



INTERVIEW SELL & PRESENT YOURSELF

An easy reference guide designed to help prospective employees prepare for and secure a government service job.

Professional Administrative Support Services Program

PASS — Level 2

The primary purpose of the PASS program is to enhance core skills both at the technical and soft skills level. PASS 2 is a team project-based program and designed to tap into the leadership skills and talents of each participant. The project component of the PASS program provides an opportunity to apply and integrate classroom learning with the real world.



Interview Sell and Present Yourself

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JOB OPPORTUNITIES IN GOVERNMENT

Local Government

Job opportunities may be found at both the city government and county government; these positions often provide specific services, such as education, public safety, parks and recreation, and economic development. Check the city or county's official web site for employment opportunities.

State Government

State government has employment opportunities in various areas, such as higher education, welfare, mental health, highway maintenance and safety, and parks and recreation. Entrance into state government jobs follows formal procedures which adhere to equal opportunity, affirmative action, and merit hiring criteria. Jobs tend to be very competitive, requiring written applications, testing, and lengthy screening processes and waiting periods. The jobs increasingly require higher levels of education and technical skills. Check your state's official web site or specific agency's web site for employment opportunities.

Federal Government

Job opportunities with the federal government are very diverse. There are fewer tests for civil service positions and no longer a central receipt point for federal applications. People now apply directly to the agency/office that is hiring. Agencies are turning more to the web, using professional recruiters, and establishing university relationships in their listing of employment opportunities.



WHAT IS AN INTERVIEW?

It is an opportunity for candidates and employers to mutually evaluate the match between the candidate's qualifications and goals, and the organization's needs.

First Impressions

- Organize and prepare to portray the most perfect you.
- You never have a second chance to make a first impression. A "first impression" is made in the first 27 seconds.
- Correspondence, resume, telephone conversations, and informal visits reflect your image ahead of the interview.



Qualities Employers Seek

- Communications Skills
- Honesty/Integrity
- Enthusiasm
- Teamwork Skills
- Interpersonal Skills
- Motivation/Initiative
- Strong Work Ethic
- Analytical Skills
- Flexibility/Adaptability
- Computer Skills
- Organizational Skills

Preparing in Advance Gives You an Edge by

- eliminating the fear of the unknown.
- reducing the element of surprise.
- increasing your self-confidence.
- allowing you to focus on the interview itself.

BEFORE AN INTERVIEW

Types of Interviews

- Screening (first meeting with prospective employer)
- Follow-up (second meeting to identify finalists for the position)
- Selection (meeting of final candidate pool with the position's supervisor)
- Phone (could replace screening or follow-up interview)
- Group (meeting with group of individuals)
- Breakfast/Lunch/Dinner

(See reference page for web sites for more information.)

Planning for the Interview

- Know yourself and your field of interest.
- Practice your interviewing skills.
- Research the job and the company.
 - Size and number of employees
 - Type of organization
 - Products and/or services
- Know the position for which you have applied.
- Do your homework: employer's web sites, research sources, news sources, trade journals, industry directories, and web search engines.

What to Do the Day Before

- Review your resume and research of the company.
- Make a trial run to know exactly where you are going and where to park.
- Get a good night's rest.
- Organize the materials you will be taking with you.
Use a clean folder for
 - resume (extra copies).
 - letters of recommendation.
 - list of questions you want to ask.
 - memo pad, two pens, business cards, and portfolio, if necessary for the job.

Arrive early for the interview, but not too early. Get to the site 20 to 30 minutes early to allow for any surprise disasters. Do not enter the building until 10 to 15 minutes before your interview. Arriving too early could throw the interviewer's schedule off, and start you off on the wrong foot.

The following questions are presented only as interviewing guidelines. They are meant to help you prepare for the interview. (See reference page for web sites with more interview questions.)



Questions You May Be Asked in an Interview

- Tell me about yourself. (Try to hold your response to two minutes.)
- How would your colleagues describe you?
- What are your career goals?
- What are your strong points?
- What are your weak points?

Questions You May Want to Ask in an Interview

- Why is this position open?
- What are some of the objectives you would like to see accomplished in this job?
- In what ways has this organization been most successful in terms of products and/or services over the years?
- How is one evaluated in this position?
- Where do you see your company going in the next five to ten years?



