

FINDING A JOB

RESUME

Name	Name Surname	Gender	male
Birth Date	22.11.1978		
Address	New York, Green Street, 15-69		
Phone number	+1(212) 45 67 890		
Email	name@gmail.com		
ID Number	987654321		

Status: single, married, divorced, others.

Occupation: Advanced web designer with 3 years of experience.

Education

2008-2009 - New York College, Bachelor of Arts.
2006-2011 - New York University, Bachelor of science in Graphic Design.

Achievements

Florida Knowledge of ADA and design.
Member of Modern Web Design Course.

Professional Experience

2011 Present, American Company, Senior Designer
Designed mobile user centered Web sites with strong emphasis on usability and usability analysis.
Provided designs for internal and external communication in the design process. Evaluated design concepts and worked on trade-offs, presentation and

Proficiency in:
- User

▶ TIPS ON HOW TO FIND A GOOD JOB



“ People who are prepared approach the interview with more confidence ”

“ You can make social media work for you in job-hunting. ”

FINDING A JOB

It is really tough to find a job in today's labour market. Many people send in very many applications for jobs without success. The reason for this is that there are more people than jobs in the labour market, with the result that you will have to do your utmost to make your job application really stand out amongst that of other people.

This booklet will provide you advice on how to improve your chances of obtaining a job. It consists of the following parts:

- Where can I find a job?
- A Guide to a best-selling CV
- The interview.

WHERE CAN I LOOK FOR A JOB?

When you have to start looking for a job, you might feel overwhelmed and that you do not even know where to start.

You can look for a job at:

LABOUR CENTRES OF THE Department of Employment and Labour

The Labour Centres have a computerized job-matching system called the Employment Services system of South Africa (ESSA), which makes job-searching much easier. Your contact details, skills, qualifications and work experience will be captured on the ESSA, when you visit the Labour Centre.

You can also register your own details online at www.labour.gov.za, then go to "Online Services" and then to "ESSA". Employers register their job and learning opportunities on the ESSA. If you meet the requirements set by the employers for the job and learning opportunities, the employment services official will refer you to the employer where vacant opportunities exist. This service is free of charge. You can also receive a range of employment counselling services free of charge, such as job preparation (CV-writing and advice on the job interview), or advice on your career choice, if you need more clarity about a future career path.

PRIVATE EMPLOYMENT AGENCIES

Private employment offices specialise in helping people find jobs. (The names, telephone numbers and addresses of private employment agencies can be found in the Yellow Pages under the heading "Personnel Consultants"). Send these organisations a copy of your CV so that they can find the right job for you. Most of the private employment agencies do excellent work. However, there are a few Private Employment Agencies that are bogus.

The Employment Services Act, Act 4 of 2014 states that all Private Employment Agencies must register with the Department of Employment and Labour. Do good research on the lawfulness of these organisations, by checking whether they really exist-is there a building and street address and are they registered with the Department of Employment and Labour as a Private Employment Agency? Overseas companies sometimes do recruiting of staff in South Africa-make sure of the lawfulness of the offer before you resign from your current job or make plans to move.

A private employment agency may only charge the employer for placing you. Private Employment Agencies may NOT charge you for any employment service, whether it be for placement, training or employment counselling. Whenever you must pay an amount, you must know that something is not right. A Private Employment Agency may also not keep your original ID document or your original certificates. Report any illegal behaviour to the Labour Centre closest to you.

NEWSPAPERS

Many vacant job and training opportunities are advertised in the various newspapers. Consult the daily and Sunday newspapers as well as "Jobmail" for these advertisements. Newspapers are available at all libraries for consultation.

NOTICE BOARDS

Be on the lookout for notice boards on which advertisements for vacant posts appear. Such notice boards can usually be found at large shopping centres.

YELLOW PAGES

The Yellow Pages, a special telephone directory available at post offices and libraries, can be very useful for discovering employers. This is how it works: At the back of the Yellow Pages there is an alphabetical index of various services. If, for example, you wish to become a gardener, page through the alphabetical index till you find the letter 'G'.

