

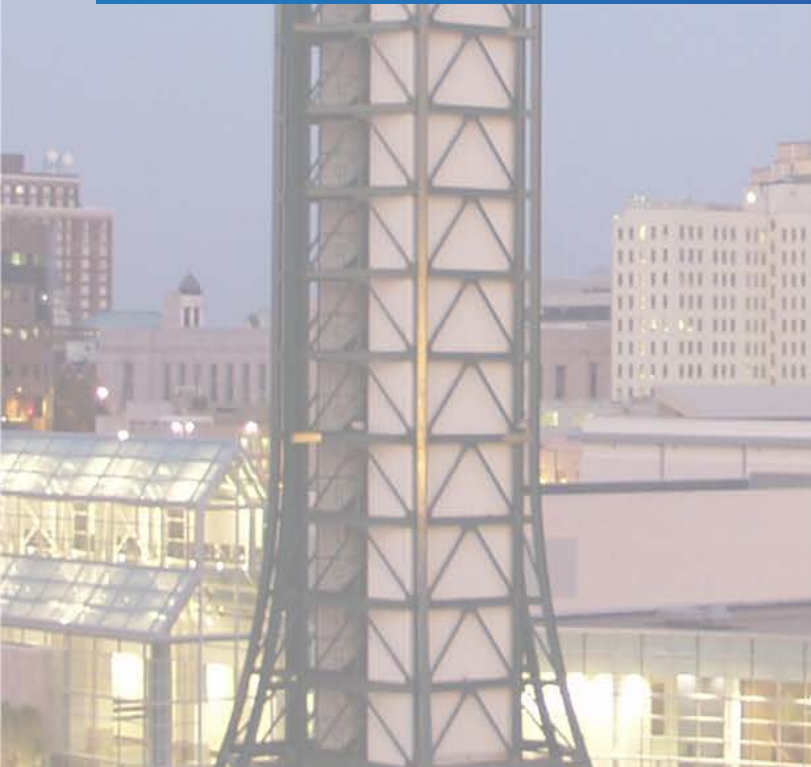


PeopleSoft

City of Knoxville's Career User Manual

For External Applicants

April 2018



© City of Knoxville



Photo courtesy of Knoxville Tourism & Sports Corporation

Table of Contents

Project Document Control	3
Introduction.....	4
Before you Start	4
Employment Online Application Process.....	5
View Job Openings	6
System Access	6
Search for Jobs.....	9
View Job Information	10
Email to Friend	12
Favorite	13
Apply	14
Register for Login	15
Login	17
Change Password	18
Account Information	19
Apply for Job	21
My Job Applications	32
Applications in Progress (1).....	32
Resumes (2).....	32
Cover Letters and Attachments (3).....	33
FAQ - How do I know which resume I used with my application?	34

Project Document Control

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

Date	Version	Author	Group	History
April 2018	3	Information Systems	Information Systems	Updated to reflect changes due to software upgrade
August 2015	2	Information Systems	Information Systems	Updated to reflect changes due to software upgrade
October, 2012	1	Information Systems	Information Systems	Correction to 2 graphics (link on City page, link on Portal page)
September, 2012	Original	Information Systems	Information Systems	Original Issue

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 Civil Service Department
is the employment office for
the City of Knoxville*

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)*

Attention: Current City of Knoxville employees ---These instructions are for **External Applicants** only.

Current City employees need to access your PeopleSoft self-service account to apply for any current job openings

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.

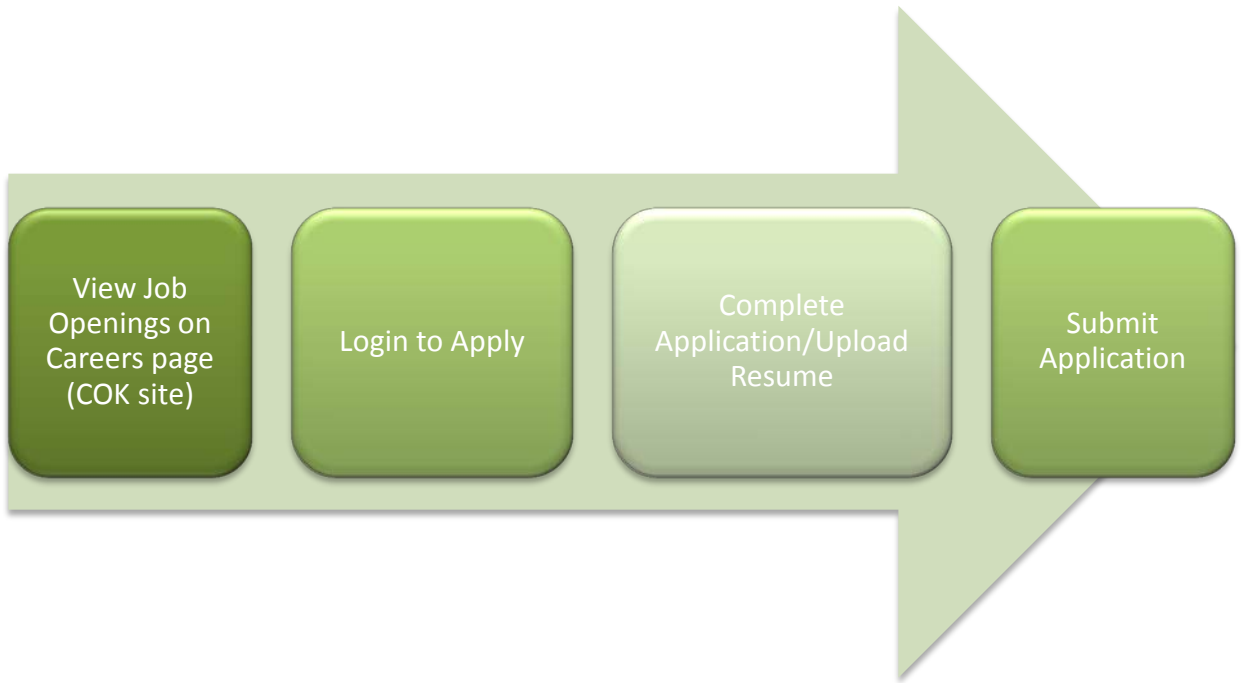
Login

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



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.



The Civil Service Department is the employment office for the City of Knoxville. The City Charter establishes a merit system that assures personnel actions are made on the basis of merit and fitness without regard to any political test, affiliation or the like. The merit system provides for the equitable treatment of city employees and provides a work force that is properly trained to deliver the city's essential public services.

CIVIL SERVICE DEPARTMENT City County Building 400 Main Street, Suite 569 Knoxville, TN 37902 Main Office: 865-215-2106 TDD: 865-215-2900 Job Line: 865-215-2562 Fax: 865-215-4270	How to Apply for a Job <ul style="list-style-type: none"> • How to Apply for a Job • How to Check the Status of Your Application • Applying for Police Officer • Applying for Firefighter 	Current Job Openings <ul style="list-style-type: none"> • View Current City Job Openings • Employment Information for Knox County
	Login to the Career Center <ul style="list-style-type: none"> • Register and Set Up a Profile • Manage Your Account • Non City Employees • Current City Employees • Applicant User Manual [PDF] 	Working for the City <ul style="list-style-type: none"> • Benefits • State of Tennessee Employment Information • Civil Service Department • Frequently Asked Questions

OFFICE HOURS
Monday through Friday
8:00 am until 4:30 pm

Vicki Hatfield, Civil Service Director
vhatfield@knoxvilletn.gov

Matt Bradburn, Civil Service Deputy Director
Hiring and employee issues for Administration, City Council, Law Department, Police Department, Public Service, Public Assemblies, and Emergency Management.
mbradburn@knoxvilletn.gov

Melissa Foster, HR Analyst, Senior
Issues for the Fire Department, Finance and Administration, Human Resources, Information Technology, Intergovernmental Relations, Legal Services, Planning and Development, Public Works, Safety, and Training. Benefits, Community Development, and Employee Relations.

