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Contents

Expanded training programs for in-demand jobs.....	p4
What to be when (and if) you grow up.....	p6
Watch out for recruiter scams.....	p10
LinkedIn profile pictures: Tips to get you noticed.....	p12
Chamber Job Fair listings.....	p14

CAPITAL CITY

JOBS

Fall 2023

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A recent grant will allow LLCC to expand its truck driver training lot and purchase a new tractor and trailer, enabling an additional 90 students to enroll in the truck driver training program. PHOTO COURTESY LLCC

Expanded training programs for in-demand jobs

CC JOBS | Holly A. Whisler

Lincoln Land Community College has been awarded a \$5 million grant from the U.S. Economic Development Administration, a bureau of the U.S. Department of Commerce for the expansion of programs that prepare candidates for in-demand jobs. In-demand jobs are those that pay a sustainable wage and offer a promising future based on the projected number of openings and growth.

Responding to an urgent community need for more paramedics, emergency medical technicians, truck drivers, diesel mechanics and agriculture specialists, LLCC will put this grant money to work renovating and expanding training facilities

that will allow increased student capacity and continued cutting-edge curriculum, producing highly-trained professionals who are ready to fill local, in-demand jobs.

Specifically, LLCC President Dr. Charlotte Warren said that the funds will be used to:

- Renovate the east wing of Logan Hall for an expanded emergency services training facility and purchase a working ambulance, state-of-the-art equipment and simulators. This will allow more than 400 students to enroll each year in the EMT, advanced EMT and paramedic training programs.
- Expand the truck driver training lot and

purchase a new tractor and trailer, which allows for an additional 90 new students to enroll for a total of 251 students annually.

- Renovate a lab in the Workforce Careers Center to house and equip a new diesel technologies program. The first class will admit 20 students this fall for the two-year program, adding cohorts thereafter.
- Construct a large storage facility adjacent to the truck driver training lot to house heavy equipment for agriculture and diesel technologies programs, along with the new ambulance for emergency services.

"Every time an ambulance arrives late to a

call, the urgent need for additional paramedics and EMTs becomes more apparent," said Dr. Christopher McDowell, chair of emergency medicine at SIU School of Medicine. "Expanding LLCC's emergency services program is critical in increasing the supply of EMS providers to serve the citizens of our communities."

A search of indeed.com for EMTs and paramedics within 50 miles of Springfield shows 25 open positions.

"We applaud the expansion of LLCC's truck driver training program to address the continuing shortage of workers to fill positions in our industry," commented Don Schaefer, executive vice president of Mid-West Truckers Association. Indeed.com currently shows nearly 500 open positions for truck drivers within 50 miles of Springfield. Schaefer commented that quality training is the first step toward filling open positions with safe and dependable drivers.

Meanwhile, the need for mechanics to service and repair diesel engines is also acute. "There is a significant need for diesel technicians in our field, which includes the construction, agriculture and trucking industries," said Dan Smith, vice president of product support for Roland Machinery Co., headquartered in Springfield. "These are high-wage positions that can also lead to career advancement in parts and service management. We're pleased and excited that LLCC will be training new diesel technicians and look forward to hiring their graduates." A search of indeed.com for diesel technicians/mechanics within 50 miles of Springfield displays results of more than 700 open positions.

LLCC's Workforce Career Training programs each focus on hands-on learning and getting students ready to be earning a living in their chosen field as efficiently as possible. Registration for these customized training programs is currently underway and can be found at: <https://www.llcc.edu/get-training-enter-workforce>.

Workforce Expo 2023

LLCC invites employers and area high school students to its annual Workforce Careers Expo on Thursday, Sept. 21. The outdoor event connects high school students with local employers to learn about careers in the skilled trades. Two sessions will be held: 8-11 a.m. and noon-3 p.m.

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What to be when (and if) you grow up

Determining whether advanced education will help you achieve your career goals

CC JOBS | Kelly Gust

When I was approaching high school graduation (in the late 1900s as my teenaged son likes to say), I had no idea what I wanted to be when I grew up. This existential question was daunting. I envisioned myself in a city, wearing suits and making money. Noble goals, right? I meandered through college having fun, playing in the marching band and earning a liberal arts degree in psychology. I joked that these qualifications would make me a good bartender. Ironically, my parents owned a bar in Wisconsin. I knew at some point I would need an advanced degree in order to escape the family business and

achieve my true career goals.

