

SHRM Olympia Workforce Readiness Survey

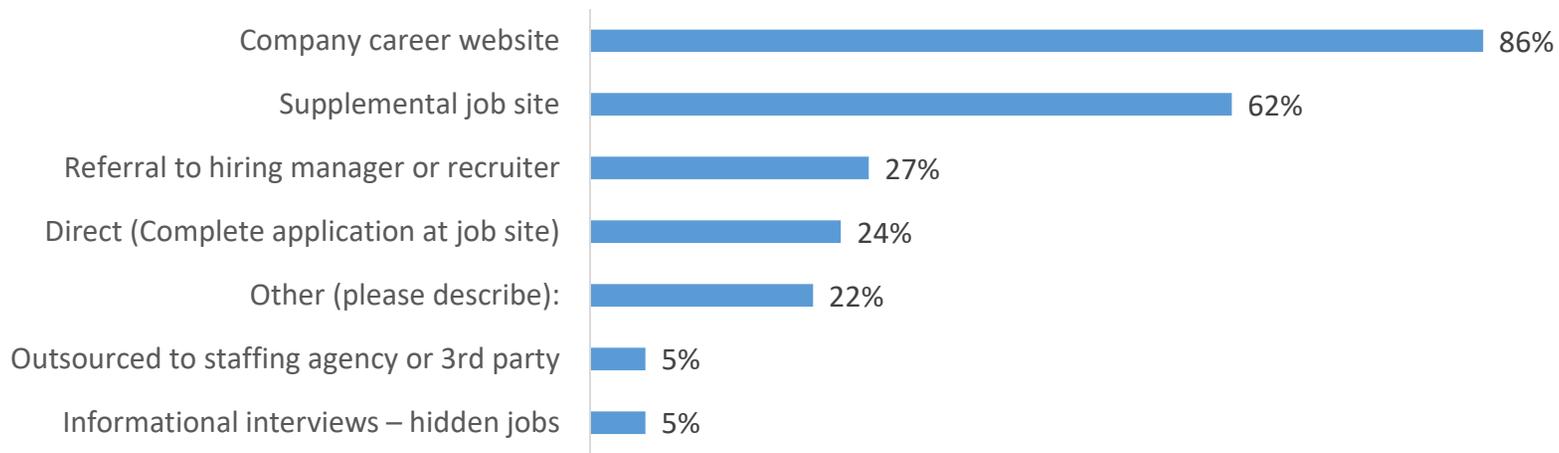
In May of 2018, SHRM Olympia launched a Workforce Readiness Survey to ask HR professionals how they realistically expect job seekers to find their employment opportunities, apply to them, interview, and ultimately perform on the job

This report outlines the survey results.

Survey Introduction:

Workforce readiness is about preparing job seekers to meet employer needs. However, before an employer's needs can be met, the job seeker has to find and apply to the job first. This information is not always known and often found through trial and error. There are plenty of employment services, online content, job coaches, and self-proclaimed job search experts sharing information that often contradicts each other. One training method states a functional resume is best, another admonishes the use of functional resume. One job coach says stop applying to jobs online and focus on networking while employers are saying we need you to apply online. It is widely accepted that there are more "hidden" jobs than there are advertised jobs, but no one really knows where to find them; hence the moniker. The purpose of this survey is to ask human resources professionals how they realistically expect job seekers to find their employment opportunities, apply to them interview and ultimately perform on the job. The survey results will be shared with Olympia SHRM members, other employer participants and posted on the Olympia SHRM web page. Survey results will also be shared with job seekers in a format that is intended to provide insight and make the connection between applicant and employer more efficient.

Q1. How do job seekers find employment opportunities with your organization?



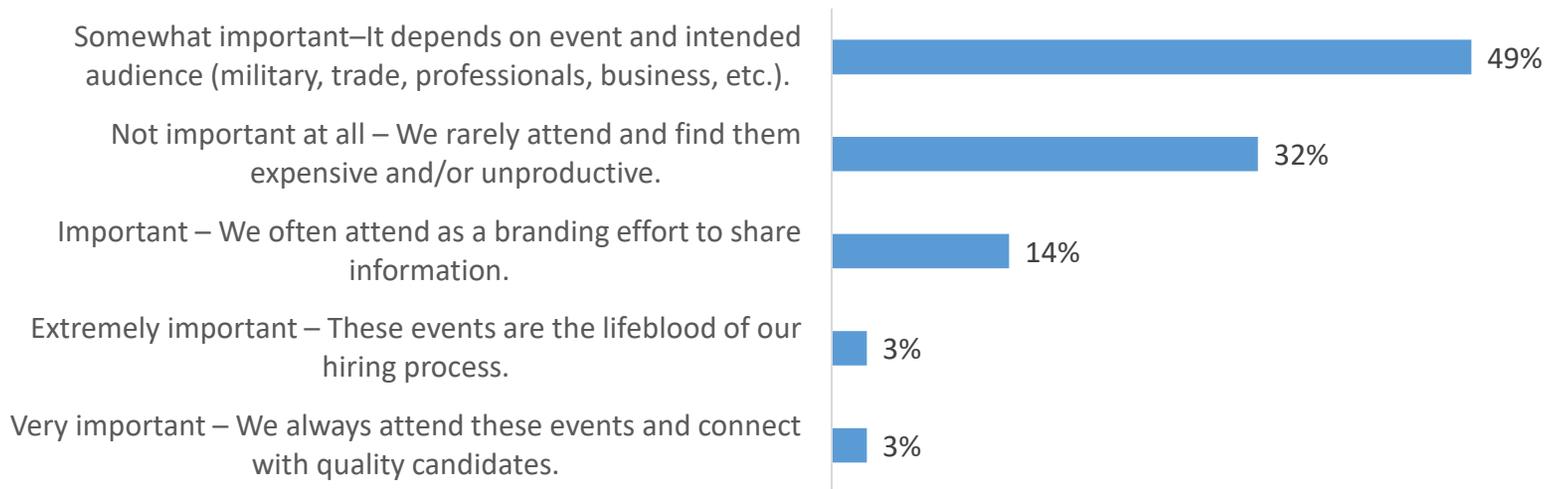
Other Responses:

- Referrals from our employees
- WorkSource
- Referrals by current employees
- Through newspaper ads
- Careers.wa.gov
- Contact colleges
- Facebook, Twitter
- In addition to posting our vacancies on governmentjobs.com and on magnet boards, we also send a weekly list of openings to various partners and have electronic job interest cards so that when a job-seeker selects a career field, whenever we have an opening posted the job seeker receives an email notification.

