

GOVERNMENT OF YUKON
Job Search Guide
2006

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Introduction

The Job Search Guide provides a general overview of the Yukon government's recruitment and staffing process. The guide covers:

- staffing process (recruitment and selection);
- résumés;
- job interviews; and
- post-interview activities.

Changes in the Yukon government staffing process occur on an on-going basis. Please check with the Public Service Commission to ensure that the version you are using is the most current.

The Public Service Commission is located on the third floor of the Government of Yukon main administration building on Second Avenue in Whitehorse.

The mailing address is Box 2703, Whitehorse, Yukon Y1A 2C6 (attention: Public Service Commission, Corporate Human Resource Services Branch).

Our telephone number is (867) 667-5653 or
1-800-661-0408 extension 5653, toll free.

We can be reached by e-mail at [**resume@gov.yk.ca**](mailto:resume@gov.yk.ca)

The Staffing Process

The staffing process in the Yukon government is designed to:

- ensure that appointments to public service positions are based on merit (The *Public Service Act* defines merit as "The knowledge, abilities and suitability of a person in relation to the requirements for a position or for employment as a casual, as the case may be."); and
- evaluate applicants' qualifications against job requirements in a fair, equitable and objective manner.

Employment Categories

There are several types of employment opportunities.

- permanent positions;
- term positions, which are typically from six months to two years long (and may be extended for further periods of time);
- auxiliary positions, which are either seasonal jobs that may last from three to ten months during the same time each year, or "on-call" jobs where employees are called in to work when needed; and
- casual positions, which are short-term jobs, up to six months, to fill a specific or urgent need.

Any of these types of employment may be on a full-time or part-time basis, depending on the job. Many employees prefer the flexible scheduling or other options that may be available in part-time, auxiliary, or casual employment. For others, this type of employment is an opportunity to gain more experience and skills, with a view to being able to compete for future permanent positions.

The Recruitment Phase

There are five basic methods of recruitment:

1. **Open competition – Yukon-wide:** This type of competition is open to the general public and all government employees. The job postings are advertised only in the Yukon. To be eligible to be considered on this competition you must be a Yukon resident. A Yukon resident is a person who is residing in the Yukon at the time of their application for employment. On some competitions, additional consideration is provided to Yukon students, Yukon First Nations beneficiaries, and spouses of candidates who have been hired from outside the Yukon.
2. **Open competition – Outside of Yukon:** If we are unable to find a qualified and available Yukon resident, we will advertise in other regions of Canada. This type of competition is open to the general public, all government employees and people outside the Yukon.

All open competitions (Yukon-wide and Outside of Yukon) are posted:

- on the Yukon government public website: <http://employment.gov.yk.ca>;
- on the Yukon government job board (main lobby of the Main Administration Building on Second Avenue in Whitehorse);
- in government departments and crown corporations;
- in local newspapers (e.g. Whitehorse Star and Yukon News);
- in First Nation offices;
- in the Canada Employment Centre;
- at Yukon College;
- in government liquor stores in communities outside Whitehorse;
- in outreach offices in communities; and
- in non-government organization offices (e.g. Council on Disability).

3. **Competitions restricted to a department, unit, branch or division:** This method may be used when there are several well-qualified potential applicants (often in a specialized type of job) within a department, branch or division. These competitions are open to individuals in the specified work area who are permanent employees, term employees, auxiliary employees employed *during the posting period* of the competition and casual employees employed *as of the closing date* of a competition.
4. **Appointment without competition – Direct Hires:** Casual positions and some auxiliary positions are hired without going through the competitive process. There are no job postings for these positions, applicants are usually selected from a file of résumés individuals have sent directly to department human resource offices.
5. **Appointment without competition – Exemptions:** If the Public Service Commission is satisfied that an exemption from a competition is in the best interests of the public service, an individual may be appointed to a position instead of competing for it. Exemptions are generally made from within the Public Service and may include special initiatives or programs (e.g. employment equity, reintegration, First Nations Training Corps, etc.).

The Selection Phase

The main objectives of the selection phase in the staffing process are to:

- identify the candidate(s) most likely to perform effectively on the job; and
- evaluate the relative merit of the candidates by assessing each applicant objectively against the qualifications for the job.

