

## General Tips for Getting that Job!

**Look Your Best.** Be sure to dress the part. If you don't know the dress code, call someone in the office and ask. (You'll be glad you did!)

**Come Prepared.** Have a few copies of your current resume and references complete with up-to-date phone numbers and addresses.

**Know your stuff.** You can bet that a good interviewer will ask you about your best and worst work experiences and how you dealt with them, your strengths and weaknesses, how you handled some crazy situations, etc. So think ahead and recall those events in your head so you are prepared to crack a home run on any curve balls!

**Toot Your Own Horn.** Highlight in some way the skills you have that directly match the ones asked for. It may not be enough to simply say you have a skill; you might need to show what led to the development of that skill. Never apologize for, or draw attention to skills and experience you don't have

**Ask Questions.** about the office, the work environment, the vacant position, the who-what-where-when and why of the company. This shows forethought and interest on your part. Remember, you are checking out the perspective company just as much as they are checking you out.

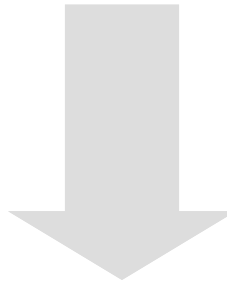
**Follow Up.** Get the business cards of all the people you interview with and follow up with a Thank You card or phone call as appropriate. It makes a great impression on the employer.

**If you get these things done your chance of getting noticed are far and away better than the rest of the crowd!**

If you have questions about your rights or responsibilities under the law, contact the specialists in the Lawrence Human Relations Department for a consultation.

They can also provide you with copies of Chapter X, Article 1 of the Code of the City of Lawrence, Kansas, as well as informational brochures.

## Call or visit:



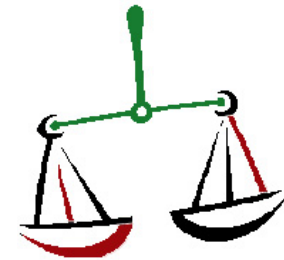
**City of Lawrence, Kansas  
Legal Department,  
Human Relations Commission,  
and  
Human Relations Division**

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Lawrence, Kansas 66044

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# Getting and Keeping the Job You Want

## Information for Employees and Job Applicants



**City of Lawrence, Kansas  
Legal Department  
Human Relations Division  
and  
Human Relations Commission**

Suite 200A  
947 New Hampshire  
Lawrence, KS 66044  
785-832-3310  
785-832-3315 FAX  
Office Hours:  
8:00 a.m. to 5:00 p.m.  
Monday—Friday



*City of Lawrence*

# You've got the Job, Now What?

Congratulations! You worked hard to get a new job, and you succeeded. The following tips should help you get off to the right start, and help you make sure that you're not just good at getting jobs, you're good at keeping them, too.

From the minute you start your new job, listen carefully when your employer mentions what he or she expects. Take clear notes that you can refer to later, and ask questions when you're not sure you understand. Asking questions is a great way to communicate that you're interested, intelligent, and that you care about your work, and most employers expect and want new employees to ask questions. You can't give the employer what he or she wants unless you know what that is.

## Focus on the Job

Make sure your employer sees that you're focused on the job, not the paycheck, or break time, or when you'll get your first raise. Be sure you know the answers to the following kinds of work related issues:

- ▶ What are my specific duties? What exactly am I responsible for?
- ▶ How should I perform my duties? What are the specific procedures that I should follow and where can I find them?
- ▶ What are the deadlines or schedules I have to work with?
- ▶ Who else will I be working with and what are their roles?
- ▶ What tools or machinery or office equipment (or whatever) are required for performing the job?

## Understand the Culture

Every business develops its own "culture" which describes the way things are done around the workplace. The work culture includes things like how people are expected to dress, when and for how long people take breaks, what kinds of things people hang on their walls or put on their desks or write on their trucks. Learning and adapting to the work culture is an important part of succeeding at work and getting along with your employer and co-workers.

Whatever the specific "culture" of the place you've gone to work, some things are always part of the employer's "culture." At a minimum, every employee's "culture" will include the following beliefs:

If the boss says the work day starts at 8:30 a.m., that doesn't mean that employees should arrive at 8:30 a.m. and spend their first ten minutes getting coffee, going to the bathroom, and reading the morning paper. It means "ready to work" at 8:30 a.m. When the employer tells you that you start work at 8:30 a.m. that doesn't mean "somewhere around 8:30," or "between 8:30 and 8:45," or anything else. Get to work early and be ready to work on time!

**If you're unable to get to work on time**, call in and let someone know you'll be late. You can worry about explaining the reasons when you get to work. What the boss needs to know at that moment (and remember, you're trying to think like the boss) is that he or she is starting the day with one less employee than is needed to get the work done, and will have to rearrange things.

**Have a back-up plan** in case of a problem that may make you run late or miss work. We all know that accidents happen, and most employers are sensitive to this. However, there are ways to safeguard your life from problems that can keep you out of work. If you come up with a back-up plan, you

can save yourself and your boss many headaches. For example, find out if there's a co-worker who lives near you and see if that person can act as your transportation back-up. Get their phone number and keep it at home, in case you ever have car trouble. Buy an alarm clock with batteries instead of one that plugs into the wall. This way, you'll be covered if there's a power outage. Arrange with a neighbor, friend, or relative to cover for you if your regular child-care provider isn't available. In short, cover your bases and think ahead!

**Concentrate on customer service.** One surefire way to convince your boss that he hired the wrong person is to treat his customers poorly. Customers are the lifeblood of any business and the employer will always expect you to treat them with courtesy and do everything you can to make them return.

**If you have any confusion** about what's expected of you, or how you are to do your job, ask! As mentioned above, the employer is happy to have you ask questions about the work you do. Most supervisors only start getting nervous when their new employees stop asking questions. It may be a sign that the new employee thinks he or she "knows it all." No employee ever knows "it all." Only the owner does.

**Don't start a new job by complaining** about your pay, benefits, working conditions, or responsibilities. The boss assumes you wouldn't have taken the job if you didn't want it, and you knew what the pay, benefits, working conditions, and duties were when you accepted the job. Your complaining may just get the other employees stirred up and create a big issue for the boss. Wait until you know the business and have proven yourself as an employee before you begin to criticize or complain.

**What the boss wants from all of his or her employees is high productivity, happy customers, and no employee problems. Common sense, isn't it? And if that's what you give your employer, every day**



City of Lawrence