

# Job Application Skills and Interviewing Tips



*Participant Guide*

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*Complete*

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## Colorado Department of Transportation

### *Job Application Skills and Interviewing Tips*



#### Training Notes:

#### Notes:

*This course is designed to help CDOT employees understand the State application process and what they need to do in order to provide the best application material possible.*

# Learning Logistics

*Job Application Skills and Interviewing Tips*

# Course Agenda



- **Learning Logistics**
- Section 1 – Exceptional Applicant
- Section 2 – State Application Process
- Section 3 – Elements of a Detailed Application
- Section 4 – Applying Good Interview Skills
- Conclusion

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## Training Notes:

### Notes:

*This course is designed to help CDOT employees understand the State application process and what they need to do in order to provide the best application material possible.*

**Learning Logistics** – This section takes about 10 minutes to complete and introduces the content of the course, provides introductions and what the learning expectations are of both the participants and the instructors.

**Section 1: Exceptional Applicant** – This section introduces what makes for an exceptional applicant.

**Section 2: State Application Process** – This section provides a description of the State Application process, how to search for jobs, identifying the sections of the Announcement and the comparative analysis process.

**Section 3: Elements of a Detailed Application** – This section describes the process of applying for a position with the State.

**Section 4: Applying Good Interviewing Skills** – This section describes what you need to do when you have an interview to give the best possible interview.

**Conclusion** – This section takes about 10 minutes to complete and summarizes the course. It also provides details about where you can get additional help if you need it.

## Course Learning Objectives

At the end of this course, you should be able to:

- Describe the State Application Process
- Recognize the Elements of a detailed application
- Apply good interviewing skills

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### Training Notes:

Notes:

Upon completing this course you should be able to perform each of the learning objectives listed above. We will confirm this at the end of the course.

# Introductions

Please take a moment to share:

- Your name
- Your role within CDOT
- Your expectations of this course



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## Training Notes:

### Notes:

Your Name \_\_\_\_\_

Your Role at CDOT \_\_\_\_\_

What would you like to get from this course?

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

What is your level of comfort with this training?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Learning Logistics

- Regular breaks built into the class schedule
- Classroom participation encouraged; ask, answer, and participate in the discussion
- Exercises to practice what you are learning today
- Parking lot used to capture questions for in-class follow-up
- The Participant Guide is yours to keep
  - please take notes!

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### Training Notes:

#### Notes:

- This course is 4 hours long with a break scheduled between Section Two and Three.
- Please feel free to ask any questions you may have during the course.
- The section to the right of your manual contains an area for your notes and the answers for your questions.
- During the course please keep side conversations to a minimum and share your experience with the whole class. These are what make for a great course!
- The “Parking Lot” is used to capture questions that may require a longer answer than we have time for in this course. All of the questions will be answered within 2 days of the course.



## Your Contributions to Learning

- Please respect the other participants by silencing your cell phones
- Focus on the course, please use the Internet and email during break times
- Please delay your side conversations until break times
- Attend the entire course to obtain credit for successful course completion

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### Training Notes:

#### Notes:

- Please turn off or silence any electronic devices.
- Please refrain from browsing the Internet, sending/reading text messages, or sending/reading e-mails during class.
- If you have a question, or comment, please ask it of the whole group instead of the person next to you. Many times if there is something you do not understand everyone can benefit from an explanation.

# Section 1 – Exceptional Applicant

*Job Application Skills and Interviewing Tips*

# Course Agenda



- Learning Logistics
- **Section 1 – Exceptional Applicant**
- Section 2 – State Application Process
- Section 3 – Elements of a Detailed Application
- Section 4 – Applying Good Interview Skills
- Conclusion

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## Training Notes:

### Notes:

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**Section 1: Exceptional Applicant** – This section introduces what makes for an exceptional applicant.

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**Section 3: Elements of a Detailed Application** – This section describes the process of applying for a position with the State.

**Section 4: Applying Good Interviewing Skills** – This section describes what you need to do when you have an interview to give the best possible interview.

**Conclusion** – This section takes about 10 minutes to complete and summarizes the course. It also provides details about where you can get additional help if you need it.

## Section 1 Learning Objectives

At the end of this section, you should be able to:

- Understand the roles in the organization
- Describe the state application process for hiring/promoting Employees
- Describe what makes an exceptional applicant

### Training Notes:

#### Notes:

- Each of the learning objectives corresponds to a slide, or a series of slides, in this section of the course.
- By the end of this section, you should be able to perform each of the listed objectives with the support of the training materials.
- The section objectives are also tied directly to the course objectives reviewed at the beginning of the course.

# Terms and Concepts



| Term                   | Definition  |
|------------------------|---|
| Exceptional Applicant  | The combination of skills, abilities, training, experience, and fit that the ideal candidate should have for a specific position. |
| First-Level Supervisor | The position immediately responsible for assigning work, evaluating performance, and mentoring employees.                         |
| Individual Contributor | No formal supervisory authority. Position is responsible for completing assigned job duties.                                      |
| Manager                | Accountable for multiple units through the direct supervision of at least two subordinate Unit Supervisors.                       |
| Work Lead              | The employee partially account for the work product of assigned employees.  |

## Training Notes:

Notes:

### ❖ TAB 1 – Terms and Concepts

- The following terms are critical to your understanding of this section of the course.
- Additional terms are located in the Terms and Concepts document located in the reference materials section of your guide.
- If you do not understand a term, please ask for additional clarification.
- The Terms and Concepts document contains more terms than are listed in the course and should be reviewed to help with your learning

## Class Discussion – Exceptional Applicant

Now let's discuss the Exceptional Applicant:

- What is an Exceptional Applicant?
- What do they do? (How would you know an Exceptional Applicants when you see one)
- How/why do you think this is this important to the selection process?
- What are some examples of an Exceptional Applicant?

### **Materials:**

- What makes and Exceptional Applicant Worksheet

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### Training Notes:

Notes

- ❖ **TAB 03** – Exceptional Applicant Qualities
- ❖ **TAB 04** – What is an Exceptional Applicant Worksheet

*Use the space below to capture answers to get you started.*

What is an Exceptional Applicant?

---

---

What do they do? (How would you know one when you see one)

---

---

Instructions:

***Use the space below to capture what makes an exceptional applicant.***

1. What is an Exceptional Applicant?

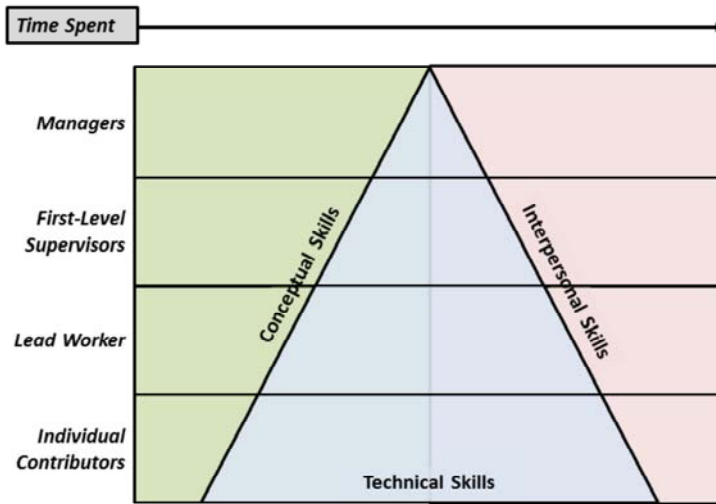
2. What do they do? (How would you know one when you see one)

3. How/why do you think it is important to the selection process?

4. What are some examples of an Exceptional Candidate?

**Training Notes:**

# Roles in the Organization



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## Training Notes:

### Notes

- Look at the slide – on the top it indicates “Time Spent” and then the slide is divided into three wedges. As an employee changes their role, the amount of time they spend in each wedge changes.
- All three areas are used at all levels, however more time is spent on Technical and Tactical Skills as an Individual Contributor, and then more time is spent on Conceptual and Strategic Skills as a Manager.
- On average, about 20% of a supervisor’s time is spent on managing/developing direct reports. And dealing with indirect reports adds to this.
- Keep in mind that you need to apply and interview for the job you want – not just for the job you already have.

***It is critical to remember when applying for a job, You need to make the connection from your skill set to how this makes you a strong applicant for the new position.***



## Check Your Knowledge

*What is an exceptional applicant?*

- The combination of skills, abilities, training, experience, and fit that the ideal candidate should have for a specific position.

*What are the three types of skills you can describe in your resume?*

- Technical, Conceptual and Interpersonal



### Training Notes:

Notes:

#### **Question 1**

What three items do you need to provide in your application?

#### **Answer**

- The combination of skills, abilities, training, experience, and fit that the ideal candidate should have for a specific position.

#### **Question 2**

What are the three types of skills you can describe in your resume?