For each competition, there is a position description and a job posting (also called “Employment Opportunity”) that identifies the essential qualifications that will be used to evaluate applicants. You can obtain a copy of these on the employment website at <http://employment.gov.yk.ca>, by contacting the Public Service Commission, or by contacting the human resource advisor identified in the job posting.

You should obtain a copy of the job posting and carefully review the position description for the job before you apply. It's up to applicants to ensure that their application package (résumé, cover letter and/or application form,) includes detailed information related to the essential qualifications.

Applications are screened on the basis of the essential qualifications identified on the job posting. Applicants who meet these essential qualifications may be further assessed through other selection tools (e.g. testing, interview, etc.). If many applicants meet the minimum essential qualifications, a more in-depth and detailed screening may take place to identify a reasonable number of applicants for interviews or further assessment.

Following the screening process, only those applicants who are screened-in will be contacted and further assessed on knowledge, abilities, and/or personal suitability.

A variety of selection tools may be used to assess these qualifications, such as interviews, written assignments, situational exercises and reference checks.

The Résumé

The résumé is a summary of your experience, skills, education and achievements. It is the key to being screened in for further evaluation (e.g. an interview). A good résumé creates a positive impression and provides the information that employers need for effective screening.

While most literature will recommend that résumés be no more than two or three pages, the Yukon government does not penalize applicants for submitting longer pieces. We believe that content is more important than length of the résumé.

The Yukon government prefers to receive a résumé, however there are times when an application form may be appropriate for some positions. The *Application for Employment* is available at the Public Service Commission or department human resource offices.

To be screened in, your application package (résumé, cover letter, and/or application form) must clearly cover the essential qualifications listed in the job posting. Be specific; if the essential qualifications ask for “experience using Microsoft Word”, the expression “word processing” in your résumé does not show that you actually meet this requirement.

The Yukon government prefers the “chronological” approach to a résumé, which highlights education, experience and training in reverse chronological order (i.e. most recent first). See Appendix A for an example of a chronological résumé.

Content of the Résumé

The content, format and layout of résumés can vary. This section of the guide provides some general tips for writing effective résumés.

Certain information is required in all résumés (i.e. contact information, education, work history, etc.). As you read through these categories, think about your qualifications and determine which sections you should include in your résumé.

Essential information:

1. **Name, address, telephone numbers** (business, home, cell, etc.). This is essential information.
 - Put this information at the top of the first page.
 - On succeeding pages, place a heading that includes your name and the page number.

2. **Education.** This information is always included.
 - This section may be placed near the beginning or the end of the résumé.
 - For each entry, include name and location of school and field of specialization, if appropriate.
 - List your formal education, including the highest public school grade completed (optional if you have post-secondary qualifications).
 - List your most recent education first, and work back from there.
 - Include university or college degrees, diplomas, or certificates in this section.
 - If any of the educational qualifications listed are incomplete or in progress, make sure this is clear. You should also identify key courses you completed in your area of study.
 - Do not attach copies of awards, certificates, diplomas, or course marks (unless specifically requested in the job posting).

3. **Other Training.** This section is optional, but highly recommended.
 - This section should follow the education section.
 - List relevant short courses and workshops. If your list is long, choose the most recent training that is relevant to the job.
 - Licenses and certificates should also be included and indicate that they are current/in good standing.

4. **Experience.** This section is always included but may have a different title such as "Work History" or "Work Experience".

- Start with your most recent job and work back, as you did for the education section.
- The key items to include in each entry in this section are:
 - your position title;
 - dates of employment (*include year and month* or day/month if less than an year for each period of employment);
 - name and location of the employer; and
 - duties, responsibilities, and achievements (these descriptions should be clear and specific).
- Descriptions of duties and responsibilities from jobs more than 10 years ago can usually be briefer (focus mainly on items that are relevant or show your career progress) or you may consider eliminating dated information.
- Avoid quoting sections from present or past job descriptions. Describe your duties and responsibilities in your own words.

5. **Volunteer Experience.** This section is optional, but highly recommended.

- Relevant volunteer experience is fully considered. For example, volunteer work with a community organization may have involved communication skills, problem solving, leadership skills, or abilities to organize events.
- As with work experience, give the name of the organization, dates, your specific duties or responsibilities and any achievements or special skills that you gained.