Eventually I went back to school for a master's degree in industrial-organizational psychology and have since worked in many cities, worn countless suits and made a good living helping numerous businesses create better workplaces. I've had four very distinct careers since college. I similarly have met dozens of people who started their career in one field and ended up in another: A successful salesperson who became a social worker, an MBA who became an elementary school teacher, a lawyer who became a coach and even an IT director who bought a

bar. Deciding what we want to be is a question with a fluid answer. According to career resources site Zippia.com, the average person works in four different fields during their lifetime. We always have options to return to school or pursue other learning opportunities that will help us achieve our goals.

Whether you should pursue an advanced degree or other professional certification to further your career depends on several factors, including your career goals, industry, personal circumstances and financial situation. Here are some things to consider when making this decision:

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Career goals: Does the additional learning align with your long-term career goals? Some professions and industries may require or highly value advanced degrees, while others may prioritize experience and skills over formal education. I once worked for a large retail chain as a training manager. A peer with the same job title and compensation had never gone to college. Instead, he worked his way

up through the operational ranks, learning the business before moving into the training department. I had the degree, he had the experience – two paths to the same destination.

Industry requirements: Research the job market by looking at postings and talking to professionals in the industry to determine if an advanced degree is necessary. Will it provide

you with skills and knowledge that will give you a competitive advantage? In many fields such as interior design, cosmetology, civil engineering and the medical profession, one can have the required degree but will eventually need to pursue state licensure in order to practice professionally.

Return on investment: Assess whether the potential increase in salary and future career opportunities justifies the investment of time and money for your advanced degree. In my case, spending two years to earn a master's degree from a low-cost state school allowed me to work while going to school part-time and doubled my salary upon graduation. But this investment came at a short-term cost of less time for personal interests, hobbies and friends and increased expenses for tuition and books.

Passion and interest: Make sure you are passionate about the subject matter. It is more rewarding and motivating to study something that truly excites you. Can you envision yourself working in this field 2,000 hours per year for the next 10-plus years?

Networking opportunities: Training programs often provide valuable networking experiences with professionals in your field. You'll build relationships with classmates and instructors while gaining access to internship opportunities. Networking develops valuable connections that open doors to future employment.

Employer support: If you're currently employed, check your benefits package for support or incentives for pursuing advanced degrees, such as tuition reimbursement or flexible scheduling. If so, take advantage, but be aware of any approval process or tenure requirements that the company expects in return.

Dream your big dreams about what you want to be when (and if) you ever decide to grow up, but know that there is no one-size-fits-all answer. Take time to reflect on your aspirations, research your options and seek advice from individuals working in your desired field before you make the decision to invest in your continued education.



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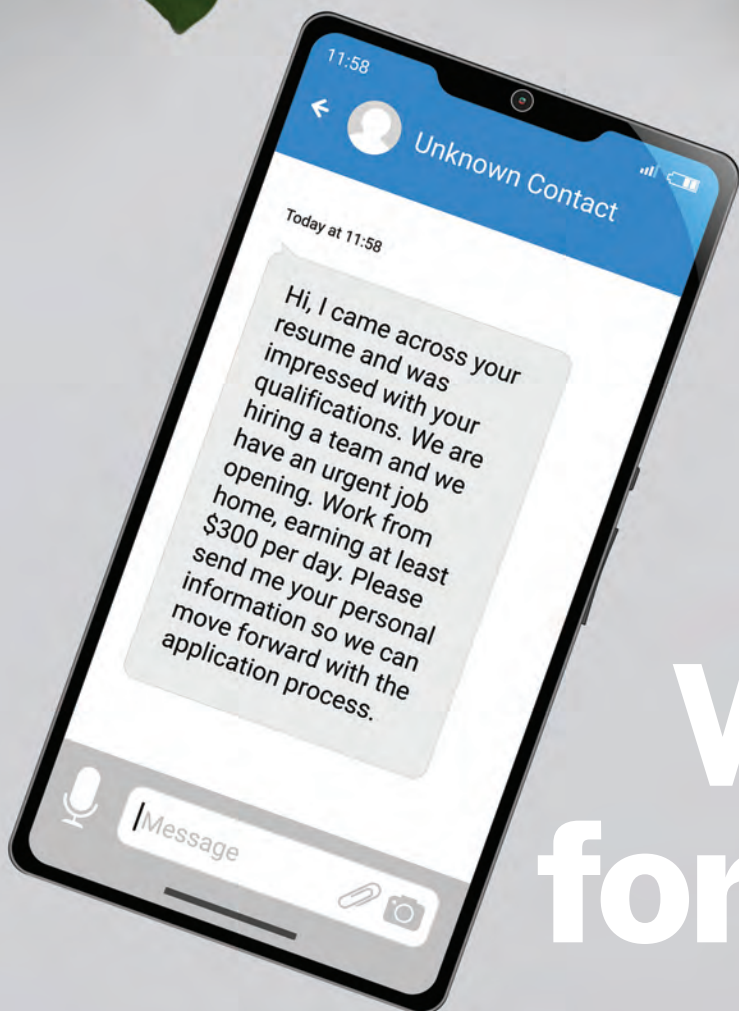
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Watch out for recruiter scams

