

## Summer 2011 Faculty Externship

Teacher: Zorko Jezina, Royal High School, Simi Valley

Externship Company: Bank of America, Simi Valley

Visitation Dates: Friday, June 17<sup>th</sup>, 2011 AND Friday, July 8<sup>th</sup>, 2011

David Bacon  
Title Litigation Manager  
[David.bacon@bankofamerica.com](mailto:David.bacon@bankofamerica.com)  
213-345-5173

Mark Upson  
Senior VP, Mtg Servicing Executive  
[Mark.upson@bankofamerica.com](mailto:Mark.upson@bankofamerica.com)  
213-345-7797

Stephen Douglas  
Senior VP, Vendor Operational Mgmt.  
[Stephen.douglass@bankofamerica.com](mailto:Stephen.douglass@bankofamerica.com)  
805-577-3991

Matthew Taylor  
Senior VP, Global Supply Chain Mgmt.  
[matt.taylor@bankofamerica.com](mailto:matt.taylor@bankofamerica.com)  
213-345-7799

Mark McElroy  
Senior VP, Supply Chain Mgmt. Executive  
[Mark.McElroy@bankofamerica.com](mailto:Mark.McElroy@bankofamerica.com)  
213-345-7811

**1) What are some of the important generic job skills relating to entry level jobs such as general office assistant or customer service?**

*Basic written (no texting abbreviations, be brief with proper business writing skills) and communication skills (no texting abbreviations), comprehension reading, basic phone skills and phone etiquette (especially important for entry level positions), Microsoft Word/Excel, e-mail proficiency (Outlook). Attentiveness, appearance, self discipline, work ethic. It is important to be adaptable and change your work approach to embrace change. Ability to create presentations and speak in front of people becomes more important as your job responsibilities increase. Be able to balance passion and emotion, especially over the phone. Computer savvy is generally more important than specific program skills since you can easily learn the programs. Typing skills are important. Some positions require you to take a typing test. Being a self starter is important.*

**2) What kinds of office equipment do you have?**

*Phone, scanner (strive to be a paperless office), computer based faxing, everyone has dual monitors, coffee machine.*

**3) What kind of education (HS Diploma, GED, 2 year college, 4 year college, MBA) are you looking for?**

*Looking more for personalities. Not so much about whether they have a GED or HS Diploma but WHY they got the GED instead of HS Diploma. Most of the skills are taught on the job. Once you have a job at the company, education is not an issue anymore however some higher level position might. Training is available in the company. Company reimburses for external*

*education as long as it is job related. Internships and the experience you get from them are important both for enhancing your resume and improving your network of contacts.*

**4) What are the attendance expectations?**

*New tool for managing and tracking time. Be in chair when time starts, call if you are going to be late. Work with supervisor to accommodate hours (staggered work hours). Younger employees and new employees to the workforce generally have bigger attendance issues. Consequences are first a warning then a write-up and then termination (although there is a lot of leeway around those consequences at the supervisor's discretion)*

**5) What are some future trends that you see?**

*Staggered hours. Some people can handle working while their boss is not there and some can't. If there is a problem they lose the privilege and their hours are adapted to that of their supervisor. Telecommuting. Bank of America has a program that allows workers to work from home part time. The company will buy the technology and furniture to set up a home office (up to \$1000 for furniture). Employees need to come to the office at least once per week and need to be available by phone or e-mail at all times during work hours. In some departments over 50% of employees are taking advantage of this program. Generally it works better for employees that are trustworthy and independent. Supervisors can track computer usage so they make sure their employees are working. Supervisors also have the option of making home visits at any time during work hours. Globalization of the marketplace. Lots of companies are doing worldwide business and have offices all over the globe ... be flexible.*

**6) What are the dress code expectations?**

*Slacks, collared shirts, no tennis shoes. Dress code is generally by job level. Always a good idea to dress up to the next level. Good dress generally corresponds with good job performance, sloppy dress generally corresponds with sloppy work. Consequences include a warning and being sent home without pay for the first offense, a write up (and not eligible for raises, overtime and transfers for 3-6 months) for 2<sup>nd</sup> offense and possible termination after that.*

**7) What are the behavior expectations?**

*Employees are expected to have proper phone etiquette, be able to work effectively with people they don't like (teamwork). If you have attitude you won't survive. Need to be friendly, outgoing and willing to help. When finished with your work, help someone else, especially when working on group projects. If a team works hard and finishes their project early there are often rewards (ice cream, walk in the park, extra long lunch) but if you don't work hard you will most likely get noticed. Be professional with your e-mails. Make sure to not put anything in the e-mail that you would not want to say in person. Also keep in mind that e-mails are the property of the company so anything you put in them can be viewed by your boss. Balance e-mail and in person/phone interaction. Back and forth questions are often taken care of more easily in person or over the phone.*

**8) Is employee training available?**

*At some positions an experienced employee will sit with you for about a week. Going back to school is encouraged (after work classes) and there is a generous reimbursement policy. Periodic group training is available.*

**9) What are the internet and cell phone use expectations (business vs personal)?**

*iPods are OK. Texting is acceptable within reason. Personal e-mail is blocked (people try to get around it but if you are caught you have to deal with HR). Productive, good employees have more freedom and are given more leeway.*

**10) Where do you find most of your employees and are there any specific things you look for in the hiring process?**

*Through the Bank of America website, job boards, internal transfers, word of mouth. Word of mouth referrals are generally asked to go to the website and fill out the application so when the supervisor goes to the HR department with the person's name, they are already in the system. When hiring someone first impressions are very important. After the first impression is made, you generally go get the facts and specifics you need. Sometimes you exclude someone because of a bad first impression. Posture is important as is a good handshake and eye contact. Did the person do research on your company (initiative, effort).*

**11) What is the entry level salary and benefits?**

*Starting salary is \$17.50 per hour. Employees are also given a 5% match to their 401K contribution, 3 weeks of vacation (use it or lose it policy), 10 paid holidays, 10 sick days. Employees are also give a lunch and two 15 minute breaks that they can either use separately or combine them together.*

**12) What is your hiring outlook like?**

*There are a lot of entry level positions available, especially in the foreclosure area. The hiring is expected to go on for the next 5 years.*

**13) Resources available to inform others about your industry?**

*The company website has a lot of resources and information available on it. Make sure to understand real estate by doing research on the internet. It is generally not beneficial to take real estate classes before coming to work. Go to the banks and pick up brochures to find out about individual companies in the industry. Go to real estate companies and pick up their brochures.*

Class activity:      Company Research in Preparation for a Job Search

- 1) Students will work individually (or in pairs depending on the size of the class) on preparing for an interview with a local Simi Valley company. The companies will be assigned randomly. In order to prepare for the interview, student will have to do research on the company they are assigned and try to set up an informational interview with an employee from the company. The goal is to get as much information as possible on the following topics:
  - a. Products or services the company provides
  - b. Company's mission
  - c. Overview of the industry the company is in
  - d. Overview of the main competitors
  - e. Company culture (dress code, attendance, work environment)
  - f. Hiring process
  - g. Social media the company uses
  - h. Key employees of the company
- 2) Prepare a PowerPoint presentation and introduce the company to the rest of the class