Knight to New Hire
Tips from the Emergency Management and Homeland Security Advisory Board
School of Public Administration

UNIVERSITY OF
CENTRAL FLORIDA

Introduction

Applying for your first job after completing your degree with the University of Central Florida can be frightening and overwhelming, but luckily for you – you already have friends in the field!

The UCF Emergency Management and Homeland Security Advisory Board has developed this guide of tips to help you ensure you have a professional online persona, develop your resume and cover letter, and prepare for an interview. If you have additional questions, this guide will also share how to connect with your Advisory Board if you need professional advice.

Your journey to prepare yourself for your first 'real' job can start the minute you enter college or throughout your time at UCF. Keep track of your achievements and community participation throughout your academic career, try to join a professional association and complete an internship to make sure this is the right field for you, and find a mentor from whom you can learn along the way. Take advantage of the numerous resources that UCF has to offer, including Career Services: https://career.ucf.edu/

Whatever your passion, we will put you on the path to success. This is your future, take the time now to prepare for it.

Online Persona

When you are looking for a new job, it is important to ensure your visible online persona is professional and/or that you have appropriately managed the privacy of your personal accounts. Keep in mind:

- Prospective employers will Google your name and search social media for you. Make sure what they find is professional and representative of who you are today.
- If you have old social media accounts or profiles from years ago, it is okay to delete them. But do not delete all accounts and look like you are trying to hide something.
- Check your social media pages and ensure they do not show any of the following (although you are a Knight, so these things should be unlikely already!):
  - o Anything that you would not want to see reported on the local TV news/newspaper.
  - o Anything that could be considered racist, sexist, contains negative/inappropriate language, or strong controversial opinions or arguments
  - o Embarrassing or inappropriate photos
  - o Complaints about current or former employers
  - o Association with negative characters
  - o References to illegal activity, drinking, or drug use

- o   Inconsistencies between your resume and online presence
- o   Any indication that you lack maturity or good judgment

Facebook Page
Keep your family, friends, and photos on your personal page and be careful about the privacy settings so you do not inadvertently share too much information with employers. There are professional groups that you can become a member of – just be mindful that your potential future coworkers and managers may also be a member of those networks and see your posts, comments and discussions.

Twitter Profile
Twitter is a terrific way to establish yourself and your personality in the field. There are numerous opportunities to engage with professionals and stay up to date on current conversations. Be mindful that a future potential employer can also read your past tweets if it is not private.

LinkedIn
LinkedIn is the site for professional networking. Recruiters actively use it to source candidates, and it is the best resource for building and managing your career network. Update your profile frequently, include your employment history, education, skills, and examples of projects you have worked on. Ensure that what is posted on LinkedIn matches what is on your resume, otherwise you show inconsistency in how you represent yourself. Engage with other users, and spend time growing your network.

The more connections you have, the greater your visibility. However, while you do your research on the company that you are applying for, you may find yourself wanting to connect with the professionals working there. If you have not accepted an interview yet, you can. Once you have accepted an interview, until you have been told whether you have been selected, do not send a request to connect. Wait until afterwards.

Tips for Your LinkedIn Profile
Professional Headline: Keep this to a short statement or a few words the best describes you. Keep this professional and eye catching.

Profile Summary: This should be used to provide additional descriptions about your experience, expertise, awards, etc. It is also the section of your profile which has the highest character count. This is where you can give viewers a glimpse into who you are, what your background is, what you are looking to accomplish, and additional places they can find you online or contact you.

Profile Picture: LinkedIn profiles are 40% more likely to be clicked on when there is a professional profile picture. Use a standard head shot that portrays you

professionally. You can have a friend take a photo of you in 'portrait' mode when you are dressed up professionally. This can be done outside or against a neutral colored wall, in good lighting.

Profile Background: Include a background image: use a background image or photo to help tell your story. Do NOT: Go overboard on symbols and other computer-generated visual elements that will distract from your profile.

Contact Information: Refrain from putting contact information that you do not want potential employers or colleagues to use to contact you.

Skills: Your LinkedIn connections will have an opportunity to endorse or recommend you based on these skills so choose carefully. Skills are particularly important to include because they are also buzzwords/keywords within your industry that will stand out to managers and increase your chances of getting through automated filters. Your top three skills of most endorsements will be automatically viewable without someone clicking "more". You can re-order this on your own so the skills you are looking to highlight are displayed first.

