

Applications and Interviews 101



- Lorie Matthews – Filling out an Application
- Jennifer Taylor / Cheryle Kirby – Interview Skills and Techniques
- Chris Webb – Selling Yourself
- Presentation located at: [APPLICATIONS AND INTERVIEWS 101.pptx](#)

APPLICATIONS AND INTERVIEWS 101



- **Items you need to fill out an application:**
 - Position Description shown in the advertisement
 - Listing of your school transcripts
 - Listing of your licenses, registrations and certifications
 - Listing of your previous work history with accurate dates

Applications and Interviews 101



- **Key items to remember:**
 - Be Honest
 - No gaps in Employment ,if so explain
 - Make sure the knowledge, skills and abilities listed in your application are relevant to the position description
 - Never assume the person reviewing the application knows your skill-set

Applications and Interviews 101



- **Prequalifying Questions**
 - We do prequalifying questions as a first cut
 - If you answer no and the required answer was yes, you will not get an interview

Qualifying Questions

Question	Type	Desired Answer	Weight	Percent	Screen-In Question?	Screen-out
This position monitors the Special Projects/Local Agency Projects (LAP) compliance with Equal Employment Opportunity/Affirmative Action (EEO/AA) and On the Job Training Program (OJT). What previous experience do you have in delivering training?	Comment		0	0	No	No
This position requires that you attend meetings at the Local Agencies throughout the District requireing day travel some meetings begin as early as 8:00 AM or extend into the evening hours, requiring you leave the office early and return late. Are you willing to work flexible hours?	Yes/No	Yes	3	50	No	Yes

6. **Duties and Responsibilities** - Describe in detail the specific duties and responsibilities assigned to this position and the percentage of time for each. Indicate the role of this position in accomplishing the unit and agency mission. If applicable, include examples of independent, final policy decisions made and show their effect on the agency, the public, or other state agencies.

**% of
Time**

Duties and Responsibilities

- ✓
- This position monitors Disadvantaged Business Enterprises (DBE) and Equal Employment Opportunity/Affirmative Action (EEO/AA) compliance by construction contractors performing state work. This position coordinates activities of the DBE, EEO/AA hiring goal and on-the-job training (OJT) goal compliance by construction contractors and Resident Construction Offices. Position of a Class "E" driver's license is required for the performance of the duties assigned.
- 20 Assists District Compliance Officer in coordinating and monitoring the on-going activities of District Five Compliance Office. Provides interpretations of applicable federal and state laws, rules and regulations.
- 15 Performs compliance reviews and audits on contract project files and prepares reports.
- 20 Primary Quality Assessment (QA) reviewer for Special Projects. Reviews and audits Local Agencies to ensure compliance with Disadvantaged Business Enterprises (DBE) and Equal Opportunity/Affirmative Action (EEO) policies. Ensure the Local Agencies collect the data and report as required. Ensure the Local Agencies are educated and follow the Local Agency Project (LAP) Compliance Handbook.
- 15 Participates and attends pre-construction conferences, compliance reviews and related meetings. Institutes continuous quality improvement of operations.
- 10 Inputs and retrieves data from FDOT mainframe system and Minority Programs Reporting System (MPRS).
- 10 Assists District Compliance Officer on all district office contracts with goals on them not assigned to a field Resident Compliance Office. These are the Maintenance and Traffic Operations contracts with goals placed them by the set-a-side committee.
- 05 Assists Resident Compliance Officers and contractors in investigating and resolving allegations of discrimination on construction projects (external).
- 05 Performs other related duties as assigned.

7. Knowledge, skills and abilities, including utilization of equipment, required for the position:

Knowledge of: Equal Employment Opportunity Laws and Affirmative Action process; Department's Disadvantaged Business Enterprise Program and On-The-Job Training Program. Skill in: Conducting compliance reviews; Investigating internal discrimination/harassment complaints. Ability to: Communicate verbally and in writing; Coordinate work assignments; Work as a team player; Collect, evaluate and analyze data; Train personnel on contract compliance; Investigate complaints of discrimination; Input, export data from Florida Department of Transportation mainframe system and Maintenance Performance Rating System (MPRS); Use Microsoft Office Program; Interpret applicable federal and state rules and regulations for contract compliance; Establish good working relationships with others and work as a team player.

8. Licensure/registration/certification requirements (If applicable, list the appropriate Florida Statute or federal regulation cite):

9. Other job-related requirements for this position:

Due to nature of this position, the incumbent must respond to emergencies.

