

People First.



 **LAB SUPPORT**
A DIVISION OF ON ASSIGNMENT

CAREER MANAGEMENT Tips & Strategies

Sponsored by ASQ, Thursday, March 5th 2009
Presenters: *Peter Cooke & Mariana Arias*

▶ Lab Support

- Lab Support is a division of On Assignment Inc. (www.onassignment.com)
- This division focuses on technical recruitment for laboratory, manufacturing, & engineering
- 80 branch offices throughout Northern America, Canada, UK & Belgium and The Netherlands.
- 2 offices in New York and 2 offices in New Jersey

▶ Lab Support Representatives

[Peter Cooke](#), *Sr. Account Executive*

- 7 yrs. of technical staffing for Long Island's Life Science industry
- Background working in the lab for 2½ years
- Holds a B.S. & M.S. within the biological sciences

[Marianela Arias](#), *Associate Account Executive*

- 1 yr. of for client relations within Long Island's Life Science industry
- Background working in the lab for 5 years
- Holds M.S. degrees in Cancer Biology & Endocrinology

▶ Lab Support Representatives

- Technical professionals from industry, who are trained & experienced in Human Resources
- Recruit, interview, & place technical professionals
- Consult on staffing; career management; outplacement
- Advise technical managers & personnel
- Facilitate employment

▶ AGENDA

- I. Essentials for Career Management
- II. Continuous Career Improvement
- III. Personal Assessment
- IV. The Resume
- V. Creative Job Hunting
- VI. The Interview
- VII. Networking

I. Essentials for Career Management

Acknowledge & accept that...

1. There's more competition than you think in the job market. You can't know who's competing against you or what your chances are.
2. An employer's *opinion* of your attitude affects your chances for employment.
3. The employer ultimately decides if you're suitable for their job.
4. You are employed because you're adding value to the company.
5. Career Management is a lot like Continuous Improvement models. Plan-Do-Check-Act describes necessary steps in job searches.

▶ II. Continuous Improvement

According to www.asq.com,

"...one the most widely used tools for continuous improvement is..."

- *Plan*: Identify opportunities & plan for change.
- *Do*: Implement the change on a small scale.
- *Check*: the results of the change and determine whether it made a difference.
- *Act*: If the change was successful, implement it on a wider scale and continuously assess your results.

▶ Continuous (Career) Improvement

In our ongoing efforts to improve our careers, we should...

- *Plan:* Determine goals. Assess qualifications. Identify job opportunities. Plan necessary improvements & changes.
- *Do:* Implement changes. Attend trainings, certifications or workshops. Update resume. Make effective applications. Prepare carefully for interviews: research companies & job descriptions = Increased marketability.
- *Check:* Are you moving in the right direction? Assess job search successes, failures, comments, criticism. Do follow-ups & seek feedback.
- *Act:* Perfect job search; interviews; and marketability

▶ III. Personal Assessment

Before presenting yourself, do a “quality” check:

- How do your characteristics bear on your ability to satisfy the stated or implied needs of a job?
- Identify self-improvement opportunities. Are you professional, enthusiastic, thoughtful?
- Will colleagues appreciate working with you?
- Will subordinates respect you & work hard for you?
- Will management trust & promote you?

▶ IV. Resume's Purpose

Not just a formality; it determines if you get the interview

- It is not just a list of your jobs
- It must demonstrate you are qualified for the job
- It must command attention & be compelling
- It must create confidence that you're the most qualified
- It is your "ten-second commercial"

▶ Resume Must-haves

- Use detailed technical jargon & be specific
- Elaborate on relevant skills & knowledge experience: duties, regulatory knowledge, documentation, etc.
- Include accomplishments: certifications, training
- Layout – clear; concise; error-free

▶ V. Creative Job Hunting (Most job openings are Never advertised!)

