

# Application and Interview Process

**Are you interested in a promotion?**



# Topics

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How to prepare

The new applicant tracking system

Tips for completing the exam

Exam scoring

Interview preparation and tips



### **Review minimum qualifications**

- Do you meet?
- What do you need to qualify?

### **Talk to hiring managers**

- What skills and experience would the ideal candidate have?
- Display those skills each day.

### **Check out the careers page for resources**

- Tips on interviewing
- Fine tuning your exam

### **Sign up for job notifications**

- Use your personal email address

### **Training Opportunities**

- Leadership series
- Instructor development
- Position specific

# **What positions are you interested in?**



# NEOGOV

Menu > JOB OPPORTUNITIES Sign In

State of Idaho

powered by NEOGOV


Q Search 204 Jobs found Sort Filter

Job Title	Job Type	Salary	Closing	Posted	Category	Department	Location	Job Number
Adjudication Legal Associate	Full Time	\$31,200.00 Annually	07/21/19	07/03/19	Clerical & Data Entry / Legal	Idaho Industrial Commission	Boise, ID	6096, 6011
Administrative Assistant 1 - McCall	Full Time	\$14.61 - \$15.25 Hourly	07/19/19	06/28/19	Administration / Administrative Assistant / Clerical & Data Entry / Customer Service	Department of Lands	McCall, ID	02189
Administrative Assistant 1 - Rehabilitation	Full Time	\$14.00 Hourly	07/14/19	06/28/19	Office and Administrative Support	Idaho Industrial Commission	Twin Falls, ID	6382
Administrative Assistant 1 - The Advising Center	Full Time	\$26,582.40 - \$30,388.80 Annually	07/21/19	06/25/19	Administrative Assistant	Lewis - Clark State College	Lewiston, ID	02179
Administrative Assistant 1, Idaho State University all campus locations	Full Time	\$13.70 Hourly	08/31/19	05/31/19	Administrative Assistant / Higher Education	Idaho State University	Multiple Locations, ID	01878
Administrative Assistant 2	Full Time	\$16.00 Hourly	07/21/19	07/03/19	Administration / Administrative Assistant / Higher	Boise State University	Boise, ID	190493-2

<https://www.governmentjobs.com/careers/idaho>

- **New applicant tracking system**
  - Differences and similarities
- **Methods to locate postings**
  - Email
  - Website
    - Careers/Current Openings





Sign in to apply [Create an account](#)

All fields are required


Username or Email


Password

Sign In

[Forgot Username?](#) | [Reset Password](#)

or sign in with

 Facebook

 LinkedIn Sign In has been disabled.  
To access your account, choose the Reset Password link above and enter your LinkedIn login email address on the Password Reset page.

# New User

- **New to the system?**
  - Create an account
- **Uploading your resumes**
  - Pros and cons
- **Getting and error message**

Résumé

## Import Your Résumé

Save time by importing your information into our system automatically



Upload from Computer

Supported file types: .pdf, .doc, .docx, .txt

To manually fill in your information, you can

[Skip this step](#)



- Info
- Work
- Education
- Additional
- References
- Attachments
- Questions
- Review
- Certify

## General Information

Fields marked with an asterisk (\*) are required

### Contact Information

Please fix the errors in the following section.

Name Edit

Address

Phone

Email  
shonafelt@hotmail.com

Notification Preference  
Email

### Personal Information

Please fix the errors in the following section.

Have proof of your legal right to work in the US? Edit

What is your highest level of education?  
No level specified


# Creating your Profile


- The areas that must be completed are identified with an asterisk
- Entering information into this portion does not qualify for the exam.







- Info
- Work
- Education 
- Additional
- References
- Attachments
- Questions**
- Review
- Certify

-  \*13 IDOC.PO Please describe how you have gained some knowledge of managing a caseload with conflicting priorities. Typically gained by at least one year of experience managing a social service or investigative caseload OR at least 6 college-level credits in social work, psychology or sociology that covered the basic principles of case management. Case management is defined as brokering services on behalf of clients and/or conducting extensive investigative research using a variety of modes and contacts to see a case through different stages of process. Be complete in your responses. Additional education, training and/or experience may increase score. Providing incomplete, inaccurate or unclear information may result in exam failure. When referencing education include all relevant course numbers, titles and credits awarded. For experience, include all relevant position titles, dates of employment (mm/yyyy-mm/yyyy or -pres), and description of work performed. For trainings, reference hours trained. Your resume must support your response.
- Answer
- \*14 IDOC.PO - This position requires some knowledge of writing detailed reports. You must have the level of education or experience described in selection B or C to be considered for this position. If you have higher levels of education or experience, as described in D and E, it may increase your score. Select the option that best describes your experience and/or education regarding writing detailed reports. Be sure to include experience and/or education relevant to this question in all areas that it applies. \* Incident/Information Reports and Disciplinary Offense Reports are non-qualifying\*
- ☐ No relevant education, training or experience in this area or your experience does not meet the standards below.
  - ☐ Completion of two college level courses specific to report writing which required the applicant to write detailed reports; OR completed an internship (at least 150 hours) related to this task.
  - ☐ At least six months of full-time experience in social services, law enforcement, or business setting preparing written reports.
  - ☐ One year, full time experience in a social service, law enforcement, or business setting preparing written reports.
  - ☐ Two years full time experience in social service, law enforcement, or business setting preparing written reports.