Proper Attire

First impressions include your hairstyle, clothing, and shoes—everything should be CLEAN and NEAT!

Personal Hygiene

- Shower, shave, use deodorant, and have clean fingernails.
- Avoid excessive amounts of aftershave or perfume.
- Do not drink alcohol or eat unusual or garlicky foods before the interview.
- Take along some breath mints.

Dress Tips for Women

- A business suit in a subdued color is best for first interviews.
- Dress in today's styles, but keep the hemline close to the knee length and keep blouses modest.
- A conservative or executive dress is fine for additional interviews.
- Hose should be worn at all times, regardless of weather conditions. Shoe heel height should be moderate and comfortable—shoes should be freshly polished. If heel tips are worn, get them replaced so you do not click as you walk.
- Jewelry should be minimal and in good taste.
- Nails should be well manicured and polished in clear, light or French manicure. If long nails are a part of a personal fashion statement, avoid bright colors and glittered accents for interviewing.
- Hair style will vary with each individual, but a fuss-free style will work best.
- Make-up should be lightly applied.

Dress Tips for Men

- Wear a conservative suit in dark blue or dark gray with a long-sleeved white shirt. The tie should be conservative but in style.
- Use a dark sock (over-the-calf) with dark, freshly shined shoes.
- Jewelry should be limited to a wristwatch and wedding ring.
- Fingernails should be clean and well manicured.
- Facial hair should be clean shaven and limited to a mustache. Beards are not conservative and, therefore, inappropriate.



General Guidelines for Preparing Cover Letters

The idea is to show how your skills and qualifications fit the requirements for the position. The cover letter will demonstrate your written communication skills, knowledge of accepted business practice, and your ability to persuade the reader of your value to the organization.

These are basic guidelines for a good cover letter.

- Show what you can do for the reader, not what you want the reader to do for you. Keep the focus on your qualifications as they relate to the position.
- Write clearly and simply—do not use overly complex or long sentences.
- Follow rules of layout and standard business letter format.
- Letter should be limited to one page (three to four paragraphs).
- State one or two specific accomplishments or strengths that show your proficiency to catch the reader's interest and then reference your resume.
- Address the letter to a specific person.
- Remember the reader—your letter should be easy to read and direct; this gives you a chance to show that you can use sound business writing principles.
- Create a high-quality, error-free copy; use the same font and pitch as used in your resume. Your letter and resume should basically look alike. Be sure to proofread very carefully!
- Use high quality stationery and matching envelopes. Use the same paper for both your cover letter and your resume.
- Be truthful; be able to back up what you say with specific examples.
- Be positive throughout the letter—in tone and word choices; demonstrate enthusiasm, self-confidence, and professionalism.
- Take advantage of any link to the employer that could give you an edge—mentioning the name of someone you know in the organization.
- State what action you will be taking as a follow-up in closing; this lets the reader know what you are doing and gives you more control over the situation.
- Sign your letter legibly with your full name as typed and use a high quality black pen.

Basic Elements of the Cover Letter

Choose the style of your letter, i.e., block or modified block. (See reference page for web sites for letter formats.)

Your Address

Date

Inside Address

Salutation

- Use title and last name—never use the first name unless you know the individual well (Dear Ms. Jones:).
- If you do not know the name, use the title (Dear Human Resources Manager:).
- If you are not sure if the person is male or female, use the full name (Dear Jan Jones:).

Opening paragraph: Say why you are writing, the position you are applying for, how you heard of the opening, and any personal contacts you have with the company.

Middle paragraph: State your general qualifications for the opening and your major strengths as they apply to the job and back that up by one or two recent accomplishments. This will create interest and demonstrate how your skills can be of value to the organization. Do not list everything on your letter but refer the person to your resume for further details.

Closing Paragraph: Re-emphasize your strong interest in the position and your desire for a personal interview. State that you will look forward to hearing from the reader soon. Thank the reader for his/her time and consideration.

Closing

Your Name

Phone Number



The Importance of a Well-Written Resume

Your resume must convince an employer that you are worth talking to, that you are better than the rest, and that you can do the job well—all in about 15 seconds! (See reference page for web sites for resume writing.)