Identify advertised job opportunities:

- ✓ Job boards (Careerbuilder, Monster, Ladders)
- ✓ Company websites
- ✓ Social networking sites
- ✓ Newspapers & Journals

Identify job opportunities *not advertised*:

- ✓ Specialist Recruitment Agencies
- ✓ Speculative Letters
- ✓ Professional Associations (ASQ, LIFT, LILSI etc.)
- ✓ Networking (professional meetings, contacts)

▶ VI. Interview Preparation - Planning is paramount

- Know your resume. Be able explain it specifically & accurately
- Know the job description. You can't perform a job you don't understand.
- Know the company (review website, history, goals etc.)
- Anticipate questions they might ask & how you will respond
- Prepare to explain why you're "fit for purpose" & capable of satisfying their needs
- Prepare an organized portfolio of everything supporting your candidacy (certifications, degrees, ID, recommendation letters, etc.)
- Prepare thoughtful questions about the job and the company.
- First impressions last so prepare to do it "right the first time"

Interviews - Employers look for ...

1. Technical skills & knowledge

- ✓ Expertise, skills
- ✓ Regulation, Protocol, standards
- ✓ Industry awareness
- ✓ Communication skills (written & verbal)

2. The Right Attitude – Employment decisions are based both on skills as well as personality & enthusiasm

- ✓ Is he/she a “good fit” for the team?
- ✓ Does he/she fit into the “company culture”?

3. Flexibility, Adaptability & Availability

▶ The Interview – Validate that “you’re the one”

- Get this part “Right The First Time!”
- Remember you’re in competition with other applicants
- Exude all-around professionalism – attitude & appearance
- Know your audience & what they’re looking for. Prove you are suitable.
- Bring your organized portfolio supporting your candidacy
- Ask questions you prepared.
 - *“What makes an employee successful in your company?”*
 - *“What’s most important to you when hiring new employees?”*
- Remember you are interviewing them as well. Do you really want to work here?
- Ask for feedback.

▶ Post-Interview

A “Thank You” letter (day after the interview)...

- Confirms your interest
- Restates strengths qualifying you for the specific role
- Addresses any oversights
- Acknowledges interviewers general expectations & affirms your ability to satisfy their needs.

Make one follow-up call the following week to check on status

▶ VII. Networking's Purpose - Increase exposure...

Networkers are social events with an eventual goal for business

- Make contacts
- Create opportunities
- Gain insight or referrals
- Increase industry awareness

Networking Sources

- Professional Meetings & Societies
- Trade Shows
- Social Networking sites (LinkedIn, etc.)
- Alumni Associations
- Seminars
- Colleagues in industry
- Family and friends

▶ Approach to Networking

- Professional/Casual
- Establish common ground. Build rapport.
- Be Informed/respectful
- Make an impression
- Offer worth and value (suggestions, ideas)
- Be careful not to seem needy
- Ask thoughtful questions

▶ Overview

Become competitive.

- Improve your marketability
- Identify all opportunities using creative methods
- Present yourself effectively
 - ✓ Marketable resumes
 - ✓ Savvy networking
 - ✓ Compelling interviews
- Assess your career goals, progress & accomplishments

Thank you!

Peter Cooke, Sr. Account Executive has been a staffing consultant for seven (7) years progressive staffing experience supporting the Life Sciences industry on Long Island. He has been the senior-most Account Executive with lead responsibilities for the local Lab Support branch and has staffed over 900 technical professionals. Peter has been being promoted twice and is an active member of Long Island Life Sciences Initiative (LILSI) as well as the Business Advisory Council for Abilities, Inc. He holds both a Bachelors and Masters Degree within the biological sciences; and worked in laboratory research for 2½ years before being hired by On Assignment in December of 2001.

Marianela Arias, Associate Account Executive has been responsible for client relations and client development with Lab Support since April 2008. She recently completed her second Masters degree in Cancer Biology at the Albert Einstein College of Medicine. She also holds a Masters degree in Endocrinology. Since her arrival she has been responsible for initiating and developing staffing relationships within Long islands life sciences industry. She has 5 years lab research experience. Marianela has also been active in the scientific community through her involvement in New York Biotech Association (NYBA), New York Academy of Sciences (NYAS), New York City Bio Meet-up, Long Island Life Sciences Initiative (LILSI).

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