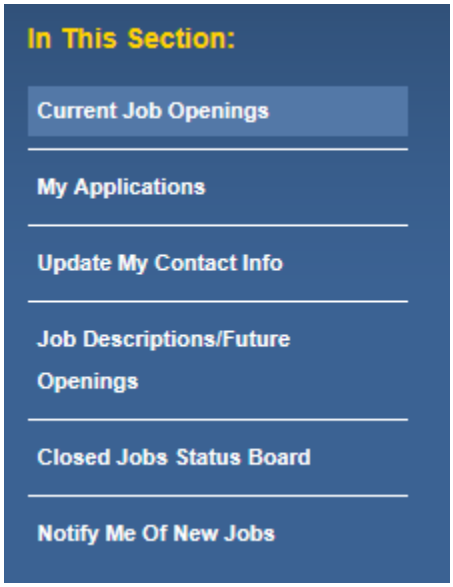
JobAps - An Applicant Perspective

Last Revised: August 2015



I: THE EMPLOYMENT WEBSITE (www.jobaps.com/sf)

Our website is separated into multiple pages:

- Current Job Openings / Online Employment Center (OEC)
- My Applications
- Update My Contact Info
- Job Descriptions/Future Openings
- Closed Jobs Status Board
- Notify Me of New Jobs

These options can be found on the sidebar of the employment page.

1. Current Job Openings / Online Employment Center (OEC)

This is the default page which applicants are sent to when searching for jobs. The top of the page provides information to applicants such as featured opportunities, privacy, Civil Service Rules and the citywide Class-Based examination schedule. Information regarding scheduled outages in the system, due to maintenance, will also appear on this page.

Under the information box is a search box applicants can use if they want to filter jobs by a certain department or with key words. There is also a link to "NEW job opportunities posted within the last week" in this section.

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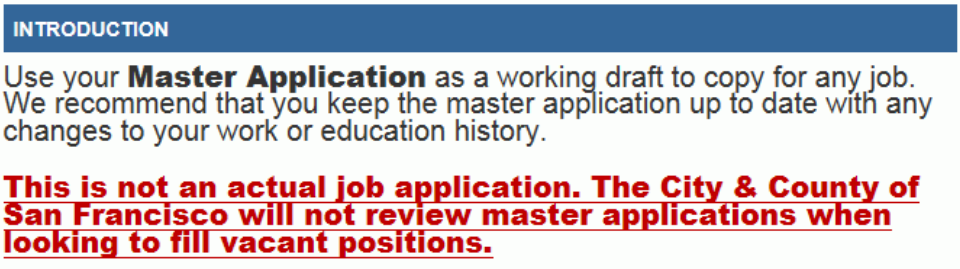
Continuing down the page, the next option for applicants is to create a Master Application. This can be updated by the applicant at any time, and is designed to serve as a template for copying into job opportunities they may apply to. **This is not an actual application for any position**; it is only a template. This information is provided to applicants on the Master Application announcement page (see below).



The final section of the Current Job Openings/OEC is a list of all open jobs. Jobs are listed in sections based on hire type (Permanent, Temporary Provisional, Exempt, Reassignment and Transfer, and Suspended). Jobs are sorted within each section in alphanumerical order.

2. My Applications

Applicants can click on "My Applications" to either continue an application that they previously began or check the status of a submitted application. The page is divided into three sections: (1) Application Template, (2) Unsubmitted Applications, and (3) Submitted and Unfinished Applications.

Under the "Submitted and Unfinished Applications" section, applicants can check the status of their applications. There are columns for Date Sent, Deadline, Last Notice, Application Expires and Recruitment Status.

Job Title/Bulletin Number	Date Sent	Deadline	Last Notice	Application Expires	Recruitment Status
5201 - Junior Electrical Engineer CCT-5201-060712	09/22/2014 10:40 AM LATE	08/01/2014 5:00 PM			View Status
1241 Personnel Analyst PBT-1241-057297	02/04/2011 11:44 AM	02/04/2011 5:00 PM	01/24/2012	03/20/2012	View Status

- **Date Sent**: Shows the date and time the application was submitted. Displays "Not Sent" if the application was never submitted. If it was submitted late, it would also display this information in bold red as shown above.

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- **Deadline**: This column shows when the deadline for submitting the application was/will be for the given recruitment.

- **Last Notice**: This column will display the date of the last notice sent to the candidate. By clicking the date stamp, applicants can see all notices sent to them for the recruitment. This is a valuable asset to inform applicants of if they want to check to determine if anything has been sent to them, especially if they are having e-mail issues or constantly asking if there are updates.

