

COMPETITIVE EVENT GUIDELINES

for **TELEPHONE TECHNIQUES**

DESCRIPTION

Individual Jobs for Montana's Graduates (JMG) students will demonstrate commitment to the JMG program and his or her Montana Career Association (MCA) by highlighting his or her ability to speak in a professional manner over the phone, according to appropriate verbal communication.

PURPOSE

Encourage JMG students to display their skills in displaying confidence, poise, and professionalism via telephone communication.

KEY LEARNING OBJECTIVES

The key learning objectives for students participating in this event are:

- Used appropriate voice, vocal, and volume through effective use of communication skills
- Properly conducted the phone call from start to finish
- Left the judges with a positive impact from the call

ELIGIBILITY

JMG students in grade 11 and 12, currently enrolled in the MCA, with up-to-date Jobs for America's Graduates eNDMS roster as verified by JMG State Staff.

ENTRIES

Two entries per grade (11 & 12), for a total of 4 maximum entries per chapter.

OBSERVERS

Observers are not allowed for this competitive event

COMPETITIVE EVENT TIMELINE

- The Telephone Techniques event will begin promptly at 10:00 AM on Day 1 of IGNITE and is expected to end on Day 1 at 4:00 PM.
- On Day 2, the Telephone Techniques event will begin promptly at 8:00 AM and is expected to end at approximately 11:00 AM.
- Overall judging time could vary depending on the number of entries.

Each competitor will follow the time segments below:

COMPETITION	3 TO 5 MINUTES
JUDGING/FEEDBACK	10 MINUTES

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EVENT RULES

1. Competitors will be required to use the same information for their phone call as submitted on the Telephone Techniques registration form.

Positions available:

- Administrative Assistance
- Customer Service Associate
- Maintenance Technician
- Marketing and Graphic Design Assistant
- Team Leader/Supervisor

Note: Individual job descriptions can be referenced in the Telephone Techniques event description.

2. The competitor will report directly to the Telephone Technique competition room. They will wait in the hallway until the previous competitor has finished. **Failure to report on time will result in disqualification.**
3. Student competitor will contact JMG, Inc. at scheduled event time using the phone provided in the competition room.
4. The JMG Inc. company representative will ask the competitor questions about the position he or she indicated he or she was interested in and calling about. The competitor may bring his or her resume for aid in responding to questions.
5. The representative of the JMG Inc. company will terminate the call after 5 minutes.
6. Competitors will be judged based on the criteria in the scoring sheet.
7. The “Points Possible” column on the score sheet indicates the maximum number of points available for each section. It is appropriate to record “Points Achieved” in a range from 0 to the maximum number.
8. Judges' decisions are final.



JMG JOBS *for* MONTANA'S GRADUATES

COMPANY PROFILE

We are an organization that provides products and services to assist schools and communities in uniting around a meaningful purpose. We sell curriculum and resources, while providing technical assistance and support to our end users.

MISSION

WE EMPOWER AND MOBILIZE YOUNG MONTANAS TO ACHIEVE ECONOMIC INDEPENDENCE

VISION

At JMG, we envision a world where students are engaged in their own learning and have taken control of their path to success.

VALUES

STUDENT VOICE | INNOVATE | MOBILIZE | EMPOWER | CONNECT

HOW WE DO IT

- Teaching students how to demonstrate professionalism by participating in leadership conferences, career readiness activities, and connecting with their communities through service-learning opportunities
- Providing cutting-edge educational materials, curriculum and resources to teachers, to empower students to get involved in their personal and professional development, while learning how to be successful, career-ready adults upon graduating from high school
- Collecting and reporting measurable outcomes to support the work that is accomplished by teachers, students, schools, communities, and the state
- Connecting students with local employers by bringing them into the classroom to be guest speakers, requiring students to conduct job shadows and involving local employers in community service projects and fund raisers

We are currently seeking qualified students to join our team. For more information on each job posting, and to apply, please review the following job descriptions.

