

# Flourish



Employment Edition



Americans spend about a third of their life working so it's important to find jobs that align with your interests, skills and abilities. Spending time on career exploration will help you learn about careers that are a good match for you and those that will help you reach your goals in life. You can learn a lot about yourself by reflecting on previous experiences with work.

Once you have an idea of the type of work you'd like to do, you can look at employers in those industries in your area. Getting a job takes more than just filling out an application. Spending time preparing and networking can help you make valuable connections and land the job you want.

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The Flourish magazine series is a resource for Iowans. The series provides key information on a variety of subjects but is not meant to be all-encompassing. Refer to the Iowa HHS website for the most current version of each magazine. This material is intended to offer support and general guidance. It is not meant to direct specific actions or replace individual judgement. The included strategies may be helpful to the reader, but not all strategies will work for all individuals. Readers are encouraged to consult qualified professionals for advice specific to their individual circumstances.

# Checklist

- Ensure you have documents required for employment (*Birth certificate, Social Security Card, Photo ID*).
- Open bank account for direct deposit and money management.
- Complete job exploration (*skills and talents*) survey.
- Completed resume.
- Locate people who are willing to act as references (*talk to them beforehand, get contact information*).
- Apply for jobs.
- Actively practice interview skills with a trusted adult.
- Make sure you have appropriate interview attire?
- Create a LinkedIn account.
- Follow Iowa HHS on LinkedIn.



# Contacts

Relationship \_\_\_\_\_

Name \_\_\_\_\_

Phone # \_\_\_\_\_



## Visit the Flourish Magazine webpage

[hhs.iowa.gov/family-community/flourish-magazine](http://hhs.iowa.gov/family-community/flourish-magazine)

# Quiz

So, you want to work but aren't sure where to start?

Figuring out how to begin your job search can be overwhelming. This volume covers everything from career exploration to resumes, applications and interview preparation. It also includes other supports, services and free resources that can help you along the way to finding a great job.

Put check marks in the box next to the things that you like to do. When you finish with each section, total your check marks and put the total in the "total" box.



Box 1: I like to...	
Be around other people	
Help friends by listening when they have problems	
Take care of people when they are sick	
Help others learn	
Help other people when they need support	
Make changes to help others	

Box 2: I like to...	
Research topics that interest me	
Manage money and keep track of expenses	
Do scientific experiments	
Work with numbers or statistics	
Code computer programs	
Proofread documents or records	

Box 3: I like to...	
Cook or bake foods	
Repair cars or machinery	
Sew or make crafts	
Work in the yard or do landscaping	
Operate a camera or video equipment	
Play a musical instrument	

## Scoring

Career development experts sometimes describe jobs in three categories: working with people, numbers or things. Learning about your own preferences can help you explore jobs that are a good match for you. Add up your totals from each box and put them next to the boxes below. Which one had the highest number?

Use the information on the next pages to explore jobs in three high-demand industries in Iowa that align with your preferences for working with people, numbers or things.

### Box 1

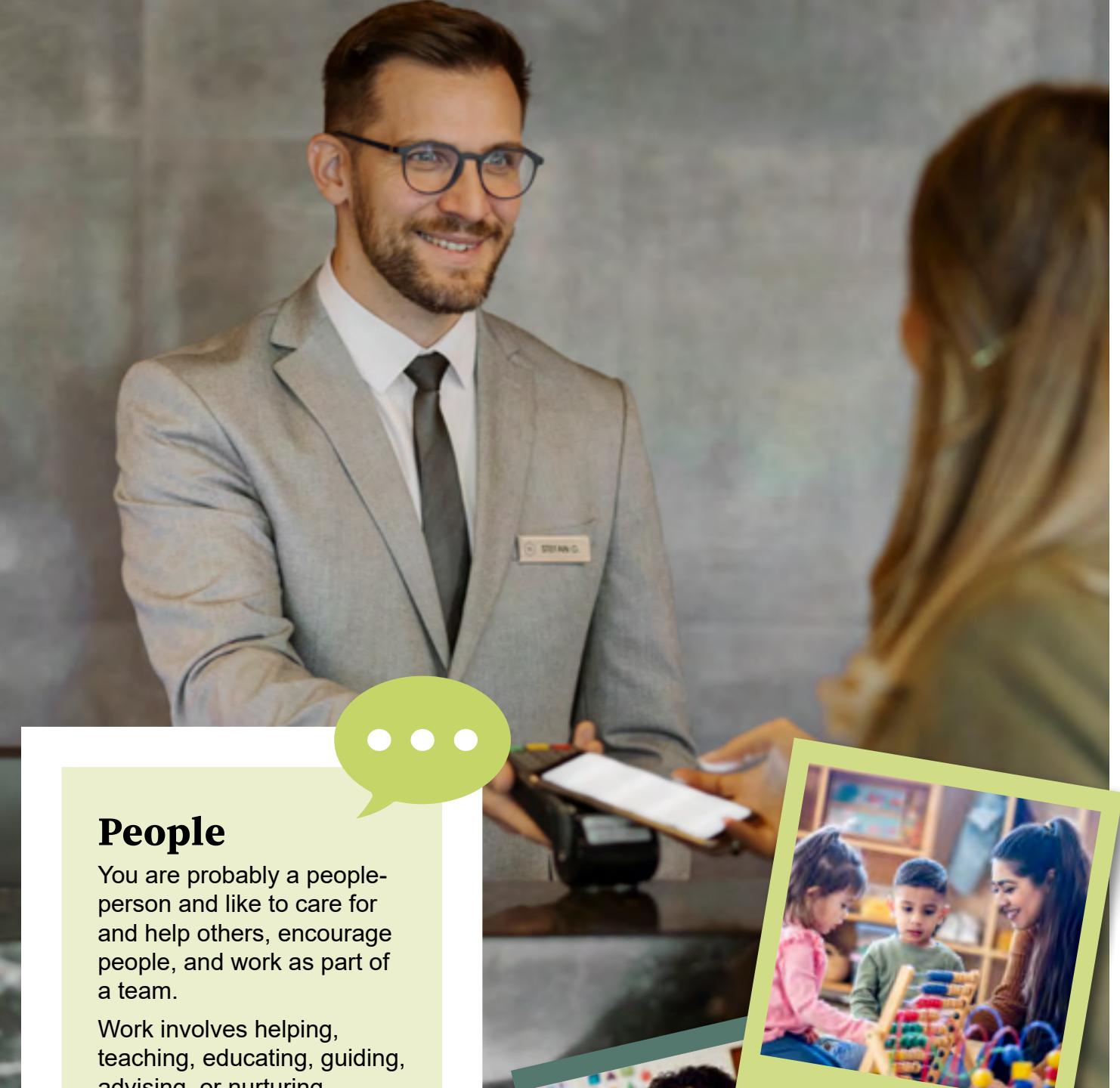
If the **GREEN** had the highest number of check marks, you might like roles in the "people" category.