- **Application Expires**: This column provides applicants with the date that their eligibility will expire or expired on a permanent eligible list.

- **View Status**: This link will provide applicants a recruitment status page which includes job title, recruitment number, deadline, analyst and the proposed recruitment selection plan. Most importantly, applicants can find a link back to the announcement or can e-mail the analyst using this page. For most announcements, the selection plan language is generic stating that we are updating our records. However, you can add specific language in your job planner if you wish.

3. Update My Contact Info

Applicants are responsible for ensuring that the contact information provided on their application is up to date at all times. If an applicant has changed their e-mail, mailing address or phone numbers they can update their information here, after logging in. The update will apply to **ALL** applications the applicant has begun and/or submitted in the system.

4. Job Descriptions/Future Openings

This page can be used to search for descriptions of classifications within the City and County of San Francisco or to submit an interest card for a specific position. The classifications are listed in alphabetical order but unless a candidate knows the specific position they are interested in, it is better to use the search box at the top.

Note about searching: If you are assisting an individual, advise them to use only the base part of a word instead of the full word, because some positions could be excluded if the search term is too long. For example: "Administration" will only give results with *administration* in the title but "admin" will provide results with *admin*, *administrator*, *administration* and *administrative* in the job title. Likewise, using the word "Nurse" will return some but not all nurse positions as some have "nursing" in the title. Therefore, "nurs" is a better search term.

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Once a position of interest is located, the person can click on the position title to be sent to the classification page which contains position specific information such as essential duties and minimum qualifications.

If the person is interested in the position, they can apply and/or sign up for interest cards:

A. Apply

If the position is currently open for applications, the applicant will see at the top of the page bold wording indicating that the position is open at the time they are viewing the page. The person can go back to the Current Openings page and start an application.

B. Sign up for Interest Cards

If the position is not currently open, or if the candidate wishes to be informed of other future openings in the classification, they can click on "Email me when a Job Opens for the above position(s)." They will be sent to a page telling them that if they continue they will be subscribed for 365 days for notices of job opportunities in that classification. They will need to submit their e-mail address and subscribe to sign up. Once signed up, an automatic e-mail will be sent by the system within 5 minutes. If an e-mail is not received, the person either typed in their e-mail wrong, did not finalize the subscription process or the e-mail went to their spam. The 365 day period can be refreshed at any point in time if the person comes back and repeats the subscription steps.

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5. Closed Jobs Status Board

This page is typically more useful to HR users than applicants. This page shows employment announcements which have closed, but are still active in the system. An applicant can search this page for a position they previously applied to if they wish to re-review the announcement. It is advisable to use CTRL + F to search the page as there are many announcements to sort through. It is easier for an applicant to find the announcement typically by either referring back to their confirmation e-mail or by logging into the "My Applications" area and clicking on the "Check Status" button. It is also recommended to provide a link back to your announcement on invitation notices for selection procedures so that applicants can easily refer back to it.

6. Notify Me of New Jobs

Refer to section 4: Job Descriptions/Future Openings. This link goes to the same page.

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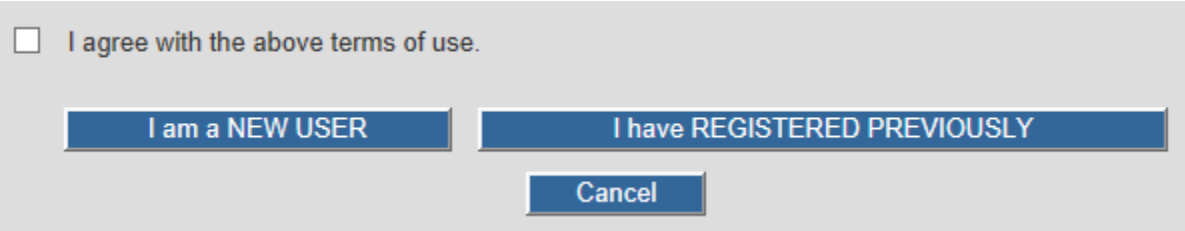
II. APPLYING/REGISTERING

An applicant may apply to an open recruitment by selecting the "Click HERE to apply" button on the announcement. The applicant will need to check the box to agree with the terms of applying and then select the button for whether they are a new user or have registered previously.



