

INDIAN SUPPORT CENTER INC

Presents

JOB SEEKER SUPPORT WORKSHOP



About The Indian Support Center...

The Indian Support Center (ISC) is an independent, non-government organisation.

The VISION of the Indian Support Center is to Transform the Lives of people from the Indian Sub-continent in settling in Australia, make a useful contribution to their adopted country and live a happy life.

Using a community development approach, the ISC supports new arrivals to contribute effectively to Australia's society, culture, economy and environment.

We provide support in areas of...

- Domestic Violence Victim Support
- Job Seeker Support
- Senior Citizens Digital Literacy
- General

CONTACT US ON
www.indiansupportcenter.org.au/contact



Why Are We Here...

Failure to prepare
is
preparing to **fail.**



What We Will Cover Today...



- Preparation
 - Research
 - Application
 - Interview
 - Negotiation
 - Onboarding
- Upskilling
 - Personal Branding
 - Networking



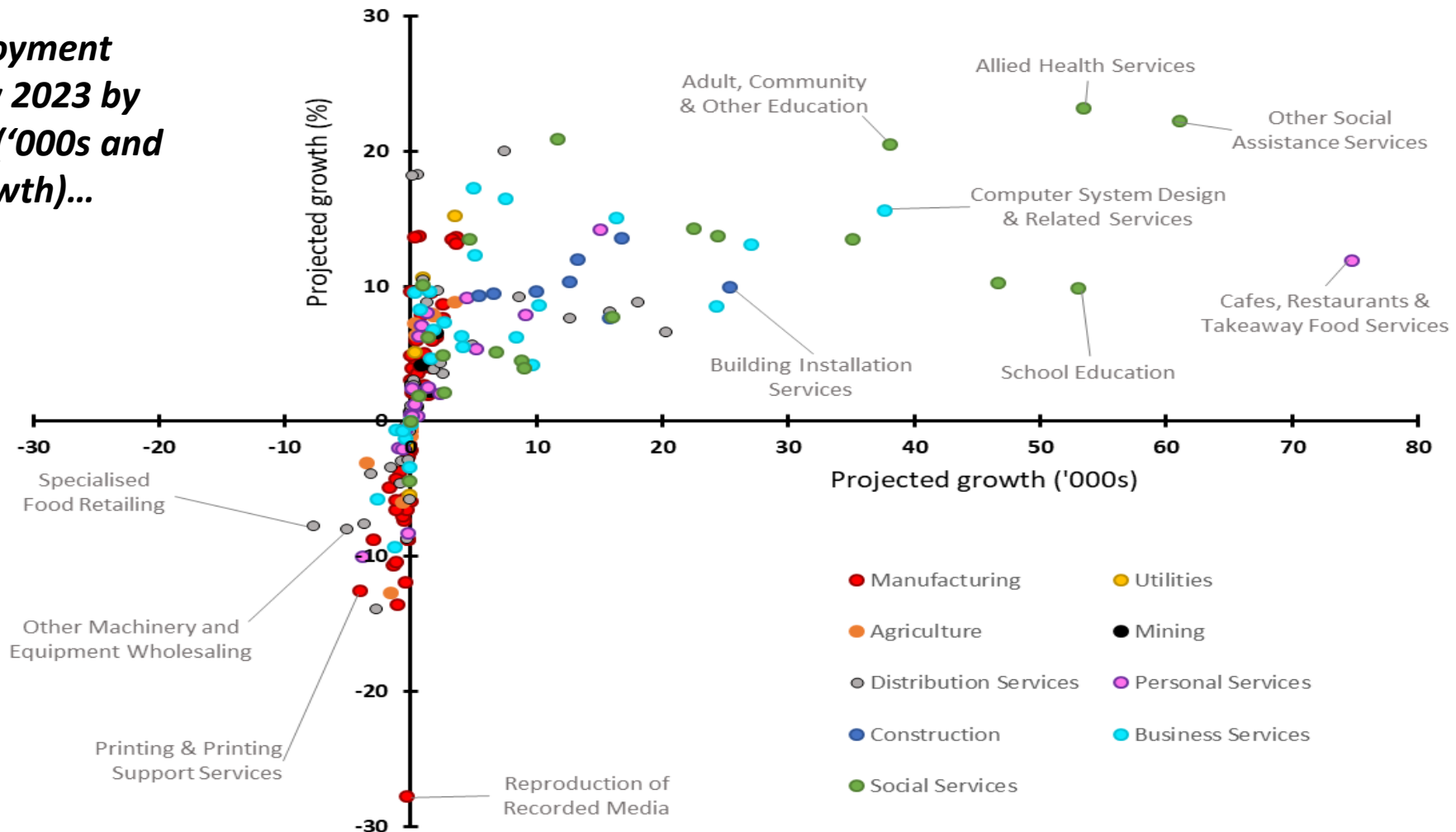


The Market



Projected Employment Changes...

Projected employment changes to May 2023 by industry sector ('000s and percentage growth)...



<http://lmip.gov.au/default.aspx?LMIP/GainInsights/EmploymentProjections>



Projected Employment Growth...

Projected employment growth to May 2023 ('000), by major occupational group...



<http://lmip.gov.au/default.aspx?LMIP/GainInsights/EmploymentProjections>



Key Points...



- Market is still good
- Good for IT industry
- Year end and FBT period, so good scope for contract jobs in accounting
- Occupation in Demand list
- Challenge is 200 applicants for 1 position
- Parallel Growth for young families
- Stability – “Long Term” is outdated so seek Contracts if Permanent not available
- Middle Level Management
- At young age, some prefer working for private organisation
- At middle age, some prefer settling in government jobs





The Working Culture



Australian Job Culture...



- Equal Employment Opportunities
- Working Rights and Obligations of Employer and Employee
- Importance for local experience vs qualification or overseas work experience
- Laid Back but Punctual
- Keep Work during Work Hours but Do Not Let It Take over Breaks
- Socialise after work
- 20 days Annual Leave plus Sick Leave may apply
- Separate work and Family time
- Speak up but keep to the point
- Less hierarchy and less bureaucracy





What Recruiters Look For



Recruiters DO NOT Work for You!

The Three Questions That Need To Be Answered
By Recruiters & Prospective Employers...