Guidelines for Effective Resume Writing

- Before you write, take time to complete a self-assessment on paper. Outline your education, honors, abilities and skills, work experience, and community, professional, and volunteer activities.
- Look at other resumes written for positions within your field.
- Since you are selling yourself, think about your targeted audience and what they want.
- Be specific about the job you want.
- Customize your resume to the position and to the company's needs.
- Consider your word choices carefully; you need to sound positive and confident, not aggressive nor overly modest.
- Begin sentences with action verbs.
- Word choices should accurately describe you: your talents, skills, and experiences.
- Treat your resume as an advertisement for you; do not sell yourself short, but do not exaggerate.
- Keep the resume concise—one to two pages at the most.
- Show measurable services that you have been able to produce: using dollar amounts, percents, or awards received.
- Use keywords. Many companies scan resumes into a database and then select applicants by searching for keywords. Determine what ones are the right ones to use by checking job listings to see which buzzwords appear in the job descriptions that most interest you.



Two Different Types of Resumes

- **Functional:** This type highlights your abilities and areas of expertise, rather than work experiences.
- **Chronological:** Work experiences are listed by past employer in reverse chronological order.

(You have to decide which type will work best for you.)

Resume Outline

Each resume should include your name, address, telephone number, email address and web site address (if applicable) at the top of the resume.

Objective

- Career goals you are seeking (optional).

Work Experience or Expertise

- Include full-time as well as part-time paid jobs, co-op positions, or volunteer work.
- Have I invented, discovered, coordinated, organized, or directed anything professionally or for my community?
- Do I meet guidelines consistently?
- Am I a good communicator?
- Do I enjoy teamwork?

Education

- Most recent education is listed first.
- Include your degree and date received (A.S., B.S., etc.), major, institution attended, minor, and concentration.
- Include grade point average if it is higher than 3.0 or include academic honors. Only list these if it has been five years or less.
- Include special seminars and training.

References

- Do not include reference information on your resume. You may note “references furnished upon request” if you have room.

Resume Review Tips

- Run a spell and grammar check on your computer. No typos or grammar errors! Plus proofread, proofread, proofread your resume yourself!
- Hold your resume at arm's length to see how it looks. Does it look too busy? Is the information well spaced? Is there too much white space? Is the important information quick and easy to find?
- Ask a friend—preferably someone good in English—to proofread your resume.
- Ask other people to critique your resume: an advisor, potential employer, or a human resources employee.
- The more people who see your resume, the better!

Design Tips for Both Cover Letter and Resume

- Use white or off-white high-quality paper.
- Use 8.5 x 11 inch paper.
- Keep the look professional.
- Print on one side only.
- Use a font size of 10 point to 14 point.
- Write in bullet style, not paragraphs.
- Use one typeface and stick with it.
- Avoid italics, script, and underlined words; do not overdo underlining and bolding.
- Do not use horizontal or vertical lines, graphics, or shading.
- Include old information sparingly, if at all.
- Leave out personal information on your resume, i.e., height, weight, etc.
- Do not fold or staple.
- If you mail them, put them in a large envelope: 9" x 12" or 10" x 13".



The Importance of Words on a Resume

Every Resume Should Include Words, such as:

- Teamwork
- Flexibility
- Detail-Oriented
- Self-Motivated

Words that Weaken Your Resume

- Assist, Contribute, and Support
- Successfully—state your achievements clearly and factually
- Responsible for
- Interface, Synergy, Liaise

Words to Avoid

- Abbreviations and Acronyms
- Personal Pronouns
- Negative Words



Telephone Screening

- Be ready! Make sure that everyone in your household knows that you may be receiving calls from potential employers. Ask everyone to answer the phone in a polite, professional manner.
- Your voice-mail message should be professional, upbeat, and with a straightforward message — no jokes, music, or anything that would not be professional.
- Be prepared for the phone to ring at any time. A telephone screening typically lasts 10 to 15 minutes.
- Think of questions ahead of time that you might be asked, such as:
 - What makes you qualified for this job?
 - Why did you or why are you wanting to switch jobs?
- Think out ahead of time what your responses will be.
- Practice answering questions.

