SHRA (SPA)
Employee Layoff Resource Guide

CONTENTS

Employee Resource Guide Overview.................................................................2
Employee Layoff Checklist ..................................................................................3
Resources for Layoff Related Issues...................................................................5
Severance Pay......................................................................................................7
Benefits Information ............................................................................................9
Layoff Priority Consideration Status .................................................................10
Layoff Priority Consideration Status Form.......................................................13
Career Transition Counseling Services...............................................................14
UNC-Chapel Hill Guest ID Instructions .............................................................16

APPENDICES

1. UNC-Chapel Hill PeopleAdmin...........................................................................17
2. Resources for Job Seekers .................................................................................20
3. Tips for Resume Writing.........................................................................................23
4. Behavior-Based Interviewing .............................................................................26
5. Glossary..............................................................................................................30
6. UNC Payroll Change of Address Form.............................................................31

UNC-Chapel Hill is an equal opportunity employer that welcomes all
Including protected veterans and individuals with disabilities.

Revised 2/25/2016
This guide is intended for employees who have received official written notification of imminent separation due to layoff under the University’s SHRA (SPA) Layoff policy. The following employees are covered by the layoff policy and are eligible for certain benefits in the event that they are separated due to layoff:

- permanent employees who have completed their probationary period

Employees who may be separated outside of the layoff policy and who are not eligible for layoff benefits include:

- permanent employees regularly scheduled less than 20 hours per week
- permanent employees with time-limited appointments
- probationary employees
- temporary employees

The information contained in this guide is intended to summarize State and University policy. It should be understood that explanations in this summary cannot alter, modify or otherwise change the controlling policies or General Statutes in any way, nor can any right accrue by reason of any inclusion or omission of any statement in this guide. The most current information will always be found at the Office of State Human Resources (OSHR) website at [www.oshr.nc.gov](http://www.oshr.nc.gov) and the Office of Human Resources (OHR) website at [www.hr.unc.edu](http://www.hr.unc.edu).
**Employee Layoff Checklist**

As you go through the layoff process, you will have many options to consider. To help keep track of questions to ask and deadlines to meet, please refer to the following checklist:

<table>
<thead>
<tr>
<th>If Task Completed</th>
<th>Employee Task</th>
<th>Employee's Notes and Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑</td>
<td>1. Receive and sign written layoff notification letter from your department.</td>
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<tr>
<td></td>
<td>2. The Layoff Coordinator in the OHR will schedule a one-hour layoff information session with you prior to your layoff effective date.</td>
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<tr>
<td></td>
<td>The Layoff Coordinator will review:</td>
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<tr>
<td></td>
<td>☐ SHRA (SPA) Employee Layoff Resource Guide</td>
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<td></td>
<td>☐ Severance Eligibility and estimated Calculations</td>
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<td></td>
<td>☐ Layoff Priority Consideration (eligible employees)</td>
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<td></td>
<td>☐ Payroll Schedules</td>
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<td></td>
<td>☐ Filing for Unemployment Insurance Benefits</td>
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<td></td>
<td>☐ Career Transition Counseling Services</td>
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<tr>
<td></td>
<td>☐ PeopleAdmin Applicant System</td>
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<td></td>
<td>☐ Tools for Your Job Search</td>
<td></td>
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<tr>
<td></td>
<td>The session will also include a review with a Benefits Consultant of your:</td>
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<tr>
<td></td>
<td>☐ Health and Welfare Benefits</td>
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<td></td>
<td>☐ Benefits Continuation Options</td>
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<tr>
<td></td>
<td>☐ Make note that your final pay check and, if approved, all severance pay checks will be direct-deposited.</td>
<td></td>
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<tr>
<td></td>
<td>☐ Verify items to be paid out or deducted from final pay check:</td>
<td></td>
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<tr>
<td></td>
<td>☐ Vacation Leave</td>
<td></td>
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<td></td>
<td>☐ Bonus Leave</td>
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<td></td>
<td>☐ Overdrawn Leave</td>
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<tr>
<td></td>
<td>☐ Comp Time</td>
<td></td>
</tr>
<tr>
<td></td>
<td>☐ Emergency Loan balance</td>
<td></td>
</tr>
<tr>
<td></td>
<td>☐ Other Paid Time-Off</td>
<td></td>
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<tr>
<td></td>
<td>☐ Longevity</td>
<td></td>
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<tr>
<td></td>
<td>☐ Other:</td>
<td></td>
</tr>
<tr>
<td>If Task Completed</td>
<td>Employee Task</td>
<td>Employee's Notes and Comments</td>
</tr>
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<td>-------------------</td>
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<td>-----------------------------</td>
</tr>
</tbody>
</table>
| ☐                 | 4. **Return the following to your Department HR Representative no later than your last day of work:**  
|                   | - Parking Permit  
|                   | - UNC OneCard  
|                   | - Department Badge  
|                   | - UNC Cell Phone/Tablet  
|                   | - Keys  
|                   | - Diners’ Club Card  
|                   | - P-Card  
|                   | - Uniform  
|                   | - Computer Equipment/Laptops  
|                   | - Other: __________________ |
| ☐                 | 5. **In advance of your separation date, verify your home address and phone number on record.** For updates before your last day of work, use your Onyen and update your address on the UNC Directory at [http://directory.unc.edu](http://directory.unc.edu) (select Update Entry on the left side) or visit ConnectCarolina.  
|                   | If your address changes after your last day of work, send a [Change of Address Form](#) to Payroll Services at the end of this document. Be sure the Layoff Coordinator in OHR has your updated contact information. |
| ☐                 | 6. **Make note that your Onyen and University email will be deactivated upon termination.**  
|                   | Upon termination, you may sign-up for a Guest ID to access your previous paycheck data since October 1, 2014 (including your final paycheck) and Federal W-2s beginning with 2014. [Click here for UNC-Chapel Hill Guest ID instructions.](#) |
| ☐                 | 7. **If you are interested in applying for employment at UNC-CH, you will first need to update your applicant profile in the University’s applicant system, PeopleAdmin.** Be sure to indicate on your application that you are a layoff candidate (if re-employment priority is requested), and update your personal information, education and work history. As a reminder, your layoff priority status begins on the date of your official layoff notification and ends up to 12 months later. Login at [http://hr.unc.edu/careers-at-carolina/open-positions/](http://hr.unc.edu/careers-at-carolina/open-positions/). |
| ☐                 | 8. **Meet with a Lee Hecht Harrison (LHH) Career Coach for career transition services (if eligible).** Lee Hecht Harrison is UNC-CH’s outplacement service provider. LHH provides layoff candidates with job search, resume writing, interviewing techniques and guidance. The Layoff Coordinator in OHR will provide details and schedule you for a session with Lee Hecht Harrison. |
| ☐                 | 9. **Submit benefit continuation forms within specified timeframes as outlined in the Leaving University Employment document at [https://hr.unc.edu/files/2012/11/2015-leaving-the-university-new-design.pdf](https://hr.unc.edu/files/2012/11/2015-leaving-the-university-new-design.pdf) and as reviewed by your Benefit Consultant.** |
| ☐                 | 10. **Employees should set up a Guest ID in Connect Carolina in order to access Self Service items such as access to pay stubs, W-2s and address change functionality.** |
Resources for Layoff Related Issues

The University recognizes that a layoff presents a significant and often difficult life change for employees. Several State and University resources exist to assist you with this transition.