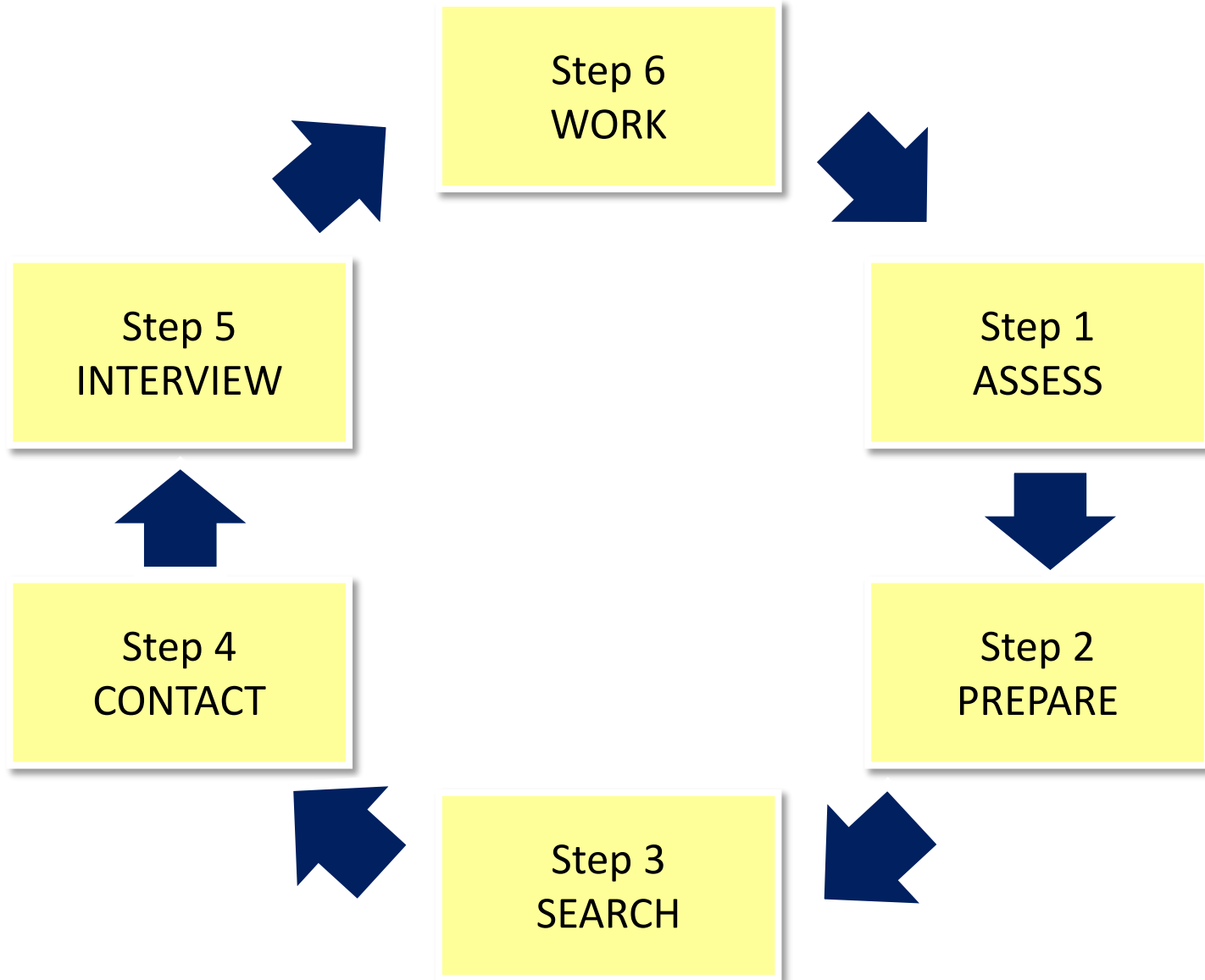
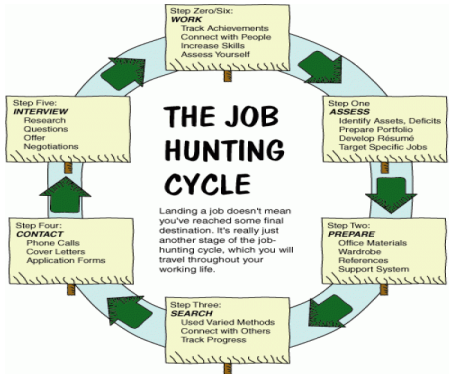




The Process



The Job Hunting Cycle...



Preparation...



Resources...

- www.seek.com
- www.careerone.com
- www.mycareer.com
- www.applydirect.com
- www.linkedin.com
- www.ninetofive.com
- www.indeed.com for choosy job seekers, search by distances from your house
- Recruitment Agencies - Hays, Michael Page, Randstad, Norwest Recruitment
- www.service.nsw.gov.au for Government Jobs – Only Australian citizens can apply
- Sydney morning herald job column on Saturday
- www.ninetothree.com for part timers
- For students – search for casual , contract or part time jobs
- www.nfpjobs.com.au, www.ethicaljobs.com.au - Not for Profit to satisfy the social cause.
- www.volunteer.com.au – to secure the first break for strugglers



Job Search Example...

Service & Business Improvement Manager

9d ago

Hostopia Australia

Sydney > CBD, Inner West & Eastern Suburbs

Call Centre & Customer Service > Management & Support

- Global organisation... biggest Web hosting company in Australia
- Continue to Create the Mantra of "Customer procedures, functions, admin BETTER"
- Apply your Contact Centre Best Practise knowledge!