Under the letter 'G' you will find the heading "Garden service and layout". Next to this heading is a page number. Turn to this page. On this page, again under the heading 'Garden service and layout', you will find the names, addresses and telephone numbers of companies that you can contact for a possible job as a gardener. If you have problems using the Yellow Pages, ask someone to help you.

EMPLOYERS

Visit employers and employer's organizations in your career field and ask if they have any vacant posts available. You can also contact them by telephone or letter.

VOLUNTEERING

Volunteering means working free of charge at an organisation or in community service, maybe an animal shelter. Volunteering is an excellent way to get to know people. It is also a way of gaining knowledge and experience and building up your self-confidence.

NETWORKING

Most jobs are not filled through advertisements. They are filled by word-of-mouth, thus where people tell each other about job and learning opportunities. Many work-seekers may be hesitant to talk to previous co-workers, to neighbours or employers, because they do not want to look at others for favours. In today's labour market it is essential to network, because employers like to work with people they know and like, or whom others recommend.

Make a list of people you know that can help you, such as family, friends, previous co-workers, people that you meet when doing sports or a hobby, people you put up as a reference on your CV, etc. Make contact with these people and ask them if they know of a job or training opportunity and other people that may also be able to help. Build your personal brand (the image you send out to others) continuously, whilst you are networking. Reflect that you are a positive, keen and enthusiastic person, with good work habits and sooner than later, you will obtain a job. It is well-known, that many people got a job through whom they know. Ask people about jobs they do and what they can recommend for you. Networking can happen anywhere for instance at social occasions, youth groups, religious organisations, choirs or societies.

COMPUTER OR INTERNET

You can find information on available jobs on the internet-go to www.google.com, or www.yahoo.com, for example, and type in "jobsearch" into the search engine. You will then get many sites to explore for jobs. A company's profile on Facebook can provide you with insight into the company and job listings. Also ask the Career Counsellors at the Labour Centres to assist you with internet sites

where you may find work. There are also many examples that you can use to do your CV, cover letter to the employer, interview tips, etc. Other options are www.gumtree.co.za, <http://www.pnet.co.za>, <http://www.careerjunction.co.za>; <https://www.facebook.com/CareerJunctionza/>, https://twitter.com/Career_Junction and <http://www.careers24.com/> and <http://ioljobs.co.za/>.

SOCIAL MEDIA

The majority of people today use social media, such as Facebook, Whatsapp, BBM, WeChat, Mxit, Google+ and twitter to communicate with friends and family. Many employers say that they look at a work-seeker's social media presence, before they hire a person. People portraying an unprofessional or irresponsible profile, are not hired. Remember you can still control what you say on social media, but you cannot really control what others say about you. Set your privacy settings to the highest possible, place a profile photo that you are sure you want employers to see and keep your profile professional.

Wechat now even has a Money4Jam account where you can register and find all sorts of short jobs to do for money-these could be as simple as completing a survey or taking a photo with your phone. Add the account "Money4Jam" on Wechat to register.

You can make social media work for you in job-hunting. You can put your skills and work experiences onto a social media CV page and continue updating and adding value. You can have a twenty-four hour presence all over the world! Anyone can also respond to you immediately.

Share the type of job you are looking for with your connections on social media and see if your contacts have any helpful ideas. There are social media that you can use to place your CV, such as "Google+", "Facebook Page" and "Skillspages". Other useful applications are "Facebook Marketplace Jobs", "Facebook BranchOut" and "TweetMyJob" for job postings and linkages to companies. On twitter you can also set up a hashtag such as #jobsearch to find job postings.

“ You can make social media work for you in job-hunting. ”



A GUIDE TO A BEST SELLING CV

CV is an acronym for Curriculum Vitae

WHAT IS A CV?

A Curriculum Vitae (CV) is the story of your career. It includes amongst others your personal details, school education and post-school qualifications, work experience, interests and activities, as well as references that can attest to your work competence.

