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## Project Document Control

The following information is used for document control and maintains a history of document changes for this document.

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This document is created and distributed by the City of Knoxville - Department of Information Systems

Questions or comments pertaining to this document should be addressed to:

Civil Service
865-215-2106
Introduction

This instruction guide provides instructions for applicants wishing to view and apply for job openings with the City of Knoxville. The City of Knoxville uses an online employment application system which enhances the efficiency of the hiring process and allow applicants to better manage their application materials and job searches.

The employment application system will be accessible from a link on the City of Knoxville’s Civil Service Careers web page. Job openings are posted in this system as they are approved and closed once the position is fulfilled unless otherwise noted.

Before you Start

In order to complete an online application, you will need the following information:

- **Personal information including address and contact phone numbers.**
- **Education history including attendance dates, school locations and G.P.A. information.**
- **Employment history including work dates, duties, addresses, contact names and phone numbers.**
- **Professional references including contact information.**
- **Licensure and certification details (if applicable)**

**Working Email**

You must have a working e-mail address to apply for positions. You will be notified via email when your application is received as well as when a job opening to which you have applied for has been closed. If you do not currently have an e-mail address, please create one before applying. There are several free e-mail providers such as Yahoo, Hotmail, and Gmail.

**Login**

You will create a User Name and Password for access to the employment application system. Be sure to keep a record of your User Name and Password created whenever you register. You will need this information again to update your profile information, review submitted applications and apply for additional positions.

**Attachments**

The City’s employment application system is a totally paperless system so you must electronically attach your documents to your profile. Documents that can be attached are certificates, cover letters, resumes, degree/diploma, eligibility letters, references, test scores and transcripts. If you are unable to attach your documents, please contact Civil Service.
Employment Online Application Process

1. View Job Openings on Careers page (COK site)
2. Login to Apply
3. Complete Application/Upload Resume
4. Submit Application
View Job Openings

Job openings can be viewed on the City’s Career page located on the City’s website. You do not need to have a login in order to view jobs.

*Logins are required, however, to submit an application as well as to save favorite job search information for future reference.

System Access

To access the City’s career site, open Internet Explorer and go to http://knoxvilletn.gov/government/city_departments_offices/civil_service_department/.

To view open positions, click the View Current City Job Openings link.
Current job openings will be shown on this page. To learn more about these positions and to apply, you will need to login to the City’s electronic application system. To login to this system, click on the Login to Career Center link on the Civil Service Careers Page.

The City of Knoxville does not accept applications for jobs unless there is a posted vacancy.

Current vacancies are listed below.

If you want to apply for one of the jobs listed below please Login to Career Center.

If you need to register a profile on the Career Center please visit Register & Set Up Profile for more information.

If you have more questions about applying for a job with the City of Knoxville, please click the How to Apply for A Job link.

Our online application process works best with Internet Explorer and Firefox Browsers.

PLEASE NOTE: The Online Application Tool is UNAVAILABLE from 2 a.m. until 5 a.m. daily and any attempts to apply during this time will result in an inability to save and submit your application.

CURRENT JOB OPENINGS WITH THE CITY OF KNOXVILLE

Assistant Neighborhood Coordinator [PDF] - deadline 4/10/18
Experienced Combination Building Inspector [PDF] - deadline 4/9/18
Equipment Technician 1 [PDF] - deadline 4/9/18
NCIC Operator [PDF] - deadline 4/8/18
Office Assistant II [PDF] - deadline 4/3/18
Traffic Engineer [PDF] - deadline 3/29/18

[Additional job openings listed]
Select **View All Jobs**.

The latest City job openings will be listed on the screen.

Postings are valid for a pre-determined period of time and applications can only be accepted during that time. Applications cannot be accepted for jobs that are not posted here.
Search for Jobs
To search the list of job openings, enter information in the Keywords field on the screen and click the >> icon as shown in the example below.

Results will be shown on the screen.
View Job Information
To open a job, click on the Job Title to view details. The job description will open.

You are not required to create/log in to your account unless you wish to apply for an open position.

The job posting screen will contain information such as:

- Job Description,
- Salary Range,
- Job Responsibilities,
- Job Requirements, and
- Application Deadline.
From this screen, you can also:

1. **Apply for Job** button
2. **Email this Job** button

You must be logged in to save or apply for a job.
Email to Friend

1. Click **Email this Job** button to email this job posting to someone.
2. On the next screen, enter the email address of the person you are sending this posting to (in the TO field.)
3. In the second field, enter your name if it is not already displayed.
4. When ready, click **Send**.
5. To return to the main Job Search screen, click **Return to Previous Page** link at the bottom left corner of the page.
**Favorite**

This option saves a favorite job posting to your Favorite Jobs screen. If you are not already logged in when you click this, you will be prompted to login at this time.

