

**Clemson University Office of Human Resources
Online Employment Application Instructions
Frequently Asked Questions (FAQ's)**

Q: My application was not forwarded to the hiring department, why?

A: Either you did not meet the minimum requirements for the position you are applying for or your application was left in draft status. Clicking on **Close Application, Draft,** or **Careers Home** after starting the application process places your application in draft status.

Q: Are all sections of the application required and do I need to answer the screening questions?

A: Yes and yes. It is your responsibility to ensure that all sections of the online application are completed including the screening questions. Incomplete online applications will not be routed to the hiring departments. Likewise, it is your responsibility to be sure that your online application reflects the required work experience and education needed to meet the minimum requirements for the position(s) for which you are applying. Although a resume may be included with your application, it does not substitute for any information that is required on the application or in the screening questions.

Q: How do I apply for unclassified/faculty positions?

A: To apply for unclassified/faculty positions, please follow the instructions shown under "How to Apply" on the online application.

Q: Is there a way to see where my application is in the hiring process?

A: Yes, you may view a list of the positions you have applied for and track the status of your application by returning to the Careers home page, <http://findjobs.clemson.edu> and signing in (using your e-mail address and password). Under **Career Tools**, click on the link showing the number of applications you've submitted. To display all jobs, change "**Display Applications From**" to all applications and click on **Refresh**. You'll see a section showing application, status and application date. Your status will be shown under the status column.

Q: Is there a way to see a description of duties for the positions I applied for after the posting closes?

A: Yes. Go to the **Careers Home Page** → click on **Career Tools** → click on the link showing the number of applications you've submitted. To display all jobs, change "**Display Applications From**" to all applications and click on **Refresh**. Under the "**My Applications**" section, click on the link showing the position you want to view; under "**You're applying for**", click on the link showing the position you want to view.

Q: How quickly after applying for a position may I be called for an interview?

A: The length of time it takes for applicants to be called for interviews and

February 12, 2009

ultimately to fill a vacancy varies from department to department and position to position. Some searches last for several weeks while others may take several months. You may view a list of the positions you have applied for and track the status of your application by returning to the Careers home page, <http://findjobs.clemson.edu> and signing in (using your e-mail address and password). Under **Career Tools**, click on the link showing the number of applications you've submitted. To display all jobs, change "**Display Applications From**" to all applications and click on **Refresh**. You'll see a section showing application, status and application date. Your status will be shown under the status column.

Q: Can I submit a resume?

A: Yes, a resume may be uploaded during the application process.

Q. Can a resume be substituted for completing all sections of the online application?

A: A resume may be uploaded during the application process; however, it cannot be substituted for completing any section of the employment application. Our agency utilizes online and conducts manual screening of applications to ensure applicants meet the minimum posted requirements for our vacancies. If you state "see resume" in lieu of inputting your actual work experience, you will fail the application screening. The system and our recruiters will not screen resumes. All information, including experience and licenses/certifications, must be listed in detail on the application.

Q: Can I submit attachments? What Kind? How?

A: During the application process, the system only allows one attachment, a resume. If you desire to submit a specific cover letter, please save the resume and cover letter as one document and upload it during the application process.

After submitting your application, you will have the option to attach additional documents if needed on the Careers Home Page. The following attachments may be submitted under cover letters and attachments: 1 cover letter, 5 letters of recommendation, a transcript, writing samples, etc.

Q: How long is my application active?

A: Your online application remains active until you update it. The resume that you have attached, remains active for each position until it is filled.

Q: How many job postings can I apply for?

A: Unlimited.

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

A: 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.

Q: What if I forget my password? Can I change my password?

A: If you forget your password, you can click on the Forgot my Password link on the Sign-On page and the system will send you a new password via e-mail.

February 12, 2009

If you need to change your password, go to the **Careers Home Page** → Click on **My Career Tools** → **My Profile**; you'll see a link to click on to change the password "Change Password".

Q: Can I save my application? Can I print my application?

A: The online application can be saved as a draft. However, you must retrieve and submit the online application prior to the posting close date or your application will not be considered for the position.

Q: How long do I have to fill out my application?

A: 60 minutes (1 hour).

Q: How do I know you have received my application?

A: An automatic e-mail message will be sent to you confirming receipt of your application. This email comes from hrjob@clermson.edu. If you have a message blocker on your system, please allow emails from hrjob@clermson.edu.

Q: How will I be notified for an interview?

A: Only applications for candidates meeting the required qualifications will be routed to the hiring department. If a department would like to interview you, contact will be made via e-mail and telephone. Also, on your Careers Home Page, interviews will show up under **Notifications**.

Q: How can I increase my chances of being called for an interview?

A: We strongly recommend that you apply for those positions where your background and work experience closely meets the position's requirements. Be sure to carefully read the job announcement and pay special attention to the advertised minimum requirements. Remember that your online application will be routed only to departmental hiring managers for those positions where you meet the minimum requirements.

Q: Can I re-submit an application for a job posting if I forgot to include information?

A: No. Once you've submitted an application you cannot update the data. Please contact us at hrjob@clermson.edu with a description of what needs to be updated and one of our staff will assist you provided the posting has not closed.

Q: Can I submit an application without applying for a specific job?

A: Yes. On the Careers Home Page, when you see the list of vacancies, there is a link at the bottom, which will allow you to apply for a position without adding a job.

Q: If I do not meet the education or experience requirements of a position, will my online application still be forwarded to the hiring department?

A: No, only applicants whose experience and education meet the advertised requirements will be routed to the department.

February 12, 2009

Q: In addition to applying online, would you recommend that I also forward my resume directly to the department or to Human Resources?

A: The online application process is the official way to apply for staff positions at Clemson University. Applicants who forward resumes to Human Resources or the department will be redirected back to the online system.

Q: I have recently moved. How can I change the address and phone number on my application?

A: You can update your contact information at any time. To do so, return to the Applicant Home Page, sign-in to the system using your e-mail address and password, click on the Applicant Home link, click on the Update Contact Information link. Enter your new information and hit the submit button.

Q: Can I use a browser other than Internet Explorer?

A: We recommend that you use Internet Explorer. If you wish to use FireFox, please go to this link first: <https://addons.mozilla.org/firefox/1419/>. If you wish to use FireFox, you will need to use FireFox v1.5 or greater. To upgrade to this version, click here: <http://www.mozilla.com/firefox/>.

Q: I need Help! How do I get help?

A: If you have recruitment questions, please contact Clemson University Recruitment at hrjob@clemson.edu or 864-656-3361. If you have technical questions regarding your password, please contact the help desk at: ithelp@clemson.edu. Hands-on help is available Monday through Friday from 8:30 am – 3:30 pm in the Administrative Services Building Lobby.

Thank you for your interest in employment with Clemson University.