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JOB POSTING FOR: ADMINISTRATIVE ASSISTANT

Job Overview:

Performs a variety of administrative, computer, technical and clerical duties in support of the office staff. Responsibilities encompass duties related to administrative and secretarial assignments, coordination of office functions, provision of user support for computer software applications, and performance of supportive service duties for all work units using knowledge of local office, bureau, division, department, and state goals, objectives, policies and procedures.

Essential Functions (Major Duties or Responsibilities):

1. Performs a variety of reception and administrative duties using knowledge of Jobs for Montana's Graduates, communication and computer skills.
2. Provides assistance to customers using knowledge of the Internet, Microsoft Office Software applications, and various other software packages as well as communication and public relations skills.
3. Provides information to JMG team using knowledge of local labor market conditions, employer needs and requirements, interviewing skills, as well as strong communication and public relations skills.
4. Performs a variety of program assistant duties for one or more programs operated by the local office.
5. Performs other duties as assigned, including but not limited to faxing, scanning, printing, copying, data-entry, and note-taking for meetings.

Minimum Qualifications (Education and Experience):

Education and experience equivalent to one year of high school in business or a related field, and six months of various public contact experience. Experience with computers and various software applications is required.

Knowledge, Skills and Abilities:

Knowledge of office computer applications and ability to acquire and continuously improve knowledge of various software applications, i.e., Microsoft Windows, Microsoft Office, Montana Career Information Systems (MCIS), and the Internet. Must have the ability to assist customers in use of computers and related software and troubleshoot basic computer problems.

Ability to acquire knowledge, within a reasonable period of time on the job, of departmental and work unit policies and procedures; services provided by Jobs for Montana's Graduates; community resources and services provided by workforce system partners; department programs, regulations and policies. Knowledge of office practices and procedures; business English, spelling, grammar, and composition; basic accounting practices and procedures; basic research methods and current social and labor market conditions in the area.

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JOB POSTING FOR: CUSTOMER SERVICE ASSOCIATE

Job Overview:

The person in this position is positive, organized, creative, and independent. Must become knowledgeable and effectively communicate the goals and values of JMG. This is a full-time position that includes with some travel in and out of state.

Essential Functions (Major Duties or Responsibilities):

1. Greet customers and ascertain what each customer wants or needs.
2. Describe merchandise and explain use, operation, and care of merchandise to customers.
3. Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
4. Compute sales prices, total purchases and receive and process cash or credit payment.
5. Check to ensure that appropriate changes were made to resolve customers' problems.
6. Determine charges for services requested, collect deposits or payments, or arrange for billing.

Minimum Qualifications (Education and Experience):

Education and experience equivalent to one year of high school in business or a related field, and one year of various public contact experience. Experience with computers and various software applications is required.

Knowledge, Skills and Abilities:

Must be able to organize and prioritize workload; readily accept direction and supervision; and learn new procedures. Must have extensive computer skills including expert knowledge of word processing and database applications using the Microsoft Office suite. Must be able to communicate effectively, provide excellent customer service, and establish and maintain effective working relationships with Department personnel and the public. Must be capable of accepting and working under general supervision and make efficient use of work time with an ability to re-focus on the tasks at hand and meet deadline requirements while coping with frequent interruptions.

Ability to acquire knowledge, within a reasonable period of time on the job, of departmental and work unit policies and procedures; services provided by Jobs for Montana's Graduates; community resources and services provided by workforce system partners; department programs, regulations and policies.

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JOB POSTING FOR: MAINTENANCE TECHNICIAN

Job Overview:

Responsible for all repairs and maintenance of building interiors and exteriors, landscape and grounds, building utilities, mail services, custodial services, work control, and inventory, as well as performance of supportive service duties for all work units using knowledge of local office, bureau, division, department, and state goals, objectives, policies and procedures.