Adding Media Samples: Be careful if you choose to do this, personal websites, unedited selfie videos, unprofessional or political ads can hurt your ability to connect with professionals.

Requesting Recommendations: Tread lightly here, discuss with someone if they would be interested in doing this prior to sending the request. You may receive a recommendation you are not proud of highlighting and this could end poorly. Also, refrain from requesting a recommendation from all your LinkedIn followers, people you have just met, or worse – have not actually met yet.

Join LinkedIn Groups: When joining these groups keep them professional. Like Facebook groups, these do show up on your page of organizations or social groups you affiliate with. Keep them specific to the industry and field you are working to become a member of. Do not forget to join alumni groups for your college!
- UCF School of Public Administration LinkedIn
- UCF – Emergency Management Knights LinkedIn

Bring Recruiters to You: "Turn On" your resume for recruiters. You can signal to recruiters that you are open for new opportunities. Click the option at the top of the page.

Resume

A resume is your first opportunity to promote or "sell" your skills and experience to a potential employer. Most internships and full-time jobs require you to submit a resume as your application. As you look for career-related internships and full-time

jobs, it is important to tailor your resume to meet the needs of each employer, reflecting the education, experiences, and skills you will need for the desired position.

When you are finished writing your resume, take a step back and look at the document as whole. If there are any spacing, grammatical, formatting issues or if it does not look professional, revisit and revise.

You should be proud of the document that you produce, it reflects the level of work that can be expected from you by your future employer.

Preparation
Before writing your resume, review your educational and professional history. Make lists of all schools attended, jobs held (paid and volunteer), duties performed, extracurricular activities, honors received, skills acquired, and any appropriate additional information. This will form the basis of the content of your resume and will help you identify which accomplishments are relevant and should be included. As you narrow your career options and identify skills in demand for your targeted industries, you will want to emphasize those on your resume.

Choosing a Resume Format
Many kinds of experiences may be listed on a resume, such as internships, volunteer work, part-time jobs, leadership positions, research, and on-campus or extracurricular activities. Depending on your background and the type of position for which you are applying, it is important to consider which experiences and style are most appropriate.

Getting Started
Margins: Use "normal" (i.e. one inch) margins on the top, bottom, left and right sides of the page. Margins may be decreased to ½ inch to fit all information on one page, but make sure the resume is easy to read and not too crowded. Keep a balance of white space and text.

Fonts: We recommend using 11-point font, and no smaller than 10-point font. Most resumes use either Calibri or Arial for font type, but you may use any professional sans serif style font. Be consistent with font style throughout the resume.

Indentations, Italics, and Underlining: Thoughtful use of indentations, italics, underlining and bold can make your resume more visually appealing and easier to read. However, overuse of those styles can be distracting.

Do not use contractions: Throughout your resume and cover letter ensure you are spelling out every word – do not use contractions (don't, won't, can't, etc.).

Be Consistent: Be consistent throughout the resume regarding abbreviations, dates and how you present information. Make sure that each work, volunteer and internship experiences are in the same format. Always list the organization, job title, location, and dates of employment/experience in the same order, style and font. Being consistent gives the employer an indication of your attention to detail.

Resume Formats
Chronological: Used most frequently, this easy-to-read resume format focuses on your education, work, skill, or leadership background. It is written in reverse chronological order, starting with your most recent experience. Use action verbs to describe accomplishments.

Functional or Skills-Based: This approach is useful if transitioning to a new career field to highlight your experiences and transferable skills. Start each description of a job- related accomplishment with an active verb. Then list the employers, job title, and employment dates in a separate work history section.

Combination or Hybrid Technical: This resume format focuses on the individual's experiences and transferable skills developed at work settings, volunteer experiences, or internships. A reverse chronological listing of work history is still used.

Resume Layout
Most resumes include several standard sections, as outlined below. You may decide to customize your section headings depending on your background and desired position.

Heading/Personal Contact Information: List your name, address, phone number, and e-mail. Your e-mail address should be professional and include your name. Your voicemail message should be appropriate for potential employers to hear.

Professional Summary/Career Objective (optional): This statement is optional and included only if you have made a career change and your experience does not reflect your current interests. If included, this concise and specific statement serves as a thesis statement to communicate your interests and qualifications directly related to the position.

