



## **FREQUENTLY ASKED QUESTIONS (FAQ) Classified Positions**

### **Q: Do I have to apply online?**

A: Yes, all applicants must apply via our online Fast Track system. For assistance, please call 206-842-4714 for Human Resources or email [rknight@bisd303.org](mailto:rknight@bisd303.org)

### **Q: I forgot my username and/or password. How do I retrieve them?**

A: To retrieve your username and/or password, go to the main login screen where you would normally enter that information. Below the “Log In” button you will see a link that says “Forgot your Username/Password”. Click on that link and enter the email address that you used to create your account. Your username and password will then be emailed to you at that address.

### **Q: When I click on the “View Open Positions and Apply” button, nothing happens. Why?**

A: When you click on that link, a new “pop-up” browser window will open that will allow you to enter our online application system. If your computer is set to not allow pop-ups, it will prevent the new window from opening, and you will not be able to log in or view open positions. If nothing appears to happen when you click on the “View Open Positions and Apply” button, you can either click at the top of your screen where it says “allow pop-ups from this site” or you can change your security settings to allow pop-ups.

### **Q: How do I print the job posting?**

A: While you are viewing a job announcement, press “Ctrl + P”, or right click on your mouse and select “Print”. This will bring you to the printing preferences screen and allow you to print the job posting. Once there, you will want to shrink the document to fit the page or change the page setup to landscape. If you do not change the layout/size, it may cut off some of the announcement.

### **Q: Can I print the job announcement for a position I have applied for once the position has closed?**

A: Yes. While you are logged in to your account and viewing your application history, click on the position you are looking for and select “View” to pull up your application. Towards the top of your application there is a link that says “View Details of This Job Listing”. Click on that link and you will see the job posting used for that position.

### **Q: Can I view an old application I previously submitted?**

A: Yes. While you are logged in to your account and viewing your application history, click on the position you are looking for and select “View” to pull up your application. Here you can see all the information from your application, including the answers you submitted to all the General Questions, which can be useful when answering similar questions in future applications.

### **Q: Can substitutes apply for “BISD Employees Only” positions?**

A: Yes. The job announcement will list the requirements for each position so be sure to read the posting thoroughly before applying to make sure you are eligible. If you are eligible you must access the Fast Track system through 'Employee Access'.

**Q: I applied for a position in the past and now want to apply for another job. Is my information saved?**

A: When you fill out an application, most of the information you enter is stored in your applicant "profile" for easy access when applying for other jobs in the future. The "Name and Contact Information," "Education History," "Certifications/Licenses," and "Employment History" sections are automatically filled in each time you begin an application, using the most recent data that you entered. If your information has changed since your last application or you want to make adjustments to those sections, you can do so each time you apply. Your profile will be updated to reflect those changes and saved for the next time you apply. "The Conditions of Employment" section must be completed each time you apply for a job. The "General Questions" and "Attachments" sections are specific to each job and your previous responses will only be recalled if you are applying for another job that requires the exact same information in those sections. That is, if you previously applied for a Paraeducator job and you now apply for another Paraeducator position that contains the same General Questions as the first job, your answers from the first application will automatically be inserted when you begin the second application. When this occurs, you are still able to make changes to the responses in the new application before submitting it. If you then also apply for a Food Service position, you would need to answer the new questions specific to that job. These same instructions apply to the "Attachments" section of the application.

**Important note:** When you are applying for multiple positions at the same time that require the same set of General Questions and/or Attachments, you cannot make changes to one application without affecting your entries for the other(s). In other words, when you make changes to an application and you also have started or submitted applications for other positions containing the same General Questions and/or Attachments, all currently open applications are updated in those sections. Once the application deadline has passed for an application you have submitted, that application is locked and nothing will change if you alter your responses to similar applications that are still open.

**Q: How do I insert an institution/degree/major/minor not listed in the drop down box?**

A: When you click on the drop down box a list of all the default locations/degrees will appear. If you click on the top choice, "new value not on the list", the system will allow you to type in specific information. If you click on that selection, the system will allow you to type in your specific information.

**Q: How do I attach a resume, letter of recommendation, or other relevant documentation to my application?**

A: Each job posting will tell you exactly what documents you need to include with your application. Attaching documents is required for most certificate/administrative positions, and your name will be automatically removed from the applicant pool if you do not submit all required documentation. We do not accept paper copies of any documents, and you must have documents in electronic form in order to attach them to your application. Limits to the size of electronic files are large so there usually is no problem attaching them to your application.

**Q: What if I have a reference letter that is not in electronic form?**

A: You need to use a scanner to scan the document into a Microsoft Word or PDF file and upload it to your application.

**Q: How do I know the status of a position I applied for once the job has closed?**

A: Typically, at least 1-2 weeks after the closing date is allowed for application screening. Once the screening committee is finished, they will call the candidates for interviews. If you are not selected for an interview, you will receive email notification after the process is complete.

**Q: Why did I receive an email stating that my application was incomplete?**

A: When you receive an email stating that your application was incomplete, it means that the application was unfinished or not submitted to Human Resources. You must answer all the questions listed and click on the "Submit to HR" button on the main page of your application by the closing date/time in order to be considered for a position.

**Q: How do I get my work experience to be sorted by date (newest to oldest)?**

A: The jobs you enter in the "Employment History" section of the application are automatically sorted in the order in which you worked at each job. Your current (or most recent) position is the first on the list, the job you had before that is second on the list, and so on. It is important that you enter the starting and ending dates for each job as accurately as you can. If you need to enter a job that you want at the top of the list (e.g. you have started another job since you last applied with us), you will enter that job at the bottom of the list. When you save your entry, the list will automatically be re-sorted to put the new job at the top of the list.

**Q: Can I enter more than four jobs in the work experience area?**

A: No, you can only enter your last four positions in the "Employment History" section. If you have had more than four jobs, you can include the additional ones in your resume.

**Q: How will I be notified regarding an interview?**

A: If you are selected as a candidate for an interview, you will be contacted directly by the school or department hiring manager responsible for the position. Every effort will be made to provide prior notice several days before an interview; however, it is important to note that during peak hiring seasons it is not always possible to provide a 24hour notice.

**If you have additional questions, please contact Human Resources at: 206-842-4714 or [rknight@bisd303.org](mailto:rknight@bisd303.org)**