

EMPLOI-QUÉBEC

YOUR
COMPLETE
JOB SEARCH
GUIDE

ABRIDGED

Québec 

Your Complete Job Search Guide: Abridged walks you through all the steps that lead to getting a job. It provides tips, examples, and practical tools.

FOR MORE INFORMATION

- Go to **www.emploi.quebec.gouv.qc.ca**, where you can consult the unabridged version of *Your Complete Job Search Guide*. The website also provides access to job offers and information about the labour market.
- Call **1-877-767-8773**.
- Go to the nearest **local employment centre (CLE)**.
At the CLE's Multiservice Room, you will find the following:
 - Information about the labour market and documentation to help you plan and carry out job-search activities;
 - Computers that you can use to consult job offers and prepare job applications;
 - Bulletin boards where you can find job postings, practical job-search tips, and professional-development courses;
 - Staff who will answer your questions and help you with your search.

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SECTION 1

GETTING OFF TO A GOOD START



The first thing to do is
**make sure you are familiar
with the labour market.**

FIND OUT MORE ABOUT THE LABOUR MARKET

SEE EMPLOI-QUÉBEC'S ONLINE SERVICES

The Emploi-Québec website, at www.emploi Quebec.gouv.qc.ca, provides two essential tools offering labour market information.

LMI ONLINE (labour market information online) includes information on

- Job duties, salaries, and prospects for over 500 trades and professions;
- The education or training required for a given trade or occupation as well as the conditions for access (certificate, membership in a professional order, etc.);
- The sectors of activity for these trades and occupations;
- Job prospects for trades and occupations;
- The trades and occupations most in demand in every region of Québec;
- Employer requirements;
- Firms and businesses in a given region: contact information, size, sector of activity, etc. (business directory); and
- Investment projects for a given region, especially so that you can have a glimpse of the economic activity and its effect on job prospects.

ONLINE PLACEMENT lets you

- Find job offers;
- File an online application for a job;
- Publish your candidacy so that employers can consult your profile;
- Sign up for *Job Alerts!* so that you can receive email alerts about jobs that correspond to the criteria you have selected.

SECTION 2

SEEKING OUT JOBS



You're looking for work, but you don't know **how to find job offers?**

FIND JOB LEADS

GOVERNMENT WEBSITES

- Online Placement: www.placement.emploiuebec.gouv.qc.ca
- Emploi-Québec: www.emploiuebec.gouv.qc.ca
- Québec public service: www.carrieres.gouv.qc.ca
- Municipal websites: www.mamrot.gouv.qc.ca
- Federal government: www.jobbank.gc.ca
- Public Service Commission of Canada: www.jobs-emplois.gc.ca

JOBS THAT ARE POSTED

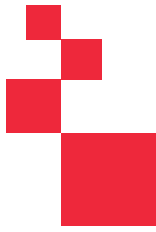
- Newspapers ("Careers", "Help Wanted" or "Classified Ad" sections)
- Specialized magazines and the publications of various professional or employer associations
- Company websites
- Sectoral committee websites
- Websites of professional corporations or associations
- Job exhibits or fairs
- School placement services
- Businesses, stores, public spaces (keep an eye out for "Demande de personnel" and "Help wanted" signs.)

NON-POSTED JOB OFFERS

- Take advantage of certain activities being held in your community to establish contacts with new people.
- Tell your friends and family that you're looking for work.
- Use social networking (Facebook, LinkedIn, Twitter, etc.) or professional networks.
- Contact placement agencies.
- Make a list of businesses that interest you and call them! How? Go to the "Find a business" section of LMI Online.
- Keep your ears open for news items announcing company openings or major investments that could lead to the recruiting of additional staff in your region.
- Take note of the possibilities offered by people who intend to go on maternity or sabbatical leave and those who are planning their retirement.

SECTION 3

PUTTING TOGETHER YOUR TOOL BOX



Tools for **raising your profile**
and **offering your services.**

DRAW UP YOUR RÉSUMÉ

Your résumé (also called CV or curriculum vitae) provides a written portrait, telling the employer who you are and what are your job experiences, education and training, skills and fields of interest.

The information provided in your résumé is grouped under several headings, some essential (basic) and others optional, based on the type of job you're seeking or the skills you would like to highlight.