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 screenshot shows the City of Knoxville website header with the logo and Mayor Madeline Rogero's name. Navigation links for Services, Residents, Business, Visitors, and Government are present. A search bar is located below the header. The main content area is titled "Current Job Openings" and features contact information for the Civil Service Director, Vicki Hatfield, including her email and phone number. Social media icons for Facebook, Twitter, and Google+ are displayed. A section titled "FOLLOW US TO STAY CURRENT ON JOB POSTINGS!" includes links to the city's Facebook and Twitter pages. The text explains that the city does not accept applications for jobs unless there is a posted vacancy and lists current vacancies. A red arrow points to the "Login to Career Center" link. A note states that the online application tool is unavailable from 2 a.m. to 5 a.m. daily. The page concludes with a list of current job openings with their respective PDF links and deadlines.

CITY OF KNOXVILLE
MADELINE ROGERO, MAYOR

Select Language / Print

Services Residents Business Visitors Government

Search For Anything

City of Knoxville » Government » City Departments & Offices » Civil Service » **Current Job Openings**

Current Job Openings

Civil Service Director
Vicki Hatfield
vhatfield@knoxvilletn.gov
(865) 215-2106
400 Main St., Suite 569
Knoxville, TN 37902

[f](#) [t](#) [g+](#) [e](#)

FOLLOW US TO STAY CURRENT ON JOB POSTINGS!
[f](#) Facebook.com / CityofKnoxJobs [t](#) Twitter.com / CityofKnoxJobs

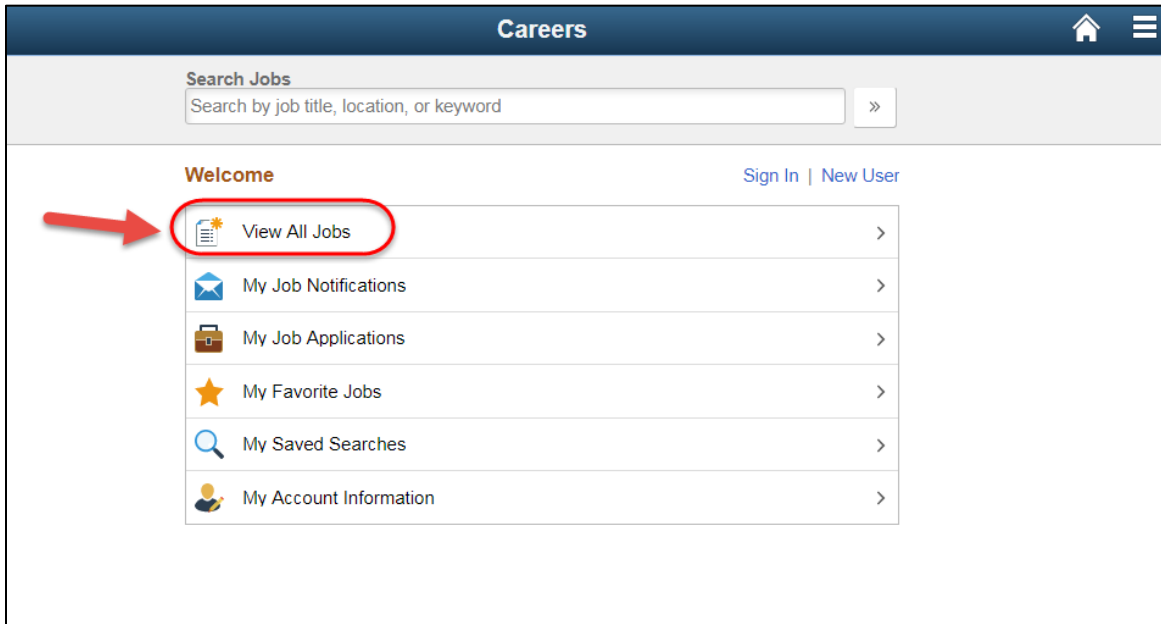
The City of Knoxville does not accept applications for jobs unless there is a posted vacancy.
Current vacancies are listed below.
If you want to apply for one of the jobs listed below please [Login to Career Center](#).
If you need to register a profile on the Career Center please visit [Register & Set 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.

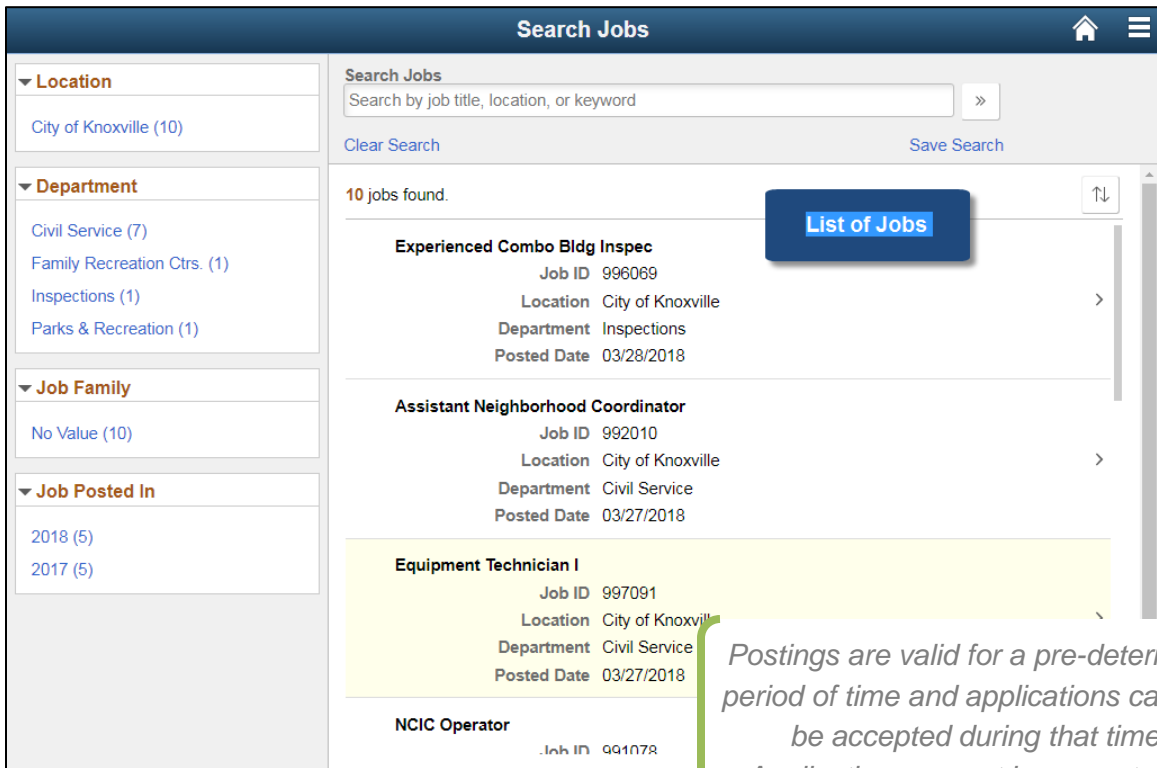
CURRENT JOB OPENINGS WITH THE CITY OF KNOXVILLE

Assistant Neighborhood Coordinator [PDF] - deadline 4/10/18
Experienced Combination Building Inspector [PDF]- deadline 4/9/18
Equipment Technician I [PDF] - deadline 4/9/18
NCIC Operator [PDF] - deadline 4/5/18
Office Assistant II [PDF] - deadline 4/3/18
Traffic Engineer [PDF] - deadline 3/29/18
Crew Chief [PDF]

Select **View All Jobs**.