Office of Human Resources (OHR): Below are important contacts in OHR.

- **Layoff Coordinator** in the Employment and Staffing Department can assist you with issues related to your severance pay, priority reemployment status, and initial coordination with Lee Hecht Harrison’s career transition counseling services. Contact the Layoff Coordinator at (919) 843-2300.

- **Employee & Management Relations (EMR) Consultant** assigned to work with your department can assist you with understanding the layoff policy. To contact your EMR Consultant, call (919) 843-3444.

- **Benefits Consultant** assigned to work with your department can assist you with issues related to your benefits. To contact your Benefits Consultant, call Benefits Administration at (919) 962-3071.

Employee Assistance Program: The University provides a confidential service called the Employee Assistance Program (EAP). The EAP can provide assistance for a wide variety of work-related and personal concerns. The EAP consultant provides a first contact for you in discussing these issues and may provide resource and referral information if you would like assistance on an ongoing basis. Eligibility to participate in this program ends 12 months after the date that you were notified in writing of your layoff.

Working together, you and the EAP consultant can explore ways to address your needs (long-term or short-term). It may be necessary for you to seek additional assistance from other resources. The EAP consultant is knowledgeable about resources in the community and is committed to putting you in touch with the professionals that can provide services to meet your specific needs. For some situations, it may be important for employees to understand related policies, procedures, and benefits. The EAP consultant can help you by providing clarity on such issues and contacts for further information.

There is no cost for services provided by the Employee Assistance Program. However, you would be responsible to pay any costs related to on-going resources or referrals discussed with the EAP consultant. The University respects the privacy of those who are trying to cope with work-related or personal concerns. The OHR assures strict confidentiality for those who contact or meet with the EAP consultant.

For more information, or to schedule an appointment with a counseling professional, contact: ComPsych Guidance Resources (24 hours a day, 7 days a week) at (800) 272-7255. Online resources are available at www.guidanceresources.com, Organization Web ID: TARHEELS.
Ombuds Office: The University Ombuds Office is a confidential, neutral, informal and independent resource. It is a safe place where all Carolina staff, faculty, and administrators are welcome to come and talk in confidence about any workplace issue, problem, or dispute. There is no cost for services provided by the University Ombuds. If you have ongoing questions related to your layoff or employment status with UNC-Chapel Hill, you may continue to contact the Ombuds office for up to 12 months after the date that you were notified in writing of your layoff. To learn more about the office go to www.ombuds.unc.edu. Contact the Ombuds Office at (919) 843-8204.
Severance Pay

Eligibility: Severance pay is available to laid-off employees including full-time permanent and trainee employees who have completed 12 months of State service, and employees in “exempt policymaking” or “exempt managerial” positions as defined in G.S. 126-5(b) who have received official written notification of layoff under the University’s SHRA (SPA) Layoff policy.

Important Note: Severance pay is contingent on approval from the OSHR and the Office of State Budget Management (OSBM). This is not an automatic benefit.

Payment Calculation: Severance pay is based on Total State Service supplemented by an age adjustment factor as follows.

Total State Service: The salary continuation portion of severance pay is based on your Total State Service and base salary as defined in the table below. The base salary is defined as the last annual salary unless you were promoted within the previous 12 months. If you were promoted within the last 12 months, the salary used to calculate severance pay is the annual salary prior to the promotion plus any across-the-board legislative salary increases. Note: Annual base salary is adjusted according to actual Full-Time Equivalent (FTE). If FTE is less than 1.0 or 100%, severance is pro-rated accordingly.

<table>
<thead>
<tr>
<th>Total State Service</th>
<th>Severance Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 year</td>
<td>Not eligible*</td>
</tr>
<tr>
<td>1 but less than 2 years</td>
<td>1 month base salary</td>
</tr>
<tr>
<td>2 but less than 5 years</td>
<td>1 month base salary</td>
</tr>
<tr>
<td>5 but less than 10 years</td>
<td>2 months base salary</td>
</tr>
<tr>
<td>10 but less than 20 years</td>
<td>3 months base salary</td>
</tr>
<tr>
<td>20 or more years</td>
<td>4 months base salary</td>
</tr>
</tbody>
</table>

*As of June 1, 2015, individuals with less than 1 year of State service are no longer eligible for layoff benefits including severance.

Age-Adjustment: In addition to the salary continuation portion, severance pay includes an age adjustment portion of 2.5% of your annual base salary for each full year of age over 39 years that you have at the time of your separation. The age adjustment recognizes that older employees, although protected by Federal law from discrimination on the basis of age, may have a more difficult time finding new employment.

Example: An employee who is age 51 with $36,000 annual salary and 10 years of state service

Total State Service = 3 months base salary (3 months x $36,000 / 12) = $9,000

Age Adjustment = 51-39 years = 12 years x 0.025 x $36,000 = $10,800 (note: the age adjustment can be no more than the amount of salary continuation above; in this case, the age adjustment will be capped at $9,000)

Total Severance = $9,000 service + $9,000 age adjustment = $18,000

Total Payments = Severance will be paid over 3 months (or 6 bi-weekly pay periods)

1 The amount to be paid to part-time employees will be calculated using total State service times the prorated monthly pay.
2 The total age-adjustment portion of the severance pay cannot exceed the dollar value of the salary continuation portion.
3 The age factor is 2.5% or .025 for everyone, regardless of years of service.

(Rev. 05/02/2016)
The Layoff Coordinator in OHR will provide an estimate of your total severance payment and payment schedule at your information session.

The Layoff Coordinator will submit a written request for severance pay to the OSBM through the OSHR. OSBM will rule on the request for severance pay and notify the Layoff Coordinator of its decision. The Layoff Coordinator then will inform you of the OSBM ruling and take any actions necessary to implement the decision.

Some employees may be eligible for Discontinued Service Retirement as an alternative to severance pay. See the Benefits section for more information.

**Severance Pay Estimator:** A “Severance Pay Estimator” spreadsheet is available to download from the OHR Web site. You can access the form directly at: [http://hr.unc.edu/files/2012/11/Severance-Calculator_07012011.xls](http://hr.unc.edu/files/2012/11/Severance-Calculator_07012011.xls).

With this Excel spreadsheet, you can enter your information to calculate the total estimated severance payment. The official severance pay calculation and the determination of whether a laid-off employee will receive severance pay is contingent on approval from the OSHR and the OSBM. This is not an automatic benefit.

