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INTRODUCTION

A layoff is a difficult event for all. This Guide is designed to assist you with the layoff process. The Guide is general in nature. It is not intended as a substitute for the layoff provisions contained in personnel policies and collective bargaining agreements. Be assured that all applicable personnel policies and collective bargaining agreements are carefully consulted prior to initiation of layoff procedures. Included are lists of the collective bargaining agreements and personnel policies and provisions.

CHECKLIST

This quick reference is provided to assist you in completing these tasks.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Completed</th>
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<tbody>
<tr>
<td>Aware of Faculty Staff Assistance Program (call 476-8279)</td>
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<td>Preferential Rehire Rights (If applicable)</td>
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<td>Job Posting Responsibility</td>
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FSAP provides free, confidential, brief counseling and referral services. FSAP counselors can meet with you or family members on a limited basis to provide:

- supportive counseling.
- referral for more extended assistance.

**BENEFITS**

If you have received Notice of Layoff, the Benefits Office will send you a letter with information regarding your benefits, and forms you will need to complete. You should call the Benefits Office if you have questions about any benefits issues, including continuation of health insurance, questions about COBRA, disposition of retirement accumulations, etc.

**Indefinite Layoff Benefits Checklist**

The indefinite layoff benefits checklist explains how your benefits are affected by an indefinite layoff. An indefinite layoff is considered a separation from UC employment because a date is not specified for return to work.


**EMPLOYMENT**

You should have received a status notification letter from a Preferential Reemployment Coordinator from Human Resources. Please contact the Preferential Reemployment Coordinator as soon as you receive the layoff letter to discuss current job openings and the preferential reemployment process.

**LABOR & EMPLOYEE RELATIONS**

**UNEMPLOYMENT INSURANCE** Access unemployment information and filing at the State of California Employment Development Department at [http://www.edd.ca.gov/uifc.htm](http://www.edd.ca.gov/uifc.htm).
THE FACULTY & STAFF ASSISTANCE PROGRAM

The Faculty & Staff Assistance Program (FSAP) [http://ucsfhr.ucsf.edu/assist/] provides confidential assessment, counseling, crisis intervention and referral services to faculty, staff, and healthcare professionals of the campus community. They provide consultation and organizational intervention with skill and compassion that honors the dignity of all.

In the year and a half leading up to today, many tragic national, international, and local events have occurred. At the same time, local issues such as budget deficits may also impact your feelings of uneasiness. As we all move through the series of troubling events, many of us may have witnessed our resiliency diminish to some extent as stress levels appear to increase, only to continue to focus on the reality of the future and living in uncertain times.

FSAP has compiled a list of resources [http://ucsfhr.ucsf.edu/assist/uncertain.html] that you may find of assistance with supportive services and effective coping strategies during these uncertain times. UCSF faculty and staff may also seek individual and confidential professional counseling and support by calling FSAP directly at (415) 476-8279, by email at FSAP@hr.ucsf.edu.
EMPLOYEE RIGHTS TO RECALL AND PREFERENTIAL REHIRE

(Applies to PSS, AFSCME, CUE, CNA, UPTE)

Following notification of layoff or reduction-in-time, employees are eligible for recall and preferential rehire rights. Eligibility requirements vary according to personnel policies and collective bargaining agreements. See the following charts for specifics.

**Right to Recall:** Generally, this means that the department from which the employee is laid off must recall employees back to work, in order of seniority, when a vacancy exists in their job classification for which they are qualified.

**Preferential Rehire:** Generally, this means that employees who have received notice of indefinite layoff or reduction-in-time will be granted preferential rehire consideration at UCSF for career openings at the same or lower job salary range maximum and same or lesser percentage of time from which laid off, provided the employee is fully qualified to perform the duties of the position.

**Return to Preferential Rehire Status**

(Applies to PSS, AFSCME, CUE, UPTE)

Employees preferentially rehired from layoff status who fail to perform satisfactorily may, at any time during the six months following their rehire, be returned to layoff status.