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

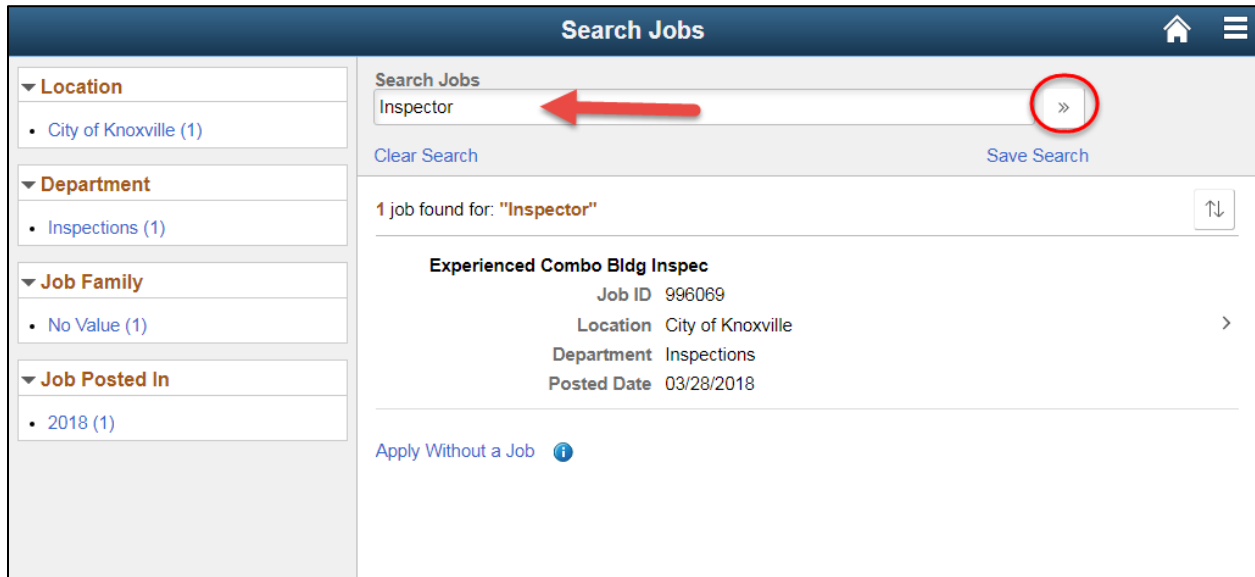


Postings are valid for a pre-determined period of time and applications can only be accepted during that time. Applications cannot be accepted for jobs that are not posted here.

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.



The screenshot displays the 'Search Jobs' interface. On the left, there are four filter categories: Location (City of Knoxville (1)), Department (Inspections (1)), Job Family (No Value (1)), and Job Posted In (2018 (1)). The main search area has a search bar containing 'Inspector' with a red arrow pointing to the search button (a double right arrow icon). Below the search bar are 'Clear Search' and 'Save Search' links. The results section shows '1 job found for: "Inspector"' and a job listing for 'Experienced Combo Bldg Inspec' with details: Job ID 996069, Location City of Knoxville, Department Inspections, and Posted Date 03/28/2018. At the bottom, there is a link for 'Apply Without a Job' with an information icon.

View Job Information

To open a job, click on the **Job Title** to view details. The job description will open.

Search Jobs

Search Jobs
Search by job title, location, or keyword

Clear Search Save Search

10 jobs found.

Experienced Combo Bldg Inspec
Job ID 996069
Location City of Knoxville
Department Inspections
Posted Date 03/28/2018

Assistant Neighborhood Coordinator
Job ID 992010
Location City of Knoxville
Department Civil Service
Posted Date 03/27/2018

Job Description

Experienced Combo Bldg Inspec

Apply for Job

Job ID 996069 Full/Part Time Full-Time
Location City of Knoxville Regular/Temporary Regular

☆ Add to Favorite Jobs
✉ Email this Job

How To Apply
THE CITY OF KNOXVILLE
CIVIL SERVICE
JOB ANNOUNCEMENT
Civil Service Department, Suite 569, City County Bldg, 400 Main Street, Knoxville, TN 37902 (865) 215-2106. Web: www.knoxvilletn.gov

6069 **Experienced Combination** 03/28/2018
Building Inspector
(Entry Level and Promotional)

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

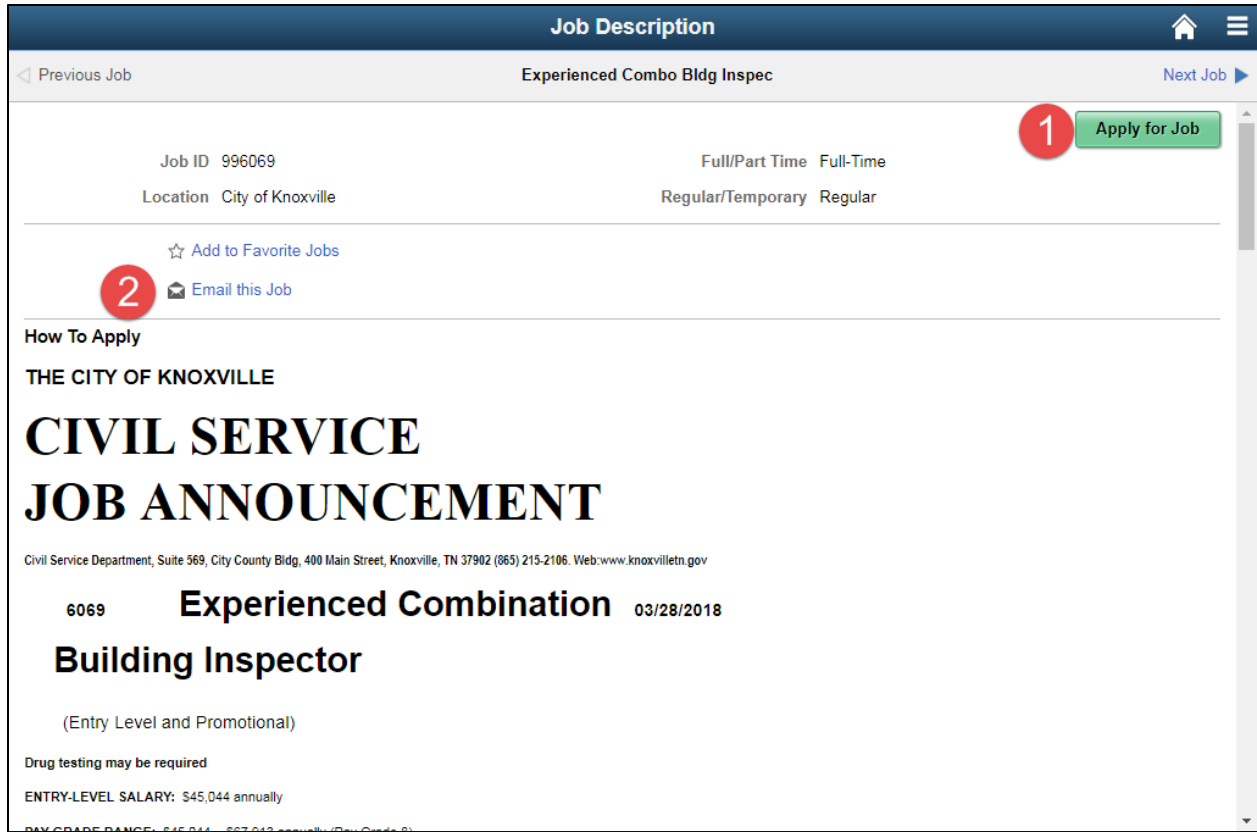
The job posting screen will contain information such as:

- 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.