THE PURPOSE OF CV

The key purpose of your CV is not only to get a job, but for you to convince a prospective employer of your employability. The CV is a document that opens the door-way to interviews with a number of employers and placement agencies and that pulls you through the selection and decision-making process successfully. You have one chance to sell your skills, qualifications and work experience to employers and that is with your CV! You need to make sure you have a good CV!

Remember that your CV will be one of many others, submitted by other people and that it should convince the employer that you are the right person for the job. Read up as much as possible on what CV's should look like. Examples of CVs can be found in books in the library or bookstore and also on the Internet.

TOPICS TO BE COVERED IN A CV

Your CV should cover the following aspects of your career:

Career goal

A short statement of what your career aspirations are for the next five years and ten years. Be realistic, but still show that you are a go-getter and will work hard to reach your dreams. You can also add a statement on what exactly your value will be as a worker. Employers look at your will to succeed in your CV, so make sure you include this.

Personal information

This should include your biographical details such as name and surname, birth date, addresses, tel numbers and e-mail address. You can also add a photograph, if you want to.

Education, qualifications and skills

Cover your highest school qualifications with subjects and symbol, all degrees and symbols obtained for subjects, skills obtained through further education.

Languages

List the languages you can speak, write and read plus an indication how well you can do it.

Career history

Start with your most recent job and list your position, responsibilities and dates you worked at the organisation, why you left, as well as skills you built up in the job. Use action words to describe your responsibilities.

Volunteer work

Add any volunteer work you have done, the nature thereof and the duration and dates. This always creates a good impression, since the employer can see you are responsible and hard-working.

Personal interests and hobbies

Information on these aspects can show skills you have built outside of the work environment. Write down a range of interests, such as reading, soccer, memberships to clubs, etc.

Positions of responsibility

Information on this aspect can indicate leadership skills

Prizes and awards

Information on this aspect can show areas in which you excel.

References

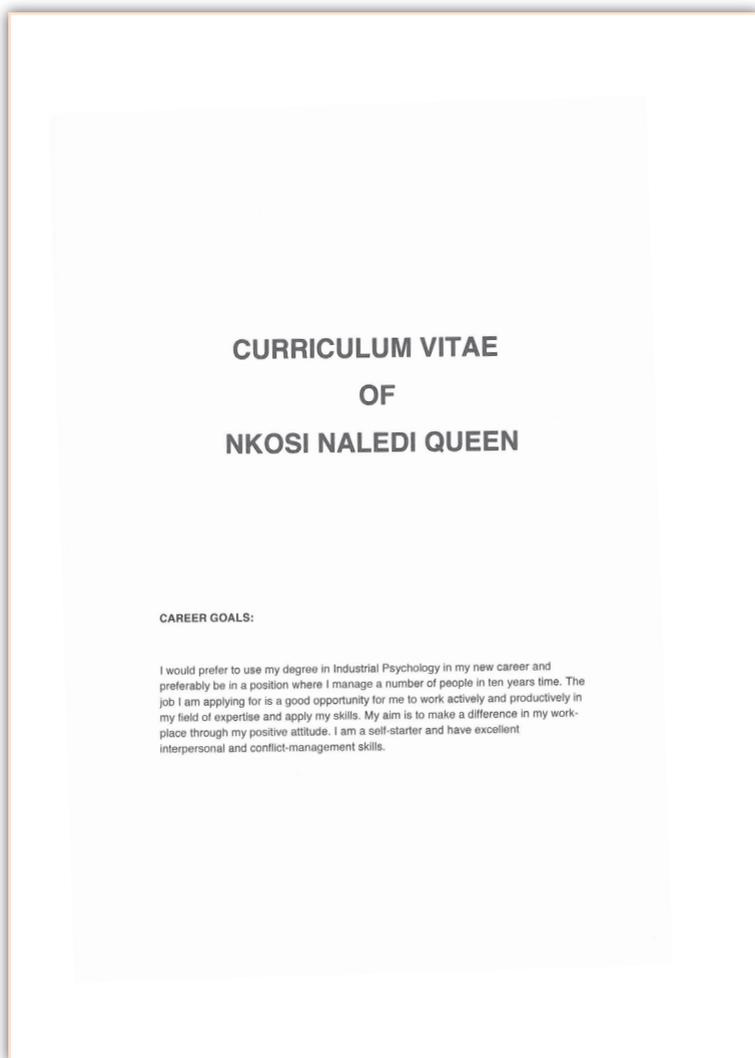
You need at least three people that can vouch for your integrity as worker, so provide names of people you know work-wise, together with their telephone numbers.

