

Volunteer Checklist

A new patron has arrived at the Job Shop. What should you do? This guide outlines the steps you can take to ensure each patron is helped.

- 1) Record each newcomer to track the number of patrons served.
- 2) If the patron has never been to the Job Shop, tell them what we offer.

Job Shop Resources	
1	<p>“What do you do at the Job Shop?”</p> <p>Job Shop volunteers help patrons create and edit resumes, print resumes for free, search web resources for job openings, discover new career paths, and practice interviews. Volunteers work with patrons as long as needed from 2-5 PM.</p>
2	<p>Show the patron the paper resources:</p> <ul style="list-style-type: none"> • Sample resumes • Job flyers: The Department of Labor distributes job flyers when certain businesses are hiring, hosts job fairs, and advertises some apprenticeship programs • List of temp agencies: These services require payment but virtually guarantee job placement for the patron
3	<p>Show the patron the online resources:</p> <ul style="list-style-type: none"> • starthereanchorage.com: Find information about housing, medical assistance, and job search help. • Easy Resume Builder: Found on the APL Job Shop website, this resume builder is free and very easy! • lynda.com: Learn new business, technology, and creative skills online. • tutor.com: Work with a live tutor for job search help. • For other websites, go to the Anchorage Public Library website, then click on the “resources” tab. • mangolanguages.com: Resource to learn or brush up on a language.

- 3) Ask, “What can I help you with today?”
- 4) If the patron is unsure of where to start ask, “What stage are you at in the job search?” You can use the following guide to help direct the patron’s job search.

Brainstorming career paths	
1	<p>“What jobs have you had in the past?”</p> <p>Get to know the patron and their past employment experiences.</p>
2	<p>“What field would you like to work in?”</p> <p>Think about the patron’s strengths and weaknesses, as well as which industries project job growth in the near future. Some examples might be health care, construction, retail, etc.</p>
3	<p>Help the patron take a career quiz:</p> <ul style="list-style-type: none"> • onetcenter.org: My Next Move

- myskillsmyfuture.org: Find a career match based on previous jobs.
- careeronestop.org/ExploreCareers/Assessments/interests.aspx: Career aptitude test.

5) Often a patron will know what they need. See the checklists below to help with specific tasks.

Searching the Internet for a job	
1	Ask the patron what kinds of jobs they are seeking.
2	For general job search, go to any of these sites: <ul style="list-style-type: none"> • indeed.com • anchorage.craigslist.com • jobcentral.com • monster.com • glassdoor.com • alexisys.gov
3	For government job search, go to any of these sites: <ul style="list-style-type: none"> • City jobs: muni.org • State jobs: jobs.alaska.gov, www.governmentjobs.com/careers/alaska • Federal jobs: usajobs.gov • Military jobs: applymyexchange.gov
4	Help the patron fill out an application. If they are uncomfortable typing, offer to type for them.

Conducting a mock interview	
1	Find a quiet space to conduct the interview. Make the interview as realistic as possible.
2	Choose questions from the list of 1,001 Common Interview Questions.
3	After the patron answers each question, give detailed feedback. What would an employer think if they heard the patron's answer? What could be improved? Use the 1,001 Common Interview Questions sample answers as a reference.
4	Evaluate the patron on their physical behaviors throughout the interview: strength of handshake, tone and volume of voice, eye contact, posture, distracting physical mannerisms, etc.
5	Correct the patron if they attempt any of these red flags. Patrons should not: <ul style="list-style-type: none"> • Attempt to negotiate pay during the interview. • Speak negatively of their past employer. • Answer a call or text during the interview. • Divulge very personal stories or ask intimate questions of the interviewer.
6	Ask 5-7 questions before the end of the interview.
7	Ask the patron, "Do you have any questions for me?"
8	If the patron does not have any questions to ask the employer, suggest these: <ul style="list-style-type: none"> • "When you think about the best employee you have ever had, which of their qualities did you most admire?" • "What is your favorite part about working for this company?" • "What is your timeline for making hiring decisions?" • "What reservations do you have about me as a candidate so I can address them now?"