Drug Testing

There may be pre-employment drug and reasonable suspicion drug and alcohol testing before consideration for many jobs, including state, private sector, and non-profit places of employment. The federal testing program includes this testing plus random, post-accident, return-to-duty, and follow-up testing as well.

How to Apply for a State Agency Position (Do one of the following two steps.)

- Apply online with Online Employment Application Process (OLEAP), which will allow you to enter all of your application information, along with your optional cover letter and resume.
- Complete a State of Ohio Civil Service Application (Form GEN 4268) for each open position in your field of interest. A cover letter, resume, and/or transcript is optional unless it is noted in the job posting. Mail to the address listed in the posting or to the human resources office at the address below the agency name. A postmark on or before the deadline date will be accepted.

Civil Service Examinations

- A fraction of all state job titles requires passing a civil service examination as a pre-condition for applying.

- Approximately 70 state job classes require passing an appropriate civil service examination to be considered for a vacant position.
- Civil service examination bulletins are posted in county courthouses and city halls statewide.
- Most civil service tests for entry-level positions are multiple-choice exams, which may include a key skills test.
- Applications to take a civil service exam are reviewed for minimum qualifications before candidates are scheduled to take the examination.
- Passing a civil service examination places your name and score on the eligible list for that job title ranked by score.
- Candidates who are bargaining unit employees with the State of Ohio may be required to pass a proficiency test for certain job classifications.

Federal Testing Information

- Tests are required for specific groups including secretarial and clerical, air traffic control, law enforcement, and for certain entry level jobs. The majority of government jobs are filled through a competitive examination of your background, work experience, and education, not through a written test. Mandatory testing for administrative careers has been eliminated.
- You can earn eligibility for entry-level professional and administrative jobs by either:
 - earning a college grade point average of 3.5 or above on a 4.0 scale or having graduated in the upper 10 percent of your class and impressing agency recruiters with your experience and technical abilities during an interview.

- passing an examination of your education and/or experience for a specific job vacancy. Agencies may use the original written tests to assess an applicant's abilities prior to appointment.
- It is also good to note that a college degree is not required to qualify for most government jobs. Equivalent experience is acceptable as an alternative to a college degree.

Security Clearance

There may be a security clearance check done on you before hiring in a government position. The need for security-cleared personnel is very important, especially in home security, top secret, intelligence analyst, government contractor, defense, electronic security, airport security, homeland security jobs, and more.



DURING AN INTERVIEW

Stages of the Interview

Breaking the Ice (two minutes)

- Greet the interviewer by his/her surname.
- Shake hands and introduce yourself.
- Relax! It's okay to be nervous.
- Small talk will occur.
- Smile, be friendly, and responsive.
- Wait to be seated.
- Talk about a general topic such as the weather, travel, or comment on an object in the office.

General Information Sharing (Sell Yourself)

- Give them reasons to buy the product, which is you.
- Tell them what you can do for them and bring to the company and position.
- Convince them that your product is better than the competition's.
- Answer questions by selling yourself with painting a clear picture of where, when, how, what, and why you did it. Do not just answer yes or no.
- Stress your achievements.
- Fill in the gaps of your resume and provide details.
- Know what you want to stress related to education and training, work experience, and skills.
- Do not stretch the truth.



Clarification of Key Characteristics

- Know what the key characteristics of the job are and how your past experiences and skills will benefit them.
- Be able to answer questions of how, why, and what you did.
- Be brief with your answers and ask if they want more details.
- You should only speak one-third of the time while the interviewer speaks the rest of the time.

Solicit Questions

- Do not ask about salary in the initial interview.
- At the end of the interview, you can ask them for the job. Let them know you are very interested.
- If asked why you left your previous employer, answer briefly and don't go into a lot of detail. Be prepared to provide for references in support of your reasons. Stay with the facts of what happened, what you did, how you felt, and what you learned. Describe how you will handle things in the future and how you would be a good fit for the position.
- Do not make derogatory remarks about previous or present employers.

Closing

- Tie up any loose ends with any other questions.
- Thank the interviewer for the interview.