#### **Answer**

- Technical, Conceptual and Interpersonal

## Section 2 – State Application Process

*Job Application Skills and Interviewing Tips*

# Course Agenda



- Learning Logistics
- Section 1 – Exceptional Applicant
- **Section 2 – State Application Process**
- Section 3 – Elements of a Detailed Application
- Section 4 – Applying Good Interview Skills
- Conclusion

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## Training Notes:

### Notes:

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**Section 4: Applying Good Interviewing Skills** – This section describes what you need to do when you have an interview to give the best possible interview.

**Conclusion** – This section takes about 10 minutes to complete and summarizes the course. It also provides details about where you can get additional help if you need it.

## Section 2 Learning Objectives

At the end of this section, you should be able to:

- Search for State Jobs
- Describe the State Application process
- Identify the sections of a job announcement
- Understand how comparative analysis is used to evaluate you application

### Training Notes:

#### Notes:

- Each of the learning objectives corresponds to a slide, or a series of slides, in this section of the course.
- By the end of this section, you should be able to perform each of the listed objectives with the support of the training materials.
- The section objectives are also tied directly to the course objectives reviewed at the beginning of the course.

# Terms and Concepts



| Term                                | Definition   |
|-------------------------------------|--|
| Announcement                        | The published notice for a position or class that will be filled on the basis of merit and fitness.  |
| Applicant                           | An individual who applies for employment in the state personnel system.  |
| Comparative Analysis                | A process that utilizes professionally accepted standards that compares specific job-related knowledge, skills, abilities, behaviors and other competencies. |
| Department Promotional Announcement | A job announcement that is open to only CDOT eligible applicants.  |
| Eligible List                       | A list of persons who have successfully passed through a comparative analysis and may be considered for appointment. Referrals are drawn from this list.     |

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## Training Notes:

Notes:

### ❖ TAB 1 – Terms and Concepts

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- The Terms and Concepts document contains more terms than are listed in the course and should be reviewed to help with your learning

# Terms and Concepts



| Term  | Definition  |
|---|---|
| Filter Announcements (How to Search State Jobs) | The ability to filter job announcements on the <a href="http://www.colorado.gov/jobs">www.colorado.gov/jobs</a> website by location, department, job category, and estimated annual salary.   |
| Open Competitive Announcement                   | A job announcement that is open to any eligible applicants.   |
| Promotional List                                | A list containing the names of individuals who have successfully completed any applicable comparative analysis process resulting from a job announcement restricted to current state employees or former state employees separated from employment due to layoff. |

## Training Notes:

### Notes:

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# Terms and Concepts



| Term                      | Definition  |
|---------------------------|---|
| Referral List             | A list of the top six individuals drawn from the eligible list who are to be considered by the appointing authority.  |
| State Application Process | All the steps required by the Colorado State Constitution, State Personnel Rules, and CDOT Processes for the selection of a preferred candidate.                              |
| Job Interest Card         | Ability to select as many job categories for which a candidate would like to receive email notifications each time a position opens with the State of Colorado for 12 months. |

## Training Notes:

### Notes:

#### ❖ **TAB 1** – Terms and Concepts

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# Demo One

## How to Search for State Jobs



Now let's use the State of Colorado Job Seeker page to:

- Browse for a job
- Filter announcements
- Sign up for a Job Interest Card
- Explain the difference between Department Promotional and Open Competitive announcements

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### Training Notes:

#### Notes

- The State of Colorado Jobs page can be found at the following address: <https://www.colorado.gov/dhr/jobs>
- Once you are at the address above you are able to click on one of three links for jobs:
  - Click on the Open Competitive Job Opportunities link to find job open to everyone
  - Select Promotion Job Opportunities if you are looking for jobs to advance your career
  - Select Transfer Job Opportunities if you are looking for a position in the same classification, but in another location
- Your selection will then display the type of job you want.
- When you scroll down the page you will see the of jobs that match the type of job you are looking for. If there are too many jobs use toolbar to help you narrow your search

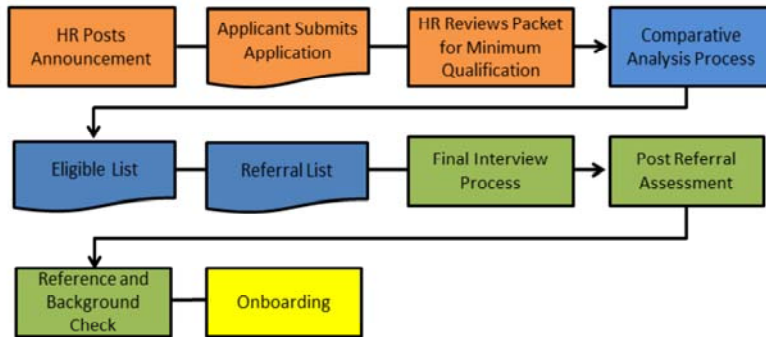


The picture above shows the search bar. The numbers above are described below

1. **Search** – Used to find a job when you know the name.
2. **Sort** – Sorts jobs by date posted, alphabetically, and by Salary
3. **Filter** – Sort jobs by location, department, job category and est. salary
4. **Postings found** – Displays how many jobs match your search
5. **Link to job(s)** – a link that takes you to the announcement



# State Application Process



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## Training Notes:

### Notes

#### ❖ TAB 02 - State Application Steps and Tips

##### **Announcement Phase (Highlighted in orange)**

- Before HR posts the announcement, we discuss the position, the job duties, the minimum qualifications, and exceptional applicant qualities with the hiring manager – and then use all of this to create the announcement and this is what will be evaluated during the process.

##### **Comparative Analysis (Highlighted in blue)**

- The comparative analysis process is required by the Colorado State Constitution, and the purpose is to evaluate the candidates and identify the top group moving forward to a final interview. We will discuss more about the comparative analysis process later.
- An eligible list will include everyone who passes the comparative analysis step or steps
- The referral list contains the top 6 applicants, or fewer

##### **Final Interview (Highlighted in green)**

- The hiring manager can select any of the top 6 applicants. After all, only 1 person can be hired for a position

##### **Onboarding (Highlighted in yellow)**

- The hiring manager provides onboarding to the new employee

***You are able to most directly impact and control what happens in the Comparative Analysis stage by submitting the best possible resume and in the Final Interview by being prepared.***

## Demo Two

# What is on the Announcement?

- The Announcement is used by HR to let you know about the details of a position. It is:
- Comprised of sections each with a specific purpose
  - Posted for a limited amount of time
  - Created to communicate the knowledge and skills required for the position

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### Training Notes:

#### Notes:

#### **TAB 05 – Heavy Equipment Operator Mechanic Announcement**

The following are the details about this sections of an announcement and what they mean to you as an applicant.

- Section A & B: Basic CDOT Info
- Section C: Job Duties – VERY IMPORTANT! This is a summary from the PDQ.
- Section D: Work Environment – This section lists any specific travel requirements, hazardous situations, etc.
- Section E: Minimum Qualifications & Substitution – The minimum qualifications are mandated by DPA, although some of it CDOT can specify. For instance, in this HEM III announcement we have listed the types of equipment applicants need to have worked on.
- Section F: Exceptional Applicant – It is important to know that this is typically what the assessments are based on. This is the “perfect” candidate.
- Section G: Necessary Special Requirements – This section is only used as appropriate for the position, such as for this HEM III. However, we typically don’t use this section for a GP.
- Section H: Background Check/Employment Screening – This is important to read so that you understand all of the requirements and your rights.
- Section I: Applicant Checklist/Supplemental Information – This section lists everything that is required for a complete application.
- Section J: Legal-ese/Disclaimer – It is important that all candidates understand their rights and the process.
- Section K: More Legal-ese & Contact Information – This is where candidates can find out who to contact with questions.
- Section L: General Supplemental Questions
- Section M: More Specific Supplemental Questions – Used as part of the assessment and to provide additional opportunity to demonstrate the applicant meets minimum qualifications.

# Section A

**SECTION A**  
STATE OF COLORADO  
invites applications for the position of:  
**Heavy Equipment Mechanic**  
This position is open only to Colorado state residents.

---

**CLASS TITLE:** EQUIPMENT MECHANIC III

**LOCATION:** XXXX, Colorado

**PRIMARY PHYSICAL WORK ADDRESS:** XXXX

**SALARY:** \$XXXX - \$XXXX Monthly

**SALARY NOTE:** Although the full salary range for this position is provided, appointments are typically made at or near the range minimum.

**FLSA STATUS:** Non-Exempt; position is eligible for overtime compensation.

**OPENING DATE:** XX/XX/XX

**CLOSING DATE:** XX/XX/XX

**JOB TYPE:** Full Time

**DEPARTMENT INFORMATION:**



**COLORADO**  
Department of Transportation

This position is only open to Colorado state residents.

## Training Notes:

### Notes:

#### **TAB 05 – Heavy Equipment Operator Mechanic Announcement**

The following are the details about this sections of an announcement and what they mean to you as an applicant.

- This is the basic CDOT Information about the position.