	<ul style="list-style-type: none"> • “May I have your contact information so I can follow up with you?”
9	Give a summary of the patron’s strengths during the interview and areas for improvement.

Creating a resume	
1	Go to resumeguide.me , a website built for this Job Shop specifically.
2	Ask if the patron is comfortable typing and offer to type if they are not comfortable typing.
3	<p>Fill in the blanks by clicking the numbered bubbles at the top. Make sure these parts are included when applicable:</p> <ul style="list-style-type: none"> A. Contact information: full name, physical address, email address, phone number B. Objective/profile statement summarizing why patron’s skills and professional experiences make them the best candidate for the position (1-2 sentences) C. Education: include school name, location, degree (do not include high school if the patron has a college degree) D. Honors: awards and scholarships earned E. Experience: include paid and volunteer work in reverse-chronological order for positions held longer than 6 months. List the names of the organizations, locations, start and end dates, job titles, and brief descriptions (2-3 bullet points per position) of accomplishments and responsibilities. Descriptions should be action- and results-oriented. F. Activities: involvement in clubs, athletics, community groups, and leadership positions therein G. Skills: list hard and soft skills related to the job to which patron is applying H. Interests: list interests only if they are impressive, unique or related to the position
4	<p>Keep these tips in mind:</p> <ul style="list-style-type: none"> A. Quantify accomplishments with numbers (amount of money handled, number of employees managed, catch in commercial fishing operation) B. Show competition by mentioning how many applicants there were to your previous position, the admittance rate, or anything else that can quantify your accomplishments C. Google sample resumes for the patron’s chosen industry. The image results will often have detailed descriptions of relevant experience. D. Rule of seven: choose a positive characteristic that describes the patron’s work and repeat it seven times throughout the resume. For example, if you’re applying for a job at a startup, you might include active verbs like “built,” “created,” “initiated,” “designed,” “launched,” “established,” and “innovated.”
5	Choose the resume format they prefer of the three available.
6	Proofread, proofread, proofread!
7	Ask the patron how many copies they need and print the resume (limit three copies).
8	Upload the resume to a memory stick as a gift to the patron.
9	Offer to create a Google account for the patron* and upload the resume to Google Docs so they can find it later.

* Remind the patron that Google will ask for their phone number. If they do not feel comfortable creating a Google account, use a Microsoft Word template.

6) In addition, some patrons may be interested in vocational or university training. Use the following guide to help them with the essentials.

Continuing education	
1	Assess the patron's aspirations for high education. Are they seeking vocational training or a college degree? Would they like to stay close to home or study outside of Alaska?
2	If the patron is interested in vocational training, direct them to the Department of Labor Orientations (see current DoL flyers for meeting times).
3	If the patron is interested but unsure about college, suggest that they take free classes on edX.org .
4	If the patron wants to know more about college in Alaska, refer them to these websites: <ul style="list-style-type: none"> • alaska.edu/future • alaska.edu/studentervices/student • uaa.alaska.edu/admisisions/how-to-apply.cshtml
5	If the patron wants to attend university outside Alaska, browse: bigfuture.collegeboard.org/find-colleges to find schools that meet the patron's expectations.
6	Most universities will require students to fill out the FAFSA to receive financial aid. Help the patron create a FAFSA account at fafsa.ed.gov . You can find watch easy video tutorials about how to fill out the FAFSA here: finaid.ucsb.edu/fafsasimplification/index.html
7	Here are a few websites for scholarships: <ul style="list-style-type: none"> • Alaska Community Foundation: alaskacf.org/scholarships • Unigo: unigo.com • UAA Scholarships: uaa.alaska.edu/students/financial-aid/scholarships

7) After completing a task, ask if there is something else with which the patron needs help.

8) When the patron is ready to leave, give them the following:

- a. A flash drive for their resume if they started or worked on a resume.
- b. **A survey**—these are incredibly important for our grant applications, so please remember to have the patron fill out a survey if they have time.
- c. A Job Shop flyer with meeting times and locations.
- d. A folder for all the documents they will be bringing home.