CC JOBS | Asia Johnson

If you're looking for a job opportunity and it seems too good to be true, maybe it is. There are fraudsters out there who wish to take advantage of the hard work you've put in to get to the next stage of your career. Employment scams rose from third riskiest in 2021 to second riskiest in 2022, according to a recent report from the Better Business Bureau.

Research the person who contacted you.

If you suspect the person contacting you could be a scammer, look them up. A quick online search should reveal if they work for the company they claim to represent and look up the company the recruiter is representing to make sure it's legit.

Here are some things to be on the lookout

for during your job search to avoid falling for a job scam:

They ask for sensitive information

Recruiters are trained to ask job candidates certain questions to produce a well-rounded overview for hiring managers. During a candidate screening, questions on your recent

work experience, education, and hard and soft skills are appropriate to ask. If you are asked to give personal information such as your social security number or tax identification number during the interview process, this should generate some concern and could be a scam. Most businesses will only request personal information once you have accepted an offer and are onboarded as an employee.

They request money

Most job seekers and recruiters will discuss compensation, but that should be the extent of the discussion during the interview. A company should never request a credit card number to hire you, and you should never pay for training unless the industry is government-regulated and requires a license. Giving out personal information puts you at risk of identity theft. If the job posting includes a form to fill out that does not appear to be legitimate or requests more than just basic contact information, be aware that you may be the victim of a phishing scam.

Too many communications errors

Job descriptions and postings are often written by hiring managers and HR personnel, who must ensure professionalism in communication. If a job description contains grammatical errors, applicants should be cautious. Additionally, check the email address, which should be a business email account versus a free email provider or personal account.

It's important that victims of job scams report them to:

Better Business Bureau - BBB.org or BBB.org/scamtracker.
Federal Trade Commission (FTC) - reportfraud.ftc.gov or call 877-FTC-Help.
Internet Crime Complaint Center (IC3) - ic3.gov/complaint.

Asia Johnson is an award-winning content marketing specialist for Express Employment International, covering a variety of career topics for job seekers and associate audiences. This article first appeared in the July 11, 2023 edition of Job Journey. Visit blog/expresspros.com to sign up for this monthly newsletter by Express Employment Professionals, which provides tips and advice for every step of your working life.

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LinkedIn profile pictures: Tips to get you noticed

CC JOBS | Asia Johnson

You only have one opportunity to make a first impression. A recruiter or hiring manager's first perception of you may be based solely on what they see in your LinkedIn profile photo. Your professional image is important, even online. According to LinkedIn, simply having a picture makes your profile 14 times more likely to be viewed by others.

Here are five tips to being an all-star professional with the right LinkedIn profile picture.

Don't sabotage your profile with selfies

– Don't send the wrong message by using a selfie as your LinkedIn profile photo. If you can't get a professional headshot, ask a friend or co-worker to take a picture of you using a phone. Make sure you have professional work attire on that day. Keep selfies on Facebook and Instagram but use discretion. Recruiters and hiring managers will often view those profiles, too.

Meet LinkedIn's image size criteria

– LinkedIn occasionally changes the layout of the platform, and you'll want to know how to meet its latest visual requirements. The ideal size for your LinkedIn profile picture currently is 400 x 400 pixels. Larger file sizes are also acceptable, but try to avoid small, low-resolution images. If the picture looks blurry when you upload it, you may want to opt for a different one.

Your photo should reflect how you look now – If your LinkedIn profile photo was taken more than a decade ago, it's time to replace it. Make sure your headshot accurately represents how you look and dress for work on a regular basis. You want to be easily identifiable during interviews and onboarding for a new job or position. Additionally, use LinkedIn filters carefully.

