

# Applying for Government Jobs



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This report, *Applying for Government Jobs*, is one of four reports designed to assist job seekers. The *Arizona Job Seekers Guide* and the two *Major Employers Guides* (one for Phoenix and the other for the balance of state) are the other three related publications.

One copy of each publication is available at no cost by contacting:

**Economic Analysis Section  
Research Administration  
Arizona Department of Economic Security  
P.O. Box 6123  
Phoenix, AZ 85005-6123**

**Phone: (602) 542-3871 or (800) 321-0381  
Outside Arizona Phone: (800) 827-4966  
Internet: [www.de.state.az.us/links/economic/webpage/](http://www.de.state.az.us/links/economic/webpage/)**

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## **APPLYING FOR FEDERAL GOVERNMENT JOBS**

The federal government is the largest employer in the United States and a major employer in Arizona. Federal employees in Arizona numbered 48,000 in the year 2000, accounting for 2.2 percent of the state's 2.2 million workers.

The headquarters of most federal agencies are located in Washington, D.C.; however, field offices are scattered throughout the United States and foreign countries. In Arizona, most federal jobs are located in Phoenix, Tucson, Yuma, and Fort Huachuca. Departments of the Army and Air Force, the U.S. Postal Service, and the Veteran's Administration are among the largest federal employers of civilians in the state.

### **THE JOB SEARCH AND APPLICATION PROCESS**

The computer technology that has impacted most areas of our lives has dramatically affected the job search process. In recent years, the procedure for pursuing employment with the federal government has undergone sweeping changes that are designed to make the process more responsive to consumers. Gaining employment with the federal government is basically a three-step process:

- 1) Use federal nationwide information systems
- 2) Obtain the vacancy announcement
- 3) Follow the application instructions

#### **Using the Internet for Your Job Search**

There are two excellent websites for finding jobs with the federal government. The official website of the U.S. Office of Personnel Management (OPM) is [www.usajobs.opm.gov](http://www.usajobs.opm.gov). A non-government website which ably deals with the subject is [www.federaljobszone.com](http://www.federaljobszone.com).

#### **Using the Telephone to Find Federal Government Employment**

With a touchtone telephone, call the Career America Connection in Macon, Georgia, at 912-757-3000. This automated service of the OPM allows job searches by state, region, and occupational category and is available at all times. After leaving your name, address, and job interests, you will receive the appropriate job applications in the mail. Request Federal Employment Info Line fact sheet EI-42 "Federal Employment Information Sources" for a complete listing of local telephone numbers to this nationwide network.

For alternative formats, people with disabilities may call the above numbers and select "Federal Employment Topics" and then "People with Disabilities." If you have a hearing disability, use a modem to call TDD 912-744-2299.

For information related to veteran's preference in hiring, call OPM at 912-757-3000 and select "Federal Employment Topics" and then "Veterans." Using a modem you can also call the electronic bulletin board at 912-757-3100.

After using one of the above procedures to review the list of job openings, decide which jobs you are interested in and follow the instructions given. Although the federal government does not require a standard application form for most jobs, it does need certain information to evaluate your qualifications and determine if you meet certain legal requirements for federal employment. If your resume or application does not provide all the information requested in the job vacancy announcement, you may lose consideration for the job. Help speed the selection process by

keeping your resume or application brief and by sending only the requested material. Type or print clearly in dark ink.

## **RESUME ESSENTIALS**

### **JOB INFORMATION**

Announcement number, title and grade of the job for which you are applying

### **PERSONAL INFORMATION**

- Full name, mailing address, and day and evening telephone numbers
- Social Security Number
- Country of citizenship (Most federal jobs require U.S. citizenship.)
- Veteran's preference

If you were previously employed by the federal government, also include:

- Reinstatement eligibility (If requested, attach form SF-50, which is proof of your status.)
- Highest federal civilian grade held

### **EDUCATION**

- High School  
Name, city, and state  
Date of diploma or GED
- College and Universities  
Name, city, and state  
Majors  
Type and year of any degrees received (If no degree, show total credits earned.)
- Send copy of your college transcript only if the job vacancy announcement requests it.

