



## **PLUG-IN: Resume Hero**

### Organization

Goodwill of Western Missouri & Eastern Kansas has a rich, 125-year history. Everyone knows Goodwill for our thrift stores, but few know what Goodwill is really all about. The sale of donated items provides funds that stays local, supporting thousands of jobseekers with barriers to employment. We believe in the Power of Work and are committed to helping people earn and keep jobs in this community. That is why 88¢ of every dollar Goodwill spends goes directly into our mission, not into shareholders' pockets.

### Mission

Goodwill empowers people to discover their potential and adapt for the future through the power of work.

### Definition: Power of Work Connector

A volunteer willing to **PLUG-IN** to a support role, adding critical service capacity to our workforce development efforts to **connect** individuals – *who have barriers to employment* – to a better future.

### Resume Hero PLUG-IN Essential Tasks

This role supports our Employment Services Team by championing the resume development needs of our clients – most of whom do not possess basic computer skills nor have access to a computer.

- Create a resume using the client's "master application" and resume template provided by the Employment Services Team
- Work directly with the Employment Services Team for any clarification needed about the client to assist in developing a resume
- Update a client's existing resume as needed
- Utilize Google to search for resume writing resources, as well as to learn about different industries, job functions, etc. to assist with resume development
- Submit resume to the Employment Services Team for review and refinement, if necessary
- May occasionally be tasked with writing a cover letter for a client

### Qualifications and Skills

- Access to a Personal Computer or Laptop
- Reliable Internet Connection
- Good Communication Skills
- Experience Writing Resumes and Cover Letters
- Ability to Maintain Confidentiality
- Enthusiasm for Goodwill's Mission and Activities

## Work Environment

This volunteer role operates remotely and requires the proper computer or laptop devices and computer proficiency to perform these tasks.

## Commitment Requirements

A minimum **cumulative** 12-hour commitment in a three-month period is required for this volunteer role. We ask that volunteers provide a list of available days and times as the needs of the Employment Services Team will vary from week-to-week. Scheduling is flexible; shifts can be completed during days, evenings, and/or weekends.

Volunteer opportunities will be assigned, as mutually agreed upon, according to the capacity needs of Goodwill and the availability of the Volunteer.

## Screening Requirements

A virtual or phone interview will be required prior to starting this volunteer opportunity.

## Training and Orientation

Training and Orientation will be provided virtually.

*This Volunteer Position Description is for an opportunity with Goodwill of Western Missouri and Eastern Kansas. This is a volunteer position only. More information on our volunteer program and volunteer policies may be found at [www.mokangoodwill.org](http://www.mokangoodwill.org) and by contacting [gvolunteer@mokangoodwill.org](mailto:gvolunteer@mokangoodwill.org).*