6. **Associations and Memberships.** This section is optional, but recommended if you are or have been involved in organizations relevant to the job you are applying for. List membership in community, academic, or professional organizations, along with dates, positions, responsibilities, etc.

7. **Achievements and Awards.** This section is optional (do not attach copies), but can be included if you have achievements or awards that you want to mention, such as:

- significant achievements or accomplishments in your work, education or personal life;
- articles you have had published;
- academic awards or scholarships; and
- community service awards.

8. **References.** Names of references may be included in your résumé or state that references “will be provided on request”. If you use the “will be provided on request” approach, make sure you have a list of two or three references and take copies of this list with you to job interviews.

- Make sure that your references have agreed to provide you with a reference. You may also want to tell them about the job you are applying for.
 - Use former employers and supervisors or other people who know your work, volunteer, or professional experience.
 - If you use co-workers, subordinates or clients as references, state this work relationship clearly on your list.
- For each reference, include the name, title, organization, full mailing address, and telephone contact numbers.
- Do not attach letters of reference to your résumé. Letters of reference have proven to be unreliable sources of information about some applicants and they may not address the specific job-related information that a prospective employer seeks.

Résumé DOs and DON'Ts

DOs:

- Do make sure that your résumé is easy to read. Use language and tone that are appropriate to the organization. Use headings and spacing so that your résumé is easy to follow. Use the same layout and format throughout your résumé.
- Do allow plenty of time to prepare your résumé; it could be the most important document you ever write. Planning, organizing, writing and editing a good résumé takes time and hard work.
- Do develop a strong generic résumé and relate your qualifications to the specific job in a cover letter and/or application form. Whichever approach you take, your relevant qualifications must be included.
- Think of the person who will read the résumé. Use action verbs such as plan, improve, coordinate, solve, and lead - then expand this information and outline what your duties/responsibilities included.
- Make sure your résumé is relevant, concise and easy to read. Don't look for a magic length – make sure that you cover your experience, skills, education, abilities and achievements related to the job.
- Condense information and eliminate repetition.
- Give a positive impression by concentrating on your strengths, achievements and future ambitions.
- Include non-work experiences. Your time organizing a charity fund-raiser, presiding over a cultural organization or participating in groups (such as Toastmasters) identifies experiences gained or skills acquired in areas other than paid work and gives you legitimate professional experience.
- Be honest. Describe your qualifications accurately.
- Use caution with word processing. Keep your résumé easy to read by avoiding graphics, "weird" fonts and formats that are difficult to follow. Make sure your résumé has a consistent format and a professional appearance.
- Use at least a 12 point font – anything less is difficult to read.

- Double-check your résumé. *Proofread, review, edit and check again!* Carefully review and edit the content and format of your résumé. Make sure that it is correct in grammar, punctuation and spelling. Remember, the résumé represents you!

☒ DON'Ts:

- Don't lie on your résumé.
- Don't exaggerate. Padding your résumé is not acceptable. You should be able to tell from a job description whether or not you are qualified and even if you're not a perfect fit, it's likely that few others are either.
- Don't leave out the locations of your past jobs (city and territory, province or other jurisdiction).
- Don't include vital statistics on your résumé (i.e. height, weight, age, date of birth, place of birth, marital status, sex, ethnicity/race, health, etc.).
- Don't put your social insurance number on your résumé.
- Don't put reasons for leaving previous jobs on your résumé or the names of former supervisors, specific street addresses or phone numbers of former employers, picture of yourself, salary information, or any information that could be perceived as controversial (such as religion, church affiliation or political affiliation).
- Don't include hobbies or other irrelevant information on a résumé (e.g. interests, non-related work experience, etc.). In most cases, they are superfluous.
- Don't rely on spell checks in word processing programs.
- Don't reduce the type size (font) in your résumé to fit it into fewer pages. Anything less than 12 point is difficult to read. If the people reviewing your application can't read it, they won't know if you are qualified for the job or not.

The Cover Letter

The cover letter is an important tool. Although it is not absolutely necessary, it brings the attention of employers to specific information that is important. The cover letter provides you with an opportunity to:

- state the reasons that you are interested in the job;
- introduce your résumé; and
- emphasize the specific knowledge, abilities and personal skills that make you a strong candidate for the job.