**Guide to Preferential Rehire Status**

A non-probationary career employee who is indefinitely laid off shall have preferential rehire status to an active, vacant career position, provided:

- The active, vacant career position is in the same bargaining unit and at the same campus (UCSF) as the position from which the employee was laid off; and
- The active, vacant career position is in a classification with the same or lower salary range maximum as the classification from which the employee was laid off; and
- The active, vacant career position is at the same or lesser percentage of time as the position from which the employee was laid off.
# EMPLOYEE RIGHTS TO RECALL AND PREFERENTIAL REHIRE

<table>
<thead>
<tr>
<th>Bargaining Unit</th>
<th>Length of Eligibility</th>
<th>Trial Period</th>
<th>Termination from Status</th>
</tr>
</thead>
</table>
| AFSCME (EX)      | < 5 years of seniority – eligible for 1 year from effective date of layoff | New manager can return the employee to preferential rehire status within 6 months of starting a new position. Previous time on layoff status will be deducted from employee’s length of eligibility. | Employee:  
  - Refuses an offer to return, at the same or greater percentage of time, to that department from which laid off.  
  - Accepts any career position  
  - Refuses 2 offers of employment for a career position at the same or higher level and the same percentage of time as previously held  
  - Fails to respond to a written notice of a career employment opportunity within 7 calendar days. |
|                  | > 5 year of seniority eligible for 2 years from effective date of layoff |                                                                              |                                                                                                                                               |
| AFSCME (SX)      | < 5 years of seniority – eligible for 1 year from effective date of layoff | Employees who fail to perform satisfactorily may be returned to layoff status anytime within 6 months of starting a new position with the restoration of full preferential rehire rights. In addition, an employee at his or her option may request to be returned to layoff status within 60 days of rehire. The time on job status will not be counted as part of preferential hire eligibility time. | Employee:  
  - Refuses an offer to return, at the same or greater percentage of time, to that department from which laid off.  
  - Accepts any career position  
  - Refuses 2 offers of employment for a career position at the same or higher level and the same percentage of time as previously held  
  - Fails to respond to a written notice of a career employment opportunity within 10 calendar days. |
|                  | > 5 year <10 years of seniority eligible for 2 years from effective date of layoff |                                                                              |                                                                                                                                               |
|                  | > 10 years of seniority eligible for 3 years from effective date of layoff |                                                                              |                                                                                                                                               |
## EMPLOYEE RIGHTS TO RECALL AND PREFERENTIAL REHIRE

<table>
<thead>
<tr>
<th>Class</th>
<th>Seniority</th>
<th>Recall Rights</th>
<th>Preferential Rehire Rights</th>
</tr>
</thead>
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<tr>
<td>CNA</td>
<td>&lt; 5 years</td>
<td>eligible for 1 year from effective date of layoff</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>&gt; 5 years</td>
<td>eligible for 2 years from effective date of layoff</td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt;10 years</td>
<td>eligible for 3 years from effective date of layoff</td>
<td></td>
</tr>
<tr>
<td>CUE</td>
<td>&lt; 5 years</td>
<td>eligible for 1 year from effective date of layoff</td>
<td>Employees who fail to perform satisfactorily may be returned to layoff status anytime within 6 months of starting a new position with the restoration of full preferential rehire rights. In addition, an employee at his or her option may request to be returned to layoff status within 60 days of rehire. The time on job status will not be counted as part of preferential hire eligibility time.</td>
</tr>
<tr>
<td></td>
<td>&gt; 5 years</td>
<td>&lt;10 years of seniority eligible for 2 years from effective date of layoff</td>
<td>Employee:</td>
</tr>
<tr>
<td></td>
<td>&gt; 10 years</td>
<td>seniority eligible for 3 years from effective date of layoff</td>
<td></td>
</tr>
</tbody>
</table>

- Nurse accepts a career position at the same or higher salary level as determined by the salary range maximum, at the same or higher salary rate paid at the time of layoff and at the same or higher appointment rate as the position held by the Nurse at the time of layoff.
- Nurse refuses a career position at the same of higher salary level as determined by the salary range maximum, at the same or higher salary rate paid at the time of layoff and at the same or higher appointment rate as the position held by the Nurse at the time of layoff.
- Employee:
  - Refuses an offer to return, at the same or greater percentage of time to that department and class from which laid off.
  - Accepts any career position
  - Refuses 2 offers of employment for a career position at the same or higher salary level and the same percentage of time as the position held by the employee at the time of layoff.
  - Fails to respond to a written notice of a career employment opportunity within 15 calendar days.
## EMPLOYEE RIGHTS TO RECALL AND PREFERENTIAL REHIRE

| UPTE (HX) | < 10 years of seniority  
| – eligible for 1 year from effective date of layoff  
| > 10 years of seniority  
| – eligible for 2 years from effective date of layoff | New manager can return the employee to preferential rehire status within 6 months of starting a new position. Previous time on layoff status will be deducted from employee’s length of eligibility | Employee:  
| • Refuses and/or fails to respond to a University inquiry concerning the employee’s desire to remain on the preferential rehire list.  
| • Accepts any career position  
| • Refuses offer of employment for a career position at the same or higher level and the same percentage of time as previously held. |