Essential Functions (Major Duties or Responsibilities):

1. Provide cleaning maintenance service with emphasis on cleaning public areas, including restrooms, carpeted and hard-surface floor care, trash removal, room set-ups and other related duties.
2. Works individually or on a team in an assigned area.
3. Duties include, but may not be limited to: scrubbing, mopping, washing, sealing, disinfecting and polishing hard surface floors; vacuuming and shampooing carpeted floors; dusting and polishing furniture; washing windows and mirrors; polishing bathroom and shower fixtures; emptying trash receptacles to dumpsters; replacing light bulbs and fluorescent tubes; handling commercial (industrial) cleaning chemicals; moving supplies up and down stairs; maintaining good communication channels with Jobs for Montana's Graduates teammates and performing related duties as required.
4. Provide maintenance support throughout building to ensure smooth business operations.

Minimum Qualifications (Education and Experience):

Education and experience equivalent to one year of high school in maintenance or a related field, and six months of various public contact experience. Experience with computers and various tools is required.

Knowledge, Skills and Abilities:

Experience successfully prioritizing daily duties and adapting to changing priorities, while accurately following instructions and procedures. Works effectively in a team-oriented environment. Provides excellent customer service. Enforced building and security regulations. Understanding of, certifications, or classes in safety procedures utilized in a custodial, janitorial or housekeeping position. Provides direction and assistance with special event preparation, set-up and cleanup.

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JOB POSTING FOR: MARKETING AND GRAPHIC DESIGN ASSISTANT

Job Overview:

Assists in the implementation of Jobs for Montana's Graduates communications strategy, as developed by the Jobs for Montana's Graduates team, and develops concepts, designs and layouts for printed publications, brochures, memos, and presentations. Develops creative design for use in digital and social media and executes social media strategy developed in coordination with the Jobs for Montana's Graduates team. Provides guidance to program staff on public engagement via social media channels. Provides creative direction, create multimedia tools and resources, brand guidance, and conduct social media engagement to support Jobs for Montana's Graduates initiatives, regulations and special projects.

Essential Functions (Major Duties or Responsibilities):

1. Provides editorial and design support and consultation to Jobs for Montana's Graduates staff, creating materials and making recommendations based on knowledge of current trends and accepted principles of good design.
2. Develops layout and design for print publications and web media, including brochures, reports, presentations, social media graphics, templates, banners, print advertising and other materials as needed.
3. Monitors and responds to online buzz and keeps Jobs for Montana's Graduates staff aware of trends in online discussions. Shares content across social media channels, including Facebook, LinkedIn, YouTube, Twitter and other emerging social media platforms.
4. Provides support in public relations campaigns and special projects and initiatives.

Minimum Qualifications (Education and Experience):

Education and experience equivalent to one year of leadership experience, two years of high school in creative or art related field, and one year of various public contact experience. Experience with computers and various software applications is required.

Knowledge, Skills and Abilities:

Knowledge of design computer applications and ability to acquire and continuously improve knowledge of various software and mainframe applications. Skilled in use of social media platforms, including Facebook, Twitter, LinkedIn and YouTube.

Ability to acquire knowledge, within a reasonable period of time on the job, of departmental and work unit policies and procedures; services provided by Jobs for Montana's Graduates; community resources and services provided by workforce system partners; department programs, regulations and policies.

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JOB POSTING FOR: TEAM LEADER (SUPERVISOR)

Job Overview:

Performs supervisory duties to assist Program Director in achieving positive outcomes. Responsibilities encompass duties related to administrative and secretarial assignments, coordination of entry-level staff, observing and evaluating workers and work procedures to ensure quality standards and service using knowledge of local office, bureau, division, department, and state goals, objectives, policies and procedures.

Essential Functions (Major Duties or Responsibilities):

1. Performs a variety of supervisory duties using knowledge of conflict resolution, discretion, and leading by example.
2. Provides administrative assistance to the Program Director, in assisting the public and users in administering Jobs for Montana's Graduates services.
3. Coordinates and schedules entry-level staff by providing training, support and works as needed with entry-level staff.
4. Performs other duties as assigned, including but not limited to faxing, scanning, printing, copying, data-entry, and note taking for meetings.
5. Performs a variety of program assistant duties, including auditing, reviewing and analyzing information for one or more programs operated by the local office.