ESSENTIAL HEADINGS

- Personal contact information: name, address, telephone number, email, etc.
- Career objective. This heading describes the job being targeted in a couple of sentences and tells the employer what type of work you are seeking.
- Education (or studies, schooling, or training): Indicate the schools you have attended, along with the exact dates when you began and concluded your education or training. Include any scholarships, bursaries, awards or distinctions you may have received.
- Work experience: List all the jobs you have held, along with the start and end dates and the duties you performed. If you are applying for your first job, describe your work-related experience, i.e. internships, apprenticeships, or unpaid activities.

OPTIONAL HEADINGS

- Foreign languages, computer skills.
- Skill areas or skills linked to the job in question.
- Qualification card, professional associations.
- Awards and achievements.
- Volunteer work, recreational activities, and interests: Under this heading you will present your volunteer activities as well as the clubs and/or organizations to which you belong. Your participation in various activities and your ability to work with a team may very well constitute an advantage.

TIPS FOR A GOOD RÉSUMÉ

- Keep it short (maximum 1 to 2 pages).
- Carefully choose your words. Use simple vocabulary that you are comfortable with.
- Provide only truthful information.
- Make sure your contact information (address, telephone number, email address, etc.) is correct.
- Check for spelling, grammar and syntax errors.

TYPES OF RÉSUMÉS

Depending on your work experience and skills, you can set up your résumé in three ways. Here are a few tips to help you choose the right one.

THE CHRONOLOGICAL RÉSUMÉ

The chronological résumé highlights the work experiences acquired in a same sector of activity or job area. You will list the jobs you have held in reverse chronological order, i.e. beginning with the most recent.

This type of résumé is recommended if

- You are seeking a job in the same sector or field; and/or
- Your work experience or training follows a distinct pattern.

It is preferable not to use it if

- You had periods when you were out of work or you frequently changed jobs;
- You do not wish to place too much importance on the last job you held; and/or
- It is difficult to establish a link between your new professional objective and your former job experience.

THE FUNCTIONAL OR SKILLS-BASED RÉSUMÉ

The functional or skills-based résumé emphasizes your achievements or the skills acquired from past experiences while highlighting what you have to offer. Describe your skills, starting with those that pertain to the job you are applying for.

This type of résumé is recommended if

- You have little or no work experience;
- You have held a number of unrelated jobs;
- You wish to emphasize talents that you have not had the opportunity to demonstrate in a work environment; or
- You wish to highlight skills that can be transferred to a professional field unconnected to your past experiences.

It's preferable not to use it if you want to highlight how you have risen through the ranks as exemplified by the positions you've held.

COMBINATION RÉSUMÉ

The combination résumé is the most common. It lays out your work experience and skills in chronological order.

This type of résumé is recommended if

- You have changed jobs frequently; or
- You have a lot of experience in a field, but have worked for a number of employers.

The résumé below is provided as an example only. Other models can be found on the Internet in the unabridged version of *Your Complete Job Search Guide*.

EXAMPLE OF A CHRONOLOGICAL RÉSUMÉ

SOPHIE LAPOINTE

123 rue des Ormes
Montréal (Québec) H8H 2H2

514-555-1212

Email: sophie.lapointe@gmail.com

Languages: French, English, Spanish (basic)

Computer skills: Word, Access, Excel, PowerPoint, Simple Comptable

WORK EXPERIENCE

2004-2010

Administrative assistant

ABC Enr., Montréal (Québec)

- In charge of general accounting: client accounts, supplier accounts, payroll, billing, bank reconciliation, etc.
- Preparation and analysis of monthly and annual financial statements
- Drafting and sending correspondence
- Translating various types of documents

2003-2004

Sales secretary

Meubles du jardin Ltd., Laval (Québec)

- Producing and completing tenders
- Compiling sales and producing reports
- Completing sales contracts
- Calculating representatives' commissions
- Managing merchandise inventory

2002

Payroll clerk

Portes et Fenêtres Astro, Montréal (Québec)

- Producing employee attendance, holiday and overtime reports
- Preparing and verifying employee pay sheets
- Making payments by cheque or electronic transfer
- Completing, verifying, and processing the forms and documents required for the administration of fringe benefits
- Preparing T4 slips and other statements
- Compiling statistical reports, statements and summaries concerning pay and fringe benefits

RÉSUMÉ – SOPHIE LAPOINTE

-page 2-

1998-2001

Accounts clerk

Garage A. Morin, Montréal (Québec)

- Computerizing a range of accounting data
- Providing customer service
- Preparing and sending invoices and statements of account
- Carrying out a variety of office-related duties: receiving and dispatching telephone calls, filing, drafting correspondence, scheduling appointments, etc.

