



NORTH CAROLINA Office of *State Human Resources*

Frequently Asked Questions

How do I begin?

What do I need in order to apply for jobs using the online application?

- Access to a computer with a Web browser and an Internet connection.
- Information to complete the application (work history, education, addresses, dates, etc.).
- A free account on GovernmentJobs.com that you create with a username and password that you specify.
- A valid email address. Information about obtaining an email address is provided below.

If I do not have a computer and Internet access, what can I do?

- NCWorks Career Center locations and most public libraries provide access to computers.
- Perhaps someone you know – a friend, family member or acquaintance within your social group will let you use a computer.

How can I obtain an e-mail address?

- An e-mail address can be established with a number of providers. The State of North Carolina does not endorse any particular provider. Popular free email service providers include: yahoo.com, gmail.com, or hotmail.com.
- Email addresses associated with the username and password must be unique.

What do you mean by “User Account?”

- A user account is created when you establish a username, password, and provide your name, address and other basic information. This is also known as a “User Profile”, which serves as a gateway into the system to apply for jobs, check the status of applications, or to edit/update user profiles.
- **When setting up a User Account, remember to write down and keep safe the username and password you select – knowing these exactly as you set them up is essential to easy system reentry.** Think of your unique password and username as the “ticket” that lets you back into the system. This registration is established with the vendor, at GovernmentJobs.com. NC State Government does not have access to and cannot reset your username or password.
- First time users may want to print and save a copy of their registration screen. User account holders may have a forgotten username, or a password reset sent to their email address if they can exactly match (letter case, spacing, titles) the first and last name associated with the email used at the time of registration.
- You will be guided through account set-up once you are on the account creation page.



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- Prior to applying for a specific job with a North Carolina State Agency, you will need to create a basic application template.

Searching

Must I have an account to search for jobs?

- No, you may search for jobs without an account. However, you will need an account before applying online for jobs.

What are some ways to search for jobs?

- From the job opportunities page, you can scroll down to view all available jobs; those identified as “new” were posted in the past two days. When you find an opportunity that interests you, click on the job title to learn more, to view supplemental questions (if any) you will need to answer if you apply for that job, to print the posting or to apply.
- While in the jobs available listing, you may search specific categories you are interested in, sort the jobs by various categories, or filter jobs by location and various other filter options. Most jobs are listed by county, with a few listed as regional, statewide, or out-of-state.

Search <input type="text"/>	971 jobs found			Sort ▾	Filter ▾
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- Locate jobs by narrowing your search criteria. Do this by selecting job category, county, department (agency), remote, and/or key word search.
- When using this feature to search by location, please note that results frequently include neighboring counties because agencies posting jobs often list several surrounding counties in addition to the actual work location.
- If your search includes items from several categories and no results appear, this means that no postings meet all the criteria you specified.
- Subscribe to “Job Alerts” to receive email notifications when jobs are posted in categories you have identified as areas of interest. If you receive an email notification, you can then go to the website to locate and review postings. To change or cancel “Job Alert” emails, click on the link near the bottom of the “Job Alert” email.

Applying

How do I apply?

- Once you establish a user account and create a basic application template, you can apply for jobs of interest. Search for jobs on the listing. Clicking on the title of a job opens the associated posting; from the posting click on the apply link. From here, sign into your account, using the username and password you created to complete the additional portions of the application. The last step is certifying and submitting your application. See



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the next question in this document for additional details or click on links for an application guide or help guide.

- You must apply for each job opening separately. Since each agency posts its positions, screens and evaluates applications, and selects its own employees, each opportunity is treated as a single recruitment/selection event. Exceptions are made for continuous recruiting (when applications are accepted at all times).
- Once you are registered in the system and have an application electronically stored there, you can easily access your application(s), using your username and password, to edit/update your profile when applying for additional positions.
- Be thorough, provide details, answer any supplemental questions and follow the instructions on the posting. Failure to follow instructions or comply with posting requirements may result in a determination that your application was incomplete or is not eligible for consideration.

Examples:

- When a posting specifies that a transcript or other supplemental information is required and this requirement is not met, the application will be considered incomplete and will not be reviewed.
- When a posting specifies it is “for current agency employees” this means only those applications received from employees currently working on a permanent, even if still in probationary status, or a time-limited position with that agency and employees who have been reduced-in-force (laid off) from that agency with current RIF priority will be reviewed.
- When a posting specifies it is “for current state employees” this means only applications received from employees currently working on a Subject to the State Human Resources Act (SHRA) permanent, even if still in probationary status, or time-limited position with a North Carolina State Agency or University and employees reduced-in-force (laid off) from a state agency or university with current RIF Priority will be reviewed.
- Save sections of the application as you complete them, so you do not lose entered information.
- For your application to be considered it must be completed and submitted/certified as truthful by the closing date/time specified on the posting.

How do I submit an application for a specific job once I create an account and save my basic application template?

- Click on the orange “Search Jobs” box, locate the position you wish to apply for, click on the position title to open the posting – click on “Apply” located above and to the right of the “Description of Work” section of the posting.
- Clicking on “Apply” opens the sign-in box. To access your account, and any application(s) and supplemental attachments you stored there, input your username and password.