**Important Note:** Severance payments are made on a bi-weekly pay period basis. Severance payments are direct-deposited. Federal and state taxes and FICA will be withheld from severance payments, but deductions for retirement or other benefit programs will not be withheld. Severance payments are not included in computing compensation for retirement purposes. In addition, the time period during which you receive severance pay does not contribute to your total state service calculation.

**Actions That May Affect Continued Severance Payment:**

Severance payments will be discontinued if:
- you decline to accept an offer of any employment with the State either prior to or following separation (severance will cease effective the date the offer is declined); or,
- you resume permanent, time-limited or temporary State employment; or,
- you apply for or begin receiving retirement benefits based on early retirement, service retirement, long-term disability or a discontinued service retirement as provided by G.S. 126-805 (Note: An employee may elect to delay retirement and receive severance salary continuation)

**Key Effective Dates**

If an employee accepts or declines any job offer or job placement with the State of North Carolina prior to or after layoff separation, then eligibility for severance pay is terminated regardless of the salary grade, competency level market rate or salary rate offered.

If the employee accepts or declines a job offer or job placement, then the eligibility for severance is terminated on the effective date of the transfer or reinstatement action. If the employee declines a job offer or job placement, then the eligibility for severance is terminated on the date the offer or placement is declined.

**Special note:** If an employee dies while receiving severance salary continuation, the balance of severance payment shall be made to the deceased employee’s death benefit beneficiary as designated with the Teachers’ and State Employees’ Retirement System in a lump sum payment.
Benefits Information

You will receive a packet that explains how your separation affects your eligibility for and participation in various benefits programs. Please note that the following benefits programs have additional provisions for laid-off employees:

Leave Payout and Reinstatement of Forfeited Leave

Vacation Leave: Your remaining vacation leave will be paid out in a lump sum in your final paycheck, not to exceed 240 hours (pro-rated for part-time employees). Any vacation leave you have in excess of 240 hours is forfeited and will not be paid out. However, if, within one year of your layoff separation date, you return to state employment in an SHRA (SPA) permanent appointment (regularly scheduled for 20 or more hours per week), the vacation hours in excess of the 240 hours will be reinstated to you.

Bonus Leave: Employees are paid in a lump sum for unused accumulated bonus leave. Bonus leave pay is included in your final University paycheck.

Sick Leave: Unused accumulated sick leave is not paid upon departure. Unused accumulated sick leave is reinstated if you return to state employment as a permanent employee regularly scheduled to work 20 hours or more per week within five years of your layoff separation date; if you retire, unused accumulated sick leave is converted to creditable service.

Health Insurance: Coverage under the State Health Plan may be continued for up to 12 months following the date of separation, provided you have 12 or more months of consecutive service with the state of NC and are covered under the plan at the time of the job’s elimination. The University will continue to pay the employer contribution towards the cost of your medical plan coverage during the 12-month continuation period. Any required employee premiums, including dependent coverage, are the responsibility of the employee and are paid directly to the plan.

Continuation of coverage will terminate if you or your dependents obtain employer-paid coverage under another group health plan during the 12-month continuation period.

If you do not elect to continue coverage under the 12-month continuation provision directly after separation, you may not obtain coverage at a later date. Eligibility for coverage ends if you are re-employed by the state of North Carolina and are eligible for coverage on a non-contributory basis (employer-paid).

At the expiration of this one year, you will receive notification from the State Health Plan on how to continue your coverage, and that of any dependents. If you elect to continue coverage, you will be required to pay the full cost. There is no time limit as to how long you can continue coverage at the full cost.

If you do not have 12 months of consecutive service, medical plan coverage may be continued for yourself and eligible dependents under the NC State Health Plan’s COBRA provisions. COBRA materials will be mailed to your address on record.

Discontinued Service Retirement: Rather than receive severance pay, SHRA (SPA) permanent employees could request discontinued service retirement and begin to receive State retirement benefits. To be eligible, you must have:

- 20 or more years of creditable retirement service and be age 55 or older to receive an unreduced benefit
- 20 or more years of creditable retirement service and be age 50 or older to receive a reduced benefit (reduced by 1/4 of 1 percent for each month under age 55)
This benefit is subject to the availability of departmental funds and approval by the OSBM Director on the recommendation of the OSHR Director.

**NOTE:** Severance wages shall not be paid to an employee who chooses and is approved for discontinued service retirement.

For additional information, contact Benefits Services at 919-962-3071.
**Layoff Priority Consideration Status**

Layoff priority consideration is intended to enable a State employee to return to state service.

**Eligibility**

Employees with career status who have received official written notification of imminent separation due to reduction-in-force under the University’s SHRA (SPA) Layoff Policy, on July 1, 2011 and after, are eligible for priority consideration under the provisions outlined below. You have “Career Status” if you have been in a permanent position appointment at a State agency, University and/or local government entity for the immediate 12 preceding months.

An employee who is separated from a time-limited appointment is not eligible for priority consideration unless the appointment extends beyond three years. An employee who, after receiving official written notice of impending layoff, retires or applies for retirement prior to the separation date waives the right to priority consideration.

Eligible employees receive 12 months of priority consideration from the date of the layoff notification letter.

**Layoff Priority Consideration**

An eligible employee shall receive priority consideration for a period of twelve months from the date of official written notification of separation by reduction-in-force. Employees who have priority status at the time of application for a vacant position and who apply during the designated agency recruitment period will be considered as priority applicants until the selection process is complete.

If you are eligible for layoff priority consideration, priority consideration is provided to layoff candidates applying for positions as follows.

**Position level:**
- **Grade to Band**
  - Layoff candidates shall have priority for positions at the same or lower salary grade (or salary grade equivalency) than that of the position held at the time of official written notification of layoff
- **Band to Band**
  - Layoff candidates have priority for another banded position with the same or lower competency market rate than that of the position held at the time of official written notification of layoff

**Position appointment type:**
- At the same or lower appointment type (i.e. employees in a permanent full-time position that are notified of layoff have priority for permanent full-time and permanent part-time positions; employees in permanent part-time positions that are notified of layoff have priority for permanent part-time positions)

Employees who are eligible for layoff priority consideration shall be interviewed and receive the job offer for any available vacant position for which he/she has priority consideration when the following conditions are met:

- The candidate has applied for the position and has indicated on his/her application that s/he has priority re-employment status and the candidate meets the minimum qualifications for the position
- The candidate could perform the job in a reasonable length of time, including normal orientation and training given any new employee

(Rev. 05/02/2016)
If it is determined that an employee with layoff priority status and any other applicant have “substantially equal qualifications,” then the eligible employee must receive the job offer.

“Substantially equal qualifications” occur when the employer cannot make a reasonable and justifiable determination that the job-related qualifications held by one applicant are significantly better suited for the position than the job-related qualifications held by another applicant. “Substantially equal qualifications” includes training or education; years of experience; and other skills, knowledge and abilities required in the job vacancy applied for to any other candidate (internal or external to state government).