Valid Class "E" driver's license is required. ✓

10. Working hours: (A) Daily from 7:00am to 5:30pm (B) Total hours in workweek 40 (C) Explain any variation in work (split shift, rotation, etc.) asymmetric - M-Th (D) Work Week Type 4 - 10 (E) Shift Code Regular = 0 ✓

POSITION APPLIED FOR

Position Title:

Date Available:

Position Number:

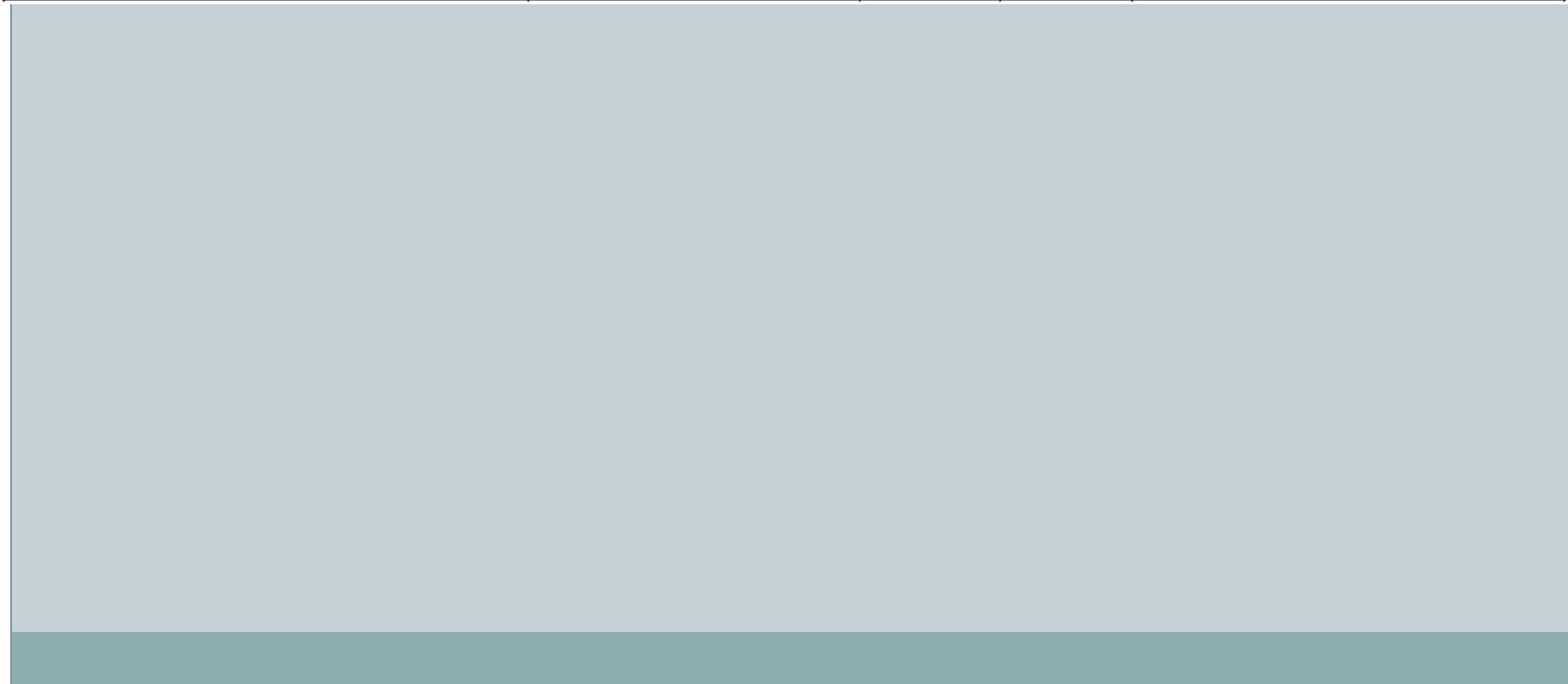
Counties of Interest:

Minimum Acceptable Salary:

If you put a salary greater than the maximum of the position you may get a phone call
And may not get an interview.

LICENSURE, REGISTRATION, CERTIFICATION (EXAMPLES : Teacher Certification, RN, LPN, PE, CPA, etc.)

LICENSE, REGISTRATION OR CERTIFICATION	Number	Date Received	Expiration Date	State Licensing Agency





KNOWLEDGE / SKILLS / ABILITIES (KSAs)

List KSAs you possess and believe relevant to the position you seek, such as operating heavy equipment, computer skills, fluency in language(s), etc.

to create, mark up and PDF files.