### Box 2

If you checked a lot of **ORANGE** tasks, you probably like numbers or information and may like roles in the "numbers" category. This includes concrete tasks that involve analyzing information, data and research.

### Box 3

If you checked a lot of **BLUE** tasks, you are may enjoy hands-on roles in the "things" category. This could include working with tools, machinery, making things with your hands and being active at work.



## People

You are probably a people-person and like to care for and help others, encourage people, and work as part of a team.

Work involves helping, teaching, educating, guiding, advising, or nurturing.

If you prefer working with people, you might like work that includes service, social activities, health, or communications.



## Numbers

You are probably a numbers or information person and like concrete tasks that involve analyzing information, data, and research.

Work involves organizing, recording, filing, sorting, inspecting or attention to detail.

It may also include analyzing, researching and problem solving. If you prefer working with numbers or data, you might like work that includes data, regulations, files, rules, laboratory settings, or facts.

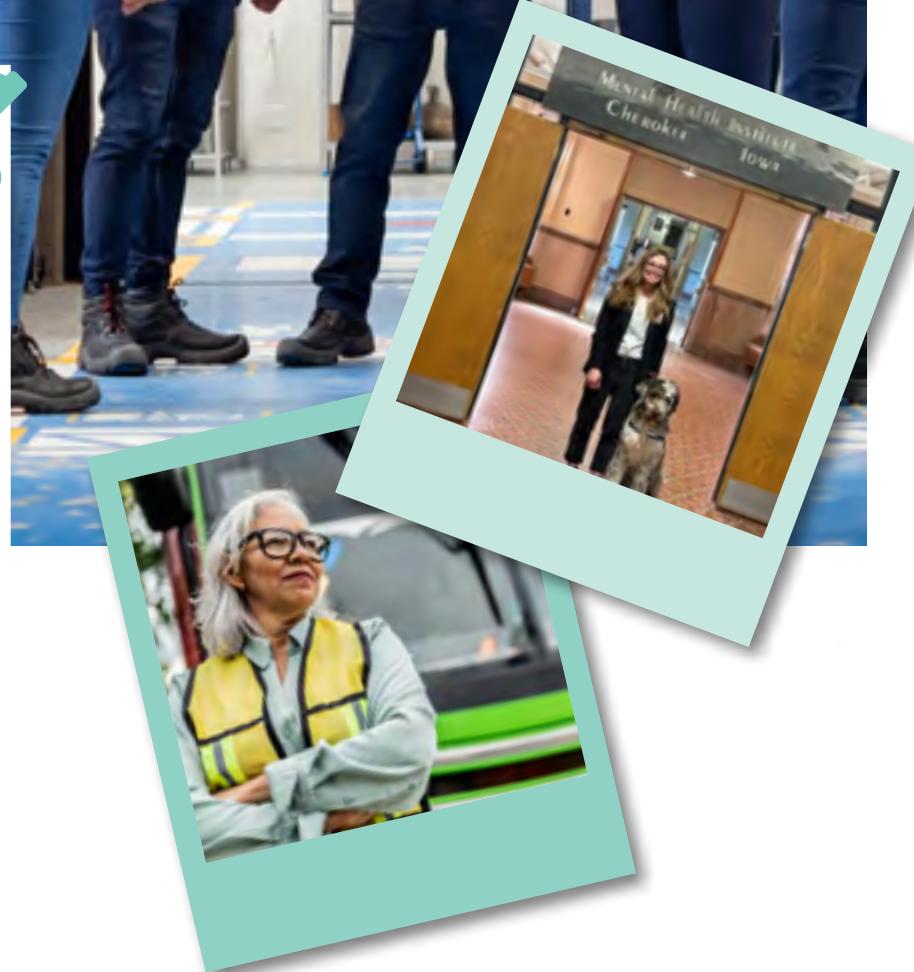


## Things

You are probably a hands-on person and like to work with tools, machinery or make things with your hands, and being active at work.

Work involves building, repairing, maintaining, installing, driving, or working with hands.

If you prefer working with things, you might like work that includes plants, animals, electronics, real-world materials like wood, the outdoors, machines, equipment, or tools.