EDUCATION

1995-1998

Diploma of Collegial Studies

(Administration: Management Option)

Cégep Saint-Laurent, Montréal (Québec)

PROFESSIONAL DEVELOPMENT

2003

Office automation updating

Collège informatique de la Rive-Sud, Longueuil (Québec)

1998-1999

English and Spanish courses (conversation)

École des langues, Laval (Québec)

VOLUNTEER WORK

2008-2009

Volunteer during benefit activities for Leucan

2006-2008

Member of the board of directors of Les Petites Souris daycare centre (Montréal)

2002-2006

Secretary-treasurer of the Laval Figure Skating Club

WRITE YOUR COVER LETTER

When applying for a job, be sure to include a cover letter with your résumé. It is your first contact with a potential employer and a good opportunity to show that you have the skills needed to do the job. The letter should convince the person to take a closer look at your résumé and contact you for an interview.

BEFORE STARTING TO WRITE YOUR LETTER

- Have your résumé and the job offer handy.
- Seek out certain information about the company (size, operations, customers, projects, etc.).
- Find out what the job entails (consult LMI Online and Online Placement at www.emploi.quebec.gouv.qc.ca).
- Ask yourself what about the company and job really interests you.
- Identify the experiences and skills you wish to highlight (think of things that are not already in your résumé to make your application more interesting).
- Obtain the name and title of the person to whom you should address your letter.

DRAWING UP AN EFFECTIVE COVER LETTER

- Avoid repeating what is already in your résumé.
- Keep it short (maximum one page).
- Single-space your letter and use paragraphs.
- Avoid talking only about yourself. Touch on the company's needs.
- Use positive wording such as "I developed..."
- Be original without being aggressive or arrogant.
- Carefully reread your letter before sending.
- Carefully sign your letter.
- Try to tailor your cover letter to the company where you want to work and the position you are seeking to fill. This shows the employer that you're motivated and serious.
- Contact the employer if you need more details.

EXAMPLE OF A COVER LETTER

April 10, 2010

Roger Simard
Human Resources Director
X.Y.Z. Company
324 boulevard des Tulipes
Montréal (Québec) H8H 2R5

Address your letter to the right person (name, title, and address). Avoid making mistakes!

Dear Sir:

Mention how you heard about the job (newspaper, Online placement, personal contacts, etc.).

When sending your résumé to an employer by email, you can copy and paste your cover letter into the email. Make sure to remove the postal address of the company or firm.

Further to our April 9 telephone conversation, I would like to apply for the position of administrative assistant. I am including my résumé with this letter.

As you will note in reading my résumé, I have been trained and educated in the areas of administration and office automation and have several years of related experience. I am bilingual and at ease with the various software programs listed in my résumé. Lastly, I am available, dynamic, and a team player, and these strong points will enable me to carry out my assigned duties in the most efficient possible manner.

I have visited the X.Y.Z. website to learn more about the products and services you offer your clients. I would be very interested in working for your company, with its reputation for dynamism and its innovative approach to customer service.

Thank you very much for considering my application. I am available to meet with you at your convenience.

Clearly state that you are available for an interview.

Yours truly,

Tell why you think you are the best person for the job (your education or training, work experience, skills, and work ethic). Highlight your strong points. Make the addressee want to read your résumé.

Sophie Lapointe
Sophie Lapointe

123 rue des Ormes
Montréal (Québec) H8H 2H2
514-555-1212

Write your name and contact information below your signature.

Email: sophie.lapointe@gmail.com

Encl. Résumé

"Encl." means "enclosure" and refers to the documents you have included with your letter.

APPLY ONLINE

An electronic application is different from a résumé since it is drafted using an electronic form on specialized job-search websites or the websites of firms, businesses or organizations.

On the specialized job-search websites, you can post your electronic application so that employers can consult it, and you can also choose to use the sites only to reply to offers posted on them. Your application may be saved and easily modified. It is also possible for you to complete several versions of your application so as to tailor it to each of the job offers that you select.

