



## **Frequently Asked Questions**

**How do I find out what jobs are available?** Job postings are available in several places. Jobs are listed on our website under Position Search/Status and on TV Cable Channel 19.

**Do I need a computer to apply for a job?** Yes, you will need computer access to apply for a position. If you do not have a home computer, you can come to the Human Resources Department and utilize one of our computer workstations. Public computers are also available at the city libraries or at Brazos Valley Workforce Solutions.

**How do I apply for a job?** To apply for a position, you will need to search the open positions (under Position Search/Status) on our website, find one you'd like to apply for, create a New User profile, complete and submit your application.

**Do I need to fill out an application?** If you wish to be considered for employment, you are required to fill out an online application.

**Can I leave anything blank on the application?** If it is a required field, you must fill in the information in order to submit your application. If the field is not required, you may leave it blank and still be able to proceed with the application process. We recommend that you fill in as much information as possible in order to give the Human Resources and hiring department ample information for consideration. "See Resume" is not an acceptable entry in any of the fields.

**What information will I need to fill out an application?** You will be asked to provide personal information such as name, address and telephone number as well as asked to provide academic and employment history, including contact information for previous supervisors. You will also need to provide information for 3 professional and/or academic references with their contact information. Please gather this information before you begin the application process. You will also be allowed to attach a resume and/or a cover letter.

**What if I don't have an email address?** If you do not have an email address, there are numerous, free email providers such as Google (Gmail), Yahoo, Hotmail, AOL, etc. NOTE: The City of College Station does not endorse or prefer the use of any specific email provider. This information is provided as a courtesy to our applicants.



**What if I don't have a home computer or access to a computer?** There are many places that offer free computer usage in our area:

The College Station and Bryan Public Libraries offer public computer access. Their locations are:

- \* Larry J. Ringer Public Library 1818 Harvey Mitchell Pkwy S College Station, TX 77845 (979) 764-3416
- \* Clara B. Mounce Public Library (formerly Bryan Public Library) 201 E 26th St Bryan, TX 77803 (979) 209-5600

The Brazos Valley Workforce Solutions also offers computer access. They are located at 3991 East 29th Street in Bryan and can be reached at 979-595-2801.

The City of College Station Human Resources Department is located at 1101 S. Texas Avenue and has computer workstations that can be utilized to apply for an open position. Applications may be completed between the hours of 9 a.m. and 4 p.m., Monday through Friday.

**What if I forgot my username and password?** If you forget your username and/or password, click on the Login tab (on the left navigation panel) and click on the corresponding options, under "For existing users".

**What if the job I'm interested in is not on the list?** If the position you are interested in is not on the list, the position has either been filled or is not open. Continue checking the website, as jobs are posted on a regular basis.

**Can I save my application before completing it?** Yes, the information you fill in will remain in the system under your username and that particular position until you submit your application.

**How long does it take to fill out an online application?** Time to fill out an application varies based on if you have the information readily available, how much academic and/or employment history you have, how fast you can type, etc. On average, it will probably take 20-45 minutes to complete the application.

If you need to skip a piece of the application, you may be able to do so, but be sure to come back and complete the application before submitting it. This is the information that will be used to evaluate your qualifications for the position. If information is missing or incomplete, you may not be considered for the job.



**Can I attach a resume and/or other documents?** Yes, during the online application process, you will be given an opportunity to upload one resume and/or one additional document (cover letter, reference letter, etc.)

**What type of files can I upload with my application?** File types accepted: Microsoft Word documents and Adobe PDF.

**Once I have completed an application and uploaded my resume, can I use these to apply for other jobs within the City?** You will be able to use the same demographic information but you will need to fill out the Employment/Volunteer History, References, Relatives Employed Here, Additional Skills and Other Required Information sections for each position you apply for. You will need to attach your resume and/or additional document for each position as well.

**Can I use more than 1 resume?** You will have an opportunity to upload one resume for each position you apply for so if you would like to customize your resume for a particular position you are free to do so. You cannot store resumes on the system so each position you apply for will need a resume uploaded.

**How do I know if the City received my application?** After you have submitted your application, your status will change to reflect the submission.

**What happens after I submit my application?** After you have submitted your application, the Human Resources Department will screen the application to ensure that you have provided all necessary information and that you meet the minimum requirements of the position. If the application is complete and meets the requirements of the job, the application will be forwarded to the hiring department. If the hiring department wishes to set up an interview, you will hear directly from them to set up a mutually convenient time.

**How long does it take to process my application?** Normal processing takes a minimum of 2-3 weeks. It may be shorter or longer depending on the requirements of the position and the number of applications received.

**How will I be notified of my application status?** Status information can be viewed by logging into your account and clicking on "Position Search/Status" link (on the left menu) and search positions openings by the "All" category.



**Can I add or change information on my application after it's been submitted?** No, once your application is submitted, you are not able to change the information submitted.