# Section B

## SECTION B

### About CDOT

The Colorado Department of Transportation is a billion dollar multi-modal engineering, planning, and roadway maintenance business dedicated to a mission to provide the best multi-modal transportation system for Colorado that most effectively and safely moves people, goods, and information. CDOT, with more than 3,300 employees assigned throughout the state, is responsible for a 9,146 mile highway system including 3,447 bridges. Each year this system handles over 27 billion vehicle miles of travel. Although the Interstate system accounts for only about 10% (914 miles) of the total mileage on the state system, 40% of all travel takes place on our Interstate highways. In addition, CDOT's Aeronautics Division supports Colorado's general aviation community through distribution of entitlement funds, an aviation grant program, and long-range system planning in partnership with Colorado's general aviation airports. CDOT's Division of Transit and Rail is responsible for the planning, development, finance, operation, and integration of transit and rail services into Colorado's overall transportation system.

CDOT's core values of safety, people, integrity, customer service, excellence and respect make CDOT a great place to work, making Colorado a great place to live.

CDOT offers a variety of benefits for employees including:

- Annual leave (accrued based on years of service, starting at 8 hours a month)
- Sick leave accrued at 6.66 hours a month
- 10 paid holidays per year
- Medical and dental plans
- State paid life insurance policy of \$50,000
- Choice of 2 retirement plans
- 401K and 457 plans
- State paid Short Term Disability coverage
- Credit Union Membership
- Work life programs
- Tuition reimbursement programs
- Training

## Training Notes:

### Notes:

#### **TAB 05 – Heavy Equipment Operator Mechanic Announcement**

The following are the details about this sections of an announcement and what they mean to you as an applicant.

- This is the basic CDOT Information about the position.

# Section C

## SECTION C

### DESCRIPTION OF JOB:

This position is located in the Region XX Equipment Shop. As an Equipment Mechanic III, you will inspect, diagnose, troubleshoot, and repair all equipment, primarily but not limited to heavy and specialized equipment, to ensure readiness and operational safety on a 24 hour a day, 7 days a week basis in all weather conditions.

Vehicles and equipment include, but are not limited to, 10-ton double axle snowplows, tractor-trailers, bulldozers, motor graders, paving machines and 15' mower tractors.

Major duties and responsibilities include, but are not limited to:

- Diagnose and repair vehicle and equipment malfunctions on all major systems including gas and diesel engines, transmissions, brake systems, differentials, drivelines, generators, rear-end assemblies, carburetors, and hydraulic, pneumatic, fuel, ignition, electrical and cooling systems;
- Work on vehicles and equipment such as: 10-ton double axle snowplows, tractor-trailers, front end loaders, motor graders, paving machines and 15' mower tractors;
- Diagnose, repair, rebuild and overhaul systems and parts; order parts and supplies; estimate the extent of repairs and associated costs and labor;
- Design, fabricate, machine and weld special-use parts and accessories;
- Conduct preventative maintenance inspections and safety checks; instruct operators in the use and care of vehicles and equipment;
- Prepare vehicles for exhaust emissions sampling and testing by performing air pollution control maintenance, inspection, repair, and diagnosis;
- Prioritize assignments and ensure maintenance shop is maintained in a clean, safe, and organized manner;
- Respond to emergencies and travel to remote locations in adverse weather and road conditions to perform all mechanical repairs on CDOT equipment;
- Inspect, diagnose, and repair computer-controlled equipment;
- Perform record keeping and documentation on all assigned units; prepare and audit work orders using SAP software; utilize spreadsheets for documentation and tracking;
- Use computers with various software applications for data input, records management, and e-mail in support of job assignment;
- Attend industry training to remain current on equipment and repair techniques as well as various general training sessions for CDOT;
- Provide training for field employees in various aspects of equipment maintenance, inspection, diagnostics and repair, including brake adjustment training;
- Other duties as assigned.

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## Training Notes:

Notes:

### TAB 05 – Heavy Equipment Operator Mechanic Announcement

The following are the details about this sections of an announcement and what they mean to you as an applicant.

- Job Duties – This is VERY IMPORTANT! This is a summary from the PDQ and allows you understand what the position does and the responsibilities.

# Section D

## SECTION D

### Work Environment:

- Expected work schedule is Monday through Friday, from 7 am to 3:30 pm
- May be required to respond to emergencies outside regular work hours and work overtime including weekends and holidays
- Some on-call time is required
- Must provide the supervisor with a telephone number where he/she can be reached for the purpose of responding to an emergency
- Required to lift up to 70 lbs
- Required to bend, kneel, climb in/out of trucks when maintaining and repairing equipment
- Required to use appropriate personal protective equipment
- Required to work with chemicals and cleaning products
- Required to operate CDOT vehicles
- Must be able to read, understand, follow, and give oral and written instructions in English
- Frequent travel during work day to perform field repairs, as well as to attend trainings and meetings
- May be required to work in extreme temperatures and weather conditions for long periods of time – hot and cold
- Exposure to loud noises
- Exposure to fumes, odors, gases, dusts, etc. that may affect breathing, eyes and skin
- Exposure to High Voltage (anything over 600V) and electrical shock
- Must be able to hear and communicate via cell phone and state radio to relay information and respond to field calls
- Due to locations of some of the equipment, must be physically able to work at 9-10,000 feet altitude
- Required to use computers to accomplish everyday work duties
- This position is required to have a Colorado Commercial Driver's License Class A or B with no restrictions on air brakes within 6 months of hire
- New employees are required to attend two weeks of maintenance training in Golden. Veteran CDOT employees are required to attend maintenance training one week out of each year at Camp George West in Golden. During training, you will be provided with housing and meals.

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## Training Notes:

### Notes:

#### **TAB 05 – Heavy Equipment Operator Mechanic Announcement**

The following are the details about this sections of an announcement and what they mean to you as an applicant.

- **Work Environment** – This section lists any specific travel requirements, hazardous situations, etc. of the position.

# Section E

## SECTION E

### MINIMUM QUALIFICATIONS, SUBSTITUTIONS, CONDITIONS OF EMPLOYMENT & APPEAL RIGHTS:

This experience must be specifically documented on your application. **Additional information submitted after the closing date of this announcement will not be considered in the review of your application.**

- Four years of progressively responsible experience in automotive AND heavy equipment repair, that includes at least ONE year of experience with diagnosis and repair of heavy diesel equipment such as 10-ton double axle snowplows, tractor-trailers, bulldozers, motor graders, paving machines and/or 15' mower tractors, with current proficiency at the journey level.

**Licensing Requirements:** Must obtain a Colorado Commercial Driver's License (CDL) Type A or B with no restrictions on air brakes within six months of hire.

**Substitution:** Satisfactory completion of a formalized apprenticeship program, or higher level non-correspondence coursework from an accredited college or technical school, beyond high school, in automotive and diesel equipment mechanics or heavy equipment mechanics may be substituted for the required general experience.

**Unofficial transcripts or a copy of your certificate of completion are required if substituting this education for experience and may be uploaded within your online application.**

## Training Notes:

### Notes:

#### TAB 05 – Heavy Equipment Operator Mechanic Announcement

The following are the details about this sections of an announcement and what they mean to you as an applicant.

- Minimum Qualifications & Substitution – The minimum qualifications are mandated by DPA, although some of it CDOT can specify. For instance, in this HEM III announcement we have listed the types of equipment applicants need to have worked on.

# Section F

## SECTION F

Stronger candidates will be those that demonstrate depth and breadth of skill and ability, through a combination of professional experience and formal training, to successfully perform the duties and responsibilities of this position.

The **Exceptional Applicant** will be an experienced Heavy Equipment Mechanic and will possess the proven ability or accomplishment in the following:

- Demonstrated success with the duties as listed in the Description of the Job section;
- Highest work/personal ethics and integrity;
- Extensive experience with troubleshooting, diagnosis, and repair of automotive and heavy duty diesel vehicles and equipment, up to 10 tons is highly desirable;
- Extensive experience designing and fabricating parts and special tools needed for unique and emergency situations;
- Medium/Heavy truck ASE Certifications in Diesel Engine, Drive Trains, Brakes, Suspension and Steering, Electrical/Electronic Systems, Heating, Ventilation and A/C is preferred;
- Effective interpersonal and relationship building skills;
- Effective oral communication and customer service skills;
- Strong attention to detail and accuracy;
- Strong reasoning, analytic thinking, troubleshooting and problem solving skills;
- Use of innovative approaches when performing repairs, with consideration for available resources, budget, time, efficiency, and safety;
- Flexibility in adapting to changing circumstances;
- Strong commitment to safety;
- Strong positive and can-do attitude;
- Self-starter and motivated to accomplish assigned tasks;
- Conscientious, organized, and reliable in maintaining the shop and completing assigned duties;
- Strong attention to technical detail and accuracy;
- Ability to quickly learn with minimal direction;
- Ability to adapt to changes in work assignments and environments;
- Ability to work effectively in both independent and team situations;
- Must have knowledge and know-how to use computers for vehicle diagnosing, data input, record keeping and email, and have the ability to quickly learn software.

## Training Notes:

### Notes:

#### **TAB 05 – Heavy Equipment Operator Mechanic Announcement**

The following are the details about this sections of an announcement and what they mean to you as an applicant.