| UPTE (TX) | < 5 years of seniority  
| – eligible for 1 year from effective date of layoff  
| > 5 years <10 years of seniority eligible for 2 years from effective date of layoff  
| > 10 years of seniority eligible for 3 years from effective date of layoff | Employees who fail to perform satisfactorily may be returned to layoff status anytime within 6 months of starting a new position with the restoration of full preferential rehire rights. In addition, an employee at his or her option may request to be returned to layoff status within 60 days of rehire. The time on job status will not be counted as part of preferential hire eligibility time. | Employee:  
| • Refuses an offer to return, at the same or greater percentage of time to that department and class from which laid off.  
| • Accepts any career position  
| • Refuses 2 offers of employment for a career position at the same or higher salary level and the same percentage of time as the position held by the employee at the time of layoff.  
| • Fails to respond to a written notice of a career employment opportunity within 15 calendar days. |
## EMPLOYEE RIGHTS TO RECALL AND PREFERENTIAL REHIRE

| UPTE (RX) | Employees who fail to perform satisfactorily may be returned to layoff status anytime within 6 months of starting a new position with the restoration of full preferential rehire rights. In addition, an employee at his or her option may request to be returned to layoff status within 60 days of rehire. The time on job status will not be counted as part of preferential hire eligibility time. | Employee:  
- Refuses an offer to return, at the same or greater percentage of time to that department/division and class from which laid off.  
- Accepts any career position  
- Refuses 2 offers of employment for a career position at the same or higher salary level and the same percentage of time as the position held by the employee at the time of layoff.  
- Fails to respond to a written notice of a career employment opportunity within 15 calendar days. |
| --- | --- | --- |
| Non-represented Campus and Medical Center | May, upon prior written notification, be required to serve a trial employment period of up to six months upon rehire. An employee who is required to serve a trial employment period may at any time during the trial employment period return to layoff status at the employee's or at the department head's discretion. Time spent in trial employment shall not count against the period of eligibility for recall or preferential rehire | Employee:  
- Accepts any career position and passes the trial employment period if any,  
- Refuses to be recalled, refuses an offer of preference, fails to respond to a written notice of an employment opportunity,  
- Refuses two offers of employment for a career position at the same or higher salary and same percentage of time as the position held at the time of layoff, resigns, or retires. |

**Continuation of right**  
- < 5 years of seniority – eligible for 1 year from effective date of layoff  
- > 5 years <10 years of seniority eligible for 2 years from effective date of layoff  
- > 10 years of seniority eligible for 3 years from effective date of layoff
EMPLOYEE RIGHTS TO RECALL AND PREFERENTIAL REHIRE

<table>
<thead>
<tr>
<th>Bargaining Unit</th>
<th>Severance Pay Eligibility</th>
<th>Severance Pay Schedule</th>
<th>Severance Repayment Schedule</th>
</tr>
</thead>
</table>
| Non-represented | At the sole discretion of the university, a regular status employee who has been laid off indefinitely or whose time has been reduced indefinitely may be given the option of severance pay in lieu of preference of reemployment and the right to recall. | Payment Schedule:  
< 5 years of service shall receive 2 weeks or 10 work days of base pay  
> 5 years of service shall receive 5 weeks or 25 workdays of base pay, plus one additional week or 5 workdays of base pay for each additional full year of service up to a max. of 15 workdays or 75 workdays of base pay. | An employee who has received severance pay under this Policy and who returns to works at the same campus to a career position at the same or higher salary and same percentage of time as the position held at the time of layoff shall only retain the portion of the severance pay equal to the number of days between the effective date of layoff or reduction in time and the employee’s rehire date. |
GUIDELINE TO PREFERENTIAL REEMPLOYMENT

NAME __________________________ INTERVIEW DATE__________________

RECALL RIGHTS END DATE ______________________________________

PREFERENTIAL REHIRE RIGHTS END DATE ________________________

IMPORTANT ITEMS TO REMEMBER

• Turning down legitimate job offers can only be done once. By refusing a second position, you waive your rights. (Nurses cannot turn down any legitimate offer.)

• If you are rehired into a Career position, regardless of title code or percent of time, you will be removed from Preferential Rehire consideration.

• You may accept any Limited appointment without it affecting your status.