1. Locate the Job Details section of the screen. Click the **Add to Favorite Jobs** link at the top of the page to save this job to your list of Favorite Jobs.

2. Click it again to de-select it.

① Please note that you must be registered before you can login. For more information about Registration, see instructions on page 15.

① For more information about logging in to the system, see instructions on page 17.
Apply

Click **Apply for Job** to apply for this job. See instructions on page 21 for more information on applying for a job.

Access the Careers computer application from a link on the City’s Civil Service site ➔

http://knoxvilletn.gov/government/city_departments_offices/civil_service_department/.
Register for Login

In order to apply for jobs or save job searches, you must first register for a login. As you complete the registration process (or any time after), you will setup profile information including personal information such as address and contact information. This information will follow you anytime you apply for City jobs in the future. It is important to keep your profile information current so that City representatives can contact you in case of future job opportunities.

1. Open the Careers page. Click New User.
   - If you have a login to the City’s Career system, click Sign In instead.
2. The Registration page will open. Fields marked with an asterisk [*] indicate a required field.

3. In the first field, enter your user name. This will be the user name you will use to login to the system in the future.

4. In the next two fields, enter your desired password. This will be the password you will use to login to the system in the future.

5. Enter your first and last names in the fields provided.

6. Enter your email address.

7. Enter your primary phone number.

8. Enter your mailing address.

9. When ready to continue, click Register.

**KEEP INFORMATION CURRENT**

It is important to keep your information current. To return to this page later, click the Actions menu at top and then select My Account Information.

Some jobs have eligibility periods lasting multiple years. It is important that the City have correct information in case you become eligible for a new job opportunity.
Login
You have to register before logging into this system. See page 15 for detailed instructions on Registration.

1. Open the Careers page that shows the main job menu.
2. Click **Sign In** at top right corner.

3. Enter your user name and password as applicable on the screen.
4. Click **Sign In**.

If you forget either your user name or password, click a link to have it reset.
5. The Careers Home screen will open. The Careers menu will be visible. Additional tools/sections are available that will aid in searching and applying for jobs.

**Change Password**

These instructions will explain how to change the password used to login to the City’s electronic application system.

1. On the Careers Home page, click **My Account Information**.
2. Click **Change Password** link.
3. Enter your current password in the first field.
4. Enter your new password in both of the fields of the screen.
5. Click **Save**.
Account Information
On the My Account Information Screen, you will find your personal information. To access your account details, you must first be logged in. You must complete your account information before you can apply for a job.

1. Click on the My Account Information link either from the Careers Homepage menu (Ref 1) or from the Actions menu (Ref 2).
2. On the Account Information screen, several account options can be specified. Complete this screen as applicable. Fields marked with an asterisk (*) are required and must be completed.

3. When finished, click Save.
Apply for Job

Anyone can view the job listing; however, the system will require you to register/log-in prior to applying for a position.

You must start the application process from the individual job posting screen.

1. Access the Recruiting system using login steps described earlier in this manual.
2. From the Job Search screen, click on the Job Title link for the job you want to apply for. You can only apply for one job at a time.
3. Read the job description details. At the top right corner of the screen, click Apply for Job.

If you have not yet finished completing your user profile, you will be prompted to do so before continuing with the application.

You must complete your profile before you can apply for a job.
4. **Start – Step 1 of 7**

The first step contains Prequalification Notices and Agreements. Not all positions will have the same information on this screen.

a. Read the information on this screen.

b. If you agree to these terms, click the checkbox at the bottom of the screen and then click **Next**.
5. **Prequalify – Step 2 of 7**

The next step will ask pre-qualifying questions if they exist for this position. Answers to these questions will guide the application process. If this position has pre-screening questions, they will be displayed on the screen.

   a). Answer each question as required. Answers to each question will directly affect your ability to continue with the application.

   b). When finished, click **Next**. You will be prompted if there are any unanswered questions. Please answer them all before continuing.
c. If you are qualified to proceed, you will see the following screen. If you are not qualified, you will see a message on the screen indicating that you are not eligible for this job.
d. Click **Next**.
6. **Resume – Step 3 of 7**

If you are able to continue with the application, you can upload a resume next.

a). Click **Attach Resume** (Ref 1). If you already have a resume on file, you will be asked if you want to use it.