- **Exceptional Applicant** – It is important to know that this is typically what the assessments are based on. This is the “perfect” candidate.



# Section G

## SECTION G

**Necessary Special Requirements:** The following conditions must be met and maintained in order to be employed and/or continue employment at CDOT :

- Must pass the Commercial Driver's License (CDL) written exam to obtain CDL permit within 2 months of hire
- Must obtain a Colorado Commercial Driver's License (CDL) class A or B with no restrictions on air brakes within 6 months of hire
- Must pass a pre-employment medical physical exam and a controlled substance test (i.e. drug test)
- Must be willing to respond to emergencies outside regular work hours and work overtime including weekends and holidays
- Must be willing and physically able to work in extreme temperature and weather conditions for long periods of time.
- Must provide the supervisor with a telephone number where he/she can be reached for the purpose of responding to an emergency
- Must be able to read, understand and follow oral and written instructions in English
- Required to lift up to 70 lbs
- Required to bend, kneel, climb in/out of trucks when maintaining and repairing equipment
- Must be able to hear and communicate via cell phone and state radio to relay information and respond to field calls

## Training Notes:

Notes:

### **TAB 05 – Heavy Equipment Operator Mechanic Announcement**

The following are the details about this sections of an announcement and what they mean to you as an applicant.

- **Necessary Special Requirements** – This section is only used as appropriate for the position, such as for this HEM III. However, we typically don't use this section for a GP.

# Section H

## SECTION H

### Employment Screening

If an applicant reaches the finalist stage of the hiring process, the Colorado Department of Transportation may procure a consumer report and/or investigative consumer report on the applicant in connection with his/her application for employment purposes, as defined under the Fair Credit Reporting Act. These reports may be obtained at any time after receipt of the applicant's authorization. As part of the employment screening an applicant will be requested to disclose any differed judgments and convictions as well an explanation of the circumstances around any arrest or conviction. In the event that a screening returns information that the applicant believes is not accurate, he or she will have an opportunity to dispute the information with "TC logiQ".

TC logiQ, a consumer reporting agency, will obtain the report for CDOT. Further information regarding TC logiQ, including its privacy policy, may be found online at [www.TClogiQ.com](http://www.TClogiQ.com). TC logiQ is located at 629 N. Weber St., Suite 7C, Colorado Springs, and can be reached at 877.825.6447.

The report may contain information bearing on the applicant's character, general reputation, personal characteristics, and mode of living. The information that may be included in the report includes: social security number trace, criminal records check, public court records checks, education records, and driving records checks. CDOT will only request credit reports insofar as they relate to the position for which the applicant is applying. The information contained in the report will be obtained from private and/or public record sources. The applicant will have the right, upon written request made within a reasonable time after receipt of a notice, to request disclosure of the nature and scope of any investigative consumer report.

## Training Notes:

### Notes:

#### **TAB 05 – Heavy Equipment Operator Mechanic Announcement**

The following are the details about this sections of an announcement and what they mean to you as an applicant.

- Background Check/Employment Screening – This is important to read so that you understand all of the requirements and your rights.

# Section I

## SECTION I

### SUPPLEMENTAL INFORMATION:

**Applicant Checklist:** Only complete applications submitted by the closing date for this announcement will be given consideration. Immediately after you submit your application you should receive an email that confirms that you successfully submitted an application for this position. If you do not, try submitting again until you receive the confirmation email. Be sure to also check your junk folder for email communications from the State of Colorado's website.

### Complete Applications must include the following documents:

- 1) A complete CDOT Application for Announced Vacancy (please submit online using the link in this announcement)
- 2) A complete Supplemental Questionnaire (must submit online as part of your application)
- 3) To verify CDL licensure: **A copy of your current (dated within the last 30 days of the announcement's open date) satisfactory Colorado Motor Vehicle Record (MVR)** that does not exceed the CDOT Driver record standards as listed above; **\*\*NOTE : YOUR MOTOR VEHICLE RECORD MUST BE ISSUED BY THE COLORADO DEPARTMENT OF MOTOR VEHICLES\*\*. Also, all applicants participating in the assessment process do so at their own expense.**

The MVR and the HTF release need to be either attached to your on-line application or sent to:

Colorado Department of Transportation  
Strategic Workforce Solutions  
4201 E. Arkansas Ave. #290  
Denver, CO 80222  
Fax: 303-757-9081  
Email: [Amanda.Parkhurst-Strout@state.co.us](mailto:Amanda.Parkhurst-Strout@state.co.us)

Only complete applications will be given consideration. Every effort must be made to submit transcripts by the announcement close date. Where unusual circumstances prevent timely acquisition of transcripts, they must be submitted within five business days of the announcement close date.

Resumes will not be accepted in lieu of a completed application, but may be used to supplement information to the application. Failure to submit properly completed documents by the closing date of this announcement will result in your application being rejected.

Former employees of the Colorado Department of Transportation System or any other State of Colorado Department or Agency, who were disciplinarily terminated or resigned in lieu of termination, must disclose this information on his/her application.

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## Training Notes:

### Notes:

#### TAB 05 – Heavy Equipment Operator Mechanic Announcement

The following are the details about this sections of an announcement and what they mean to you as an applicant.

- Applicant Checklist/Supplemental Information – This section lists everything that is required for a complete application.

# Section J

## SECTION J

### **Transfer, Non-Disciplinary Demotion or Reinstatement:**

If you believe that you are eligible to be considered as a transfer, non-disciplinary demotion or reinstatement to this vacancy, you must submit a completed application following the directions in this job announcement and you will be included in the selection process along with other qualified applicants. If you are the finalist for this position after the selection process, Human Resources will confirm your eligibility to be appointed as a transfer, non-disciplinary demotion or reinstatement applicant.

**The Assessment Process:** Colorado Revised Statutes require that all state employees be hired and promoted through comparative analysis of merit and fitness. Part or all of the assessment for this position will include a review of your application material. Applications will be reviewed by a Human Resource Specialist and/or Subject Matter Experts to determine if you meet the minimum requirements for the position. They may also use the application material to assess and rank applicants who meet the minimum requirements, to cut to a top group for additional assessment, or establish an eligible list for referral to the hiring manager for final consideration.

Be sure your application material specifically addresses your qualifications, experience, work products, and accomplishments as they relate to the Major Duties, Education and Experience Requirements, and Exceptional Applicant sections as listed above. Upload additional pages if necessary to fully explain your experience and accomplishments. Failure to include adequate information or follow instructions by the deadline for application may result in your application not being accepted for this position and may affect your inclusion as a qualified candidate in any of step of the selection process and placement on the eligible list.

**Appeal Rights:** If you receive notice that you have been eliminated from consideration for the position, you may protest the action by filing an appeal with the State Personnel Board/State Personnel Director within 10 days from the date you receive notice of the elimination.

Also, if you wish to challenge the selection and comparative analysis process, you may file an appeal with the State Personnel Board/State Personnel Director within 10 days from the receipt of notice or knowledge of the action you are challenging.

Refer to Chapters 4 and 8 of the State Personnel Board Rules and Personnel Director's Administrative Procedures, 4 CCR 801. For more information about the appeals process. The State Personnel Board Rules and Personnel Director's Administrative Procedures are available at [www.colorado.gov/spb](http://www.colorado.gov/spb).

A standard appeal form is available at: [www.colorado.gov/spb](http://www.colorado.gov/spb). If you appeal, your appeal must be submitted in writing on the official appeal form, signed by you or your representative, and received at the following address within 10 days of your receipt of notice or knowledge of the action: Colorado State Personnel Board/State Personnel Director, Attn: Appeals Processing, 1525 Sherman Street, 4th Floor, Denver, CO 80203. Fax: 303-866-5038. Phone: 303-866-3300. The ten-day deadline and these appeal procedures also apply to all charges of discrimination.

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## Training Notes:

Notes:

### **TAB 05 – Heavy Equipment Operator Mechanic Announcement**

The following are the details about this sections of an announcement and what they mean to you as an applicant.

- Legal-ese/Disclaimer – It is important that all candidates understand their rights and the process.

# Section K

## SECTION K

**ADA Accommodations:** Any person with a disability as defined by the Americans with Disabilities Act (ADA) may be provided a reasonable accommodation upon request to enable the person to complete an employment assessment. To receive the accommodation, the person making the request must present medical documentation that describes the disability which justifies the accommodation. Because it requires several days for CDOT to evaluate the request and prepare for the accommodation, it is essential for the person who believes he/she may need an accommodation to locate or obtain the documentation that he/she intends to submit well in advance of the assessment date. Failure to provide the medical documentation several days in advance of a comparative analysis could make it impossible for CDOT to prepare for and provide the requested accommodation.

To request a reasonable test accommodation for this assessment, please contact the Center for Human Resource Management at (303)757-9216 or the ADA Representative, Rose Estrada, at (303) 757-9211 or at [Rose.Estrada@state.co.us](mailto:Rose.Estrada@state.co.us), 4201 E. Arkansas Ave., Denver, CO 80222 several days before the assessment date.

