

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

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 applicant home page, <http://findjobs.clemson.edu> and signing in (using your e-mail address and password). Click on the View Application Status link.

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

A: Yes, you may view a description of duties for the positions you have applied for by returning to the applicant home page, <http://findjobs.clemson.edu>, click on **Create / Update Application**, click on the number link beside Jobs Applied For.

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 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 the status of positions for which you have applied by returning to the Applicant Home Page and signing in (using your e-mail address and password). Click on the View Application Status link.

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

A: A resume may be attached, but not substituted for completing any section of the employment application. Your application will be electronically screened for the minimum training and experience that is stated in the qualification section of the job posting. If your application is not complete, the system will not screen your application and you will not be considered for the applied position. The system will not screen resumes. 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.

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

A: 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: 1 cover letter, 3 letters of recommendation, and a transcript.

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.

If you need to change your password, click on the Change Password link on the Applicant Home page.

Q: How do I update my application?

A: From the Applicant Home Page, click Create/Update Application, click My Application has changed, then click Submit New Application and make the appropriate changes. You will only need to update the information that has changed. If you change your application, the date will be recorded and any new jobs you apply for will use the new information. Jobs you applied for previously will continue to use the old information.

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

A: The online application cannot be saved. Once you begin the application, you must continue through all of the steps before you submit. Once you have completed the application, you can print it for your records by going to the File menu in your Browser and selecting Print.

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.

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.

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 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.

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

A: Yes. You can create an online application even if you do not find a specific position for which you wish to apply. Once your application is created, you can return at any time to apply for positions. To do this, click on Create/Update Application on the Applicant Home Page.

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. Your application will be electronically screened for the minimum training and experience that is stated in the qualifications section of the job posting. If your application is not complete, the system will not screen your application and you will not be considered for the applied position. The system will not screen resumes. All information, including experience and licenses/certifications, must be listed in detail on the application.

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 864-656-2723. If you have technical questions, please contact the help desk at: cubs2000@clemson.edu or 864-656-2827. Help is available Monday through Friday from 8:30 am – 3:30 pm.

Thank you for your interest in employment with Clemson University.