

# Frequently Asked Questions

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## Where do I begin?

Everything starts at City of Urbandale Human Resources website: [www.urbandale.org/humanresources](http://www.urbandale.org/humanresources)  
There you will find links to: Current Job Opportunities, FAQs, an Online Application Guide, and more!

**Above all, remember to keep a record of your username and password once you have set up an account.** You will need your username and password to apply for other positions or to check the status of your application and when you re-enter the system, you will need to input this information exactly as it was originally entered.

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## Can I get help with completing the online application?

Human Resources is committed to ensuring that this process is easy and user-friendly. To help applicants, the following resources are available:

**Online:**     [Online Application Guide](#)  
                  [Sample Online Application](#)

**Phone:**     515-331-6786

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## How do I find out what jobs are available?

A list of available positions can be viewed 24 hours a day; 7 days a week from any computer with Internet access. Visit the City of Urbandale Human Resources website and click on either the link for [Current Job Opportunities](#) or [Current Job Opportunities for current City of Urbandale Employees Only](#)

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## What if I do not have a computer or access to the web?

There are a number of ways to submit an online application:

- The Urbandale Public Library has a computers open to the public and materials available to help you complete your application. Their hours are M-Th: 9am-9pm, F-Sat: 9am-6pm and Sun: 1pm-5pm. You will need an Urbandale Public Library card to use this computer lab.
  - Family and friends may also have Internet access available for you to use.
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## 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, employment history, and references. **An email address will also be required.** See the Frequently Asked Question: [An email address is required, what if I don't have an email address?](#)

You will reduce the time it takes to complete your application if you gather this information before beginning the online process. See the [Online Sample Application](#) for details.

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## Will the City of Urbandale contact my current employer for a reference?

The Human Resources Department will contact you when you've been selected as a finalist for a position. At that time, we will notify you that we will be contacting your current employer.

## **An email address is required. What if I don't have an email address?**

If you do not already have an email address, free email is available through a number of providers.

**Although we cannot endorse any particular vendor**, you may want to click on these links for more information:

- [MSN Hotmail](#)
- [Google GMail](#)
- [Yahoo Mail](#)

**NOTE: You cannot share email addresses with anyone else. Each individual applicant must have a unique user ID and password and email address.**

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## **What if I am interested in a position that is not currently on the City job list?**

If you wish to receive a job alert when a department you are interested in posts a position, go to [www.urbandale.org/employment-info](http://www.urbandale.org/employment-info) and go to the *Current Job Opportunities* link. Click on '**Submit a Job Interest Card**' and follow the online directions.

By completing the 'Job Interest Card', you will receive email notifications for the next 12 months every time a position opens whose category matches what you selected. Prior to the expiration of your job notification, you will have the opportunity to extend your notifications for another year.

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## **How do I check the status of my application?**

1. Login to [www.governmentjobs.com](http://www.governmentjobs.com) and click on the '**Career Seekers**' tab.
  2. Or, you may login to [www.urbandale.org/employment-info](http://www.urbandale.org/employment-info) and click on the *Current Job Opportunities* link.
    - Click on any job, and click on '**Apply**.'
  3. Once you are logged into either site, click on '**Application Status**'.
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## **How do I save my application?**

You must click '**SAVE**' to retain the information you have entered. If you close your browser prior to clicking '**SAVE**,' you will lose any information you entered after the last time you clicked '**SAVE**.' If at any time you need to exit out of the application form, click the '**SAVE**' button at the bottom of the form. You can return to your application later by logging into your account with your Username and Password. **Do not click the "back" button on your browser prior to saving your application, or you will lose any information that you have entered.**

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## **What if I want to submit a resume?**

You have 3 options for submitting a resume:

1. You may attach one document to the application. It must be in a text (.txt file extension), rich text (.rtf file extension), PDF (.pdf file extension), or Microsoft Word (.doc extension) and is limited to 1MB. If a file is larger than 1MB, you will receive an error message.
2. You may copy and paste your resume into the '**Resume**' field provided.
3. You may type text into the '**Resume**' field of the application.

Please note, while we welcome your resume as a supplement to the application, it cannot replace any information on the application. Failure to list pertinent information within the application may result in disqualification.

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## **Who will see my application if I use the online application process?**

The City of Urbandale takes your privacy very seriously. All information is on a secure web server. Only the Human Resources Department and other designated City department users authorized to review specific job openings will have access. The City of Urbandale does not share its database with other companies or localities.

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

Yes. Once you have completed your online application in the system, you can apply for multiple positions that are currently open.

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## How do I print my application?

After you have submitted your application, you will see a link to **'Click here for a printable version of the application you just submitted.'** Select that option to print your application.

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## I missed the deadline - can I still apply?

As with any position, once a closing date has passed, no applications will be accepted or considered. To avoid missing a deadline, we encourage you to apply early for positions, as we are unable to make exceptions for technology-related delays or computer difficulties.