Cancel **Email Job** **Send**

Enter the email address, using a comma as a separator, of the person to whom you are sending this job information. When you are finished, press the Send button.

*To

*Your Name

Subject

Message <Enter Your Name> saw this job opening and thought you might find it interesting:

Experienced Combo Bldg Inspec
City of Knoxville
City of Knoxville

We would like to invite you to visit our careers site to complete your application.

DIRECTIONS:

1. Select the [link](#) to access our careers site.
2. Sign In to access your account or if you are not an existing user select the New User link to create one.
3. Review the job description and select the Apply button to begin your application.

https://careers.knoxvilletn.gov/psp/CANDIDATE/EMPLOYEE/HRMS/c/HRMS_HRAM_FL.HRS.CG.SEARCH_FL.GBL?Page=HRS_APP_JBPST_FL&Action=U&FOCUS=Applicant&SiteId=1&JobOpeningId=996069&PostingSeq=1

If you are a current employee of our organization please use the following link instead:
https://careers.knoxvilletn.gov/psp/CANDIDATE/EMPLOYEE/HRMS/c/HRMS_HRAM_EMP_FL.HRS.CG.SEARCH_FL.GBL?Page=HRS_APP_JBPST_FL&Action=U&SiteId=1&FOCUS=Employee&JobOpeningId=996069&PostingSeq=1

Thank you.

**Disclaimer: Please note that any views or opinions presented in this email are solely those of the sender and do not necessarily represent those of the company.

Example Email Only

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**.

The screenshot shows a web interface for a job posting. At the top, there is a dark blue header with the text 'Job Description' and navigation icons. Below the header, there is a breadcrumb trail: '< Previous Job' on the left and 'Next Job >' on the right. The main content area has a light gray background. It displays the job title 'Experienced Combo Bldg Inspec' in the center. To the right of the title is a green button labeled 'Apply for Job'. Below the title, there are two rows of job details: 'Job ID 996069' and 'Full/Part Time Full-Time' in the first row; 'Location City of Knoxville' and 'Regular/Temporary Regular' in the second row. Below these details, there are two links: '★ Remove from Favorite Jobs' and '✉ Email this Job'. A red arrow points from a blue callout box to the star icon in the 'Remove from Favorite Jobs' link. The callout box contains the text: 'Click the Star icon to save this job to your list of favorite jobs'. Below the links, there is a section titled 'How To Apply' followed by 'THE CITY OF KNOXVILLE' and a large heading 'CIVIL SERVICE JOB ANNOUNCEMENT'. Below this, there is a line of small text: 'Civil Service Department, Suite 569, City County Bldg, 400 Main Street, Knoxville, TN 37902 (865) 215-2106. Web:www.knoxvilletn.gov'. The main heading is followed by '6069 Experienced Combination 03/28/2018' and 'Building Inspector'. Below that, it says '(Entry Level and Promotional)'. At the bottom, there is a note 'Drug testing may be required' and 'ENTRY-LEVEL SALARY: \$45,044 annually'.

Apply

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

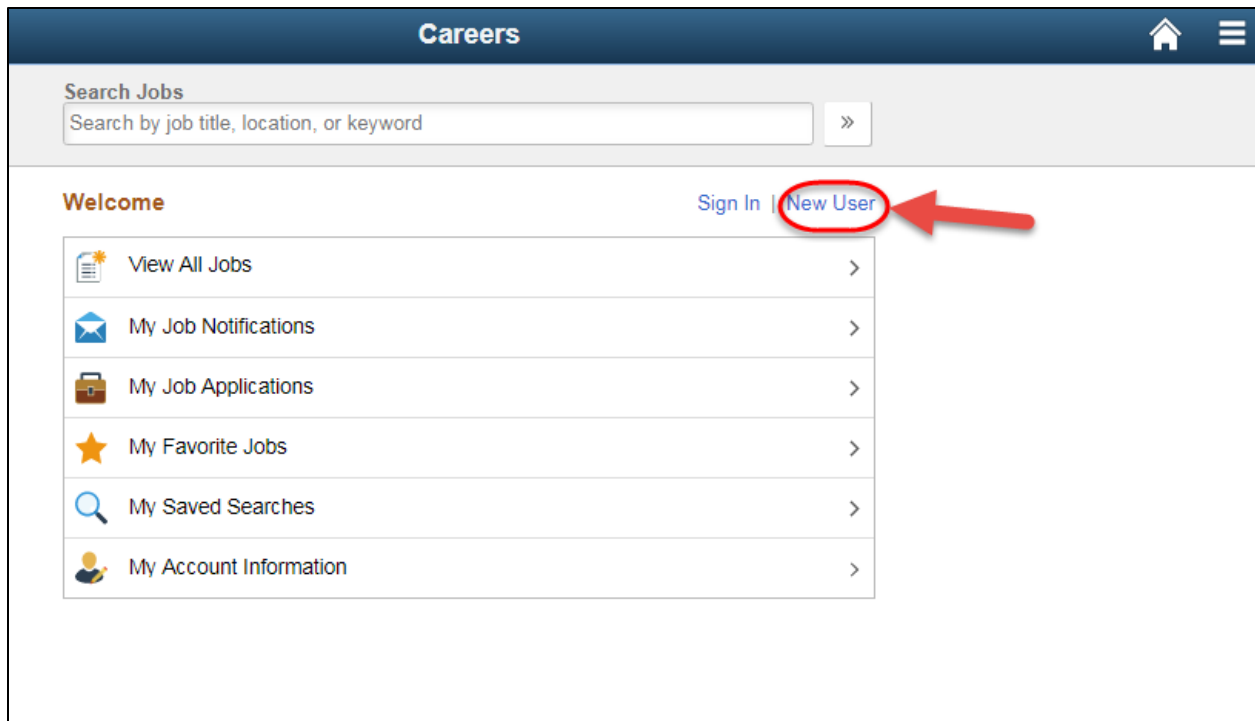


Access the Careers computer application from a link on the City's Civil Service site →
http://knoxvilletn.gov/government/city_departments_offices/civil_service_department/.

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**.
 - ① 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**.

The screenshot shows the 'New User Registration' page. At the top right, there is an 'Actions Menu' and a 'Register' button circled in red. Below the header, there are links for 'Already Registered?' and 'Sign In Now'. The form is divided into two sections: 'Account Information' and 'Address Information'. The 'Account Information' section includes fields for *User Name (Smith_M_2018), *Password, *Confirm Password, *First Name (Morgan), *Last Name (Smith), *Email Address (msmith@gmail.com), and *Phone (865/607-1234). A green note box states: 'Note: The name you enter should be your legal name as listed on your Social Security card.' The 'Address Information' section includes *Country (United States), *Address 1 (400), Address 2 (Suite 591), Address 3, *City (Knoxville), *State (Tennessee), *Postal (37902), and County. A 'View Terms and Conditions' link is at the bottom.