• You need to advise the Preferential Reemployment Coordinator if you are rehired into a position with UCSF so your Rehire status can be changed.

• You need to advise the Preferential Reemployment Coordinator if you accept outside employment and no longer want to be referred for new positions at UCSF.

• You need to advise the Preferential Reemployment Coordinator of any changes you wish to make to your Rehire status. Changes can be percentage of time you work, location, salary required, or position level you are willing to accept.

• You are encouraged to apply to positions for which you are qualified; this would include positions of a higher level (however, you will not receive preferential consideration to high-level positions).

AVAILABLE SERVICES

Temporary Employment Program (TEP) at http://ucsfhr.ucsf.edu/jobs/tep/index.html

Faculty & Staff Assistance Program (FSAP) at http://ucsfhr.ucsf.edu/assist/.

Frank Tastevin, Preferential Reemployment Coordinator,
Human Resources, University of California San Francisco
3333 California Street, Suite 305,
San Francisco, CA 94143-1240
415-476-1240
email: ftastevin@hr.ucsf.edu
COBRA

The Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA), as amended, gives eligible UC employees, annuitants, and their enrolled family members the right to temporarily continue health (medical, dental and/or vision) coverage in situations that would ordinarily cause an individual to lose group health coverage. UC also extends continuation coverage to enrolled adult dependent relatives, same-sex domestic partners and a partner’s children or grandchildren.

For further information on continuation of group insurance, please access: http://atyourservice.ucop.edu/forms_pubs/misc/cobranotice.pdf.

To obtain a copy of the COBRA continuation election/open enrollment form, please access: http://atyourservice.ucop.edu/forms_pubs/subject/cobra.html.

To obtain information of the mailing address and premium information of insurance carriers, please access:


Indefinite Layoff Benefits Checklist

This checklist explains how your benefits are affected by an indefinite layoff. Indefinite layoff is considered a separation from UC employment because a date is not specified for return to work. This checklist does not apply to Managers, Senior Professionals, or Senior Managers. It also does not apply to career employees who are still in their probationary period.

http://atyourservice.ucop.edu/forms_pubs/checklists_factsheets/indef_layoff.pdf
You can apply for unemployment benefits via the EDD website or by phone. There is typically no need to visit their office.

UNEMPLOYMENT INSURANCE filing and related information is available at the State of California Employment Development Department website: http://www.edd.ca.gov/uifc.htm.

San Francisco City & County Office
3120 Mission Street
San Francisco, CA  94110
(415) 695-6505

San Francisco City & County Office
801 Turk Street
San Francisco, CA  94102
(415) 557-3038

South San Francisco Office
230 South Spruce Avenue
South San Francisco, CA  94080
(415) 588-4200

Oakland Office
1225 4th Avenue
Oakland, CA  94606
(510) 464-0684

Sunnyvalle Office
420 South Pastoria
Sunnyvale, CA  94088
(408) 736-9031

Fremont Office
39155 Liberty Street Suite 116
Fremont, CA  94537
(510) 794-3810

Campbell Office
2450 South Bascom Avenue
Campbell, CA  95011
(408) 277-1731

Hayward Office
24790 Amador Street
Hayward, CA  94544
(510) 293-1771

San Jose Office
50 South King Road
San Jose, CA  95116
(408) 928-1300

San Mateo County Office
3520 South El Camino Real
San Mateo, CA  94403
(415) 341-6111

Richmond Office
343 22nd Street
Richmond, CA  94804
(510) 237-5500

Berkeley Office
1375 University Ave.
Berkeley, CA  94702
(510) 540-2833

Pleasant Hill Office
363 Civic Drive
Pleasant Hill, CA  94523
(510) 676-4000

San Rafael Office
3110 Kerner Blvd.
San Rafael, CA  94901
(415) 454-0355
RESUME

A resume is a catalog of your skills and abilities and a personal advertisement that outlines your qualifications for a particular job. Your resume will be a distinct presentation of your accomplishments, experience and personality. The information you choose to include and the arrangement of the material on the page is critical in providing a good first impression to a potential employer. If you are creating a resume for the first time, or updating one, you can start by listing one or more accomplishments for each position held and consider the question “So what,” i.e. the reason the achievement was valuable. In addition, the resume shows the employer how you do things, especially written communication. Check for spelling and grammar. Read it out loud. Have others review the resume. Remember that you never get a second chance to make a good first impression.

Job Posting

Employment Procedure

UCSF utilizes an online process for those interested in applying for open positions with the University. You must apply online to be considered for an open position. Once you complete the online application process, a confirmation page will appear on the screen. Please print the confirmation page for future reference.

