



Applicant FAQ

Are all sections of the application required?

It is your responsibility to ensure that all applicable sections of the online application are completed. Incomplete online applications will not be forwarded to the hiring departments. It is your responsibility to be sure that your online application reflects the required work experience and education needed to meet the minimum qualifications and requirements for the position(s) for which you are applying.

What happens if I submit an online application but do not complete all required sections?

Online applications that are incomplete will not be forwarded to hiring departments. You will need to re-apply to the position and submit another application before the closing date. If the position has closed, please contact Human Resources at (850) 891-8214.

What if I want to submit a resume?

You will be able to attach a resume each time you apply for a position at the beginning of the online application. Note: Attaching a resume **does NOT** substitute for completing the entire online application.

Do I have to submit an application for each position I'm interested in applying for?

Yes. You must submit an on-line application for each position for which you are interested in applying

Can I contact the hiring department directly?

Please do not contact the hiring department directly. All applications must be routed through Human Resources and submitted through the electronic application system.

What happens to my application after I submit it?

Once you apply, you will receive an email confirming submission of your application. All applications are reviewed and screened against position qualifications. If your application meets the position qualifications, it will be forwarded to the hiring manager for review. Hiring managers will contact candidates who best meet the position requirements. Please understand that the review process takes time.

Who do I contact if I am having technical issues when applying online?

Please contact the Human Resource Department at 850-891-8214

How frequently do you update the job postings?

Job postings are updated weekly with the addition of new positions and the removal of filled positions.

Can I update an application once it has been submitted?

Once an application has been submitted to a position you will not be able to update that application. You will need to re-apply to the position and submit another application before the closing date. If the position has closed, please contact Human Resources at (850) 891-8214.

Do I have to re-enter my information every time I apply?

If you have already submitted an application in the past, the information you entered will populate your new application so you do not have to re enter the same information every time you apply.

Can I submit a resume? Can I substitute a resume for my application?

A resume may be attached, but not substituted for completing any section of the employment application. All information, including experience and licenses/certifications, must be listed in detail on the application. If you wish to attach a resume, on the Your Online Application page of the application select "Attach Resume File, click Next, click Browse to find the document on your computer, then click Upload.

Can I submit attachments? What Kind? How?

During the application process, the system only allows one attachment, a resume. After submitting your application, you will have the option to attach additional documents if needed on the Applicant Home Page. If you apply for different positions, you may attach a different resume. The following attachments may be submitted: cover letter, DD 214 for Veteran's Preference, etc.,

How do I add a cover letter to my application?

You can only add a cover letter to an application that has not been submitted. To add a cover letter, select a job to apply for. Once you are in the application, click on the "Add/Update Cover Letter" link on the header of the application. Type or paste your text into the text box and then click the OK button.

How do I change my password? (For External Applicants only)

To change your password; sign in to the Careers page. Click on the My Applications link on the top menu. Next, click on the Edit Profile link below your name. This will bring you to the Edit Profile page. Click the Change Password link to enter a new password.

How do I change my contact information? (For External Applicants only)

To edit your contact information; sign in to the Careers page. Click on the My Applications link on the top menu. Next, click on the Edit Profile link below your name. This will bring you to the Edit Profile page where you can change your name, address, email address, and phone number.

How do I view previous applications and cover letters?

To view previous applications, sign in to the Careers page. Click on the My Applications link on the top menu. Under the My Applications group box, you will see a list of all applications you have either saved or submitted. To view an application click on the corresponding job title link. Only an application that is in "Not Applied" status can be updated. To view the cover letter for an application, click on the corresponding job title link to access the application. On the header of the application, click on the View Cover Letter link.

How many job postings can I apply for?

Unlimited.

My School, Major, or License/Certificate is not on the list of available options.

If you cannot find the School, Major, or License/Certificate that applies to you, you can type the correct name using the corresponding **Other** text boxes to the right of field.

What if I do not have an e-mail address?

If you do not have an e-mail address, go to <http://www.hotmail.com/> or <http://www.yahoo.com/> to setup a free e-mail account.

How do I know you have received my application?

An automatic e-mail message will be sent to you confirming receipt of your application.

I'm having problems logging in and I am an external applicant

If this is your first time accessing the City of Tallahassee website and you wish to set up a User Name, click on the **Register Now** link in the Login box.

If you do not remember your User Name...

If you do not remember your User Name when prompted to log in, click on the **Login Help** link. Enter your email address, and click on the **Find User Name** button. This will send out an email telling you what your username is.

If you do not remember your password...

If you remember your User Name, but do not remember your password, click on the **Login Help** link when prompted to log in. Enter your User Name in the text box, and click on the **Get New Password** button. This will send out an email telling you what your new password is.

How do I clear my browser cache?

Internet Explorer: Open your Internet Explorer browser and from the menu go to Tools > Internet Options. On the General tab, click the Delete Files button. Next, click the OK button then and close your browser.

Netscape: Open your Netscape browser and from the menu go to your Edit > Preferences. Under the Advanced category, select the Cache subcategory. Click the "Clear Cache" button on the Cache panel. Next click the OK button, then quit and restart your browser.

Safari: Go to your Safari browser and from the menu select "Reset Safari" to clear your browser history, cache, and cookies all at once. Click "Reset" on the confirmation dialog to complete this process. If you don't want to clear your browser's history, you can go to "Preferences" under the Safari menu and clear cache under "Advanced"

I'm trying to view my resume attachment, but a window pops up and then disappears.

If you click on your resume attachment and nothing happens, then it is probably because you have pop-up blockers enabled on either your browser or your Google or Yahoo! Toolbar. To temporarily get around this problem on Windows, hold down the Ctrl key while you click on the resume attachment. Keep holding down the Ctrl key until a window pops up asking if you want to open the file. If that still does not work, please see instructions below on how to disable pop up blockers for your particular browser.

I'm getting an "Invalid Value" error

You will receive this error if the information that you typed into a particular field does not match the acceptable values for that field. This will most commonly occur for a field that has a magnifying glass to the right of the text box, such as School and Major on the Post Secondary Education page. To resolve this error for School or Major, either click on the magnifying glass icon to find the appropriate value or type the correct name into the Other box to the right of the field.