

# FREQUENTLY ASKED QUESTIONS

## **Where do I begin?**

You can apply online by clicking on the job title you are interested in and clicking on the Apply button. If this is the first time you are applying using our online job application with NEOGOV, you will need to create an account and select a Username and Password. Applications can be saved and used for other job openings.

## **What kind of email address should I use?**

We suggest using a somewhat permanent email address, such as a personal email address, instead of a work email address which could change if you switch employers. Free email accounts are available through a number of providers. Although we do not endorse a particular provider, you may want to go to Google or Yahoo for more information.

## **Where do I get help with the online application?**

If you need assistance completing your online application or do not have access to a computer, call Union County Human Resources at 937-645-3106.

## **What if I have forgotten my Username and/or Password?**

If you have forgotten your Username and/or Password, contact NEOGOV Customer Care at 855-524-5627. Their hours of operation are Monday through Friday, 9 am to 8 pm Eastern Standard Time. Union County does not retain password information.

## **Will you notify me when a Union County job opens in my field of interest?**

You can request email notifications for jobs in your field of interest by clicking on the Job Interest Card link, which can be found in the Menu of services, available near the upper left portion of your screen.

## **May I submit an application for future Union County jobs?**

Union County does not hold applications to review for future job openings. Each time you submit an application it is used only for the particular job opening for which it is submitted. You may complete and store an application in NEOGOV however, so that you can use it for any future job openings.

## **Will I automatically be considered for other positions if I previously submitted an application?**

No. You must submit a separate application for each position in which you are interested.

## **How do closing dates work?**

The online system will allow you to submit an application until 11:59 p.m. (Eastern Standard Time) on the deadline date. At that point the job announcement and the application will be automatically pulled from the internet. Apply as early as possible to ensure you are considered for the desired job opening.

## **How do I save my application?**

No saving is required! The online application system will automatically save your work. If needed, you can return later, by logging into your account, and submit your application.

## **Am I able to submit or upload additional application materials?**

Yes, in fact the job posting may instruct you to attach a resume and/or cover letter, in addition to completing the required application form. Information on your resume and cover letter will not substitute for the education, work experience and required fields on the County application. The online County application is the primary tool used to evaluate your job qualifications.

**Who will see my application if I use the online application process?**

All online applications are stored on a secure site. Only authorized employees and hiring authorities have access to the information submitted.

**I missed the deadline. May I still apply?**

As with any position, once a closing date has passed no additional applications will be accepted or considered. Please continue to visit our site and apply for new jobs as they become available.

**I have submitted my application. What happens next?**

If you are selected for an interview, you may be contacted for an interview. Depending on the specific recruitment and hiring department the response time will vary -- typically within one to three weeks from the advertised closing date.

**What should I do if my address or phone number changes?**

You may update your personal profile in your NEOGOV account to include your address and telephone at any time.

**If I have submitted an application online should I also submit a paper copy of my application to the HR Office?**

Applications need only to be submitted online.

**How frequently are jobs updated and how long are they advertised?**

Advertised jobs are updated on a daily basis as new job opportunities become available. Most jobs are advertised between 14-21 days.

**How are applications evaluated?**

Applications are reviewed and candidates selected for interviews based on the documented education, experience and skills listed on their application materials. It is important to read the job announcement so you can identify the qualifications you need to include on your application. Provide dates of employment, hours worked, supervisory experience, degree(s) awarded and any other specifics that will help illustrate relevant background information. All applications will be thoroughly reviewed. After an evaluation of relevant education and experience, the top ranked applications will be selected for an interview.

**Will the agency contact me if I am not selected for a position?**

If you have interviewed for a position the agency will follow up with you to let you know that you have not been selected for a position. Not all candidates will be interviewed for every position.

**Since I'm not sure what job I am interested in can I just submit an application and have you determine what job(s) I am best qualified for?**

No. You must submit a separate application for each advertised vacancy.

**Can you provide an overview of the information contained in the job announcement?**

Job announcements typically contain a general definition of work, any special requirements, typical tasks, as well as the knowledge, skills, abilities, education, and experience requirements for a position. Most advertised positions also provide salary information (e.g. salary range, starting pay, etc.). Any other special instructions (such as submission of a cover letter, resume, or writing sample) will also be included in the job announcement.

**How can I find out the status of my application?**

To review your application status log onto your account and click "Application Status." You will be able to see the status for all of the positions for which you have applied as well as the applications the dates you applied and the names of the organizations where you have applied.