Submitting your resume to UCSF opens the door to many immediate and ongoing job opportunities. Your resume will remain active in our applicant database and you will be able to update it as needed.

How to Submit Your Resume

Submit your resume to UCSF Human Resources website:

   UCSF Careers
   http://ucsfhr.ucsf.edu/careers

You can apply online from any computer with Internet access. If you do not have a computer with Internet access, the Human Resources office has computers you may use for this purpose during regular business hours. No appointment is necessary. Our staff will assist you if you are unfamiliar with the process. Internet Explorer 5.0 or higher and Netscape 4.6 or 4.7 are the browsers that work optimally with this system. An email address is required for you to submit your resume. In addition, if you do not currently have an e-mail address, our website has information on how you can obtain one.

Qualification Matches and Hiring

If there is a match between your qualifications and the positions for which you apply, your resume will be referred to the hiring departments. Your resume may also be matched and referred to other positions.

After having reviewed your resume, hiring departments will contact you directly and schedule an interview if they consider you competitive after having reviewed your resume. We encourage you to continue applying for additional positions until you have accepted a job and reported for work.

Due to the large volume of resumes we receive, we are unable to provide information regarding the status of specific jobs.
POLICIES

In accordance with applicable State and Federal laws and University policy, it is the policy of the University of California, San Francisco not to discriminate against any person employed, or seeking employment, in any of its policies, procedures, or practices, on the basis of race, color, religion, marital status, national origin, ancestry, sex, sexual orientation, physical or mental disability, medical condition (cancer-related, as defined in Section 12926 of the California Government Code), status as a Vietnam-era veteran or special disabled veteran, or, within the limits imposed by law or University regulations, because of age or citizenship. In conformance with applicable law and University policy, the University of California, San Francisco, is an affirmative action, equal opportunity employer. Inquiries regarding UCSF’s equal opportunity policies can be directed to the Director, Affirmative Action/Equal Opportunity/Diversity at 415/476-4752.

Employment may be contingent upon or subject to appropriate medical clearance or background check clearance when required by law.

**Notice of Crime Awareness and Campus Security Act**

The University of California, San Francisco’s annual security report includes statistics for the previous three years concerning reported crimes that occurred on campus; in certain off-campus buildings owned or controlled by The University; and on public property within, or immediately adjacent to and accessible from the campus.

The report also includes institutional policies concerning campus security, including alcohol and drug use, crime prevention, the reporting of crimes, sexual assault, and other matters. You can obtain a copy of this report by contacting UCSF’s Police Department at (415) 476-1414 or accessing their web site at:

**UCSF PD Crime Alerts and Annual Reports**

http://police.ucsf.edu/crime.htm

**Privacy Notice**

The State of California Information Practices Act of 1977 (effective 1978) requires the University of California to provide the following information to individuals asked to supply information about themselves:

The principal purpose for requesting information on the Resume Supplement is for evaluating qualifications for employment. University policy and State and Federal Statutes, which are available in the UCSF Human Resources Office, authorize the maintenance of this information. Information furnished on this form may be used by various University departments for personnel administration and will be transmitted to the Federal and State governments if required by law.

Furnishing this information is mandatory. Failure to provide information will prevent evaluation of your qualifications for employment. Furnishing sex, ethnicity, veteran status and disability status on the application data sheet is voluntary; there is no penalty for not giving this information. However, if you do not identify your ethnicity and sex, a Human Resources Office employee may record a visual identification.

The Director of the UCSF Human Resources Office is responsible for maintaining information supplied on these forms.
JOHN Q. APPLICANT, JR.
1234 Main Street, City, State, Zip Code; Home (415) 555-1111

QUALIFICATIONS

Accounting Control, Business Law, Managerial Accounting, Quantitative Business Analysis, Business Calculus, Computer Information Systems, Marketing, Theories of Management

Computer Applications: Windows, Microsoft Word, Excel, PowerPoint and Access, E.S.I., S.I.S., MAC, SUN

PROFESSIONAL EXPERIENCE

REDFORD MEDICAL HOSPITAL, Dover, CA 1/92 to Present
Material Manager, Surgical Services
Maintained inventory of supplies, repairs, implants & special orders in Surgery.
   Designed time saving procedures and hospital polices, saving over $60,000.00 annually.
   Chaired Surgical Value Analysis Committee, 1993 annualized savings over $350,000.00.
   Implemented consignment programs, consigning over $200,000.00 of supplies.
   Effectively supervised and managed employees.
   Reduced on hand inventory by 15%.
   Streamlined labor force by 56%.