b). Click **My Device** (Ref 2) to search for resume from your computer.

c). Navigate to the file and click **Open** button to select.

d). When the filename is displayed, click **Upload** button (Ref 3).

e). When upload is complete, click **Done** (Ref 4).

f). The Resume Title field will default to the filename. It is unique and cannot be used on another posting.

g). If this is the resume you want to use, click **Next**. If not, click **Change Resume** button.

h). When finished with the resume screen, click **Next** to continue.
Attachments – Step 4 of 7

On this screen, attachments may be added to your application. Attachments may include veteran discharge papers, driver licenses, transcripts, training records, certificates, and other documents.

a). Click Add Attachment (Ref 1).
b). Select Attachment Type (Ref 2). Enter an Attachment Title (Ref 3).
c). Click Continue (Ref 4).

d). Click My Device (Ref 4) to search for the document from your computer.
e). Navigate to the file and click Open button to select.
f). When the filename is displayed, click Upload button (Ref 5).

g). When upload is complete, click Done.
h). The Attachment Title field will default to the filename. It is unique and cannot be used on another posting.
i). If this is the desired, click Done. If not, click Use Different Attachment button.
j). When finished with the attachment screen, click Next to continue.
7. **Questionnaire – Step 5 of 7**

This section will appear for all job types. This section may contain *Training and Experience* questions or it may give additional information about tests that are required for this job. *Examples in this manual are for example purposes only.* Answer each question as appropriate for your situation. Please fully read the question and supply the additional information if requested. Keep in mind that these questions may vary according to job type.

When finished with this screen, click **Next** button.
8. Diversity – Step 6 of 7
The next screen asks for information on your gender and ethnic group. This information is optional.

   a). Select your gender.
   b). To add an ethnic group, click the Add Ethnic Group button. Select an ethnic group from the list and click Done.
   c). To add a second ethnic group, click the + icon and repeat step b.
   d). When finished with this screen, click Next button.
9. **Review/Submit– Step 7 of 7**
   
a. Review each section on this screen. To make changes to an item, click the **Edit** icon to review the information and make changes.

b. When finished, you are ready to submit your application. To **submit** the application, click **Submit** button *(located at top right and bottom right of screen.)*

You cannot make any changes to an application once you have submitted it to the City.
10. You will see a message indicating that you have successfully submitted your job application.

If you have job applications in process, the status for this job will change to “Submitted”. Applications in progress can be viewed on the **My Job Applications** page.
11. You have now completed the application process, if you entered an email address associated with your account, you should receive an email informing you that your application has been received. Please make sure to check your junk/spam account as your email may have routed it there. Please continue to log in and check your profile for any notifications.
My Job Applications
Click My Job Applications link to access the applications page.

Applications in Progress (1)
This section shows the job postings that you have applied for.

The Status column will show the status of your application. To withdraw your application before submitting it, click the Withdraw button at the end of the row. Applications that are in process are unable to be withdrawn. If your application is in process, you will see a message should you try to withdraw it.

Resumes (2)
This view-only section shows the resumes that you have on file that have been used in the submittal of a job application. Click on the applicable document link to open the document. The resume document will open in a separate window. Close that window when finished. You can only upload a resume when applying for a specific job posting.
Cover Letters and Attachments (⊕)
This section shows documents that have been uploaded to your profile. You can upload cover letters and attachments. Attachments may include college transcripts, diplomas, references, etc.

To Add Document:
1. Click + icon.
2. The next two fields are required. In the first field, select the attachment type from the list. You cannot add another identical attachment type. Only one document per attachment type is permitted.
3. In the next field, enter an Attachment Title.
4. Click Continue.
5. Click My Device to search for the document from your computer.
6. Navigate to the file and click Open button to select.
7. When the filename is displayed, click Upload button.
8. When upload is complete, click Done.
9. The Attachment Title field will default to the filename. It is unique and cannot be used on another posting.
10. Click Save. The list of attachments will be updated to include this document.

To delete this attachment, click the >> icon at the end of the row. Click Delete button. Click OK on confirmation message.
FAQ - How do I know which resume I used with my application?

On the Careers Home page, locate the My Job Applications link and click on it. This screen will indicate the number of applications either submitted or in-process associated with your profile.

1. Click on the >> button for the job title link that want to know about.

2. Your application information will be displayed on the screen. Click on Resume Attachment to expand the section.

3. The resume that was used will be displayed. To view the file, click on the file link.

4. The file will open in a separate browser window for viewing.

You cannot change or delete a resume once it has been submitted.