The ultimate goal is to deliver the best Customer Experience while driving optimisation to ensure our team can be the best that they can be!

★ Save

hostopia[®]
AUSTRALIA



Job Search Example...



Service & Business Improvement Manager

Hostopia Australia

[More jobs from this company](#)

The Role

As the Service & BI (Business Improvement) Manager who will continue to build the long-term Customer Experience and Quality Assurance Framework by being accountable for the Technical Support and Billing Teams. This role requires the ability to develop and implement best practice Contact Centre Operations. There is a focus on business optimisation; by attaining a high customer NPS score and continuously evolving quality and implements business improvements, which will differentiate our services and promote our stellar brands.

Our Team

At Hostopia we're a diverse and helpful team of people ranging from the die-hard tech-heads to the visionary creatives, and we don't mess around; we know where we're gonna play and how we're gonna win! The Service and BI Team Leads' are forward-thinking who are focused on putting in place processes, procedures and contact centre operations that will improve our current practices. Our teams are crazy smart and direct, we ask hard questions and challenge one another to constantly improve our work. Our bottom line is improving our customers' experience.

HIT THE GROUND RUNNING WITH...

- Deliver a robust and informative Call Centre operation with an effective telephony and call centre operations expertise.
- Lead and develop 3 Team Leaders through clear and transparent communication practices that articulate key business objectives, policies and organizational directives
- Create and maintain a customer centric culture driving quality and customer experience.
- A passion for leading continuous improvement projects
- Responsible for driving the call centre strategy, operations, reporting, analysis and customer service SLAs.
- Proactively maintain regular engagement with key stakeholders to achieve overarching business strategy.
- Communicate and translate our vision and strategy into meaningful goals for the Leaders and broader team
- Challenge and develop business processes to drive an improved customer experience, cost efficiency and financial performance

IT'S IMPORTANT TO HAVE AN EXPERTISE IN...

- Experience in a leadership or coaching position within customer service Contact Centre Manager role or Operations Manager role
- Experience as a phone based, customer service champion (SME) with experience in exceeding all KPIs and targets
- Understanding of Contact Centre telephony and IVR great asset
- Advanced communication skills (written and verbal)
- Stakeholder engagement/management experience
- An influential, collaborative and dynamic approach to team leadership
- Experience in a web hosting, telecommunications or ISP contact centre very advantageous.

MORE ABOUT OUR BENEFITS

Regardless of role, we are collaborative, fun and support our people at work and play we offer some fantastic perks; 2 paid volunteer days and ability to support Hostopia Australia's community initiatives during work hours, annual allowance to support your learning & growth, weekly Friday lunches, nutrition and well-being workshops and more.

OUR VALUES MAKE US GOOD INSIDE & OUT

We are a global organisation and our Australian business is based in the Sydney CBD, we are the largest web hosting Company in Australia, providing fast, secure, stable solutions enabling the success of personal websites through to some the most visited online businesses. Our brands include Digital Pacific, Crucial, Web24, Anchor, and Panthur.

Our core values are what makes us different- **Exceed Expectations** -by doing what you promised better and faster. **Make Complex Simple**- Simplify the convoluted through astute solutions, understood terminologies and effective explanations. That's what makes you smart! **Give Credit to Others, Be Accountable** -influence the actions of others by giving credit and inspire by being accountable. **Be Bold, Be Involved, Be First, Set the Standards You Want to See**- Have the courage and initiative to lead, and encourage positive and productive behaviour through example and influence.

APPLY DIRECTLY TO OUR JOB PORTAL:



Cover Letter...

- Brief summary to justify your application - limit to 0.5/1 page
- Address by “Dear Recruiter” and not as “whomsoever it may concern”
- Mention your location and working rights
- Tailor to the role - do not copy from last application
- Should address all the criteria mentioned in Job Description
- Target the employers needs and synchronise with Job Description
- Highlight Achievements
- Thank for their consideration
- If cover letter is not appropriate your resume will likely be skipped



Cover Letter...

