

CPCC Human Resources

On-Line Employment Application Process

FAQ's

1. Who has access to my online application?

Your basic contact information (e.g., name, address, phone, email) will be available to Central Piedmont Community College (CPCC) personnel involved in the recruiting process so you may be contacted about the position for which you are submitting your application. You are not able to specify who may retrieve or view your information.

CPCC will use personal information (e.g., name, contact information, work history, etc.) that you provide for recruitment and employment purposes only. Optional information collected at the end of the process related to race, ethnicity, age, gender and disability status will be confidentially maintained in Human Resources for statistical purposes only and will not be shared with any hiring managers or committee members.

2. I am having technical problems with CPCC's employment website. What should I do?

Please read all FAQs to see if there is an answer to your problem. If the question(s) are not answered by the FAQs, then please contact our Human Resources office at (704) 330-6631 for further assistance.

3. What are the benefits of creating an account before I apply?

It is strongly recommended that you set up an account before applying to any position in order to take advantage of the following benefits of this feature:

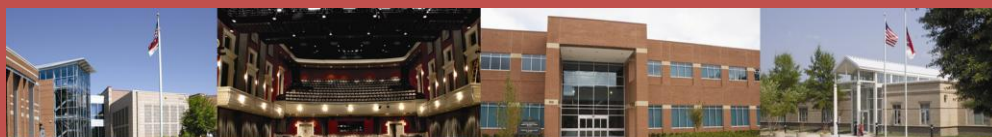
- Ability to create and store your resume using our required "Resume Builder" function prior to application for a position(s). This will then enable you to pull your saved resume created by "Resume Builder" in at the time of application for any positions, instead of being required to enter this information again and again. Note: you will be able to save this document and return to it at any time as a work-in-progress until it is complete before you are finally ready to apply.
- Ability to create and store multiple versions of cover letters and other documents that you may pick and choose from to pull in to applications for any positions.
- Ability to check the status of positions to which you have applied.
- Ability to update your demographic information at any time in the event you have changes such as telephone number, address, etc.

4. Am I required to set up an account to search and apply for a job?

No, you are not required to create an account to search or apply for a job on our site. However, be advised that if you do not create an account and apply for positions while logged in to this account, you will be required to go through the "Resume Builder" function which takes some time, and there is always a risk of "timing out"; thus losing your information! The system is automatically set up to "time out" after one hour. In addition, you will not be able to store documents for later use, check the status for positions to which you applied, and/or provide the College with updates to your demographic information (see benefits of creating an account above).

5. I have requested my password to be reset but I have not received the email back, what can I do?

Check your spam emails when a request is made – the email may be there and if that's not the case, you'll need to add Peopleclick as a trusted site.



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6. Why can't I just upload my resume, instead of going through the "Resume Builder" process?

CPCC's hiring committees utilize this tool as a formal application process; therefore the information is necessary to evaluate candidates on a consistent basis. However, please note that at the end of the application for a position, you will be given the opportunity to upload three (3) additional documents. You may utilize this opportunity to upload your electronic version of your resume at this time.

7. How do I set up an account?

1. Go to <http://www.cpcc.edu/humanresources/employment/jobs> and click on the link for open positions.
2. You are now at the "Job Search" page. In the upper left corner you will see a link in green that reads "Sign In". Click here.
3. On the bottom left corner you will see a green link that reads "create a new account". Click here and you will be prompted to enter basic demographic account information required for account creation.

8. How do I update my demographic information and/or documents?

If you have already created an account for yourself:

1. Go to <http://www.cpcc.edu/humanresources/employment/jobs> and click on the link for open positions.
2. You are now at the "Job Search" page. In the upper left corner you will see a link in green that reads "Sign In". Click here then enter your sign-in information.
3. You will now be at the "job search" page. In the upper left corner you will see your email address (this indicates your successful sign-in).
4. Under your email address, click the green link that reads "update applicant information". Here you will be taken to the "Account Information Page" where you may update your basic information and then hit "submit".
5. You are now at the "My Account" page. This is where you can update your password, view the status of previous applications, and add/delete/edit your saved documents.
6. Please note: changes you enter on your basic demographic information will pull over to any previous positions to which you applied. However, changes to saved documents are for future use only and will not be added to previous applications.

If you did not create an account for yourself before you applied, or if you wish to add or change your resume or additional supporting documents, you must contact the Human Resources Department for further assistance.

9. What do I do if I try to upload additional documents and the file size exceeds the maximum limit?

You should contact Human Resources and let them know that you want additional documents manually added to your on-line application.

10. How do I navigate through multiple pages of job search results?

Each page of search results will have a line showing the number of positions and the number of pages to be displayed as a result of running the search. You may view any page in any order by clicking on the page number links, or by clicking previous or next.



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11. Can I submit an application online for more than one job at a time?

Yes. Using your job cart, you may submit your application for up to 10 jobs at one time. Please note: for each position, you will have to complete a separate questionnaire.

12. How can I be sure the position for which I submitted my online application has not already been filled?

Positions posted on our site represent openings that are current at the time they are posted. Position postings are updated frequently and then removed from the site once filled.

