

CITY OF AMARILLO

FAQ's (Frequently Asked Questions)

How do I apply for a job?

Create a user name and password to be used to log in. Once you have logged in to the system, you may create your application/profile online. You may also search open positions before creating the online application.

What materials will I need before I apply?

You will be asked to provide personal information such as your name, address, phone number, previous employment, and education, as well as contact information regarding your employment history and references. You may also submit supporting materials with your application in an electronic format such as Word or PDF.

How long does it take to complete the online application/profile?

The time that it takes to complete an online application depends on several factors, including the amount of work experience and education you have to enter, how fast you type, etc. You should allow 30 to 50 minutes for the total process. You can expedite the process by collecting important information (i.e. educational information and dates, work experience and dates, certifications, etc.) in advance before you start creating your application.

What if I don't have an email address?

Email addresses are a required component of the Online Employment System. If you do not have an email address please go to one of the many free email providers and create an account.

What if I don't have access to a computer?

Computers are available Monday-Friday 8:00 a.m. until 4:30 p.m. at City Hall. The Amarillo Public Library also has computers available for use. Additionally, the Online Employment System can be accessed through any computer with internet access at <https://careers.amarillo.gov>. If you prefer to submit your application for employment on paper, please visit the Human Resources Office in Room 207 of City Hall.

Do I need to apply online if I am only interested in temporary positions?

Yes. Applicants may apply online for temporary positions as well as all other position types.

How often are new jobs listed?

New jobs can be posted at any time. To check on new postings click on the *Search Postings* link.

Do I have to take a test?

Most positions require testing. Check the position announcement for details.

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

Yes. Once you have completed your online application/profile through the Online Employment System, you can apply for multiple positions that match your qualifications. When you re-visit the site, the original application/profile you created will be available for you to use and/or update to apply for other positions.

How long can I use my application/profile to apply for positions?

Your application/profile remains on file indefinitely. If your contact information, educational history, or employment history changes, be sure to update your application/profile.

When/how can I make changes to my application/profile?

Changes can be made to your application/profile at any time. However, once you submit an application/profile for a specific position, you cannot go back and make changes to the submitted application/profile. Changes you make to your application/profile will be included for any new position for which you apply.

Can I copy selected information from another electronic document?

Yes; for example you can copy and paste the information from a Word or WordPerfect document directly into the appropriate fields in the application form.

Can I attach documents relevant to my application?

Yes. You will be given the opportunity to attach an electronic resume and/or cover letter as you apply for each position. Also, this resume will be held in your account on the system for future use. Certain postings may require additional documents to be attached.

Can I use different resumes for different positions?

Yes. You can submit a new resume for each position that you apply for. The site will hold several versions of your resume and cover letter.

Should I mail a copy of my resume if I have already submitted it via the website?

No. Submit all documentation via the Online Employment System.

What if I don't finish completing my application?

If you are unable to complete an application, save it and resume your session at a later date. Please note that you may not be considered for a position if your application is incomplete.

I was logged out before completing my application. What do I do?

To recover the portion of the application you have started, please follow these steps:

1. Log in with your user name and password.

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2. Click the *Manage Documents* link on the left side of the screen.
3. From the Manage Documents page you can edit and view your application. If you do not have an application to view/edit you can create an application from this page by clicking *Create Application*.

What if I am missing information needed to apply for a position?

If you find you are missing a piece of information requested on the application, you may be able to skip the field and go back later to complete it. If you decide to do this, it is important that you return and complete the missing information before you apply for a specific job opening. The information on your application form will be used to evaluate your qualifications for the job opening for which you are applying. Please ensure that your application is accurate, complete, and contains all requested information. Incomplete applications will not be considered.

What if I do not want to use the same application information for different positions for which I am applying?

Prior to applying for a second or subsequent job opening, you will have the opportunity to edit your application. From the left-hand navigation bar, select *Edit Application*, make the changes desired, and save your application. Once you apply for the desired position, you may not make changes to the submitted application.

What happens to my application after I submit it?

You will immediately receive a confirmation number upon successfully submitting your application. If you provided us with an email address, you will also receive an email confirmation that your application was received. Your application will be reviewed by Human Resources and released to the Hiring Manager depending on qualifications.

Can I check the status of my application for a position?

Yes. You may review the status of your application by choosing the *Application Status* link on the employment website once you log in. You will also receive an email notification if you are selected for an interview, and when the position has been filled, if you were a qualified candidate.

What if I forget my user name and password?

To retrieve your password, follow these steps:

1. From the website, click the *Login* link on the left, and then click *I Forgot My Password* (located below the boxes where you enter your user name and password).
2. At the prompt, enter your user name.
3. The system will ask you the password retrieval question that you entered when you originally created your account. Respond with the answer you selected when you created your account (answer is case-sensitive).

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4. The system will reset your password to be the same as your user name.
5. Enter your user name and new password (same as your user name) in the login boxes. You will immediately be prompted to change your password once you have logged in.

I have some criminal history, like convictions or probation; can I still apply?

Some jobs with the City of Amarillo are open to applicants with a criminal history. It depends on the nature and circumstances of your criminal record and the nature of the job you are seeking. It is very important to be honest and disclose on the application any criminal background you have. Prior to starting work with the City of Amarillo, each applicant is subject to a full background check. If a crime appears on a background check that was not disclosed on the application, then the offer of employment will likely be rescinded as the application was falsified. If an undisclosed crime is discovered after you are hired, it can be grounds to terminate your employment. Finally, don't confuse criminal history with traffic ticket conviction. If applicable, your driving record will be checked and evaluated separately from criminal history.