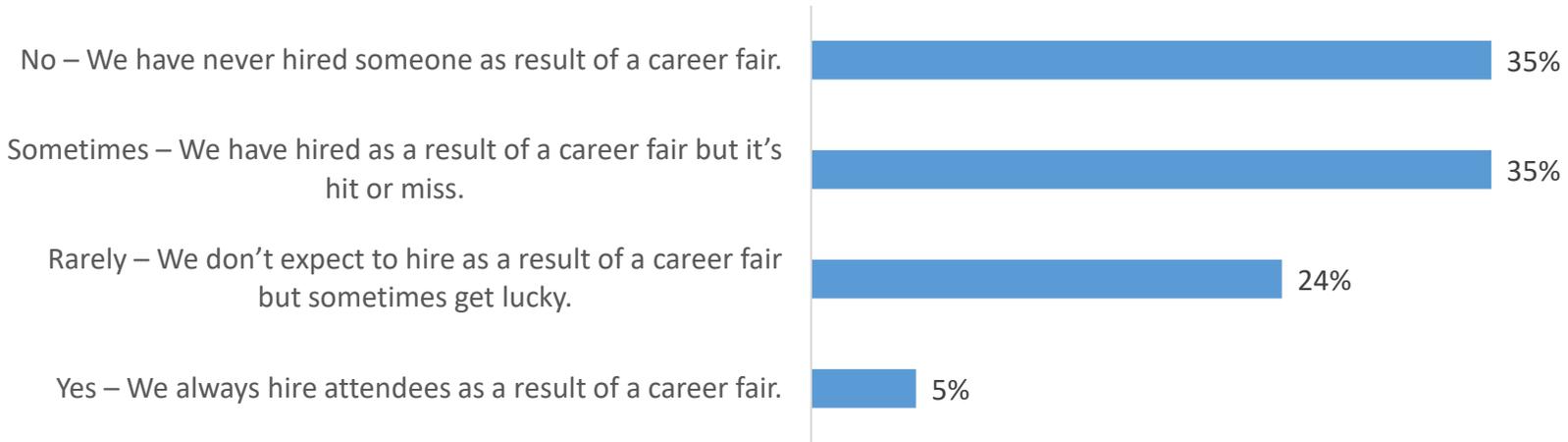
Q2. How important are networking events to you as an employer?



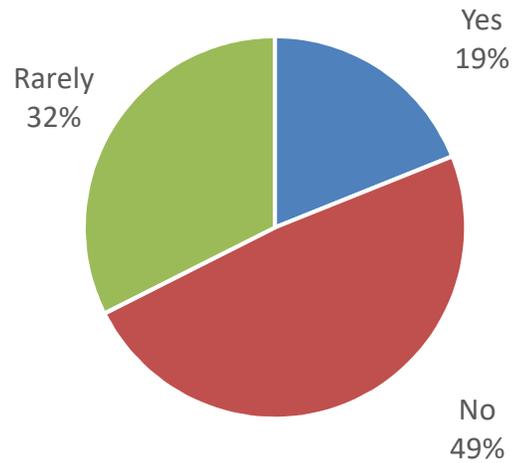
Q3. How important are career fairs to your hiring process?



Q4. Do you hire job seekers as a result of career fairs?



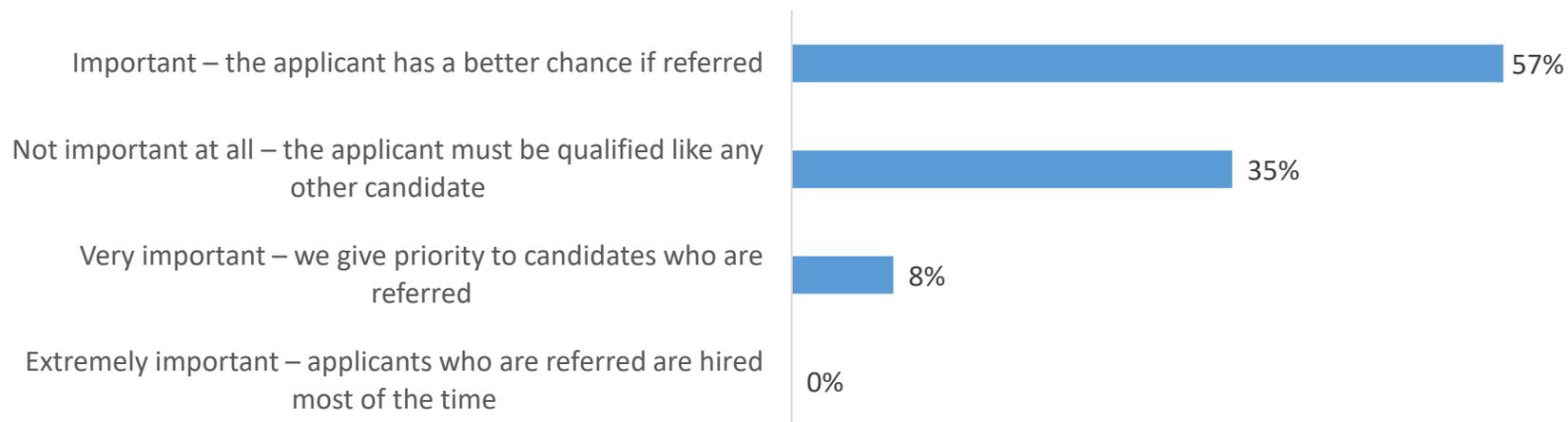
Q5. Does your organization have jobs available that are not advertised to the public?