# My Goal Plan

## Careers that interest me include:

## Some employers in my area that interest me include:

## The skills I need to do the job include:

## Similar occupations include:

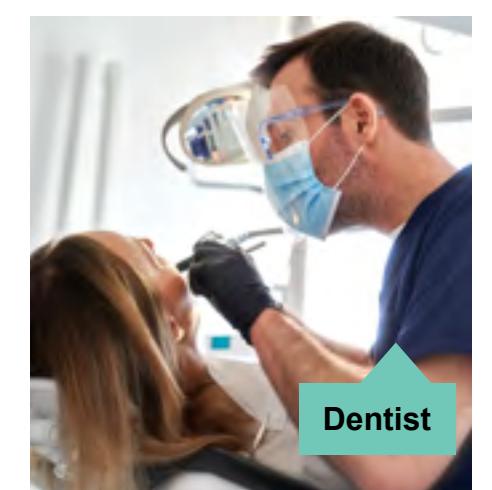
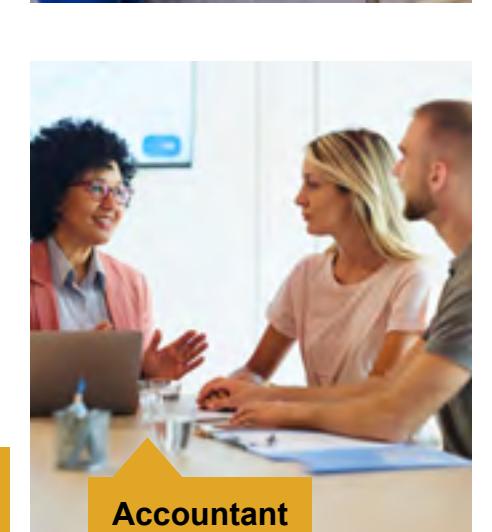
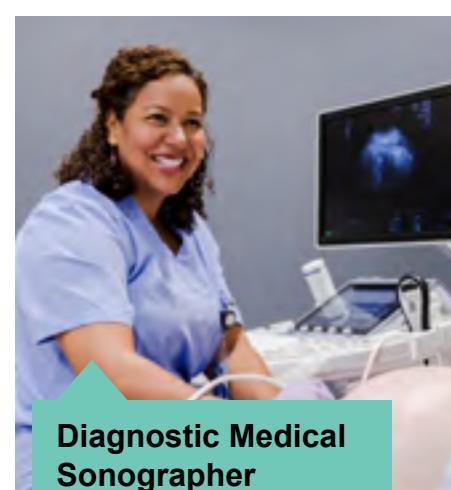
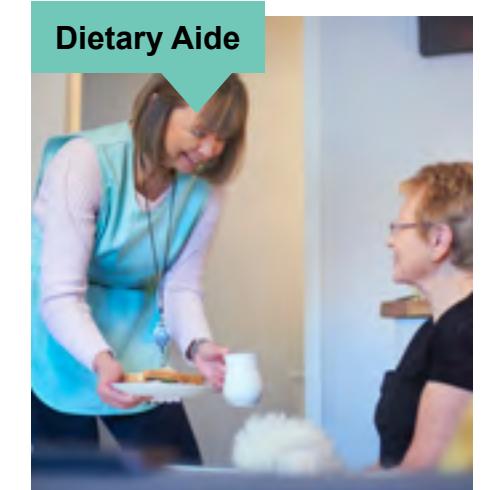
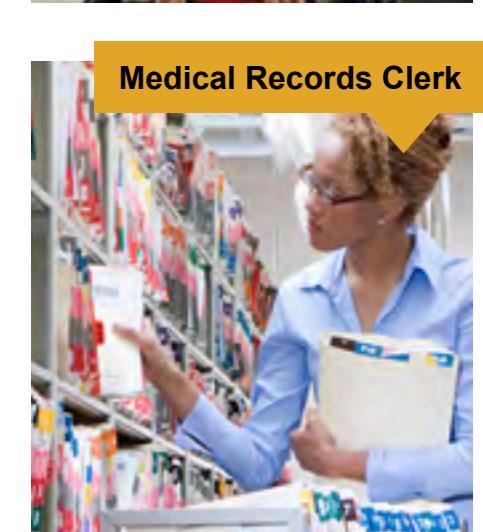
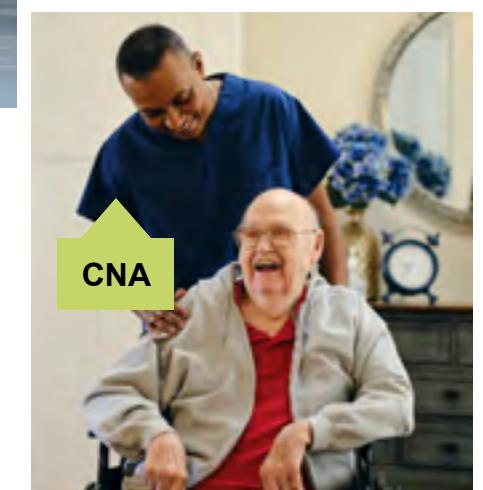
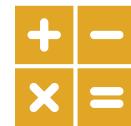
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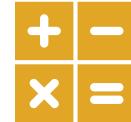
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# Health Care

Minimal Training	Some Training	Degree/Advanced Training
<b>Certified Nursing Assistant (CNA)</b> <ul style="list-style-type: none"> <li>Feed, bathe and dress patients</li> <li>Move patients in/out of bed, chairs, etc.</li> <li>Assist with daily activities</li> </ul>	<b>Licensed Practical Nurse (LPN)</b> <ul style="list-style-type: none"> <li>Assisting patients with medical procedures</li> <li>Administering medication</li> <li>Maintaining patient records</li> </ul>	<b>Registered Nurse (RN)</b> <ul style="list-style-type: none"> <li>Take vitals</li> <li>Give medications</li> <li>Give shots</li> <li>Record medical histories</li> </ul>
<b>Medical Records Clerk</b> <ul style="list-style-type: none"> <li>Transport, organize and compile medical records</li> <li>Prepare and sort mail</li> <li>Data entry</li> </ul>	<b>Medical Coding and Billing</b> <ul style="list-style-type: none"> <li>Process patient data</li> <li>Assign codes</li> <li>Prepare claims for insurance</li> </ul>	<b>Accountant</b> <ul style="list-style-type: none"> <li>Prepare reports for audit findings</li> <li>Inspect records and accounting systems</li> <li>Examine financial records</li> </ul>
<b>Dietary Aide</b> <ul style="list-style-type: none"> <li>Set up tables</li> <li>Prepare meals</li> <li>Deliver dishes</li> </ul>	<b>Diagnostic Medical Sonographer</b> <ul style="list-style-type: none"> <li>Adjust settings of medical equipment</li> <li>Perform ultrasound exams</li> <li>Operate equipment to record images</li> </ul>	<b>Dentist</b> <ul style="list-style-type: none"> <li>Examine patients</li> <li>Recommend dental services</li> <li>Perform dental procedures</li> </ul>