To write an effective cover letter, keep these tips in mind.

- Keep the letter short and specific. Try to keep it to one page in length, certainly no more than a page and a half.
- Use simple straightforward language.
- Use a positive, enthusiastic tone.

The cover letter should have three parts.

1. An opening: one or two paragraphs to obtain the interest of the reader and to state why you are applying for the job.
2. A body: one to three paragraphs that highlight, explain and emphasize your education, experience, skills and personal qualities in relation to the job. Convince the reader that you have good qualifications for the job.
3. A closing: one short paragraph that summarizes and asks for action. An example of a closing sentence is, "I look forward to an interview with you to discuss my qualifications for this position."

See Appendix B for an example of a cover letter.

The Job Interview

This section of the guide will help you prepare for a job interview. If you are well-prepared, you will be able to present yourself well in the interview and reduce some of the feelings of stress.

The job interview is the most common method used to assess the qualifications of screened-in applicants. Interviews for public service positions are conducted by a selection board, usually composed of two or three members including the supervisor of the position and a Human Resources Advisor. The board tries to make the interview setting relaxed and comfortable. The interview is structured and based on pre-set questions.

The interview questions are designed to assess a candidate's knowledge, abilities and/or personal suitability. There are no "trick questions" or questions which are beyond the skill requirement of the position and all candidates on a competition are assessed using the same questions.

The typical interview moves through three phases:

1. During the introduction, you will be greeted and welcomed, introductions will take place and the board chair will provide an overview of the interview process.
2. The exploration and information collection phase includes questions that will be used to assess your knowledge, abilities and personal suitability. During this phase, board members will take notes on your answers so they can make a complete assessment after the interview. Don't let note taking distract you; this is a normal part of the process. Questions can be repeated or rephrased, if required, without penalty.
3. During the closing phase, you will have an opportunity to ask questions. The selection board will give you information on next steps (reference checks, etc.) and how you will receive the results of the competition.

Preparing for the Interview

First, gather and study information on the organization and the job. Research shows that applicants who made an effort to find out about an organization and the position are more likely to be successful in finding employment.

The position description is an essential item to study. You should have a solid understanding of the duties and responsibilities of the job. If the job posting asks for comprehensive knowledge of accounting procedures and practices, you will be able to see in the position description why this knowledge is needed and where it will be used. If the job posting asks for “ability to communicate effectively, both orally and in writing”, for example, the position description will reveal the key contacts, interpersonal relationships or writing requirements that are part of the job.

The government website provides information on a department’s:

- organizational structure;
- publications available to the public; and
- programs and services offered.

If you have difficulty finding the information you want, contact the office or human resource advisor identified in the job ad to ask for help.

Interview Tips

- Review your résumé and reflect on your previous experience as it relates to the position. Do not take past skills, abilities and experiences for granted. Reflect and revisit those experiences to refresh what you did, how you did a job and why it was done in such a way.
- Arrive five to 10 minutes before the scheduled appointment time.
- Bring a list of references, if not included in your résumé.
- Dress appropriately but comfortably.
- Be prepared to be welcomed – greetings, handshake, etc.
- Be confident, alert and interested.

- Focus on the question that is asked, take time to think of your response, make notes to help you stay on track (we will provide paper and a pen).
- Give complete answers, but be brief and to the point.
- Answers should be clear, organized and comprehensive.
- Answer carefully and honestly.
- Ask interviewers to repeat or restate a question if you need clarification.
- Ask to come back to a question later in the interview if you are having trouble answering. If you think of something to add to an answer, tell the interviewers that you have more information for an earlier question.
- If you don't know an answer, say so.
- Ask your own questions to evaluate the job (you are also selecting a new employer).
- Thank the interviewers for their time and consideration.

Preparing for Interview Questions

You should prepare for common types of interview questions as well as other types of questions based on the job posting and position description. Refer to the job posting and try to anticipate questions that the interview board might ask. Think of your work experience and skills that will assist you in answering questions and will show that you have the qualities to successfully match the job requirements.

Interview questions will always be relevant to the position and may cover a variety of subject areas, such as:

- client service;
- teamwork skills;
- interpersonal relations;
- communication skills (written and/or verbal);
- cross-cultural awareness and diversity in the workplace;
- supervisory or management style and skills; and
- technical skills/aspects.

