

# *Frequently Asked Questions*

Welcome to the Mobile County Personnel Board *JobOpps* application process!

Following is a list of the most commonly asked questions about the online application process. If you have additional questions or need assistance, please feel free to contact our Applications Staff at 251-470-7727 (Option #2).

## Access/Security

### **Who will be able to view and have access to my online application?**

Information that you submit through our website is stored on a secure server and access is restricted. Only authorized personnel of the Mobile County Personnel Department and designated staff within the hiring agency are granted access to the information that you submit.

## Benefits

### **What benefits are available to Mobile County Merit System employees?**

Mobile County Merit System employees share many benefits. Benefits can be viewed from the *Information* link on our website. Also, individual hiring authorities offer additional benefits unique to their agency.

## Changes to Application

### **Can I add and/or make changes to my *JobOpps* account at any time?**

Changes to your *JobOpps* account can be made at anytime. Once you submit your application for a specific position, changes made after that time will not update previously submitted applications. Your application should be final at the time of submission, so changes should be made prior to submitting any new application. Only one application is accepted for each job posting.

### **Can I modify my employment application for a specific job posting at any time prior to the closing date?**

No. After you confirm and submit your application, you cannot make changes. Changes should be made prior to submitting your application.

## Consideration for Other Positions

### **Once I have established a *JobOpps* account, will I automatically be considered for other positions?**

You will only be considered for positions for which you have submitted an application. You may submit an application for any active job posting any time after you have set up your *JobOpps* account. If you are interested in a position not currently open for application, consider submitting a *Job Interest Card* that is available on our site. Select the job category of interest; submit the appropriate information and you will be notified when the job posting appears.

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## Contact Information

**If I have any questions about job postings, the application process or other employment concerns, who should I contact?**

Follow the *Contact Us* link on our site's *HOME* tab to see a listing of our departments and contact information. For specific information regarding postings and the application process, contact our *Applications staff*.

## Remove/Delete Application

**Can I remove my application for a job posting once submitted?**

Yes. You must submit a letter to the Personnel Director indicating you no longer wish to be considered for the job posting. You must include your name, the job title, date of your application submission, the last four (4) digits of your social security number, and a phone number where you may be reached.

## Forget Password

**What if I forget my password or other login information?**

If you forget your Username or Password, click on the "*Forgot Username*" or "*Reset Password*" link and enter the requested information. If you have forgotten the email address used to create your *JobOpps* account, you may contact the NEOGOV Toll-Free Applicant Support Line at 1-855-524-5627 between 8am – 8pm CST Monday – Friday for assistance.

## General

**What is a *JobOpps* account?**

A *JobOpps* account is your link to job opportunities within the Mobile County Merit System as posted by the Mobile County Personnel Board. You are linked to job postings from 22 local government agencies in Mobile County, Alabama.

**Do I need to open a *JobOpps* account to check job openings?**

No. You may view current job openings by either visiting the *Employment* page or the *Job Opportunities* page. However, you must establish a *JobOpps* account in order to apply for the job.

**Do I need to open a *JobOpps* account to be notified of future job openings?**

No. You may visit the "*Job Interest Cards*" link on the *Job Opportunities* page, and then select the categories for which you would like to be notified. You will, however, need an email address in order to receive the notifications directly to your email.

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## **Where can I find information about the qualifications for a job?**

When you have selected the *Job Opportunities* link and a job posting of interest, a description of the position will automatically be displayed. If you are interested in knowing the qualifications and related information about a position not currently open for applications, choose the "*Class Specifications*" link on the Job Opportunities page to discover more about other system jobs.

## **Email Address**

### **If I do not have an e-mail address, how can I get one?**

In order to establish a *JobOpps* account and apply online, you must have an email address. A number of internet providers offer free email accounts. The Mobile County Personnel Board cannot endorse any particular provider, but examples of free email providers include: [Google](#), [Inbox](#), [Microsoft](#) and [Yahoo](#).

### **What has happened when I receive an error stating that my e-mail address is in use?**

You will receive such a message if you have established a similar type account with a government agency or school using the NEOGOV system. If you have set up an account already, you may use the same USERNAME and PASSWORD to access our job site and apply for our listings. If you cannot remember your password or user name, select the appropriate link "*Forgot Username*" or "*Reset Password*" and the information will be emailed to you.

## **How to Apply**

### **How do I create a *JobOpps* account?**

To create a *JobOpps* account, go to the Mobile County Personnel Board's website at [www.personnelboard.org](http://www.personnelboard.org). Go to the *Employment* tab, and then follow the link to *Create Account*. You will be asked to enter a USERNAME and PASSWORD of your choosing. Please remember to record this information and retain it for future reference. Additional information on how to create your account can be found in the *Applicant Guide* or refer to our "*Contact Us*" page for assistance.

### **Must I submit my application by a certain date?**

Yes. All employment applications must be submitted by the closing date as specified on the job posting. If the job posting indicates "continuous", you may submit your application at any time up until the posting status changes and reflects a specific closing date. Those job postings marked "continuous" may close at any time.

### **What is a closing date?**

A closing date is the date by which your online employment application must be received in order to be considered for evaluation and possible employment. You may submit your application up to the closing date and time indicated in the posting. Applications for "continuous" job postings may be submitted up until the posting announcement changes to a specified date and time.

