

## Frequently Asked Questions

### Q. Where do I begin?

A. To begin the application process, select a user name and password that you will remember. **Your username and password should not be the same.** For future reference, you should write down your username and password. You will need these the next time you visit the job search site to check the status of your application or to apply for another position.

### Q. What information will I be asked to provide?

A. You will be asked to provide personal information such as your name, address and phone number. You will also be asked to provide information about your education and employment history, as well as information about your references. You may also be asked to provide contact information for your references. You must have a current, valid e-mail address in order to submit your application. Please gather this information before beginning the application process.

You will be asked to submit a cover letter and current resume. You may be asked to submit a transcript, Drivers Abstract and work samples. Applicants may be asked to submit other additional materials. Submit your application materials in accordance with the instructions.

Please ensure the documents you are attaching are not password protected or encrypted or they will not be able to be stored by the e-recruit filing system.

### Q. What if I don't have an e-mail address?

A. You can set up a free e-mail address using many public web sites such as Hotmail, MSN messenger, g-mail, Yahoo, or others. These can be setup and accessed from any computer you are using.

### Q. What happens to my personal information?

A. The information stored in your profile & application are housed in a secure server site located in Canada. The information is encrypted and password protected, and housed behind firewalls. SIN's and birthdates are not collected as part of the application process. If you are hired for a position, further personal information such as this will be collected at that time.

### Q. What if I have already created an applicant profile?

A. If you have already completed an applicant profile using this online employment system, return to the Home page, click on the Login link, and enter your username and password. Click on Manage Profiles to edit your existing applicant profile. You may apply for new postings without re-entering your applicant information, or review the status of positions to which you have applied. Changes made to your base applicant profile will not be part of any previous applications you have submitted.

### Q. What if I am not ready to fill out an application at this time?

A. If you do not want to complete an application right now, please click **Cancel** at the bottom of the page.

### Q. Do I have to fill out an application?

A. Everyone who applies for a position with the City of Kelowna is required to create an applicant profile and then complete an application. System-required information is denoted with an asterisk (\*). Additional application materials beyond your base applicant information may be required. Review each posting for application instructions, which may advise you that you need to submit some of your application materials by mail to the HR department. Your application will not be considered complete until you have attached all required documents and submitted any additional required documents to the HR department. In some instances, the more information you provide at the time of your application, the easier it will be for the hiring committee to effectively evaluate your skills, abilities and qualifications.

**Q. I get an error message that my document is in an unacceptable format or is too large and cannot be attached, what now?**

**A.** Occasionally the document server may be backed up and you may not be able to browse and upload your document immediately. You can refresh your browser, or simply **SAVE** the page, log out and then go back in a few minutes to continue your application and then **Attach Document**. Another thing to double check is that your PDF document is not encrypted or secure, as it will not be able to be uploaded in that case.

**Q. How do I save my application?**

**A.** As you proceed through the electronic application process you must click **SAVE and CONTINUE TO NEXT** or **SAVE and STAY ON THIS PAGE** to save the information you have entered. If you close your browser prior to clicking **SAVE and CONTINUE TO NEXT** or **SAVE and STAY ON THIS PAGE** your profile information will be saved, but you will lose the information on the last page that was entered but not saved. If you have closed your browser before completing your application, you may return at any time to the recruitment website, click on the Login link and enter your username and password to continue with your application.

**Q. How do I update the information on my applicant profile?**

**A.** At any time, you can login to the applicant site and click **Manage Profiles** in the left hand column of information. You can then click **Edit Profile** and change anything you'd like. Refer to the previous question for information on **Saving the Changes** you have made.

**Q. How do I know that you got my application for a posting?**

**A.** Once your application is successfully submitted, you will receive an application confirmation number. If you wish to make a note of this number, you can refer to it later if necessary. Another way to confirm your application has been submitted is to click on the left hand column link **APPLICATION STATUS** and you can see all the postings you have applied for, and the stage they are at.

**Q. What if I just want to submit a resume to be kept on file?**

**A.** You will only be able to submit an application and resume for posted positions. You must create and complete an online electronic applicant profile first, and then attach a resume and apply for a particular posting. Your applicant profile is not considered unless you apply to a particular posting. Applicants can create an applicant profile at any time and then wait to apply for positions as they are posted. You will have the opportunity to update, change or correct your profile each time you apply for a posting.

**Q. I don't have access to a computer. Can I submit a paper resume?**

**A.** You can have someone assist you with converting your paper resume, cover letter, and any other supporting documents to an electronic format. They will store the documents in either Microsoft Word or Adobe format on a small memory stick for you so you can take it with you to any computer. This service can be provided by anyone with access to a scanner and a computer (refer to the phone book for stores that provided this service or ask a friend to do this for you).

There are numerous locations, such as libraries and job search agencies that provide free computer usage times for public use. Once you have access to a computer, you will need to log onto the internet and access the Kelowna.ca/careers website. Don't forget that you also need a valid e-mail address before you begin. If you have no way of accessing a computer, please contact Human Resources for help with your paper application.

**Q. What if I forget my username or password?**

**A.** On the applicant login in page, there is the opportunity to click a link and have either your username or password sent to your e-mail address for retrieval.

**Q. Can I copy selected information from another electronic document?**

**A.** Yes, you can. You can copy and paste text information from your document directly into the appropriate fields in the application form. The acceptable formats for attached documents are listed on the application form and if yours does not meet any of these format types, then it is appropriate to cut/paste into directly into the fields.

**Q. How can I tell if a posting has been filled?**

**A.** Once a posting is filled it will no longer be listed when you click on the SEARCH POSTINGS link in the left hand column of information. Only postings that are still in various stages of Active recruitment are shown. If you have applied for the posting, click the **APPLICATION STATUS** in the left hand column, and you will see that your application now shows as not hired for the position.


**Q. How can I withdraw my application from a posting?**

**A.** After you login to the Applicant site, click the **Application Status** link in the left hand column of information. This will show you all the postings you have applied for and the status of each one. In the STATUS column, you have the opportunity to click the underlined link "withdraw my application" next to any posting you wish to withdraw from.

You will be asked to confirm your withdrawal by clicking **CONFIRM**. The hiring manager will be advised of your withdrawal from the competition next time they review the posting information. You cannot reapply on a posting once you withdraw from it.

We don't recommend withdrawing until you are contacted for an interview, or offered a position, and you determine you wish to withdraw at that time. However, the decision is yours to make.

**Q. Can I arrange up to be notified when new postings are put on your careers website?**

On the main Career Opportunities page where you search for current postings, you can click on the RSS feed icon  and sign up for a RSS feed. This feed will send you an e-mail each time there is a content change on the City of Kelowna Career Opportunities web page.