Frequently Asked Questions about Skidmore's Online Employment Site (careers.skidmore.edu)

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GENERAL QUESTIONS

Q.) What are the advantages of using careers.skidmore.edu, the online employment site?

A.) There are a number of advantages to the new online employment site, below are just a few:

- you can save your application online for re-use on future position openings;
- update your online application before you apply with specific skills and experience related to the posted position;
- access and review the position requirements while completing the application;
- submit your application immediately and directly, minimizing the risk of missing a deadline or loss of application;
- apply for multiple positions at one time;
- apply for several positions throughout the year;
- track the status of your application and the recruitment process;
- learn about employment opportunities and apply for positions at any time and from any computer with access to the web;
- have access to more information, including the status of the position(s) for which you have applied;
- access the system 24 hours-a day, 7 days-a-week from any internet connection;
- support Skidmore College in its commitment to sustainability and ongoing waste reduction by reducing the processing, printing and copying of paper applications/resumes.

Q.) What if I want to apply but do not have a computer or access to the web?

A.) There are different ways you may access the Skidmore online employment site, below are a few:

- two computer kiosks located in the Human Resources building at: Barrett Center, 815 North Broadway, Saratoga Springs, NY 12866. Office hours are Monday thru Friday 8:30am to 4:30pm, closed between noon and 1:00pm for lunch. The computer kiosks are available during the lunch hour, however, there is no staff available for assistance should it be needed. Click here for directions to the Skidmore Campus. (Scroll down the page for the local directions);
- most public libraries have computers with internet access available for use by the public.

You may use any computer running a recent version of any popular browser (Mozilla, Firefox, Safari, Netscape, Internet Explorer, etc.) Under your browser internet options you need to have cookies and JavaScript "enabled". You may access careers.skidmore.edu 24 hours-a-day, 7 days-a-week.

Q.) How does the online application process work?

A.) Applicants may complete a general application and apply it to specific positions at careers.skidmore.edu from any computer with internet access. All applications to open positions will be screened by the hiring manager. Those applicants who are to be interviewed will be contacted. Applicants may check the progress of the application to specific positions at any time by logging back on to their account and viewing the status message under "Application Status".

Q.) Can someone help me complete the online application?

A.) Human Resources staff members are available to help applicants get started and to answer questions. Email the Employment Coordinator or call (518)580-5802

Q.) Who will see my application if I use careers.skidmore.edu?

A.) Your application is on a secure web server and will be available to the Human Resources staff, the hiring supervisor/chair and the search committee for the specific position opening for which you apply. **Skidmore does not share its database with other companies or institutions.**

QUESTIONS CONCERNING THE APPLICATION PROCESS

Throughout the process, **it is important that you read and follow all instructions carefully.**

Q.) Do I have to fill out an application?

A.) Everyone who applies for an administrative/professional, support staff or union position is required to create an online application which includes certain information. Any required information is denoted with a red asterisk (*). However, the more information you provide, the easier it will be to effectively evaluate your skills, abilities and qualifications.

Q.) Where can I complete an application?

A.) Applications are accepted via careers.skidmore.edu, Skidmore's online employment site. Completed applications may be used to apply for any of the open positions listed on the Search Positions page—simply select the "Apply For This Position" button, attach a cover letter/resume (if applicable), and answer any Posting Specific Questions (if applicable).

Q.) Where do I begin?

A.) To begin the application process, please select a user name and password that you will easily remember. You should write down your user name and password (the system provides a convenient printed form on which you may record this information). You will need your user name and password to apply for other positions or check the status of your application the next time you visit the site.

Q.) What information will I be asked to provide?

A.) 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 and previous employment, as well as contact information regarding your employment history and references. Please gather this information before beginning the application.

Q.) How long does it take to complete the online application?

A.) The time it takes depends on several factors including the amount of work experience and education you have to enter, how fast you type, etc. You should allow 20-30 minutes for the total process. However, you can speed up the process by collecting important information about previous work experience,

education, certifications, etc. before you start creating your application.

If you find you are missing a piece of information requested on the application, you may be able to skip the field, save other information you have entered, and go back later to edit/complete it. You must complete all required information (required information is indicated by a red asterisk *) on the page you are on in order to save your application. If you decide to do this, it is important that you return and complete the missing information before you apply for a specific position opening. The information on your application form when you apply will be used to evaluate your qualifications for the specific position opening. Once you've applied to a position, you will not be able to go back and make any changes to your application for that position.

Q.) What if I am not ready to fill out the application at this time?

A.) If you do not want to complete the application at this time, simply select the "EXIT" or "CANCEL" button at the bottom of the careers.skidmore.edu page anytime during the application process.

Q.) How do I save my application?

A.) To save your application information select the "SAVE AND CONTINUE TO NEXT" or the "SAVE AND STAY ON THIS PAGE" button. If you close your browser prior to selecting one of these buttons your application and account will be saved, but you will lose the information on the last page that was not saved.

Q.) Can I save my application before I finish completing it?

A.) You must select the "SAVE APPLICATION" button on the final page of the application to save the information you have entered. If you exit the online employment site, close your internet browser, or lose your internet connection before selecting the "SAVE APPLICATION" button, your data will not be saved and you will have to start over. If you cannot finish the entire application in one session, you may find it helpful to complete just the required fields (indicated by a red asterisk *) and proceed to "SAVE APPLICATION". You are then able to log back in at any time to complete and/or edit the application.

