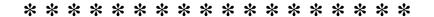


Helpful Hints

for

Applying for Jobs with The City of Portland

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The Basics

- 1. *Check out* the City of Portland's online application process at www.portlandoregon.gov/Jobs. Become familiar with **NeoGov**, the online application system that the City uses. *NOTE*: The City now accepts only online applications (unless special accommodation is requested).
- 2. *Start early.* Give yourself a competitive advantage by spending quality time on your resume and cover letter. Don't try to create your resume, cover letter and application all on the closing day of the announcement.
- 3. *Read job announcements* very carefully. Many people who may well be qualified for the position sometimes fail the initial application screening, simply because they did not follow the instructions.
- 4. *Questions about the application process*? You may call the Human Resources Analyst listed on the job announcement.
- 5. Consider applying for more than one position, even if it is just for practice. The more times you go through the application process, the more skillful you will become in applying and interviewing.
- 6. In your cover letter and resume, you <u>must</u> address <u>all</u> of the <u>qualifications</u> listed in the job announcement. While it is true that tailoring your resume to each recruitment takes time, it will be well worth it!
- 7. *Keep track of the jobs you apply for.* Maintain a record of all the positions you apply for so that when you are contacted for an interview, you will be able to quickly locate the details of the position they want to talk with you about.
- 8. *Practice interviewing.* We know that you have heard this advice many times, and it is nothing new. However, we have seen that many applicants who seem to be very qualified don't do well in their interviews. Some become too nervous, and some have not anticipated the types of questions that might be asked of them. Most people practice <u>far</u> too little.
- 9. *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**, <u>not</u> in the Portland Building.

About 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.

Cover Letters

Your response to a job announcement shows how well you understand the position, the qualifications required, and the instructions for how to apply. Cover letters and resumes also "tell your story" and describe who you are, what you've been doing, and where you want to go in your career. They help the readers get to know you.

Use your cover letter to:

- Tell your "story". Summarize who you are, what you've been doing, why you want the job, and why you are qualified.
- Demonstrate that you understand the job and the qualifications.
- Express your accomplishments and your writing ability.
- Demonstrate that you know something about the position and the bureau that you are applying for. Look for the organization's mission, vision and goals; newsletters, descriptions of work groups; current projects; and more.

Sample cover letters are included at the end of this document.

Resumes

Use your resume to:

Describe your knowledge, skills, training/education, and experience that demonstrate specifically how you meet the qualifications.

Describe comparable experiences. For example, customer service in a restaurant can be comparable to customer service in an office or 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, among others.

Keep in contact with your references. Call them when you think they might be contacted by an employer.

Types of Resumes

Chronological

- Chronological resumes direct the reader to your previous job titles, companies you worked for, and the length of time you remained at each position.
- Chronological resumes list your employment history beginning with your most recent employment and then work backward in time.

Skill-Based Functional

- Skill-based function resumes stress skills that are transferable.
- This type of resume is particularly useful if you are making a career change or have a short work history and want to highlight particular results.
- You can emphasize your accomplishments and down-play the chronological history of your work experience.

Combination

- When applying for City of Portland jobs, it can be effective to use a combination of the skill-based functional and the chronological resumes.
- With a combination resume, you can list your positions chronologically, but describe your experience specifically in terms of the qualifications being requested in the job announcement.

There are some sample resumes at the end of this document.

Interviewing

Prepare

Start preparing for the interview as soon as you decide to apply for a recruitment 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 to your interview.

Dress appropriately. Your clothing should be clean and professional, and you should feel comfortable in it.

Assume that the interviewers don't know anything about you. Even if you have worked side by side with the people on the interview panel, you must answer the questions clearly and in detail, as if the panelists don't know you personally.

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 prepared.

Be aware and informed of the needs of your prospective employer and work group.

Be prepared: be ready to explain why you want to leave your present job, and be prepared to answer questions about the position.

Use specific examples to describe your knowledge, skills, and experience. Brief, focused stories can create a clear and memorable impression of your abilities. You could say something like, "This was the problem or situation, these were the issues or obstacles, and this is how I helped to make things better."

Practice Makes Perfect

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

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

What NOT To Say during an Interview:

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

The Important Closing Moments of An Interview

After you've answered all of the questions, the interviewers will give <u>you</u> an opportunity to ask them questions. Be sure you have some questions prepared to ask your interviewers.

You might 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.

Or you might use the time to refer to a current issue or "hot topic" that relates to the position you are applying for, which can help demonstrate your interest in the position.

You could also tell the interviewers that you want the job, if you do.

