uncomfortable clothing.

Avoid wearing perfume or aftershave.

Arrive early. Interviewers at the City of Portland will often provide you with the interview questions approximately 15 minutes prior to your interview, so that you have time to review them.

Prepare some questions to ask your interviewers. Typically at the end of interviews, you will be asked, "Do you have any questions for us?" It will show that you are interested in the position and are well-prepared if you have some questions ready. You might want to ask questions about the work group the position is in, or the management style of the supervisor, or any number of things that might provide you with a better picture of the position and its responsibilities. For examples of questions to ask, you could check your local library or Internet web sites such as *Monster.com* or *CareerBuilder.com*, among many others.

Take With You to the Interview:

3 or more questions you want to ask the interviewers

A copy of the job announcement

Notes from your research about the position or the organization

Paper (for your own notes)

Pens or pencils (at least two, in case one breaks)

Several copies of your resume (including one to keep for yourself)

Tissue in your pocket or purse

Work samples, if requested



You aren't "bragging" when you talk about your knowledge, skills and experience. You are simply describing why you are qualified for the position.

If you don't talk about and describe your accomplishments and talents, who will?

Practice Makes Perfect

Practicing your interviewing skills is essential. You can practice speaking out loud about things like:

- Your job skills, education, and work experience
- How you saved your employers time or money
- How you built positive relationships with customers or co-workers
- Specifics about your contributions to previous employers, work teams, or projects.

You can practice your interviewing skills:

- In your car
- With a friends
- While walking the dog
- While washing dishes
- While using a stopwatch
- In front of a mirror
- Be sure to practice speaking out loud about yourself

What NOT To Say during an Interview

- “I don’t have any experience with that.”
- “My former bosses (or co-workers or customers) were jerks.”
- “I’m not very good at working with people”
- “What are the benefits like for this position?”

Make a Good Impression

Knowledge is power, *so be aware and informed* of the needs of your prospective employer.

Come prepared for the interview.

Be prepared to talk about why you want to leave Your present job (be positive).

Use examples to describe your knowledge, skills, and experience. Brief, focused stories that explain things like, “this was the problem or situation, these were the issues, and this is how I made it better” can be memorable demonstrations of your abilities.



Take a deep breath...

During the interview, you don't need to rush to fill silence with sound. It is perfectly okay to take some time to think before you answer a question.

Make an effort to clearly end your sentences, and avoid rambling.

Keep track of the time in the interview. Usually there is a set time that the interview must finish..

The All-Important Closing Moments of An Interview

After you've answered all of the questions, the interviewers will give you an opportunity to ask them questions. Be sure you have *at least two questions* to ask your interviewers.

Then, you may also use the closing moments of the interview to offer a brief summary about why you think you're a good choice for the job.

You may also use the time to refer to a current issue or "hot topic" that relates to the position you are applying for. This can help demonstrate your interest in the position.

You could also tell the interviewers that you *want* the job. You can make a good impression if you end the interview with a solid statement about how you feel about the job or why you think you would do well if you were in the position.

How Well Did You Do In the Interview?

Often, you cannot tell how well you are doing in an interview while it is happening. If interviewers aren't smiling, that doesn't automatically mean you aren't doing well in the interview. Some interviewers purposely strive to maintain a neutral expression. Or, the interviewers might look serious because they are concentrating or they might be a little tired or distracted. It's important not to let any of that distract you from making the best use of your time in the interview.

You will know how you did when you receive a letter or telephone call advising you of your status in the application process.



The Interviewers

Even if the interviewers might know you personally, they cannot credit you for your knowledge or experience if you don't tell them about it.

The interviewers might not be able to maintain lots of eye contact if they are writing notes during the conversation, but that doesn't mean they aren't listening to you.

The interviewers genuinely hope that you do a great job in your interview, and they want the best for you.

Frequently Asked Questions ~ Interviewing

We have found that many applicants find interviewing uncomfortable, so we provided these sample "Frequently Asked Questions". These FAQs give you an idea of the types of questions that are often asked during City of Portland interviews. Then, after practicing some of these questions, you might feel more comfortable during your next interview.