**Claiming Layoff Priority Consideration**

If eligible, you automatically receive layoff priority status at the time you receive official written notification of separation by reduction-in-force under the University’s SHRA (SPA) Layoff Policy.

In order to receive re-employment priority consideration, an individual with layoff priority consideration must indicate on their application for employment with the University or other state agency, that s/he has layoff priority consideration at the time of application. For UNC-Chapel Hill applications, you indicate layoff priority consideration when you complete an Application for Employment.

**Priority for Retiring Employees**

An employee who, after receiving official written notice of impending reduction-in-force, retires or applies for retirement prior to the separation date waives the right to priority consideration.

**Salary Requirements**

The salary paid to a layoff candidate shall be calculated according to the salary administration policies. A layoff candidate shall not be paid a salary higher than the maximum of the salary grade (or banded salary range) of the position accepted.
**Ending Layoff Priority Consideration**

Layoff priority consideration is terminated when you:

- Have received twelve months of priority consideration; or,
- Apply for retirement or retires from State employment; or,
- Decline an interview for any permanent State position equal to or higher than the position held at the time of separation or notification of reduction-in-force; or,
- Decline to accept/decline an offer of State employment or job placement before or after layoff separation as follows:

<table>
<thead>
<tr>
<th>Grade/Competency Level Market Rate</th>
<th>Salary Rate</th>
<th>Employee Applies for a Job Before or After Layoff Separation</th>
<th>University Places an Employee in a Job Prior to Layoff Separation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Same</td>
<td>Same</td>
<td>Terminated</td>
<td>Terminated</td>
</tr>
<tr>
<td>Same</td>
<td>Lower</td>
<td>Terminated</td>
<td>Continued</td>
</tr>
<tr>
<td>Same</td>
<td>Higher</td>
<td>Terminated</td>
<td>Terminated</td>
</tr>
<tr>
<td>Lower</td>
<td>Same</td>
<td>Terminated</td>
<td>Continued</td>
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<tr>
<td>Lower</td>
<td>Lower</td>
<td>Terminated</td>
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<td>Lower</td>
<td>Higher</td>
<td>Terminated</td>
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<td>Same</td>
<td>Terminated</td>
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<td>Higher</td>
<td>Lower</td>
<td>Terminated</td>
<td>Continued</td>
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<tr>
<td>Higher</td>
<td>Higher</td>
<td>Terminated</td>
<td>Terminated</td>
</tr>
</tbody>
</table>

Source: OSHR, May 22, 2015

**Other Employment Not Affecting Priority Status**

You may accept the following types of employment and retain your priority consideration throughout the 12 month layoff priority consideration period:

- Employment outside State government;
- A State position not subject to the State Human Resources Act;
- A temporary position; or
- A contractual arrangement

**Probationary Period**

An employee with layoff priority status, who has a break in service of more than 31 calendar days must serve another 12 month probationary period before career status is attained.

**After Priority Expires**

If a permanent position has not been obtained within the priority period, a person who was previously eligible for layoff priority will be considered under regular applicant procedures.

**Appeal Rights**

A career State employee with priority status who has reason to believe priority consideration was denied in a selection decision may appeal directly to the State Human Resources Commission through the established contested hearing process of the Office of Administrative Hearings.
Layoff Priority Consideration Status Form

Employee’s Name: ___________________________ Home Street Address: ___________________________
Empl ID: ___________________________ Home City-State-Zip: ___________________________
SSN: XXX-XX-__________ Home Phone: ___________________________
Dept Name: ___________________________ Home Email Address: ___________________________
Dept Number: ___________________________

Date of Written Notification of Layoff: ___________________________

The purpose of layoff priority consideration status is to enable a State employee to return to state service. Employees with career status who have received official written notification of separation due to reduction-in-force under the University’s SHRA (SPA) Layoff Policy, on July 1, 2011 or after, are eligible for twelve (12) months of priority consideration from the date of the official written notification of layoff (not from the date of separation from employment) under the provisions outlined below. You have “Career Status” if you have been in a permanent position appointment at a State agency/University and/or local government entity for the immediate 12 preceding months.

If you are eligible for layoff priority consideration, priority consideration is provided as follows to layoff candidates applying for positions as follows:

Position level:
- Grade to Band - Layoff applicants shall have priority for positions at the same or lower salary grade (or salary grade equivalency) than that of the position held at the time of official written notification of layoff.
- Band to Band - Layoff applicants shall have priority for another banded position with the same or lower competency market rate than that of the position held at the time of official written notification of layoff.

Position appointment type:
- At the same or lower appointment type (i.e. employees in a permanent full-time position that are notified of layoff have priority for permanent full-time and permanent part-time positions; employees in permanent part-time positions that are notified of layoff have priority for permanent part-time positions).

Interviews/Job Offers - Employees who are eligible for layoff priority consideration shall be interviewed and receive the job offer for any available vacant position for which he/she has priority consideration, has applied for the position, has indicated on his/her application that s/he has priority re-employment status, meets the minimum qualifications for the position, could perform the job in a reasonable length of time, including normal orientation and training given any new employee and the employee has “substantially equal qualifications” to any other applicant.

Promotional Priority - Layoff priority consideration status does not extend to permanent SHRA (SPA) positions that would be considered a promotion for you (a position at a higher level than the position you held at the time of your written notification of layoff). Layoff candidates competing for a promotional opportunity will be considered under regular applicant procedures.

External and Temporary Work - An employee may accept the following types of employment and retain priority consideration throughout the priority period: temporary employment within or outside State government, permanent work outside of State government, a State position not subject to the State Human Resources Act or a contractual arrangement.

Layoff priority consideration is terminated when you:
- Decline an interview for any permanent State position equal to or higher than the position held at the time of separation or notification of reduction-in-force; or,
- Accept or decline an offer of employment with the State before or after layoff separation unless the position is at a:
  - salary grade (or salary grade equivalency) lower than that held at the time of notification; and,
  - salary rate lower than that held at the time of notification; and,
  - competency level market rate lower than that held at the time of notification;
- Accept or decline a job placement with the State prior to layoff separation unless the position is at a:
  - salary grade (or salary grade equivalency) lower than that held at the time of notification; and/or,
  - salary rate lower than that held at the time of notification; and/or,
  - competency level market rate lower than that held at the time of notification;
- Accept a position at a lower salary rate or lower salary grade (or salary grade equivalency) and are subsequently terminated by disciplinary action;
- Have received twelve months of priority consideration;
- Apply for retirement or retire from State employment.