### **WORK EXPERIENCE**

Give the following information concerning your previous jobs:

- Job title (include series and grade if federal)
- Duties and accomplishments
- Employer's name and address
- Supervisor's name and phone number
- Starting and ending dates (month and year)
- Hours per week
- Salary

Also indicate whether your current supervisor may be contacted.

### **OTHER QUALIFICATIONS**

- Job-related training courses (title and year)
- Job-related skills, such as typing speed and proficiency with other languages, computer software/hardware, tools, and machinery
- Job-related certificates/licenses (current only)
- Job-related honors, awards, and special accomplishments

## **APPLYING FOR ARIZONA STATE GOVERNMENT JOBS**

State government employs nearly one of every four government workers in Arizona. Although state employees are found throughout Arizona, the largest share work in Phoenix where the state capital is located. The Tucson metropolitan area (Pima County) ranks second in number of state employees, and is followed by Pinal County — home of the state prison in Florence and the center for developmentally disabled in Coolidge.

The State Personnel Division recruits potential employees and refers qualified applicants to about 75 different state agencies throughout Arizona. However, the Departments of Corrections and Public Safety, the state universities, and a few other agencies do not hire through the State Personnel Division and should be contacted directly.

The application process revolves around new computer technology that stores and reviews information provided by the jobseeker on a resume. Using document-imaging technology, your resume is kept active for six months. Because the computer scans for pertinent information and key words, a single resume can identify numerous opportunities for employment. Such efficiency and power requires, however, that the resume be carefully written and formatted. To maximize your chances of successfully finding employment using this technology, carefully adhere to the following instructions.

### **Preparing a Computer-Readable Resume for Arizona State Government Jobs**

When preparing a resume for the computer to read, you want it to be "scannable." The format of such a resume is clean so the scanner can get a clear image. A scannable resume has standard fonts and crisp, dark type such as a laser printer or a typewriter with a new ribbon would produce. And the content of a scannable resume has plenty of facts for the computer to extract. The more skills and facts you provide, the more opportunities you'll have for your skills to match available positions. This maximizes your ability to get "hits" (matches of your skills with the required job skills).

Preparing a scannable resume is easy. As with the traditional-style resume, focus on format and content.

#### **Format**

To maximize the computer's ability to scan or read your resume, provide a clean, clear resume in a standard format. The computer has difficulty reading poor quality copy with an unusual layout, such as a newspaper layout, large font sizes, lines/graphics, light type, or paper that is too dark. (See the sample resume on the following two pages.)

- Use white or light-colored 8 1/2" x 11" paper, printed on one side only.
- Place your name at the top of the page on its own line. (Your name can also be the first text that appears on subsequent pages.)
- Use a standard address format below your name and place each phone number you list on a separate line.
- Avoid vertical and horizontal lines, graphics, and boxes.
- Don't condense spaces between letters.

*(continued on page 6)*

Sandra M. Beach  
1150 Rio Salado Lane  
Phoenix, Arizona 34567  
000-123-1234

### KEYWORDS

Administrative Secretary. Certified Professional Secretary. Word Processing. Lotus 1-2-3 Paradox. Customer Service. Public Contact. Word Perfect. Microsoft Word. Harvard Graphics. Communication, Interpersonal and Organizational Skills. Supervisor. Veteran.

### OBJECTIVE

(Use when targeting a specific job in state service and when targeting types of employment, such as when applying for part-time employment.)

### SUMMARY OF QUALIFICATIONS

Experienced senior-level secretary for mid-sized company. Skilled professional with supervisory experience, knowledgeable about office operations, word processing, spreadsheets, and desktop publishing. A team player with excellent oral and written communication skills. Demonstrated abilities in public relations and customer contact.

### PROFESSIONAL EXPERIENCE

1991 to 1995      Administrative Secretary  
Kennedy Flight Systems, Seattle, Washington

Administrative secretary responsible for coordinating office activities for the company vice president. Contact customers; schedule appointments, meetings, conference calls; and make travel arrangements. Use considerable judgment and discretion to write and edit letters, compile annual reports, and prepare tables and graphs for statistical reports. Hire, train, and supervise three other clerical staff. Conceptualized and assisted in the development of a new purchasing and billing system that saved the company an estimated \$94,000 the first year of operation.