Education: Begin with the most recent degree you are pursuing or have earned. Include institution, city and state, degree you will earn, major(s) and minor(s), and month and year of completion. List any additional degrees in reverse chronological order. Study abroad and other summer or academic programs may also be listed in this section. Transfer students who attended another institution for more than one year may also list that institution on their resumes. Dual degree students should list

both institutions. **High school details should be omitted after two years of college.**

Honors, Awards & Activities: List honors, awards and/or activities in a separate section or as a heading under the education section.

Experience: This section includes work, internship, leadership, and research. Employers consider experience, paid or unpaid, an integral part of your resume. Highlight your accomplishments and skills related to each specific experience.

Volunteerism: This section should include your volunteer experience and may be integrated with the Experience section depending on your level of activity and the office/the position that you are applying for. This does not have to be emergency management related experience. For example, if you coached a little league team, that would show your leadership and teamwork skills, and your willingness to improve the lives of those in your community.

Computer/Technical/Language Skills: Indicate your knowledge of technical, international language, research, computer (software, hardware, platforms, programming languages, operating systems, applications), and other specialized skills. Be accurate and explain your knowledge or proficiency level (fluent, proficient, or basic knowledge).

Additional Possible Headings for Resume Sections

Academic Honors	Endorsements	Professional Seminars
Achievements	Extracurricular	Publications
Areas of Expertise	Activities	Related Coursework
Awards	Field Experience	Scholarships
Campus Involvement	Honorary Societies	Seminar Presentations
Certifications (or	Honors and Awards	Skills and
Licenses)	Internship Experience	Competencies
Civic Engagement	Language	Student Teaching
Committee	Competencies	Study Abroad
Assignments	Military Service	Technical Skills
Community Service	Papers Presented	
Conferences	Practicum Experience	
(Workshops)	Professional Affiliations	

Resume Writing Tips

The best resumes are focused, concise, visually appealing, and speak to the employer's needs. Keep in mind the following guidelines.

- Focus on the employers' needs, not yours. Highlight the qualifications that best match the "ideal" candidate.
- Think about how your skills are transferable to a new environment and keep this in mind as you write descriptions of your past experiences. For example,

customer service skills that you gained in retail could be transferable to other client-based work.

- List your GPA if it is over 3.0 and important in the field to which you are applying.
- Include FEMA or other training courses you have taken and specify if you have completed the Professional Development Series or Advanced Professional Series.
- Separately list any professional designations or certifications that you have earned, such as Florida Associate Emergency Manager (FAEM), Florida Professional Emergency Manager (FPEM), or Certified Emergency Manager (CEM). These designations should not be included with training courses as they are difficult to obtain and retain.
- **Limit your resume to one page (front and back), make the format clear and easy to read, and ensure no spelling or typing errors.** If your resume is too long it shows that you do not know how to prioritize your experiences.
- Begin your bullet points with action verbs, and describe **how** you did it, **why** your task/project/accomplishment was important, and **who** was impacted.

References

References can add credence to your resume, especially if your references are well-known individuals or positions in the field. Do not write "References available upon request" at the bottom of your resume. Instead:

- References should be professional in nature – they should be past/current supervisors or colleagues. Family members or friends should not be used as a professional reference.
- Prepare a list of references on a separate page so you are ready if an employer asks for them.
- Copy and paste your heading (name and contact information on your resume) onto a second page and list the name, title, address, phone and e-mail of three to four people (professors, student group advisors, internship supervisors).
- Contact all references **before** you list them to ensure they will provide a positive reference.
- Contact all references **again** after you have provided the reference list to your potential employer and provide them with the job title, description, company name, and the name of the person who will be in contact.