**YOU MUST BE A RESIDENT OF COLORADO TO APPLY. THE STATE OF COLORADO IS AN EQUAL OPPORTUNITY EMPLOYER.**

AFS (SAP #50001074/PCR #6213)

**HOW TO APPLY:** Thank you for your interest. Submit an on-line application by clicking the link below or submit a State of Colorado Application for Announced Vacancy and all supplemental questions according to the instructions provided below. Failure to submit a complete and timely application may result in the rejection of your application. Applicants are responsible for ensuring that application materials are received by the appropriate Human Resources office before the closing date and time listed above.

**IF NOT APPLYING ON-LINE, SUBMIT APPLICATION TO:**  
4201 E. Arkansas Ave., Human Resources, Denver, CO 80222; Fax 303-757-9081; Email: [DOT\\_CDOT\\_Recruiting@state.co.us](mailto:DOT_CDOT_Recruiting@state.co.us) All application materials must be received by the closing date/time of this announcement. Please be sure to include the name and location of the position you are applying for on all application materials.

**DEPARTMENT CONTACT INFORMATION:**  
[Amanda.Parkhurst-Strout@state.co.us](mailto:Amanda.Parkhurst-Strout@state.co.us) or 303-757-9685

**METHODS OF APPOINTMENT:** Appointment to the vacancy or vacancies represented by this announcement is expected to be from the eligible list created. However, at the discretion of the appointing authority, the position(s) may be filled by another method of appointment for a valid articulated business reason.

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## Training Notes:

### Notes:

#### TAB 05 – Heavy Equipment Operator Mechanic Announcement

The following are the details about this sections of an announcement and what they mean to you as an applicant.

- More Legal-ese and Contact Information – This is where candidates can find out who to contact with questions.

# Section L

## SECTION L

### Heavy Equipment Mechanic: Pueblo Supplemental Questionnaire

- 1. Have you had any disciplinary actions in your work experience during the last 3 years? If so, please provide details of the action in the space below. If you have not had any disciplinary actions over the last 3 years, please state "none."
  
- 2. Please confirm that you have either attached to your on-line application, faxed, emailed, uploaded, OR hand delivered to CDOT a copy of your current (dated within 30 days of the announcement's open date) Colorado Motor Vehicle Record (MVR) issued by the State of Colorado Division of Motor Vehicles as requested in the "Supplemental Information" section of the announcement.  
 Yes  No

## Training Notes:

### Notes:

#### **TAB 05**– Heavy Equipment Operator Mechanic Announcement

The following are the details about this sections of an announcement and what they mean to you as an applicant.

- This is the General Supplemental Questions of the position.

# Section M

## SECTION M

- 3. **HEAVY EQUIPMENT MECHANIC EXPERIENCE** You must respond to all of the questions listed below, and your responses will be used to evaluate your application and your work experience. If you do not have experience in a particular area, write "N/A" in that section. Please include as much relevant detail as possible in each description of your experience. Read each question carefully and provide all the requested information. **DIESEL ENGINES:** Describe the work you have performed on diesel engines; list the type of vehicles or equipment on which you performed this work. Also, please list the work location where you performed the above work and the name of the supervisor who can verify your work experience in this area.
- 4. **GASOLINE ENGINES:** Describe the work you have performed on gasoline engines; list the type of vehicles or equipment on which you performed this work. Also, please list the work location where you performed the above work and the name of the supervisor who can verify your work experience in this area.
- 5. **TRANSMISSIONS:** Describe the type of transmission work you have performed; list the type of vehicles or equipment on which you performed this work. Also, please list the work location where you performed the above work and the name of the supervisor who can verify your work experience in this area.
- 6. **BRAKE SYSTEMS:** Describe the type of work you have performed on brake systems; list the type of vehicles or equipment on which you performed this work. Also, please list the work location where you performed the above work and the name of the supervisor who can verify your work experience in this area.

## Training Notes:

### Notes:

#### **TAB 05 – Heavy Equipment Operator Mechanic Announcement**

The following are the details about this sections of an announcement and what they mean to you as an applicant.

- **More Specific Supplemental Questions –** Used as part of the assessment and to provide additional opportunity to demonstrate the applicant meets minimum qualifications.

# What is Comparative Analysis



Comparative Analysis is the process where the candidate is compared to the requirements of the position:

- An application/resume review
- Oral board/structured interview
- Written narrative



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## Training Notes:

### Notes:

**Comparative Analysis** – comes from personnel rule – in essence we compare the candidates to the position requirements – not to each other. What HR does varies, depending upon the position being filled, what needs to be assessed, how many candidates we have, etc.

#### **The Application/Resume Review:**

- This is based on criteria typically taken from the announcement.
- This type of assessment only considers information HR received by the close date of the announcement. So put in those details!

#### **Written Narrative/Exercise :**

- This is when HR sends out an exercise to the candidates completed at home.
- This may be either turned for evaluation by SMEs, or presented to SMEs.
- Some examples of this: candidates writing up a work plan/executive summary, prepare a presentation on a specific topic and then giving this to SMEs.

#### **Oral Board/Structure Interviews:**

- This is when candidates are scheduled to answer questions in front of a panel of 3-5 subject matter experts (SMEs).
- It is considered structured since all the candidates are asked the same questions and the panel members have criteria they use to evaluate the responses.
- CDOT typically gives candidates time in advance to review the questions and take notes before going in front of the SMEs. But don't count on this prep time happening!
- Behavioral vs. What If questions. A behavioral question is designed to get at an applicant's actual experience doing something – not just theoretical knowledge. We also ask questions with many questions inside to get applicants to elaborate and give detail. Just like you need to give detail on an application, the same is true during an oral board/final interview.



## NeoGov emails (Application to Referral)



The following are emails you may receive by step in the process:

- Automatic NeoGov email Application Submitted
- Application Received
- Met Minimum Qualifications
- Did Not Minimum Qualifications
- Structured Application Review FYI
- Oral Board Assessment FYI
- Oral Board Scheduling (Version A)
- Oral Board Scheduling (Version B)
- Did not Pass Assessment
- Referral Email
- Eligible List Email (Not Referred)
- Not Selected
- Duplicate Application

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### Training Notes:

#### Notes

##### ❖ TAB 06 – Sample NeoGov Emails

- The slides list sample emails you may get from NeoGov. They are in the order in which you would receive them so you know how far in the process you have progressed.
- Samples of all of the letters can be found in the reference section of the participant guide
- The letters may be notification you have been selected for further consideration or that you are no longer being considered for the position.

## Exercise One - Application Review



### Scenario:

- Take 5 to 7 minutes and review the two Heavy Equipment Mechanic applications
  - What did you notice?
  - Which candidate would you hire
  - Why would you hire them
- Please take notes so we can discuss this after the exercise

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### Training Notes:

#### Notes:

- ❖ **TAB 07** – HEM Application Michael Mechanic
- ❖ **TAB 08** – HEM Application Peter Cummins

1. On your own, read through each of the two applications we've handed out – one is for Michael A. Mechanic and the other is for Peter Cummins.
2. As you read the two applications, refer to the Heavy Equipment Mechanic announcement that we looked at earlier for the minimum qualifications, exceptional applicant, etc..
3. Think about which applicant you would hire and why. Please keep in mind – both of them meet the minimum qualifications.
4. Feel free to write, circle, highlight anything you notice on the applications. (10 minutes)
5. After you've done this on your own, we will then discuss the applications as a group

## Check Your Knowledge

*What is Comparative Analysis?*

- The process where the candidate is compared to the requirements of the position

*Where can you search for State jobs?*

- The State of Colorado Jobs website



### Training Notes:

Notes:

**Question 1**

What is Comparative Analysis?

**Answer**

- The process where the candidate is compared to the requirements of the position.

**Question 2**

Where can you search for State jobs?

**Answer**

- The State of Colorado Job Seeker website

## Section 3 - Elements of a Detailed Application

*Job Application skills and Interviewing Tips*

# Course Agenda

- Learning Logistics
- Section 1 – Exceptional Applicant
- Section 2 – State Application Process
- **Section 3 – Elements of a Detailed Application**
- Section 4 – Applying Good Interview Skills
- Conclusion

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## Training Notes:

### Notes:

*This course is designed to help CDOT employees understand the State application process and what they need to do in order to provide the best application material possible.*

**Learning Logistics** – This section takes about 10 minutes to complete and introduces the content of the course, provides introductions and what the learning expectations are of both the participants and the instructors.

**Section 1: Exceptional Applicant** – This section introduces what makes for an exceptional applicant.

**Section 2: State Application Process** – This section provides a description of the State Application process, how to search for jobs, identifying the sections of the Announcement and the comparative analysis process.

**Section 3: Elements of a Detailed Application** – This section describes the process of applying for a position with the State.

**Section 4: Applying Good Interviewing Skills** – This section describes what you need to do when you have an interview to give the best possible interview.

**Conclusion** – This section takes about 10 minutes to complete and summarizes the course. It also provides details about where you can get additional help if you need it.

