



## **COMMON KEYWORDS AND SKILLS IN HUMAN RESOURCES AND LABOR RELATIONS**

A high percentage of employers now use Applicant Tracking Systems (ATS) to streamline their recruitment and hiring processes, and to manage the hundreds of resumes that they receive. It is important to tailor your materials to match the keywords and skills found in job descriptions of interest for your industry. Here is a list of commonly used keywords in the human resources and labor relations industries:

- Labor Relations
- Contract Negotiation
- Human Resources
- Onboarding
- Microsoft Office Suite
- Collective Bargaining
- Personnel Management
- Facilitation
- Collaboration
- Talent Acquisition
- Recruitment
- Intuit QuickBooks
- ADP Workforce NOW
- HRMLS-HRIS
- Oracle PeopleSoft
- Benefits
- Staffing
- Decision-Making
- Persuasion
- Intercultural Diversity
- Customer Service
- Coalition-Building
- Stakeholder Mapping and Engagement
- Creativity
- Active Listening
- Analytical Skills
- Knowledge of Policies and Procedures
- Evidence Collection
- Employee Relations
- Litigation
- Professionalism
- Oral and Written Communication
- Management
- Negotiation
- Conflict Resolution
- Leadership
- Accountability
- Knowledge of FMLA, ADA, OSHA
- Compensation
- PHR or SHRM Certification
- Diversity and Inclusion
- Talent and Development
- Organizational Skills
- Problem Solving Skills
- Multitasking
- Bilingual
- Canvassing
- Government Affairs
- Design and Implementation
- Social Justice & Worker's Rights
- Ability to Work independently
- Detail-Oriented

For more information on ATS systems and to see how your resume matches a job description, please check out the Rutgers University resource, "Resume Worded":

<https://careers.rutgers.edu/about-us/resources-services/online-career-tools/resume-worded>