PERIODS OF EMPLOYMENT

Describe all work experience in detail, beginning with your current or most recent job. Include military service (indicate rank), internships and job-related volunteer work, if applicable. Indicate number of employees supervised. Use a separate block to describe each position or gap in employment. If needed, attach additional sheets, using the same format as on the application. All information in this section must be completed. Resumes may be attached to provide additional information.

1

Name of Present or Past Employer:

Address:

Your Job Title:

Supervisor's Name:

Phone No.:

From:

(MM/YYYY)

To:

(MM/YYYY)

Hours per Week:

(Your name if different during employment)

Duties and Responsibilities:

Be sure to add your Employer from most recent, People First has a box add employer
Above, add employer below

Make sure the dates are exactly as shown May 2011 would be 05/2011

Save as you go

EXEMPTION FROM PUBLIC RECORDS DISCLOSURE

ARE YOU A CURRENT OR FORMER LAW ENFORCEMENT OFFICER, OTHER COVERED EMPLOYEE**, OR THE SPOUSE OR CHILD OF ONE, WHOSE INFORMATION IS EXEMPT FROM PUBLIC RECORDS DISCLOSURE UNDER SECTION 119.071(4)(d), FLORIDA STATUTES (F.S.)?*

YES NO

**Other covered jobs include but are not limited to: correctional and correctional probation officers, firefighters, certain judges, assistant state attorneys, state attorneys, assistant and statewide prosecutors, personnel of the Department of Revenue or local governments whose responsibilities include revenue collection and enforcement or child support enforcement, and certain investigators in the Department of Children and Families [see§ 119.071.F.S.].

BACKGROUND INFORMATION

HAVE YOU EVER BEEN CONVICTED OF A FELONY OR A FIRST DEGREE MISDEMEANOR?*

YES NO

If "YES", what charges?

Where? (City/State)

Date:

(MM/YYYY)

HAVE YOU EVER PLED NOLO CONTENDERE OR PLED GUILTY TO A CRIME WHICH IS A FELONY OR A FIRST DEGREE MISDEMEANOR?*

YES NO

If "YES", what charges?

Where? (City/State)

Date:

(MM/YYYY)

HAVE YOU EVER HAD THE ADJUDICATION OF GUILT WITHELD FOR A CRIME WHICH IS A FELONY OR A FIRST DEGREE MISDEMEANOR?*

YES NO

If "YES", what charges?



CITIZENSHIP

The state of Florida hires only U.S. citizens and lawfully authorized alien workers. You will be required to provide identification and either proof of citizenship or proof of authorization to work in the U.S.

- 1. ARE YOU A U.S. CITIZEN?* YES NO
- 2. IF NO, ARE YOU LEGALLY AUTHORIZED TO ACCEPT EMPLOYMENT WITH THE SPECIFIC HIRING AUTHORITY TO WHICH YOU ARE APPLYING?* YES NO

RELATIVES

TO YOUR KNOWLEDGE, DO YOU HAVE ANY RELATIVES WORKING IN THIS AGENCY?*

YES NO

SELECTIVE SERVICE SYSTEM REGISTRATION

Section 110.1128, Florida Statutes, prohibits employment by the State (including re-hire after a break in service) of any male born after October 1, 1962, who failed to register with the Selective Service System, under the provisions of the U.S. Military Selective Service Act, during the person's period of eligibility (ages 18 through 25). Additionally, if currently employed by the State, this law prohibits the promotion of such person.

IF YOU ARE A MALE BORN ON OR AFTER OCTOBER 1, 1962, HAVE YOU REGISTERED WITH THE SELECTIVE SERVICE OR DO YOU HAVE PROOF OF AN EXEMPTION FROM THIS REQUIREMENT (DOCUMENTATION MAY BE REQUIRED)?*

YES NO N/A



CERTIFICATION

I am aware that any omissions, falsifications, misstatements, or misrepresentations above may disqualify me for employment consideration and, if I am hired, may be grounds for termination at a later date. I understand that any information I give may be investigated as allowed by law. I consent to the release of information about my ability, employment history, and fitness for employment by employers, schools, law enforcement agencies, and other individuals and organizations to investigators, personnel staff, and other authorized employees of Florida state government for employment purposes. This consent shall continue to be effective during my employment if I am hired. I understand that applications submitted for state employment are public records. I certify that to the best of my knowledge and belief all of the statements contained herein and on any attachments are true, correct, complete, and made in good faith.