Prepare a list of questions you may want to ask at the interview. Selection is a two-way process: you are being assessed for the job and you have the opportunity to assess how the organization and job fit your interests and needs. Questions about pay or benefits should be left until you receive a job offer. Some topics that you may want to know more about at the interview may include:

- working conditions;
- current priorities or expectations for the successful candidate;
- challenges or pending changes that affect the job; and
- long-term plans or goals of the organization.

Types of Interview Questions

Opening questions are first used to allow the interview board and candidate to become comfortable. Several questions which are not scored may be asked about the candidate's work history, interest in the position, etc. Other broader-type questions during the interview will self-assess a candidate's strength, weakness, special skills they bring to the job, etc.

There are four different types of questions that may be used in the job interview:

1. closed questions;
2. open-ended questions;
3. situational questions; and
4. behavioural questions.

1. Closed questions require a specific factual answer and are most often used to assess knowledge factors.

- What precautions would you take when working with electrical circuits?
- What safety gear should you wear when helping the road crew patch potholes?
- Name the main piece of legislation that governs staffing of public service positions.
- What personal system do you use to keep track of tasks you have to do on a particular day?

2. Open-ended questions are broader in scope and require you to work through the answer.
 - Describe the steps you would take to set daily work priorities and manage your time effectively.
 - Explain the steps you would go through to clean and wax a floor.
 - How would you describe your supervisory style?

3. Situational questions are often used to assess abilities and personal suitability factors. Typically you will be presented with a situation and asked how you would proceed, given those circumstances.
 - We all have days when we feel overworked and frustrated. On one of those days, an angry client arrives at your office and demands to see you. You simply do not feel you have the time to deal with this client. How would you handle this situation?
 - You are grading the Klondike Highway in the Annie Lake Road area and discover a car that has rolled off the slippery road into a ditch. The driver and passenger are still trapped in the car and seem unconscious. What would you do?

4. Behavioural questions, like situational questions, are used to assess abilities and personal suitability factors which are relevant to the position, but which use personal experiences from your work, volunteer, or other situations/experiences.
 - Please tell us about the most difficult situation you have had to deal with from a demanding/angry client or member of the public. How did you manage the situation and why did you take the approach you did?
 - What is the most stressful experience you have had to deal with in the past year? Why was it stressful? How did you manage your stress?

You may be asked to provide a reference to confirm information provided in your response to a behavioural question.

Other Selection Tools

Along with interviews, other selection tools may be used to assess screened-in candidates' knowledge, abilities and personal suitability, such as:

- tests;
- written exercises;
- work samples;
- situational exercises; and
- reference checks.

Tests

These are sometimes used to assess a specific area of knowledge or skill that is required on the job. Each candidate is given the same test and is required to demonstrate the necessary level of proficiency. Tests may be written or may involve performance of a typical job task. For example, a test may be used to assess

- keyboarding;
- your knowledge of basic accounting principles and practices;
- your knowledge of a subject, such as legislation related to the job; and
- your ability to carry out a job duty or task (for example, operating a piece of equipment).

Written Exercises

Written tests may be used to assess skills that are expected on the job. For example, if the essential qualifications section asks for the “ability to prepare correspondence”, candidates may be given a job-related situation and asked to write a letter or memorandum. Or, if report writing is a required skill, candidates may be asked to provide a report they wrote.

Situational Exercises

These may be used to assess a number of areas, such as performance or problem-solving or decision-making skills in situations similar to those expected on the job. For example, a situational exercise may be used to assess your ability to:

- recognize good performance (for example, convey to an employee a compliment received from a client/customer);
- make an arrest;
- deal with an angry or dissatisfied client/customer;
- search a vehicle; or
- use certain equipment.

Reference Checks

Reference checks are used in every competition and are usually done after the interviews. The board chair usually conducts reference checks by contacting at least two people who are familiar with your work and performance. The purpose of reference checks is to:

- gather information on actual job-related performance;
- verify information provided in the application form, résumé and/or cover letter, or during the interview; and
- confirm information that you provided in your response to a behavioural question in the interview.

References are checked with the people whose names you have provided on your application form, your résumé, or the list you provided at the interview. Make sure that you are prepared to provide at least two references who can answer questions about your experience and performance.