Pointers

- Control the interview by focusing on what you can do for an employer.
- Be ready to do the job by taking responsibility in the interview to solve an employer's problem.
- Introduce yourself in a phone call before you meet in person.
- Join the team by acting like you are on the team and want a promotion—be proactive.
- Offer profit to the manager by solving a problem for the employer.
- Worth, value, and profit are reasons why the employer will hire you. Your **worth** is determined by the **value** you offer the employer. Your **profit** for the company is a healthy job offer for you.
- Ask when a decision is going to be made about the job and establish a follow-up time to schedule with the interviewer.

Behavior

- Carry yourself confidently.
- Introduce yourself in a courteous manner.
- Read company materials while you wait.
- Have a controlled voice with reasonable volume.
- Smile and be friendly to everyone.
- Follow the interviewer's lead.
- Answer questions fully but concisely.
- "Sell" without appearing conceited.
- Thank the interviewer.

Attitude


- Project confidence and enthusiasm.
- Show sincerity and commitment.
- Be optimistic.

Facts on Questions

Know Your Rights: Before your next job interview, contact your local Human Relations Commission and One Stop Employment agencies to find out your state's laws regarding interview questions.

Answering Illegal Questions

Responding professionally is much more effective than telling the interviewer he is breaking the law. Even illegal questions pose an opportunity for you to present information about your talents. If you are asked an illegal question, do not directly answer it. Deal with the underlying concern and express your commitment to your career. For example, if an employer asks, "How does your spouse feel about your business travel?" Respond with, "I am fully committed to performing my job well. My career is important to me, and I have a strong support system at home."

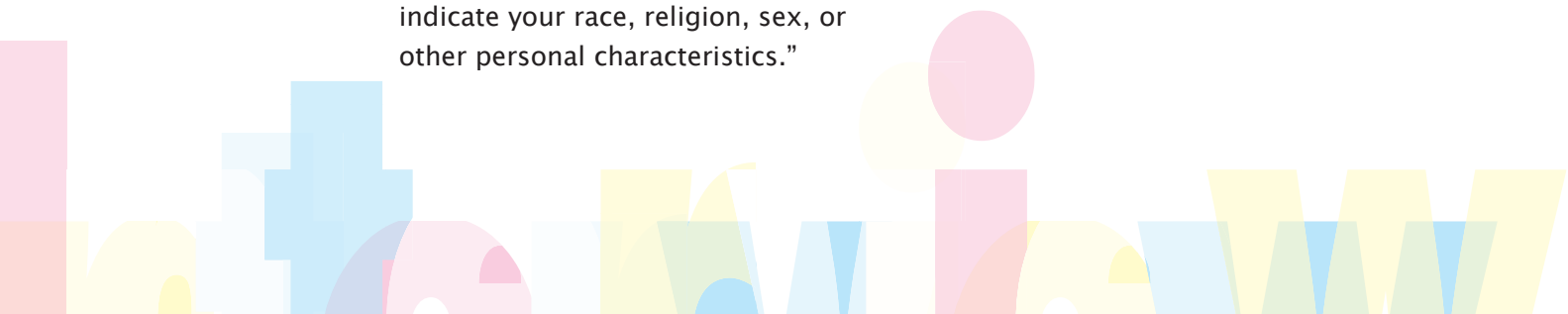


Rule of Thumb: Use short answers for hard questions and longer answers for easy ones. Most job interviewees give long answers to hard questions, and they give short answers to easy questions. This is a big mistake! This increases the proportion of the interview spent on weak points.

Women & Motherhood: It is not uncommon for women to be asked about their familial status. In some instances, women have been asked when they plan to start a family before they were asked to show their resume. Note: This is an illegal question.

The Family Man: Some men have been asked about taking time off to help their spouse care for a child during interviews. Note: This is an illegal question.