Actions Words for Resume Writing

Achieved	Communication	Detail Oriented	Research	Managed/ Led	Service/ Support	Manual Skills
Attained	Aided	Analyzed	Analyzed	Achieved	Advised	Arranged
Awarded	Arbitrated	Approved	Assessed	Assigned	Advocated	Assembled
Completed	Advised	Arranged	Calculated	Administered	Attended	Bound
Demonstrated	Apprised	Classified	Cataloged	Consulted	Cared	Built
Earned	Arranged	Collated	Collected	Contracted	Carried Out	Checked
Outperformed	Authored	Compared	Computed	Controlled	Coached	Classified
Reached	Briefed	Complied	Correlated	Coordinated	Coordinated	Constructed
Succeeded	Campaigned	Documented	Critiqued	Decided	Counseled	Controlled
Targeted	Clarified	Enforced	Diagnosed	Delegated	Delivered	Cut
	Collaborated	Followed Through	Discovered	Developed	Demonstrated	Drove
Creativity	Composed	Met Deadlines	Evaluated	Directed	Educated	Drilled
Acted	Conferred	Prepared	Examined	Established	Earned	Handled
Abstracted	Consulted	Processed	Experimente	Evaluated	Empathized	Lifted
Adapted	Contributed	Recorded	Extrapolated	Executed	Expanded	Maintained
Composed	Coordinated	Retrieved	Gathered	Facilitated	Explained	Prepared
Conceptualize	Counseled	Set Priorities	Identified	Fired	Facilitated	Pulled
Created	Debated	Systemized	Inspected	Guided	Furnished	Operated
Designed	Defined	Tabulated	Interpreted	Hired	Generated	Tested
Developed	Directed		Investigated	Implanted	Informed	
Directed	Drafted	**Financial**	Measured	Initiated	Inspected	**Technical**
Drew	Enlisted	Administered	Monitored	Led	Installed	Authored
Generated	Explained	Allocated	Observed	Motivated	Issued	Charted
Illustrated	Expressed	Analyzed	Organized	Negotiated	Mentored	Compiled
Imagined	Helped	Appraised	Proved	Operated	Referred	Condensed
Improvised	Influenced	Audited	Qualified	Orchestrated	Related	Developed
Integrated	Informed	Budgeted	Quantified	Organized	Repaired	Eliminated
Innovated	Inspired	Calculated	Reviewed	Oversaw	Resolved	Estimated
Painted	Interpreted	Computed	Surveyed	Planned	Provided	Formulated
Performed	Interviewed	Developed	Tested	Prioritized	Purchased	Generated
Planned	Manipulated	Figured	Tracked	Produced	Sent	Graphed
Problem	Mediated	Managed		Recommende	Served	Installed
Shaped	Merged	Performed		Reported	Serviced	Instructed
Synthesized	Negotiated	Prepared		Supervised	Submitted	Invented
Wrote	Participated	Projected		Trained	Transmitted	Logged
	Promoted	Tracked		Unified		Minimized
	Recommended					Routed
	Repressed					Solved
	Spoke					Surveyed
	Suggested					Translated
	Summarized					Upgraded
	Supported					
	Verbalized					

From the Maryville University 2017 Resume and Cover Letter Guide

Cover Letter Writing

A cover letter is your formal introduction to a prospective employer. Your cover letter should demonstrate your ability to think clearly, write persuasively, and describe **how** your skills and experience will benefit the employer. Ensure your cover letter reflects your motivation, creativity and knowledge of the organization.

Here on some tips for a professional cover letter:
- Do not simply restate your resume information.
- Write a custom cover letter for each position and use the same heading and font that you used on your resume.
- Address your letter to a specific person. If you do not have a name, call the organization and ask for the name and title of the person who should receive your letter. As a last resort, you may use "Dear Hiring Manager."
- Make the most of referrals and connections and name the person who referred you in the opening sentence. The familiar name will grab the reader's attention.
- In general, cover letters should state the specific position (and job/requisition number if available) you are seeking in the first sentence.
- Be sure to tell the reader why you think you should be considered and provide a method for the person to contact you if needed.
- Research the organization, study the position description, and tailor your letter accordingly. Your initiative and knowledge will make your letter stand out from others, if you do more than only change the company name.
- Focus on the reader's needs, not yours. Make it clear what you specifically can do for the organization.
- Limit the letter to one page or less. Business writing is simple, straight-forward, and to the point. Use paragraphs and correct formatting, your cover letter should be a professional, formal document.
- Cover letters serve as a method to help employers evaluate your writing ability. Ask friends, mentors and advisors to review your letter and provide feedback. Read your cover letter out loud to pinpoint grammatical mistakes.

Submitting Your Application Materials

The position description will indicate if the employer prefers or requires a method of sending your cover letter and resume to apply for a position.

Before submitting your application and cover letter, have a friend, mentor, or advisor review both one final time to ensure there are no grammatical errors which may reflect poorly on you when you submit your application.

Be sure to tailor your materials to the position that you are applying for and ensure the cover letter and resume lists relevant experience to the posted job description.

When asked to apply through an online application database, complete all questions thoroughly and upload any requested materials in PDF format to retain format. Make sure you fill out all the blocks, and do not skip areas because you are also attaching your resume. In some companies, the resume is not the official application. The official application is what you put into the website and you cannot be initially considered if your online application does not meet the qualifications. Do not rush through this area, if you do, it gives the appears that you have applied to multiple positions and are becoming complacent.