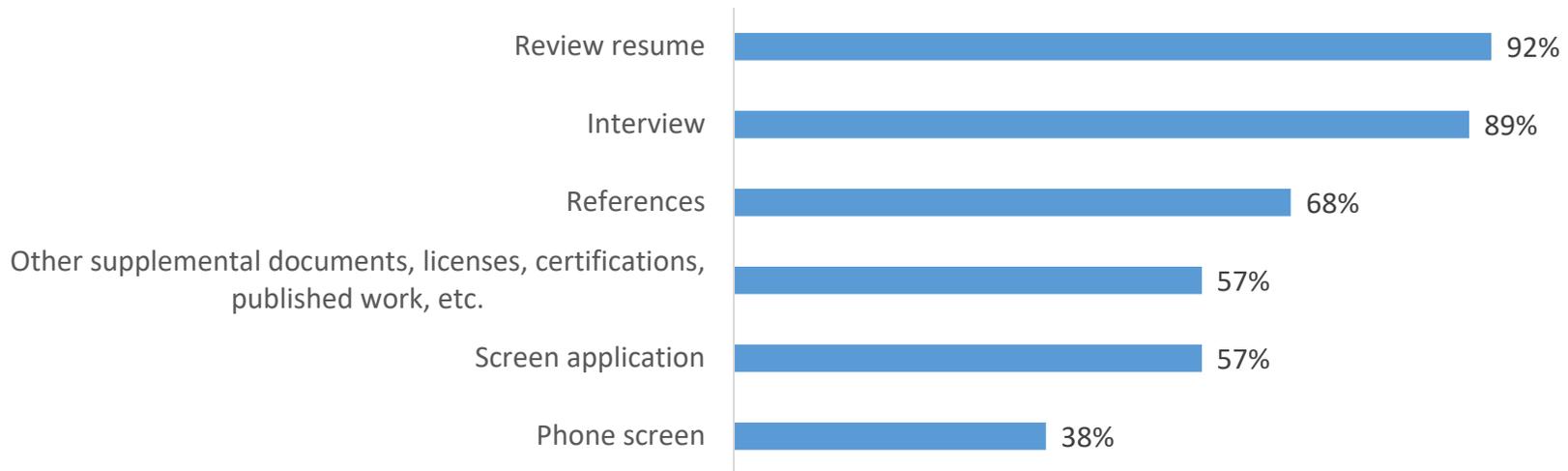
Q6. What is your perspective on informational interviews?



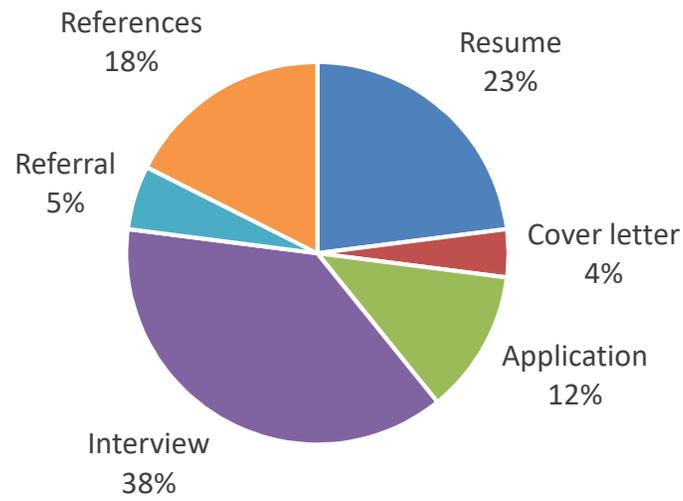
Q7. How important are referrals to getting hired with your organization?



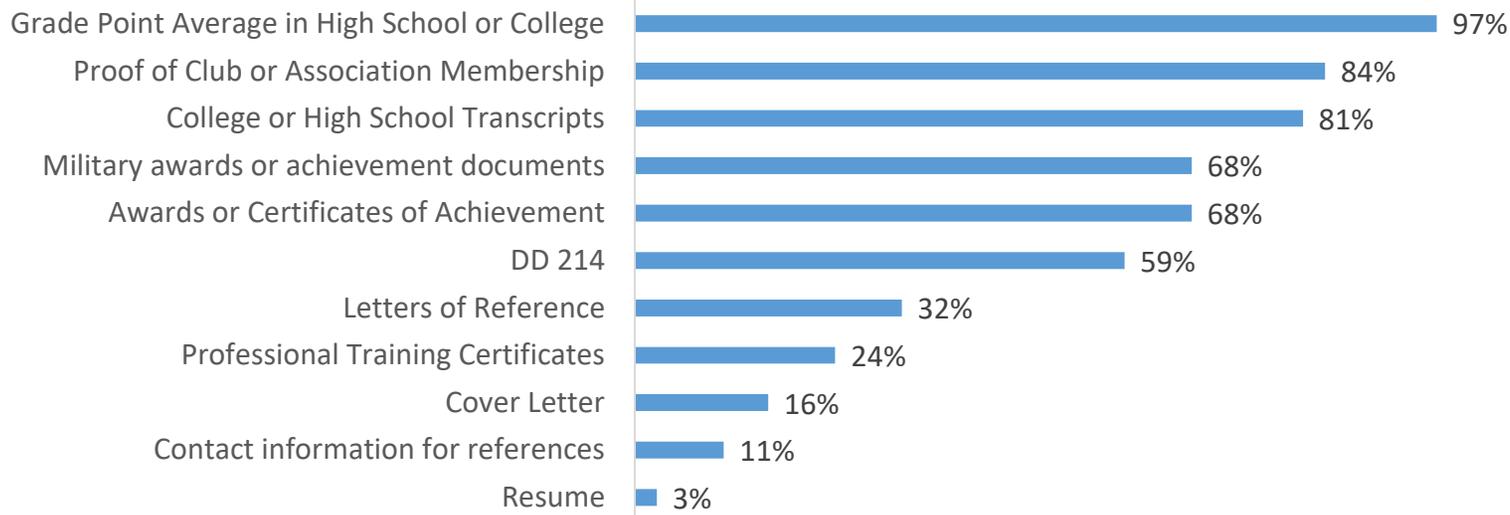
Q8. How does your organization determine if an applicant is qualified?



