

Classified Application

Tips for maximizing the quality of your application
Presented by Human Resources staff

Overview

- Preparing to submit an application
- Completing the application and supplemental questionnaire
- Case examples
- Q&A

Preparation

- Thoroughly familiarize yourself with the job requirements and examination process before applying.
- Questions to ask yourself before applying:
 - Is this a job I am interested in?
 - Is this a job I believe I am capable of performing?
 - Do I meet the minimum qualifications for the classification?
- To answer these questions, familiarize yourself with the job by reviewing the:
 - Job posting
 - Job description (classification specification)

Job Posting

- The job posting includes pertinent information regarding the job, application process, and examination process, including:
 - Salary
 - Current vacancies
 - Application deadline
 - Job duties
 - Minimum qualifications
 - Examination and selection process (exam components and tentative dates)
 - Application submission
 - Supplemental questions (if applicable)

Job Description

- Key components of the job description to review include:
 - Basic Function
 - Representative Duties
 - Knowledge and Abilities
 - Education and Experience (minimum qualifications)

Completing the Application

DO	DON'T
Keep the job you are applying for in mind and match your background (education, training, volunteer/work experience) with the duties and requirements of the job.	Reuse an old application/resume that is not applicable to the job for which you are applying.
Clearly demonstrate that you meet the minimum qualifications.	Make the screeners have to dig for the information.
Include ALL of your employment in the Work Experience section of the application and complete ALL fields.	Include only your most recent employment. Include employment in your resume but not in the application.
Provide a clearly worded, thorough, and comprehensive list of job duties for each job included in your application.	Provide only a general statement about what you did in each job. Assume that your job title is sufficient to explain your job duties.

Case Examples

Good example:

Company/Agency

Law Office of Bailey & Richardson

Position

Office Assistant

Duties Summary

Performed a variety of clerical duties to support the day-to-day operations of the office, including:

- Established and maintained a filing system for confidential legal records
- Utilized Microsoft Excel to compile statistical data and track finances
- Utilized Microsoft Word and Publisher to compose and proofread documents, including meeting minutes, letters to clients, monthly newsletters, and legal and financial reports
- Utilized Microsoft Outlook to schedule meetings
- Served as receptionist for the office - answered questions, provided information to the public, and routed calls
- Ordered office supplies and kept inventory

Case Examples

Bad example:

Company/Agency

Jefferson Auto Parts

Position

Office Manager

Duties Summary

Office support and customer service

Completing the Supplemental Questions

DO	DON'T
Give yourself ample time to complete this portion of the application. It is considered an exam component.	Rush through your responses in order to submit your application quickly.
Answer every part of the question completely and thoroughly. Most questions have multiple parts, make sure you address each part.	Refer to another section in your application in lieu of answering the questions or only answer one part of the question.
Provide specific examples and sufficient detail that demonstrate your training and experience.	Provide vague and general statements that fail to specify actual training and experience.
Make sure your responses are clearly worded and follow correct grammar and punctuation.	Submit responses that are hard to understand because of typos and grammatical errors.

Case Examples

Question: Please describe your experience working with benefits. In your response, be sure to include (A) the name and brief description of the organization(s) in which you gained the experience, (B) the length of time you served in each position, and (C) a description of your responsibilities. If you have no such experience, please mark N/A.

- **Good Response:** Home Dezigns is a home office and home entertainment furniture manufacturing company located in Southern California. I worked at Home Dezigns, for 8 years where I was a payroll assistant for the first 2 years, working my way up to Benefits Specialist for 6 years. I was responsible for all benefits administration to include Pension Plan, Flexible Spending Account, Medical, Dental, Vision and Life Insurance plans. I tracked leaves of absences and reconciled benefit accounts. I also played a vital role in annual benefits negotiations, filing of the annual \$500, and held open enrollment meetings. I answered all employee inquiries, Pension Plan loans and withdrawals and Cobra processing. At Talley, Inc., manufacturer of probiotics, located in Northern California, I have been employed for 6 months, my responsibility as the HR Specialist includes but is not limited to benefits administration of the company's 401k plan, LTD, STD, Aflac, medical, dental and vision plans. I enroll and terminate employees in/out of company benefit programs. I also track all leaves of absences, employee relations, on-boarding and terminations. I am also responsible for Cobra administration/enrollments.

- **Bad Response:** At St. Andrews, I handle all the billing, all the A/P & Financial Reporting

Case Examples

Question: Please list the college-level coursework you have completed relevant to the position of Benefits Technician. In your response, include (A) the name of the school where the courses were completed, (B) the title of the courses, and (C) any formal academic degrees obtained. If you have not completed any applicable coursework, please mark N/A.

- **Good Response:** (A) I attended California State University, Northridge(C) where I earned my certificate in Human Resource Management. (B) I took the following classes: Leadership in HR Management, Employment Law, Benefits Administration, Employee Rights Protection, Training & Development, Employment Disability & Medical Leave Law, Microsoft Office 2010 Training. (A) At University of Arizona, (C) I received my Bachelor of Science Degree in Management. (B) The following courses assisted me in my training for the position of Benefits Technician: Ethics and Social Responsibility, Business Communication and Critical Thinking, Managing Change in the Workplace, Fundamentals of Human Resource Management, Organizational Development, and Strategic Human Resource Management and Emerging Issues.

- **Bad Response:** Accounting, Business Law, Econ & Comm

Summary

- Prepare – review the job posting and job description.
- Submit a thorough and organized application geared toward the position for which you are applying.
- Provide clear, comprehensive responses to the supplemental questions and make sure you answer all parts.