KEEP INFORMATION CURRENT

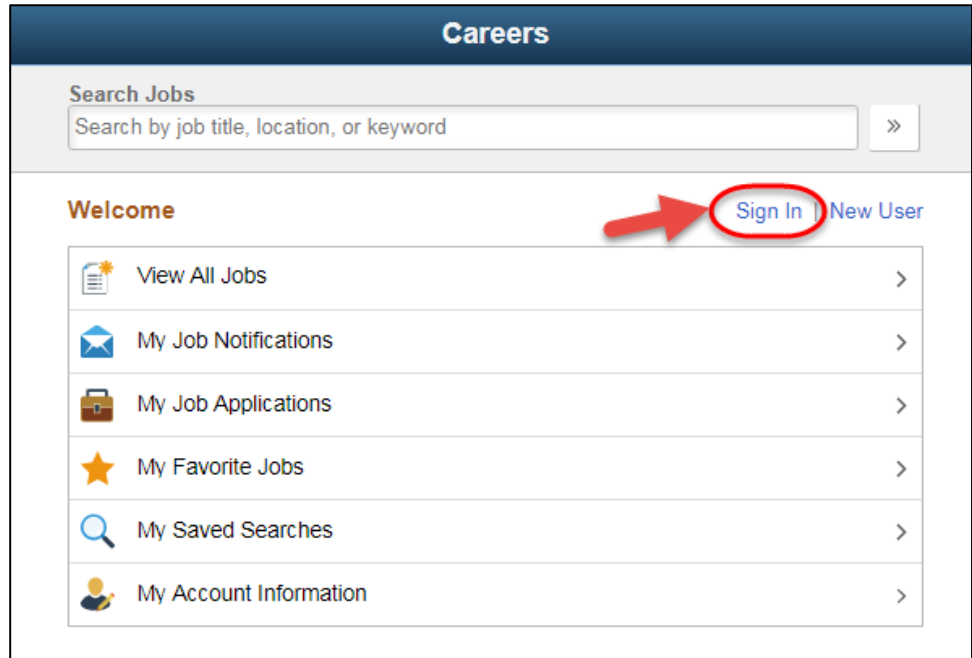
It is important to keep your information current. To return to this page later, click the **Actions** menu at top and then select **My Account Information**.

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.

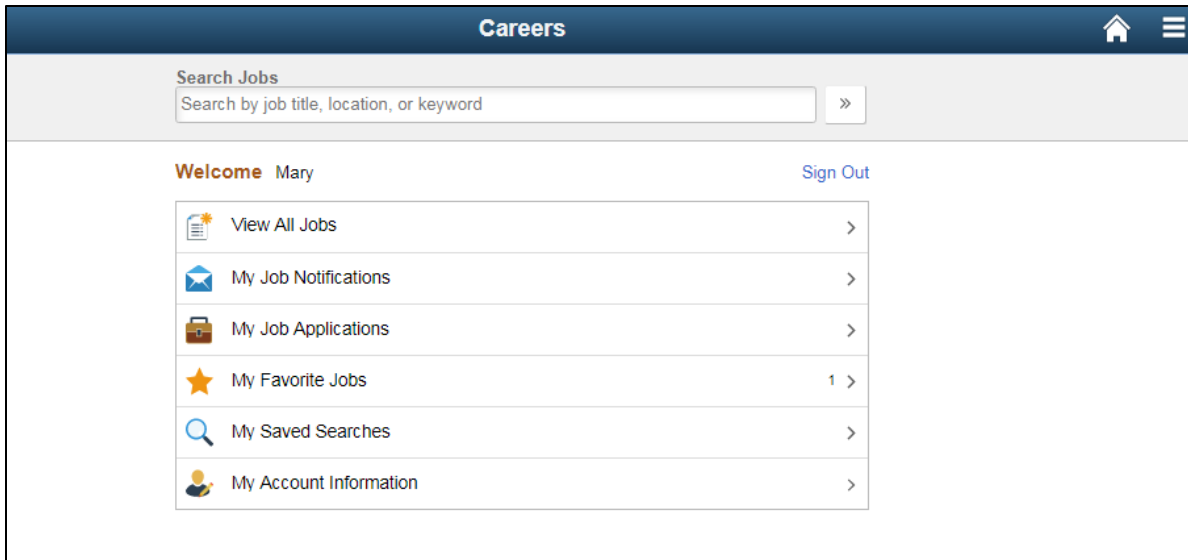


3. Enter your user name and password as applicable on the screen.
4. Click **Sign In**.

A screenshot of the 'Sign In' form. The form has a title bar with 'Sign In' and a close button. It contains two input fields: '*User Name' with the text 'Smith_M_2018' and '*Password' with masked characters. Below the password field is a green 'Sign In' button, which is circled in red. Underneath the button are two links: 'Forgot User Name' and 'Forgot Password'. At the bottom of the form, it asks 'Are you a new user?' followed by a 'Register Now' link.

If you forget either your user name or password, click a link to have it reset

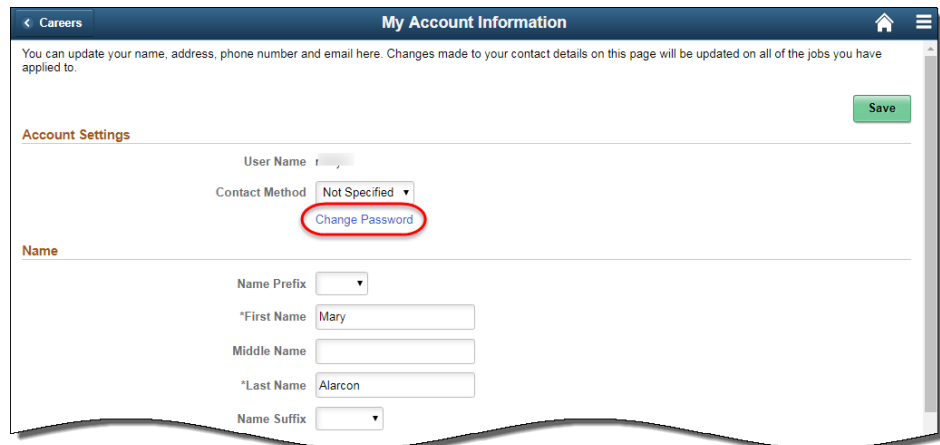
- The Careers Home screen will open. The Careers menu will be visible. Additional tools/sections are available that will aid in searching and applying for jobs.



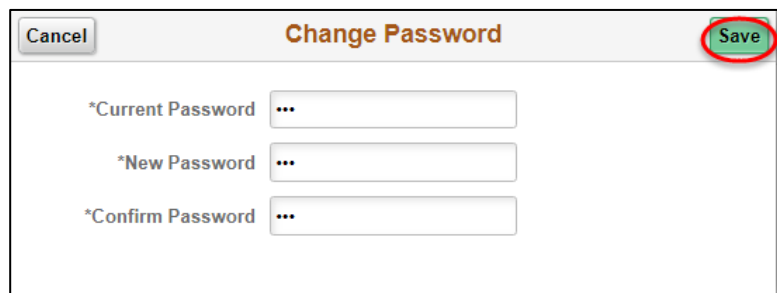
Change Password

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

- On the Careers Home page, click **My Account Information**.
- Click **Change Password** link.