DUNNE MEDICAL CENTER, Circle, CA 2/90 to 1/92
Material Manager
   Set up and maintained complete Materials Management System
   Trained two corporate Material Managers on the system.
   Reduced inventory from $200,000.00 to $165,000.00.
   Designed cost analysis reports by CPT code.
   Implemented perpetual inventory system with preference lists, with above 90% accuracy.
   Processed Accounts Payable for entire Center.
   Responsible for all Material Management functions including Linen.
   Ordered and received all surgical and pharmacy items.

ASHFORD HOSPITAL, Forma, CA 3/88 to 2/90
Assistant to the President
   Assisted in the formation and management of many Surgery Centers.
   Developed many financial schedules and reports.
   Consistently completed goals, objectives and special projects as set forward by the President.
   Attended hospital consulting meetings across the state.

CALIFORNIA COLLEGE, Santa Lorraine, CA, Bachelor of Science Degree, 1985
CALIFORNIA COMMUNITY COLLEGE, La Mora, CA, Associate Arts Degree, 1980
JOAN G. APPLICANT  
1234 Main Street  
City, State, Zip Code  
(415) 555-1111 (home)  
(415) 555-1234 (work)

CAREER OBJECTIVE:  A laboratory research position in molecular biology, biochemistry, biotechnology or pharmaceutical field with potential for advancement.

EDUCATION:  
SAN CARLOS STATE UNIVERSITY, RIMROCK, NM  

EXPERIENCE:  
UNIVERSITY OF WISCONSIN, MILWAUKEE, WI  
Neurogenetics Laboratory, Milwaukee, WI  
6/91 - 1/94  STAFF RESEARCH ASSOCIATE  
Working under the direction of principal investigator, participated in major brain development research projects. Projects: searching for novel homeodomain contain genes from mouse forebrain by screening mouse genomic and cDNA libraries. Analyzing homeobox clones using molecular biology techniques.  
• Techniques performed: DNA subeloning, restrict site mapping of DNA, plasmid DNA isolation and purification, mini-DNA prep & CsCl gradient DNA maxi-prep, DNA restriction enzyme digest analysis, DNA sequencing, Southern blot analysis, P-32 labeled hybridization, oligonucleotide (oligo) probe hybridization, genomic DNA library screening, lambda phage cDNA library screening, phage DNA purification, polymerase chain reaction (PCR), protein construct synthesis, Western blot, in situ hybridization.  
• Preparation of bacterial competent cells, ligation and transformation.  
• Maintenance of laboratory oligonucleotide synthesizer and synthesis of oligos for PCR and DNA sequencing.  
• Supervising laboratory safety: monitoring radioactive materials usage and biohazard waste disposal. Coordinating with Employee Health & Safety Department, and biohazard waste disposal. Coordinating with Employee Health & Safety Department and conducting university safety rules in lab.  
• General lab maintenance and organization: lab equipment, records, ordering and preparation of lab supplies.

6/89 - 6/91  SANDBOX PROTECTION CORP.  
Molecular Biology Dept., Palo Alto, CA LAB ASSISTANT  
• Performed centrifugation, spectrophotometer, gel electrophoresis, sterile techniques, autoclave.  
• Prepared buffers and media, maintained tissue culture line, freezing cell culture, DNA ligation, transformation.

REFERENCES:  Available upon request.
COVER LETTER
EXAMPLE

Heading:
Your Name, address, phone number and contact information

Date of letter

Inside Address:

Greeting:

Body:
Describe how you learned about the position.

Stress your qualifications for the job.

Explain your interest in the job.

Ask for an interview.

Closing:

Signature:

(see sample on following page)
Jane Q. Public
12345 Anywhere Street
Nameplace, CA 94224

{Date}

Madewell Manufacturing Company
P.O. Box 677
Midtown, CA 33445

Dear Selection Committee:

Because of my combined interest in accounting and computers, I am applying for the bookkeeper position recently advertised in the San Francisco Chronicle.

Enclosed is a copy of my resume for your consideration showing my 12 years of bookkeeping experience using both manual and computerized systems. I am exceptionally well organized, resourceful and possess a wide range of related skills.

I would appreciate a personal interview with you to discuss my qualifications further.

Sincerely,

Jane Q. Public
TECHNIQUES FOR SUCCESSFUL INTERVIEWS

Congratulations! You have been invited for a job interview. Be enthusiastic because enthusiasm helps get jobs; First impressions are important.