Be mindful of your background – You want your LinkedIn profile photo to be professional and basic. Avoid distracting backdrops. Your photo should simply feature you, not a company logo, hobbies or pets. It's ideal to pose in front of a light, solid-colored background. You can also apply a soft blur effect to keep the focus on the subject, which is you.

It's OK to smile – Having a professional LinkedIn photo doesn't mean you can't show a little personality. A hiring manager or recruiter wants to know that the prospect they may invest in has a friendly appearance rather than a cold one. Smiling gives you a more approachable look. One study of 800 profile pictures found that people view you as likable, competent and influential if you smile in your pic. And smiles that show teeth were rated twice as likable as closed-mouth smiles.

The way you present yourself on LinkedIn can either create or break a potential relationship with a recruiter or can be a deciding factor for a hiring manager when choosing between top candidates. Make an intentional choice for your LinkedIn profile image and be prepared to connect and network with other professionals.

Asia Johnson is an award-winning content marketing specialist for Express Employment International, covering a variety of career topics for job seekers and associate audiences. This article first appeared in the July 20, 2023 edition of Job Journey. Visit blog/expresspros.com to sign up for this monthly newsletter by Express Employment Professionals, which provides tips and advice for every step of your working life.



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Calling Healthcare Professionals!

In need of a change of pace? Interested in training the next generation? Lincoln Land Community College is looking for qualified part-time instructors to teach for our Allied Health and Nursing programs for the Fall 2023 semester. Learn more and apply online at <https://llcc.peopleadmin.com>.

Associate Degree Nursing (ADN) –

Instructors needed to teach ICU, fundamentals and/or Medical Surgical nursing clinicals during the day and on weekends in Springfield. A master's degree in Nursing by State Statute, is required for nursing faculty. Candidates must have a State of Illinois Nursing license or be eligible to apply for one. Recent hospital clinical experience is required. The position includes clinical supervision of the students in the hospital setting.

Central Sterilizing Service Technician –

Instructors needed for evening classes at our main campus in Springfield. Applicants must be certified through the Certification Board for Central Processing (CBSPD) or the International Association of Healthcare Central Service Materials Management (IAHCSMM) and have 2 years of current central sterilizing experience.

Certified Nursing Assistant – Instructors needed for our Springfield, Jacksonville, and Taylorville locations for both classroom and clinical instruction. Applicants need a current Illinois license as a registered nurse, a current Healthcare Provider CPR card, and must have either a Provisional Vocational Teaching Certificate plus Evaluator Certificate OR have completed the CNA Instructor/Train the Trainer Course.

Respiratory Care – Instructors needed for our Springfield campus. Hours vary by semester. Applicants must possess an Associate degree, two years of teaching experience, and must be a licensed Registered Respiratory Therapist in the state of Illinois.

Calling all Chefs, Bakers, and Hospitality Professionals!

Are you passionate about the Hospitality Industry? Is your mission to develop future leaders in this dynamic business? Lincoln Land Community College is looking for part-time instructors to teach **Baking, Culinary, and Hospitality** classes at our main campus in Springfield, for the Culinary Arts program for the Fall 2023 semester. Learn more and apply online at <https://llcc.peopleadmin.com>.

Calling all Auto Technicians, Carpenters, Electricians, and Welders!

Love working in your trade? Interested in training the next generation? Teaching can be a great opportunity to use your expertise and knowledge to give back to the industry that provided you with a rewarding career. Lincoln Land Community College is looking for experienced professionals to teach face to face classes for the disciplines listed below for the upcoming Summer & Fall 2023 semesters. Learn more and apply online at <https://llcc.peopleadmin.com>.

Automotive Technology – Springfield campus, day & evening classes

Construction Occupations – Springfield & Taylorville, day & evenings classes

Electrical Maintenance – Springfield campus, day & evening classes

Industrial Trade and Manufacturing – Springfield campus, day & evening classes

Technical Physics – Springfield campus, day & evening classes

Welding – Springfield & Taylorville, day & evening classes

Adjunct Instructors Needed for Fall 2023

Lincoln Land Community College is looking for qualified part-time instructors to teach face to face classes for the disciplines listed below for the upcoming Fall 2023 semester at our main campus located in Springfield and our Outreach Centers located in Taylorville, Litchfield, Jacksonville, and Beardstown. A master's degree with at least 18 graduate hours in coursework directly related to the discipline is required for most. Prior teaching experience is preferred but not required. Learn more and apply online at <https://llcc.peopleadmin.com>.