	These questions are Legal...	You are not required to answer these...
Birthplace/ Citizenship	"If hired, can you show evidence of being legally allowed to work in the United States?"	"Where were you born?" or "What is your mother's tongue?"
Sex/Family Status	May ask for name and address of parent, if candidate is a minor.	"With whom do you live?" or any questions which would indicate whether the candidate is male or female.
Race	Almost nothing is legal, until after the candidate is hired.	"What is your racial/ethnic group?" or anything dealing with color.
Age	May verify that candidate meets minimum age requirements, such as "Are you 18 or older?"	"How old are you?" or "When did you finish high school?"
Military Service	May ask about job-related skills acquired during military service.	Questions dealing with dates of military service and type of discharge.
Names	"To help check prior employment, list any other names you used."	"What was your maiden name?"
National Origin	"These positions require language skills." or "What languages do you speak?"	"How did you acquire your language skills?" or "What did your family speak?"
Physical Characteristics	May require a photo only after hiring.	"Please submit a recent photo with your application."
Religion	May tell the candidates the hours when they would be required to work.	"Do you belong to a church?" or "What is your religion?"
Criminal Record	"You will not be barred from employment on the basis of your answer, but have you ever been convicted of a felony?"	"Have you ever been arrested?" or "Have you ever been in trouble with the law?"
Physical Condition	"If hired, you will have to pass a physical based on actual job requirements."	"What is your physical condition?" or "Do you have any disabilities?"
Memberships	"Please list all job-related organizations to which you belong. You do not need to list any which indicate your race, religion, sex, or other personal characteristics."	"Please list all the organizations to which you belong."



Be Quiet and Focus

- It is important to listen to the question asked and answer that question. Keep your answers to two to three minutes at the most.
- Watch the interviewer's eyes. If they glaze over, you have lost them.
- Listen through eye contact—stay with the person. If you have a problem looking into your interviewer's eyes, try looking at the “third eye” right above and between the eyes.
- Listen with nonverbal expressions—nod and appear interested.
- Listen until the speaker is finished—do not interrupt.
- Slang and Street Speak: Leave them on the street.

Watch Out for Language Mistakes

- Do not use non-words, such as “um,” “ah,” “you know,” “OK,” or “like.” Think before you speak.
- Do not inflect your end of the sentence up. It sounds like you are asking a question. Tone the end of the sentence down.
- Do not use incorrect grammar or slang, such as “ain't,” “she don't,” or “me and my friend.” Use complete sentences and tenses that agree.
- Do not slur your words or mispronounce your words, such as “ath a lete” for “athlete.” Speak slowly.
- Do some breathing exercise and slow down your speaking so as not to show you are nervous. Listen to the question, count two beats in your head, then answer. After a sentence, count two beats before continuing. Pausing is effective in communication.
- Use power words, such as “I am confident that,” “my track record shows,” or “I take the position that.” Do not say “hopefully,” “kind of,” or “perhaps.”



Body Language

Actions can speak louder than words, particularly in interviews. It pays to be aware of body language and what it says about you.

A Firm Handshake

- A recruiter's first impression of you is often formed when you shake hands. A firm handshake will give the right impression, but not too firm as that can seem arrogant or too challenging.

Arms Folded Across the Chest

- You may feel comfortable sitting that way, but studies show that the interviewer will read this as defensive.

Leaning Forward

- This means you have an intense interest in what the interviewer is saying or vice versa.

Head Tilted to the Side

- A head held straight up signals a neutral attitude to what you are saying. A head tilted to the side means you have caught your interviewer's interest. A head down is negative and judgmental.

Hands Hovering Around the Face

- No matter how nervous you are, try to avoid hand-to-face gestures, such as touching your nose or rubbing your eye. This means you are not entirely comfortable with the subject matter being discussed. It is often a sign that you are not being completely honest about something.

Bring a Hand to the Back of the Neck

- This means that you are trying to pull out of the conversation.

Legs Crossed

- Sitting with your legs crossed can make you look slightly lopsided, which can look unconfident. Sit up in the chair facing your interviewer directly. Crossed legs can also appear defensive.

Avoid

- Smoking or chewing gum, giving excessive attention to office environment, or having confused or defeated expressions.

Signs of a Good Interview

- Seeing the body language of the interviewer—if he leans forward in the chair, looks you in the eye, smiles, raises his eyebrows, and gives other friendly gestures.
- If the interview lasts longer than an hour, then you have something the interviewer likes.
- If you get invited back for a second interview, this shows the interviewer is interested in you.

