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Spring 2023



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### Calling all Auto Technicians, Carpenters, Electricians, and Welders!

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Lincoln Land Community College is looking for qualified part-time instructors to teach face to face classes for the disciplines listed below for the upcoming Fall 2023 semester at our main campus located in Springfield and our Outreach Centers located in Taylorville, Litchfield, Jacksonville, and Beardstown. A master's degree with at least 18 graduate hours in coursework directly related to the discipline is required for most. Prior teaching experience is preferred but not required. Learn more and apply online at <https://llcc.peopleadmin.com>.

**Accounting –** Federal Income Tax classes at Springfield campus

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**Anthropology –** All campus locations for day classes

**Art –** Art Appreciation and Studio Art classes at all campus locations for day classes

**Biology –** Taylorville campus, day classes

**Business –** All campus locations, day classes

**Chemistry –** Taylorville campus, day classes

**Communication (Public Speaking) –** All campus locations for both day and evening classes

**English –** Taylorville, Litchfield, Jacksonville locations, day classes

**Geography –** Taylorville and Litchfield locations for day classes

**Geology –** Taylorville, day classes

**German –** Springfield campus for day classes

**Integrated Media Design (Digital Media/Graphic Design) –** Springfield campus for both day and evening classes

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CAPITAL CITY

# JOBS

Spring 2023

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# Make yourself indispensable

CC JOBS | Kelly Gust

With economic uncertainty on the rise, unfortunately some employers are starting to play defense; reducing headcount in their organizations through layoffs and downsizing. Snap, Bed Bath and Beyond, Predictive Index, Groupon, Wayfair and others all made headlines last fall for reducing headcounts by as many as 39,000 jobs, according to Crunchbase.com.

In 2008, I was laid off from a large, global hotel chain. When I look back on it, the signs were all there: An economic recession causing a downturn in business results, a new CEO and a new head of HR formed the perfect storm for reducing corporate headcount. Layoff anxiety is a real thing, and unfortunately can have the unintended

consequence of contributing to a self-fulfilling prophecy. By cutting back your efforts out of fear (please don't make me say "quiet quitting"), you could become a target if times get tough.

So how do you make yourself more valuable at work? By working smart, thinking ahead and maintaining a good attitude, you can keep your career moving forward and (hopefully) avoid being considered for job elimination if your organization goes down that path.

Before we dive in, I'll state that one doesn't necessarily need to work longer hours to become more valuable; work-life balance is the sign of a healthy work relationship. Further, I'll also state that

layoffs aren't just for front-line employees. Plenty of folks in the management ranks are often affected when an organization turns to downsizing as a way to solve problems. With that in mind, here are my tips for increasing your chances of being viewed as indispensable at work.

**1. Own it.** Take full responsibility for your job performance. When problems arise, suggest solutions. When you run out of work, suggest new projects or tasks that could be completed. If you're struggling to meet your goals, take the initiative for additional training or mentoring. Don't wait to be told what to do. "Waiting to be told" represents the absolute lowest level of initiative.

2. Go above and beyond. Think about the hats that your boss wears. Are there responsibilities you could offer to learn? Can you think ahead about what might need to be done next week, next month, or next year? Can you provide a little better service to your customers or co-workers? A good friend of mine from New Orleans calls this “lagniappe,” which means “a little something extra.” What can you do to stand out as a little more special than your peers?

3. Keep your cool when the heat is on. Working well under pressure is a great way to build trust within your organization. Keep a positive attitude and focus on solutions, not problems. Someone who takes action to solve problems is much more valuable than someone who complains about problems or escalates problems when they arise.

4. Be a team player. It’s unlikely that the employee most willing to pitch in and say “yes” when new projects, situations, or opportunities arise is someone the organization would want to dispense of. Saying yes to new opportunities, in the short-term may seem like “more work for less money,” but ultimately is a good way to open new doors in your career. Raise your hand when the boss asks for help and you’re more likely to find yourself as an essential member of the team.

5. Be replaceable. Wait, isn’t this article about being irreplaceable? Yes, but putting yourself in a position where you’re training and teaching others means that you are free to step up and take on new responsibilities. Time and time again I’ve seen people “hoard” information or job duties which creates a toxic environment and a risk for the employer. By being someone who will teach and share, you’re demonstrating essential skills of leadership.

I know, I know. This seems like a lot of happy talk. While it’s true that there is nothing I can say that will guarantee downsizing won’t impact you, the tips above will set you up for success whether in your current position or a future move. ■

*Kelly Gust is the CEO of HR Full Circle, a Springfield-based consulting firm that provides talent management and human resources consulting to organizations of all sizes and stages. This article originally appeared in the October 2022 edition of Springfield Business Journal.*



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# Check list for landing a job

CC JOBS | Liz Hogan

## 1. Network, network, network

Reach out to stakeholders at companies you're interested in.