Accounting – Federal Income Tax classes at Springfield campus

Anatomy & Physiology – All campus locations for day classes

Anthropology – All campus locations for day classes

Art – Art Appreciation and Studio Art classes at all campus locations for day classes

Biology – Taylorville campus, day classes

Business – All campus locations, day classes

Chemistry – Taylorville campus, day classes

Communication (Public Speaking) – All campus locations for both day and evening classes

English – Taylorville, Litchfield, Jacksonville locations, day classes

Geography – Taylorville and Litchfield locations for day classes

Geology – Taylorville, day classes

German – Springfield campus for day classes

Integrated Media Design (Digital Media/Graphic Design) – Springfield campus for both day and evening classes

Italian – Springfield campus for day classes

Microbiology – All campus locations for day classes

Psychology – All locations, day classes

Sociology – All locations, day classes

Spanish – Springfield campus, evening classes

Technical Physics – Springfield campus for both day and evening classes

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Contents

- Make yourself indispensable.....p4
- Check list for landing a job.....p6
- How to avoid costly mistakes
in virtual interviews.....p8
- Be sure your resume makes
a good first impression.....p10
- Free programs to prepare for
college and careers.....p14

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Make yourself indispensable

CC JOBS | Kelly Gust

With economic uncertainty on the rise, unfortunately some employers are starting to play defense; reducing headcount in their organizations through layoffs and downsizing. Snap, Bed Bath and Beyond, Predictive Index, Groupon, Wayfair and others all made headlines last fall for reducing headcounts by as many as 39,000 jobs, according to Crunchbase.com.

In 2008, I was laid off from a large, global hotel chain. When I look back on it, the signs were all there: An economic recession causing a downturn in business results, a new CEO and a new head of HR formed the perfect storm for reducing corporate headcount. Layoff anxiety is a real thing, and unfortunately can have the unintended

consequence of contributing to a self-fulfilling prophecy. By cutting back your efforts out of fear (please don't make me say "quiet quitting"), you could become a target if times get tough.

So how do you make yourself more valuable at work? By working smart, thinking ahead and maintaining a good attitude, you can keep your career moving forward and (hopefully) avoid being considered for job elimination if your organization goes down that path.

Before we dive in, I'll state that one doesn't necessarily need to work longer hours to become more valuable; work-life balance is the sign of a healthy work relationship. Further, I'll also state that

layoffs aren't just for front-line employees. Plenty of folks in the management ranks are often affected when an organization turns to downsizing as a way to solve problems. With that in mind, here are my tips for increasing your chances of being viewed as indispensable at work.

1. Own it. Take full responsibility for your job performance. When problems arise, suggest solutions. When you run out of work, suggest new projects or tasks that could be completed. If you're struggling to meet your goals, take the initiative for additional training or mentoring. Don't wait to be told what to do. "Waiting to be told" represents the absolute lowest level of initiative.

2. Go above and beyond. Think about the hats that your boss wears. Are there responsibilities you could offer to learn? Can you think ahead about what might need to be done next week, next month, or next year? Can you provide a little better service to your customers or co-workers? A good friend of mine from New Orleans calls this “lagniappe,” which means “a little something extra.” What can you do to stand out as a little more special than your peers?

3. Keep your cool when the heat is on. Working well under pressure is a great way to build trust within your organization. Keep a positive attitude and focus on solutions, not problems. Someone who takes action to solve problems is much more valuable than someone who complains about problems or escalates problems when they arise.

4. Be a team player. It’s unlikely that the employee most willing to pitch in and say “yes” when new projects, situations, or opportunities arise is someone the organization would want to dispense of. Saying yes to new opportunities, in the short-term may seem like “more work for less money,” but ultimately is a good way to open new doors in your career. Raise your hand when the boss asks for help and you’re more likely to find yourself as an essential member of the team.

5. Be replaceable. Wait, isn’t this article about being irreplaceable? Yes, but putting yourself in a position where you’re training and teaching others means that you are free to step up and take on new responsibilities. Time and time again I’ve seen people “hoard” information or job duties which creates a toxic environment and a risk for the employer. By being someone who will teach and share, you’re demonstrating essential skills of leadership.

I know, I know. This seems like a lot of happy talk. While it’s true that there is nothing I can say that will guarantee downsizing won’t impact you, the tips above will set you up for success whether in your current position or a future move. ■

Kelly Gust is the CEO of HR Full Circle, a Springfield-based consulting firm that provides talent management and human resources consulting to organizations of all sizes and stages. This article originally appeared in the October 2022 edition of Springfield Business Journal.



