



ORGANIZATIONAL COMMUNICATION

CSUCI Consulting Firm

Firm & Job Descriptions

Firm Description:

The CSUCI Consulting Firm is a boutique organizational development (OD) consulting firm that specializes in strategic planning, performance management, process improvement, and leadership development for the nonprofit and public sectors.

Our mission is to help organizations operate more effectively so that they can better reach their goals and accomplish their desired mission(s). Having served in various nonprofit and public sector roles of leadership, our highly trained staff brings a first-hand understanding of the opportunities and challenges facing organizations today.

Our process focuses problem identification, solution development, and practical implementation. We specialize in:

- Performance management & performance metrics.
- Process improvement & workflow mapping.
- Program evaluation & performance measurement.
- Strategic planning & balanced scorecard.
- Operational excellence & Baldrige assessments.
- Leadership training & employee development.
- Change management & business process reengineering.
- Organizational development & human resources management.

Our collaborative approach begins by determining barriers, establishing goals, and getting to work quickly on an effective action plan. We are committed to helping nonprofit and public sector leaders build a financially sustainable organization that fulfills its social mission without compromising core values.

Job Description:

The CSUCI Consulting Firm is looking to fill several entry-level positions within its organization. A university education and knowledge of organizational communication processes are desired, as well as strong logistical skills and the ability to work in teams. Experience using Prezi is also a plus. Employee responsibilities include (but are not limited to):

- Meeting with potential clients and other community leaders/members.
- Developing effective strategies for positive organizational change.
- Working on short and long-term projects alongside local organizational leaders/members.
- Designing and presenting professional Prezi presentations.
- Working alongside a team of her/his peers.
- Applying organizational communication concepts to real-world settings and scenarios.

Potential employees should submit a professional resume that highlights her/his education, awards, and relevant work experience. Potential employees will also be required to interview with the firm, and to complete an initial consulting challenge.

CSUCI Consulting Firm is an equal opportunity employer.



ORGANIZATIONAL COMMUNICATION Resume Rubric

Resume includes the following:

- ☐ Name, Address, Telephone Number, Email Address
- ☐ A clear and specific job objective
- ☐ Summary of Qualifications (only highlight skills relevant to the position you're applying for)
- ☐ Education
- ☐ Work/Volunteer Experience
- ☐ Professional Involvement/Development (i.e. professional organizations, campus involvement, clubs or organizations, honors/awards, presentations, publications)
- ☐ Begins each phrase with an action verb

Resume does not include the following:

- ☐ Use of personal pronouns (i.e. "I", "me", "you", "we")
- ☐ Personal information such as marital status, social security number, age or national origin
- ☐ Start phrases in the experience section with "my responsibilities (or duties) included"
- ☐ Use of Abbreviations or Acronyms unrelated to the industry

Resume meets the following criteria:	Comments	Grade
clearly and consistently organized throughout		
professional in tone, style, and word choice		
comprised of relevant and creditable content, free of slang or typos		
uses objective and demonstrable claims throughout		
visually and aesthetically appealing		



Interview Rubric

Candidate Name: _____

					Comments	Grade
First Impressions	Greeting absent. Extremely limited eye contact. Student is not dressed appropriately; Inappropriate body language.	Greeting is present. Begins with little or no eye contact. Student wears appropriate clothing; some inappropriate body language.	Greeting is present. Use of eye contact is appropriate. Student wears appropriate clothing; little inappropriate body language and demonstrates a positive attitude.	Greeting is present. Use of eye contact is appropriate. Body language used is pleasant. Appropriate dress and manners are used; appropriate body language. Strong handshake and enthusiastic about conversation.		
Interview Content	Demonstrates minimal knowledge of industry/position. Does not demonstrate confidence in answering questions. Does not highlight skills associated with the position/industry.	Demonstrates surface level knowledgeable about the industry/position. Displays adequate confidence in answers. Discusses skills but does not adequately relate them to the position.	Demonstrates knowledge about the industry/position. Displays adequate confidence in answers. Discusses skills related to the job but did not provide specific examples related to transferable skills.	Demonstrates clearly articulated knowledge about the position/industry based on research. Demonstrates a high level of confidence and in answers through providing examples of transferable skills related to the position.		
Interview Skills /Techniques	Limited eye contact with interviewer when speaking. Grammar and language are not appropriate. Uses um or slang language too many times. Talks too fast or too slow.	Adequate eye contact with interviewer when speaking. Language and grammar are adequate. Use the word um a few times, but not enough to disrupt the interview. Talks a little too fast or too slow.	Strong eye contact with interviewer when speaking. Language and grammar is appropriate but lacks an element of professionalism. Minimally use the word um. Speaks at an appropriate speed.	Excellent eye contact with your interviewer without staring. Language and grammar is appropriate and demonstrates a polished professional demeanor. Does not use um. Speaks at the right speed.		
Closing	Does not show any interest in this position. Does not ask any questions. Does not thank the interviewer.	Conveys some interest in the position. Not prepared to ask any questions and thank the interviewer.	Demonstrates strong interest in the position but asks irrelevant questions not specifically related to the position. Thanks the interviewer but does not reaffirm his/her qualifications/interest in the position.	Successfully conveys interest in this position through asking appropriate questions to the interviewer to demonstrate research in the industry/organization. Thanks the interviewer and reaffirms qualifications and strong interest in the position.		

☐ Arrived approximately 5 minutes before her/his scheduled interview
Interview Conducted by: _____

☐ Provided a tailored Resume at interview
Date _____

(PRINT)