Please continue to visit the Urbandale Human Resources site and apply for new jobs as they become available. You may also want to complete a Job Alert to automatically be notified when a position you are interested in becomes available. To do so, see the Frequently Asked Question: [What if I am interested in a position that is not currently on the City job list?](#)

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## Do I have to fill out an application?

Everyone who applies for a position is required to create an application, which includes certain information. Required information is denoted with an asterisk (\*). The more information you provide, the easier it will be to effectively evaluate your skills, abilities and qualifications. Incomplete applications may be rejected so please be thorough. **Remember, your resume may be included as a supplement to your application, but cannot replace any information required for the application.**

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## Will I automatically be considered for other positions if I previously submitted an application?

No, you must submit a separate application for all positions you are interested in. To ensure you will be considered for other positions, watch Urbandale Human Resources site or register to receive job alerts by email.

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## What if I am not ready to fill out the application at this time?

You will have until the closing date listed for the position to complete and submit your application. You can save your application and complete it when you are ready; but it must be submitted prior to the closing date. Your application is not submitted until you click on the "Accept" button, during "Step 4: Confirm and Submit". If at any time you do not want to complete your application, save your work, then log in again.

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## How and when can I update my application?

Changes can be made to your application at anytime before it is submitted. Once you submit an application for a particular position, you cannot make changes to the submitted application. If you make changes and submit another application before the position closes, we will only consider your most recent application. You may also make changes before submitting your application for any new positions.

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## How do I know that the City has successfully received my online application?

After you have submitted your online application, you will receive an email confirmation. You can also check the status of your application to see if it says 'Application Received'; to do this reference the Frequently Asked Question: [How do I check the status of my application?](#)

## How much employment history should I include in my application?

List your complete employment history for at least the past TEN years starting with your most recent employer. List all positions held, including military experience, part-time, summer, and/or volunteer work; do not omit any employers. Explain any gaps in employment. **You must include job-related duties on your application even if you have included a resume.**

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## I was filling out my application and I lost all my information. What happened?

You may have used the Back Button (located on your toolbar) which when used removes all data. To avoid losing your information save your information periodically. You may be able to log in to your account and see if your information was saved under your profile.

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## What is the selection process?

The selection process and timelines may vary by position. Only applicants that meet the minimum qualifications will be forwarded to the hiring department for evaluation. Other areas of screening may include: preferred qualifications and examinations. Selected candidates will be invited to participate in written test and/or oral panel interview. All candidates participating in the selection process will be notified via email of the outcome. All offers of employment are conditional upon an applicant's successful completion of pre-employment screening.

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## How can I add additional employment or education entries?

Click on **'Add Education'** or **'Add Work Experience'** after each entry to add additional education/work experience. You must list education/work experience in chronological order, starting with most recent. After each entry, click **'Save and View Application'**

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## How do I change my address, phone, or email information?

If the position is currently open, login to <http://www.governmentjobs.com> and find your application to edit **or** find the job you are interested in on [www.urbandale.org/employment-info](http://www.urbandale.org/employment-info) and hit **'Apply'** and then log-in and find your application; then proceed to **'Edit'** any changes to your personal profile and then **'Resubmit'** your application. If the position has closed, for personal information data changes only, contact the Human Resources Department at 515-331-6786 or [jhubbard@urbandale.org](mailto:jhubbard@urbandale.org)

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## How can I edit or delete the information on my 'already submitted' online job application?

If the position is currently open, login to [www.governmentjobs.com](http://www.governmentjobs.com) and find your application to edit/delete **or** find the job you are interested in on [www.urbandale.org/employment-info](http://www.urbandale.org/employment-info) and hit **'Apply'** and then log-in and find your application; then proceed to make any changes to the application and **'Resubmit'** your application. You must wait 24 hours before resubmitting an application for the same job opening. Only the most recent application submitted will be considered and any submitted prior will be inactivated for that recruitment.

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## Do I have to submit a separate application for each open job?

**Yes.** However, once you create an account, you may build an application and submit that application for multiple jobs by clicking on the **'Populate'** button to automatically populate the new application with information from your previously created application. Review and update your application as necessary. Once your account is created, applying for open job openings is quick and easy. However, we recommend you tailor your application and/or resume with relevant experience to the position you are applying for.

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## How long does it take to complete an online application?

It will take approximately 30-45 minutes to complete all sections of the application.

### **Will I be logged out automatically?**

Yes. You will be logged-out automatically after 60 minutes of inactivity. Any unsaved changes will be lost. Be sure to click the **'Save Work in Progress'** button frequently while working on your application and before you leave the computer for an extended period of time.

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### **Is this a secure site?**

Yes. All information is stored on a secure server. Only authorized employees in the Human Resources Department and other City department users designated to review specific job openings will have access. The City of Urbandale does not share its database with other companies or localities.

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### **I'm not receiving Job Interest Card notifications. What should I do?**

If you have spam filters either on your personal computer or with your Internet service provider, be sure they allow email from [info@governmentjobs.com](mailto:info@governmentjobs.com). Otherwise, you may not receive email regarding your application status or job interest card notifications.