SIGNED ELECTRONICALLY BY:

Interview Skills and Techniques



Your Goals

- Obtain information about the job & organization
- Is the job suitable – Do you want it?
- Communicate important information about yourself
- Impress the employer

The Interviewer's Goals

- Promote the organization and attract best applicant
- Gather info about the candidate
- Assess the applicants qualifications
- Determine if the candidate will FIT with the organization and staff

Preparation, Preparation, Preparation



Research

- **The organization**
 - Be in a position to ask intelligent questions
- **The Job**
 - Analyze the job description and match your experiences, skills, interests, and abilities to the job.
 - Emphasize your strong points to minimize the effect of possible limited experience.
 - Talk with people who have worked in similar positions

Prepare and Practice

- Anticipate questions that may be asked of you in an interview.
- Prepare answers beforehand to some of the more difficult or sensitive questions.
 - This does not mean memorizing responses or writing a script. It does mean planning the points you want to make.
- Also, prepare questions you would like to ask the employer. For example, "How do you evaluate job performance?"

What to Bring to the Interview



Briefcase / Portfolio Containing

- A pen and paper to record important information / complete required paperwork
- Copies of your resume or application and reference sheet
- Examples of your work, such as writing samples
- Copies of certifications, achievements, and recognition for specific accomplishments (degrees).

Be Prepared / Ease Your Nervousness

- Most people are Nervous. But, remember, you have the interview because the employer believes you could be the right FIT.
- Bring notes to help you answer the questions.
 - Examples of demonstrated teamwork or assuming additional responsibilities
 - List your accomplishments and achievements.

Communication Skills



What's Important?

- **presenting yourself in a positive and confident manner**
 - Proper dress
 - Arrive early
- **offering a firm handshake**
- **speaking clearly and effectively**
- **listening attentively and maintaining eye contact**
- **avoiding the use of unnecessary verbal and non-verbal distractions**



Handling Difficult Questions



Anticipate these, you know they are coming

- **What are your strengths and weaknesses?**
 - Be open and honest
- **Why do you want to work here?**
 - Explain how much you know about the job/organization
- **Why should I hire you?**
 - Convey your understanding of the employers needs (your skills as they relate to the position)
- **Explain these gaps in your employment.**
 - Completing your degree? Perhaps you were laid off or fired, explain briefly what happened and that you are eager to move on. "I feel I am ready to begin again"

It's OK to pause, and think before speaking...





Anticipating Interviewing Trapdoors

Make sure you avoid these pitfalls and faux pas during your interview.

No matter how well you're doing as you sail through an interview, certain things can leave a bad impression on your interviewer. Here's how to avoid them:

<http://www.ohlone.edu/org/career/interviewing.html#trapdoors>

- **The Silent Treatment**
 - “Never should the unnecessary be volunteered by the unwary for the unforgiving.”
 - Anticipate this trapdoor by closing it with good questions or by waiting it out.
- **Interference**
 - A ringing telephone, the interviewer's coworkers, or even the interviewer's needs may interrupt your meeting. Add some interference to your mock interviews. Because the show must go on, find methods to politely overlook these interruptions with patient concentration being your purpose. Practice keeping a tab on what you're discussing between disruptions in case the interviewer doesn't.
- **Don't**
 - jingle pocket change, tap feet or fingers, twirl, pull or rearrange hair, fold arms, sit with arms or legs far apart, offer a limp handshake, fidget, display shy eyes, have gum or anything else in or near your mouth, mumble, interrupt, speak too fast, slump, twiddle props - pens, paper or desk items.
- **Don't Say...**
 - Uhm, uh, yeah or yup (instead of yes), y'know, like, okay, I guess, pretty good.



Questions to Ask...



Before the offer

- **Do you have any questions?**
 - Asking about anything other than work issues before a hiring offer comes your way is a serious strategic error.
 - To talk about your needs before an offer turns the interviewer's mind to negative thoughts: All you want is money, insurance and a nice vacation on the company. You're not interested in doing the job.
- **Task-focused**
- **Function-focused**
- **Ask about the position's duties and challenges. Ask what outcomes you're expected to produce. Ask how the position fits into the department and the department into the company. Ask about typical assignments.**
- **Don't ask questions about information you can glean from research. And don't ask questions that could cause the interviewer to wonder when you were chipped from a glacier and thawed, such as quizzing an interviewer from Xerox "Do you make anything other than copiers?"**



Questions to Ask...