## Ready to Apply

- Read the exam instructions
  - Identify which questions are requirements and which are extra credit
- Review the information required





# Typically Gained by...

- Read the question and the typically gained by statement
  - Make sure you are including the information in the same format for the option you meet the MQ's

1. Please describe how you have gained some knowledge of management practices to include the following essential elements of management:

- **Planning:** determining organizational objectives and deciding how best to achieve them
- **Organizing:** determining how to use resources, defining responsibilities and authority
- **Leading:** influencing and motivating staff, delegating work and resolving conflict
- **Controlling:** establishing standards and evaluating performance, taking corrective action and measuring results

This is typically gained by completion of two three credit or equivalent upper division college-level course or approximately 40 hours or equivalent of management training that included all the essential elements of management (Planning, Organizing, Leading, and Controlling - describe each);

OR the State/BSU sponsored Center for Management Development Supervision I-IV or IDOC Leadership 100 or equivalent;

OR six months of experience performing all management elements described above.

For education, include all relevant college course titles, number and credits/hours awarded. For experience, include all relevant position titles, dates of employment, and a description of work performed.

Any additional experience or training may increase your score.



## Typically Gained by Statement

- Decide which qualifications you meet, how and address each one.

## Respond in the same format

- Education = Credits
- Internships & Training = Hours
- Experience = Dates

## Separate education, training & experience

Don't assume the person reviewing your application knows you or what you do.

# Structuring Your Response

## So important!



# Exam Recommendations

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## Do Not

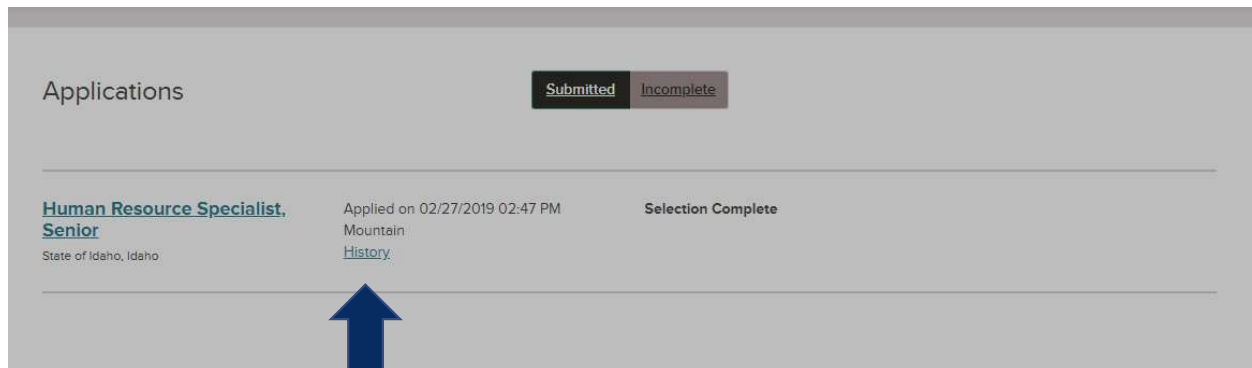
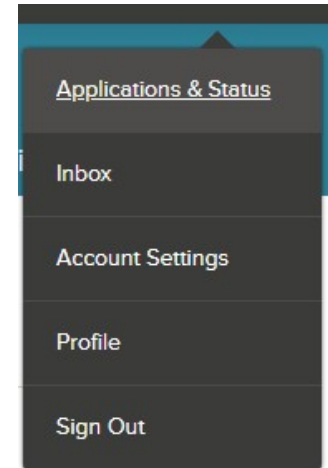
- Copy/Paste your resume for each response
- Copy/Paste your job description as your answer
- Provide the same response for each question
- Leave any questions blank

## Do

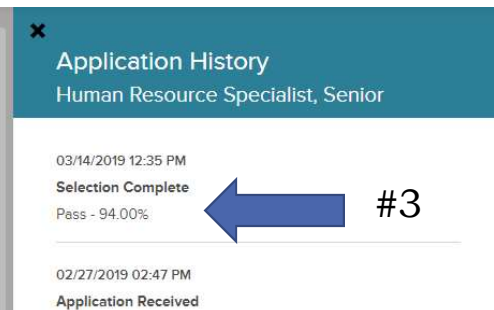
- Contact HR with any exam or scoring questions
- Check formatting of your responses and all information was included
- Include relevant and concise information
- Ask for feedback