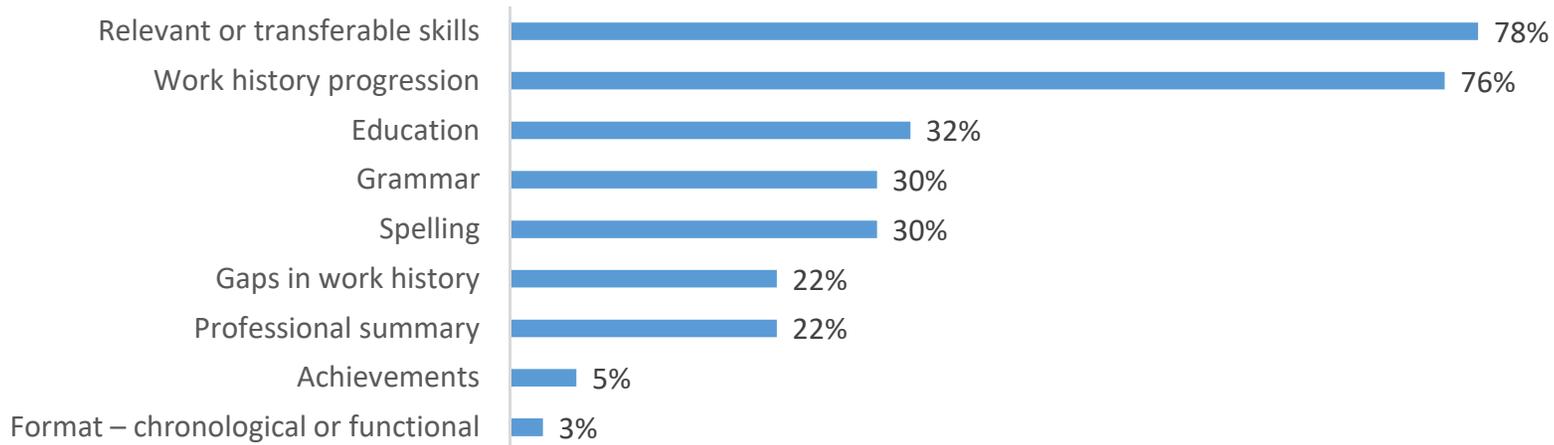
Q9. What is most valuable to your organization when considering an applicant?



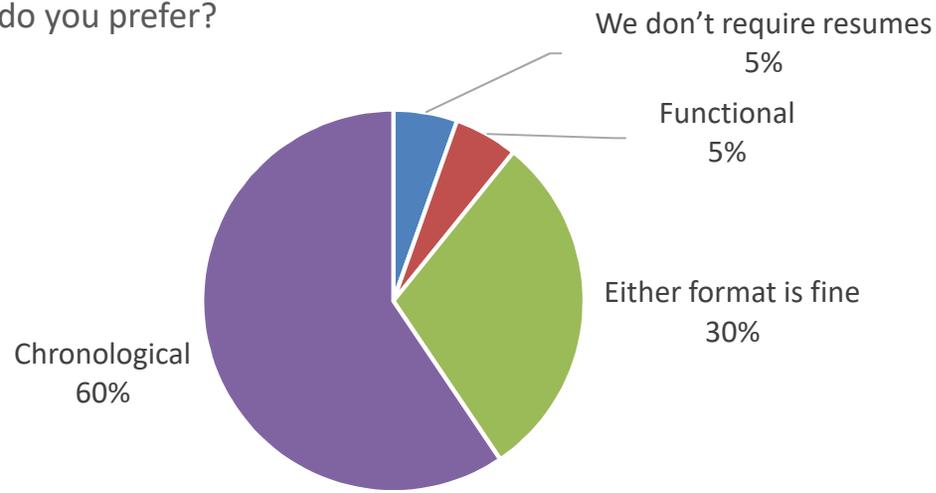
Q10. Which of the following are NOT part of your application process?