Employee’s Initials: ___________________________ OHR Representative’s Initials: ___________________________

(Rev. 05/02/2016) 14
Career Transition Counseling Services

The University’s OHR offers career transition counseling services to eligible employees through Lee Hecht Harrison. Lee Hecht Harrison (LHH) has been providing outplacement services and is the global leader in creating and delivering career transition services. LHH has over 5,500 offices in 64 countries and territories. LHH is focused on developing and delivering the highest quality career transition and career development services to eligible employees that will assist them in connecting to their next position quickly and well. The employee will be notified of eligibility at the time of the layoff information session by the OHR Layoff Coordinator. These career transition counseling services include:

Milestones Seminar:
A workshop delivered by LHH at UNC-Chapel Hill over one full day to best meet the needs of the University and eligible employees. This workshop is designed to prepare the individual to conduct an effective search for new employment. The workshop includes:

- **Milestone 1: Survey Your Professional Environment**: Surveying the current state of your profession and industry, including the key trends shaping the future, and how these trends will affect your career goals.

- **Milestone 2: Determine Your Professional Objective**: A professional objective gives direction to your search, sets the tone for your resume and other communications, and helps you select and prioritize your contact and target lists.

- **Milestone 3: Constructing Your Resume**: A good communications strategy ensures that the key qualifications and assets supporting your professional objective are part of all written and verbal communications and directed to your target market audience.

- **Milestone 4: Define Your Market**: In order to conduct an effective job search, you must know precisely whom you are trying to reach.

- **Milestone 5: Gather Marketplace Information**: With your target market defined, you need to begin gathering information about your marketplace in order to identify organizations that are most likely to meet your personal criteria.

- **Milestone 6: Get Your Message Out**: Getting the message out about who you are and what you have to offer people who are likely to hire you is at the heart of the job search process.

- **Milestone 7: Talk With Hiring Managers**: Although it takes one person to make the decision to hire you, it generally takes many conversations with hiring managers to uncover the right opportunity.

- **Milestone 8: Consider Other Methods of Search**: Getting the word out by talking to people remains the most effective job search method, but there are other methods you will want to consider.

- **Milestone 9: Interview, Cultivate Offers and Negotiate**: Every discussion with hiring managers should be considered an interview.

- **Milestone 10: Transition into a New Position**: A successful transition is complete once you are established in your new role.
**Personalized Coaching:** Two one-on-one coaching sessions are offered to address and customize a plan to meet the individual’s specific needs and concerns.

**Online Career Resources:** Six months of access to Career Resources Network (CRN) to research companies, post a resume, view job postings from employers, participate in teleconference courses, and engage in services through your particular and preferred style of learning. Take advantage of an e-learning Career Center with 12 self-paced programs (over 100 courses).

**LHH Lifetime Career Connections and Resources:** Access to a continuously updated online site with career management learning resources, a job bank, a resume posting site, the LHH alumni database, and an annual career physical and review with a LHH Career Coach -- all at no charge for life. Access to LHH’s alumni version of the CRN.
**UNC-Chapel Hill Guest ID Instructions**

Former employees who no longer have an active Onyen and wish to view paychecks, Federal W-2 and update personal information can sign-up for guest access to ConnectCarolina.

Please note that guest access is not available to users with an active Onyen. Therefore, retirees (who are affiliates and maintain their Onyen access) cannot sign up for guest access.

Former employees who wish to sign up for a Guest ID may do so via the following website:
https://itsapps.unc.edu/account/register/alumni.

To sign up for a Guest ID, you will need the following:

- A non-UNC email account
- Social Security number
- A current address and phone number

**IMPORTANT:** The first time that you log into ConnectCarolina using your Guest ID, you should click on the ‘Home’ link in the upper right hand corner of the page before trying to access Self Service.

A confirmation email and link to establish the Guest ID password will be sent to the non-UNC email provided during the registration process. Once the password has been established, the user can login to ConnectCarolina to view paycheck data since Oct. 1, 2014 (including the final paycheck) and W-2s beginning in 2014, or update personal information.

If you have difficulty setting up your Guest ID account, please contact the IT Response Center at 962-HELP.
UNC-Chapel Hill PeopleAdmin

Applications for Staff Employment at UNC-Chapel Hill are processed through PeopleAdmin, UNC-CH’s applicant system, located at http://www.jobs.unc.edu/. At this website, you can search for open positions at the University, complete an online Application Profile, apply to individual positions, and monitor the status of your applications.

**Step 1: Search permanent staff (SHRA) Job Postings by selected criteria or keywords**

The search process allows you to identify SHRA (SPA) positions of interest and view the job posting and position requirements to determine if you are qualified for the position. To apply for a listed position, click the “Apply Now” button. This will take you to PeopleAdmin, where you can create an account or update an applicant profile.

**Step 2: Complete Create Account**

The PeopleAdmin system will lead you through the process of completing the online Application for Staff Employment. You will complete the online application once and use it to apply for all future positions of interest. You must complete items noted with a red asterisk in order to complete the process. (You will receive an error message if you do not complete those items.)

A valid email address must be provided with your online application. This will allow you to receive confirmation that your application has been received each time you apply for a position.

*Free Email Account Providers*

- Yahoo! Mail - www.yahoo.com
- AOL / Netscape – mail.aol.com/
- Google / Gmail - www.google.com/accounts/SmsMailSignup1
- MSN / Hotmail - www.hotmail.com

You are responsible for ensuring that the information you enter is accurate and complete in order to receive full consideration for your education and experience. All of your relevant education and work experience is considered when referring your application to a hiring department and when salary is determined at the time of hiring. Therefore, it is essential that you account for all work and education you have had since high school. If you have had more than one position with any employer, list separately each position held. Include any unpaid experience, military experience or temporary employment. Do not include work for which you received course credit.
Step 3: Submit Application

To be considered for a position, your application must be submitted electronically through PeopleAdmin to the OHR before 11:59PM EST/EDT on the closing date. Open positions will no longer be available to view or apply for after 11:59PM EST/EDT on the closing date. Note that departments may extend the closing date of a position as needed. If you included an email address in your online application, you will receive confirmation that your application was received. Successfully submitted applications will appear on the “My Job Applications” section of PeopleAdmin immediately for your review. This screen also shows the current status of each position for which you have applied (open, closed, canceled or filled).

Tips for Applying for Positions at UNC-Chapel Hill

1. In order to receive layoff priority consideration, please indicate layoff status when completing your Application for Employment.

2. Provide complete and accurate information about your employment history and education. Be sure your dates of employment for each position are included and that principal duties and responsibilities are accurate and not misleading. Do not solely include positions held at the University—include all positions in your employment history, particularly those that relate to the job for which you are applying.

3. Seek positions that appear to match your qualifications and career path. You will need to meet the state’s minimum requirements for the position in order to be referred to the department and considered for the position.

4. Provide as much information as possible about your job duties in your work history. This is your opportunity to show the hiring supervisors your background, experience and skills, and it is always better to put more than less.

5. Include your resume, a list of courses or training attended and certificates related to employment with your Applicant Profile on PeopleAdmin. This information will all be reviewed and forwarded to the hiring departments if you qualify for that position. These are not required but it is to your benefit to give as much relevant information as possible. Note: Resume information may supplement but is not a substitute for completing the application in detail.