You can do this virtually through LinkedIn, Lunchmeet, Meetup and other online media channels. You can also network in-person at local job fairs, public speaking events, networking events and more.

It's not likely they'll hire you on the spot, but networking can help you build a relationship with them. Additionally, talking to other people about your job search can expose you to career opportunities you never knew existed.

## 2. Prepare for interviews

You should prepare for interviews and fine-tune your communication skills before you get a response to your application. So, when you do get an interview in the pipeline, you'll ace it.

Take time preparing answers to some common interview questions. When the interviewer asks questions, it won't look good for you to draw a blank.

Create a system of insightful questions to ask the interviewer. This reassures them of

your interest in the job position. When you do get an interview, you can customize the questions further.

## 3. Research potential employers

You can't go wrong with researching the company you want to work with. That way, you can get to know the company culture, their values, and their goals.

When researching a potential employer, study keywords from their vision and mission statements and pay attention to their website and social media.

Doing this will help you prepare good follow-up questions to ask such as what processes do they have in place to measure success in achieving their company mission. Check out Glassdoor for some insight into the company's interview process.

## 4. Be prepared to negotiate

Be ready to negotiate your salary, time off, allowances, schedules and bonuses, if warranted.

You need not settle for what the company offers you. Find out the terms they're offering and, if necessary, come up with a counteroffer.

To provide a reasonable counteroffer, you can look into the average salary and benefits being offered in your area for the type of job you're applying for. Check out Google, Glassdoor and Salary.com for information about your desired job.

## 5. Follow up

Always follow up after any calls or interviews you receive. Send an email to the hiring manager, saying thank you for the opportunity.

Follow-up emails may seem small, but it's refreshing to see people offering such gestures in the cutthroat corporate world.

It even boosts your chances of success, especially if the hiring manager is already finding it hard to make a choice. ■

*Liz Hogan is the digital partnerships manager at Find My Profession. She regularly shares her advice on job search and resumes writing with others. This article first appeared in the Feb. 7, 2023 edition of Job Journey. Visit [blog/expresspros.com](https://blog/expresspros.com) to sign up for this monthly newsletter by Express Employment Professionals, which provides tips and advice for every step of your working life.*

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# How to avoid costly mistakes in virtual interviews

CC JOBS | Asia Johnson

We live in a post-pandemic world, and job seekers have had to adapt to a new way of job searching, including how they prepare for and participate in interviews. Since the pandemic, many companies have used virtual interviews, and Teams and Zoom interviews appear to be here to stay.

According to a recent survey of employers by TopResume, the world's largest resume-writing service, job candidates are making huge mistakes when interviewing virtually.

Here are the top five virtual interview deal-breakers that could cost you the job:

- **Avoiding eye contact or staring into space**
- **Sitting in a messy room**
- **Leaving inappropriate tabs or apps open when screen-sharing**
- **Using an unprofessional background**
- **Being interrupted by the candidate's family members**

Now that you know the mistakes made in virtual interviews, here's what you can do to improve your interview experience:

## **Make eye contact and focus on the interview**

Employers were most concerned about a job candidate's lack of focus and eye contact during virtual interviews. The best

course of action is to concentrate on the interview, because you want to avoid coming across as uninterested or distracted. Whether in person or online, maintaining eye contact is crucial. Close unnecessary tabs, turn off notifications, and keep your phone away from the interview area as you focus on your device's camera. If you're using your phone during the virtual interview, put it on silent.

## **Organize your interview space**

Even before you're hired, your first impression matters. Clutter in your virtual interview space can be a distraction for both you and the interviewer. You want your prospective employer to know that you care about your appearance and workplace. Make sure to clean up your surroundings so everything in your video conferencing app view is clean. You don't want clothes and food all over the place.

## **Have relevant tabs or apps open when screen-sharing**

Potential employers want a well-rounded view of your work experience. Make the most of your virtual interview by showcasing some of your best work. When sharing your screen, have relevant tabs open. Having those tabs ready before the interview will be helpful. You don't want to have activities and interests you do outside of work on display.

## **Use a professional background**

Playing with background filters might be entertaining, but you should avoid using a distracting backdrop while participating in virtual interviews. Choose a neutral background or none at all. Most video conferencing applications enable you to blur your background, which may reduce distractions during the interview. Ensure the area is also well-lit when conducting your virtual interview.

## **Alert friends and family that you're interviewing**

If you're interviewing in a space where others will be around, let them know in advance that you are on a job interview. You don't want them walking into your interview area or making noises. Emergencies do happen, but the fewer interruptions, the better.

The purpose of any interview is to maximize your chances of getting the job. Put your best foot forward, whether your interview is in person or virtual. It could lead to your next opportunity.