# Terms and Concepts



| Term                  | Definition   |
|-----------------------|--|
| Complete Application  | All of the required documents, that are completed in detail, as listed in the job announcement.  |
| Exceptional Applicant | The combination of skills, abilities, training, experience, and fit that the ideal candidate should have for a specific position.  |
| Job Qualifications    | Includes the minimum qualifications for a vacancy's class; any special qualifications, including but not limited to any required education or experience and any licensure or certification requirements; and/or any pre- or post-employment screening requirements. |

## Training Notes:

### Notes:

#### ❖ **TAB 1** – Terms and Concepts

- The following terms are critical to your understanding of this section of the course.
- Additional terms are located in the Terms and Concepts document located in the reference materials section of your guide.
- If you do not understand a term, please ask for additional clarification.
- The Terms and Concepts document contains more terms than are listed in the course and should be reviewed to help with your learning

# Terms and Concepts



| Term                   | Definition   |
|------------------------|--|
| Minimum Qualifications | The screening criteria, which can include education, experience, licensure, and certification, used to identify which candidates possess the minimum skills necessary to perform the job duties. |
| Qualified Applicant    | An individual who submits a timely and sufficient application in response to an announcement and meets the job qualifications for the vacancy.   |
| Special Qualifications | Unique job requirements, in addition to the minimum requirements, necessary for a specific position.   |

## Training Notes:

### Notes:

#### ❖ **TAB 1** – Terms and Concepts

- The following terms are critical to your understanding of this section of the course.
- Additional terms are located in the Terms and Concepts document located in the reference materials section of your guide.
- If you do not understand a term, please ask for additional clarification.
- The Terms and Concepts document contains more terms than are listed in the course and should be reviewed to help with your learning

## Section 3 Learning Objectives

At the end of this section, you should be able to:

- Describe what belongs in a complete application
- Understand what not to do in an application (Minimal Job Duty Description)
- Describe your own job duties in detail (Detailed Job Duty Description)

### Training Notes:

#### Notes:

- Each of the learning objectives corresponds to a slide, or a series of slides, in this section of the course.
- By the end of this section, you should be able to perform each of the listed objectives with the support of the training materials.
- The section objectives are also tied directly to the course objectives reviewed at the beginning of the course.



## Group Discussion – What Belongs on a Complete Application

The following belong on a Complete Application

- Details, details, details!
- If you don't list your experience or other qualifications, then we do not know about it
- Show how you meet the position's minimum qualifications AND exceptional candidate
- Difference between an application and a resume
- Application deadlines vary – take note!
- Supplemental Questions – what are these for?
- Submit all items requested in the job announcement

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### Training Notes:

Notes

#### **TAB 09** – Complete Application Tips

The following are some guidelines to ensure you have a detailed application:

- Go back in your work history as far as possible to show the experience required.
- Don't ramble on – or write a book – but do include detail!
- Be sure to describe how you meet the announcement's qualifications. Make sure this can be easily found within your application.
- If you've done any of the listed job duties, include that. Use the same language when describing your experience
- Don't be shy – claim the experience you have!
- List the specific computer programs. i.e. not: create spreadsheets, instead use: create spreadsheets in MS Excel to track monthly expenditures.
- We encourage you to apply online and you can do so from any computer with internet access.
- If you don't apply on-line, some pieces of the announcement such as supplemental questions, may be inadvertently missed.
- We will not accept only a resume for any announcement.
- Pay attention to the Complete Application Checklist portion of the announcement.
- Don't eliminate yourself from consideration because you didn't submit the required cover letter, certification, etc.
- Be sure to check your attachments. Remove your old attachments and add your new ones.
- You can copy a prior application that you submitted for a new announcement, just be sure to update it for the new position.

**Continued on the next page**

## Group Discussion – What Belongs on a Complete Application

The following belong on a Complete Application

- Details, details, details!
- If you don't list your experience or other qualifications, then we do not know about it
- Show how you meet the position's minimum qualifications AND exceptional candidate
- Difference between an application and a resume
- Application deadlines vary – take note!
- Supplemental Questions – what are these for?
- Submit all items requested in the job announcement

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### Continued from previous page

- If you don't have a prior application and the announcement isn't posted yet, you can always start drafting your work history in an MS Word document, and then cut/paste later.
- If you've worked at a company for many years – don't lump it all into one job duty. List the different jobs out and describe your experience, show the progression of job duties and responsibilities.
- And the dates! Guesstimate as well as can be, or call HR and ask. A candidate has not worked for CDOT for all 20 years as a TM II.
- HR cannot accept any additional information about your work experience or skills after the announcement closes. So, make sure it's a complete package the first time!
- Application deadlines can vary – so be sure to check this
- Ask: Is there a difference between an application and a resume? How do you think you can use each of them?
  - A resume is typically 1-2 pages and is more succinct. It is great at giving the highlights of your work experience.
  - An application provides a lot more room to describe your work experience. So use the room!

### Training Notes:

# Mechanic Job Duties

## Mechanic Job Duties

| Minimal Job Duty Description   | What do you need to do your job?   | Detailed Job Duty Description   |
|--|--|---|
| Diagnose, repair, replace, overhauling heavy equipment. Fabricate parts. | <p><b>Software/Computer:</b> SAP</p> <p>Work orders, diagnostic programs, internet searches</p> <p><b>Tools:</b> Hand tools, engine hoists/jacks, air tools, lathe, mill machine, mig/tig welders, propylene torch</p> <p><b>Equipment:</b> Single/double axle dump trucks, tractor-trailers, loaders, motor graders, mowers; Cummins, Ford, and Detroit Diesel engines.</p> <p><b>Systems:</b> Brake, fuel, hydraulic, transmission, electrical, gas/diesel engines</p> <p><b>Rules/Regulations:</b> Federal Motor Carrier Safety Regulations, CDOT Procedures, Environmental regulations</p> <p><b>Customers:</b> Maintenance employees and supervisors</p> <p><b>Misc:</b> Manuals, Automotive Service Excellence (ASE) &amp; heating, ventilation and air conditioning certifications (HVAC)</p> | <ul style="list-style-type: none"> <li>• Diagnose, repair, rebuild and overhaul systems and parts, such as gas and diesel engines, transmissions, brakes, electrical, fuel and hydraulic systems, utilizing manuals, computer diagnostic programs, manufacturer websites, as well as Federal Motor Carrier Safety Regulations, CDOT Procedures, and equipment specifications.</li> <li>• Use hand tools, engine hoists/jacks, and air tools to work on vehicles and equipment such as: single and double axle dump trucks, tractor-trailers, loaders, motor graders, and mowers. Extensive experience on Ford and Detroit Diesel engines, some familiarity with Cummins engines. Use mig/tig welders and propylene torches, lathes, and mill machines to fabricate parts.</li> <li>• Process approximately 3-10 pieces of equipment each week, depending upon needed repairs.</li> <li>• Estimate the extent of repairs and associated costs and labor; order parts and supplies per CDOT Procurement procedures; update SAP work orders to accurately reflect all materials, time and equipment needed to complete the repair.</li> <li>• Explain clearly and in layman's terms to customers what is wrong with the equipment, what is needed to fix it, and how long it will take; provide constructive and tactful feedback to equipment operators on the proper usage of equipment to prevent future failures.</li> <li>• Help other mechanics troubleshoot equipment malfunctions; share expertise on Ford and Detroit engines.</li> <li>• Prioritize own work to achieve shop's goals; work efficiently to minimize turn-around time and return the equipment back to the road.</li> <li>• Responsible for troubleshooting and determining the "real" reason the equipment is not functioning, as well as identifying any other potential equipment problems.</li> <li>• Maintain current ASE certifications for medium/heavy trucks in Diesel Engines, Drive Trains, Brakes, Suspension and Steering, Electrical/Electronic System, HVAC.</li> <li>• Responsible for maintaining cleanliness and safety of own work space each day; return all tools to proper locations; properly dispose of all fluids, broken equipment, and hazardous materials.</li> <li>• While working, always keep the safety of myself, the equipment operators, and the traveling public in mind.</li> </ul> |

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## Training Notes:

### Notes

#### Tab 10 – Mechanic Job Duties

- **Minimal Job Duty Description** – In this column, is a bare bones description of the job duties.
- **What do you need to do your job?** – In this column, think about what underlies that job duty. When you describe it, be sure to think about what software, tools, specific equipment/systems, rules/regulations are needed to perform that duty. This can be a list to get you started.
- **Detailed Job Duty Description** – This column combines the other two columns together for a more complete and detailed job duty description.

Now let's compare the this to the Account Tech Job Duties.