**How do I change my contact information?** If you need to change your contact information, you may email [recruiting@cstx.gov](mailto:recruiting@cstx.gov) or call the HR department at 979-764-3517.

**How long is my application active?** Your application remains active until the job posting has been closed and the position has been filled.

**Do I need to fill out a new application for every position?** The system will remember your demographic information. You will need to fill out the employment, references, relatives, additional skills and other required information sections for each position. You will also need to upload your resume and/or additional document.

**Last time when I was in the system, I remember filling out my employment information and several other fields that are not shown in the left navigation panel currently. Where did they go?** The employment, references, relatives, additional skills, other required information, submit application and print application sections are only accessible as you are applying for a specific position. If you are not in the process of applying for a position, the navigation panel will only display up to licenses and certifications.

**How will I be contacted for an interview?** After screening the qualified applications, the hiring department will directly contact the candidates they wish to interview, usually by phone or by email.

**If I'm interviewed but not selected, will I be notified?** Yes, you will be notified if another applicant is selected.

**Where will I work and where is the job located?** The department you will be working for will determine which location you will be working in.

**If I qualify for a position with one department, am I automatically qualified for another similar position with another department?** No, if there is another position that you believe you are qualified for, you will need to apply for it specifically. Each department will independently go through the interview and selection process.



**Can I have the contact information for the hiring manager?** No, we do not provide that information to applicants for any position.

**If I'm a current City of College Station employee, do I need to use the online application process to apply for a different position within the City?** Yes, in order to be considered for the position, you will need to submit an online application.

**If I'm a former City of College Station employee, who was terminated, can I use the online application system to apply for a new job?** The online application will not prohibit you from applying for any positions. If you are a former employee, who left in good standing, you may be considered for future employment. However, your application may not be forwarded to the hiring department if it is deemed that you are ineligible.

**How do I print my application?** In the left hand navigation bar, there is a link to Print Application.

**Can I withdraw my application after I have submitted it?** Yes, you will need to email [recruiting@cstx.gov](mailto:recruiting@cstx.gov) or call 979-764-3517 in order to remove your name from consideration.

**Can I re-submit my application if I forgot some information the first time I submitted?** No, you cannot submit multiple applications for the same position. Please be sure to submit a completed application.

**What sort of background check will be done?** A thorough criminal and driving record check will be run on each candidate that receives a conditional offer of employment. After the candidate has been cleared to proceed after the background check, the candidate will be sent for a pre-employment drug screening.

**How do I know if I'm qualified for a job?** Each job description will list the minimum requirements for that particular position. Based on those requirements, you should be able to determine if you meet the minimum desired qualifications.

**Do I have to take any skills testing to qualify for a job?** This will depend on the position in which you are applying for. Some positions require skills testing and this will be communicated as you are moved further in the recruiting process.



**Do I have to take a drug test to become an employee of the City of College Station?** Yes, each candidate that receives a conditional offer with the City of College Station must take part in a pre-employment drug screening. You will get the information on the drug testing after you have received your conditional offer and have passed the initial criminal and driver's license background check.

**Can I apply for more than one job?** Yes, you may apply for any and all positions for which you qualify.

**Can I submit my resume instead of completing the job application form?** Unless otherwise stated in the job description, each position requires a completed job application before you can be considered for the position.

**Where is the City of College Station Human Resources Department located?** The City's Human Resources Department is located at 1101 S. Texas Avenue, College Station, TX 77840. We are in the City of College Stations City Hall building across from the Texas A&M University Golf Course at the corner of Frances and Texas Avenue.

**Who will see my application?** The City is committed to ensuring that your confidential information remains confidential. The hiring authority for the position and the Human Resources staff will be the only ones authorized to view your application.

**I accidentally logged off in the middle of completing my application. How can I access the application I was working on?** You will need to log back in to your account and click on Position Search/Status. Find the position you were working on, listed under the Submitted/In Process Applications heading. You will need to select the position and continue where you left off.

**What do if I would like to be considered for the same position, but in multiple departments as indicated available?** You will need to submit one application for each position/department that you are interested (as available).

**I saw a City of College Station posting on another job board and I can't locate it on the CSJOBS job listings. Is it still available?** If the position you saw on another board is not located in the list of open jobs, it has mostly likely closed and/or been filled. Please look at the list of available/open jobs to see if there is something else you qualify for and would be interested in.



**What benefits does the City offer employees?** The City offers a competitive benefits package that includes paid vacation, sick leave and holidays; medical/dental/vision/life insurance; retirement program; gym reimbursement.

**How do I submit my application?** After completing all the required sections in the application for the open position, you can click on the Submit Application link in the left hand navigation bar. If everything is completely and correctly filled out, you will be able to submit your application. If there are any fields or questions that are required but have been left blank, the system will provide you with the information necessary to fill in those missing fields.