

## Applicant Frequently Asked Questions

### **Q** What are the advantages of using the online human resources employment site?

There are a number of advantages to using the new online site. Some of these include:

- **View Jobs Online** – Applicants can review position responsibilities online.
- **Update Position Applications Online** – Applicants can make a password protected file to maintain or update an online employment application.
- **Search Anytime or Place** – Applicants can search and apply for positions from any location at any time of day.
- **Distribute Other Documents Electronically** – Applicants can attach files, such as resumes, work samples and cover letters, to the hiring manager along with their applications.

### Application Process

### **Q** How does the application process work?

Applicants can complete their applications online from any computer with Internet access. After the closing date, the hiring manager will screen all applications and select candidates for further consideration, and will contact the candidates directly for an interview or additional information. You may check the status of your application after the closing date by logging into the site at <http://opjobsite.northcarolina.edu>.

### **Q** What does EPA and SPA mean?

University positions are classified as **Subject to the State Personnel Act (SPA)** or designated as **Exempt from the State Personnel Act (EPA)**.

North Carolina General Statutes 116 and 126 require that all employees of the State be classified SPA except those who fall into specific employment categories as follows: persons holding permanent tenure, instructional and research staff, physicians, dentists, and senior academic and administrative officers.

### **Q** Is there a different application for EPA and SPA positions?

**Yes**, EPA postings require a different application than SPA postings. Your application will not be accepted unless you have completed the correct form.

## **Q** How do I begin the application process?

The application process has four steps:

- Log on to <http://opjobsite.northcarolina.edu>.
- Click “Create Application” on the left navigational menu bar to create a user name and password, and to create your EPA or SPA application. **Be sure to remember your user name and password so that you can log back into the system at a future time.** This will enable you to come back and apply for additional positions as well as check on the status of a position.
- Create your online application; this can be done whether or not you are immediately applying for a job.
- Applying your online application to a specific job opening by the closing date.

It is important that you read and follow all instructions carefully so that you submit all of the attachments required for the position. Once you have finalized your online application, you are ready to use that application to apply for one of the jobs shown on the online site. You can use the “Search Postings” feature on the web site to find any open positions that interest you and for which you meet the posted qualifications.

## **Q** How long does it take to complete the online application?

The time it takes depends on several factors, including the amount of work experience and education you have to enter, how fast you can type, etc. You should allow 20-45 minutes for the total process. However, you can speed up the process by collecting important information about previous work experience, education, certifications, etc. before you start creating your application. If you find you are missing a piece of the information requested on the application, you might 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, when you apply, will be used to evaluate your qualifications for the job opening for which you apply; please make sure it is accurate and contains all the information requested.

## **Q** What information will I be asked to provide?

You will be asked to provide personal information such as name, address, phone number, etc. You will also be asked to provide information about your education and previous employment, as well as contact information regarding your employment history and references. Please gather this information before beginning the application.

**Q All of my pertinent information is on my resume. Do I still have to submit an application?**

**Yes**, applications are required for each vacant position. The resume is only a supplement to the application.

**Q Can I attach a resume or cover letter?**

You will be able to attach a resume or cover letter only if the hiring manager requests it. For such postings, you will be prompted on how and when to attach your resume. Electronic documents in the Word or PDF format can be attach during the application process. Please note that attaching a resume does not substitute for completing the application form. **Once you apply for a posting, you will not be able to attach any documents to your application for that particular position.**

**Q Can I copy selected information from another electronic document?**

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

**Q Can I apply for more than one job at a time?**

**Yes**, you can apply for multiple positions once you have completed your online application. The application you originally submitted will still be in the system available for you to update and/or submit for another job posting, days or even weeks later. All you have to do to apply for another job is log back on to the online site, search postings, select the position that interest you and apply.

**Q Can I save my application before I finish completing it?**

You must first complete all of the required fields notated with a red asterisk before the application can be saved. If you run into a time crunch and cannot finish the entire application, you may completed just the required fields and come back later to finish the application and apply for a specific positing. **Please be sure to go back and complete all the information on the application. An incomplete application will not be accepted.**

**Q Can I withdraw my application after I have submitted it for a specific job posting?**

**Yes**, you may withdraw your application at any time from the “Applicant Status” page. However, you will not be able to re-apply for that position once you withdraw your application.