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### **How long will it take to apply for a job?**

For first time users, you should be able to establish your *JobOpps* account and complete your employment application within 60 minutes. For individuals with an established account, the process should be much quicker. STOP and gather information before you begin. While the system saves every 30 seconds or so, remember to periodically SAVE your "Work Experience" entries to avoid loss of information.

### **Why am I logged out of the system?**

The system may automatically log you out as a precautionary measure to protect your identity and personal information. Again, the system saves information often but you should remember to periodically save your "Work Experience" entries to avoid losing your information.

### **If I do not have the time to complete my application, may I save it and return later?**

The system saves information approximately every 30 seconds. It also saves when you advance to the "next" page. If you are entering "Work Experience" information, you should select "Save" at the bottom of the screen. After logging in to your *JobOpps* account, you may return to your application in process by selecting your name in the upper right corner, then selecting "Applications & Status". You may then choose between applications "Submitted" or "Incomplete". Remember, however, a complete application must be submitted prior to the closing date and time in order to be eligible for consideration. Your application is not submitted until you click the Submit button!

### **Is it possible to submit more than one application for the same job posting?**

No. You can only submit one employment application for a job posting. No changes are accepted once submitted. Please be careful to collect all relevant employment data prior to beginning the application process. Remember to review all data prior to saving your application and submitting it.

### **Are all employment applications completed online?**

Yes. Paper employment applications and resumes are NOT acceptable formats.

### **Do you accept paper applications?**

No. Paper applications are not accepted.

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

Yes. You may apply for as many postings of interest that meet your qualifications. Simply go to our *Job Opportunities Page*, click the *Apply* link shown on the job posting and log in with your *JobOpps* USERNAME and PASSWORD to begin the application process.

### **Is the information I enter retained for future applications?**

Yes. Information saved in your *JobOpps* account will be retained for you to use when applying for new job postings.

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## **How many “Work Experience” entries may I include in my *JobOpps* account?**

There is no limit to the number of “Work Experience” entries you can make.

## **What are supplemental questions and must I submit answers to these questions?**

Supplemental questions are used to determine the extent to which you meet job qualifications. It is important to provide complete and thorough answers to all questions. Incomplete or unclear answers may result in disqualification.

## **Is it possible to print my completed online application?**

Yes. Upon confirmation of your application for a job opening, you will have the option to print your completed application. You may also print any of your submitted applications by viewing your “*Application Status*” after you have logged in to your *JobOpps* account.

## **Is it possible to check the status of my application once submitted?**

Yes. To check the status of your application, log on to your account with your USERNAME and PASSWORD, click your name in the upper right corner, then select “Applications & Status”.

## **How can I verify that my application has been received?**

You can verify your application has been received in two ways. First, you should receive an e-mail confirmation once your application is submitted. Otherwise, you may log in to your *JobOpps* account, click your name in the upper right corner then click “Applications & Status”.

## **Information Needed**

### **What information is needed to establish a *JobOpps* account and apply for current job postings?**

When setting up your account and creating your application, you will be asked for complete information about your education and work experience (i.e. employers, dates, addresses, etc.). STOP and gather information before you begin. When applying for a job, collect any related documents, such as your college transcripts, driver's license and certifications. Remember to periodically SAVE your “Work Experience” entries to avoid loss of information.

### **What information should not be included when establishing a *JobOpps* account and/or submitting an application?**

Employment applications should be as accurate and concise as possible. Please review your entries and attachments carefully before submitting the application. Look for information that is not required, such as social security number or date of birth, as well as any other unnecessary information.

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## Interest Cards

**If I have an interest in a position not currently open for applications, can I be notified when it opens?**

Yes. A link to request notifications of job openings can be found on the *Job Opportunities* page. Select "Job Interest Cards" where you can choose to receive notifications by job category.

## Job Internet Access

**What if I do not have a computer or access to the internet?**

There are several options available if you do not have access to a computer:

- Visit the Mobile County Personnel Board at 1809 Government Street in Mobile, Alabama. Lobby kiosks with computers and scanning capabilities are available Monday through Friday from 8 am until 5pm.
- Contact local agencies that provide computer access to the public. Some of those agencies are the Mobile Public Library, Mobile Housing Board (Clinton Johnson Center) and Mobile Works.
- Call family and friends for assistance.

## Neogov

**I see the word NEOGOV on your website. What is NEOGOV?**

NEOGOVS is a secure online employment application system that stores your information.

## Submit Resume

**Do you accept resumes?**

A resume will not be accepted in lieu of a completed application and it will not be utilized in the scoring and evaluation of your application. You may attach your current resume after completing the application and supplemental questions. Be sure to fully complete all sections of the application and any supplemental questions for each job. Resumes will be viewable by the employing jurisdiction(s) and will only be accepted in the following file type extensions: bmp, gif, jpe, jpeg, jpg, pdf, png, tif, and tiff.

## Use of SSN

**Will I be asked to submit my social security number when applying for a job?**

A social security number will not be requested when submitting an employment application. However, you may be asked to provide the last four (4) digits of your social security number for identification purposes.

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## View on other locations

**Is it possible to access job information from other government agencies through the Mobile County Personnel Board site?**

The Mobile County Personnel Board's website provides links to the jurisdictions that we serve. Most agencies will refer you to our website for employment purposes.