Minimum Qualifications (Education and Experience):

Education and experience equivalent to one year of leadership experience, two years of high school in business or a related field, and one year of various public contact experience. Experience with computers and various software applications is required.

Knowledge, Skills and Abilities:

Knowledge of office computer applications and ability to acquire and continuously improve knowledge of various software and mainframe applications, i.e., Microsoft Windows, Microsoft Office, Montana Career Information Systems (MCIS), and the Internet. Must have the ability to remain calm in high stress situations and remain unbiased in personnel conflicts.

Ability to acquire knowledge, within a reasonable period of time on the job, of departmental and work unit policies and procedures; services provided by Jobs for Montana's Graduates; community resources and services provided by workforce system partners; department programs, regulations and policies. Knowledge of office practices and procedures; business English, spelling, grammar, and composition; basic accounting practices and procedures; basic research methods and current social and labor market conditions in the area.

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TELEPHONE TECHNIQUE QUESTIONS

- ✓ Why are you interested in this position?
- ✓ What job skills do you have that would qualify you for this position?
- ✓ Why would you like to work for our company?
- ✓ What do you know about the products and/or services that our company provides?
- ✓ Do you have a cover letter and resume to send to us?
- ✓ When would you be available to come to our office for an interview?
- ✓ Do you know where we are located?

Judge # _____

HIGH SCHOOL NAME	
STUDENT NAME	
STUDENT GRADE	
APPLIED POSITION	

"POINTS ACHIEVED" CAN BE AWARDED IN A RANGE FROM 0 TO MAXIMUM "POINTS POSSIBLE"	POINTS POSSIBLE	POINTS ACHIEVED	COMMENTS (Comments are very helpful for students' learning and are highly encouraged)
PRESENTATION			
• Caller introduced themselves in a professional manner	1		
• Greeting included name, affiliation, and purpose for calling	3		
• Call was ended appropriately, with a thank you	1		
PROFESSIONALISM			
• Spoke in a business-like manner, with ease of conversation	7		
• Information is communicated with confidence, sincerity, and enthusiasm	7		
• Speech is clear and distinct, using proper tone, and enunciation	7		
CONTENT			
• Purpose for calling is clearly stated	15		
• Competitor is knowledgeable about the Company and Position they are calling in for	15		
• Interest in specific position is clearly stated	15		
CLARITY			
• Asked clarifying questions as needed	5		
• Secured an interview, then confirmed date, time, and location	5		
• Requested information about who was interviewing him or her	5		
RESPONSIVENESS			
• Responded to questions with concise and direct answers	7		
• Demonstrated he or she had necessary skills, ability, and knowledge for an interview	7		
To provide additional comments, please use the back of this page.			

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TELEPHONE TECHNIQUES REGISTRATION FORM

SCHOOL NAME	
STUDENT NAME	
GRADE LEVEL	<input type="checkbox"/> 11th Grade <input type="checkbox"/> 12th Grade

The competitors will be calling the JMG, Inc. The position they are calling about must be one of the following positions: Administrative Assistance, Customer Service Associate, Maintenance Technician, Marketing and Graphic Design Assistant, or Team Leader/Supervisor. Individual job descriptions can be referenced in the Telephone Techniques event description.

A SEPARATE REGISTRATION FORM MUST BE SUBMITTED FOR EACH TELEPHONE TECHNIQUE COMPETITOR. FAILURE TO SUBMIT A REGISTRATION FORM WILL RESULT IN DISQUALIFICATION.

POSITION SELECTED

I, the undersigned, agree that the position listed above will be what is used during my competitive event at the IGNITE Montana Conference and I may not change my mind after the registration deadline.

I consent to its reproduction, use, and/or modification in any way for use by the Jobs for Montana's Graduates Program.

Student Signature: _____ Date: _____

Career Specialist Signature: _____ Date: _____