# Retail



Minimal Training	Some Training	Degree/Advanced Training
<b>Customer Service Rep</b> <ul style="list-style-type: none"> <li>• Talk to customers by phone or in person</li> <li>• Keep records of interactions and transactions</li> <li>• Make sure customer issues are resolved</li> <li>• Determine charges for services requested, collect deposits/billing</li> </ul>	<b>Hearing Aid Specialist</b> <ul style="list-style-type: none"> <li>• Train clients to use hearing aids or other communication devices</li> <li>• Counsel patients and families on communication strategies after hearing loss</li> <li>• Administer basic tests</li> </ul>	<b>General Manager</b> <ul style="list-style-type: none"> <li>• Direct and coordinate the production, pricing, sales and distribution of products</li> <li>• Prepare staff work schedules and assign duties</li> <li>• Direct and coordinate budget activities to fund operations</li> </ul>
<b>Cashier</b> <ul style="list-style-type: none"> <li>• Receive payment</li> <li>• Greet customers</li> <li>• Issue receipts, refunds, credits or change</li> <li>• Assist customers with information and solutions</li> <li>• Monitor checkout stations</li> </ul>	<b>Pharmacy Technician</b> <ul style="list-style-type: none"> <li>• Receive prescription or refill requests</li> <li>• Enter prescription information into databases</li> <li>• Establish and verify patient profiles</li> <li>• Maintain proper storage conditions for medications</li> </ul>	<b>Optician</b> <ul style="list-style-type: none"> <li>• Examine clients</li> <li>• Verify that finished lenses are correct</li> <li>• Evaluate prescriptions in conjunction with clients' needs</li> <li>• Recommend specific lenses, lens to meet client needs</li> </ul>
<b>Stocker</b> <ul style="list-style-type: none"> <li>• Complete order receipts</li> <li>• Answer customer questions about merchandise and advise on selections</li> <li>• Stock shelves, cases, bins, and tables with new merchandise</li> </ul>	<b>Service Technician/Mechanic</b> <ul style="list-style-type: none"> <li>• Inspect vehicles for damage and record findings so necessary repairs can be made</li> <li>• Test drive vehicles and test components and systems</li> <li>• Review work orders and discuss with supervisors</li> </ul>	<b>Animal Caretaker</b> <ul style="list-style-type: none"> <li>• Feed and water animals according to schedules and feeding instructions</li> <li>• Examine, observe, and provide treatment to sick animals</li> <li>• Mix food, liquid formulas, medications or food supplements</li> </ul>



# Manufacturing

Minimal Training	Some Training	Degree/Advanced Training
<b>Sales Representative</b> <ul style="list-style-type: none"> <li>Answer customer questions</li> <li>Recommend products based on customer needs and interests</li> <li>Estimate or quote prices</li> <li>Prepare sales contracts and order forms</li> </ul>	<b>Buyer/Purchasing Agent</b> <ul style="list-style-type: none"> <li>Buy merchandise or commodities for resale</li> <li>Negotiate prices, terms or arrangements with suppliers</li> <li>Examine merchandise</li> <li>Obtain information about customer needs or preferences</li> </ul>	<b>Human Resources</b> <ul style="list-style-type: none"> <li>Interpret and explain policies, procedures, laws, standards or regulations</li> <li>Hire employees and process hiring-related paperwork</li> <li>Address and resolve employee issues</li> </ul>
<b>Shipping, Receiving and Inventory Clerk</b> <ul style="list-style-type: none"> <li>Examine shipment and compare with records</li> <li>Get and store shipping materials and supplies</li> <li>Keep inventory and records of stock</li> <li>Prepare documents such as work orders</li> </ul>	<b>Machinist</b> <ul style="list-style-type: none"> <li>Calculate dimensions or tolerances</li> <li>Create parts to specifications using tools</li> <li>Measure, examine or test completed units</li> <li>Program computers or electronic instruments</li> </ul>	<b>Accountant</b> <ul style="list-style-type: none"> <li>Prepare detailed reports on audit findings</li> <li>Report to management</li> <li>Collect and analyze data</li> <li>Inspect account records and systems</li> <li>Supervise audits</li> </ul>
<b>Team Assembler</b> <ul style="list-style-type: none"> <li>Perform quality checks on products and parts</li> <li>Review work orders and blueprints</li> <li>Perform tasks required in a particular production process</li> </ul>	<b>Welder</b> <ul style="list-style-type: none"> <li>Operate safety equipment</li> <li>Weld components together</li> <li>Detect faulty operation and notify supervisors</li> <li>Set up and operate hand and power tools</li> </ul>	<b>Occupational Health and Safey Technician</b> <ul style="list-style-type: none"> <li>Evaluate situations and determine if danger or harm exists</li> <li>Train workers in safety procedures</li> <li>Test workplaces for environmental hazards</li> </ul>



# Job Considerations

Answer the following to think about what you find important when you consider future job possibilities.