ADDISON ALLEN

1 Main Street, New Cityland, CA 91010 | | C: (555) 322-7337 | example-email@example.com

Dear Hiring Manager,

As an accomplished Administrative Coordinator, I read your posting for a new Administrative Coordinator with interest. My experience aligns well with the qualifications you are seeking at United Way, in particular my role as Administrative Coordinator with Savoy Marketing, and I am certain I would make a valuable addition to your organization.

With more than 14 years' experience as in administrative roles, I am adept in documentation, reporting, and scheduling. Moreover, while my on-the-job experience has afforded me a well-rounded skill set, including first-rate communication and organization, I excel at:

- Working with colleagues, executives, and clients to accomplish project goals.
- Screening, prioritizing, and answering business communication.
- Developing schedules for staff and projects, and coordinating executive calendars.
- Controlling inventory and ordering supplies to ensure efficient office workflow.

In addition to my experience and personal qualities, I have a passion for non-profit administrative support. I am extremely enthusiastic about United Ways's charity work and would welcome the opportunity to contribute to your ongoing work.

Please review my attached resume for additional details regarding my expertise and career achievements. I will follow up to request an appointment to discuss how my experience and background meets your needs.

Thank you for your time and consideration.

Sincerely,

Lily Wright



Another Approach For Your Cover Letters...

Your Requirements...

- *We seek an experienced call centre manager*
- *Implementing best of breed digital technology will be key*

My Experience & Capabilities...

- *As Operations Manager at National Australia Bank, led 200 seat call centre*
- *As Call Centre Manager at AIG, responsible for implementing digital platform*



Resume Do's...



- Resume short enough to maintain attention span but long enough to cover subject matter
- 1st page should catch the reader's eye
- The layout should be your details, summary/objective, achievements, core competencies, work history (current to older), qualifications, additional skills and references
- Fonts size minimum of 9 to 10 range
- Footer should have Page number and your name
- Best way to be unique is be natural, otherwise you will not stand out. Linked in profile
- Sell your plus points - highlight your achievements
- All the essential criteria needs to be met, and knowledge of desirable criteria has to be there.
- True factor is a must
- Qualification based on Job requirement
- References available on request shows trust in yourself
- Spell check your resume and application
- Friends / relatives to review - have a group, share info – Library, Neighbourhood centre gives resume help
- Reread your resume, take a break and look again before sending
- Save in specified format. Download in mobile and check



Resume Do Not's...



- Don't mention irrelevant work experiences and qualifications to the role applied
- Don't mention overseas identifying information such as location in work experience and qualifications
- Don't mention personal info like date of birth, bank details, marital status, parent's details and photograph
- Don't lose originality
- Duties are not achievements
- Remove page breaks
- Less than 2 pages, might get ignored, looks like nothing much to tell about yourself
- Don't copy paste previous application – at least change fonts
- No hurried resumes
- No Referees until asked, respect privacy



Resume...

Diana De La Hoya

1784 Market Street, San Francisco, CA 94102

(415) 555-5555

d.delahoya82@gmail.com

Professional Profile

Veteran executive assistant with more than 10 years of experience providing support to C-level leaders at several Fortune 500 companies.

- Calendar management
- PowerPoint slide preparation
- Travel planning
- Messages and memos
- Research report creation
- Supervising junior clerical staff
- Administrative support
- Day-to-day office operation

Professional Accomplishments

Administrative support

- Employee of the Month: Toyota USA 1998
- Implemented Sharepoint system, saving over \$10,000 for Toyota
- Promoted from Office Coordinator to Senior Executive Assistant, 2001

Software proficiency

- Microsoft Office training, 1997
- Sharepoint administrator, 1999
- Adobe Captivate instructional design, 2001
- Quicken Accounting Software, 2006

Assistant to top leaders

- Executive Assistant to John Makinson, CEO, The Penguin Group
- Senior Executive Assistant to George E. Borst, Toyota Financial Services
- Executive Assistant to Katherin Atkins, VP and General Counsel, Toyota USA
- Administrative Assistant, Toyota USA