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- Clicking on “I forgot my username and/or password” within the sign in box leads to instructions for sending your username and/or a password reset to the email you registered with. This works only when you exactly match the email and first and last name you registered with.
- Next, you can use the basic application template you created, edit your application, as needed, then complete the remaining sections of the application – agency wide questions, any supplemental questions pertaining to the particular opportunity, application review /confirmation, and certification/submission.
- Additional information about applying and system access and use is available just above the Sign in box – click to read an [Online Employment Application Guide](#) section provided by the vendor.

What if I have questions about the posting?

- Communicate with the agency listing the opportunity by using the contact information, usually located in the last section “Supplemental and Contact Information” of the posting.
- Although The NC Office of State Human Resources provides a host website for State employment opportunities, each agency posts, screens, communicates with and selects its employees.

How do I save my application?

- You must click “Save” to retain information you have entered. If you close your browser before saving it, the information you entered after the last time you saved it will be lost.
- Clicking the back button on your toolbar will result in the loss of unsaved information – as you complete application sections, there are opportunities to save, review, edit and even spell check your information, so use of the back button is unnecessary.
- You may “save your work in progress” to come back to it later or “save and proceed” to continue to another application section.
- After 30 minutes of inactivity, you will be logged out - although typing does not count as activity to extend your session, save actions do.
- If your attempt to save a section bounces back to the screen you were on, with required item(s) (denoted by an asterisk on the application form) that you failed to complete now showing in red, complete the required item(s), then “Save”!

How do I add an attachment to my application?

- Make sure the document you are trying to attach is closed, and be aware of the following:
 - Most standard file extensions and many picture viewer extensions that result from scanning documents are accepted (i.e. pdf, doc, docx, WP, wpd, txt, bmp, gif, jpeg, jpg, tif, etc.)



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- Attachments larger than 5 megabytes will not attach. If your file is larger than 5 megabytes, you will need to reduce the file size. (You may be able to scan it into smaller sections, each of which is less than 5 megabytes)

Do I have to include my Social Security number on my application?

- The application requests only the last four digits of your SSN. If you have a commonly occurring name, there are often several applicants, including current State employees with the same name, so these digits can be a helpful identifier within Human Resource Offices.

Must I answer "Agency Wide Questions" each time I apply?

- No; once you answer these questions in your initial application, they will be saved. You can then review/edit your responses and click on "Save and Proceed" when filling out subsequent applications.
- Information you supply regarding age, race and sex is viewable only by Human Resources and is kept confidential from hiring managers. This information is used solely to evaluate recruitment programs and to prepare statistical reports for State and Federal regulators.

After Submitting an Application

How will I know what happened to my application or if I am still being considered?

- Applications submitted online receive electronic confirmation upon receipt.
- Agencies are responsible for determining types and content of messages and frequency of communication with applicants.
- Log in to your account and choose the "Application Status" tab to review the application(s) you submitted and see message updates or the history, if any, pertaining to the status of your application(s).
- Some agencies send emails, texts, or letter updates.
- Other agencies send notices only to the most competitively qualified subset of applicants – relative to others applying for the opportunity.
- The length of time for the selection process is highly variable.

Can I make changes to an application I submitted?

- You cannot change an application you have already certified and submitted. However, if the position is still open, you may reapply. Pay attention to any error messages you receive when attempting to re-apply. You may only reapply once every 24 hours.

I applied for many state jobs. Why have I not gotten an interview or job?

- NC State Government receives thousands of applications most days. Sometimes, there are several hundred applications for one position.



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- The way you present your knowledge, skills and abilities in the application may not best highlight your work strengths. Make sure you put all of your education and relevant knowledge, skills and experience into your application and follow instructions on the posting regarding any required additional information or attachments.
- Although the education, experience, knowledge, skills abilities/competencies shown on your application may result in a determination that you are qualified, your application may not be among the most competitively qualified.
- The people invited for interviews and the candidate offered the job are among the most competitively qualified - relative to others applying for an opportunity. For example, if 100 applications are received, and 70 of these are regarded as qualified, perhaps 10 of the 70 will be determined to be most competitively qualified; of those, perhaps the top five, in terms of relative merit, will be invited for interviews.

Some salary ranges are quite wide. If hired, what can I expect as a starting salary?

- Salaries depend on budget, related experience, competitiveness of qualifications and what others doing similar work earn.

Username and Password

What can I do to restore a forgotten username?

- From "create or manage your account", click on "I Forgot My Username and/or Password:" located just beneath the login button. On the page that pulls up (under "Forgot Username?") enter your email address, first name, and last name, exactly as you registered them and click on "Send Username". An email will be sent to you with your username. If you do not see the email in your inbox, check your spam/junk mail folder.

What can I do if I forget my password?