1989 to 1991      Computer Operator  
United States Army Reserve — Active Duty

After training, was assigned to Engineering Unit. Did data input and reports. Operated personal computers, terminals, and peripheral equipment. Responsible for minor maintenance. Served in Desert Storm, promoted and was responsible for field office operations. Monitored work flow, security, and accuracy of data input. Supervised and trained eight subordinate staff.

continued

1987 to 1989            Office Secretary  
Ron T. Mein, C.P.A.,  
Tempe, Arizona

Secretary for an office of five people. Answered letters using word processing, completed forms, compiled reports, and scheduled appointments. Responded to customer inquiries and complaints, and referred them for assistance. Billed customers and purchased office supplies. Operated various office machines. Organized and maintained office files.

1984 to 1987            Office Worker  
Desert Plants Mart, Cave Creek, Arizona

Assisted office secretary part-time while in high school and while attending business college. Greeted customers, took orders, completed invoices, scheduled deliveries, and typed letters.

#### EDUCATION AND TRAINING

Institute for Certified Secretaries  
Certified Professional Secretary, 1994

Olympia Community College  
Seattle, Washington  
Certificates, Business Software Applications, 1993  
(Lotus 1-2-3, Microsoft Word, Wordperfect)

United States Army  
Ft. Benjamin, Harrison, Indiana  
Certificate, Computer Operator, 1989  
Additional Training Sessions in Paradox and Harvard Graphics

Appleton Business College  
Phoenix, Arizona  
Diploma, Secretarial and Office Management, 1987

*(continued from page 3)*

- You may use bold face and/or capital letters for section headings as long as the letters don't touch each other.
- Use standard typefaces between 10 and 14 points in size. Standard typefaces include Arial, CG Times, Garamond, Tahoma, Times New Roman, and Univers.
- Avoid fancy treatments such as italics, underlines, shadows, and reverses (white letters on black background).
- Avoid two-column formats or resumes that look like newspapers or newsletters.
- Send or deliver a laser-printed original if possible. A typewritten original, a dot-matrix in letter quality, or a high quality photocopy is acceptable.

## **Content**

The computer extracts information from your resume. You can use your current resume if it conforms to the format described above. However, once you understand what the computer searches for, you may wish to include more key words to increase your opportunities for matching requirements or getting "hits".

Personnel staff access the resume database in many ways, searching for applicants with specific backgrounds. For example, they will search for key words, usually nouns, such as writer, BA, marketing administration, counselor, RN, Spanish (language fluency). So be sure to describe your education and experience in concrete terms rather than vague descriptions.

- Use enough key words to define your skills, experience, education, and professional affiliations.
- Describe your experience specifically. For example, "managed a team of software engineers" is better than "responsible for managing, training".
- Use more than one page if necessary. The computer can easily handle multiple-page resumes, and it allows you to provide more information than you would for a human reader.
- You may use jargon and acronyms specific to your industry and occupation, but remember to spell out acronyms for human readers.
- Increase your list of key words by including specifics. For example, list the names of the software you use, like WordPerfect, Microsoft Word, Lotus 1-2-3, FoxPro.
- Use typical resume headings such as: Objective, Experience, Employment, Work History, Positions Held, Appointments, Skills, Summary, Summary of Accomplishments, Strengths, Education, Professional Affiliations, Publications, Papers, Licenses, Certifications, Examinations, Honors, Personal, Additional, Miscellaneous, References.

## **After Your Resume is Completed**

When you are satisfied that your resume is correct in format and strong in content, mail it or take it to one of the Job Service offices listed on the inside back cover.

Some jobseekers may want two versions of their resume, one with a scannable format for the computer to read (send this one) and one with a creative layout, enhanced typography, and summarized information to take to the interview for people to read.

## **APPLYING FOR COUNTY AND CITY JOBS**

Employment in Arizona's local governments totaled 231,000 in the year 2000 and represented 63 percent of all government employment in Arizona. Each city, county, and regional government, as well as each local school district, is responsible for its own hiring. In Maricopa county alone, there are over a dozen city governments and nearly 70 separate school districts. Application procedures for these institutions vary.

Job announcements are generally posted at local agency personnel offices. Arizona state Job Service offices also have information about many of these positions, and many are advertised in local newspapers.

To pursue employment with a local school district, community college district, or university, contact them directly. The Arizona Department of Education (at 1535 West Jefferson, Phoenix, Arizona 85007) can provide information about teacher certification, but not job openings.