Interviewing Remotely

Sometimes, if you are unable to attend an initial interview in person because of distance or time restraints, you will be given the opportunity to participate remotely via the Internet. You'll receive easy-to-follow instructions by email on how to log in, and can participate by phone and video (if you have a webcam).

It's **never** too soon to begin practicing your interviewing skills.

What if **tomorrow morning** you were offered you an interview?

Would you be prepared?

Some Frequently Asked Interview Questions

- 1. All of us have had to work with difficult customers. Tell us about some instances where you had to work with a difficult customer. Why was the person difficult? How did you deal with the situation?
- 2. Are there any procedures you find helpful for keeping track of things so problems are prevented? What are they? Tell us about when you used this procedure.
- 3. Briefly tell us about how your knowledge, skills experience relate to this position.
- 4. Describe a recent work-related problem you had with a coworker and the action taken to solve it.
- 5. 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?
- 6. Tell us how you have worked with diverse customers, co-workers, and others.
- 7. Give us an example of how you have organized and kept records to help facilitate your work.
- 8. Give us an example of when you were a team leader (either informally or formally).
- 9. Have you had to explain how a City process works to a member of the public? How did you do this?
- 10. What do you know about the position and work group you are applying to work in?
- 11. 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?
- 12. Tell us about your organizational skills. How do you manage your workload and priorities?
- 13. What are some of the easiest assignments you've had? What are some of the most difficult ones? Explain.
- 14. What are your strengths? What are your weaknesses?
- 15. What do you do if two or more supervisors ask you to complete different tasks? How do you handle those types of conflicting priorities?
- 16. What is the most difficult assignment that you have completed? What is the most rewarding assignment?
- 17. 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.

Self-Descriptive Words

You can help the reader of your resume understand more clearly about your knowledge, skills, and abilities by adding some descriptive words to add clarity and precision.

Accurate Easily Active Effective Actively Efficient Adaptable Energetic Adept Enterprising Aggressive Enthusiastic Alert Exceptional Experienced **Ambitious** Analytical Expertise Extroverted Approved Assertive Facilitator Attentive Fair Aware Familiar Broad-minded Firm Capable Focused Challenging Forceful Committed Friendly Competent Generated Competitive Helpful High-Level Confident Conscientious Honest Consistent Imaginative Constructive Independent Contributed Industrious Cooperative Ingenuity Creative Initiative Dedicated Innovative Dependable Insightful Descriptive Instrumental Determined Inventive Diligent **Judgment** Diplomatic Keen Disciplined Leading Discreet Logical Diverse Loyal Mature Dynamic

Methodical Notable Objective Open Minded Optimistic Original Outgoing Patient Perceptive Personable Pioneering Pleasant Poised Popular Positive Practical Precise Productive Proficient Proven Prudent Punctual Ouick Rational Realistic Receptive Reflective Reliable Relocate Resilient Resourceful Respected Respectful Responsible Responsive Self-confident

Self-reliant Sense-of-humor Sensible Sensitive Sharp Significantly Sincere Skilled Sophisticated Stable Strategy Strong Strongly Substantial Successful Supportive Systematic Tactful **Talented** Teachable **Tenacious** Thorough Tolerant Travel Trustworthy Unique Versatile Vigorous Well-Organized Will Will Relocate Will Travel

Self-motivated

Action Words

Here are two whole pages of action words that can help you describe work that you have done.

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

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

Book List

Resume Writing, Preparing for Interviews, & Career Development

48 Days to the Work You Love

Dan Miller, 2007

101 Great Answers to the Toughest Interview Questions

Ron Fry

301 Best Questions to Ask on Your Interview

John Kador, 2010

Boost Your Interview I.Q.

Carole Martin, 2003

The Brazen Careerist

Penelope Trunk, 2007

Guerrilla Marketing for Job Hunters 3.0: How to Stand Out from the Crowd and Tap Into the Hidden Job Market using Social Media and 999 other Tactics Today

Jay Conrad Levinson, 2011

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

Job Interviews For Dummies Education

Joyce Lain Kennedy 2011

Knock 'Em Dead!

Martin Yate - Adams Media, updated annually

Linchpin: Are You Indispensible?

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.

Strengths Finder 2.0

Tom Rath, 2007

The Twitter Job Search Guide

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

What Color is Your Parachute?

Richard N. Bolles, Revised 2011

Chronological Resume



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...

Sample 1

JAYNE DOUGH

111 First St, Portland OR, 97204 (503)123-4567
JayneD@gmail.com

1998-2001 OR The Standard Insurance Company

Portland,

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 OR Portland Development Commission

Portland,

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



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 asses 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

Abby Applicant 1234, West 67 Street Georgia, MA 13456 (123)-456 7890



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



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