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Check list for landing a job

CC JOBS | Liz Hogan

1. Network, network, network

Reach out to stakeholders at companies you're interested in.

You can do this virtually through LinkedIn, Lunchmeet, Meetup and other online media channels. You can also network in-person at local job fairs, public speaking events, networking events and more.

It's not likely they'll hire you on the spot, but networking can help you build a relationship with them. Additionally, talking to other people about your job search can expose you to career opportunities you never knew existed.

2. Prepare for interviews

You should prepare for interviews and fine-tune your communication skills before you get a response to your application. So, when you do get an interview in the pipeline, you'll ace it.

Take time preparing answers to some common interview questions. When the interviewer asks questions, it won't look good for you to draw a blank.

Create a system of insightful questions to ask the interviewer. This reassures them of

your interest in the job position. When you do get an interview, you can customize the questions further.

3. Research potential employers

You can't go wrong with researching the company you want to work with. That way, you can get to know the company culture, their values, and their goals.

When researching a potential employer, study keywords from their vision and mission statements and pay attention to their website and social media.

Doing this will help you prepare good follow-up questions to ask such as what processes do they have in place to measure success in achieving their company mission. Check out Glassdoor for some insight into the company's interview process.

4. Be prepared to negotiate

Be ready to negotiate your salary, time off, allowances, schedules and bonuses, if warranted.

You need not settle for what the company offers you. Find out the terms they're offering and, if necessary, come up with a counteroffer.

To provide a reasonable counteroffer, you can look into the average salary and benefits being offered in your area for the type of job you're applying for. Check out Google, Glassdoor and Salary.com for information about your desired job.

5. Follow up

Always follow up after any calls or interviews you receive. Send an email to the hiring manager, saying thank you for the opportunity.

Follow-up emails may seem small, but it's refreshing to see people offering such gestures in the cutthroat corporate world.

It even boosts your chances of success, especially if the hiring manager is already finding it hard to make a choice. ■

Liz Hogan is the digital partnerships manager at Find My Profession. She regularly shares her advice on job search and resumes writing with others. This article first appeared in the Feb. 7, 2023 edition of Job Journey. Visit blog/expresspros.com to sign up for this monthly newsletter by Express Employment Professionals, which provides tips and advice for every step of your working life.

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How to avoid costly mistakes in virtual interviews

CC JOBS | Asia Johnson

We live in a post-pandemic world, and job seekers have had to adapt to a new way of job searching, including how they prepare for and participate in interviews. Since the pandemic, many companies have used virtual interviews, and Teams and Zoom interviews appear to be here to stay.

According to a recent survey of employers by TopResume, the world's largest resume-writing service, job candidates are making huge mistakes when interviewing virtually.

Here are the top five virtual interview deal-breakers that could cost you the job:

- **Avoiding eye contact or staring into space**
- **Sitting in a messy room**
- **Leaving inappropriate tabs or apps open when screen-sharing**
- **Using an unprofessional background**
- **Being interrupted by the candidate's family members**

Now that you know the mistakes made in virtual interviews, here's what you can do to improve your interview experience:

Make eye contact and focus on the interview

Employers were most concerned about a job candidate's lack of focus and eye contact during virtual interviews. The best

course of action is to concentrate on the interview, because you want to avoid coming across as uninterested or distracted. Whether in person or online, maintaining eye contact is crucial. Close unnecessary tabs, turn off notifications, and keep your phone away from the interview area as you focus on your device's camera. If you're using your phone during the virtual interview, put it on silent.

Organize your interview space

Even before you're hired, your first impression matters. Clutter in your virtual interview space can be a distraction for both you and the interviewer. You want your prospective employer to know that you care about your appearance and workplace. Make sure to clean up your surroundings so everything in your video conferencing app view is clean. You don't want clothes and food all over the place.

Have relevant tabs or apps open when screen-sharing

Potential employers want a well-rounded view of your work experience. Make the most of your virtual interview by showcasing some of your best work. When sharing your screen, have relevant tabs open. Having those tabs ready before the interview will be helpful. You don't want to have activities and interests you do outside of work on display.

Use a professional background

Playing with background filters might be entertaining, but you should avoid using a distracting backdrop while participating in virtual interviews. Choose a neutral background or none at all. Most video conferencing applications enable you to blur your background, which may reduce distractions during the interview. Ensure the area is also well-lit when conducting your virtual interview.