If seeking employment with city, county, or regional governments, contact the personnel departments directly. Several hotlines are provided on the inside front cover of this publication. Other hotlines and phone numbers for various government units are listed in the Blue Pages of your telephone directory.

## GOVERNMENT OCCUPATIONS WITH THE MOST EMPLOYMENT

	<u>Estimated 1998 Arizona Employment</u>	<u>Percent of Sector</u>
<b>FEDERAL GOVERNMENT</b>		
Postal mail carriers	5,110	11.5
Shipping, receiving, and traffic clerks	3,277	7.4
Registered nurses	1,471	3.3
Inspectors and compliance officers, except construction	1,285	2.9
Police patrol officers	1,159	2.6
Office clerks, general	1,124	2.5
Postal service clerks	1,104	2.5
<b>STATE GOVERNMENT</b>		
Correctional officers	5,164	13.3
Social and human service assistants	1,627	4.2
Amusement and recreation attendants	1,612	4.1
Word processors and typists	1,578	4.1
Welfare eligibility workers and interviewers	1,575	4.0
Secretaries, except legal and medical	1,305	3.4
Inspectors and compliance officers, except construction	1,253	3.2
Office and administrative support supervisors and managers	1,063	2.7
<b>LOCAL GOVERNMENT</b>		
Police patrol officers	3,266	4.3
Fire fighters	2,973	3.9
Correctional officers	2,962	3.9
Social workers, except medical and psychiatric	2,680	3.6
Secretaries, except legal and medical	1,918	2.5
Police and detective supervisors	1,692	2.2
Sheriffs and deputy sheriffs	1,449	1.9
Recreation workers	1,424	1.9
Office and administrative support supervisors and managers	1,378	1.8
Office clerks, general	1,298	1.7
Construction and building inspectors	1,033	1.4

