

# Frequently Asked Questions

Providence is calling.

# **Finding Jobs**

#### Where are jobs posted?

Positions that we are currently accepting applications for are listed on the company's career sites:

- Providence Health & Services: <u>www.providenceiscalling.jobs</u>
- Swedish Health Services: <u>www.swedishcareers.org</u>
- Minor & James: www.minorandjames.com

#### How do I search open positions and requirements?

Visit the Job Search page on the career site. To view positions for which we are accepting applications, search specific jobs by location, job category or key word.

## How do I know if a job is still available?

If you are able to locate a job on the career site, then you may submit your application for it.

## Can I use my military title or occupation code to find a job?

Currently, you can use your military job title or code to search for Providence positions on our veterans site, <u>www.providence-veterans.jobs</u>.

## Can I see the pay scale on the job posting?

We do not currently publish this information but encourage you to inquire, should you be contacted by a recruiting representative.

# **Logging In**

How do I login for my first time?

You'll need to click the New User button. You will then create a user name and password that you will use to apply, create a candidate profile and login on future visits.

#### I forgot my password and/or username, how do I login?

Click the "Forgot Username" and "Forgot Password" links on the login pages of the application. Follow the instructions on the screen, and your information will be sent to the email address you provided in your application.

#### How can I unlock my account?

If you have been locked out of your account, it will automatically reset after 15 minutes so please try again after that amount of time. If you have reset your password but haven't received the email from Human Resources, check your junk mail and spam filters of the email address associated with your current account.

# **Submitting your application**

#### How do I apply for a position?

To apply, you'll need to create a profile or login as a return user. Once you find a position you'd like to apply for, click "Apply now" and follow the online prompts.

## Where should I send my resume?

We encourage you to include your resume with your online job application submission. Acceptable formats include Microsoft Word and Adobe PDF. You can upload your resume or other documents by logging into your Candidate Profile on Careers. We do not accept paper resumes or applications.

## Why can't I upload my resume?

Your resume must be one of the supported file types listed. If you continue to have problems, please ensure that you have not loaded the maximum number of documents. You may have a total of 5 (five).

## How can I update My Profile?

Log onto your candidate profile using your user name and password, and you'll be able to update your information.

## Why do I receive error messages when I try to move to the next step?

You will receive an error if you have missed a required field. Check for a red box near the top of the screen with information on what you have missed. Also, be sure to only use the navigation within the system and avoid the back/forward/refresh from your internet browser. If you are still having problems, clear your cache (cookies, internet history).

#### How do I know my application was successfully submitted?

When you have successfully submitted your application, you will reach a "Congratulations" screen and will also receive a confirmation email from Human Resources. A separate email message is sent upon submittal of each position you apply to.

# After you have applied

#### Can I see a list of jobs I've applied to?

Yes, you can see a list of job submittals by logging into your candidate profile and clicking "My Submissions."

#### What is the status of my application?

To see the current status of an application, follow these directions:

- 1. Login to your candidate profile
- 2. Click "My Submissions"
- 3. View the position you have applied to and the current status of the application

#### What are the steps in the selection process?

A member of the recruitment team reviews qualified applications submitted for the position. If your experience and qualifications are a good match for the position, you may be contacted by a recruiter either by email or phone. The recruitment process may include a phone screen, in person interview(s), and formal discussions with the hiring team. This process varies by position and hiring team, and may vary in length.

## How will the company contact me?

Hiring teams may communicate with you via phone and/or email. Please ensure you keep contact information current in your candidate profile.

## The job for which I applied is no longer posted online, what does that mean?

If a job is not posted, we are no longer accepting new applications for the opening.