# Where is my score?



#2



#3



Scores may be  
different

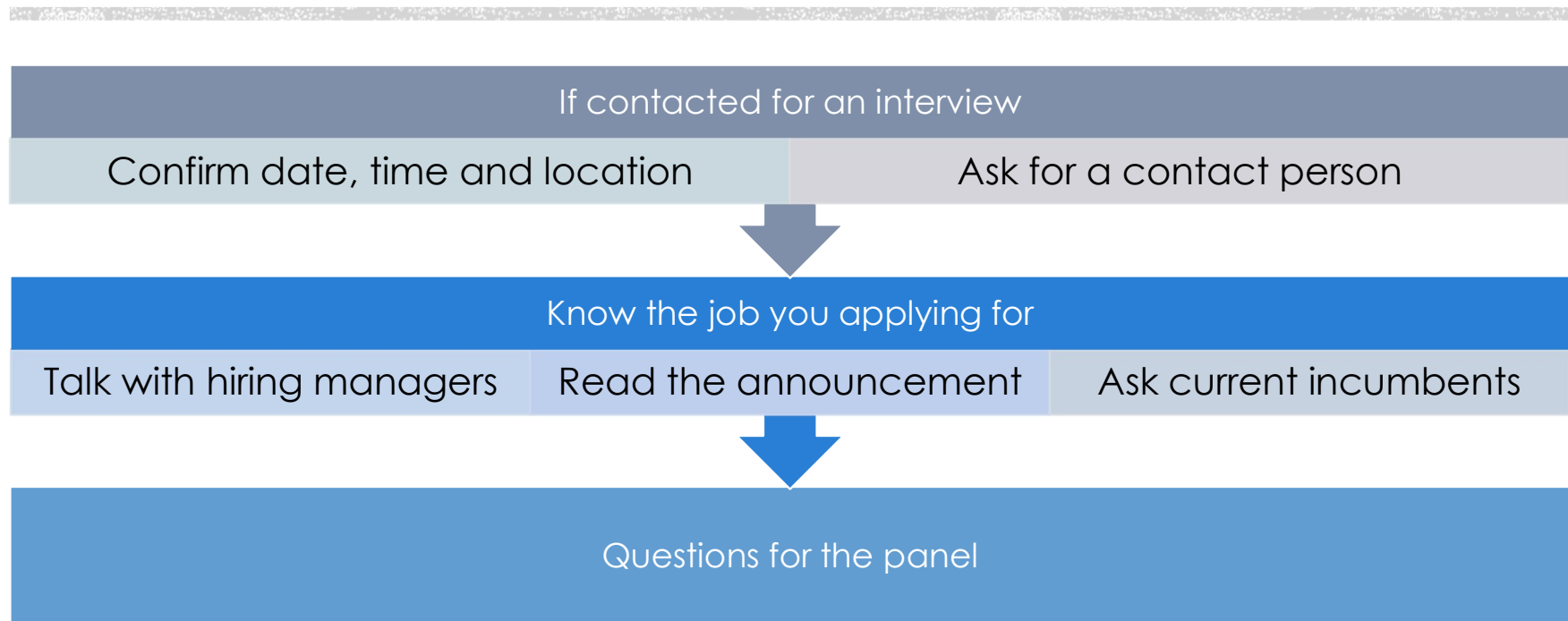
It may take 2  
weeks or more for  
scoring and the  
quality assurance  
process

Contact HR if you  
have any  
questions  
regarding your  
score

# Exam Scoring



# Interview Preparation



# Competencies

Decision Making

Problem Solving

Change Management

Performance Management

Leadership

Time Management

Project Management

Communication

Detail Oriented





# What competencies might be important for...

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## Administrative Assistant

- Decision Making
- Problem Solving
- Change Management
- Performance Management
- Leadership
- Time Management
- Project Management
- Communication
- Detail Oriented

## Correctional Lieutenant

- Decision
- Problem Solving
- Change Management
- Performance Management
- Leadership
- Time Management
- Project Management
- Communication
- Detail Oriented

What knowledge, skills and experience do you have in these areas?



# Question Structure

- Behavioral and Situational
  - Behavioral questions use past experience as future indicators.
    - “Tell me about a time when...”
    - Looking for a specific example
  - Situational questions ask how you would react when presented with a certain situation
    - Present yourself as if you are in the position
    - Follow up with an example about when you did what they are asking about.



# STAR Interview Model

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Situation

- Provide context and background

Task

- Describe the problem & challenges

Action

- Explain WHAT YOU DID & how

Results

- State the benefits, savings, rewards, recognitions, etc



# After Interview

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Ask for feedback  
regardless of how  
you think you did  
in the interview



Growth  
opportunity



# Recap

Why is it so important to read the exam instructions and typically gained by statements?

What are some examples of things not to do on your exam?

What does the STAR stand for in the STAR interview model?