For candidates who work in the Yukon public service, reference checks may be done with current or former supervisors who are still working with the Yukon government. Performance evaluations on the employee's personal file may also be used as a reference.

Post-Interview Activities

After the screening and selection process, the selection board completes a final assessment and ranks the candidates. Qualified candidates must meet or exceed the minimum requirements for the position. All applicants interviewed are notified of the results of the competition.

Eligibility Lists

Eligibility lists are established for some competitions. An eligibility list includes the names of candidates who have certified and in the order that they ranked. Eligibility lists are valid for periods of up to one year. The list will be used to make job offers for identical positions within the same department or branch and may be used for similar positions in the originating department or in other departments.

Appeal Rights

Bargaining unit employees who apply on a competition for a regular bargaining unit position have the right to appeal both a screening decision (whether the employer has properly assessed their qualifications) and an appointment decision (whether the employer has fairly assessed their relative merits). The union files the appeal.

No appointments may be made until the appeal period for any appeals arising from a competition expires and appeals are resolved.

If you are successful

If you are the successful applicant, you may be given a “conditional offer” pending appeals. The Human Resources Advisor will advise you of the “appeal end date”. Following the appeal period, if there are no appeals, you will be given a formal offer. The department Human Resources Advisor will:

- answer any questions you have about salary and benefits;
- verify that you meet any conditions of employment required for the job (e.g. licences, security clearance or bonding requirements, pre-employment medical requirements);
- negotiate a start date; and
- extend a formal offer of employment in writing.

At this time, you should ask any outstanding questions that you have including questions about pay and benefits. Ensure that you have all of the information you need before you make a final decision to accept (or reject) the job offer.

If You Are Unsuccessful

If you are not the top-ranked certified candidate, don't be discouraged. Focus on what you have learned and gained from the experience and use this to pursue other job opportunities.

Post-boards

On request, the Human Resources Advisor responsible for the competition will explain the reasons that you were not successful. Even though your qualifications may be excellent, sometimes the reason you did not succeed in the competition is simply that others were ranked as better qualified in the overall assessment. Often this feedback can provide useful guidance for your future career development and job search – perhaps an area where you need to develop your skills, get more experience or training or comment on your résumé.

Questions, Answers and Assistance

Information on specific job competitions or job requirements can be found on the Public Service Commission's website (<http://employment.gov.yk.ca>) or by contacting the Human Resources Advisor in the specific department.

Yukon College offers career planning and development services that are accessible by students and the general public. The college houses a collection of resource materials on career development and job search that can be referred to or borrowed. Contact your local campus for resources or specific programs and courses in areas related to career training, skills training or upgrading or job search skills.

For Yukon government employees:

The Staff Development Branch of the Public Service Commission has resource materials for government employees. The branch also provides advice and assistance on training and development opportunities.

The Staff Development Branch career counsellor helps Yukon government employees seeking a career or job change to:

- explore, investigate and prepare for a position which is realistic based on individual needs, interests and abilities;
- enhance their self-awareness, giving specific emphasis to values which build a positive self-image;
- increase their understanding of the social and work worlds;
- develop the knowledge, skills, attitudes and values required to fulfill unique individual needs; and
- help build support systems and networking circles.

We hope that this Job Search Guide has been a helpful tool in understanding the Yukon government's staffing process. We would appreciate your comments on how to make this booklet more useful.

Appendix A: Sample Chronological Résumé

Jane Doe
123 North Road
Whitehorse, Yukon
Y1A 1A1

Telephone: 555-1234 (Home) 555-5678 (Business)
janedoe@northwest.net

Education

- Current Business Administration, Certificate, Yukon College (in progress) Part-time student; courses completed to date: business communications, economics, marketing and introductory financial accounting.
- 1999 Financial Management, Diploma (2 years), River College; Calgary, Alberta
- 1986 Heavy Equipment Operators' Course – Calgary Vocational & Technical School
Grade 12, Central Secondary School; Calgary, Alberta

Other Training

- 2005 Computer Fundamentals (Microsoft Office - Word, Excel, PowerPoint, Access) – Yukon College, Whitehorse Yukon
- 1999 Lotus 123 – ABC Computing Services, Edmonton, Alberta
- 1997 Transportation of Dangerous Goods & WHIMIS, Calgary, Alberta