Before the interview, find out as much as possible about the position and the department. Review your resume, cover letter, and the job announcement so you know your goals, motivations, strengths, and weaknesses. Also, evaluate your transferable skills and be specific when assessing any of your skills. Practice your interview with a friend or in front of a mirror.

At the interview, arrive on time or a little early and take a few deep breaths to calm yourself. Review your resume or notes as you wait or picture yourself in the interview, calm and relaxed. Enter the interview with confidence and remember interviewing is a two-way street.

Some employees experiencing a layoff may hold antagonistic feelings about their previous management as a result of the layoff. Do not put the management who laid you off in a bad light. Hiring supervisors do not hire employees who “bad mouth” their prior management.

During the interview, maintain good eye contact and lean forward to show concern. If any question is unclear, ask for clarification. When the interviewer(s) complete the questions, you might ask:

♦ Are there other qualities, responsibilities, or skills you are looking for that we have not discussed?

♦ When might I expect to hear?

♦ I am very interested/enthusiastic in this position. Is there anything else I can tell you about me that would assure you I am the best candidate for this position?

In the closure, summarize the important points and tie up any loose ends. At this time, the interviewers may ask for references, and you may confidently submit your prepared List of References. You should contact your references in advance to ensure they are aware of the position you are interviewing for and that they are still willing to provide a positive reference.

Before leaving the interview, thank the interviewers; shake their hands; smile and leave. Follow up with a thank you letter and make sure you have the names and titles of each individual who interviewed you.
FOLLOW-UP LETTER

After an interview, follow up with a letter thanking the interviewer for talking with you. Express your interest in the job. This letter may be the thing that impresses the interviewer and makes you stand out in the crowd.

The following is a sample follow-up letter for an interview with Ms. Barnes at the School of Medicine for the position of secretary.

Jane Q. Public
12345 Anywhere Street
Nameplace, CA 94224

{Date}

Ms. Carol Barnes
School of Medicine
University of California, San Francisco
505 Parnassus Ave.
San Francisco, CA 94143

Dear Ms. Barnes:

Thank you for taking time to interview me on September 1, 2002 for the secretarial position. I am very interested in the job and hope you will seriously consider me for the job/position.

As we discussed in the interview, I have worked the past three years as a secretary in the Department of Oncology. I believe I have the qualifications to do a good job for your department.

I look forward to hearing from you. Thank you for your time and consideration.

Sincerely,

Jane Q. Public
POTENTIAL INTERVIEW QUESTIONS

Prior to an interview, thoughtfully review for each question and write down how you would respond. You will be surprised how helpful it will be in an interview.

1) Tell me something about yourself.

2) What are your short and long-range career goals and objectives? How are you preparing yourself to achieve them?

3) Why are you interested in this position?

4) Based upon your previous experience, what special knowledge/skills do you bring with you that benefit our department/unit?

5) What do you consider to be your greatest strengths and weaknesses? What would your past supervisors say are your strengths and weaknesses?

6) What jobs have you held? Why did you leave?

7) Under what type of supervision do you work best?

8) Describe the type of relationship that should exist between a supervisor and subordinates.

9) Describe the perfect supervisor.

10) How do you work under pressure? Describe a situation and how you handled it.

11) What things are most important to you in a job?

12) How would you describe the ideal job for you?

13) What two or three accomplishments have given you the most satisfaction? Why?

14) Are you willing to work evenings, weekends, or overtime?

15) We have many qualified applicants. Why do you think we should hire you for the position?

16) Do you have any questions about the position?
QUESTIONS YOU MIGHT ASK THE INTERVIEWER

1) When will I be notified of the results?

2) How soon will you make your selection for this position?

3) How often will I be doing ________________?

4) How many employees are there in this unit/department?

5) How soon would you want the person selected to begin employment?

6) We have not covered this, but I would like you to know X (Talk about skills, knowledge, and abilities not previously brought out in the interview).

