



Photo courtesy of the First Nations Health Authority

Your rights as a job applicant and employee

You have certain rights and protections, whether you're applying for a job or already work for an employer. The best way to protect yourself is to become familiar with *B.C.'s Employment Standards*. Here are some online resources to get you started:

- [Your Rights as a Job Applicant](#)
- [Guide to the Employment Standards Act](#)
- [Minimum Wage Factsheet](#)
- [Hours of Work and Overtime Factsheet](#)
- [Leaves of Absence Factsheet](#)
- [Termination of Employment Factsheet](#)
- [Bullying and Harassment](#)
- [Human Rights in the Workplace](#)

For more information:

[WorkBC.ca Call Centre](#): 1 877 952-6914

[BC Human Rights Tribunal](#): 1 888 440 8844

Resumes

A relevant, professional and easy-to-read resume can impress an employer and lead to an interview opportunity.

Your resume highlights the skills you've gained through education, work experience, volunteering or training. You can also include experience you may have had with your family and community, such as planning, budgeting, coordinating and mediating. Here are some general examples of type of skills you could include in your resume. In your resume you will refer to how you used them in specific situations.

- Personal skills: ability to be adaptable and motivated, demonstrate professionalism and initiative
- Hands-on skills: ability to assemble, repair or operate equipment
- Leadership skills: ability to resolve a conflict, motivate others and meet a deadline
- Communication skills: ability to listen effectively, present your ideas and work well in a group

Here are some guidelines to help you create a resume that gets results. See pp. 32-34 for sample resumes.

□ Use a header

Your header at the top of the page should include your full name, address, phone number and email. Do not add personal information like your Social Insurance Number, a photograph or your age.

□ Make your resume inviting

Employers will often spend only seconds to scan a resume. To get your resume a second look, tailor it for each job you apply for. Keep it to one or two pages, and remove any unnecessary words or phrases. Do everything you can to help the reader and make them want to read your resume.

□ Choose a resume format

There is more than one way to organize your resume. The two most common formats are:

- a list of your job history, starting with the most recent job and working back (chronological resume)
- a list of your skills and accomplishments, organized in sections relevant to the job posting (skill-based or functional resume)

You can use a combination of the two, first highlighting your most important experience, while also giving them a clear work history with dates.

□ Use headings

Well-chosen headings organize your information for readers. Use headings such as: Relevant Experience, Work History, Volunteer or Community Experience, and Education. You may want to include a Summary of Qualifications section at the top, to highlight up to five or six key points about your experience and strengths.

□ Use bullet points and action verbs

Bullet points are easier for an employer to scan than paragraphs. Most bullet points should be limited to one sentence and not more than two lines.

Use action verbs such as cooperated, managed, led, achieved, surpassed, assisted, measured, planned, performed, scheduled, etc. See more examples at [WorkBC.ca's Power up your job search](#).

□ Highlight your accomplishments

Use specific examples to highlight your accomplishments. For example:

- "Won Freshest Groceries customer service award three times."
- "Planned summer program activities for children aged 7 to 10, including Indigenous arts, sports and field trips."
- "Organized two-day Indigenous youth conference and led closing session. Attracted 150 participants from across B.C."

□ Use consistent formatting

Consistent formatting will make your resume look professional and easy to follow. Use the same font style and size for each heading.

□ Proofread

Proofread your resume more than once to avoid typos and spelling, grammar and punctuation mistakes. Use the spell checker, then review again for anything it misses. Ask someone else to look it over when you're finished.

Sample resume template

YOUR NAME

Your Address

Your Telephone #

Your Email Address

OBJECTIVE

Name the job that you're applying for, for example: A sales position using communication, management, and analytical skills.

EDUCATION AND CREDENTIALS

List your certificates, diplomas, degrees, etc. here, for example:

- Diploma
- Certificate
- Bachelor's Degree ABC
- Level 1 First Aid

SUMMARY OF EXPERIENCE

List the different types of experience you have and provide examples of work activities using action verbs that demonstrate your experience, for example:

Communications

- Assisted customers in ABC
- Interacted with ABC
- Motivated more than X# of customers to buy ABC

Initiative

- Maintained ABC and repaired ABC
- Reorganized process for updating ABC
- Designed signage for ABC

EMPLOYMENT

List the jobs that you have had from most recent to least recent. Include the job title, the company or organization and the dates you were employed there.