Helpful Hints:

- Interview questions will almost always relate to the "*To Qualify*" section of the job announcement. Preparing answers that address the items in the "*To Qualify*" section is a very effective way to prepare for interviews.
- Many questions will require you to provide real-life examples from your own work experience.
- You can **never** "over practice" for your interview. The more you practice, the better you will perform during your interview.
- It's **never** too soon to begin practicing your interviewing skills. What if you were to receive a call **tomorrow morning** offering an interview that same day? Would you be prepared?

Frequently Asked Questions:

1. Do you have any questions for us?
2. All of us have had to work with difficult customers. Tell us about several instances where you had to work with a difficult customer. Why was the person difficult? How did you deal with the situation?
3. Are there any procedures you find helpful for keeping track of things so problems are prevented? What are they? Tell me about when you used this procedure.
4. Briefly tell us about your previous experience and how it relates to this position.
5. Could you have done more in your last (or present) job?
6. Describe a change you have had to explain to other people. Did they understand your vision of the situation?

7. Describe a complex problem you have worked on lately that required in-depth analysis. What factors or variables did you consider? What did you do to resolve the problem?
8. Describe a recent work-related problem you had with a coworker and the action taken to solve it.
9. Describe a situation where a project needed to be completed and members of the team did not get along. What action did you take to accomplish your goal?
10. Describe a work situation where you had to take a risk.
11. Describe the diverse groups of people that you have worked with. Has it included people from other ethnic or religious groups, older workers, younger workers, people from other nations, or other people different from you?
12. Give us an example of a project that you generated on your own because you saw the need for it. Tell us what you did.
13. Give us an example of how you have organized and kept records to help facilitate your work.
14. Give us an example of when you were a productive team player.
15. Give us an example of when you were a team leader (either informally or formally).
16. Give us an example of your analytical skills.
17. Give us an example of your creativity.
18. Have you ever failed to reach your goal because you did not establish a realistic action plan? Describe the situation.
19. Have you had to explain how a City process works to a member of the public? How did you do this?
20. How do you handle a situation with an angry or a difficult customer?
21. How do you set the year's work plan? What were your objectives last year? Were they achieved?
22. How do you set your priorities? How do you schedule your time?
23. How have your relationships with your coworkers and boss affected your performance at work? Give an example.

24. How would your last supervisor describe you?
25. Tell me about a new policy or idea you recently implemented that was considerably different from the former procedure. What approach did you take to introduce the change?
26. Tell me about a project you generated on your own because you saw a need for it. What did you do to set it up? Who else also saw a need for that project?
27. Tell me about a situation when you had to adjust quickly to changes in the organization's priorities. What was the impact of the changes on you?
28. What skills or techniques do you apply in order to provide good customer service? How do you know if you are providing good customer service?
29. Have you ever had any training or read any materials about customer service? What parts of that information were useful to you?
30. Tell me about a time when you relied on another area in your organization to help you with a project. How did they approach the task? What was the result?
31. Tell me about one of the toughest groups that you had to get working as a productive team. What did you do?
32. Tell us about a project or process that you have had to organize. What did you do?
33. Tell us about a time when you had a conflict with a co-worker or supervisor and how you handled it.
34. Tell us about your experience as it relates to this position.
35. Tell us about your organizational skills. How do you manage your workload and priorities?
36. Tell us how you have worked with diverse customers, both internal and external.
37. What are some of the easiest assignments you've had? What are some of the most difficult ones? Explain.
38. What are your career goals? Where do you see yourself in 5 years?
39. What are your strengths? What are your weaknesses? Hint: Relate them to work.
40. What did you like best about your last job? Least?

41. What difficulties do you have in establishing action plans for your job? Give examples.
42. What do you consider to be your greatest accomplishment at work?
43. What do you do if two or more supervisors ask you to complete different tasks? How do you handle those types of conflicting priorities?
44. What do you do when your time schedule is upset by unforeseen circumstances? Give examples.
45. What have you done recently to develop your knowledge or skills? How have you applied that knowledge to your present job?
46. What is the most difficult assignment that you have completed?
47. What is the most rewarding assignment you have had?
48. What makes you happy at work?
49. What methods do you use to stay informed of what happens in your area of responsibility?
50. What other bureaus or work groups do you frequently have to deal with in your current job? How often and under what conditions? Give examples.
51. What suggestions have you offered former employers that were actually adopted?
52. What types of documents have you had to write? Who were the documents directed to? What response did your writing receive?
53. What was the biggest risk you took while in your current, or a previous position? Why was it risky? Why did you take that risk? What was the outcome?
54. When organizing a project, how have you determined what resources to use? Give an example of one project.
55. Why are you a good match for this job? Why should we hire you?
56. Why do you want this job?
57. Why do you want to leave your present job?
58. What else do you want to tell us about yourself that will help us make our hiring decision?