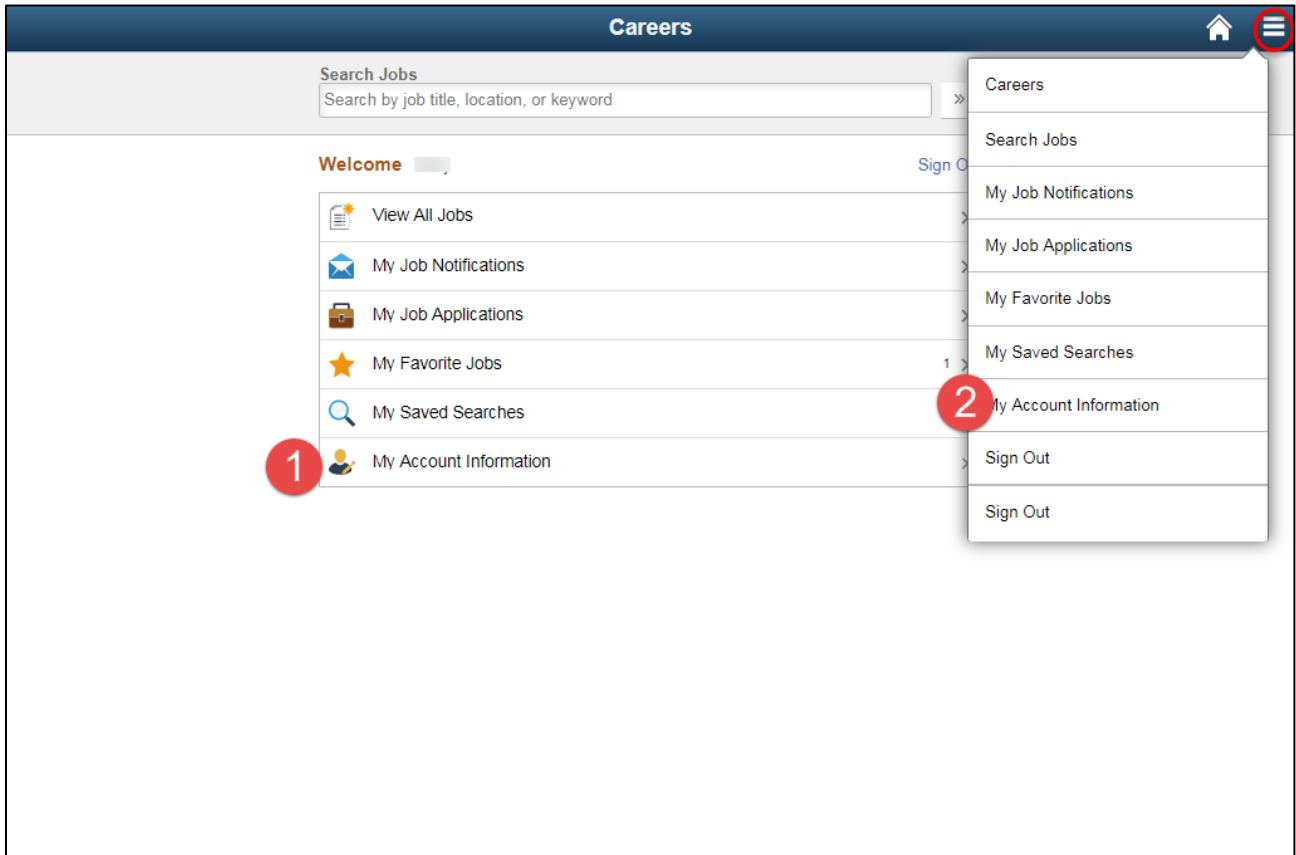
- Enter your current password in the first field.
- Enter your new password in both of the fields of the screen.
- Click **Save**.



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 ❶) or from the Actions menu (Ref ❷).



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**.

The screenshot shows a web application interface for 'My Account Information'. At the top, there is a navigation bar with a back arrow, the text 'Careers', and the page title 'My Account Information'. Below the navigation bar, a message states: 'You can update your name, address, phone number and email here. Changes made to your contact details on this page will be updated on all of the jobs you have applied to.' In the top right corner, a green 'Save' button is highlighted with a red circle. The form is divided into three main sections: 'Account Settings', 'Name', and 'Address'. The 'Account Settings' section includes a 'User Name' field with the value 'morgys', a 'Contact Method' dropdown menu set to 'Not Specified', and a 'Change Password' link. The 'Name' section includes a 'Name Prefix' dropdown, a '*First Name' field with 'Morgan', a 'Middle Name' field, a '*Last Name' field with 'Smith', and a 'Name Suffix' dropdown. The 'Address' section includes a '*Country' dropdown set to 'United States', a '*Address 1' field with '1140 main st', 'Address 2' and 'Address 3' fields, a '*City' dropdown set to 'Knoxville', and a '*State' dropdown set to 'Tennessee'.

Apply for Job

- ① 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**.

Apply for Job Next >

Experienced Combo Bldg Inspec

1	Start In Progress
2	Prequalify Not Started
3	Resume Not Started
4	Add Attachments Not Started
5	Questionnaire Not Started
6	Diversity Not Started
7	Review and Submit Not Started

Step 1 of 7: Start

This job application allows you to attach a resume and has a number of sections, ranging from job preferences to work experience. The step-by-step process will guide you through the application. Please fill in all information carefully and completely before submitting.

Before you begin the job application process, please read the Terms and Conditions carefully. By selecting the "I agree to the Terms and Conditions" checkbox you indicate that you have read and understood these Terms and Conditions and acknowledge your agreement with them. If you do not agree, you will not be able to submit an application and should select the Exit button.

Prequalification Notices

Job Title Experienced Combo Bldg Inspec Job ID 996069

Please answer the questions listed below. Your answers to these questions will determine your eligibility to continue with this application.

Once you submit your answers, you will be immediately notified if you are eligible to continue.

[View Terms and Conditions](#)

I agree to the Terms and Conditions

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.

This step may not be relevant for all job openings.
Skip to step #6 if there are no pre-screening questions.

- 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.

The screenshot shows the 'Apply for Job' interface for the position 'Experienced Combo Bldg Inspec'. The progress bar on the left indicates that Step 2, 'Prequalify', is currently 'In Progress'. The main content area is titled 'Step 2 of 7: Prequalify' and contains the following text: 'To be eligible to submit an application you will need to answer the following questions.' Below this is a section titled 'Prequalify (Required)' with five questions, each with radio button options for 'Yes' and 'No':

1. Do you have the ability to become a Municipal Enforcement Officer (unarmed) within the probationary period?
 Yes
 No
2. Do you have a minimum of five (5) years experience in general building construction with general knowledge of the mechanical, plumbing and/or electrical trades?
 Yes
 No
3. Do you have the International Code Council certification as a Commercial Building Inspector or equivalent?
 Yes
 No
4. Do you have now, or will you obtain within two years of hire, State of Tennessee Plumbing Inspector certification?
 Yes
 No
5. Are you now, or will you obtain within three years of hire, registration as an Electrical Inspector with the State of Tennessee?

A red callout box with white text says 'Example of Pre-Qualification Questions'. The 'Next >' button in the top right navigation bar is highlighted with a red circle.

- 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**.

Apply for Job

Experienced Combo Bldg Inspec

1 Start Complete

2 Prequalify In Progress

3 Resume In Progress

4 Add Attachments Not Started

5 Questionnaire Not Started

6 Diversity Not Started

7 Review and Submit Not Started

Step 2 of 7: Prequalify

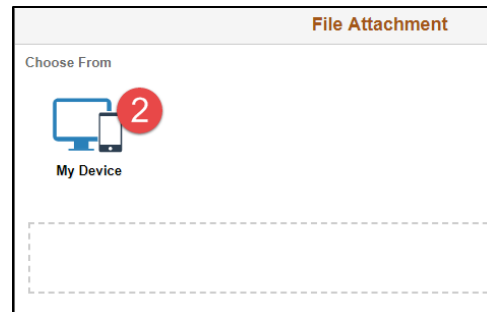
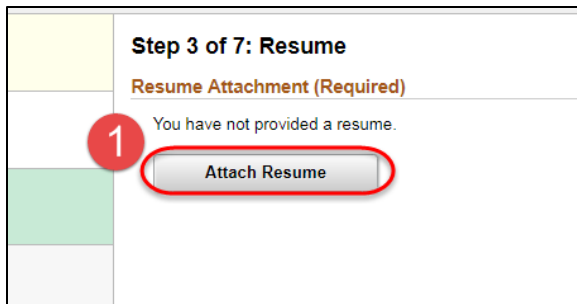
Eligible to apply for:

Job Title	Job ID
Experienced Combo Bldg Inspec	996069

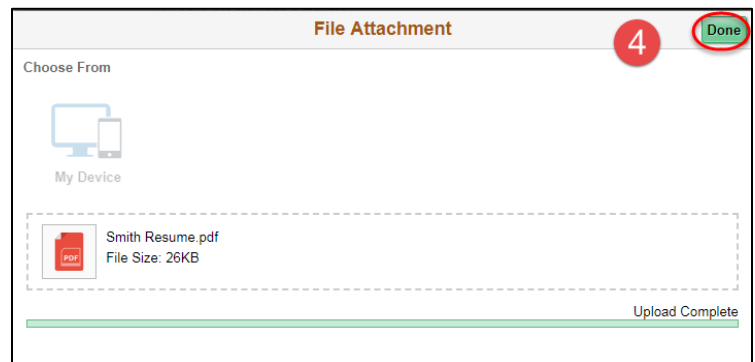
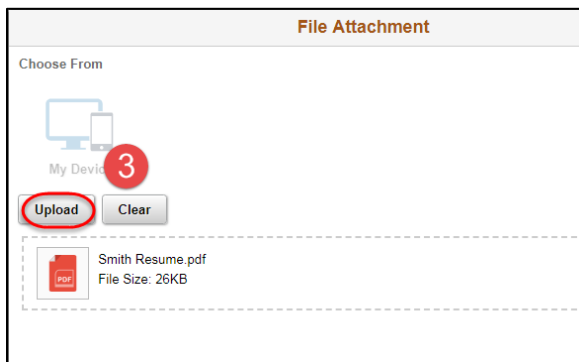
6. Resume – Step 3 of 7

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

- Click **Attach Resume** (Ref ❶). If you already have a resume on file, you will be asked if you want to use it.
- Click **My Device** (Ref ❷) to search for resume from your computer.
- Navigate to the file and click **Open** button to select.



- When the filename is displayed, click **Upload** button (Ref ❸).
- When upload is complete, click **Done** (Ref ❹).



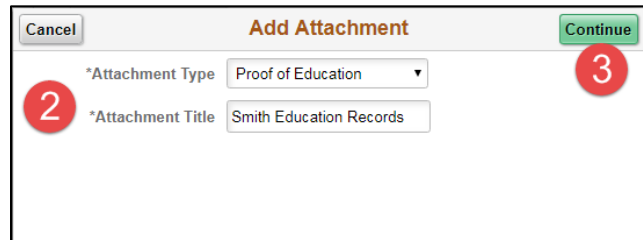
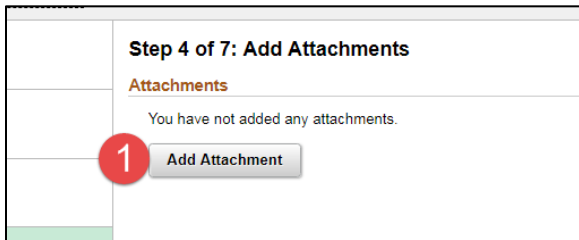
- The Resume Title field will default to the filename. It is unique and cannot be used on another posting.
- If this is the resume you want to use, click **Next**. If not, click **Change Resume** button.
- When finished with the resume screen, click **Next** to continue.



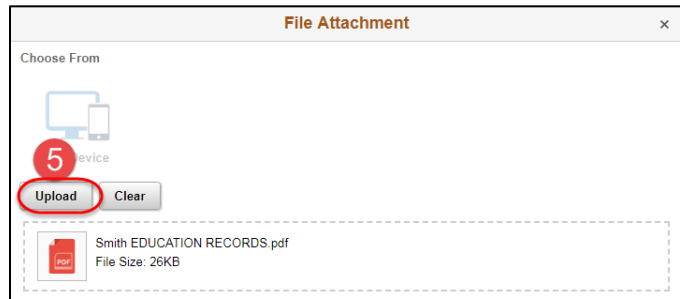
Attachments – Step 4 of 7

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.

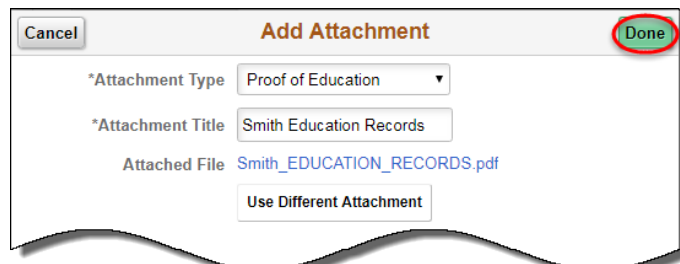
- a). Click **Add Attachment** (Ref ❶).
- b). Select Attachment Type (Ref ❷). Enter an Attachment Title (Ref ❷).
- c). Click **Continue** (Ref ❸).



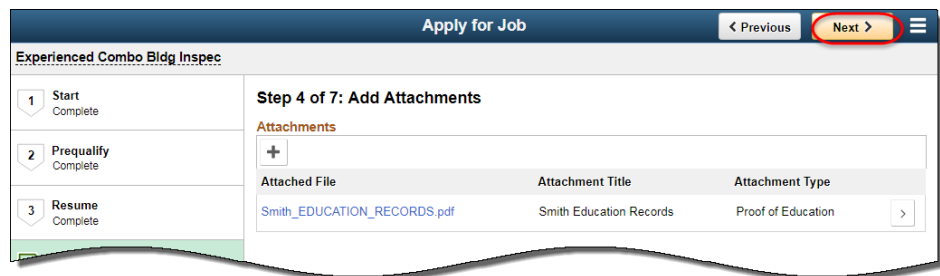
- d). Click **My Device** (Ref ❹) to search for the document from your computer.
- e). Navigate to the file and click **Open** button to select.
- f). When the filename is displayed, click **Upload** button (Ref ❺).



- 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.

The screenshot shows a web application titled "Apply for Job" for the position "Experienced Combo Bldg Inspec". The progress bar on the left indicates that Step 5, "Questionnaire", is currently "In Progress". The main content area displays the following questions and options:

Step 5 of 7: Questionnaire
Questionnaire (Required)

- Any veteran must file a copy of his DD-214 discharge papers or his certificate of satisfactory service. Any veteran claiming disability preference shall file with the Board a letter from the Veteran's Administration showing him to be classified as a disabled veteran. If a disabled veteran is unable to apply for a civil service classification himself due to his disability, his/her spouse may, if he/she so desires, claim veteran's preference by filing with the Board a letter from the Veteran's Administration of the United States establishing the disability of his/her spouse. Any widow/widower desiring to claim preference shall file with the Board a letter from the Veteran's Administration of the United States of the Department of Defense establishing that his/her spouse died in the line of duty. Each individual claiming veteran's preference shall have one opportunity to apply these points as specified in Section 1205.1. Are you a spouse or widower of a disabled veteran who is desiring to claim veteran's preference?
 - Yes
 - No
- Please check your applicant status:NOTE: If you are a CURRENT City of Knoxville Employee you MUST log-in and apply using your City ID from a City Networked PC or you will NOT receive promotional preference.
 - Not a City Employee
 - Current City Employee
 - Former City Employee
- Are you at least 18 years old?
 - Yes
 - No
- Are you a veteran of the U.S. Armed Forces? Note: Any veteran must attach a copy of his DD-214 discharge papers or his certificate of satisfactory service.

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.

Diversity

Our organization is subject to certain governmental recordkeeping and reporting requirements for the administration of civil rights laws and regulations. In order to comply with these laws, applicants are invited to voluntarily self- identify their gender and their race or ethnicity.

The information obtained will be kept confidential and may only be used in accordance with the provisions of applicable laws, executive orders, and regulations. When reported, data will be aggregated and will not identify any specific individual.

Gender

What is your gender?

Female

Male

Ethnic Identification

What is your ethnicity?

You have not added any ethnic groups.