OTHER RELATED ACTIVITIES

List other activities that you are involved in that show the employer that you are a good candidate for the job, for example:

- Extensive experience on the ABC Committee

Functional resume example

Name

Street address · Anytown, British Columbia · Postal code · Telephone number · Email

Objective: Human Resources Coordinator

Summary of Qualifications

- Four years of progressive human resources experience.
- Managed numerous training programs and initiatives at Sunspear Co., the Commerce Diversity Initiative and the Dawn Foundation.
- Recruited, screened and interviewed candidates for wide range of positions.
- Applied communication and conflict management skills with individuals and groups to resolve issues.

Relevant Experience

Recruitment

- Identified and recruited candidates for a variety of job fields in growing technology company, resulting in more than 50 successful hires over one year.
- Recruited and screened applicants for positions in large and growing companies. Coordinated and participated in hiring panels and interviews.
- Developed orientation system for new employees and delivered orientations to groups of up to 30.

Training and Development

- Managed six Sunspear training programs and campaigns on work-life balance, mental health awareness and communication, resulting in 60% increase in office satisfaction rates.
- Managed a bi-weekly self-care program, reducing stress in the office, cutting the absentee rate and increasing productivity.
- Arranged foundation job training events with a total attendance of over 300 people.

Conflict management

- Mediated and resolved a range of conflicts in Ombudsperson role.
- Counselling employees on matters such as hiring, promotions and performance reviews.
- Addressed and resolved staff grievances and payroll issues in large company setting.

Communications Skills

- Demonstrated excellent client service skills, contributing to a 25% increase in successful technology company recruits.
- Interviewed 37 Indigenous students and made recommendations to the Chilcotin Faculty of Business and Commerce through the Student Diversity Initiative.
- Developed excellent customer service skills, achieving barista of the month award for three consecutive months.

Employment History

2015 – Present	Human Resources Assistant	Sunspear Co., Anytown
2013 – 2014	Human Resources Co-op Terms	Dawn Foundation, Majorcity
2012	Recruiter Co-op Term	Greentek Inc., Techvalleytown
2012 – 2015	Ombudsperson	Student Commerce Association, Anytown
2010 – 2012	Senior Server	Lula Grill, Anytown
2008 – 2010	Barista	White Pine Coffeehouse, Anytown

Education and Training

B.A., Business Administration, Human Resources Management – Chilcotin University, 2014

Additional Training:

Indigenous Business Leadership
Intermediate American Sign Language

Chronological resume example

Name

Street address
North Anytown, BC Postal code

Phone number
Email address

Summary

- Public library experience and motivation to help others enjoy reading.
- Proven organization, communication and problem-solving skills.
- Friendly and courteous approach to working with the public.

Volunteer Experience

North Anytown Secondary

Parent-Teacher Night Volunteer

September 2016 – Present

- Directed parents arriving for their parent-teacher interview.
- Organized and handed out snacks for parents, teachers and volunteers.

Anytown Public Library

Book Buddies Volunteer

June 2016 – August 2017

- Read to preschool children and helped older children learning to read.

Projects

School Science Program

Personal Project

September 2016 – April 2017

- Researched, designed and created a working solar-powered wind turbine.
- Entered wind turbine in district-wide science competition, and won second prize.

Education

North Anytown Secondary

September 2014 – Present

- Developed great organization skills, leading to an 86% average in grade 10
- Honour Roll *June 2017*
- Won the Social Studies 8 Subject Award *June 2015*

Extracurricular Activities

- North Anytown Robotics Club *September 2017 – Present*
- North Anytown Soccer Club *2010 – Present*
- Reading – My favourite authors are Lee Maracle, Richard Van Camp, Jeannette Armstrong and Ursula K. Le Guin.