Alert friends and family that you're interviewing

If you're interviewing in a space where others will be around, let them know in advance that you are on a job interview. You don't want them walking into your interview area or making noises. Emergencies do happen, but the fewer interruptions, the better.

The purpose of any interview is to maximize your chances of getting the job. Put your best foot forward, whether your interview is in person or virtual. It could lead to your next opportunity.

This article first appeared in the Jan. 26, 2023 edition of Job Journey. Visit blog/expresspros.com to sign up for this monthly newsletter by Express Employment Professionals, which provides tips and advice for every step of your working life.



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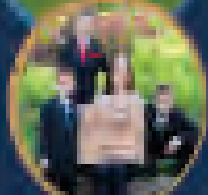
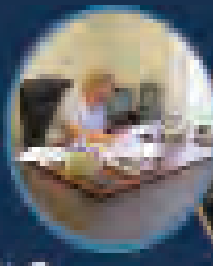
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Be sure your resume makes a good first impression

CC JOBS | Jean Campbell

Your resume is often the first impression you make with a potential employer. That's why it is important to make it stand out on several levels. You can Google resume templates if you need help getting started, but keep the following recommendations in mind as you customize your resume.

It is critical that your resume is easy to read; properly formatted; and free of typos and grammatical errors. Take time to tweak your resume for each job application. Use key words from the job description and highlight the qualifications you possess that are relevant to the job.

Readability

Try to limit your resume to one page. Mul-

tipl pages can become cumbersome to the reader. Standard margins are one inch all around, but you can increase or decrease margins slightly if you require more or less space for your content.

Choose an easy-to-read font such as Ariel, Times New Roman, Helvetica, Tahoma or Garamond. These fonts are clean and professional-looking. Only if you are applying for positions in graphic design, marketing or social media should you consider a more creative font. Font size for text should be 10 to 12 points. Sub-headings should be 12 to 16 points (at most). Make subheads bold to stand out and break up the text.

Employers should be able to review your resume in just a minute or two, so avoid

long paragraphs. Instead, use bullet points to list job duties, skills, etc. You can use lines to separate sections, but other graphic elements can be distracting.

Formats

The traditional resume format is chronological, but some job seekers prefer a functional format for their resumes. Either way, your resume should start with your name, email address and phone number at the top of the page. A home address is not necessary.

The main sections of a chronological resume are usually presented as follows:

Objective or summary statement – This has become popular, but is not necessary unless you

have specific skills or a career track you want to highlight.

Professional experience or work history – List your current (or most recent) job first, followed by previous jobs. Include the name of your employer, your title, dates of employment and a list of key duties/responsibilities for each position. If you achieved certain goals or received awards in previous jobs, you can list those here too.

Education – Start with your highest level of education. Include the name and location of the school or university and the degree you earned. You can also include licenses and certifications you may hold.

Skills – This section is a simple bullet point listing. If you are proficient in specific software, equipment or machinery, list those skills in this section. Other skills might include things like customer service, money handling or public speaking. You can also include personal traits such as creativity, attention to detail, time management or problem solving. If you are fluent in another language, note that, too. Limit your list to a maximum of eight skills.

Professional affiliations – This is optional, but if you are involved in professional organizations that are relevant to your work experience, it may be beneficial to include them. You can also include organizations where you serve as a volunteer or board member.

You may opt for a functional resume format if you feel your qualifications are better presented as types of skills rather than jobs you've held. In this section, list skill areas such as customer service, management, bookkeeping, patient care and sales. Under each skill, provide specifics about your experience and accomplishments. Include a short version of your work history following the skills section.

Spell check and grammar check

Both Microsoft Word and Google Docs have spell and grammar check features. But don't stop there. Ask a trusted friend or relative to review your resume. They may have valid suggestions and corrections.

Print out a copy and be sure it appears on paper as it does on your computer screen. Finally, save your document as a PDF. A Word or Google document that is

emailed may not appear the way you created it. Different computers and software may read fonts and spacing differently. A PDF ensures that employers will see your resume exactly as you designed it.

Final tip

When you begin your job search, do not limit yourself to only those jobs where you meet all the requirements. If you have

most of the qualifications, throw your hat in the ring. Usually, the job requirements are an employer's wish list, and they understand candidates may not have every qualification. They also may be open to training you on the one or two skills you are missing.

Jean Campbell is a Springfield writer and former human resources professional.