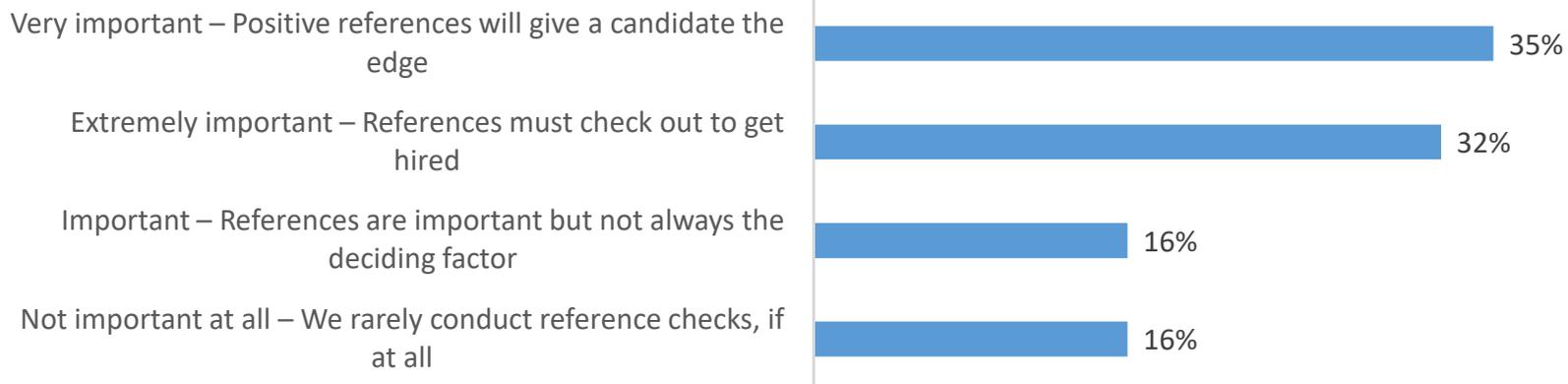
Q11. When reviewing a resume, which of the following is most important?



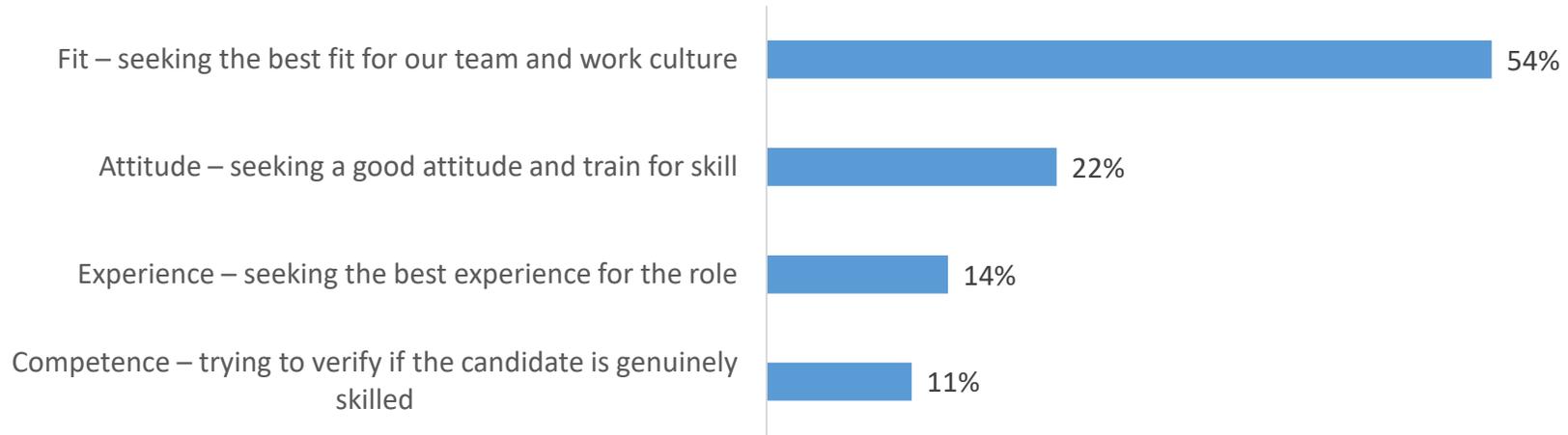
Q12. Which resume format do you prefer?



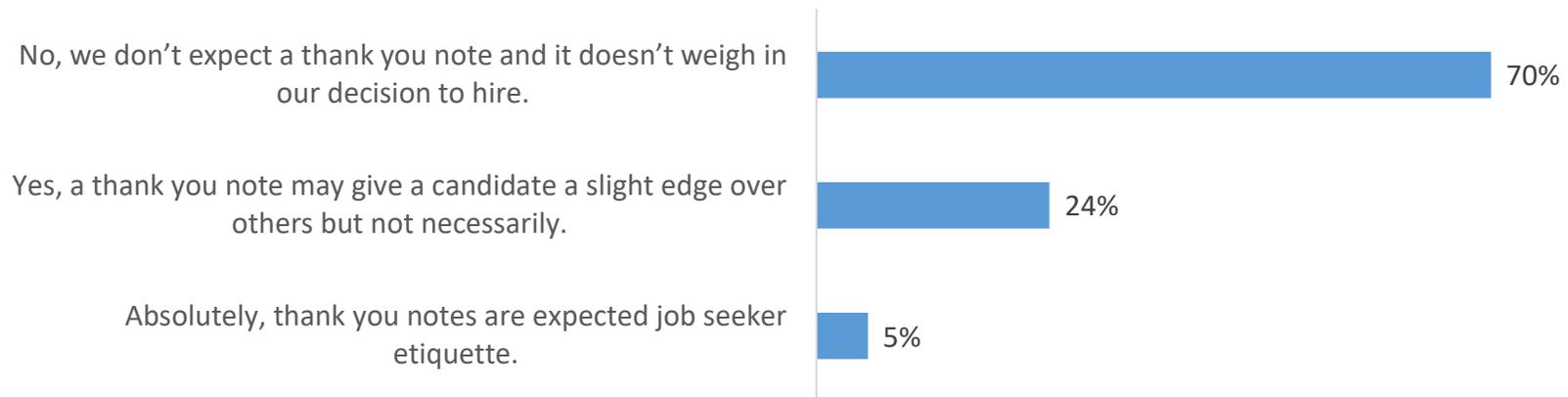
Q13. If your employer conducts reference checks, how important are they to getting hired?