Self-Descriptive Words

Accurate	Descriptive	Ingenuity	Prudent	Successful
Active	Determined	Initiative	Punctual	Supportive
Actively	Diligent	Innovative	Quick	Systematic
Adaptable	Diplomatic	Insightful	Rational	Tactful
Adept	Disciplined	Instrumental	Realistic	Talented
Aggressive	Discreet	Inventive	Receptive	Teachable
Alert	Diverse	Judgment	Reflective	Tenacious
Ambitious	Dynamic	Keen	Reliable	Thorough
Analytical	Easily	Leading	Relocate	Tolerant
Approved	Effective	Logical	Resilient	Trained
Assertive	Efficient	Loyal	Resourceful	Travel
Attentive	Energetic	Mature	Respected	Trustworthy
Aware	Enterprising	Methodical	Respectful	Unique
Broad-minded	Enthusiastic	Notable	Responsible	Versatile
Capable	Exceptional	Objective	Responsive	Vigorous
Challenging	Experienced	Open Minded	Self-confident	Well-
Committed	Expertise	Optimistic	Self-motivated	Organized
Competent	Extroverted	Original	Self-reliant	Will
Competitive	Facilitator	Outgoing	Sense-of-	Will Relocate
Confident	Fair	Patient	humor	Will Travel
Conscientious	Familiar	Perceptive	Sensible	
Consistent	Firm	Personable	Sensitive	
record of...	Focused	Pioneering	Sharp	
<i>(Growth,</i>	Forceful	Pleasant	Significantly	
<i>Promotion,</i>	Friendly	Poised	Sincere	
<i>Achievement)</i>	Generated	Popular	Skilled	
Constructive	Helpful	Positive	Sophisticated	
Contributed	High-Level	Practical	Stable	
Cooperative	Honest	Precise	Strategy	
Creative	Imaginative	Productive	Strong	
Dedicated	Independent	Proficient	Strongly	
Dependable	Industrious	Proven	Substantial	

Action Verbs!

Abstracted	Ascertained	Checked	Correlated	Diversified	Exhibited
Accelerated	Aspired	Clarified	Corresponded	Documented	Expanded
Accompanied	Assembled	Classified	Counseled	Doubled	Expedited
Accounted For	Assessed	Closed	Created	Drafted	Experimented
Achieved	Assigned	Coached	Created	Drove	Explained
Acquired	Assisted	Collaborated	Critique	Earned	Explored
Acted	Assured	Collected	Critiqued	Economical	Expressed
Activated	Attained	Comforted	Cultivated	Edited	Extracted
Adapted	Audited	Communicated	Dealt	Educated	Fabricated
Addressed	Augmented	Compared	Debated	Effected	Facilitate
Administered	Authored	Completed	Decided	Eliminated	Facilitated
Advanced	Automated	Compiled	Decreased	Empathized	Familiarized
Advertised	Awarded	Completed	Defined	Employed	Fashioned
Advised	Balanced	Complied	Delegated	Enacted	Finalized
Advised	Bolstered	Composed	Delivered	Encouraged	Financed
Advocated	Briefed	Computed	Demonstrated	Energetic	Fixed
Aided	Brought	Conceived	Dependable	Enforced	Focused
Allocated	Budgeted	Conceptualized	Designed	Engineered	Followed
Analyzed	Built	Conducted	Detected	Enhanced	Forecasted
Answered	Calculated	Conserved	Determined	Enlarged	Formulated
Anticipated	Cared	Consolidated	Developed	Enlightened	Fostered
Applied	Catalogued	Constructed	Devised	Enlisted	Founded
Appraised	Chaired	Consulted	Diagnosed	Ensured	Gained
Approved	Chaired	Contacted	Differentiated	Enterprising	Gathered
Arbitrated	Charged	Contained	Directed	Equated	Gave
Arranged	Chartered	Contracted	Disciplined	Established	Generated
		Controlled	Discovered	Estimated	Governed
		Converted	Discreet	Evaluated	Grouped
		Convinced	Dispatched	Examined	Guided
		Cooperated	Displayed	Excelled	Handled
		Copied	Disseminated	Exclusive	Headed
		Corrected	Distributed	Executed	Helped