Second Interview Questions

- Make a connection when introduced to coworkers.
- Have good table manners if taken out for lunch. Do not drink alcohol.
- Do not be arrogant when being interviewed.
- Ask what the next step or time frame is in the interview process.
- Ask a question(s) related to the company.

Reasons Why Prospective Employees Fail the Interview

- Inability to sell themselves
- Too interested in the starting salary
- Too theory-minded—feet not on the ground
- Too much stress on security compared to opportunity
- Failure to investigate company or industry
- Too “training program” minded
- Poor expression, orally or in written application
- Poor personal appearance
- Overbearing—overaggressive—conceited—“superiority complex”—“know-it-all”
- Lack of planning for career—no purpose or goals
- Lack of interest and enthusiasm—passive, indifferent
- Lack of confidence and poise—nervousness—ill-at-ease
- Poor scholastic record—just got by
- Unwilling to start at the bottom—expect too much too soon
- Makes excuses—evasiveness—hedges on unfavorable factors in record



AFTER AN INTERVIEW

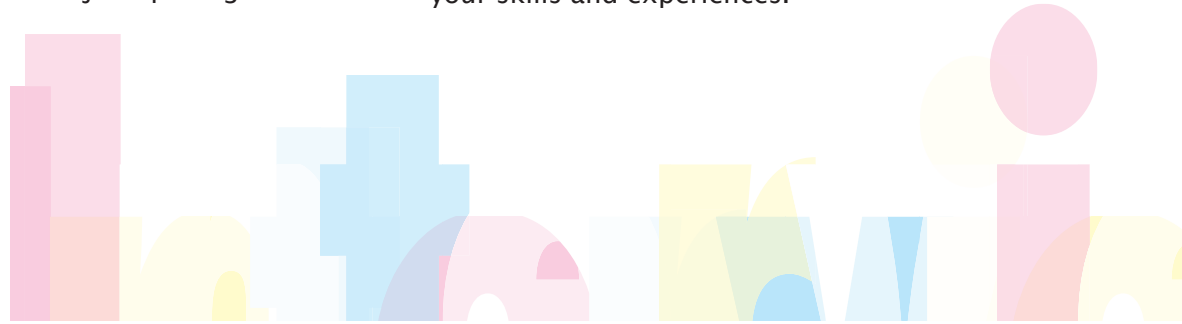
Follow-Up

You have completed your interview. Now what? Send a handwritten thank-you note. Why? Because a well-written, follow-up thank-you note gives the employer a positive impression of the type of employee you would be.

- Send the thank-you note as soon after the interview as possible.
- The thank-you note will keep your name fresh in the interviewer's mind.
- Be brief. Thank the interviewer(s) for taking the time to see you, express interest in the job, ask for the job, include any experiences or skills you may not have had the chance to mention in the interview, and follow through with the phone call, established at the interview, to check on the job opening status.

Sorry, We Hired Someone with More Experience

- If the unthinkable happens and you have done all you can do and you did not get the job, what do you do? It is disappointing to find out you did not get the job, but do not give up!
- Try to make an appointment to see or talk to the interviewer to see what improvements you can make to get the job the next time and ask if there are other jobs in the company that the interviewer knows of that would make use of your skills and experiences.



Congratulations, You Got the Job!

Now What?

You received the call that you have succeeded in landing the job you worked so hard for. Now is the time to discuss what should never have been discussed in the interview process—your salary. If you find out the salary is a bit lower than you would like or need, be prepared to negotiate.

- Prepare by gathering sufficient information about what the job involves, what the typical earnings are within the company, and how they compare to the industry norms.
- Make a counter offer.
 - Compare their offer to past work you have done that is similar for which you were paid a higher rate.
 - If you have a higher offer from another company, this is the time to mention the offer.
- If the employer will not raise the starting salary, but you still want the job:
 - have the employer describe the conditions under which the employer would be willing to pay more.
 - focus on how you can save the company money or generate more revenue for the company.
 - negotiate a contingency that your salary may be increased in three to six months. (Get this in writing so that you will have a record of the agreement just in case the person that hired you leaves the company.)
 - check if there are other areas of the job you could negotiate: more vacation time, better or more benefits, company car, etc.