GENERAL TIPS

Ensure you take care of the following when writing a CV:

- It is well typed
- Easy to read
- On clean paper
- Use a modern font such as Helvetica or Lucinda Sans.
- Use 14 pt. letter type for headings, 12 pt. letter type for subheadings and 10 pt. for the body of the CV
- Use one side of paper only
- Keep it concise, but mention all your skills. Use bullets where you can
- Check for spelling and grammar errors (proofread a number of times to omit mistakes)
- Be truthful and reflect your skills and qualifications correctly and do not exaggerate. The employer will ask for examples of behaviour if you for example claim to be responsible
- Make a list of skills you have developed before you start typing your CV, this will help you to include all your skills
- Develop your CV to address the skills needed for the job you are applying for or the employer will obtain the impression that you do not meet the requirements. Do research on the job and develop your CV to show you have the skills needed
- Obtain permission from people you intend putting as references and their contact details
- Add certified copies of qualifications. The certification must have been done less than three months ago
- Bind your CV in a nice file that will catch the employer's attention
- Do not fold your CV if you plan to post it or hand deliver it
- Keep a copy of your CV
- You can ask a Career Counsellor at the Labour Centre to assist you to attend a CV-writing life skills programme.

Please look at the example of a CV that you can use to develop your own:



PERSONAL DETAILS

Surname: Nkosi
Name: Naledi Queen
Identity number: 900223 6189 087
Age: 24
Gender: Male
Nationality: South African
Race: Black
Home language: IsiZulu
Physical Address: Stand Number 339, Sofaya
Trichardsdal
0890
Contact number: 082 0000000/072 6726728
Email Address: puruR@gmail.com

EDUCATION, TRAINING AND QUALIFICATION

1. Institution: University of South Africa
Degree: Bachelor of Administration
Year: 2013
Major Subjects: Public Administration and Industrial Psychology

2. Highest Grade passed: Grade 12
School: Mliilo Comprehensive School
Year: 2010

SHORT COURSES ATTENDED

Advanced Programme in Skills Development

Modules: Skills development legislation
The workplace skills plan
implement the workplace skills plan
Reporting on the workplace skills plan

Computer Literacy

Modules: Microsoft Word and Excel
Ms Outlook
Ms PowerPoint

WORK EXPERIENCE

1. Institution: University of South Africa
Section: Registration Services
Period: 2 February 2014 to present
Position: Student Library Assistant
Duties: Issuing and receiving of study materials and information
Assist students in using audio-visual equipment effectively
Assist students in completing loan requisition forms
Assist students in using current library software
Arrange and organise books in racks as per established library procedures
Arrange and organise student's materials and resource manuals for easy access to students
Recording and storing of data and usage of statistics

2. Name of employer: Nandos

Position: Cashier and waitress (during weekends and school holidays)

Period: 2010 to 2013

Duties: Receiving cash payments from customers

Administration, filling and packaging

Cleaning customer's tables

Welcome customers

VOLUNTEER WORK

I have been assisting in an animal shelter in my free time since 2010.

SKILLS and INTERESTS

Skills

Good communication skills (verbally and written)

Innovative thinking ability

Good planning and organising

Work systematically and accurately

Interests

Activities: Debating on interesting and challenging subjects

Hobbies: Reading and watching TV

Sports: Soccer and swimming

POSITIONS OF RESPONSIBILITY:

I was Headboy in Grade 12 and learnt many leadership skills in this position. I was also Captain of the Soccer team and learnt how to set a good example.