After the offer - I've never heard an employer complain about a candidate being too interested in their work

- What would my key responsibilities be?
- How many and who would I supervise? To whom would I report?
- Does the staff maintain a team spirit?
- Will on-job training be required for a new product?
- Can you describe a typical day?
- Was the last person in this job promoted? What is the potential for promotion?
- How would you describe the atmosphere here? Formal and traditional? Energetically informal?
- What would my first project be?
- What type of training would I receive?
- What resources would I have to do the job?
- How much travel, if any, is required?
- Where does this position fit into the company's organizational structure?
- What results would you expect from my efforts and on what timetable? What improvements need to be made on how the job has been done until now?



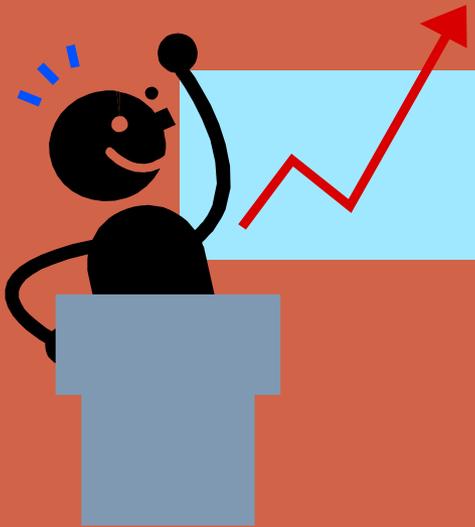
Questions to Ask...



Questions to ask very carefully

- **How would you describe your management style?**
 - Questions to potential employers about their own performance should be handled with great tact - especially when you ask it of a boomer generation boss
- **How did the company handle a recent downsizing?**
 - ask questions designed to draw out company-wide anecdotal answers
- **How did managers react to someone who took a stand on principle?**

Don't Be a Show-Off



- I noticed in subsection 3.a of the government defense contractor's manual I.2.A, concerning future plans, that you squared the round table, using your supercomputer's component play box, and found your sandbox is 95 percent superior to the market's; does this mean you plan to circle an outer galaxy and return to earth on Greenwich mean time?"
 - Huh? Research is essential, but guard against flaunting your newly found knowledge with questions that might give Einstein a little trouble. Interviewers interpret these questions as a transparent bid to look smart.
 - But, you ask, shouldn't you look "smart" at an interview?
 - ✦ Yes, just don't cross the fine line that exists between being well researched and fully prepared for an interview, and trying to be a know-it-all.
 - ✦ Showing off is a quality that causes otherwise charming, bright, gregarious and attractive people to be turned down. It's just not a likable trait.
 - ✦ If you don't have a good handle on what is and what isn't showing off, maybe a friend can help you work on that distinction.

Follow-up



E-mail – Preferred method

- Sending a thank-you by e-mail is the preferred method and should follow your interview to convey your interest



Phone Call – Can be negative

- Hiring managers are usually busy and receiving 15 – 20 phone calls can be a distraction



You have an interview scheduled...Now What?



- **Pitfalls**
- **Selling Yourself & How to overcome**
- **What not to wear**
- **What to wear**

Pitfalls



- **Untidy appearance**
- **Lack of enthusiasm**
- **Negative attitude**
- **No eye contact**
- **Late**
- **Chewing Gum**
- **Talking on the cell phone**
- **Flirting with the interviewer**
- **Badmouthing your boss**
- **Playing with your face and / or hair**

Selling yourself



- Hard to talk about oneself
- It is not bragging if you have done what you are describing
- Your job to convince others of your value

How to overcome?



- Acknowledge your talents
- Be prepared to talk about your accomplishments
- Be positive
- Have confidence in your abilities
- Remind yourself you are worthy of and deserve the job
- Make eye contact
- Have goals
- Ask Questions
- Be on time
- Believe in yourself

What not to wear?



- **Flip flops or sneakers**
- **Underwear that is visible**
- **Shorts**
- **Jeans**
- **Skirts that are too short**
- **Pants that are too tight or low rise**
- **Tops / shirts that are low cut or too short**

What to wear?



- **Something conservative - appropriate for position interviewing for**
- **Consider personal hygiene**
- **Tablet, portfolio or briefcase**

Men



- **Slacks**
- **Long sleeve shirt with collar (white or coordinated with slacks or suit)**
- **Suit**
- **Conservative shoes with dark socks**
- **Tie**
- **Belt**

Women



- **Skirt - long enough so you can sit down comfortably**
- **Blouse (coordinated with skirt or suit)**
- **Suit**
- **Conservative shoes with neutral pantyhose**
- **Suit**