# Account Tech Job Duties

## Account Tech Job Duties

| Minimal Job Duty Description  | What do you need to do your job?  | Detailed Job Duty Description   |
|---|---|---|
| Process invoices and employee expense reports for payment; reconcile accounts; forecast expenses; train new employees on correct accounting procedures. | <p><b>Software:</b> SAP, MS Word and Excel</p> <p><b>Tools:</b> 10 key</p> <p><b>Equipment:</b> N/A</p> <p><b>Systems:</b> Accounts Payable (A/P), Accounts Receivable (A/R), grants, consultant payments, local agency payments, reconciliations, budget tracking, reporting, general ledger, auditing</p> <p><b>Rules/Regulations:</b> Generally Accepted Accounting Principles (GAAP), Governmental Accounting Standards Board (GASB), State Fiscal Rules, State Financial reporting, State Auditor requirements, contract provisions, Federal Highway Administration (FHWA) and Federal Transit Administration (FTA) requirements, business law</p> <p><b>Customers:</b> CDOT employees, vendors, consultants</p> <p><b>Miss:</b> N/A</p> | <ul style="list-style-type: none"> <li>Responsible for the monthly data entry and processing of approximately 200 utility bills, 30-40 consultant and 30 local entity A/P Invoices, and employee expense reports in SAP; verify all invoices for correctness, completeness, compliance with contract provisions, FHWA, FTA, State Fiscal and Procurement rules, as well as within available budget. When errors are identified, determine best course to resolve the problem.</li> <li>Ensure all invoices are processed and paid within payment terms. Review all work to ensure accuracy, attention to detail, and adherence to all processes.</li> <li>Stay up-to-date on all SAP and invoice processing timeframes and deadlines; manage individual tasks and organize priorities to meet these requirements.</li> <li>Provide Procurement credit card administration, which includes maintaining account information, ensuring compliance of policy and procedures, reconciling accounts, reallocating funds and monitoring the online banking information.</li> <li>Reconcile accounts monthly using MS Excel and audit them for completed paperwork and correct controls. Research and respond to requests for information from HQ Accounting; fix any errors that are identified. Utilize knowledge of GAAP and GASB when performing all accounting job duties.</li> <li>Provide on-going, excellent customer service by phone, email, and walk-in to CDOT employees, vendors, and consultants. Be respectful and listen to each person's concerns and respond within 24 hours. Research missing invoices or payments. Train new employees and vendors on how to correctly complete their purchasing/accounting requests.</li> <li>Special Task: Served on HQ committee to review and rewrite A/P and A/R SAP procedures. Deliverables included: talked with various CDOT employees across the regions to identify issues; identified redundancies and assisted with writing sections of new procedures manual.</li> <li>Other job duties as assigned.</li> </ul> |

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## Training Notes:

### Notes

#### TAB 11 – Account Tech Job Duties

- Minimal Job Duty Description** – In this column, is a bare bones description of the job duties.
- What do you need to do your job?** – In this column, think about what underlies that job duty. When you describe it, be sure to think about what software, tools, specific equipment/systems, rules/regulations are needed to perform that duty. This can be a list to get you started.
- Detailed Job Duty Description** – This column combines the other two columns together for a more complete and detailed job duty description.

## Exercise Two

### List your Most Important Job Duties



#### Activity:

- Individually complete the Job Duty Worksheet found on TAB 12 of your Workbook.
  - List your most important job duty
  - List what tools, software, rules, etc. that you need to do this job duty
  - Spend 10 minutes writing down how you would describe your work experience in **detail!**

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#### Notes:

**TAB 10** – Mechanic Job Duties

**TAB 11** – Account Tech Job Duties

**TAB 12** – Job Duty Worksheet

- **Minimal Job Duty Description** – In this column, write down your most important job duty.
- **What do you need to do your job?** – In this column, write out what tools, software, rules/regulations you need to accomplish this job duty.
- **Detailed Job Duty Description** – This column, combine both of the other columns into a detailed description. (20-25 minutes)

#### Training Notes:

## Check Your Knowledge

*What details should you include on your Job Duty Statement?*

- Software, tools, Equipment, Systems, Rules/Regulations, Customers, Miscellaneous

*How does this help you to improve your application materials?*

- It provides the details needed for HR, SME and Hiring Manager to evaluate how your skills match the description of the position



### Training Notes:

Notes:

#### **Question 1**

What are the three sections of the Job Duties description?

#### **Answer**

- Software, tools, Equipment, Systems, Rules/Regulations, Customers, Miscellaneous

#### **Question 2**

How does this help you to help you improve your resume?

#### **Answer**

- It provides the details needed for HR, SME and Hiring Manager to evaluate how your skills match the description of the position



# Section 4 – Applying Good Interviewing Skills

*Job Application Skills and Interviewing Tips*

# Course Agenda

- Learning Logistics
- Section 1 – Course Introduction
- Section 2 – State Application Process
- Section 3 – Elements of a Detailed Application
- **Section 4 – Applying Good Interview Skills**
- Conclusion

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## Training Notes:

### Notes:

*This course is designed to help CDOT employees understand the State application process and what they need to do in order to provide the best application material possible.*

**Learning Logistics** – This section takes about 10 minutes to complete and introduces the content of the course, provides introductions and what the learning expectations are of both the participants and the instructors.

**Section 1: Exceptional Applicant** – This section introduces what makes for an exceptional applicant.

**Section 2: State Application Process** – This section provides a description of the State Application process, how to search for jobs, identifying the sections of the Announcement and the comparative analysis process.

**Section 3: Elements of a Detailed Application** – This section describes the process of applying for a position with the State.

**Section 4: Applying Good Interviewing Skills** – This section describes what you need to do when you have an interview to give the best possible interview.

**Conclusion** – This section takes about 10 minutes to complete and summarizes the course. It also provides details about where you can get additional help if you need it.



## Section 4 Learning Objectives

At the end of this section, you should be able to:

- Describe what you should or should not do during an interview
- Identify what makes a strong or weak candidate

### Training Notes:

#### Notes:

- Each of the learning objectives corresponds to a slide, or a series of slides, in this section of the course.
- By the end of this section, you should be able to perform each of the listed objectives with the support of the training materials.
- The section objectives are also tied directly to the course objectives reviewed at the beginning of the course.

# Terms and Concepts



| Term                     | Definition   |
|--------------------------|--|
| Exceptional Applicant    | The combination of skills, abilities, training, experience, and fit that the ideal candidate should have for a specific position.  |
| Final Interview          | All applicants who have been placed on the referral list must be given final consideration, which can be done either in person or on the phone.  |
| Post Referral Assessment | All of the evaluation steps that occur after a candidate is referred for final consideration: final interview, reference checks, and other hiring manager requests (e.g., writing samples, presentation) |

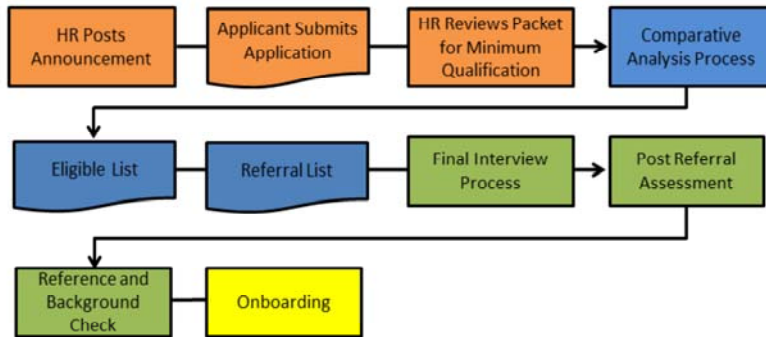
## Training Notes:

### Notes:

#### ❖ **TAB 1** – Terms and Concepts

- The following terms are critical to your understanding of this section of the course.
- Additional terms are located in the Terms and Concepts document located in the reference materials section of your guide.
- If you do not understand a term, please ask for additional clarification.
- The Terms and Concepts document contains more terms than are listed in the course and should be reviewed to help with your learning

# State Application Process



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## Training Notes:

### Notes

#### ❖ TAB 02 - State Application Steps and Tips

##### **Announcement Phase (Highlighted in orange)**

- Before HR posts the announcement, we discuss the position, the job duties, the minimum qualifications, and exceptional applicant qualities with the hiring manager – and then use all of this to create the announcement and this is what will be evaluated during the process.

##### **Comparative Analysis (Highlighted in blue)**

- The comparative analysis process is required by the Colorado State Constitution, and the purpose is to evaluate the candidates and identify the top group moving forward to a final interview. We will discuss more about the comparative analysis process later.
- An eligible list will include everyone who passes the comparative analysis step or steps
- The referral list contains the top 6 applicants, or fewer

##### **Final Interview (Highlighted in green)**

- The hiring manager can select any of the top 6 applicants. After all, only 1 person can be hired for a position.

##### **Onboarding (Highlighted in yellow)**

- The hiring manager provides onboarding to the new employee.