Hired	Led	Obtained	Productive	Rehabilitated	Searched	Supported
Identified	Leveraged	Offered	Programmed	Reinforced	Secured	Surpassed
Illustrated	Licensed	Officiated	Projected	Related	Served	Surveyed
Imagined	Lifted	Operated	Projected	Relied	Served As	Sustained
Implemented	Listened	Optimistic	Promoted	Remodeled	Set Goals	Synthesized
Improved	Located	Ordered	Proposed	Removed	Set-Up	Systematized
Improvised	Logged	Organized	Protected	Reorganized	Shaped	Tabulated
Inaugurated	Made	Originated	Proved	Repaired	Simplified	Tactful
Incorporated	Maintained	Overcame	Provided	Repeated	Single-	Talked
Increased	Managed	Overhauled	Publicized	Reported	handedly	Taught
Indicated	Manipulated	Oversaw	Published	Repositioned	Sold	Trained
Influenced	Manufactured	Packaged	Purchased	Represented	Solicited	Transferred
Informed	Mapped	Participated	Queried	Researched	Solidified	Translated
Initiated	Marketed	Perceived	Questioned	Reshaped	Solved	Turned
Innovated	Mastered	Perfected	Raised	Resolved	Sorted	Around
Inspected	Mature	Performed	Ran	Responded	Specialized	Undertook
Inspired	Maximized	Persuaded	Ranked	Responsible	Specific	Unified
Installed	Mediated	Piloted	Rationalized	For	Specified	Updated
Instituted	Memorized	Pinpointed	Read	Restored	Spoke	Upgraded
Instructed	Mentored	Pioneered	Reasoned	Restructured	Sponsored	Utilized
Integrated	Met	Placed	Received	Retained	Stability	Validated
Interpreted	Minimized	Planned	Recognized	Retrieved	Stimulated	Varied
Interviewed	Modeled	Pleased	Recommended	Revamped	Strategized	Verified
Introduced	Moderated	Practiced	Reconciled	Reversed	Streamlined	Visualized
Invented	Modified	Predicted	Recorded	Reviewed	Strengthened	Won
Inventoried	Monitored	Prepared	Recruited	Revised	Stressed	Worked
Investigated	Motivated	Presented	Rectified	Revitalized	Structured	Wrote
Judged	Mutual	Presided	Redefined	Satisfied	Studied	
Justified	Narrated	Prioritized	Redesigned	Saved	Substantiated	
Launched	Negotiated	Processed	Reduced	Scanned	Succeeded	
Learned	Nominated	Procured	Referred	Scheduled	Summarized	
Lectured	Observed	Produced	Refined	Screened	Supervised	

Book List

Resume Writing, Preparing for Interviews, & Career Development

101 Great Answers to the Toughest Interview Questions

Ron Fry

201 Best Questions to Ask on Your Interview

John Kador, 2002

Best Answers to the 201 Most Frequently Asked Interview Questions

Matthew J. DeLuca, 1997

Boost Your Interview I.Q.

Carole Martin, 2003

The Brazen Careerist

Penelope Trunk, 2009

Career Renegade

Jonathon Fields, 2009

Free to Succeed: Designing the Life You Want in the New Free Agent Economy

Barbara Reinhold, 2001

Guerilla Marketing for Job Hunters 3.0

Jay Conrad Levinson, 2005

How to Find a Job on LinkedIn, Facebook, Twitter, MySpace, and Other Social Networks

Brad Schepp and Debra Schepp, 2009

I Don't Know What I Want, but I Know It's Not This: A Step-by-Step Guide to Finding Gratifying Work

Julie Jansen, 2003

Information Interviewing

Martha Stoodley, 1996

The Interview Rehearsal Book: 7 Steps to Job-Winning Interviews Using Acting Skills You Never Knew You Had

Deb Gottesman and Buzz Mauro, 1999

It's Only Too Late if You Don't Start Now: How to Create Your Second Life at Any Age

Barbara Sher, 1998

Knock 'Em Dead!

