



Career Fair – Employer Instructions

Tips to be Successful at the Virtual Career Fair

1. Read the instructions completely before attending the career fair
2. Check your internet connection and ensure your technology is working properly
3. Check your chat box windows frequently so you do not miss an opportunity to connect with job seekers
4. Accept and respond to job seekers chat within 2 minutes, or else you may miss out on a connection
5. Join us in the Zoom support room from 9am – 5pm if you need support navigating the Career Fair on May 7th: Join Meeting <https://zoom.us/j/95173856066pwd=cVFJUEwvOHE2MVpvRG4zajFidGJPZz09> Meeting ID: **951 7385 6066** Password: **058045**
6. Provide job seekers with your contact information so they can follow up with you after the Career Fair

Easy 9-Step Instructions for Employers

1. Once your registration is confirmed by the Penguin Jobs administrator, you will receive an email confirmation & your virtual chat account has been created.
2. Log into your [Penguin Jobs](#) profile > navigate to the virtual career fair via Events > Career Fairs on your left-hand menu.
 - a. If you are new to Penguin Jobs and did not set up a password, click on "Forgot Password" to be emailed a link to set up your password.
3. You will see a Live Chat button next to the fair name. Click into it
4. You will be routed to the PHP Live chat operator Home page of your chat console.
5. For more seamless and efficient interactions with job seekers, you may set up items to use during your chat session via the menu options: Canned Responses, Canned Commands, Preferences and Spam Blocking.
6. When you are ready to chat with job seekers, select the “Launch Chat Request Monitor Window” button from your PHP Live chat Home.
7. A popup box will display where you will wait for a student to initiate a chat conversation with you.
8. When a student initiates a chat conversation, you will see the record display in the Chat Request Monitor box. You may select “Accept” to open an individual chat box with that student or select “busy” to indicate that you are busy
 - a. You have **2 minutes** to either Accept or select that you are busy
 - b. The system will auto set to “busy” if you have not selected within 2 minutes



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- c. You may Accept multiple chats and respond to each student in a unique chat box
- 9. In the student chat box, you will see what the student wrote and be able to type freely or select a Response, select a Command, and then Send your reply to the student.

Employer FAQs

Q: Can the extra representatives listed in each registration chat with job seekers?

A: Extra representatives will not be provided with chat accounts. In order to participate in Virtual Career Fair Chat, every person who wishes to be able to chat needs to have a confirmed career fair registration.

Q: I cannot hear any sound even though the sound is turned on in the chat window.

A: In order to hear sounds from the Live Chat feature, you must enable Flash in your browser.

Q: How can employers view student resumes via the Virtual Career Fair?

A: Employers will login to their CSM account > Events > Career Fairs > click into the fair > All RSVP'd Job seekers. Employers may download individual resumes or create a publication of all job seekers who RSVP'd. Note: When job seekers RSVP, they will be asked to submit a resume with their RSVP. If no resume is chosen, their default resume will be included. If the student has no resumes uploaded, no resume will be attached to the RSVP.

Q: Can employers chat with multiple job seekers at one time?

A: Employers may accept multiple chats at one time. They are able to chat with multiple job seekers at once. Each chat will be in a separate window.

Q: How long does an employer/registrant have to accept a chat from a student?

A: Employer registrants will have a queue of all job seekers who have opted to chat with them. Each request will stay in the queue for 2 minutes. If the chat is not accepted by the employer within 2 minutes, the chat will disappear from the employer queue and the student will receive a message "Employer is currently busy or unavailable. Please try again later."

Q: What is a canned response?

A: You can create canned responses for the items you know you'll want to share with many job seekers. Some examples might be a canned "greeting" with your introduction, a canned "opportunities note" that describes what you are hiring for, a canned "farewell" that describes next steps and contact information for followup. You can then choose these during your chat with job seekers so you don't have to keep re-typing the same information.

Q: What is a canned command?

A: This allows you to insert hyperlinked information like a URL or email address.

Q: What is preferences?

A: Within preferences, you can change the colors of your screen and adjust the time the system will wait before logging you off



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Q: What is spam blocking?

A: This would allow you to block certain IP addresses from chatting with you. We don't expect employers to have to use this option.

Support

Please don't hesitate to reach out to Career Services. We are here to support you!

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Contact us at 360.992.2902 or CareerServices@clark.edu.



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