6. Indicate on your application the percentages of time devoted to a particular duty. This can help to recognize partial credit for work that might otherwise not be considered relevant to the position you are seeking. For example, an Administrative Support Associate position wouldn’t necessarily include accounting experience, so make that clear (“30% of my time involves accounts payable/receivable”).

7. Continue to develop your skills through coursework or other training programs. The more you develop new skills, the more competitive you will be. Recent training, education and experience may also indicate that you are a job candidate willing to “keep up” in the profession.
Need Additional Assistance?

If you have questions which were not answered in the SHRA (SPA) Employee Layoff Resource Guide, consult the Frequently Asked Questions at [http://hr.unc.edu/careers-at-carolina/open-positions/peopleadmin-frequently-asked-questions/](http://hr.unc.edu/careers-at-carolina/open-positions/peopleadmin-frequently-asked-questions/).

If you need further assistance with registering, creating an applicant profile and/or applying for University positions, contact the HR Service Center at (919) 843-2300.
Resources for Job Seekers

Professional, Clerical & Light Industrial Employment Agencies

University Temporary Services (UNC-CH & NC State)
http://jobs.ncsu.edu
(919) 843-9454
104 Airport Drive,
Chapel Hill, NC 27599

Monarch Services (Durham)
www.monarchsvc.com
(919) 490-0000
112 West Main Street
Durham, NC 27701
Includes temp to perm & professional placements

Adecco Employment Services (Durham)
www.adeccousa.com
(919) 484-8008
2500 Meridian Pkwy Suite #135
Durham, NC 27713
Includes technical placements

Modis Consulting (Durham)
www.modis.com
(919)467-9088
333 Regency Pkwy #150
Cary, NC 27511
Includes information technology staffing

Manpower (Durham)
www.manpower.com
(919) 544-1234
5842 Fayetteville Road, Ste. 114
Durham, NC 27713
Includes administrative and industrial placements

Manpower Professional (Raleigh)
www.manpower.com
(919) 851-1828
1122 Oberlin Road
Raleigh, NC 27605
Includes technical and scientific placements

Headway Workforce Solutions (Raleigh)
https://www.myheadway.com/
(919) 376-4929
421 Fayetteville St., Suite 1020
Raleigh, NC 27601
Includes free software training & career development seminars

Smither & Associates (Chapel Hill)
www.smithernc.com
(919) 929-0127
100 Europa Drive, Suite 460
Chapel Hill, NC 27517
Includes direct hire placements & private/public sector

AppleOne (Raleigh)
www.appleone.com
836-1340, 5511 Capital Center Dr. Ste. 104, Raleigh, NC 27606
Includes AppleOne networking and bookstore
North Carolina Job Websites

North Carolina Department of Commerce- Division of Employment Security
http://www.nccommerce.com/workforce/job-seekers/

OSHR Job Vacancies:
http://oshr.nc.gov/jobs/

NC Careers:
http://www.nccareers.com/

North Carolina Government Jobs:
http://www.nc.gov/jobs

Triangle Help Wanted:
http://regionalhelpwanted.com/triangle-nc-jobs/

Federal Job Search in North Carolina:
http://www.americaajobs.com/federal/I-north-carolina

Veteran Recruitment:
https://recruitmilitary.com

Individuals with Disabilities:
http://www.gettinghired.com

OHR provides this job-seeking information solely as a convenience. The OHR does not endorse or recommend any agency or service listed.

Other Job Websites

Monster.Com:
http://www.monster.com

Indeed:
http://www.indeed.com/jobs

American Job Center:
http://www.careeronestop.org

Best Jobs in the USA:
http://www.bestjobsusa.com/

Career.com:
http://www.career.com

Career Options Magazine:
http://www.careeroptionsmagazine.com

Career Builder:
http://www.careerbuilder.com

Job Village:
http://www.jobvillage.com

Additional Resources

- **Orange County Skills Development Center**
  503 W. Franklin Street, Chapel Hill, (919) 969-3032
  - Free resume development, Wednesdays, 9 a.m.-noon
  - Free job search assistance, (919) 969-3032

- **Free Human Resource Development Workplace Preparation Courses**
  - Offered through Durham Technical Community College -- call (919) 536-7222 for the most convenient location near you.
  - If you live closer to another community college, please call and ask for their Human Resource Development Workplace Preparation course schedule

- **Division of Employment Security (DES) Offices/NCWorks Career Centers**
  - Durham County NCWorks Center
    1105 S. Briggs Ave., Durham
    (919) 560-6880
  - Orange County NCWorks Center
    503 W. Franklin Street, Chapel Hill
    (919) 969-3032
  - Use the “Find Local Offices” link on the website to find other DES locations.

(Rev. 05/02/2016)
Public Computer Access Locations

- Division of Employment Security (DES)/NCWorks - Durham
  1105 South Briggs Avenue, Durham, NC 27703
  Phone: (919) 560-6880

- Division of Employment Security (DES)/NCWorks – Chapel Hill
  503 W. Franklin Street, Chapel Hill, NC 27703
  Phone: (919) 968-2031

- Division of Employment Security (DES)/NCWorks - Cary
  742-F East Chatham Street, Cary, NC 27511
  Phone: (919) 469-1406

- Local Libraries:
  o Chapel Hill Public Library
    100 Library Drive, Chapel Hill, NC 27514
    Phone: (919) 968-2777

  o Carrboro Cybrary
    Carrboro Century Center
    100 North Greensboro Street, Carrboro, NC 27510
    Phone: (919) 918-7387

  o Orange County Public Library
    137 W Margaret Ln.
    Hillsborough, NC 27278
    Phone: (919) 245-2525
Tips for Resume Writing

Purpose

Resumes don’t get you a job, they get you an interview. Your resume must pass the 5 to 15 second glance test because employers receive hundreds of resumes and only glance over them to find those that catch their eye. You need to ensure your success by paying attention to your resume’s appearance, format and content.

Organization

- Expect to write more than one revision. Always revise your resume to fit the specific position for which you are applying.
- Be brief, concise and action-oriented. Use action words to describe skills and accomplishments.
- Quantify with numbers, dollar amounts and percentages whenever possible. For example, “Organized event for 200 people that raised $2,000 for club charity fund raiser.”
- Use bullets to set off each major idea of your background, skills and experience.

Types of Resumes

There is no one perfect resume style. Each style has strengths and you will need to find the one that is appropriate for you based on your experience and your personal preference. There are three basic formats: chronological, functional and combination. Choose the format that best highlights your strengths, skills and accomplishments.

The chronological resume is, as the name implies, a chronological listing of your job titles, which generally starts with your current or most recent employment and goes backwards. This style may not be suitable for those just out of school or for those changing careers.

- Use chronological format if you are seeking a similar position or a more senior position of the same type and in a closely related industry.
- Chronological format is good for demonstrating growth in a single profession.

The functional resume organizes your experience in terms of skills and accomplishments to show career history and to place accomplishments in context, a brief chronology of employers, position and dates.