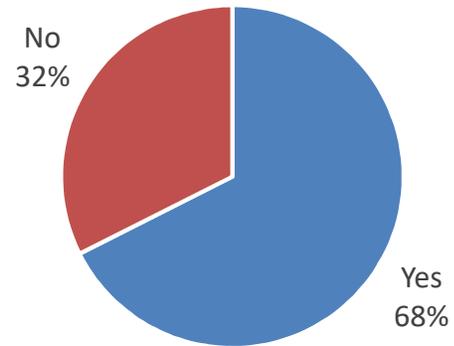
Q14. What is most important when interviewing a candidate?



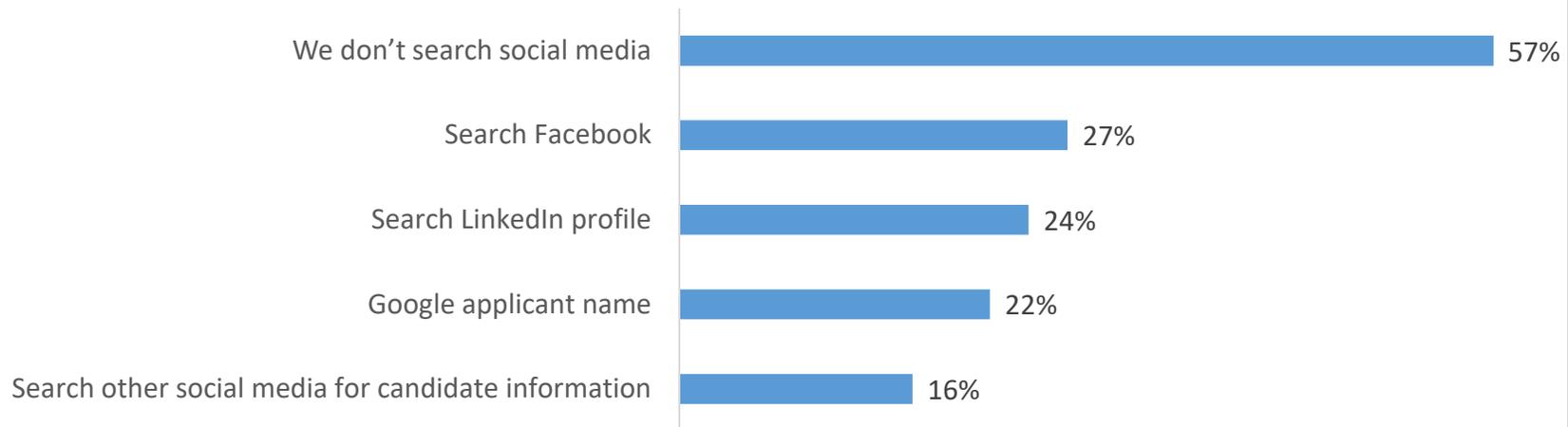
Q15. After an interview is conducted, does it help if a candidate sends a thank you note?



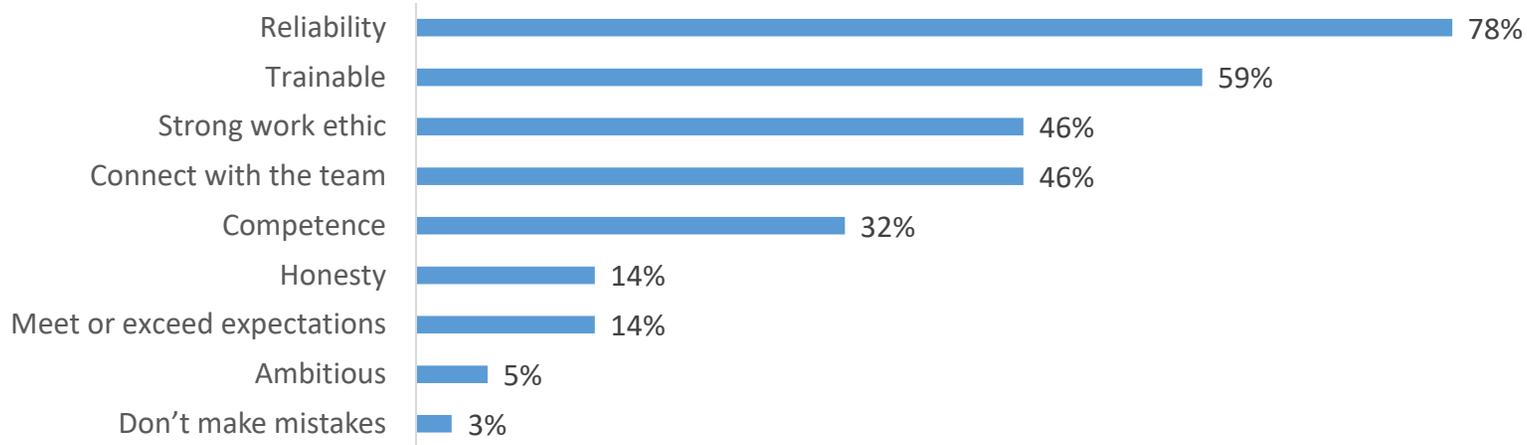
Q16. Do silly, cute, inappropriate, file names or controversial email addresses hurt a job seeker's chances of being hired?