If asked to submit via e-mail, be sure to use a concise, business-like style and check for spelling, punctuation, and grammar in the brief, 3-4 sentence note in the body of the email. Send your resume as a PDF attachment so it will print in the intended format. Be sure to include your contact information.

If you personally know any member of the potential interview panel, do not discuss this employment opportunity with them from the time you submit your application until a decision has been announced and an individual has been hired.

Ensure your application matches your resume, and that your resume matches what can be found on LinkedIn, otherwise the employer may find it shows a lack of care, professionalism, and diligence.

Example: Cover Letter

Jane Doe, FAEM
1234 University Blvd.
Orlando, FL 32818
407-123-4567
janedoe@gmail.com

Knightro Glycerin, Director
Knights Emergency Management
5678 Knights Circle
Orlando, FL 32818

Re: Emergency Management Coordinator (Requisition #10HANA)

April 23, 2017

Dear Director Glycerin,

Thank you for taking the time to review my resume for the position of Emergency Management Coordinator (Requisition #10HANA) with the Knights Emergency Management. I am excited to talk with you about how my related coursework from the University of Central Florida in the Emergency Management Bachelors program and time with the Martin County Emergency Management Agency has prepared me to be a self-starting member of your team.

I have strong experience with hazard mitigation and recovery, which appears to be one of the main areas of focus for your Emergency Management Coordinator. During my time at UCF, I have taken a Hazard Mitigation and Preparedness course where I was able to review the Local Mitigation Strategies of several counties to better understand how entities are able to leverage their mitigation strategy to set project priorities for their jurisdictions.

During my internship with the Martin County Emergency Management Agency, I was able to review the recovery process and see it in action following the Hurricane Exercise held in their Emergency Operations Center.

I am excited about this opportunity and available at 407-123-4567 to discuss my qualifications further. I look forward to hearing from you soon.

Sincerely,
Jane Doe

Example: Resume

Jane Doe, FAEM

1234 University Blvd. Orlando | 407.123.4567 | janedoe@gmail.com

Education

University of Central Florida   **September 2013 – Anticipated May 2017**
- Bachelor of Science, Emergency Management
Related Coursework: Intergovernmental Administration, Emergency Management and Homeland Security, Hazard Mitigation and Preparedness, Information Systems for Public Managers and Planners

Professional Experience

Martin County Emergency Management Agency, Stuart, FL   **January 2017 – May 2017**
Internship
- Assessed the Continuity of Operations Plans (COOP) for Martin County's Emergency Support Functions' primary agencies, and developed a template and timeline for the agencies' information to be updated
- Served as a SimCell member of the FEMA-evaluated St. Lucie Nuclear Power Plant Radiological Functional Exercise and participated as a Controller in the Hurricane Exercise
- Completed the FEMA Professional Development Series and Incident Command System courses

Professional Associations

Florida Emergency Preparedness Association   **January 2017 – Present**
- Serve as a member of the Higher Education Committee
- Participate in monthly conference calls and complete projects as available
- Earned the Florida Associate Emergency Manager designation

UCF Emergency Management Student Association   **September 2015 – Present**
- Assisted in representing EMSA during the planning of the KNIGHTSHARE Expo
- Participated in the resume and interview workshops held by EMSA
- Supported leadership in planning of future events

Computer/Technical Skills
- Proficient in Microsoft Office: Word, PowerPoint, Excel
- Able to type 50 WPM
- Familiar with HurrEvac and HurrTrak
- Experienced with WebEOC
- Familiar with CodeRed and Everbridge
- Proficient in ESRI GIS

Resume: Quick Tips
NAME and Credentials (AEM, CEM, NEMAA etc.)
Address | Phone | Email (Personal email, keep it professional)

Objective
Two sentences (Tell me what you know and what you want to achieve, show me that you have an introductory knowledge of the field in some way)

Education
Institution, City, State   Start (Month, Year) – End (Month, Year)
Degree Type, Degree Focus   (If you have not graduated yet,
                                                                                                            put your anticipated month and year)

Professional Experience
Name of Employer, City, State   Start (Month, Year) – End (Month, Year)
TITLE
- Your bullet points are your talking points on this job in an interview
- Long enough to hold the subject, short enough to keep the interest
- Use specific examples and key words that are related to the field; quantify when possible
- Do not ever stretch the truth; employers may verify

Community Involvement/Memberships
Organization	Position	Start Year - Present
Organization	Member	2013-2016