PRIZES AND AWARDS:

REFERENCES

1. Name: Dr SL Mahlangu
Institution: Mamelodi Secondary School
Position: School Principal
Tel no: (012) 655 8785

2. Name: Dr C Makhubela
Institution: Rosebank College
Position: Senior Lecturer
Department: Business Studies
Tel no: (012) 000 0000

3. Name : Prof ZX Zulu
Institution : Rosebank College
Position: Professor
Department: Business Studies
Tel no: (012) 429 0000

THE INTERVIEW

People are often nervous before interviews, because they are meeting new people who they are trying to impress. The interview is often taking place in a new environment where they are asked questions about themselves. It is for this reason that it is important to prepare for the interview. People who are prepared approach the interview with more confidence.

PREPARING FOR THE INTERVIEW

Who are you?

In preparation for the interview it is important that you know who you are in terms of your:

Personality – the personal characteristics that define who you are – such as diligent, extroverted, introverted and/or creative.

Interests – the areas that you have a natural interest in, particularly those that are career related.

Talents – the things you are naturally good at – such as working with your hands and creating things, easily understanding numbers, being able to easily solve problems or good at influencing and leading others.

Skills – the skills you have learned and developed – such as working with a computer, writing reports, etc.

Educational Qualifications – being able to clearly communicate what qualifications you have completed. What courses/subjects you have completed and how this has equipped you to do the job you are applying for.

Work Experience – what work experience have you obtained in the past and how has this made you ready for the job you are applying for. You need to be able to give information on your work experience and even be ready to use some of your experiences as examples for some questions that you may be asked

Accomplishments – any achievements or awards received during your education or work experiences.

Knowing the above information about yourself will help you answer questions about yourself in the interview. Spend time writing down information about yourself under the above headings. This will help you to be able to clearly communicate who you are and what you have to offer during the interview.

THE EMPLOYER

In preparing for the interview you do not only need to know who you are, but also who the company is. This will help you prepare for questions that the interviewers might ask you to find out how much you know about them and to see if you are really interested in the position and have done some research. Also knowing more about the company will help you know what type of people the company hires, how they operate, whether you will fit in with the environment and how to approach some questions they might ask.

WHO IS THE EMPLOYER?

Do research on the company by searching on the internet, finding information in newspapers and speaking to people (if you know any employees of the company or people who work in a similar industry).

Get information on:

- The Company Profile – what does the company do/what services do they offer?
- Values – what the company wants to achieve over time.
- Mission – the purpose of the company, its reason for existing.
- The Company's clients – who do the company assist

WHAT IS THE EMPLOYER LOOKING FOR?

It is important to have a copy of the job advert in order to know exactly what the employer is looking for. The job advert holds a lot of the answers to the type of employee the employer wants and is useful to use in preparing answers for some questions they may ask you. Remember – if you have been invited for an interview, it means that the employer already thinks that you are suited to the job based on your CV. They need to interview you to check up on this and see who you are. The job advert will often contain the following useful information:

Qualifications – does the position require any qualifications?

Experience – what type and how much experience the employer requires for the job.

Personal characteristics – what type of person the employer is looking for – for example: confident, reliable, and trustworthy.

Skills – the skills which the employer requires such as computer skills, report writing skills, conflict management etc.

Responsibilities – the employer will ask questions to evaluate whether you will be able to handle the responsibilities.

WHAT IS THE EMPLOYER GOING TO ASK ME?

Common interview questions (Taken from the Resource Centre <http://www.rctresources.com>)

- Who are you? or How would you describe yourself? What can you tell me about yourself?
- Why do you want to work for this company?
- Why have you chosen this field as your career?
- Why did you leave your last job?
- What salary do you expect?
- What are your career objectives 5 years from now? 10 years from now?
- What are your strengths? What are your weaknesses? Or tell us some of your strengths and some of your weaknesses.
- Which courses did you enjoy most in school?
- Have you had trouble with any courses in school? Why?
- How has your education prepared you for this position?
- How do you define success?
- In what way do you think you can make a contribution to this company?
- What type of relationship do you feel should exist between a supervisor and subordinates?
- What was your most rewarding experience during school?