1. The minimum salary I need to make ends meet is: \$ \_\_\_\_\_
2. My job must be:
  - \_\_\_\_\_ Close to where I live because I have to walk.
  - \_\_\_\_\_ Near public transportation because I have to ride the bus.
  - \_\_\_\_\_ Somewhere in the community I live, I have my own car.
3. Are you willing to relocate:
  - \_\_\_\_\_ I am not willing/able to relocate
  - \_\_\_\_\_ I can move to another city in my state
  - \_\_\_\_\_ I am willing to move to another state to get a job
4. I want to work between the hours of: \_\_\_\_\_ a.m./p.m. and \_\_\_\_\_ a.m./p.m.
5. I am willing to work:
  - \_\_\_\_\_ Monday
  - \_\_\_\_\_ Tuesday
  - \_\_\_\_\_ Wednesday
  - \_\_\_\_\_ Thursday
  - \_\_\_\_\_ Friday
  - \_\_\_\_\_ Saturday
  - \_\_\_\_\_ Sunday
6. I am free to work nights:
  - \_\_\_\_\_ Occasionally
  - \_\_\_\_\_ Frequently
  - \_\_\_\_\_ Never
7. I can be away from home overnight:
  - \_\_\_\_\_ Occasionally
  - \_\_\_\_\_ Frequently
  - \_\_\_\_\_ Never
8. If I must travel, I have a car available:
  - \_\_\_\_\_ Occasionally
  - \_\_\_\_\_ Frequently
  - \_\_\_\_\_ Never
9. I am more interested in:
  - \_\_\_\_\_ The amount of money I make
  - \_\_\_\_\_ The excitement of my work
  - \_\_\_\_\_ The promotion potential of the job
10. Do you want to work on commission (money earned based on your work effort):
  - \_\_\_\_\_ I must have a guaranteed monthly income
  - \_\_\_\_\_ I can work on commission
11. I am at my best during:
  - \_\_\_\_\_ Morning
  - \_\_\_\_\_ Evening
  - \_\_\_\_\_ Afternoon
12. I am happiest when I am working:
  - \_\_\_\_\_ Indoors
  - \_\_\_\_\_ Outdoors
  - \_\_\_\_\_ A little of both
13. I want to work:
  - \_\_\_\_\_ In the city
  - \_\_\_\_\_ In a small town
  - \_\_\_\_\_ Remote
14. Most of the time I like it when it is:
  - \_\_\_\_\_ Quiet
  - \_\_\_\_\_ Noisy
  - \_\_\_\_\_ Busy
  - \_\_\_\_\_ Slow
15. I like a workplace that is:
  - \_\_\_\_\_ Tightly organized
  - \_\_\_\_\_ Loosely organized
16. I like working around:
  - \_\_\_\_\_ I like working around other people
  - \_\_\_\_\_ By myself
  - \_\_\_\_\_ Doesn't matter
17. I work best when under conditions where there is:
  - \_\_\_\_\_ Little or no pressure
  - \_\_\_\_\_ Pressure exists most of the time
  - \_\_\_\_\_ Somewhere in between the two
18. I will need child care between the hours of \_\_\_\_\_ a.m./p.m. and \_\_\_\_\_ a.m./p.m.



State Training School Graphic Design Class



# First Steps to Employment

## I would like a job/career, where do I start?

When and where to begin searching for a new job can be tricky. If you already have a job, it might be tough to start looking for a new job. If you are always looking at job opportunities, it can help you if you need to switch jobs. Some things that might be important to think about if you are searching for a new job:



### Explore

- Spend time learning about jobs that align with your interests.
- O\*Net Interest Profiler
- Research your job matches
- Shadow someone in a job you want to learn more about
- Conduct an informational interview with someone working in a job you're interested in
- Set some goals: what is your timeline for school and work?

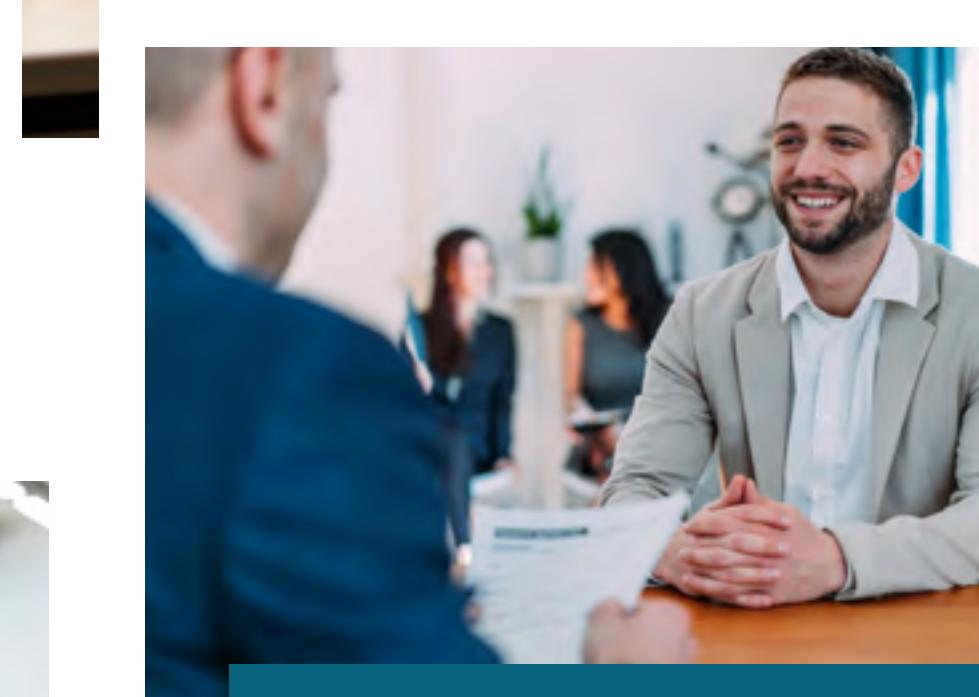
### Prepare

- Get the right training needed for the job you want
- Reflect on and brush up on your soft skills
- Create your resume
- Use your networking skills
- Access resources to address your needs (i.e. work clothing)



### Connect

- Meet with prospective employers
- Attend career fairs
- Submit applications
- Conduct informational interviews with hiring managers
- Create and update your LinkedIn profile



## Top 10 Soft Skills



Communication



Problem solving



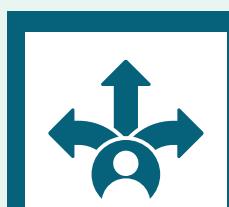
Self-motivation



Decisiveness



Leadership



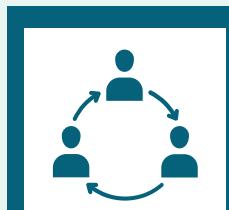
Flexibility



Responsibility



Conflict Resolution



Teamwork



Time Management

# Career Assistance

Who can assist in my job search?