Notable Incidents/Events
Name of Incident	ICS Position Held	Month, Year
Name of Course	Course Number	Month, Year

Resume Tips:
- Resume should be no more than front and back of one page
- Do not under-highlight your experience or knowledge
- Group like tasks together under bullets (example: multiple exercises)
- You can change the Notable Incidents/Events section to trainings and certifications; however, if you do, do not provide pre-requisites
- Formatting is key - make it look good and make sure things line up
- If an employer sees a spelling error, you have lost credibility
- Your resume builds a story about you:
    - Objective: Your passion and where you want to go
    - Education: Your foundational knowledge of the career field
    - Professional Experience: Your history and that you may have done this before
    - Community Involvement/Memberships: Your interest in the advancement of the field
    - Notable Incidents/Events: You have done this before and have worked with people

Interview Recommendations

Accepting an Interview

Monitor your email (and spam) and your telephone number/voicemail that you have provided to potential employers to ensure you are responsive to requests for interviews. When accepting an interview, ensure you select a time when you can attend the interview in person, and ask who the members of the interview panel will be. Be polite to the person scheduling the interviews.

Be sure to garner as many details as possible about the interview location and parking. Many candidates get stuck on this, prompting them to be late, frustrated or out of sorts. It is recommended to drive to the location ahead of time, if possible, to be familiar with the building and parking arrangements (do not go inside the facility). Keep in mind the time and day that you are test driving versus when your interview is, to account for traffic and parking.

Prior to the Interview

Once you have scheduled an interview for a position, take time to prepare yourself and familiarize yourself with the organization and their expectations:

- Review their website, social media sites, and any available publications or outreach materials to gain an understanding about their environment; these are things that will be asked of you and will give you a good idea of their current issues.
- Clarify your "selling points" and the reasons you would like the position – review your resume and identify stories that will highlight the skills the agency will be looking for in this position.
- Prepare for common interview questions. Google common interview questions and think about how you would answer them with specific examples, while reiterating the story of your resume.
- Practice with a friend, family member or colleague to ensure you can provide information succinctly while highlighting your education and experience.
- Write down questions for the interviewer ahead of time. Have one or two questions about the culture or environment of the agency, what qualities they are looking for in the applicant, etc. This is a good opportunity to interview them and make sure the organization is a good fit for you. If you can craft your questions to the organization, it will show you have done your homework and level of interest in them.
- Review UCF's Career Services Interview Tips at: https://career.ucf.edu/students-old/interviews/.

Develop a binder of key items that you may reference during your interview. This can include:

- A paper written on a related topic for one of your classes
- A plan, policy, or procedure developed during an internship
- An acknowledgement of involvement in a professional association or group

- Letters of recommendation

Bring a copy of your resume with you to the interview for everyone on your panel. This copy may be updated from the resume originally submitted, if there are additional things to add. You will want to print your resume on cardstock or resume paper. You may wish to put these in a folder with an example of work that you would like to leave behind with the interview panel.

Bring a notebook to take notes during the interview (and you can also use it to store notes from your research on the organization). When you ask your questions at the end of the interview, you can jot down answers in this notebook.

Day of Interview
When the option is given, always interview in person and arrive at least fifteen minutes prior to your scheduled time. Be kind and courteous to everyone that you meet and leave your cellphone in your vehicle.

Ensure you are dressed professionally, not the way you would dress for the job itself. Remember that there is business occurring in the work location and your look and attire must be representative of that operation. Wear a suit if possible, or similar business attire and confirm your shoes are clean and un-scuffed. Having brightly colored hair, clothing, nails, etc. may not be viewed favorably. If you wear nail polish, make sure it is not chipped. Greet every member of the interview team with a firm handshake while making eye contact.

After the Interview
Follow up with an email or card thanking the members of the interview team for their time and mention a specific topic that was discussed. Even if you have the cell phone numbers of any member of the interview team, do not text or call them to check on the status of the position. Do not reach out to the agency via social media. You may contact the Human Resources department to request the position status.

If you are not selected for a position, you can contact the agency and request suggestions on how you might improve for a future interview. This shows your willingness to accept constructive feedback and maintains a positive relationship with that agency. Be polite and thank them for their time.

In Conclusion
When you apply for a job – relax and let your personality shine through. Remember, during the interview you are also interviewing the organization and position, so take time to reflect on whether this is the best move for you. Those interviewing you may become your next work family. Charge on!