- Do you have plans to continue your education?
- What have you gained from your extracurricular activities?
- Are you more comfortable working in a large group or with just a few people? Do you prefer working in a team or by yourself?
- How do you think you work under pressure?
- What do you know about this company? What do you know about this job?
- What do you feel is the most important aspect of the job?
- Are you willing to relocate? Are you willing to travel? Are you willing to work overtime?
- How do you spend your free time?
- How well do you get along with other people?
- Why should we hire you?
- Why do you think you are the best candidate for the job?
- Why should we hire you?
- What salary would you expect?
- Tell us about an accomplishment? Or: What is your best achievement?
- Give us an example where you have shown responsibility, perseverance, good conflict management, good teamwork, good organization skills, good leadership, etc in a previous position or free-time activities.

WHAT SHOULD YOU ASK THE EMPLOYER?

At the end of the interview you may be given the opportunity to ask some questions to the interviewers. It is a good idea to use this opportunity to find out more information about the company – remember they are not the only ones that have a decision to make – if you are offered the job you will also have to decide if this is the type of company you want to work for and if you believe you will be suited to the job.

Asking questions is also another opportunity for you to stand out. It shows that you are interested in the position and have seriously thought about it.

Avoid asking questions about benefits, leave and salary. This will look like you are emphasising this aspect. The more appropriate time to ask these types of questions would be when you have been offered the job and asked to sign the contract. Before signing the contract you should be fully aware of all aspects of your employment contract including the company policies regarding such things as leave etc.



INTERVIEW RATING SHEET

Some interviewers make use of an interview rating sheet that looks something like this:

	Above Average 3	Average 2	Below Average 1
Communication / Ability to Talk			
Professionalism			
Maturity			
Enthusiasm			
Knowledge/Understanding/ Intelligence			
Interpersonal skills			
Experience			
TOTAL			

This is simply a tool to help them select the best candidate. The above example of a rating sheet will help you see that they look at various different aspects when they interview you.

THE INTERVIEW

WHAT DO I NEED TO PREPARE?

JOB ADVERT

Make sure you have a copy of the job advert to help you prepare for the interview.

COPIES OF CV AND CERTIFIED COPIES OF QUALIFICATIONS/ CERTIFICATES, ID, REFERRAL LETTERS

Bring copies of all these documents to the interview in case the employer asks for them. It is also useful to have a copy of your CV in front of you during the interview, in case the interviewers ask questions while looking at your CV. You will be able to look at what they are looking at and answer appropriately.

[Set up an appointment with the Career Counsellor if you need help with your CV]

OTHER

Sleep – ensure you get enough rest the night before. This will help you appear more alert and enthusiastic.

Clothing – dress appropriately for the type of job you are being interviewed for. Your dress code should be one level up in terms of smartness from what you would wear on an average working day.

Transport and venue – make sure you know exactly where the interview will be taking place and that you will be able to get there 15 minutes before the start of the interview. If possible go to the address a day or two before the actual interview to familiarise yourself with the place and to be sure how long it will take you to get there.

Availability – if you know that you are not going to be able to get to the interview on time, or at all, due to other arrangements or transport difficulties, it is important that you let the interviewers know that you will be late or not attending.

INVITATION TO THE INTERVIEW

TELEPHONIC INVITE

Make sure you have good telephone manners when answering phone calls, especially those from a number you do not know or a “private number”.

Make sure you write down the important information of where the interview is taking place, the date and time. Also ask who you are speaking to and their contact number so that if something goes wrong on the day you can phone the interviewers and inform them.

OTHER TYPES OF INVITE

Some employers send out sms’s. Often they will include contact details should you have queries or concerns. If you are unsure of anything phone the contact person and ask them for clarification. Be professional.

ATTENDING THE INTERVIEW

TYPICAL STRUCTURE OF THE INTERVIEW

Welcome and Introductions – this may include information about the company and the position.