***You are able to most directly impact and control what happens in the Comparative Analysis stage by submitting the best possible resume and in the Final Interview by being prepared.***

## Exercise Three – Interview Do's and Don'ts



Activity: As a group brainstorm together about:

- Dress, attitude, etc.
- What have you seen? Heard of?
- Tie, neat shirt, slacks, nice shoes, neat/groomed appearance
- Work clothing, hats, sunglasses, excessive jewelry, low cut clothing, strong perfume

E

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### Training Notes:

#### Notes

#### TAB 13 – Interview Tips

Tell us about things you:

- Seen
- Experiences you have had
- Have heard of (no names please)

## What to do if you are Stuck or Nervous

*If you don't know what to say:*

- Don't panic
- Redirect to a broader skill
- Ask for clarification



*If you are nervous:*

- Take a deep breath
- Sit or stand up straight
- Smile

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### Training Notes:

Notes:

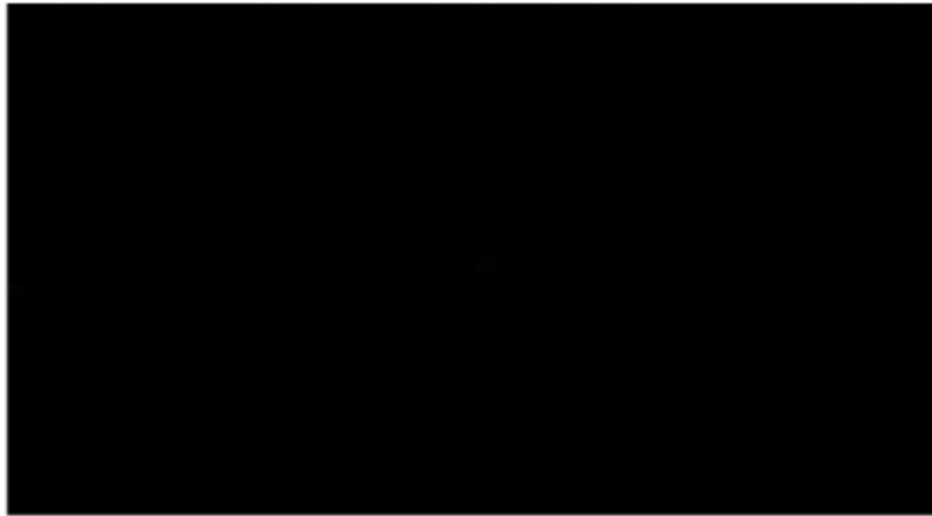
If you are in an interview and are not sure about what you need to say or do next remember the following:

- **Don't Panic** – Start by taking a deep breath in the time you take to do this you will most likely know what to do next. You do not have to have a perfect interview to get a job you just need to describe your experience well and answer the question. By taking your time you can gather your thoughts and make sure you do not say anything that indicates you do not know what to say.
- **Redirect to a broader skill** – If you are asked about a very specific skill you do not have think about similar skills you may have that are not as specific to the skill they are asking. For example, if you were asked if you had skill in working with a specific tool, you could share with the interview panel the skills that you have with similar tools and your ability to learn new tools quickly.
- **Ask for clarification** – When you are not certain of what an interview panel is asking it is best to ask them for clarification of the question. Hearing the question again and in a different way gives you time to think about an answer and in many cases helps you to jog your memory about the specific or similar skills you can use to answer the question.

If you are nervous remember the following:

- **Take a deep breath** – Taking a deep breath has been proven to help you relax because when you are nervous your breathing is shallow.
- **Sit or stand up straight** – Your body and your mind are connected by sitting up straight you are indicating you are ready to go and that is what you want in an interview.
- **Smile** - By smiling you not only change your own mood, by the mood of the people around you.

# Strong versus Weak Candidate



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## Training Notes:

### Notes:

The following video shows the interview process for two different candidates interviewing for a position. This video is a little silly, but it has many important points. When you are watching the video look for the following:

**What is working well for the candidates?**

---

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**What is not working well for the candidates?**

---

---

**Have you ever seen something similar in real life?**

---

---

**What would you differently from the candidate?**

---

---

**How would you apply this to yourself and the positions you might interview for in the future?**

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If you are not in a class, and are viewing the video it can be found at:

- <https://www.youtube.com/watch?v=0qYkp8bYDfk> .

## Exercise Four



Activity: As a group let's discuss the following:

- What is working well for the candidates?
- What is not working well for the candidates?
- Have seen something similar in real life?
- What would you do differently?
- How would you apply this to yourself and the positions you might interview for in the future?

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### Training Notes:

Notes:

As a group review the five questions listed in the slide above. These are the same questions you answered as you watched the video.

## Check Your Knowledge

*What are three different actions you can take if you are nervous?*

- Take a deep breath
- Sit or stand straight
- Smile



### Training Notes:

Notes:

#### **Question 1**

What are three different actions you can take if you are nervous?

#### **Answer**

- Take a deep breath
- Sit or stand straight
- Smile



# Conclusion

*Job Application Skills and Interviewing Tips*

# Course Agenda



- Learning Logistics
- Section 1 – Exceptional Applicant
- Section 2 – State Application Process
- Section 3 – Elements of a Detailed Application
- Section 4 – Applying Good Interview Skills
- **Conclusion**

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## Training Notes:

### Notes:

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**Section 4: Applying Good Interviewing Skills** – This section describes what you need to do when you have an interview to give the best possible interview.

**Conclusion** – This section takes about 10 minutes to complete and summarizes the course. It also provides details about where you can get additional help if you need it.

## Conclusion

You should now be able to:

- Describe the State Application Process
- Recognize the Elements of a detailed application
- Apply good interviewing skills

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### Training Notes:

Notes:

- The slide above contains what you should now be able to do. If you have questions about the content after the course, refer to the next slides for the names and contact information of the people who can help.
- If you have question now, please ask. You will have another chance at the end of the course, after we discuss where you are able to get help and the resources available to you.

## Where Can I Get Help – People?

For additional assistance contact:

- Tawnya DeHerrera
  - Email: [Tawnya.De-Herrera@state.co.us](mailto:Tawnya.De-Herrera@state.co.us)
  - Phone: 7-9225
- Amanda Parkhurst-Strout
  - Email: [Amanda.Parkhurst-Strout@state.co.us](mailto:Amanda.Parkhurst-Strout@state.co.us)
  - Phone: 7-9685



Training Notes:

Notes:

Contact the resources above, if you need help with:

- The location of the training materials
- Questions related to the content of the course
- Help with the content discussed in the training course
- General questions about the recruitment processes

## Other CDOT Help Resources

The additional help resources are available:

- CDOT Job Opportunities Page
  - <http://intranet/employees/job-opportunities>
- For State Job Opportunities go to:
  - <https://www.colorado.gov/dhr/jobs>
- Members of Workforce Staffing
  - Refer to the notes section below

### Training Notes:

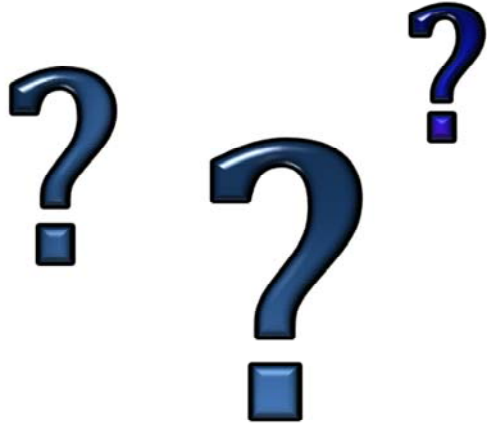
#### Notes:

The following are the members of the Workforce Staffing team who are available to answer any questions you may have about a recruitment.

The name and the members of the team are:

- Tawnya DeHerrera 7-9225 (Region 1)
- Melanie Vigil 7-9150 (Region 2 and HQ)
- Lynn Livingston 7-9110 (Region 3 & 5)
- Erin Hardin 7-9797 (Region 4, Audit, DAF & DTD)
- Amanda Parkhurst-Strout 7-9685
- Emily Harp – 7-9738 Recruitment)

# Questions?



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## Training Notes:

### Notes:

Now let's review the parking lot questions. If there are any questions that have not been answered I will have an answer to you within the next week. If you have any questions about training after the course please contact me or just drop by and ask.

# *Resource Materials*



*Job Application Skills and Interviewing Tips*

**Section Title****Page / Tab**

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***Resource Materials***

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**Terms and Concepts****Tab 1****State Application Steps and Tips****Tab 2****Exceptional Applicant Qualities****Tab 3****What is an Exceptional Applicant Worksheet****Tab 4****Heavy Equipment Operator Mechanic Announcement****Tab 5****Sample NeoGov Emails****Tab 6****HEM Application Michael Mechanic****Tab 7****HEM Application Peter Cummins****Tab 8****Complete Application Tips****Tab 9****Mechanic Job Duties****Tab 10****Accountant Tech Job Duties****Tab 11****Job Duties Worksheet****Tab 12****Interview Tips****Tab 13**

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# Tab 1 – Terms and Concepts









# Tab 2 – State Application Steps and Tips



# Tab 3 – Exceptional Application Steps and Tips



# Tab 4 – What is an Exceptional Applicant Worksheet





# Tab 5 – HEM Announcement



## Tab 6 – Sample NeoGov Emails



# Tab 7 – HEM Application

## Michael Mechanic



Tab 8 – HEM Application  
Peter Cummins







# Tab 9 – Complete Application Tips



# Tab 10 – HEM Job Duties



# Tab 11 – Account Tech Job Duties





# Tab 12 – Job Duties Worksheet





# Tab 13 – Interview Tips