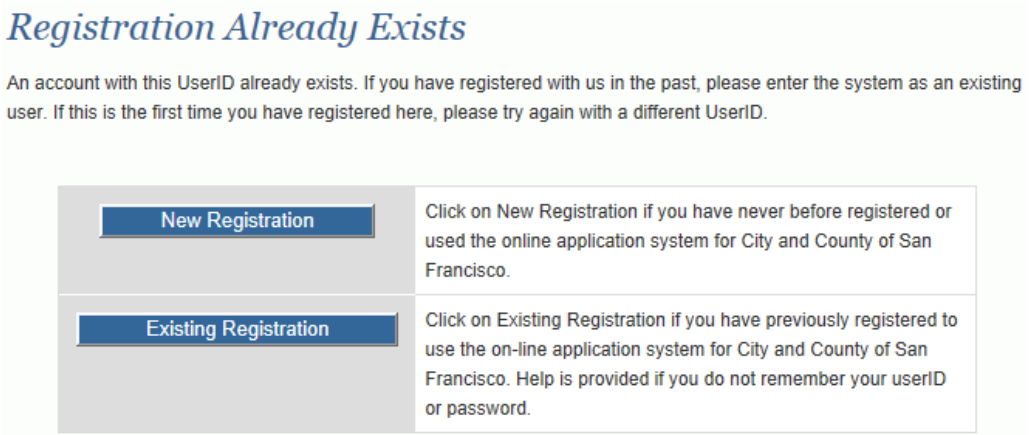
A. I am a NEW USER

Applicants who have never submitted an application through JobAps for a City and County of San Francisco recruitment will need to register an account. If successful, the applicant will be sent straight into the application once they register. If not successful, a new page will display an error message. Please see below to resolve efficiently.

ERRORS

i. UserID Already Exists

If the user gets an error message stating that "this *UserID* already exists," they have requested a UserID already in use by someone else. THIS DOES NOT MEAN THAT THIS PERSON ALREADY HAS AN ACCOUNT. It simply means that they chose a UserID on the previous page that is already taken. Like an e-mail address, no two users can have the same UserID. Therefore, please instruct the candidate to complete the registration page again with a different UserID. It is recommended to use a combination of letters and numbers to ensure a unique UserID.



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ii. "You have an existing account with a different UserID and/or Password"

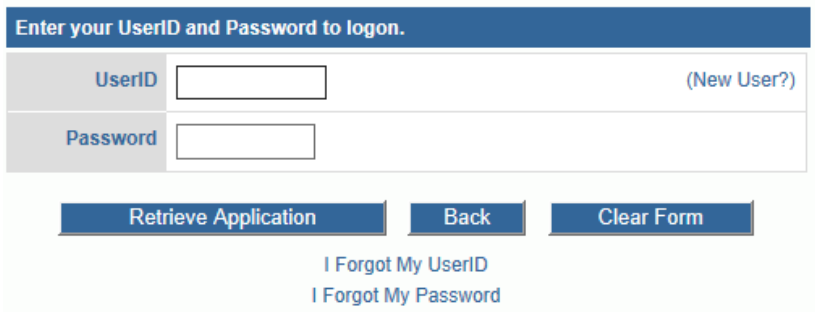
If the user gets a message stating the above, then they already have an account in the system. The user should hit "Existing Registration" to sign into their account. Please proceed to the next section for more information.

B. I Have Registered Previously / Existing Registration

If the applicant already has an account in the system, they will need to log in with that account to proceed. Applicants are not allowed to create multiple accounts.

If the applicant needs help with Username or Password retrieval they should use the following steps (in order):

1. **Use the links provided online to retrieve UserID and Password**. This is the fastest and easiest way to retrieve UserID and Password information. However, the applicant must submit their information exactly as stated in their previous applications. If they, for example, have a hyphenated last name in the application and they do not type it the same way on the form, this process will not work. Also, they must use the same e-mail address that is on their application.



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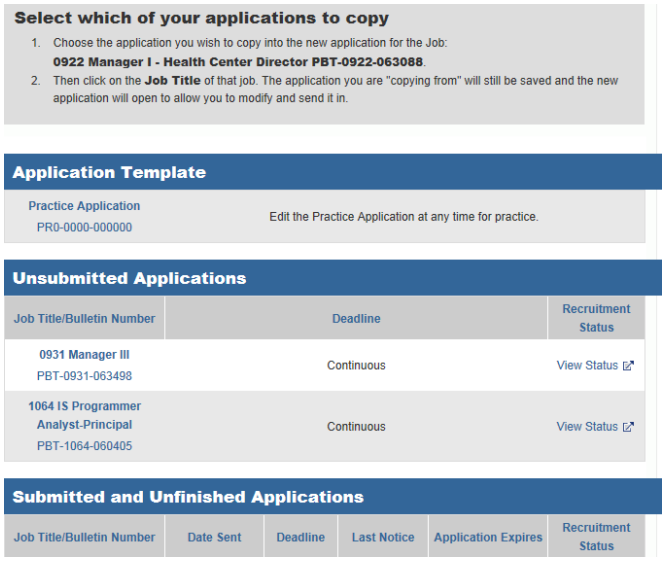
2. **If the applicant is unsuccessful in this process, they will be given contact information to DHR. This is below for your reference:**