- Functional format is best when you need to show your ability to perform in a somewhat different job or to handle the requirements of a position in a different industry.
- Functional format is good for career changers, frequent job changers and those with limited experience.

The combination resume is a combination of both the chronological and the functional format. It demonstrates your skills and experience as themes and then your employment experience follows chronologically. A combination resume is recommended for mid-career changers and recent graduates.

For sample resumes go to:
http://office.microsoft.com/en-us/templates/ (resumes are under ‘Browse by Topic’ on the left)
http://career-advice.monster.com/
Appearance

- “Error Proof” your resume. Proofread after you spell check and have others proofread too.
- Spelling errors, poor formatting, omitting key information, and font size smaller than 12 point may screen you out from being considered for an interview.
- Optimize your resume for online submission. Create PDF, Word, and text-based versions.
- For printed resumes, use standard letter size bond paper in white, eggshell or cream with black print.
- Be sure to leave plenty of margin space (approximately 3/4 to one inch).
- Better to use two pages than to squeeze everything on one page. Always double space between sections and have no more than 5 bullets per section.
- Use standard print style for easy reading.
- Use letter quality or laser printers. Photocopies should be sharp and clean. Black spots, smudges or shadows are not acceptable.
- Special effects are primarily used for the creative industries of public relations, advertising, marketing and the media. Others should be conservative in nature.

Content

- DO NOT cut and paste from your job description. “Responsible for” or “Responsibilities included” should never appear on your resume. Use accomplishment statements.
- DO NOT use pictures.
- DO NOT use exact dates. Years are sufficient, for instance, 2003-2005. (Note: Although exact dates are not necessary on a resume, some application forms may require more detailed work history dates.)
- DO NOT include religious organizations unless directly related to the position for which you are applying. Same rule applies for listing activities in professional, trade or civic associations, only if they are appropriate.
- DO NOT use a nickname on the resume that may appear unprofessional or offensive.
- Choose the content of your resume based on strengths as they relate to the job opening. Look for matches between the job requirements and your job specific knowledge, skills, abilities, attitudes, and experience.
- References available upon request are assumed. It is also unnecessary to put the word “Resume” at the top of the page.
- Replace job objective statement with a career summary. Your objective is to get an interview for every job you are applying for and the hiring manager knows that.
- Begin phrases with powerful action verbs and phrases (see list on following page).

Action Verbs

- Administer
- Advocate
- Analyze
- Assemble
- Assist
- Balance
- Budget
- Build
- Coach
- Coordinate
- Consult
- Counsel
- Create
- Deliver
- Demonstrate
- Design
- Develop
- Direct
- Draft
- Establish
- Evaluate
- Facilitate
- File
- Formulate
- Gather
- Identify
- Implement
- Initiate
- Inspect
- Install
- Interview
- Investigate
- Manage
- Market
- Maintain
- Manage
- Mediate
- Monitor
- Motivate
- Negotiate
- Notify
- Observe
- Operate
- Organize
- Perform
- Persuade
- Plan
- Prepare
- Process
- Produce
- Program
- Promote
- Promote
- Record
- Recruit
- Repair
- Represent
- Research
- Review
- Schedule
- Supervise
- Synthesize
- Test
- Train
- Transcribe
- Utilize
- Write
Resume Proofreading Checklist

☐ Is the pertinent personal data correct – email, phone number, address?
☐ Does your resume emphasize the contributions, achievements and problems you have successfully solved during your career with accomplishment statements?
☐ Does your professional summary or objective statement briefly state your employment goals without getting too specific to rule you out of consideration for other jobs?
☐ Does your professional summary or objective statement focus on what you can bring to the employer rather than what you want from the employer?
☐ Have you included professional courses in a Professional Development Section?
☐ Have you removed any content that does not support your candidacy?
☐ Have you avoided listing irrelevant job responsibilities or job titles?
☐ Is your resume easy to read - length of employment, employer, and scope of position?
☐ Is your highest education level attained shown first in the Education Section?
☐ Have you evaluated the organization/layout of the page - too much or not enough underlining, bolding, italicizing, or bullets?
☐ Have you included any volunteer or community service activities that can lend strength to your candidacy?
☐ Is the resume long enough to present yourself in a good fashion but short enough to make the employer bring you in for more information?
☐ Have you put the first draft away for a few hours or a day before proofreading again for spelling and typographical errors?
☐ Have you asked friends and family to proofread the final draft for complete information?

Time Saving Tip:
Create your accomplishment statements from your master list of accomplishments you created earlier.

Important Note: If you do not have a resume and need to start from the beginning, gather all the documentation you have from your work history – past resumes, job applications, performance reviews, letters of accommodation, etc. If you did not keep any of this, start with your employee file in HR Records & Information in the OHR at (919) 843-2300.
Behavior-Based Interviewing

Introduction

With behavior-based interviewing, the interviewer will expect you to talk about yourself by describing specific examples of how you applied knowledge, skills, and abilities to work situations. Unless you are prepared, behavior-based interviews can prove to be quite unsettling. With this kind of interviewing, you are afforded the opportunity to highlight your:

- Skills - Can you do the job?
- Abilities - Can you learn the job?
- Personal qualities - Are you a good fit with the team?
- Enthusiasm for the position - Do you want the job?

As with any interview, it is only natural to experience anxiety. However, if you have practiced your interviewing techniques well in advance, you will be more focused and in a better position to answer questions that you had not anticipated. Here are a few tips to follow.

1. Review the posting information. Research the job and the type of position for which you are applying. Learn as much as you can about the position. If possible, obtain a copy of the actual position description and/or most current work plan. Contact other professionals currently working in the field within the University or another State agency. Conduct Internet and newspaper searches to aid in your research.

2. Analyze the match between your skills and the job. Determine which of your skills best suits the requirements of the position. Be able to “tell a story” of how you used those skills by identifying examples from past experiences that demonstrate those skills. Think of examples for each major job responsibility of the position for which you are applying.

3. Be prepared to give an example of a time when a situation did not turn out as you planned. Highlight what you learned from the situation. Mistakes happen and are expected. Not being able to admit you have made mistakes or not learning from your mistakes is what will make the interviewer less likely to hire you.

4. Identify a few (2-3) of your best qualities and decide how you will convey these during the interview. Be sure to have examples (tell a story) that demonstrate these attributes.

5. Prepare job-related questions for the interviewer. Research the department and prepare two or three thoughtful questions.
Preparing for a Behavior-based Interview

Before your interview, prepare answers that describe specific situations that required you to perform a job-related action and explain the outcome of your action. You can prepare for a behavior-based interview through the following steps:

1. Think about the job for which you are interviewing and identify what areas you think are important for success.
2. Think about your accomplishments that match the job criteria.
3. Do not be modest in describing your qualifications. The intent is for you (the interviewee) to sell yourself by telling a story (with a beginning, middle and an end) that conveys how you applied a practical skill in a relevant business or comparable setting.
4. Decide how you can briefly give an example of the situation or task without getting too detailed. Then describe the action you took in terms of what you did, how you did it, and the result. A helpful hint would be to remember the initials “STAR” for “Situation or Task, Action, and Results.”
5. Use the behavior-based interview as an opportunity to prove to the interviewer you are the best person for the job.