Martin Yate - Adams Media, updated annually

Linchpin: Are You Indispensable?

Seth Godin, 2010

Monster Careers: How to Land the Job of Your Life

Jeff Taylor, with Doug Hardy, 2004

Web site: <http://www.monstercareers.com/welcome.asp>

Web site has tips, forms, links to job sites, a week-by-week job search plan, interview techniques, personality/interests/values job analysis, and more.

No More Mondays

Dan Miller, 2008

Strengths Finder 2.0

Tom Rath, 2007

The Twitter Job Search Guide

Susan Britton Whitcomb, Chandlee Bryan, and Deb Dib, 2010

Chronological Resume

Sample 1

JAYNE DOUGH

111 First St, Portland OR, 97204

(503)123-4567

JayneD@gmail.com

PROFILE

Motivated and dependable professional with exceptional, organizational, administrative, and records management skills. Highly skilled in the use of Windows and Mac environments, MS Word, Excel, Adobe Acrobat, Photoshop and Dreamweaver.

EXPERIENCE

2006 - present

Clackamas County

Clackamas, OR

Records Specialist

- Analyze records managements needs of departments and divisions;
- Facilitate compliance with county policies, standards and laws regarding the retention of public records;
- Manage records storage, microfilming and digitizing of archival records;
- Track and maintain electronic records with accuracy and detail.

2001-2006

Tri-County Credit Union

Vancouver, WA

Member Representative

- Provided personal and merchant banking services to members via telephone;
- Track returned statements and bank notices for entire member constituents to ensure proper mailing and contact information;
- Processed daily reports for maturing certificate of deposits, overdraft and insufficient find fees and closed inactive accounts.

Continued on next page...

JAYNE DOUGH

111 First St, Portland OR, 97204

(503)123-4567

JayneD@gmail.com

1998-2001

The Standard Insurance Company

Portland, OR

Client Communication and Service Specialist

- Respond to a wide variety of customer service inquiries through 800-line and email;
- Promptly, courteously and accurately communicate information about products, plan provisions and taxability issues;
- Ensure accurate and timely processing of system information, new contracts, fund balance, tax reporting and general ledger entries.

1994-1998

Portland Development Commission

Portland, OR

Records Specialist

- Assessed, profiled, archived and maintained hard copy and electronic documents and materials for staff and other agencies and public entities;
- Researched, retrieved and filed confidential documents;
- Assisted with reception desk, scheduled meetings, ordered supplies and assisted with clerical projects as requested

EDUCATION

Associate in Arts, Communications

City Community College

City, USA

Skill-Based Functional Resume

Sample 2

Melissa Castaneda

1234 West Beach Street ~ Seaside, OR 97200

(123) 456-7890 ~ mcastaneda@gmail.com

SUMMARY OF QUALIFICATIONS

Enthusiastic Training & Development Analyst with extensive experience in designing, conducting and evaluating training and organizational improvement.

PROFESSIONAL EXPERIENCE

Customer Service:

Developed, coordinated and implemented community education programs for community college district. Managed customized business training and technical assistance for business and industry within community college district. Recruited, hired, and trained instructors and trainers for classes and programs. Managed the online and offset training programs. Developed new programs in business training, organizational development, human resources, management learning systems and diversity training. Consulted with internal manager to develop customized bureau specific training programs.

Group Facilitation - Developed content for online cultural competency module for 1,000 employees. Developed, designed and facilitated training for employees on customer service, conflict resolution, team building, performance management, and leadership.

Needs Assessments and Training Programs - Worked with management teams to assess training and development needs of the department. Gathered and analyzed information, created training plans, consulted with teams again for input, then implemented final training plans. Reevaluated programs on a bi-annual schedule and adjusted as necessary, remained current with cutting edge training methods through continued education.

Training and Development – Met regularly with managers to assess ongoing training needs. Surveyed managers and staff for satisfaction with training and development services; adjusted programs accordingly. Continually communicated with appropriate personnel regarding changing bureau and work group needs.