## ARIZONA JOB SERVICE OFFICES

### Phoenix Metro Area

438 W. Adams St.  
Phoenix, 85003-1607  
(602) 252-7771

4635 S. Central Ave.  
Phoenix, 85040-2148  
(602) 276-5587

9801 N. 7th St.  
Phoenix, 85020-1701  
(602) 861-0208

3406 N. 51st Ave.  
Phoenix, 85031-3002  
(623) 247-3304

Suite 101  
6666 W. Peoria Ave.  
Glendale, 85302-7015  
(623) 486-9891

225 E. Main St., Ste. 110  
Mesa, 85201-7409  
(480) 962-7678

### Tucson Metro Area

316 W. Ft. Lowell Rd.  
Tucson, 85705-3816  
(520) 293-1919

7750 E. Broadway Blvd.  
Tucson, 85710-3901  
(520) 886-2145

195 W. Irvington Rd.  
Tucson, 85714-3097  
(520) 741-7188

### Northern Arizona

Suite E  
1645 E. Cottonwood St.  
Cottonwood, 86326-4500  
(928) 634-3337

397 Malpais Lane, Ste. 9  
Flagstaff, 86001-6281  
(928) 779-4557

122 E. Hwy. 260, Ste. 110  
Payson, 85541-4925  
(928) 474-4521

234 N. Grove Ave.  
Prescott, 86301-2912  
(928) 445-5100

40 S. 11th St.  
Show Low, 85901-6001  
(928) 537-2948

PO Box 1140  
Tuba City, 86045-1140  
(928) 283-5201

PO Box 1570  
Window Rock, 85615  
(928) 871-4131

319 E. 3rd St.  
Winslow, 86047-3901  
(928) 289-4644

### Central Arizona

401 N. Marshall St.  
Casa Grande, 85222-5244  
(520) 426-3529

1155 N. Arizona Blvd.  
Coolidge, 85228-3294  
(520) 723-5351

605 S. 7th St.  
Globe, 85501-0630  
(928) 425-3101

### Western Arizona

813 Hancock Rd.  
Bullhead City, 86442-5083  
(928) 763-4154

301 Pine St.  
Kingman, 86401-5661  
(928) 753-4333

1990 McCulloch, Ste. 104  
Lake Havasu City,  
86403-4647  
(928) 680-6005

201 S. 3rd Ave.  
Yuma, 85364-2294  
(928) 783-1221

### South, Southeast

209 Bisbee Rd.  
Bisbee, 85603-1193  
(520) 432-5703

1140 F Ave.  
Douglas, 85607-1988  
(520) 364-4446

480 N. Grand Ave.  
Nogales, 85621-2736  
(520) 287-4635

1938 W. Thatcher Blvd.  
Safford, 85546-3318  
(928) 428-2911

2981 E. Tacoma St.  
Sierra Vista, 85635-1398  
(520) 458-4005

256 S. Curtis Ave.  
Willcox, 85643-2115  
(520) 384-3583

# GOVERNMENT HOTLINES AND WEB SITES

## City Governments

### **Chandler**

25 S. Arizona Place  
Suite 201  
480-782-2354  
[www.ci.chandler.az.us](http://www.ci.chandler.az.us)

### **Gilbert**

1025 S. Gilbert Road  
480-503-6003  
[www.ci.gilbert.az.us](http://www.ci.gilbert.az.us)

### **Glendale**

5850 W. Glendale Avenue  
623-930-3699  
[www.ci.glendale.az.us](http://www.ci.glendale.az.us)

### **Mesa**

20 E. Main Street  
Suite 209  
480-644-2759  
[www.ci.mesa.az.us](http://www.ci.mesa.az.us)

### **Peoria**

8401 W. Monroe Street  
623-773-7105  
[www.ci.peoria.az.us](http://www.ci.peoria.az.us)

### **Phoenix**

135 N. 2nd Avenue  
1st Floor  
602-534-5627  
[www.ci.phoenix.az.us](http://www.ci.phoenix.az.us)

### **Scottsdale**

7575 E. Main Street  
Suite 205  
480-312-2395  
[www.ci.scottsdale.az.us](http://www.ci.scottsdale.az.us)

### **Tempe**

20 E. 6th Street  
480-350-8217  
[www.ci.tempe.az.us](http://www.ci.tempe.az.us)

### **Tucson**

110 E. Pennington Street  
520-791-5068  
[www.ci.tucson.az.us](http://www.ci.tucson.az.us)

## County Governments

### **Maricopa County**

301 W. Jefferson Street  
Phoenix  
602-506-3329  
[www.maricopa.gov](http://www.maricopa.gov)

### **Pima County**

150 W. Congress, Tucson  
520-740-3530  
[www.co.pima.az.us](http://www.co.pima.az.us)

## Education

### **Arizona State University**

Administration Building  
B-Wing, Tempe  
480-965-5627  
[www.asu.edu](http://www.asu.edu)

### **Maricopa Community College District**

2411 W. 14th Street, Tempe  
480-731-8444  
[www.maricopa.edu](http://www.maricopa.edu)

### **Phoenix Union High School District**

4502 N. Central Ave.  
Phoenix  
602-271-3111  
[www.phxhs.k12.az.us](http://www.phxhs.k12.az.us)

### **Pima Community College**

4905 E. Broadway  
Building D, Tucson  
520-206-4623  
[www.pima.edu](http://www.pima.edu)

### **Tucson Unified School District**

1010 E. 10th St., Tucson  
520-617-7216  
[www.tusd.k12.az.us](http://www.tusd.k12.az.us)

### **University of Arizona**

888 North Euclid, Tucson  
520-621-3087  
[www.arizona.edu](http://www.arizona.edu)

## Arizona State Government

1831 W. Jefferson Street  
Phoenix  
602-542-4966  
[www.az.gov](http://www.az.gov)

## U.S. Postal Service

1441 E. Buckeye Road  
Room 101, Phoenix  
602-223-3624

1501 S. Cherrybell  
Room 208, Tucson  
520-388-5191

[www.usps.com](http://www.usps.com)

## Miscellaneous

### **Arizona School Administrators**

(for upper-level positions)  
2526 W. Osborn Rd.  
Building 4  
602-252-0361  
[www.azsa.org](http://www.azsa.org)

### **All School Districts**

[www.arizonaeducationjobs.com](http://www.arizonaeducationjobs.com)

## ADA Statement

Under the Americans with Disabilities Act (ADA), the Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. For example, this means that if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair-accessible location, or enlarged print materials. It also means that the department will take any other reasonable action that allows you to take part in

and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. This document is available in alternative formats by contacting the Arizona Department of Economic Security, Research Administration, at (602) 542-3871.