## IowaWORKS

IowaWORKS Centers located throughout the state provide services such as career exploration, labor market information, resume assistance, and job fairs. Their website [www.iowaworks.gov](http://www.iowaworks.gov) has listings of jobs statewide. Centers have free workshops to help individuals with their job search, interviewing, and improving skills that will help a person at any job. Contact information for each local office is listed on the website under the Contact Us tab.



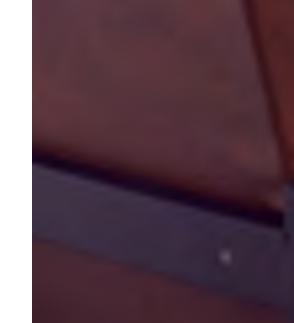
## Workforce Innovation Opportunity Act (WIOA)

These services help individuals with career guidance, work experiences and internships, occupational skills trainings, financial literacy, mentoring, and other things that can help someone advance in a career pathway. Foster care placement makes a person potentially eligible for the WIOA Youth program. These services can also be accessed through IowaWORKS centers.



## Job Corps

This is the nation's largest and most comprehensive residential education and job training for at-risk youth between the ages of 16 and 24. They offer a variety of training programs at over 110 centers. Youth must be from a home that is considered low income and be able to benefit from and complete the training. A single parent program is available. Iowa locations include: Ottumwa & Denison, Iowa.



## Iowa Vocational Rehabilitation (IVRS): (aka: Voc. Rehab.)

Can assist anyone with a disability that would impair them in the workforce. Referrals may be made to this agency to assist youth with special needs in receiving career assessment and training. If a youth has been in Special Education or diagnosed with a disability, consider making a referral during their junior year of high school.



## Area Education Agency (AEA)

If you have an IEP (Individualized Education Plan) you can ask someone from AEA to help you find employment or get work experience.



## Web-based/Apps

Respond to any ad that sounds interesting, even if you do not have all of the qualifications listed. You may still be the most qualified applicant.



## Filling Out Applications

An application completed accurately and neatly will increase your chances of getting an interview.



## Volunteering

If you lack experience or are not getting job offers, volunteer somewhere within the field where you are seeking employment. It will look great on your resume!



## College Placement Office

Available to students on college campus that assists students in seeking employment in your field of study.



## Self-Employment

If you want to join the growing number of people, who work for themselves, start at the library. There are helpful books and resource materials.



## Start at the Bottom

If you are being told you do not have enough experience, take an entry level job in the field you want.



## Armed Forces

Army; Navy; Air (Space) Force; Marines:

- Medication management may disqualify an individual from enlisting.
- Aptitude testing typically applies.

The military offers an abundance of experiential, advanced, and specialty training for those interested in several fields including, but not limited to:

- Logistics
- Mechanics/Repair
- Air Traffic Control
- Recruitment



# Explore

Now that you've explored your interests and job options, it's time to look at next steps

- Job shadow
- Interview someone who does that job
- [Mynextmove.org](http://Mynextmove.org)



# Prepare

## Resume

A resume, no matter how good, will not get you a job by itself. However, a good resume will attract the attention of the hiring manager and secure a job interview. Think of your resume as a promotional brochure about yourself. You can show a potential employer what you have accomplished and the experience you have.

A good resume is clear, well organized, dynamic, and neat. Talk to career counselors for resume assistance. There are also sites on the internet to help create your resume. If you are mailing your resume, print it on thick paper and use a matching envelope.

[workforce.iowa.gov/jobs/skills/workshops](http://workforce.iowa.gov/jobs/skills/workshops)

There are several types and styles of resumes. Two common types are chronological and functional resumes.



## Resume Tips

- **Length** - one page is preferred; never more than two pages.
- **Contact information**
  - list the person's contact information at the top of the resume. Be sure that the information is correct and that the email address is professional.
- Tailor each resume to the specific job application. Use keywords from the job posting in the resume.
- Use a professional font like Arial or Times New Roman size 11 or 12.
- Use strong, active language such as "achieved", "earned" and "accomplished."
- Use [www.mynextmove.org](http://www.mynextmove.org) to get ideas for wording job duties or skills.
- References on a resume are optional. If you need to fill more space, include two to three references, otherwise, send them separately.
- **Formatting** - use headings when needed, adjust margin size, and proofread for typos.



## Application:

Filling out a job application on the spot can be overwhelming. When you fill out an application, remember to:

- Read the job description and make sure that you understand all of the tasks and requirements. If you have a question about the job, write it down and ask someone you trust.
- Think about your skills. Do you have the required skills for the position?
- Have someone look at your current resume and ask for feedback.
- Include examples that show how you would be a good team member.
- Include things about you that will make you stand out from other people applying for the job.
- Provide real examples of success at your current job, school, or extracurricular activities. If you don't have experience, that's okay. Use examples from school projects, extracurricular activities (sports, clubs) or even hobbies as examples of teamwork, organization, problem solving and persistence.

To assist you in the application process, view a [sample job application](#).



## Chronological Resume

A chronological resume lists the person's professional experience in reverse-chronological order, beginning with the most recent positions and continuing in descending order. This type of resume is the most common format and prioritizes relevant professional experience and

achievements. People who have had several jobs can utilize this format. If a person has held many jobs, listing the most recent 10-15 years can be helpful for keeping it at an appropriate length.

### Janet Chobot

Ottumwa, IA | 123-456-7890 | jchobot@email.com

#### Summary

Friendly and driven dental assistant with four years of experience working with patients in a dental office environment. Certified Dental Assistant with excellent communication and organization skills.