   i. *Contact CCSFJobs@sfgov.org (not time-sensitive)*
   Applicant must provide full legal name, last 4 SSN, day and month of birth, and first three letters of last name at birth. Applicants are advised to provide a phone number as well. There is dedicated staff to this e-mail but it is not continuously checked all day long.

   ii. *Contact (415) 557-4800 (time-sensitive)*
   Our front desk staff will ask the above data in order to retrieve the candidate's information. This number should only be provided if the announcement will be closing soon or the request is urgent. Candidates should be advised to hit '0' to bypass to automated prompts and get directed straight to the front desk.

NOTE: Do ***not*** forward requests for applicant password assistance to a JobAps administrator. Doing so will cause delays as we will not be available to check this information as often as the methods indicated and will forward it to staff dedicated to this.

Once logged in, the applicant will see a table with all applications they have begun or submitted. They must choose one to copy from. Some applicants get stuck here, not fully reading the instructions, and call to say they are stuck in an endless loop because they do not have a master application. In this scenario, tell the applicant that they need to move further down the page and copy one of their other applications.



Once an application is copied, the candidate will be sent into the application specific to the recruitment they are trying to apply for.

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III. THE APPLICATION

The application has the following tabs:

Sup Qu: *Optional Tab*. This tab is only active to an applicant when you have checked the "Supplemental Required" box in the planner and created a supplemental questionnaire.

Note: You cannot change the supplemental once the recruitment has been opened, as applicants who started an application will not receive the updated version. Double-check your supplemental before posting to ensure it is setup correctly.

EEO: Standard Tab. This tab asks applicants for gender/ethnicity information as well as how they found out about the recruitment to which they are applying. This information is not viewable to an analyst.

Profile: Standard Tab. This tab is where applicants enter their personal information such as contact information, whether or not they are currently or have previously been a city employee, languages and veteran's preference.

Note: When copying an application, some information on this page is purposely not copied over. Candidates will need to re-answer whether or not they are a current or previous city employee as well as whether or not they are claiming veteran's preference.

School: Standard Tab. The first part of this tab focuses on Driver License information. The second part is for professional licenses, certifications or registrations. The final part of the tab asks about high school and college/university information.

Work: Standard Tab. This is where applicants need to enter their employment history. Within each job it asks for name of employer, mailing address (optional), phone number (optional), may we contact the employer, dates of employment, average # hrs worked/wk, job title, salary (optional), reason for leaving and description of primary duties. Applicants are given 2000 characters (about 25 lines) of space to describe their job tasks. Applicants are expressly informed in this area NOT to state "See Resume" to describe their job duties.

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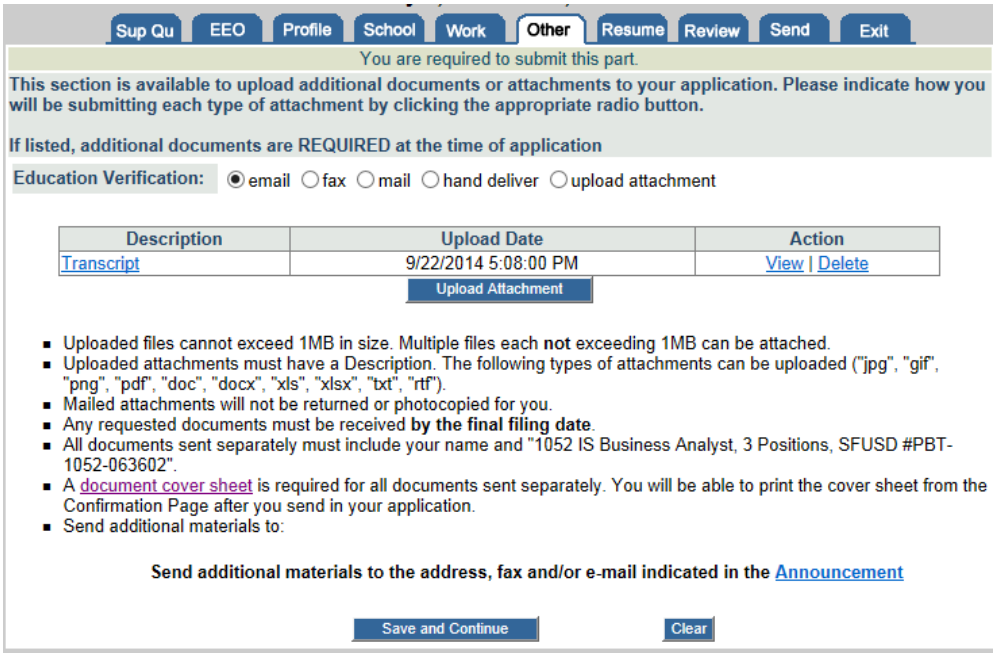
Other: *Optional Tab*. If you are requiring additional materials from applicants, they will be able to upload them through this tab, *but ONLY if you indicate these required materials in your recruitment planner*. Applicants are given the option to state whether they will email, fax, mail, hand-deliver or upload verification through this tab. Note that there is no way currently to change these options, so you must state on your announcement which methods you are accepting. Also if you have a substitution to the requirements, there is no "N/A" option. Please keep this in mind as you will have applicants asking how to get past this tab. Direct them to just select an option for all lines, but only submit what they have to meet the minimum qualifications. There is a 1 MB file limitation to each upload, but applicants can upload as many separate files as they wish if the Other tab is activated.