Five Steps in Responding to Behavior-Based Interview Questions

In order to respond to most questions in a behavior-based interview:

1. It is ok to ask for a few minutes to gather your thoughts. Take a few minutes to determine the best example and think about how you are going to tell your story.
2. Describe the specific situation that you faced while working (you can include any volunteering or internships)
3. Establish the who, what, when, where and why of the situation
   - **Who**: Who did you use your spoken communication skills with in this situation.
   - **What**: What was your job and to whom did you report?
   - **What**: What happened? Give a clear description of the situation in detail.
   - **When**: When did the situation occur? Define the time frame and when it occurred.
   - **Where**: Where did it occur? What were the setting, scene, and place?
   - **Why**: Why was there an issue or event? Explain why this occurred.
4. Describe the specific action you took, mentioning why you made certain choices
5. Describe the outcome (either success or failure) as a result of your actions.
### Traditional-style questions

*closed-ended, yes or no answers*

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<table>
<thead>
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<th></th>
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<tbody>
<tr>
<td>1.</td>
<td>Did you like your last job?</td>
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<tr>
<td>2.</td>
<td>Was your supervisor helpful to you?</td>
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<tr>
<td>3.</td>
<td>Did you use problem solving?</td>
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<tr>
<td>4.</td>
<td>Can you write well?</td>
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<tr>
<td>5.</td>
<td>Do you know how to use a computer?</td>
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<tr>
<td>6.</td>
<td>Are you loyal to the organization?</td>
</tr>
<tr>
<td>7.</td>
<td>Are you goal oriented?</td>
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</tbody>
</table>

### Behavior-based interview style questions

*open-ended, encourages discussion/description*

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<table>
<thead>
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<tbody>
<tr>
<td>1.</td>
<td>Tell me about your last job.</td>
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<tr>
<td>2.</td>
<td>Give me an example of a time you disagreed with your supervisor.</td>
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<tr>
<td>3.</td>
<td>Describe a time when you were faced with a problem that tested your coping skills? What did you do?</td>
</tr>
<tr>
<td>4.</td>
<td>Describe the most significant written document, report, or presentation you have completed.</td>
</tr>
<tr>
<td>5.</td>
<td>Describe your use of the computer in your work.</td>
</tr>
<tr>
<td>6.</td>
<td>Tell me about a specific occasion when you conformed to a policy even though you disagreed.</td>
</tr>
<tr>
<td>7.</td>
<td>Give me an example of an important goal you had to set and how you went about reaching that goal.</td>
</tr>
</tbody>
</table>

### Additional Examples of Behavior-Based Interview Questions

- Tell me about a time at work when you had to make a quick decision.
- Tell me about a specific situation at work when you had to use your spoken communication skills to get an important point across.
- Tell me exactly how you dealt with an upset customer.
- Explain your work experience in having to go above and beyond the call of duty in order to get a job done.
- Give an example to illustrate how you followed a policy even though you didn’t agree with it.
- Describe how you handled your last job assignment.
- Describe a situation in which you had to use your communication skills in presenting complex information. How did you determine whether your message was received?
- Share with me an example of an important personal goal that you set, and explain how you accomplished it.
- Lead me through a decision-making process on a major project you’ve completed.
- Have you ever had many different tasks given to you at the same time? How did you manage these?
- Give an example of a time you had to make a difficult decision.
- Tell us your experience in working in a stressful environment. How did you handle the stress? How did you know when you reached a point of overload? What did you do at this point?
- Tell us about a time when you had to work a significant amount of overtime. How did you cope with that?
- The office you will be assigned to receives about 50 calls a day. Give examples to show how you get work done with frequent interruptions.
General Interviewing Tips

- To develop your interviewing skills, free assistance is available at your local NCWorks Career Center. Enrolling in a Human Resource Development course at your local community college is also highly recommended.

- Practice using the behavior-based interview method yourself, even if the interviewer is not asking behavior-based interview questions.

- Look professional. Professional appearance is an important part of the interviewing process. Conservative attire creates a positive first impression.

- Think positive. Feeling positive projects confidence and enthusiasm.

- Listen to the interviewer. Active listening helps to establish rapport and provide cues for how you should act in the interview.

- Allow plenty of time for traveling and parking. Arrive no more than 10 minutes early to interviewer’s office.

- Keep in mind that some behavioral questions will take you a few moments to construct your answers. The interviewer will expect you to give adequate thought to your responses.

- Remember that you must project a positive impression and demonstrate that you are the best candidate for the job.

For additional information on go to: http://www.glencoe.com/sec/careers/career_city/
http://career-advice.monster.com/
Glossary

**Career Status Employee** – A State of North Carolina employee who has completed his or her probationary period.

**Layoff** – The discontinuation of employment due to a reduction in work or funds, abolition of a position or other material change in duties or organization.

**Layoff Benefits** – Career State employees who are covered by the State Human Resources Act and who have completed their probationary period are eligible for layoff benefits including health insurance continuation, severance pay, layoff priority consideration status and outplacement services.

**Layoff Priority Consideration** - Status which entitles eligible layoff candidates to be given priority consideration for certain State of North Carolina positions for a period of up to 12 months from the date of layoff notification.

**Lee Hecht Harrison (LHH)** – The University’s outplacement or career transition counseling services vendor.

**LHH** – See Lee Hecht Harrison

**Office of State Budget Management** - Otherwise known as OSBM, this State of North Carolina agency reviews and approves severance pay calculations.

**Office of State Human Resources** – Otherwise known as OSHR, this office oversees human resources across all state agencies and universities. In addition, this office reviews and approves severance pay calculations.

**Office of Human Resources** – Otherwise known as OHR, this office oversees human resources for The University of North Carolina at Chapel Hill. This office manages benefits, classification & compensation, employee/management relations, onboarding, non-faculty recruitment, and talent development.

**OHR** – See Office of Human Resources

**OSBM** – See Office of State Budget Management

**OSHR** – See Office of State Human Resources

**Outplacement Services** – Outplacement services offered by the University’s vendor include resume writing, interviewing and job searching techniques for layoff candidates.

**Reduction-in Force or RIF** – See Layoff

**Severance Pay** – A continuation of salary based on length of State of North Carolina service as well as an age adjustment (if applicable) paid to an employee who has been laid-off.

**SHRA** – The State Human Resources Act. Staff positions at the University are governed by human resources policies based on the Act and issued through the Office of State Human Resources (OSHR).

**SHRA Employee** – An employee who is covered by State Human Resources Act provisions.

**UNC-CH** – The University of North Carolina at Chapel Hill
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