#### Education

Associate of Science in Dental Assistant | Des Moines Area Community College  
May 2019

#### Experience

##### Smith Family Dentistry, Dental Assistant

July 2020 - Current

- Prepare 10-15 patients for dental treatments daily, using communication to make them feel comfortable.
- Prep dental tools and equipment for hygienists and dentists, creating a process to streamline efficiencies by 10%.
- Operate x-ray equipment to assist with diagnoses and treatments.

##### E8H Dental, Dental Office Assistant

Aug 2019 - July 2020

- Scheduled appointments for patients over the phone at a clinic with 450+ patients.
- Greeted patients upon arrival, earning satisfaction scores of 99% on average.
- Managed patient billing and paperwork to ensure accuracy.

#### Certification

- Certified Dental Assistant, *Dental Assisting National Board* - 2023

#### Skills

• X-rays	• Dental Equipment	• Communication
• Dental Hygiene	• Patient Records	• Attention to detail
• Infection Control	• Organization	

## Functional Resume

A functional resume primarily showcases the person's skills. This type of resume can be useful for people who have had gaps in their employment history, who are changing careers and don't have significant experience in the chosen profession or industry or have recently

graduated. A functional resume typically starts with a summary to give the employer more context about the job seeker. The summary should include relevant skills and overarching career goals.

### Georgia Carter

#### Contact Information

987-654-3210  
gcarter@email.com

#### Skills

- Customer Service
- Detail Oriented
- Medical Knowledge
- Organizational Skills
- Administration Skills

#### Languages

Spanish

#### Experience

##### Administrative Management

- Organized records of more than 100 lab studies
- Kept log of lab visitors and identifications
- Answered phones and emails for 15 lab assistants

##### Customer Service

- Served lunch to elderly patients in nursing home
- Developed weekly meal plan alongside cooking staff
- Recorded patient satisfaction and comments

#### Education

Bachelor of Biology, University of Iowa  
Aug 2013 - May 2019

#### Internships

##### Lab Assistant at University of Iowa | Iowa City, IA

May 2024 - Current

- Planned community outreach programs to discuss ongoing work
- Led tours of lab facilities
- Assisted research team with preparation and sanitation
- Entered data and managed results database

# Mock Interview

In any interview, you will be asked questions about who you are and what you're looking for (introductory questions), how you approach your work (behavioral questions) and your experience/knowledge that is relevant to the role/industry (technical questions).



## Introductory Questions

- **TELL ME** about yourself.
- **WHAT** are your strengths?
- **WHAT** are your weaknesses?
- **WHY** do you want this job?
- **WHERE** would you like to be in your career five years from now?
- **WHAT** is your ideal work environment/company?
- **HOW** did you hear about this position?
- **WHY** should we hire you?
- **WHAT** questions do you have for us?



## Behavioral Questions

- **HOW** might a previous supervisor or colleague describe you?
- **TELL ME** about a time you were dissatisfied in your role. **WHAT** could have been done to make it better?
- **TELL ME** about a time when you made a mistake at work and wish you had handled the situation differently. **WHAT** happened? **HOW** did you resolve the issue?
- **TELL ME** about a time you had to deal with a challenging client or coworker. How did you handle it? Looking back on the situation, is there anything you would do differently?
- **DESCRIBE** a time when you had to interact with a difficult client or customer. **WHAT** was the situation, and how did you handle it?
- **TELL ME** about a time you were under a lot of pressure at work or at school. **WHAT** was going on, and how did you get through it?
- **GIVE ME** an example of a time you managed numerous responsibilities. **HOW** did you handle that?
- **TELL ME** about your proudest professional accomplishment.

## Technical Questions

If the technical question examples below don't apply to jobs you are applying for, use your internet browser to search "interview questions for [job/industry you are applying for]."



## Manufacturing

- **Describe** a situation where you faced challenges. How did you handle it?
- **How would you handle** a situation where you observe a colleague disregarding safety protocol?
- **Share a situation** where you and a colleague had different approaches to a project? **What** was the challenge? **How** did you manage to resolve it?
- **Describe a time** where you made a process more efficient.
- **Explain** when you stepped in to help without being asked while at work.
- If your workload suddenly increased, **how** would you react?



## Administrative

- **Can you describe** your experience with handling administrative tasks and how it has prepared you for this role?
- **What strategies do you use** to ensure accuracy and attention to detail in your work?
- **How familiar are you with** using office equipment such as photocopiers, scanners, and fax machines? And computer applications like Microsoft Word, Excel, and Outlook?
- **How would you handle** a situation where you have conflicting deadlines?
- **How do you prioritize** your tasks when scheduling your day?



## Health Care

- **Can you describe a time when** you had to advocate for a patient's needs or rights?
- **How have you contributed** to improving patient satisfaction in your previous roles?
- **What is your experience** with using electronic health record systems?
- **What strategies do you use** to ensure you are effectively communicating with patients of diverse backgrounds?



## Retail

- **Why** do you want to work in retail?
- **What do you consider** good customer service?
- **Tell me about** your previous retail experience and skills.
- **Describe a time** when you went out of your way to help a customer or another person.
- **What** schedule can you commit to?
- **Describe** a professional accomplishment you're most proud of.

# Connect

## BEFORE the Interview

- Get a good night's sleep
- Make sure you eat the day of the interview. You don't want to be hungry.
- Dress appropriately (no jeans, or shorts, skirts and dresses past the knee, dress pants or skirt and shirt or a nicer dress)
- Go to the interview alone (no friends or family should join)
- If you are chewing gum, spit it out before walking in
- Show up 5 minutes early
- Turn your cell phone off
- Bring a resume, folder, note and pen



## DURING the Interview

- Shake hands when greeting and leaving the interviewer
- Only share information that applies to the role. Try not to overshare personal information or stories.
- Sit up straight
- Use appropriate language
- Focus- keep eye contact, try not to yawn, take notes
- Thank them for their time



## AFTER the Interview

- Follow up with a thank you email or note
- Restate your interest in working for them or let them know that it's not the job for you. Include another 'thank you' whether you are interested in working for them or not.

# Maintaining Employment

Now that you are employed, how do you keep your job?