ADVICE FOR VETERANS

Veterans' preference gives special consideration to eligible veterans looking for government employment. It is mandated for federal hiring only. State and local government are not mandated to provide this. Check with the government agencies concerning their requirements. By law for federal employment, veterans who are disabled or who served on active duty in the United States Armed Forces during certain specified time periods or in military campaigns are entitled to preference over nonveterans both in hiring from competitive lists of eligibles and in retention during reductions in force. Veterans' preference can be applied to hiring in the total scoring of civil service examinations. Note: The State of Ohio, however, has voluntarily adopted a veterans' preference clause in its civil service testing only, not to positions which are filled by direct application.

An eligible veteran shall have five (5) points added to his or her final passing examination score. This applies to both written examinations and training, and experience evaluation. A veteran may also receive an additional five (5) points if he or she received a Purple Heart Award, or if the veteran has a compensable, service-connected disability. This addition of veterans' preference points may result in a final rating (score) greater than 100. Names of eligible veterans are placed on lists in order of their final rating.

An unmarried spouse of certain deceased veterans, a spouse of a veteran unable to work because of a service-connected disability, and a mother of a veteran who died in service or is permanently and totally disabled are also eligible for veterans' preference.

Note: Entitlement to veterans' preferences does not guarantee a job. To find out if you qualify for veterans' preference for government employment, check the reference page for web sites.

AMERICANS WITH DISABILITIES ACT (ADA)

Federal employers are required by law to develop outreach efforts to identify qualified candidates to meet agency workforce diversity goals. *The Book of U.S. Government Jobs* describes the entire federal employment process and includes easy to use checklists with sample applications and over 1,000 references. Agency personnel offices work with state vocational rehabilitation agencies (SVRAs), the Department of Veterans Affairs, colleges and universities, and other organizations to locate and identify qualified people with disabilities. Check the reference page for web sites on ADA.



WEB SITE REFERENCES

Job Opportunities in Government

www.career.cornell.edu/publicService

Before an Interview

www.clearedconnections.com

www.das.ohio.gov

www.federaljobs.net

<http://interview.monster.com>

www.iseek.org

www.jfs.ohio.gov

www.jobshopping.com

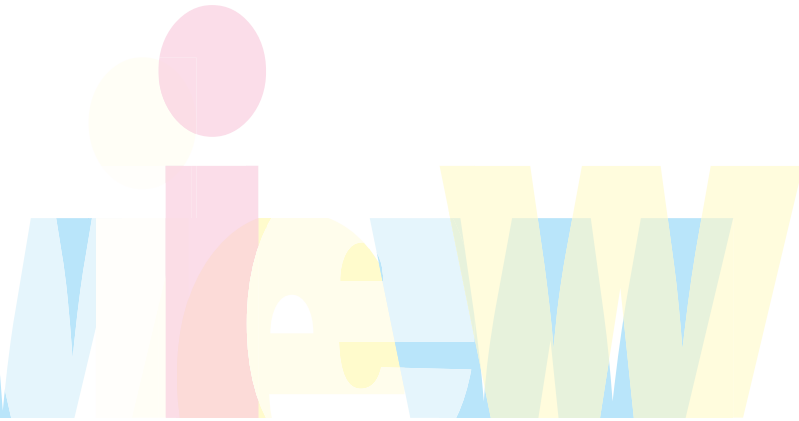
www.jobstar.org/tools/resume

www.jobweb.com

www.licenter.org/looking4

www.uwgb.edu/careers

<http://vault.com>



During an Interview

www.asktheheadhunter.com

www.body-language-communication.com

www.geocities.com

www.HowToUseBodyLanguage.com

<http://interview.monster.com>

www.jfs.ohio.gov

www.jobsearch.about.com

www.licenter.org/looking4

www.technicaljobsearch.com

www.uwgb.edu/careers

www.workopolis.com

After an Interview

<http://interview.monster.com>

www.jfs.ohio.gov

Veterans Preference and ADA Information

www.dol.gov

www.federaljobs.net

www.statejobs.ohio.gov

www.state.wv.us/admin/personnel/jobs/vets/default

www.usajobs.opm.gov

Visit your local library to get assistance for books on Interview Skills or use of a computer to search web sites.

Ohio **DAS**

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