Work Experience

- Nov. 2005 - present Office Manager, Smith Construction Limited
Whitehorse, Yukon

Duties include: maintaining filing, B.F. and diary system; preparing and tying routine correspondence (using Microsoft Word); processing accounts payable/receivables; maintaining computerized accounting records for all business transactions (using Microsoft Excel); preparing monthly financial statements and reports; arranging office and coordinating meetings; ordering office supplies and maintain inventory of business equipment and supplies; providing front counter customer service as needed; processing incoming and outgoing mail; and expediting shipments of equipment and supplies for construction projects.

- Jan. 2000 – Oct. 2005 Finance Clerk, Department of Highways, Alberta
Government, Edmonton, Alberta

Duties include: Verifying and processing invoices for payment; preparing cheque requisitions for batch processing; reconciling batch reports and making journal entry adjustments; maintaining computerized commitment system; maintaining chart of accounts; processing foreign currency payments; auditing computerized cheque reports; and generating monthly financial reports (Microsoft Excel).

Jane Doe
123 North Road
Whitehorse, Yukon Y1A 1A1
Telephone: 555-1234 (Home) 555-5678 (Business) *janedoe@northwest.net*

Feb. 01, 1998 – Jan. 23, 1999 Shipper/Receiver, ABC Explosives, Calgary, Alberta

Duties include: Shipping and receiving of warehouse stock; maintaining computerized (ACCPAC) and manual inventory control of all warehouse stock; arranging shipment of supplies to appropriate areas; maintaining in-house stock levels by purchasing supplies from local/outside vendors; contacting suppliers regarding late or back-orders; and performing other warehouse duties.

Mar. 15, 1987 – Jan. 31, 1998 Loader Operator, Smith Construction,
Ft. McMurray, Alberta

Duties include: Operation of dump trucks (end and belly) and loader; use of tractor/trailer unit (A & B) to haul loads of various materials such as lumber, equipment, etc.; assisting mechanics with various repairs; performing routine maintenance and safety inspections; filled out log books; shipping/receiving; and maintaining parts inventory.

Sept. 1985 – Feb. 1987 Custodian/Maintenance Officer, J.A. Apartments,
Ft. McMurray, Alberta

Duties include: Rent collection, painting, floor maintenance (using buffers, mops, vacuums, etc.), moving furniture/equipment, building maintenance (e.g. changing lights, minor repairs to washers/dryers, vacuums, windows, doors, etc.); outside grounds maintenance (using lawn mowers, weed-eaters, shovels, snow-blowers, shears, etc.); and maintaining security of the building.

Volunteer Experience

April 2000 – Oct. 2005 Secretary-Treasurer, School Committee, Golden
Elementary School, Edmonton, Alberta

Organized fund raising events; maintained accounting records (using ACPAC); reconciled bank statements; received and disbursed moneys for class field trips.

References

Available on request.

Appendix B: Sample Cover Letter

123 North Road
Whitehorse, Yukon
Y1A 1A1

June 19, 2006

Public Service Commission
Government of Yukon
P.O. Box 2703
Whitehorse, Yukon Y1A 2C6

Dear Sir/Madam: *(or use identified contact name in job posting)*

RE: Regional Secretary, Department of Environmental Services
Competition #96-AR08-11

I am writing in response to your advertisement of the above noted position in the Whitehorse Star, Friday, June 16, 2006. At this time in my career, I am looking for new challenges and an opportunity to use my secretarial and administrative skills in a larger organization.

With reference to the qualifications described in the advertisement, you will see from the enclosed résumé that I have:

- 15 years of experience in secretarial and administrative support positions, with increasing levels of responsibility;
- computer training and experience using Microsoft Word (including other Microsoft Office applications such as Excel and Power Point); and
- extensive experience in taking the initiative to organize an office, with little supervision.

As well, I have excellent communication skills and have been recognized in my volunteer work for my abilities to organize events and to take responsibility for fund raising activities.

I look forward to an opportunity to further discuss my qualifications for this position with you. I may be contacted at (867) 667-1234 or by e-mail at: *lee.jones@yukonmail.ca*.

Sincerely,

Lee Jones

Encl.