Ice breaker question – such as “Describe yourself as a person?” or “Tell me about yourself”

Probing questions – to find out about your skills, experience, education, ability, character and motivation.

Questions you may have.

Closure

BODY LANGUAGE

Interviewers “listen to” your body language just as much and even more than what you say verbally. This is why it is important to be aware of what your body language is telling them.

Body posture: Make sure you have confident body language, with an upright and open posture (not crossing your arms over your body or slouching in your chair).

Facial expression: Smile appropriately and be friendly. This helps create mutual feelings of warmth and helps the interviewers to see that you have personality and are not overly nervous.

Eye contact: Maintain appropriate eye contact. Although there are different cultural understandings for eye contact, in the world of work maintaining appropriate eye contact shows that you are confident and that you are telling the truth. (Avoiding eye-contact can be seen as having a lack of confidence or hiding the truth).

Balanced Approach: Keep everything in balance - too much smiling, eye-contact without blinking and such extremes are also not appropriate and send the wrong message.

Individual versus Panel Interviews: Some interviews only involve the interviewer and the potential employee. Other interviews involve the potential employee and a panel of interviewers. When being interviewed by a panel it is important to involve all the interviewers in your answers. Make eye - contact with all the interviewers when answering questions.

REFLECTION

What went well?

Remember that even if you get this job, it is more than likely that you will have another interview sometime in your future. It is important to use this experience as a learning opportunity. So take notes.

Write down what you think went well. Perhaps you answered a question and saw that the interviewers were smiling and nodding as you answered. Write down what you said so that you can use it again in future interviews.

What did not go well?

Also write down what you felt did not go well so that you can improve on this in future interviews. Perhaps you did not feel you answered the question well - write down what was asked and what you answered so that you can work on this in future.

FOLLOW UP

Interviewers will often tell you when they will let you know about you getting the job. Standard procedure is that they will inform you if you were selected and even if you were not selected. If you have not heard from them within the time frame that they provide, follow-up with them and find out about the outcome of the interview. Do this professionally! - do not ask too often and annoy the interviewers with a lot of phone calls or emails.

THANK YOU LETTER

If you were not selected for the interview, write the interviewers a thank you letter for allowing you the opportunity to be interviewed. Remember it is better to keep doors open than to shut them by getting angry about not being selected for the position. Also, it is possible that the employer would have other opportunities come up in the future - in the letter ask them if they could keep your CV on file for any future job opportunities.

SOURCES

Cooperative Education Program and Career Services, 2011: Beyond the Resume or CV: Using Social Media in your Work Search:www.uvic.ca/coopandcareer.

Job Networking Tips: How to Find a Job by Building Relationships. www.helpguide.org/life/job_networking_how_to_find-job.htm.

10 Reasons Why a Social Media Strategy is the New CV: <http://thecorporateescape.com/blog/social-media-strategy-new-cv/>

Using Social Media in Job-hunting. <http://www.kent.ac.uk/careers/jobs/soci>

Resource Centre <http://www.rctresources.com>

CONTACT DETAILS

Labour Head Office:

Telephone Number(s): (012) 309 4000

Provincial Offices:

Eastern Cape Provincial Office

Free State Provincial Office

Gauteng Provincial Office

KwaZulu-Natal Provincial Office

Limpopo Provincial Office

Mpumalanga Provincial Office

North West Provincial Office

Northern Cape Provincial Office

Western Cape Provincial Office

Telephone Numbers: (043) 701 3128

Telephone Numbers: (051) 505 6200

Telephone Numbers: (011) 853 0300

Telephone Numbers: (031) 366 2000

Telephone Numbers: (015) 290 1744

Telephone Numbers: (013) 655 8700

Telephone Numbers: (018) 387 8100

Telephone Numbers: (053) 838 1500

Telephone Numbers: (021) 441 8000

CONTACT DETAILS: LABOUR CENTRES
(SCAN THE CODE WITH YOUR PHONE)

www.labour.gov.za





employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA