Position Description

Career Services is seeking candidates to join the Career Services Resume Coach team for the 2020-2021 academic year. 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 client's key experiences and skills as opposed to proofreading or copy editing. We are looking for Queen’s students, both undergraduate and graduate, 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 a week at Career Services during office hours (only during the academic term). 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 clients to assess options and make their own decisions

Resume Coaches cultivate exceptional skills in communication. While this role focuses on resume and cover letter strategies, the skills developed as a Resume Coach are transferable to professional work that requires an advising or coaching skillset, such as: 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 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

- Attend mandatory training in September, weekly breakfast meetings, professional development sessions, and Career Services workshops
- Engage in self-directed learning and opportunities for skill development
- Counsel student clients on strategies for writing effective resumes, cover letters, or CVs
- Meet with students during scheduled appointments, six per week at Career Services
- Refer students to appropriate career-related resources (Career Counsellors, resource books, pamphlets, brochures, websites, workshops, skills cards)
- Contribute to the professional atmosphere at Career Services
- Participate in Resume Clinics at Career Fairs and other special events
- Responsive communication with the Senior Resume Coach and the Program Coordinator

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To Be Considered for This Role, You Should Bring

- Genuine interest in helping others; previous experience in coaching or mentoring roles considered an asset
- Demonstrated commitment to multi-cultural issues; skill in interacting with persons of diverse backgrounds
- 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 resume 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, and effectively in a team setting
- 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 MyCareer and OnQ are assets

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

Requirements

- Commitment to providing 6 half-hour appointments/week (typically 3-hours per week) during fall and winter academic terms (but not during exam periods).
- Capable of completing training virtually and attending online meetings in the second and third week of September.
- Training sessions include a) online training, b) 1-on-1 training, c) shadowing appointments, d) practicing with peers, and e) readiness assessment through direct observation by Program Coordinator/Senior Resume Coach
- Available for ongoing team meetings (time and day of week TBD)
- Available for professional development session: Sat. Nov 14, 2020
- Engagement in competency development process during training and throughout the year.

Application Process

- Please submit a cover letter and resume as a single PDF document to cspeers@queensu.ca
- Make sure you include your Queen’s email address, telephone number, student number, degree, program, year of study, expected graduation date, and any relevant experience (academic, extra-curricular, volunteer or paid)
- Applications accepted until Sunday, August 30, 2020 at 11:59pm
- Interviews will take place the week of August 31, 2020 or earlier by mutual arrangement

For More Information:
Contact Carli Fink, Career Counsellor and Coordinator of the Resume Coach Program
cspeers@queensu.ca

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