EXAMPLE OF AN ELECTRONIC APPLICATION

Emploi Québec


Emploi-Québec Home Individuals Enterprises Labour Market Information
Ministère du Travail, de l'Emploi et de la Solidarité sociale

[Your file](#) | [Identification](#) | [Job Offers](#) | [To reach us](#) | [Help](#)

Detail of the candidacy :
C02455542

Candidacy of

First name : **Sophie**
Last name : **Lapointe**

123 rue des Ormes
Montréal (Québec)
H8H 2H2
Telephone : 514-555-1212
E-mail : sophie.lapointe@gmail.com

Language for correspondence : English

Name of the job :
administrative assistant

Educational level : Collegial (Diploma), Diploma of Collegial Studies in Administration: Management option
Completed

Experience related to the job (months, years) : 6 to 9 years experience

Main functions : Advanced use of the following software programs: Word, Access, Excel, PowerPoint, Advantage, and Simple Comptable; General accounting: client accounts, supplier accounts, payroll, billing, bank reconciliation, etc.; Preparation and analysis of monthly and annual financial reports; Inventory management; Customer service; Production of tenders and sales reports; Creation and management of data bases; Translation of documents; and Office work (receiving and dispatching telephone calls, filing and drafting correspondence, etc.)

Languages known : spoken languages : French and English
Other languages or details : basic knowledge of Spanish

Type of job : full time
day

Availability as of : 2010-10-01

Driver's license : Class 5 - passenger vehicle

Place of work wanted

Montréal and its surrounding areas
Laval

Communication

Means of communication : telephone : 514-555-1212
E-mail (electronic mail) : sophie.lapointe@gmail.com

[LIST](#) [MODIFY](#) [PRINT](#) [YOUR FILE](#) [QUIT](#)

USE SOCIAL NETWORKING

Social networking is essential in today's world and is a good way to look for work! Many employers regularly consult social networks before hiring and job seekers can use social networks to promote their candidacies. LinkedIn is the ideal social media tool for this. Before starting, be sure that your online reputation is impeccable.

WHAT IS LINKEDIN?

LinkedIn is a professional network where you can connect with businesses, colleagues and recruiters in a formal framework. You can also join discussion groups there based on your interests. Employers can consult job-seeker profiles to find persons who best meet their recruiting needs and job seekers can be introduced to recruiters and employers.

Some advice before using LinkedIn:

- Use an up-to-date professional-quality photo that is appropriate for work.
- Make sure your profile is as complete as possible.
- Share content regularly.
- Join discussion groups that interest you.
- Use a professional and positive tone during discussions.
- Use impeccable spelling and grammar.

IF YOU HAVE AN ACCOUNT ON OTHER SOCIAL NETWORKS

Some advice:

- Do a Google search to make sure that there is no compromising or incorrect information about you on the web and make any necessary corrections.
- Check your confidentiality settings.
- Make sure that any photos you've provided in your various accounts are appropriate for work situations.

SECTION 4

THE SELECTION PROCESS: COMING OUT ON TOP



Highlight your **skills**
and **strengths**.

PREPARE FOR THE INTERVIEW

SOME TIPS TO HELP YOU PREPARE FOR AN INTERVIEW

- Carefully note the date, time and place.
- Ask if there will be a written exam or exercise and find out what specific types of tests will be used (i.e., intelligence, knowledge, aptitude, personality, interest-related, physical-aptitude, letter-writing tests, etc.).
- Consult employment websites to prepare for tests and examinations.
- Find out more about the company and the job offered. That way, you'll be more at ease during the interview. Ask yourself questions and come up with the answers.
- Anticipate the employer's questions and be prepared. You will come across better if you are able to respond well to questions. Memorize your résumé so you can clearly describe your education, work experience, and skills. You will be asked a number of precise questions.

EXAMPLES OF INTERVIEW QUESTIONS

- Why did you leave your previous jobs?
- Why do you want to work for our company?
- What are your strong points?
- What are your weak points?
- Can you work under pressure?
- Why should we hire you over another candidate?
- What salary are you expecting to make?

AT THE INTERVIEW

- Remain calm and self-confident.
- Let the employer or committee members lead the interview. Look them in the eye and answer questions in a firm voice. Take the time to think through your answers.
- Be enthusiastic. Give positive answers by stressing your strengths and skills.
- Thank the person who conducted the interview for having taken the time to meet with you, and shake his or her hand as you leave.

IF YOU ARE OFFERED THE JOB

Congratulations! Be sure to thank the person. Remember to ask for the name of the person who will be greeting and guiding you on your first day of work and to ask where and at what time you are expected to arrive for work.

IF YOU ARE NOT OFFERED THE JOB

Try to find out why. This is important because it can help you improve your interview skills.

NEED HELP?

Assistance and advice are available at your nearest local employment centre (CLE).

Go to **www.emploi.quebec.gouv.qc.ca** or call **1-877-767-8773**.



www.emploiuebec.gouv.qc.ca | 1-877-767-8773