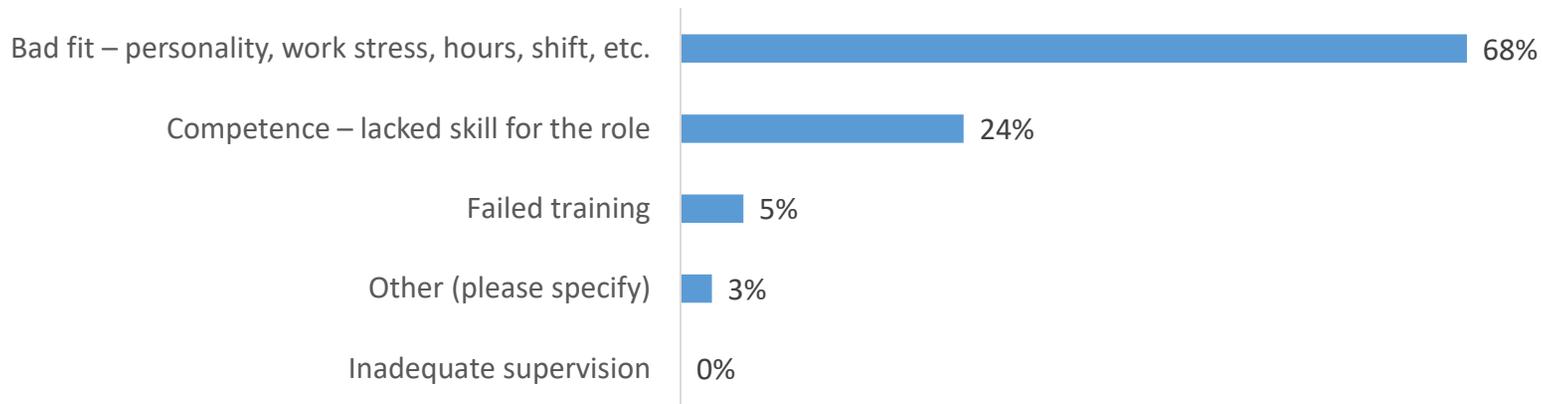
Q17. When considering applicants, do you:



Q18. When someone is hired, what is most important during the first 90 days?



Q19. When a new hire resigns, or is terminated in the first 90 days, what is the most likely reason?



Other:

- We don't perform good exit interviews. We are in a service based contractor and the employee has been offered fifty cents to a dollar more elsewhere.

Q20. What advice would you give a job seeker trying to get a job with your organization?

- Be honest on your resume.
- Follow the requirements on the job posting and have someone you trust double check your work.
- Follow the required application process. Prove your skills with results in resume.
- Be trainable and try to fit in.
- "Keep an eye on the Job Board to know what is open.
- Politely indicate interest in a posted position.
- Politely check in with Recruiter"
- Follow the instructions for the application process in the job posting.
- Do your research -- understand what we do and our mission.
- Be prepared for the interview.
- Understand our mission and our lines of business; show us how you have solved similar problems in your previous work environments.
- Tailor your resume and cover letter for the job you are seeking! If we are looking for someone to do "x" tasks, clearly show us that you have the skills and background to complete those tasks.
- Need to be dependable and trainable.
- "Be on time- not too early, and definitely not late.
- Come dressed appropriately. Remove piercings, etc.
- Understand the job they are applying for.
- Describe what you could bring to the organization to make it better."
- Be honest and willing to learn and do what needs to be done.
- Reach out if you don't hear from us. Create an easy to read resume. Include references with phone numbers. Make sure your address is on your resume.
- Write a proper, correctly formatted cover letter, keep writing and resume succinct. A resume should not be more than 2 pages, a letter not more than one. A letter should make me want to read the resume for more information.
- Spell check documents, ask questions and come to work ready to work.
- Follow instructions.
- Carefully follow instructions from the job announcement (include all requested material, address all of the qualifications). Be honest on your application materials.
- Proof your application and materials.

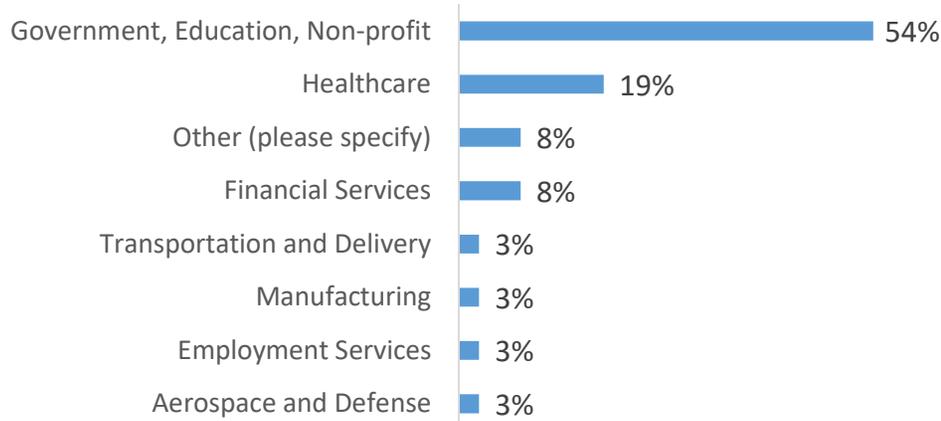
- Sign up for our "Job Categories" notifications. Doing this will give potential candidates the ability to choose as many job categories as they want, to receive emails, automatically, when a position in that category is posted.
- Be truthful in your application materials, ensure you meet the minimum qualifications for the position to which you are applying, make it easy on the recruiter and hiring manager to quickly scan your application materials to identify your qualifications, be on time (or even a bit early) for interviews, and be ready for the interview.
- Tailor your resume to each position
- Do your homework on the organization and position and relate your skills and abilities to that.
- Articulate experience in detail in a chronological resume format
- Tailor the cover letter to the position (don't use a generic letter). Research the organization so you can articulate why you want to work there.
- Make sure they are qualified for the position they are applying for.
- Honest, forth coming, explain gaps in employment, follow instructions of application
- Make sure the skills line up with the requirements.
- Tailor resume to the job
- Reliable, adaptive, accountable, honest, flexible and learner
- Be presentable and engaging during interviews
- If you don't apply, the answer is no.
- Accurate succinct resume and professional cover letter
- Stress willingness to learn. Provide skills.
- Be positive, take notes and ask questions, ask for feedback, be accurate
- Being reliable, willing to learn,
- Be authentic.