Continued on next page...

Melissa Castaneda

1234 West Beach Street ~ Seaside, OR 97200
(123) 456-7890 ~ mcastaneda@gmail.com

EMPLOYMENT HISTORY

2001 – Present	Director of Professional Development Seaside Community College, Beach City, OR
1994 – 1996	Organizational Development Coordinator County of Santa Cruz, Santa Cruz, CA
1994 – 1996	Training & Development Specialist Oregon Heath and Science University, Portland, OR
1982 – 1994	Human Resource Specialist (Employee Development) City of San Diego, San Diego, CA

EDUCATION

Master of Science, Human Resources	Seaside University
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Abby Applicant
1234, West 67 Street
Georgia, MA 13456
(123)-456 7890

Sample Cover Letter

May 1, 2005

Mr. John Smith
ABC Entertainment
257, Park Avenue South
New York, NY 12345-6789

Good day, Mr. Smith:

I am actively seeking an executive assistant opportunity in a demanding, fast-paced multi-tasking office. My four years of executive experience at XYZ Incorporated have equipped me with a multitude of skills, and I would like to continue my growth at ABC Entertainment.

Throughout my career I have demonstrated for my employers an exceptional facility for meeting organizational objectives and demands. In addition to my secretarial skills, I am an adept event planner, having served as the director of the XYZ Christmas Ball for the last two years. My skills as a hostess have often been utilized by employers; I was the only executive assistant entrusted with client greeting, tour leading, and other hospitality services. I am certain I would prove to be an asset at ABC Entertainment as well.

If my abilities meet the needs of ABC Entertainment, I would greatly appreciate the opportunity of speaking with you personally at your earliest convenience. Thank you for your time.

Sincerely,

[Signature]

Abby Applicant

Enclosures: Resume

Your Name
Any Street
Any City, State ZIP
503-XXX-XXXX
XXX@XXXXX.com

Sample Cover Letter

February 17, 2006

Name of the BHR Sr. Business Analyst
City of Portland
Street Address
Portland, OR zip code

Re: Job title, Recruitment Number

Dear Ms. _____:

This letter expresses my interest in the position of (name of the position you are applying for) at the City of Portland.

My training and experience are a good match for this position. Some highlights of my qualifications include:

- ◆ College degree (or coursework completed) in XYZ subject area
- ◆ Valid driver's license and auto insurance
- ◆ More than five years' experience as a (job title or function)
- ◆ __. __ grade point average (in high school or college)
- ◆ Demonstrated (leadership experience, or teamwork skills, or technical expertise, or whatever is directly related to "The Position" and the "To Qualify" sections of the job announcement)

I look forward to the opportunity to learn more about this position and how I might be able to contribute to the organization.

Thank you for your consideration.

Sincerely,

Your name

Enclosure

**Sample
Standard Business
Letter Format**

Antoine Applicant
5 Hill Street
Madison, Wisconsin 53700

March 15, 2005

Ms. Rita Reader
President
Smith, Smith, & Smythe
123 International Lane
Boston, Massachusetts 01234

Re: Job Announcement No. 05-1234

Dear Ms. Reader:

Business letter formats can be “block formats”, “indented formats”, or “modified block formats”. To simplify matters, here is a sample of the “block format” on this page. For authoritative advice about all the variations, *The Gregg Reference Manual*, 9th ed. (New York: McGraw-Hill, 2001) is a great reference tool for workplace communications. There seems to be no consensus about such fine points as whether to skip a line after your return address and before the date: some guidelines suggest that you do; others do not.

When you use the block form to write a business letter, all the information is typed flush left, with one-inch margins all around. First provide your own address, then skip a line and provide the date, then skip one more line, and provide the inside address of the party to whom the letter is addressed. If you are using letterhead that already provides your address, do not retype that information; just begin with the date.

Skip another line before the salutation, which should be followed by a colon. Then write the body of your letter as illustrated here, with no indentation at the beginnings of paragraphs. Skip lines between paragraphs.

After writing the body of the letter, type the closing, followed by a comma, leave 3 blank lines, then type your name, all flush left. Sign the letter in the blank space above your typed name. Now doesn't that look professional?

Sincerely,

Antoine Applicant