Please note that your online session times out after 60 minutes of inactivity. To be active, you must be communicating with the web server (clicking buttons, tabs, etc.) Typing on a page is NOT a communicating activity. If your session times out, your information will be lost if you have not saved it.

Q.) What if I want to submit a resume?

A.) You will be able to attach a resume to your application if the hiring department for the position to which you are applying requests you attach a resume, or any other required or optional document. If the position requires you to attach certain documents, those documents will be listed on the job details page. During the application process you will come to an "Attach Document(s)" screen. This screen provides clear directions on attaching documents.

Q.) Do I have to fill out the "Work Experience", "Education" and "Reference" pages if I plan on attaching my resume at the end of the process?

A.) The Work Experience, Education and Reference pages all contain required information. We would like to collect complete information regarding these subjects, which will allow hiring managers to make more informed decisions regarding applicants. If you do not complete the Work Experience page, or any of the other pages, your application may be considered incomplete by the hiring supervisor.

Q.) Can I copy selected information from another electronic document?

A.) Yes; for example, you can copy and paste the information from a Word or WordPerfect document directly into the appropriate fields on the application form.

Q.) When/how can I make changes to my application?

A.) Changes can be made to your general application at any time. However, once you submit an application for a particular position, you cannot go back and make changes to the submitted application. Any changes you do make to your application will be included for any new position for which you apply. To make changes:

First, login at: careers.skidmore.edu
- from the left hand navigation bar, select the "Edit Application" link and update your application;
- once you have saved your changes, your original application is replaced with the new version;
- the next time you apply for a position, your updated application will be submitted.

Q.) Why would I have to make changes to my application?

A.) Any time your contact information changes (address, phone number, email address, etc.), you should edit your application to reflect the change. If you have acquired additional skills, experience and/or education since you created your original application, you may wish to update your application accordingly.

Q.) How long is my application valid?

A.) If you do not apply for any open positions for one full year, you will have to re-enter your application before you can apply again. You will be able to make changes to your saved application prior to applying for specific position openings.

Q.) How do I print my application?

A.) Before submitting your application, you will have the option to view it. When your application opens in a new browser window, using the tool bar at the top of your computer screen, select File and then Print and follow prompts on the screen to print your application. If you notice any errors or omissions, navigate back to the appropriate page to make corrections.

Q.) How do I find out what positions are available?

A.) A listing of all available positions can be accessed by selecting the link: "Search Postings". You may then refine your search by Job Title or Job Category. If you wish to view all open positions, leave all search fields at "ANY" and select the "SEARCH" button.

Q.) How do I apply for a position?

A.) The application process has three steps:

1.) **Create a login user name and password.** Be sure to remember these (the system provides a convenient form on which you may record them) as they will enable you to come back and access your application, to make changes or apply for additional positions, and to check on the status of a position.
2.) **Create your online application**. This can be done at any time. You may also search open positions before creating the online application.
3.) **Apply your online application** to a **specific position** opening prior to the closing date (if applicable).

Throughout the process, **it is important that you read and follow all instructions carefully.**

Q.) Can I apply by sending my resume via e-mail?

A.) Most Skidmore positions posted after February 4, 2008, with the exception of some Faculty positions, require applicants to apply electronically; applications should be completed via careers.skidmore.edu. Paper applications will not be accepted by fax, e-mail, hand delivery or postal mail.

Q.) Can I apply for more than one position at a time?

A.) Yes. Once you have completed your application you may apply to any open position(s). Logging back on to careers.skidmore.edu will allow you to access your application and update and/or submit it for other position openings.

Q.) Can I attach a resume or cover letter?

A.) Each hiring department has an option for an applicant to attach a resume and/or cover letter. If they have provided that opportunity within their posting, after completing the online application and selecting the position for which you would like to apply, you will see an "Attach Document(s)" screen that includes directions prompting you to attach resume and/or cover letter. You may "copy and paste" or type in your resume or cover letter.

Q.) How soon before I hear something?

A.) When you have completed your application, submitted it for a specific position(s), and attached any required documents, you will view a screen with a confirmation number indicating receipt of all of your materials. If you included an email account on your application, you will also receive an email acknowledgement of receipt of your materials. Hiring departments will contact applicants they wish to interview.

Q.) How can I check the status of my application?

A.) Using careers.skidmore.edu login using your user name and password. On the left menu bar, click on "Application Status." You will see the most current status of your application for any searches to which you have applied.

TROUBLESHOOTING

Q.) I can't remember my password. What do I do?

A.) If you forget or misplace your password, you may prompt the system to remind you of the security question you set up when you first created your password

and user name. By answering this question correctly, your password will automatically be reset for you. At the login page of careers.skidmore.edu , select the "I Forgot My Password" button in the bottom right hand corner of the login box. This will then lead you through the steps to reset your password and get into the system.

Q.) I am having a problem using the Back button to get to a prior page. It keeps returning me to the same page, what do I do?

A.) Please **do not use** your browser's "back," "forward" or "refresh" buttons to navigate the careers.skidmore.edu site. These buttons may cause unexpected loss of data or being logged out of the system. Please use only the navigational buttons within the site.

Q.) I am having a technical problem with my computer and I cannot complete my application or apply for a position. What can I do?

A.) Be sure you are using a recent version of popular internet browsers. Also, under your browser internet options, you need to have cookies and JavaScript "enabled." You are always welcome to apply using one of the PC kiosks just outside the Human Resources office, Barrett Center, 815 North Broadway, Saratoga Springs, NY 12866 between the hours of 8:30am to 4:30pm.

Q.) I was typing my application and my session timed out. What should I do?

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