Bellingham



Frequently Asked Questions — Applying Online

The information provided below can help guide you through the online application process. If you have additional questions, please contact Human Resources at 360-778-8228.

Application Tips

- Before you apply, please read the job posting and the minimum requirements for the job you are applying for.
- Make sure you are very diligent in following the application instructions.
- Do not type "see resume" on your application. Applications will be rejected if incomplete.
- Make sure your application and supplemental question responses address how you meet each of the experience and training requirements and necessary special requirements.
- Carefully read each of the supplemental questions and respond completely to each one. Pay attention to each component of the question, providing examples, and thoroughly describing when and where you achieved the proficiency level, and detail the types of work you performed, the work products, etc., to demonstrate 'how'.
- Specifically include all of your relevant work experience doing the same or similar work. Work referenced in the supplemental questions must be supported by the work experience on the application form.
- Save your work! The online application system allows a short period of time for you to complete each section of your application, so be sure to save your work.
- Applications must be submitted by the deadline listed on the job posting.
- After you have applied, you can check the status of your application by logging into your account and clicking on the "Application Status" link.
- If you are having technical problems with the online application system, please call NEOGOV Customer Support at 855-524-5627.
- If you are interested in a position that is not currently open, please sign up for a <u>Job Interest</u> <u>Alert</u>, which will notify you when a job becomes available.

Can I get help with completing the online application?

We are committed to ensuring that this process is easy and user-friendly. To help applicants, the following resources are available:

- Click on the Help & Support link in the menu bar. This link contains detailed information on how to apply online with this system.
- Live help from Human Resources during business hours: Monday thru Friday, 8:30 AM - 4:30 PM 360-778-8228

If you experience technical difficulties while completing the application or trying to login please call the new NEOGOV Toll-Free Applicant Support telephone line 855-524-5627.

Our environment is characterized by respect for cultural backgrounds, belief systems, and ethnic diversity.

The City of Bellingham is an Equal **Opportunity Employer and values** diversity in its work force. We do not make decisions on the basis of an individual's race, religion, creed, color, national origin, sex, marital status, age (40+), disability, retaliation, sexual orientation or gender identity, honorably discharged veteran or military status, status as a victim of domestic violence, sexual assault, and stalking, use of a trained dog guide or service animal by a person with a disability, or any other basis prohibited by local, state, or federal law. All are encouraged to apply for employment.



Veteran's Preference

In accordance with RCW 41.04, veterans who meet criteria for Veteran's Preference and achieve passing scores on competitive employment examinations may qualify to have 5% to 10% added to their final weighted score where a ranked eligibility list is established. If claiming Veteran's Preference, upload a copy of your DD214 to the application. If the selection process does not include a competitively scored examination process with ranking, Veteran's Preference scoring criteria will not be applied.

Where do I begin?

Everything starts at the City of Bellingham website, **www.cob.org/employment > Jobs > Current Job Opportunities**. There you can click on the "Current Job Opportunities" link to be directed to our open positions. You will need to create a user account before you apply for any of our open positions.

You will need an e-mail address in order to create an account. You can create a free e-mail address through yahoo, gmail, hotmail, or AOL. Remember to keep a record of your username and password once you have set up an account. You will need it to apply for other positions and to check the status of your application.

How do I find out what jobs are available?

A list of available positions can be viewed 24 hours a day, 7 days a week from any computer with Internet access. Visit the City of Bellingham website at **www.cob.org/employment > Jobs > Current Job Opportunities** and click on "Current Job Opportunities" to view our open positions.

What if I do not have a computer or access to the web?

There are a number of ways to access our online application system. Please contact your local Library or Worksource location for business hours. Please note that there may be a waiting list and time limit if customer demand is high.

What information will I be asked to provide?

You will be asked to provide personal information such as name, address, phone number, etc. You will also be asked to provide information about your education, employment history, certifications, and references. An e-mail address will also be required. You will shorten the time it takes to complete your application if you gather this information before beginning the online process. Most positions will typically have Supplemental Questions to answer, so it could be helpful to prepare your answers prior to completing the application. To view the Supplemental Questions, simply click on the Job Title to view the job announcement description, benefits and Supplemental Questions.

What if I am interested in a position that is not currently on the City job list?

From our website you can click on the "Job Interest Alert" link in the menu bar. From this link you will be able to sign up for an automatic e-mail alert that will notify you when a new position has been posted.



How do I check the status of my application?

When you login to your account you will see a link at the top of the page called "Application Status." This feature allows you to see which positions you have applied for and where you are currently at in the recruitment process. Also, you can check your e-mail for status notices. If you are no longer being considered for a position, a notice will be sent to the e-mail address you used on your application. If you are selected for a final interview or an offer of employment, you will be contacted, in most cases, by phone.

How do I save my application?

You must click "SAVE" to retain the information you have entered. If you close your browser prior to clicking "SAVE," you will lose any information you entered after the last time you clicked "SAVE." If at any time you need to exit out of the application form, click the "Save" button at the bottom of the form. You can return to your application later by logging into your account with your Username and Password.

What if I want to submit a resume or attach a work sample?

You may attach a resume with your application. You can also use this same feature to attach work samples, cover letters, or any other application materials to your packet. Please note that submitting a resume does not substitute for completing all the required sections the application form. Applications will be rejected if incomplete.

Which file formats are accepted as attachments?

- While most file formats are accepted, PDF files are recommended. Below is a complete list of accepted file formats:
 - Acrobat Portable Document Format (pdf)
 - Microsoft Excel Spreadsheet (xls, xlsx)
 - Microsoft Word Document (doc, docx)
 - Notepad (txt)
 - Rich Text Format File (rtf)
 - Windows Picture and Fax Viewer (bmp, gif, jpe, jpeg, jpg, png, tif, tiff)

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

All information is on a secure web server. Only the Human Resources Department and other City department users authorized to review specific job openings will have access. The City of Bellingham does not share its database with other companies or localities.

Can I apply for more than one job at a time?

Yes. Once you have completed your online application, you can apply for multiple positions that are currently open.

How do I print my application?

After you have submitted your application, you will see a link that says, "Click here for a printable version of the application you just submitted." Click on this link to print your application.



I missed the deadline - can I still apply?

As with any position, once a closing date has passed, no applications will be accepted or considered. Please continue to visit the City's website and apply for new jobs as they become available. You may also want to complete a "Job Interest Alert" to automatically be notified when a position you are interested in becomes available.

Do I have to fill out an application?

Everyone who applies for a position is required to create an application, which includes certain information. Required information is denoted with an asterisk (*). The more information you provide, the easier it will be to effectively evaluate your skills, abilities and qualifications. Incomplete applications will be rejected, so please be thorough.

Can I apply by sending my resume via e-mail?

No, if you are interested in a current opening you must apply online. Cover letters and resumes cannot be accepted in lieu of a City of Bellingham Employment Application. Reasonable accommodation and/or assistance will be gladly provided for any applicant with sensory or non-sensory impairments, upon request of the Human Resources Department.

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

No, you must submit a separate application for each job posting you are interested in.

What if I am not ready to fill out the application at this time?

No application is submitted until you click on the "Accept" button, which is "Step 4: Confirm Application" (see the progress guide at the top of the screen). If at any time you do not want to complete your application, save your work, then logout.

How and when can I update my application?

Changes can be made to your application at any time before it is submitted. Once you submit an application for a particular position, you cannot go back and make changes to the submitted application. However, you can make changes to your application before submitting it for any new positions.