Q21. What is the most common mistake job seekers make when applying for jobs with your organization?

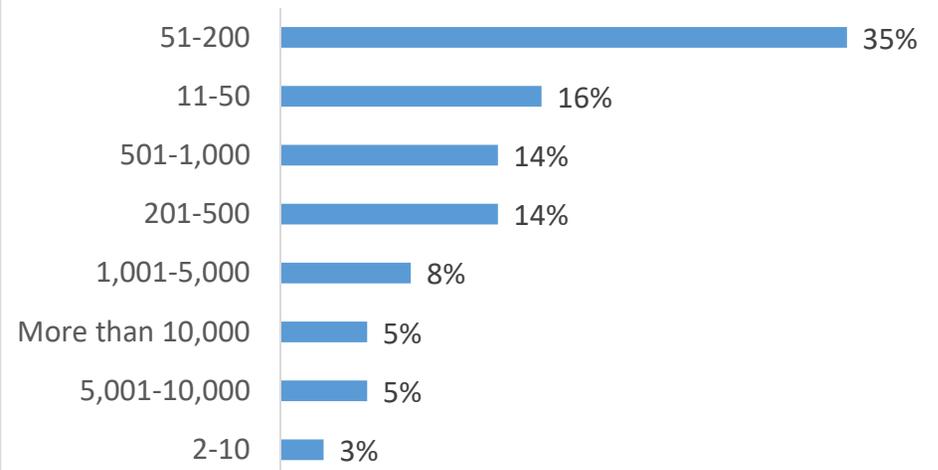
- Their cover letter is generic, and sometimes is address to the wrong agency.
- Forgetting or incorrect attachments.
- They do not elaborate on skills sets and make assumptions the reader will understand.
- Know it all. Happy balance between wanting to acknowledge what you bring to the table and arrogance of knowing everything.
- "Inability to spell and/or spell check their document.
- Being pushy when checking back in. And coming into the office dressed unprofessionally."
- Not reading the entire job posting and following directions accordingly.
- They assume we are a state agency, even though we specifically state that we are not in our career center documentation.
- They don't take the process seriously
- Make sure you tailor at least your cover letter to our organization and the position.
- I think the most common mistake is to not provide specific examples of experience. When asked if you have management experience, don't just say yes - give examples! How many people did you manage? For how long? What projects did you oversee? Etc. Show us that you are right for the job! It is easy to hire someone if we can envision them doing the job.
- Lack of confidence.
- Don't return calls or emails.
- Being friends of other workers, it is not a game. It is a job.
- People apply who don't meet the qualifications and often people don't change out their cover letter from the last job they applied for.
- Bad cover letters that are written more like a personal statement, or that are generic to any employer, and/or are addressed to "To Whom it May Concern." Bad cover letters will put your resume into the no thank you pile without an interview. Also not following instructions on how to apply.
- Not responding to phone messages
- Incomplete information, unable to decipher how experience fits with my job.
- Sloppy cover letters and resumes. Not attaching all of the requested documentation. Missing deadlines.
- Some applicants do not follow directions.
- Spelling and grammatical errors in their Letter of Interest and application and not being accurate in their description of responsibilities in other positions, previously held.
- Failure to submit all application materials, not meeting minimum qualifications, answering supplemental questions without supporting those answers in the application/resume, and not being punctual/prepared for the interview.
- Unexplained gaps in work history

- Generic resume or application. Need to tailor it to the job or position.
- Bad resume.
- Sending a generic cover letter (my pet peeve). Not proofreading for spelling errors, grammar and typos (especially if they say they are detail oriented).
- not certified for the position
- Completing application correctly whether on paper or electronically
- Not tailoring the resume or application to the job opening.
- Thinking they must have a criminal justice degree
- They don't follow directions, don't write the required experience in the resume or customizing for the job when they are qualified for it. One page or short chronological resume will not tell recruiters their experience. Cover letter should highlight the skills and experience and explain why they are good fit for the job
- Disengaged during conversations
- Leave us guessing as to whether or not you're qualified. Cover letters are important if there is a story to tell that is not obvious on your resume.
- Errors in application materials too long resume cover letter nor formatted as letter
- N/A
- N/A
- Will fill out an application without all the information completed. Do not have a contact number with a voicemail. Do not call back if a message is left.
- Lack of information on application and resume.

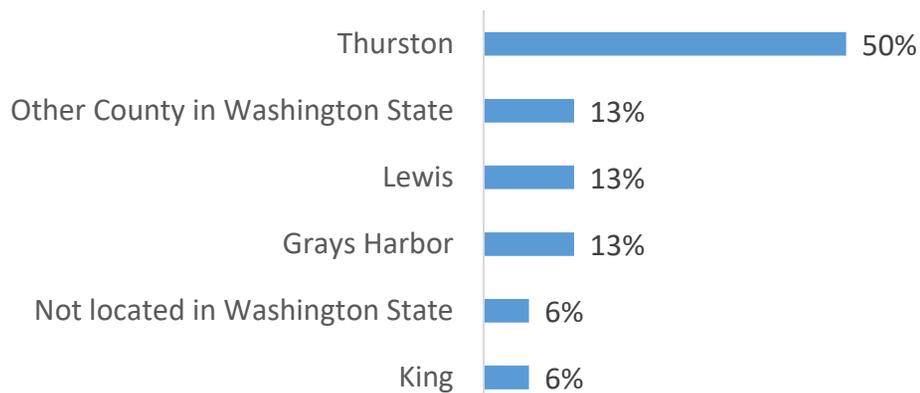
Q22. Please select the response that best describes your company:



Q23. My company/agency size:



Q24. In what county is your company/agency currently headquartered?



Q25. In what state or U.S. territory is your company/agency currently headquartered?