NOTE: If you did not activate the *Other* tab when you opened your recruitment, activating it will not apply to anyone who had started an application prior to that point.



Resume: Standard tab. Applicants can choose to provide a resume in text and/or upload one through this tab. Note that this tab only allows for ONE upload. Therefore, applicants would not be able to submit a cover letter or other materials unless you also activate the Other tab through the recruitment planner. Applicants can remove their original uploaded document in this tab simply be re-uploading a new document. It will overwrite the first document and replace it with the most recent.

Review: Standard tab. This page provides the applicant with a quick view of their data in a similar format to how an analyst would see it. Each section has an edit button the applicant can click if they see an error. It also shows their attachments at the top of the application with a paperclip icon.

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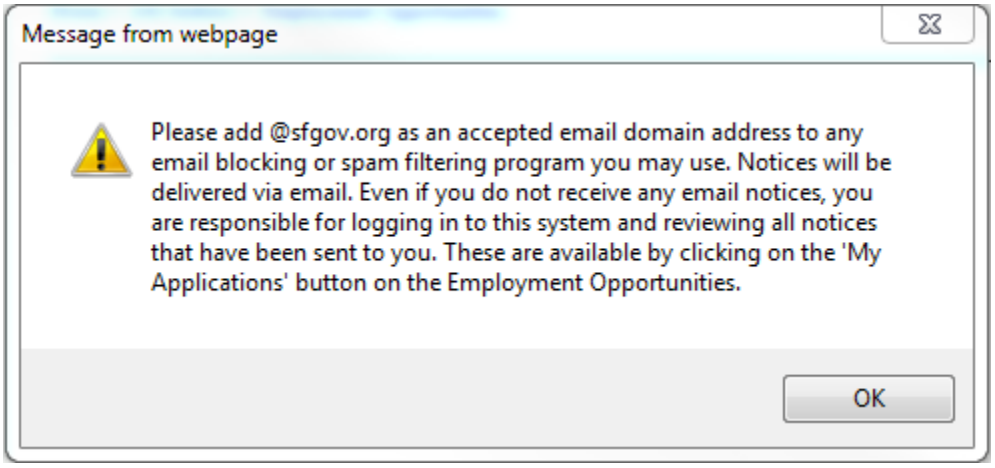
Send: Standard tab. After reviewing, this is the final page for applicants once they are ready to submit an application. They must click the checkbox to indicate that all data in the application is true and click on the button for "Send to the City and County of San Francisco" in order to finalize the application.

Exit: An applicant can exit the application at any time and come back to it later. A warning will appear to let them know the application is not yet submitted. They can retrieve the application either by going to "My Applications" on the main employment page or by again hitting the apply button on the recruitment.

Upon applying, applicants are informed via a pop-up that they should set up their e-mail to accept messages from @sfgov.org.



The next page on the screen will confirm that the application is submitted with a date and time. If the application is late, it will also state so here – no additional notice is required. Applicants are informed that they should receive an e-mail confirming their application was submitted and, if not, to contact the analyst to ensure it was received and that their e-mail is correct.

The e-mail sent to candidates includes additional e-mail extensions for all city departments that the applicant should allow e-mails from, as well as contact information for the analyst and a link back to the announcement.

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