## **Q How long is my application valid?**

Your application is valid for three years.

## **Q When and how can I make changes to my application?**

Changes can be made to your general application at anytime. However, once you submit an application for a specific job posting, you cannot go back and make changes to the submitted application. However, changes you do make to your application will be reflected for any new position for which you apply.

- Using the online site, login using your username and password.
- Looking at the left navigational menu bar, click on “Manage Applications”
- Make the desired changes to your application and save. Your original application is replaced with the new version.
- The next time you apply for a position, your revised application will be submitted.

## **Q How do I print my application?**

Before submitting your application, you will have the option to view and print it. When your application opens in a new browser window, using the tool bar at the top of your computer screen, click on the **File** menu, select **Print** and follow the prompts on the screen to print.

## **Q I missed the deadline, can I still apply?**

**No**, once a closing date (deadline) has passed, no applications will be accepted for that posting.

## **Q Can I apply by sending my resume via email?**

**No**, resumes/vitae are not accepted in lieu of a completed online application.

## **Q How can I check the status of my application?**

Using the online site, you can login using your user name and password. Looking at the left navigational menu bar, click on “Manage Jobs”. You will see the status of your application for each position for which you have applied.

## **Q If I submit my application without the other required documents, will this delay the review process?**

Your application will not be accepted without the required attachments.

**Q Can I resubmit my application for a job posting if I forgot to include information?**

No, you will not be able to make any changes to an application that has been submitted and the system will not accept more than one application from you for any single job posting.

**Q When submitting my application online, I am prompted to provide a signature; how does this work?**

Your application will be accepted with the electronic signature when you check to validate the submission of your application.

**Q Once I submit my application, how long will it be before I hear from someone?**

There is no set time frame as to when you will be notified if you are selected for an interview. Please understand that the review process takes time. You will be contacted if the hiring manager feels that an interview is necessary. If you are not contacted, there may be several reasons, including withdrawing the position, organizational changes, other applicants who were better matched, etc.

**Q May I contact or apply directly to the department responsible for posting the position?**

We recommend that you do not call the department or hiring manager. Only job seekers who complete an online application will be considered for employment. If you have already submitted application materials directly to a hiring manager, you will need to complete an online application as well.

**Q I saw a posting on the website and now it is no longer listed. May I still apply for that posting?**

No, once the position is closed it is removed from the job postings page, and we no longer accept applications for the posting.

### [Position Information](#)

**Q What do I do if I just want to find out what jobs are available with the University of North Carolina General Administration?**

Visit our online site at <http://opjobsite.northcarolina.edu>. To search postings, click "Search Postings" link on the left navigational menu bar. To view open postings, please enter your search criteria or you may view all open postings by not specifying any search criteria and clicking on the **Search** button.

## Security/Technical Concerns

### **Q Who will see my application when I use the online site?**

Your application is on a secure web server and will be available to the Human Resources hiring team and the hiring manager(s) for the specific job posting for which you apply.

### **Q I walked away from my computer when working on my application and the system logged me out. What happened?**

To protect the security of your data, the system will log you out if it detects no activity for 60 minutes. Please do not leave your computer for more than 60 minutes while completing your application for employment.

### **Q I am having technical problems with my computer that is preventing me from viewing the web site. What can I do?**

The system is best viewed using recent versions of Internet Explorer and Netscape Navigator.

### **Q The system does not recognize my application to be complete nor will it let me apply for a job. What can I do?**

Make sure all required fields are completed and all required documents have been attached. You will not receive a confirmation number if not all required documents are attached; therefore you have not completed the application process.

### **Q Can I use the back and forward browser buttons?**

Do not use your browser's "Back", "Forward", or "Refresh" buttons to navigate the site. This may cause unexpected results, including loss of data or being logged out of the system. Please use the navigational buttons within the site.