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The joy of interviewing

CC JOBS | Kelly Gust

I have always enjoyed interviewing for jobs. I know, I'm an HR person, I'm supposed to love it. However, I've always felt like a job interview is exciting. It's all about potential, possibilities and an opportunity to present yourself in the very best light. Once you're hired, you won't get the chance to brag about your skills as much as you do in that first interview. With that in mind, here are a few tips to help you be successful, and perhaps even enjoy your next job interview.

Prepare to be successful

1. Do your research and anticipate questions you might be asked. (Hint: They're in the job description. Be prepared to speak in detail about your experience and qualifications.
2. Research the dress code and plan

accordingly. My guidance is to dress slightly nicer than those who will interview you. If they'll be wearing jeans and T-shirts, I'll wear khakis and a polo. If they're in khakis, I'll wear dress pants and a collared shirt. If they're in business attire, I'll wear a suit.

3. Come prepared with a few questions of your own. Asking questions shows that you're curious and invested in finding the right fit. Some of my favorite questions include:

- Can you walk me through a typical day?
- What kind of training is available?
- How would you define success in this position?
- Who will I collaborate with on a regular basis?
- Tell me about the culture.

- What do you enjoy most about working here?

4. Know what the job (and your experience) is worth. There's no need to share your current salary; employers aren't supposed to ask. Rather, be prepared to confidently state what your salary requirements are, or ask about the budgeted pay range. Search salary.com or comparable job postings with other firms to get an idea of the typical salary. But don't forget about the value of benefits, flexibility, work environment or other factors that are important to you.

The big day

5. Be on time. Arrive 10 minutes early so that you can settle in and relax. Rushing in late only adds to your stress level.
6. Use a firm handshake, smile and make

eye contact. Learn your interviewers' names and titles.

7. Listen carefully and be sure you answer the question that was asked. It's OK to ask for confirmation. (Did I answer all parts of your question?) The interviewer can't assess whether you have the necessary skills if you aren't talking, so be thorough in your responses.

8. Show off your positive attitude. Unless you're interviewing for a job as a sailor, cursing in an interview is not recommended; keep the language clean and professional. Don't ever badmouth a former employer, even if things didn't end well. If you were laid off or terminated, be prepared to talk through these transitions in a succinct and positive manner. For example:

"My last company went through a difficult time where they lost a key client and had to cut staff. Unfortunately, I was impacted. However, the experience really forced me to think about what I truly

want in my next opportunity, and I'm confident my experience is a good fit for your company."

Or, "The truth is, the manager and I had trouble communicating about expectations. The job wasn't a great fit, despite how hard the manager and I both tried to make it work. Ultimately, I was let go. But I learned a lot and am ready to take on the next challenge." Practice these transitions so you can deliver them confidently.

9. Ask about next steps and when you can expect to hear back. End on an optimistic note by reiterating how excited and confident you are about the opportunity.

Follow-up

10. A thank-you note or email is a nice way to reiterate your enthusiasm and confidence about the position. Address the interviewer(s) by name and thank them for their time. If you don't hear back within the expected timeframe, it is OK to ask for an update.

11. Don't get discouraged if the opportunity doesn't pan out. Keep your confidence and continue searching (and interviewing) until you find success.

12. Practice. Ask a friend to listen to your answers, or reach out to local career centers or libraries for assistance. Read up on sample questions and answers to perfect your approach.

Even if you don't love job interviews as much as I do, I'm certain that with these tips you can project yourself with more confidence and land your dream job. And who doesn't love that? Good luck to you in your search. ■

Kelly Gust is the CEO of HR Full Circle, a Springfield-based consulting firm that provides talent management and human resources consulting to organizations of all sizes and stages.



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Free programs to prepare for college and careers

CC JOBS | Staff

Lincoln Land Community College has announced three free summer programs to prepare students for college and career training.

3 for Free

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students, with a percentage of spots reserved for low-income, first-generation and minority students.

Summer Boost

Offered June 12-29, this program will help students gain confidence and get ready to start college in the fall. Participants can choose any combination of sessions to prepare them for college-level courses. Lunch, attendance incentives and mentoring are also included.

Career Exploration

Offered June 19-July 24, this program allows adults with or without a high school diploma to learn about career fields and get ready to enter a workforce training program. Participants will attend workshops three days a week with guest speakers and tours of workforce training labs.

More information and registration for these programs are available at www.llcc.edu/free-summer-programs.



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