Work History

Executive Assistant	Penguin Group, San Francisco, CA	9/1/2008-5/2014
Sr. Exec. Assistant	Toyota USA, Los Angeles, CA	2/1/2001-8/1-2005
Executive Assistant	Toyota USA, Los Angeles, CA	4/1/1998-2/1/2001
Admin. Assistant	Toyota USA, Los Angeles, CA	5/1/1996-4/1/1998

Education

Associate's Degree in Business	Pierce College, Woodland Hills, CA	1998
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References

References are available upon request.



Resume Checklist...

First impression- Appealing appearance

- Stand out- Original, unique-Top notch
- Custom- Tailored to suit specific role
- Design- Appropriate and consistent headings, font type, size, colour, spacing, bullets, borders, alignment, page numbers and breaks
- Professional- Spelling (AU), grammar, punctuation and capitalisation.
- Legible- Clear, concise and positive language with abbreviated acronyms
- Length- 2-3 pages or as justified
- Format-Word(.doc) or as requested

Structure- Order of content

- Personal Info- Name, phone, e-mail (professional), location, visa status
- Professional Summary/Objective
 - Highlight/summarise objective, career goals, core competencies, strengths to suit role
- Professional Experience- Recent first, Position title, Company name, period, responsibilities and achievements
- Skills Summary- Core technical, career specific, soft skills, tools with skill level
- Qualification Summary- Recent first, relevant qualifications, certifications, courses, academic achievements with institution name and period.
- Interests- Social activities, interests that complement your personal skills
- Reference- Reference contacts who have consented, updated with resume, professional (recent) or academic.



Interview To Do's...



- Research on the company, the role and questions to prepare yourself (Google is your friend)
- Practice for the interview (Mock Interviews)
- Dress appropriately
- Always be half an hour before time nearby
- Drink water to remain calm and relax
- Greet and shake hands firmly
- Maintain eye contact through out the interview
- Be yourself and respect yourself first to get respect
- Buy time if required by repeating the question
- Appear friendly yet professional and exhibit enthusiasm
- Identify at least 5 major strength in you
- Asking questions denotes interest
- Responses with examples show true factor
- Listen and observe everything
- Speak slowly and clearly



Interview Dress Guide...



The Interview Dress Code

Man:

- avoid aftershave, clean-shaven or beard closely trimmed
- white or light coloured shirt
- unobtrusive tie
- tailored single breasted suit
- belt
- dark plain socks
- black leather shoes

Woman:

- neat and tidy hairstyle
- soft, subtle and unfussy make-up
- Don't show much flesh, cleavage or leg
- Long-sleeved shirt, plain blouse, jacket or blazer
- avoid too much jewelry
- smart mid-length skirt or dress
- dark or natural-coloured tights
- dark, low-heeled shoes

Earn extra points for:



glasses



corporate colours



fresh breathe



polished shoes

Lose points when:



body piercings



stains



sports shoes



bad smell



tattoos displayed

Source: <https://www.kent.ac.uk/careers/ivdress.htm>

Created by: **CAREER** addict



Interview Technique...

EFFECTIVE STORY TELLING: direct, logical, meaningful and personalized



Prepare

- LISTEN to question
- THINK of an event
- Plan, ORGANIZE in 5 to 8 seconds

One-Sentence Summary

S

Situation

- Provide context & BACKGROUND
- "Our customers complained ..."

T

Task

- Describe problem, & CHALLENGES
- "We faced supply chain shortage ..."

A

Action

- Explain WHAT YOU DID & how
- "We solved ..."
- "I calculated ..."

R

Results

- State BENEFITS, savings, rewards, recognitions, etc.
- "The impact of ..."

Do not think of new details as you answer. SAY what you had planned for & END

<http://www.RightAttitudes.com>



Interview Do Not's...

