



## *FAQ's-Applying for a Job with Milwaukee County*

### **Question: Where do I need to reside?**

**Answer:** Classified positions, or those protected by Civil Service, require applicants to live in the State of Wisconsin at the time of application submission, unless otherwise specified on the job posting. You do NOT need to reside within Milwaukee County.

### **Question: What is Civil Service?**

**Answer:** Milwaukee County is governed under Milwaukee County Ordinances, the Civil Service Commission and the State of Wisconsin Civil Service Statutes. When completing your online application, please be sure to provide detailed information about your job knowledge, skill set, and specific duties/responsibilities of previous employment. Your qualifications for any Civil Service position will be primarily determined based on what is contained in the application. Dates of employment and whether employed on a full or part time basis (including number of hours per week) must be indicated for each position held. Additional consideration is given to supporting documentations (i.e. resume, transcripts, licenses, and certifications) so be sure to attach all applicable documents.

### **Question: How do I find information on current job openings and apply?**

**Answer:** View the current job postings on the [Milwaukee County Careers Site](#). New postings are added daily. Postings contain important information such as minimum job requirements, examination process, and application procedures. Some jobs are posted as "continuous" recruitment without a specified closing date; however, they are subject to closure at any time. Other jobs are posted with a defined closing date and time after which applications will no longer be accepted.

Once you find a position of interest, click on the "Apply Now" link. You will need to create a profile, if you haven't already done so, and submit your application following the step-by-step process. Applications must be filled out completely and clearly to demonstrate if the minimum requirements are met. You must complete this process for EACH position you are interested in applying for and applications are NOT shared between multiple positions.

### **Question: I don't see a job I'm interested in. How can I find out when a job is posted?**

**Answer:** You can create a job alert on our [Milwaukee County Careers Site](#). To sign up and receive job alerts, you must first create a profile in the system if you have not already done so. After you create a profile, return to the careers page and enter a generic title in the search box, then click on Create Job Alert. A pop up will prompt you to title the alert and select the frequency you want to receive alerts. To ensure you receive timely results, 'daily' is recommended.

### **Question: How can I complete a paper application or submit a resume manually?**

**Answer:** Milwaukee County does not currently accept paper applications or resumes for any job opportunities. Those interested in applying for or a position must do so electronically on our careers page.

### **Question: How do I apply online?**

**Answer:** View our [List of Current Openings](#). Applicants are required to apply for a position online. Once you find a position of interest, click on the "Apply Now" option located to the left of the job title. If you do not have access to a computer, kiosks are available at the Human Resources Office at the Milwaukee County Courthouse, Room 210; Monday through Friday from 8:00am to 4:00pm.

**Question: How do I create a profile so I can apply online?**

**Answer:** The first time you apply for a job you will have to create a profile which must include a unique username and password. At the end of the profile form a CAPTCHA verification box appears. Please type the words exactly as they appear on your screen or it will error out. Once you have created your profile and logged in, follow the step by step application process. The application can be saved and utilized to apply for multiple job postings. **Note:** Each applicant must use his/her own e-mail address when setting up a profile. *Only one profile per email is allowed.* Do not share your username and password with anyone but please write it down as the employment department cannot access or change your password if it is forgotten.

**Question: How do I access my profile if I forgot my password?**

**Answer:** You must follow the instructions for resetting your password through the system. If you are unable to click on the password reset link once it is emailed to you, simply highlight the link, copy, and then paste the link into the address bar on your web browser. If you do not receive the reset link within a few minutes, check your email's SPAM folder. The Milwaukee County Department of Human Resources cannot reset your password.

**Question: How do I set up a free Email account so I can apply?**

**Answer:** You can use any free account service (e.g. Gmail, Hotmail, Yahoo, Outlook) to set up a personal email. For your convenience, below we have provided the steps involved to create a free Gmail account/email address.

To sign up for Gmail, create a Google Account. You can use the username and password to sign in to Gmail and other Google products like YouTube, Google Play, and Google Drive.

1. Go to the [Google Account creation page](#).
2. Follow the on-screen prompts to set up your account.
3. Use the account you created to sign in to Gmail.

**CREATE AN ACCOUNT**

## *FAQ's- Application Processing Tips*

**Question: How long does it take to complete an application? Can I save and finish it for use later?**

**Answer:** The average completion time depends on the complexity of the position and number of questions. The total application process can average anywhere from 7 to 25 minutes. The applicant tracking system automatically logs users off when in idle for *60 minutes*. A pop-up box appears five minutes before the time limit is reached indicating the user will be logged off unless further activity is indicated. Any work not saved within the past 60 minutes cannot be recovered once the user is automatically logged out. After the required fields are completed within each step of the process, you can hit the Save/Return Later button located at the bottom of each page. Your application status will state 'in progress' and then select 'continue' to complete the process.