## Test Your Skills!

### Question 1

You wake up at 7:55 and your shift starts at 8:00. You live 20 minutes from work and know you won't make it to work on time.

#### What do you do next?

- A. Call your boss and let them know you will be late to work.
- B. Try to sneak in late and hope no one notices.
- C. Show up late and make up an excuse.
- D. Call in sick.

### Question 2

Your boss assigned a project for you and a coworker to work on together. You have two weeks to complete the project and decide to each do your own section and combine them before submitting the project to your boss. The day before the project is due, your coworker sends you their part and you notice it isn't what your boss asked you to do.

#### What do you do next?

- A. Include their content without making changes.
- B. Talk to your boss and ask what they would like you to do.
- C. Talk to your coworker and let them know this isn't what your boss asked you to do.
- D. Redo your coworker's section of the project.

### Question 3

Your boss teaches you how to do a new task and stays with you until you feel comfortable doing it on your own. When your boss leaves, you complete the task and realize you didn't do it correctly.

#### What do you do next?

- A. Don't tell anyone and deny it if someone asks.
- B. Only say something if someone asks.
- C. Try to fix it before someone notices.
- D. Tell your boss and let them know you will fix it or ask for help.



## Reasons You Could Lose Your Job

- Being late
- Being rude
- Breaking company rules
- Lying
- Using drugs or alcohol on the job
- Not being willing to do tasks other than what is assigned
- Skipping work (without a scheduled absence or calling in sick)
- Stealing
- Being unprofessional (language, dress/hygiene, or sharing too much)
- Talking badly about the company (to other coworkers or on social media)

## Suggestions to Help You Keep Your Job

- **Keep track of your schedule:** make an extra copy to keep in a safe place.
- **Arrive on time:** Being late frequently could cause you to get fired. If you are late once, explain why.
- **Understand what is expected of you on the job.** If you are not sure, ask your supervisor.

## Turn Upside Down for the Answers!

<b>Q 1: A</b>   It is important to call and let your boss know you will be late. It is better to tell the truth and can help them plan if someone needs to fill in until you get to work.	Your boss might need that information right away and your boss knows. Your boss might give them a chance to complete the project before the due date. They are training you and help you learn in a way that works for you.
<b>Q 2: B</b>   It is important to talk to your boss if you think they asked you to complete the information is not what they asked you to complete.	You could end up in an uncomfortable situation. If you complete the work for them, they might expect you to continue doing work for them.

# Income and Taxes

Now that you've entered the workforce, you'll enjoy getting steady paychecks and so will the government. When you begin your employment, you will be asked to complete a W4 form for taxes. This form tells your employer how much income tax withholding to keep from each paycheck.

## The W4 form is a 5-step process

1. Enter your personal information and whether you are married or single.
2. Complete if you work more than one job at a time.
3. Complete if you have a child.
4. Complete if you want the government to take out extra money from your check.
5. Sign the form and return to your employer.

1

When you earn money, you become a taxpayer. You'll owe federal income taxes at rates that range between 10 percent to 37 percent of the money you make. That means the money will come out of your check before you get it. In addition, Social Security and Medicare taxes may be deducted from your gross pay. You may pay state income taxes, how much depends on where you live. Watch the [Tax Basics for Teens and Young Adults YouTube video](#).



2

Sometime in January or February of each year, you should receive a W2 form that will tell you how much money you made and the amount of taxes taken out of your check. You will need all of the W2 forms from all of the jobs that you worked the previous year so you can file taxes. If you paid for schooling during the past year, ask the institution for your 1098-T form. You will need this to do your taxes. You may be eligible to receive FREE tax preparation. You may also be eligible for the Earned Income Tax Credit (EITC) or Child Care Tax Credits. This is your money to keep and save.

Please contact the Iowa Center for any inquiries at **515-283-0940** or by visiting [theiowacenter.org/taxservices/](http://theiowacenter.org/taxservices/) or dial 211 for more information. **211 is free and available 24/7.**



## Example:

This is an example of a paystub. If you have not seen a paystub, ask your employer where your paystub is located.

### PAY STUB

Employee Information		Pay Stub Information			
Employee Name:	Jane Doe	Pay Period Start:	12/13/2024		
Address:	123 Main St.	Pay Period End:	12/26/2024		
Employee ID:	100025482	Issue Date:	1/10/2025		
Department:	Research & Development	SSN:	5024-XXXX		
		Check Number:	0000-1111-2222-3333		
EARNINGS	Pay Description	YTD	Hours/Qty	Rate	Amount
	Regular Work	\$21,560.00	80	\$11.00	\$880.00
	Overtime	\$500.00	2	\$16.50	\$33.00
	Bonus	\$0.00	0	\$250.00	\$0.00
TOTAL EARNINGS		\$22,060.00			\$913.00
DEDUCTIONS	Description	Year to Date		Amount	
	Medicare 2.9%	\$639.74		\$26.48	
	Federal Withholding	\$2,647.20		\$109.56	
	Social Security 6.2%	\$1,367.72		\$56.61	
	State Withholding	\$1,042.72		\$43.22	
	Insurance	\$780.00		\$30.00	
TOTAL DEDUCTIONS		\$6,477.38			\$265.86
Net Payable Total: \$647.14		YTD Payments: \$15,582.62			
Note: Next pay date will be 1/24/2025					

3

3

This is the total amount of money you will get on payday. Most employers pay with direct deposit, which means they put the money in your checking account. You can also ask your employer for a physical check. If you are paid in cash and taxes are not taken out, you will need to keep track of that for your taxes. If you are offered a daily pay app, be aware that there may be hidden fees.

4

This pay stub is based off a bi-weekly (every two weeks) payment structure. This is a common pay schedule, but not all businesses pay every other week. Some places pay once a month, or on specific dates. Employers have set dates they employees and your hiring supervisor should tell you when you when those dates occur. Your first paycheck may be delayed to align with these payment dates. Ask your supervisor if you have questions.