*This article first appeared in the Jan. 26, 2023 edition of Job Journey. Visit [blog/expresspros.com](https://blog/expresspros.com) to sign up for this monthly newsletter by Express Employment Professionals, which provides tips and advice for every step of your working life.*



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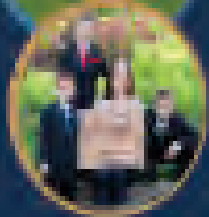
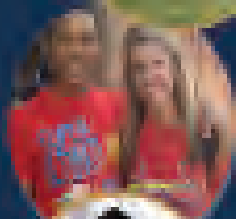
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# Be sure your resume makes a good first impression

CC JOBS | Jean Campbell

Your resume is often the first impression you make with a potential employer. That's why it is important to make it stand out on several levels. You can Google resume templates if you need help getting started, but keep the following recommendations in mind as you customize your resume.

It is critical that your resume is easy to read; properly formatted; and free of typos and grammatical errors. Take time to tweak your resume for each job application. Use key words from the job description and highlight the qualifications you possess that are relevant to the job.

## **Readability**

Try to limit your resume to one page. Mul-

tiplen pages can become cumbersome to the reader. Standard margins are one inch all around, but you can increase or decrease margins slightly if you require more or less space for your content.

Choose an easy-to-read font such as Ariel, Times New Roman, Helvetica, Tahoma or Garamond. These fonts are clean and professional-looking. Only if you are applying for positions in graphic design, marketing or social media should you consider a more creative font. Font size for text should be 10 to 12 points. Sub-headings should be 12 to 16 points (at most). Make subheads bold to stand out and break up the text.

Employers should be able to review your resume in just a minute or two, so avoid

long paragraphs. Instead, use bullet points to list job duties, skills, etc. You can use lines to separate sections, but other graphic elements can be distracting.

## **Formats**

The traditional resume format is chronological, but some job seekers prefer a functional format for their resumes. Either way, your resume should start with your name, email address and phone number at the top of the page. A home address is not necessary.

The main sections of a chronological resume are usually presented as follows:

Objective or summary statement – This has become popular, but is not necessary unless you

have specific skills or a career track you want to highlight.

**Professional experience or work history** – List your current (or most recent) job first, followed by previous jobs. Include the name of your employer, your title, dates of employment and a list of key duties/responsibilities for each position. If you achieved certain goals or received awards in previous jobs, you can list those here too.

**Education** – Start with your highest level of education. Include the name and location of the school or university and the degree you earned. You can also include licenses and certifications you may hold.

**Skills** – This section is a simple bullet point listing. If you are proficient in specific software, equipment or machinery, list those skills in this section. Other skills might include things like customer service, money handling or public speaking. You can also include personal traits such as creativity, attention to detail, time management or problem solving. If you are fluent in another language, note that, too. Limit your list to a maximum of eight skills.

**Professional affiliations** – This is optional, but if you are involved in professional organizations that are relevant to your work experience, it may be beneficial to include them. You can also include organizations where you serve as a volunteer or board member.

You may opt for a functional resume format if you feel your qualifications are better presented as types of skills rather than jobs you've held. In this section, list skill areas such as customer service, management, bookkeeping, patient care and sales. Under each skill, provide specifics about your experience and accomplishments. Include a short version of your work history following the skills section.

#### **Spell check and grammar check**

Both Microsoft Word and Google Docs have spell and grammar check features. But don't stop there. Ask a trusted friend or relative to review your resume. They may have valid suggestions and corrections.

Print out a copy and be sure it appears on paper as it does on your computer screen. Finally, save your document as a PDF. A Word or Google document that is

emailed may not appear the way you created it. Different computers and software may read fonts and spacing differently. A PDF ensures that employers will see your resume exactly as you designed it.

#### **Final tip**

When you begin your job search, do not limit yourself to only those jobs where you meet all the requirements. If you have

most of the qualifications, throw your hat in the ring. Usually, the job requirements are an employer's wish list, and they understand candidates may not have every qualification. They also may be open to training you on the one or two skills you are missing.

*Jean Campbell is a Springfield writer and former human resources professional.*



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# The joy of interviewing

CC JOBS | Kelly Gust

I have always enjoyed interviewing for jobs. I know, I'm an HR person, I'm supposed to love it. However, I've always felt like a job interview is exciting. It's all about potential, possibilities and an opportunity to present yourself in the very best light. Once you're hired, you won't get the chance to brag about your skills as much as you do in that first interview. With that in mind, here are a few tips to help you be successful, and perhaps even enjoy your next job interview.

## Prepare to be successful

1. Do your research and anticipate questions you might be asked. (Hint: They're in the job description. Be prepared to speak in detail about your experience and qualifications.
2. Research the dress code and plan

accordingly. My guidance is to dress slightly nicer than those who will interview you. If they'll be wearing jeans and T-shirts, I'll wear khakis and a polo. If they're in khakis, I'll wear dress pants and a collared shirt. If they're in business attire, I'll wear a suit.