Add Ethnic Group

✕ Exit
Apply for Job
< Previous **Next >**
☰

Experienced Combo Bldg Inspec

<p>1 Start Complete</p>	<p>Step 6 of 7: Diversity</p> <p>You are invited to provide the information requested regarding diversity.</p>
<p>2 Prequalify Complete</p>	<p>Diversity</p> <p>Our organization is subject to certain governmental recordkeeping and reporting requirements for the administration of civil rights laws and regulations. In order to comply with these laws, applicants are invited to voluntarily self- identify their gender and their race or ethnicity.</p> <p>The information obtained will be kept confidential and may only be used in accordance with the provisions of applicable laws, executive orders, and regulations. When reported, data will be aggregated and will not identify any specific individual.</p>
<p>3 Resume Complete</p>	<p>Gender</p> <p>What is your gender?</p> <p><input checked="" type="radio"/> Female</p> <p><input type="radio"/> Male</p>
<p>4 Add Attachments Complete</p>	<p>Ethnic Identification</p> <p>What is your ethnicity?</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> + <div style="flex-grow: 1;">White</div> > </div>
<p>6 Diversity In Progress</p>	
<p>7 Review and Submit Not Started</p>	

To delete this ethnic group, click this icon and then click **Delete**.

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.*)

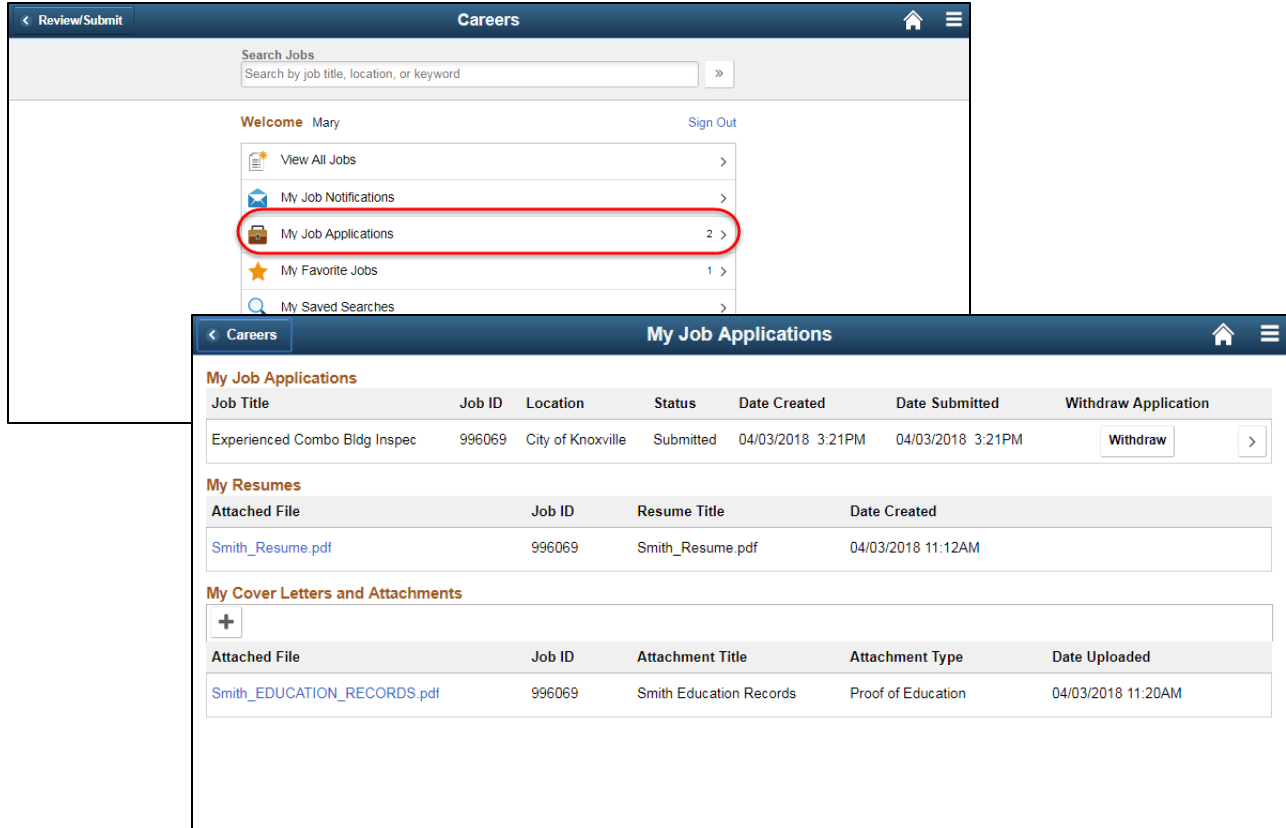
The screenshot displays the 'Apply for Job' application interface. At the top, there is a navigation bar with 'Exit', 'Apply for Job', '< Previous', and a circled 'Submit' button. Below the navigation bar, the job title 'Experienced Combo Bldg Inspec' is shown. The main content area is divided into two columns. The left column contains a progress bar with seven steps: 1. Start (Complete), 2. Prequalify (Complete), 3. Resume (Complete), 4. Add Attachments (Complete), 5. Questionnaire (Complete), 6. Diversity (Complete), and 7. Review and Submit (In Progress). The right column contains the 'Step 7 of 7: Review and Submit' section, which includes a 'My Contact Information' section with fields for Email, Address, Phone, and Contact Method. A 'Modify' link is visible next to the Contact Method field. Below this are sections for 'Prequalify', 'Resume Attachment', 'Attachments', and 'Diversity'. A callout box on the right side of the screenshot contains the text: 'You cannot make any changes to an application once you have submitted it to the City.'

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.

My Job Applications 1

Job Title	Job ID	Location	Status	Date Created	Date Submitted	Withdraw Application
Experienced Combo Bldg Inspec	996069	City of Knoxville	Submitted	04/03/2018 3:21PM	04/03/2018 3:21PM	Withdraw >

My Resumes 2

Attached File	Job ID	Resume Title	Date Created
Smith_Resume.pdf	996069	Smith_Resume.pdf	04/03/2018 11:12AM

My Cover Letters and Attachments 3

Attached File	Job ID	Attachment Title	Attachment Type	Date Uploaded
Smith_EDUCATION_RECORDS.pdf	996069	Smith Education Records	Proof of Education	04/03/2018 11:20AM

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 (3)

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.

My Cover Letters and Attachments		
Attached File	Job ID	Attachment Title
Smith_EDUCATION_RECORDS.pdf	996069	Smith Education Records

Cancel **Add Attachment** Continue

*Attachment Type: Professional References

*Attachment Title: Test Doc

Attached File	Job ID	Resume Title	Date Created
Smith_Resume.pdf	996069	Smith_Resume.pdf	04/03/2018 11:12AM

My Cover Letters and Attachments				
Attached File	Job ID	Attachment Title	Attachment Type	Date Uploaded
Smith_EDUCATION_RECORDS.pdf	996069	Smith Education Records	Proof of Education	04/03/2018 11:20AM
TEST_ATTACHMENT.pdf	All	Test Doc	Professional References	04/03/2018 3:32PM

- ① 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.

My Job Applications						
Job Title	Job ID	Location	Status	Date Created	Date Submitted	Withdraw Application
Experienced Combo Bldg Inspec	996069	City of Knoxville	Submitted	04/03/2018 3:21PM	04/03/2018 3:21PM	Withdraw >

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.

Experienced Combo Bldg Inspec

▼ My Contact Information

Email : [Redacted] Address [Redacted]
Phone : [Redacted] Contact Method Not Specified

▶ Jobs Applied For

▶ Prequalify

▼ Resume Attachment

Resume Title	Attached File
Smith_Resume.pdf	Smith_Resume.pdf

▶ Attachments

▶ Personal Information

▶ Diversity

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

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