COMMON INTERVIEW PITFALLS TO AVOID

♦ Poor Personal Appearance or Hygiene

♦ Overbearing, Over-Aggressive and Conceited “Know-it-All” Attitude

♦ Inability to Express Oneself Clearly - Poor Voice, Diction and Grammar

♦ Lack of Planning and Preparation

♦ Lack of Confidence - Lacks Poise, Excessive Nervousness

♦ Overemphasis on Salary, Vacation and other Employee Benefits

♦ Lack of Courtesy - Ill Mannered

♦ Failure to Look Interviewer in the Eye - Poor Eye Contact

♦ Limp, “Fishy” Handshake

♦ Reference to or Dwelling on Personal Problems

♦ Cynical Outlook

♦ Late for Interview
INFORMATIONAL INTERVIEWING

Questions to Consider for an Informational Interview

The purpose of an informational interview is to meet with individuals employed in a career or company that interests you. During the interview, you may gain information about the industry, career, or company; identify skills needed for a particular career or occupation, and develop a contact in a career area that interests you. The information you gained from the informational interview then can assist you to re-evaluate your career goals and objectives.

How to get started? Determine what company or career area interests you. Ask your former colleagues, friends, and relatives if they know anyone who works at the company or career area you are targeting. When you identify someone, make an appointment for 15-20 minutes and stick to the time. Prepare your questions in advance or use the suggested questions below. Before leaving the interview, ask for at least two other referrals. Immediately after the interview write down your notes from the interview. Send a thank you letter because the person gave you the gift of time and knowledge.

1. How long have you been working in this field...for this company?
2. How did you get into this field...obtain your job?
3. In your present position, what do you do on a typical day?
4. What are the responsibilities of your job?
5. What are the most interesting aspects of your job? How long does it usually take to move up in this career field?
6. What were the jobs you had that led up to your present job?
7. What is the next job that interests you?
8. What is the top position you can have in this career/industry? What are the basic requirements for jobs in this field?
9. What course/training would you recommend to get into this field?
10. What entry-level jobs qualify one for this field or company?
11. Based upon my experience/education, where would I fit into a company like yours?
12. What are salaries for various jobs in this field?
13. Is there a demand for people in this field?
14. Do you view this field or your company as growing?
15. Is travel a part of the work in this field/company?
16. What is your share of the marketplace?
17. What is the future of this industry? Is it seasonal?
18. What professional associations in this field can I join?
19. What journals or magazines would you recommend I read?
20. Who else might I talk to for more information about the field/industry?
Believe it or not, Webster’s Dictionary defines networking as "The act or process of informally sharing information or support, especially among members of a professional group." To expand on this, networking is who you know and more importantly who knows you!!!

Most of us are so busy that we feel we don’t have time to network. Why you should network:

1. To gain and/or share expertise or information
2. To increase exposure for company and/or yourself
3. To develop contacts for future use or clients
4. To practice communications / presentation skills

Although most of us know how to network, we often skip one or more steps because time gets the best of us. The general steps are:

1. Brainstorm what YOU know

   What is your expertise? Think about the purpose of your business and what others compliment you on. You may even want to write it down and review it later for an ego boost before the next networking opportunity.

2. Identify who you know

   Consider any affiliations you may have that could help you – an association, previous co-workers, past or current clients, or even a neighbor.

3. Identify what you need

   Remember, a successful networking opportunity doesn't necessarily always result in an interview today but rather leads to other networking and future opportunities.

4. Identify how you will get it

   What is going to be the best avenue for you to get what you need? Is it going to be by going to the next association meeting? Sending a correspondence via email or mail to your network? Directly calling select contacts? Or taking advantage of the multitudes of marketing opportunities that exist.

5. Do it

   This is the step that is often skipped. For example, many individuals join groups or attend meetings to grow their network - But, they show up late and leave early never actually networking.

   Remember networking isn't "selling" - It is "sharing". As networking guru Zig Ziglar said, "The more you help others get what they want, the more you get of what you want." At your next networking opportunity, try breaking the ice using your 30 second commercial followed by a lot of listening to learn about the other person and how you can give or help them.
6. Take notes

This means immediately writing on the back of the individual's business card any or all of the following:

- a description of the person;
- notes about the conversation;
- what you can follow-up with them about; and
- information that may be of interest to them at a later date.

7. Follow-up

No matter what, always follow-up. You should even follow-up if it is just to say thank you for the opportunity to talk at the meeting. You never know when that individual you just met may become a job source tomorrow or refer you to someone else.

8. Track results

Develop a system to help you track your network. Some folks track their network in a Rolodex or business card holder. Others use Outlook and synchronize it with a Personal Digital Assistant so they always have the information no matter where they are. However you choose to track the information, be sure your system helps you find: a person, contact information, how you know the person, when you last spoke to them, etc.

9. Reciprocate

Don't always be on the receiving end or your network will quickly dry up. Be sure you are also giving as much as your network is giving to you. Remember, what comes around goes around.