13. If I was referred for a specific position and was not hired, will you consider my application for other opportunities?

To be considered for other positions, you will need to submit your application for each position of interest. Please continue to search for open positions, or you may set up a saved search to be notified when positions matching your criteria are posted.

14. I no longer wish to be contacted or considered for job opportunities. What should I do?

If you would like to stop receiving e-mail notifications, update your account and delete any saved searches that are active.

15. Can I submit more detailed and or supporting information such as research papers, a full cover letter, drawings, etc.?

Additional documents can be uploaded and saved as part of your account, or you will be given the opportunity to upload a maximum of three (3) additional documents as part of the application submission process. Each individual document must be <150kb; however, if uploading more than one document, the total size of the accumulated documents must be <700kb.

16. What's the best way to format my resume as a supporting document?

When designing your resume for our online submission, keep the format simple, with name address and contact information at the top. You may upload a current resume if it is in MS Word and less than 150kb. The following files are accepted for upload: Microsoft Word .doc - .docx, RTF, TXT, ZIP, Adobe PDF, JPEG, Bit Map, GIF, AVI and MP3.

17. Can I send my resume or give it to someone who works with CPCC?

In order to be formally considered for employment at CPCC, you must submit an online application for each open position at www.cpcc.edu/humanresources. If more information is required, a CPCC representative will contact you.



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18. What are the computer requirements to use your website?

You can browse www.cpcc.edu with both PC and Macintosh computers and a variety of internet browsers; however, our website is Microsoft certified. To apply to a position, please be sure to use a PC and Internet Explorer 6.0 or later. Candidates must have cookies and java scripting enabled. It is also recommended that you have an electronic version of your resume available as you move through the application process.

18. How do I submit my application once completed?

At the end of your online application, you will see a submit button at the bottom of the page. Once you select this button your information will automatically be transferred to our Human Resources Department. Your screen will show a thank you for your submission note.

19. What type of response will I receive after I submit an application for a job?

You will get an immediate on-screen response that your application has been successfully submitted. See the response below:

“Thank you for submitting your resume/CV. If you are selected for an interview or further information is needed, you will be contacted. Otherwise, please check for future position openings and reapply.”

20. Will I receive updates on the status of my application?

Due to the high volume of applications that are submitted to CPCC, we are unable to provide interim updates on each candidate. Your qualifications will be evaluated for the specific job for which you submitted your application. If you are selected for an interview, a representative from CPCC will contact you directly. Once the position has been filled, you will be notified by email.

21. If I am not selected for a position, when can I submit an application for another one?

You may submit your application at any time for as many positions as meet your qualifications.

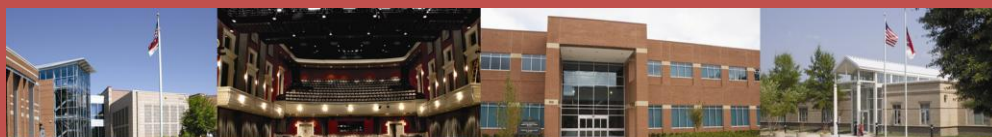
22. How do I correctly enter education data?

For education data, at least one complete record must be entered. Please feel free to enter as many education records as are appropriate using the “Add another Entry” button.

These four fields use a “look –up feature” to help find the appropriate data for you. Type the first letters and then a list will appear showing all matching values. Use your arrow keys to navigate to the correct value, and then press the “Enter” key to populate the field.

- Degree Type
- College/University
- Major
- Minor

If your college/university is not listed, then type “Other”. Additionally, you can use “GED” to indicate a High School degree in the Degree Type field.



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23. How do I correctly enter work history data?

For work history data, at least one complete record must be entered. Please provide a complete work history by entering as many records as are appropriate using the “Add another Entry” button. Please note that there are three fields required for a complete work history record:

- Job Title
- Employer
- Start Date

If you have no history, please enter “None” in both the Job Title and Employer fields. Additionally, enter the current date in the “Start Date” field.

24. When creating a new account, I receive a drop down for “Country Code” as my phone number. How do I enter this data?

There are additional fields as part of the phone number which is not being displayed. To view all of the fields on the page, change a setting on your browser:

- Close all browser sessions
- Open a single new browser session
- From the View toolbar, select “View →Text Size→Medium”
- Refresh the page

25. How do I add salary data to my application?

Salary is to be keyed in without characters or punctuation. Only use the numbers:

Ex: \$35,000/year should be keyed in as 35000
\$10.00/hour should be keyed in as 10

The system will add the proper characters and dollar sign(s).

26. The blue bar on each page does not move or change after I enter data. How do I navigate to the next page?

The blue bar at the top right of the page indicates how far in the overall process you have gone, not the processing on the page. Please note to move to the next page, there is a button at the bottom labeled “Next.”

27. I am unable to submit my information on the “Optional EEO Information” page and there is an error message. How do I fix this?

Please review the information on the page and confirm that you have completed all three date blocks for Month, Day, and Year. This should allow you to submit your information. If you try this and are still experiencing issues, please contact our Human Resources office.