3. Come prepared with a few questions of your own. Asking questions shows that you're curious and invested in finding the right fit. Some of my favorite questions include:

- Can you walk me through a typical day?
- What kind of training is available?
- How would you define success in this position?
- Who will I collaborate with on a regular basis?
- Tell me about the culture.

- What do you enjoy most about working here?

4. Know what the job (and your experience) is worth. There's no need to share your current salary; employers aren't supposed to ask. Rather, be prepared to confidently state what your salary requirements are, or ask about the budgeted pay range. Search salary.com or comparable job postings with other firms to get an idea of the typical salary. But don't forget about the value of benefits, flexibility, work environment or other factors that are important to you.

## The big day

5. Be on time. Arrive 10 minutes early so that you can settle in and relax. Rushing in late only adds to your stress level.
6. Use a firm handshake, smile and make

eye contact. Learn your interviewers' names and titles.

**7.** Listen carefully and be sure you answer the question that was asked. It's OK to ask for confirmation. (Did I answer all parts of your question?) The interviewer can't assess whether you have the necessary skills if you aren't talking, so be thorough in your responses.

**8.** Show off your positive attitude. Unless you're interviewing for a job as a sailor, cursing in an interview is not recommended; keep the language clean and professional. Don't ever badmouth a former employer, even if things didn't end well. If you were laid off or terminated, be prepared to talk through these transitions in a succinct and positive manner. For example:

"My last company went through a difficult time where they lost a key client and had to cut staff. Unfortunately, I was impacted. However, the experience really forced me to think about what I truly

want in my next opportunity, and I'm confident my experience is a good fit for your company."

Or, "The truth is, the manager and I had trouble communicating about expectations. The job wasn't a great fit, despite how hard the manager and I both tried to make it work. Ultimately, I was let go. But I learned a lot and am ready to take on the next challenge." Practice these transitions so you can deliver them confidently.

**9.** Ask about next steps and when you can expect to hear back. End on an optimistic note by reiterating how excited and confident you are about the opportunity.

#### Follow-up

**10.** A thank-you note or email is a nice way to reiterate your enthusiasm and confidence about the position. Address the interviewer(s) by name and thank them for their time. If you don't hear back within the expected timeframe, it is OK to ask for an update.

**11.** Don't get discouraged if the opportunity doesn't pan out. Keep your confidence and continue searching (and interviewing) until you find success.

**12.** Practice. Ask a friend to listen to your answers, or reach out to local career centers or libraries for assistance. Read up on sample questions and answers to perfect your approach.

Even if you don't love job interviews as much as I do, I'm certain that with these tips you can project yourself with more confidence and land your dream job. And who doesn't love that? Good luck to you in your search. ■

*Kelly Gust is the CEO of HR Full Circle, a Springfield-based consulting firm that provides talent management and human resources consulting to organizations of all sizes and stages.*



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# Free programs to prepare for college and careers

CC JOBS | Staff

Lincoln Land Community College has announced three free summer programs to prepare students for college and career training.

### **3 for Free**

New college students can choose a free, three-credit class to take this summer. Also eligible are former LLCC students who did not complete a degree or certificate. Free books, supplies and tutoring will be provided. 3 for Free is limited to 150

students, with a percentage of spots reserved for low-income, first-generation and minority students.

### **Summer Boost**

Offered June 12-29, this program will help students gain confidence and get ready to start college in the fall. Participants can choose any combination of sessions to prepare them for college-level courses. Lunch, attendance incentives and mentoring are also included.

### **Career Exploration**

Offered June 19-July 24, this program allows adults with or without a high school diploma to learn about career fields and get ready to enter a workforce training program. Participants will attend workshops three days a week with guest speakers and tours of workforce training labs.

More information and registration for these programs are available at [www.llcc.edu/free-summer-programs](http://www.llcc.edu/free-summer-programs).



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**Wednesday, March 29, 2023**

**4:00 - 6:00 pm**

**Crowne Plaza Springfield Convention Center  
3000 S. Dirksen Pkwy., Springfield, IL**

Job seekers will find employers hiring for a variety of positions:

*Administrative  
Construction  
Education  
Healthcare*

*Information Technology  
Management  
Manufacturing  
Sales*

*An updated list of participating employers can be found at  
[www.gscc.org](http://www.gscc.org).*

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Job seekers do not need to pre-register!

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The Chamber Job Fair is also sponsored by:



# FORWARD. FOR YOUR CAREER.

## Clinical and Non-Clinical Openings

Health, dental and life insurance options

Paid vacation, holidays and sick time

Tuition reimbursement

RNs | LPNs | Medical assistants

Secretarial | Medical coding

Finance | Facility operations | IT

Medical insurance | Medical office



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