

# Career Services *Resume Coach* (Student Affairs)

CAREER SERVICES PEER PROGRAM 2021-2022



## Position Description:

Career Services Resume Coaches are a team of student-volunteers with diverse experiences and backgrounds who work one-on-one with undergraduate and graduate students to customize resumes, cover letters, and CVs. Resume Coaches elicit their student-clients' key experiences and skills as opposed to proofreading or copy editing. We are looking for Queen's undergraduate and graduate students who are interested in developing or advancing their coaching skills and learning how to guide student-clients to transformative learning outcomes ("aha" moments). Resume Coaches provide six half-hour appointments each week during the academic term, generally between 9:00 AM and 4:30 PM Eastern time. **Appointments may be remote or in-person for Fall 2021 depending on Queen's protocols at that time.** If you like helping others, learning new interpersonal skills, and interacting with people from diverse backgrounds, volunteering as a Resume Coach could be a great opportunity for you.



### Resume Coaches are trained in skills including:

- Active listening
- Facilitating reflection by asking probing questions
- Providing constructive feedback
- Identifying options and explaining strategies
- Coaching student-clients to assess options and make their own decisions

**Resume Coaches cultivate exceptional skills in communication.** While this role focuses on strategies for writing resumes and cover letters, the skills developed as a Resume Coach **can transfer to** professional work that requires an advising or coaching skillset, including **academia, consulting, law, counselling, medicine, teaching, or any work with clients**. Some of our Resume Coaches have commented that the active listening skills they have developed in this role have benefitted them in their personal relationships, as well as in their teaching and supervisory roles. The focus on competency development and the amount of supervision in the program, some of it based on direct observation, makes this opportunity a significant one for students seeking professional development in these areas.

## Role and Responsibilities:

- Participate in mandatory training, weekly meetings, professional development sessions, and Career Services workshops (see below for details)
- Offer six half-hour appointments/week from September-April (excluding exam periods)
- Coach student-clients on strategies for writing effective resumes, cover letters, and CVs
- Deliver Resume Clinics (brief appointments) at Career Fairs and other events, usually held twice per semester, instead of regular required appointment hours during those weeks
- Refer students to appropriate career-related resources (Career Counsellors, resource books, pamphlets, brochures, websites, and workshops)
- Engage in self-directed learning and opportunities for skill development
- Responsive and professional communication with the Senior Resume Coach, the Program Coordinator, and the Career Services office



## To Be Considered for This Role, You Should Bring:

- Genuine interest in helping others; previous experience in coaching or mentoring roles considered an asset
- Skill in interacting with persons of diverse backgrounds and commitment to further learning
- Commitment to equity, inclusion, and developing intercultural competence
- Oral communication skills, including the ability to develop a rapport; customer service experience considered an asset
- An interest in developing coaching skills, including active listening skills, the ability to ask questions, provide effective feedback, explain options and strategies, and help clients make their own decisions
- Commitment to learning and acting on feedback to continually improve skills
- Ability to make a serious commitment to this role. Student-clients rely on this service for application support. It is critical that Resume Coaches attend all scheduled hours of service and that appointments occur as booked and scheduled. Reliability and punctuality are essential
- Ability to work independently as well as on a team
- Interest in Career Services, career development, and career and job search resources; experience with Career Services resources an asset
- Good knowledge of Microsoft Word, Outlook, and OneDrive
- A professional LinkedIn profile, knowledge of OnQ, and familiarity with MyCareer are assets

***Above all, we seek volunteers with a positive attitude who are willing to be challenged and willing to learn and grow.***

## Requirements:

- Provide six half-hour appointments/week from September-April (excluding exam periods), between the hours of 9:00 AM-4:30 PM Eastern time
- Complete roughly 12 hours of training between mid-August and mid-September; training may be fully remote or in-person on 9/11 & 9/13, depending on Queen's protocols at that time
- Training sessions include a) asynchronous online modules, b) live group training, c) shadowing live appointments, d) practicing with fellow Resume Coaches, and e) participating in a readiness assessment based on the Program Coordinator/Senior Resume Coach's direct observation
- Participating in weekly team meetings (20-30 minutes/week, usually 8-8:25 AM on Thursdays)
- Participating in professional development sessions in November and January (details TBD)
- Engaging with a competency development process during training and on an ongoing basis throughout the academic year

## Application Process:

- Please **submit a cover letter and resume as a single PDF** document to [cspeers@queensu.ca](mailto:cspeers@queensu.ca)
- Make sure you include your Queen's email address, phone number, program and expected graduation, and any relevant experience (academic, extra-curricular, volunteer, and/or paid)
- Applications accepted on a rolling basis until **Sunday, August 29th, 2021 at 11:59pm**

## For More Information:

Contact Carli Fink, Career Counsellor and Coordinator of the Resume Coach Program  
[cspeers@queensu.ca](mailto:cspeers@queensu.ca)