- From "create or manage your account", click on "I Forgot My Username and/or Password:" located just beneath the login button. On the page that pulls up (under "Forgot Password?"), enter your e-mail address, first name, and last name – exactly as you registered them, and click on "Reset Password". An e-mail will be sent to you with a link to reset your password. Once you click on the link, you will be directed to a page that will ask for your username and a new password. Please enter a new password, confirm the new password, and then log into your account. Note: the link embedded in the password reset email will expire in 24 hours. If the link has expired, resubmit your password reset request by clicking again on the "I Forgot My Username and/or Password" link.
- **Note: For username sends and password resets, the first name, last name, and email address entered must exactly match the ones that appear on your profile. This includes letter case, spacing and titles (i.e. Sam Jr., SAM, sam, and Sam JR are not exactly the same). If the email, first and last names you enter do not exactly match the**



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ones used when you registered (created your profile), you may receive an error that "Your record was not found."

- Click on the help link, located just above the sign-in box, for vendor supplied system use and technical information.
- This system is leased by NC State Government; therefore, your registration is established with the vendor, at GovernmentJobs.com. NC State Government does not have access to and cannot reset your username or password.

General Questions

How do I know if my education and experience combined are equivalent to the education requirement?

- The training and experience that an applicant depicts must give them the knowledge, skills and abilities/competencies that would have otherwise been attained with the education.
- The education and experience equivalency guide can help you to determine if you have the combined equivalent combination: [Education and Experience Equivalency Guide | NC Office of Human Resources](#)

How can I best represent myself in the application?

- Be honest, truthful and thorough in your application. Information omitted from your application, even if included on the built in text resume or an attached resume, is not creditable as qualifying experience. Do not falsify any information on your application. Falsifying information on an application is a dismissible offense.

What are continuous postings?

- Continuous postings are for jobs approved to accept applications on an ongoing basis. These jobs are often difficult to fill or may have frequent openings.

Will NC State Government accept paper applications?

- We strongly encourage use of the online system. It provides a convenient, timely, efficient means for putting your best application(s) forward. Additionally, the system provides enhanced communication about the status of your application(s) and lets you edit and reuse the information provided. Submitting applications electronically saves time, postage money and goes a long way to insure timely receipt.
- If you are unable to submit an electronic application, you may submit a paper one to agencies who are fully subject to General Statute 126 requirements. When doing so, keep these things in mind: Your application must be received in the HR office by the closing date/time on the posting; finding out where and how to submit the application is the responsibility of the applicant- do this by contacting the posting agency. Any required supplemental questions associated with the particular posting must also be answered and



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submitted in order for the application to be considered complete. The paper application can be located here: [NC State Government Paper Application for Employment \(PD-107\) | NC Office of Human Resources](#)

May I fax my application?

- Most agencies will not accept faxed applications; however, you may contact the agency identified within the posting to inquire.

Will I be considered for positions with the State of North Carolina if I've been convicted of a crime?

- A criminal conviction will not automatically disqualify an applicant from employment consideration. Each application will be evaluated based on the nature of the crime, when it occurred, and the duties and responsibilities of the position. Each agency evaluates the situation based on their processes.

Are non-U.S. citizens eligible for employment?

- The state employs only United States citizens or foreign nationals who can provide proof of identity and work authorization within three working days of employment.

May I apply for positions with the State of North Carolina even though I do not live in North Carolina?

- Yes, However, some positions, once hired for, require living within a certain geographic radius, due to on-call, emergency availability, or other requirements.

What do I need to know to ensure that I receive educational credit?

- Degrees must be received from appropriately accredited institutions.
- Applicants who obtained their education outside of the United States and its territories are expected to assume responsibility for having their academic degrees validated as equivalent to a degree conferred by a regionally accredited college or university in the United States. Here are two, of several organizations, that perform this service:
 - International Education Research Foundation - www.ierf.org
 - World Education Services, Incorporated - www.wes.org

What counties are near larger cities and towns in NC?

- Asheville (Buncombe, Yancey, McDowell, Madison, Haywood, Henderson)
- Boone (Watauga, Ashe, Wilkes, Caldwell, Avery)
- Charlotte (Mecklenburg, Cabarrus, Iredell, Union, Catawba, Rowan, Gaston)
- Chapel Hill (Orange, Chatham, Alamance, Granville, Durham, Caswell, Person)
- Durham (Durham, Wake, Franklin, Orange, Chatham, Person, Granville)



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- Fayetteville (Cumberland, Sampson, Bladen, Harnett, Johnston, Hoke, Robeson)
- Greensboro (Guilford, Forsyth, Davidson, Alamance, Chatham, Randolph, Stokes, Rockingham)
- Greenville (Pitt, Edgecombe, Beaufort, Greene, Wilson)
- Jacksonville (Onslow, Pender, Duplin, Carteret, Lenoir, Jones)
- Raleigh (Wake, Durham, Orange, Chatham, Granville, Franklin, Johnston, Harnett, Nash, Wilson)
- Rocky Mount (Edgecombe, Nash, Halifax, Wilson, Pitt)
- Wilmington (New Hanover, Brunswick, Columbus, Pender, Bladen, Sampson)
- Winston-Salem (Forsyth, Yadkin, Davie, Davidson, Randolph, Guilford)

For basic information regarding employment with North Carolina State Government, please call 984-236-0800. For more information about a specific vacancy listed, communicate with the contact person listed in the vacancy announcement.