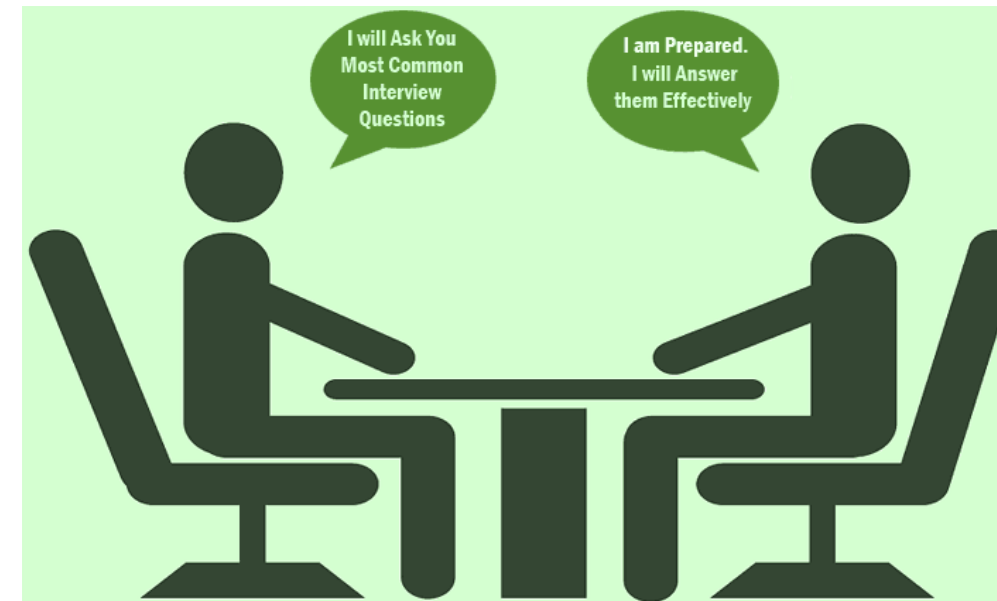


- Weakness shouldn't be detrimental
- Salary expectations within industry norms, not low nor high
- Don't criticise your previous company or supervisors
- Not very elaborate responses, nor short responses
- Don't sound negative, condescending or patronising
- Don't be arrogant
- Don't get distracted



Common Questions...

- About yourself?
- About extracurricular activities?
- About your strength?
- About your weakness?
- Short and long term career goals?
- Why did you leave your previous job?
- How do you handle stress?



The 3 Questions For You To Ask...

“I noticed that... / I read recently about...”

“What would success be for your preferred candidate in say 12 months?”

“Would you like me to clarify further on...”



Confirmation...

- If not successful in the interview, seek feedback for improvement
- If successful, express gratitude
- Confirm when you will join
- Get written confirmation
- Celebrate
- Life is beautiful – Halleluiah
- Be your best with work ethics
- You will reach for the stars





The Campaign



See This Is A Marketing Campaign...

- Upskilling
- Personal Branding
- Networking





Action Planning



Your Actions...



1. **Define** – Target Role, Ideal Environment, Geography, Industry, Companies
2. **Prepare** – Skills Inventory, Get Organised, Database
3. **Upskill** – Short Courses
4. **Personal Branding** – Social Media
5. **Network** – Meetups, Referrals
6. **Search**
7. **Research** – News, Press Releases etc, Links
8. **Application** – Cover Letter (Your Requirements, My Experience / Capabilities)
9. **Interview** – The Three Questions (I noticed, What does success, Can I)
10. **Massive Action** – Leads #, Prospects #, Proposals #



Your Exclusive Training Invitation...

A man with a beard and a woman in business attire are looking at a laptop screen outdoors. The man is on the left, and the woman is on the right. They are both looking towards the laptop screen. The background is a blurred outdoor setting with greenery and a building.

**HOW TO BUILD YOUR
PERSONAL BRAND
AND BE RECOGNISED AS AN
EXPERT IN YOUR INDUSTRY**

www.realresultsfast.com/personalbrand