JOB DESCRIPTION and APPLICATION PROCESS
Career Services is recruiting graduate and professional program students as Resume Coaches (a volunteer peer role) for Career Services Peer Program. Resume Coaches work one-on-one with undergraduate or graduate students, focusing primarily on strategies for improving resumes/cv’s (or cover letters) rather than proofing or editing. We are seeking students at Queen’s who would be interested in developing or furthering their coaching skills and learning, in particular, how to guide interactions in appointments so as to lead to transformative learning (“Aha” moments) for clients. As a Resume Coach, you provide 6 half-hour appointments at Career Services each week during office hours (at times suited to your schedule and only during the academic term).

We train peers in coaching skills including:
- active listening
- the ability to ask helpful questions
- providing effective feedback
- explaining options and strategies
- helping clients assess options and form their own goals.

Our volunteers acquire exceptional skills in communication. While this context will focus on resume and cover letter strategies, active listening skills 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 volunteers have commented that the active listening skills learned in this role have benefitted them in their personal relationships and friendships, as well as their teaching and supervisory roles.

The focus on competency development and the amount of supervision (some of it based on direct observation) available throughout the program makes this opportunity a significant one for a graduate student seeking professional development in these areas.

Role and Responsibilities
- Work with undergraduate and graduate students to discuss strategies for successful applications (resumes, curriculum vitae, and cover letters)
- Meet with students during scheduled appointments (typically one-to-one) or through drop-in opportunities (e.g., during regular Career Advising hours or during Resume Clinics)
- Refer students to, and familiarize them with, appropriate career and information resources (counsellors, books, pamphlets, brochures, websites etc.)
- Work in a variety of contexts: Career Services Peer Area and special event “Resume Clinics”
- Liaise with the Senior Career Services Peer and the Program Coordinator
- Attend training events and regular (breakfast) meetings
- Work on additional special career-related projects (by arrangement)
Qualifications

- Interest in helping others; previous experience in other helping roles an asset
- Demonstrated commitment to multi-cultural issues. Skill in interacting with persons of diverse backgrounds.
- Interest in Career Services, career development and career and job search resources; experience with Career Services resources and services an asset
- Experience participating in hiring and selection processes is an asset
- An interest in developing coaching skills; this includes active listening skills, the ability to ask good questions, to provide effective feedback, explain options and strategies, and help clients assess options and form own goals.
- Commitment to learning and acting on feedback to continually improve skills
- Ability to work independently, and also effectively in a team setting
- Reliability and punctuality are essential
- Ability to make a commitment to this role. Our student clients rely on this service for resume support. It is essential that appointments occur as booked and scheduled. It is critical that resume coaches attend all scheduled hours of service so students do not miss out on their scheduled appointments.
- Good knowledge of Outlook, Microsoft Word, and confidence and competence in searching for information on the Internet.
- 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).
- Availability for training: Sat Sep 12, 2020 (mandatory), 10 am – 5 pm, Mon Sep 14, 2020 6-9 pm (mandatory), and Mon Sep 21, 2019 5:30 PM-7:30 pm (mandatory)
- Training and orientation involves: a) online training, b) 1-to-1 training, c) shadowing appointments, d) practicing with peers and e) readiness assessment through direct observation by Program Coordinator/Senior Peer
- Availability for ongoing meetings: Thursdays at 8 AM – 8:20 AM. (breakfast provided)
- Availability for professional development session: Sat Nov 14, 2020 10:00 AM-1:00 PM
- Engagement in competency development process during training and throughout the year.

Application Process

| Please submit: | 1. A cover letter |
|----------------|------------------|------------------|
|                | 2. A resume that includes your queen’s email address and telephone number, student number, degree program and year, and expected graduation date, and any relevant experiences (academic, extra-curricular, volunteer or paid) |

Please send your cover letter and resume as a single document (PDF if possible) to cspeers@queensu.ca
Interviews: the week of February 24, 2020, or earlier by mutual arrangement.

For More Information

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