**Questions: How do I know if Human Resources has received my online application?**

**Answer:** Upon submission, you will see a pop-up confirmation message and then receive an e-mail confirmation within five minutes. Please check your SPAM folder if you did not receive this message. Also see, "How can view the status of my application?" in this FAQ section.

**Question: How can I update information on my application or resume?**

**Answer:** Updates to your basic contact information can be made by logging into your profile. Once an application is submitted, you are unable to make changes to the application, resume, or candidate qualifier questions. The Human Resources staff does not have the ability to make any changes to your application or candidate qualifier questions as well.

**Question: How can I view the status of my application?**

**Answer:** At any time, you may view your application status by logging into your profile. The application status indicator column will state 'in progress' for applications which have not been submitted or 'complete' for those which have. **The Review Status indicator will then indicate one of the following: 'Not Submitted', 'Submitted', 'In Review', or 'Closed'.** Click on this link to go to the [profile](#) page log in screen.

- A status of 'not submitted' means your application is not complete and you need to go back to Step 8 and hit the *submit application* button.
- A status of 'submitted' means your application has not been reviewed yet; keep in mind most applications are not reviewed until the posting ends. In addition, it can take up to two weeks after this end date to review an application.
- A status of 'in review' means your application has been forwarded to the hiring manager for the position to follow up on if he/she is interested.
- A status of 'closed' means your application is no longer being considered for this position. The system will only generate an additional automated email when your status changes to 'closed'.

**Question: How do I apply for a job if I am a current employee?**

**Answer:** Current employees are able to apply for any position through the internal [Learning Management System \(LMS\)](#). If you would prefer to apply through the external site, please note you cannot use your Milwaukee County email address to apply. You must create a NEW profile using a different email address to apply on the external site. Only jobs posted externally are on the public site. Internal opportunities are only available in the LMS.

**Question: What application tips can you provide me with?**

**Answer:** The job postings include specific requirements and instructions. See below.

1. Read postings carefully and only apply for positions for which you meet the minimum requirements.
2. Information about your experience, including employment dates and hours worked per week, must be provided. Résumés are not accepted as substitutes for a fully completed application form. Do not use statements such as "see/refer to résumé" or "see attached" on the application.
3. Be Honest and Truthful. Misrepresentations or falsifications of information on an application or any verification documents are grounds for disqualification and/or termination of employment. The County reserves the right to investigate the accuracy of any information submitted. This may involve contacting educational institutions, former employers, and law enforcement agencies.

## *FAQ's - Testing and Interviewing Processes*

**Question: Are veterans given preference in the hiring process?**

**Answer:** Eligible veterans and their spouse or widow(er) who are not current County employees may be awarded additional Veteran's Preference points. To claim Veterans Preference, you must indicate your request on the application. For additional information, please refer to the [Veteran's Preference Policy](#) (<http://docs.legis.wisconsin.gov/statutes/statutes/63/1/08/1/fm/1>).

Veteran's preference points are awarded based on the following criterion:

- A total of 10 points will be added to the examination score if you are either a:
  - Qualified veteran who served in war time status
  - Spouse of a disabled veteran whose disability is at least 30%
  - Widow/Widower, who has not remarried, of a veteran who was killed in action
  - Widow/Widower, who has not remarried, of a veteran who died of a service related disability
- A total of 15 points will be added to the examination score if you are a disabled veteran
- A total of 20 points will be added to the examination score if you are a veteran whose disability is at least 30%

*Please note:* A DD Form 214 to prove military service is required.

**Question: Do you offer services for person with disabilities?**

**Answer:** Milwaukee County offers a Disabled Certification Appointment (DECA) program. For additional information on this program, contact 414-278-3936. Human Resources provides reasonable testing accommodations for applicants with disabilities. Applicants requesting accommodations should submit a *Special Testing Accommodations Request* form. For questions, contact 909-387-8304 or the California Relay

Service: 711 (for TTY users). Requests must be received within one week of the job posting end date.

**Question: What is a Training and Experience Evaluation?**

**Answer:** This type of exam process measures the applicant's training, education, and experience as indicated on the County application and supplemental questionnaire. It is critical all application materials and responses are thorough, complete, and clear.

**Question: What is the interview and selection process?**

**Answer:** A list of qualified candidates is established through metrics obtained during the examination process and referrals are then made to the hiring departments. Factors such as location, shift, and special skills may be reviewed by a department and used in determining top candidates. If a department is interested in interviewing an applicant, they will contact the candidate directly.

**Question: How will I be notified if I am no longer being considered for a position?**

**Answer:** All applicants receive an email notification when they are no longer being considered or another applicant is hired for a position. Please check your SPAM folder for this email as well. You can also view the status of your application at any time by logging into your profile. The Review Status indicator will state 'closed' for the position. The timeframe for this notification or status update in profile varies from position to position