

City of Cleveland Online Job Application Reference Guide



**City of Cleveland
Justin M. Bibb, Mayor**

Thank you for your interest in a career with the City of Cleveland!

We're pleased to announce that our hiring process is managed online with the NEOGOV applicant tracking system.

On our jobs page, you can find job openings, apply for a job, apply for a Civil Service examination to get on an Eligible list for hiring, and complete a job interest card. Instead of manually applying for multiple jobs, you can create a user profile to electronically submit multiple applications all at once.

Provided in this manual are instructions on how to create a NEOGOV account, how to apply to a job posting or examination, and how to create a job interest card.

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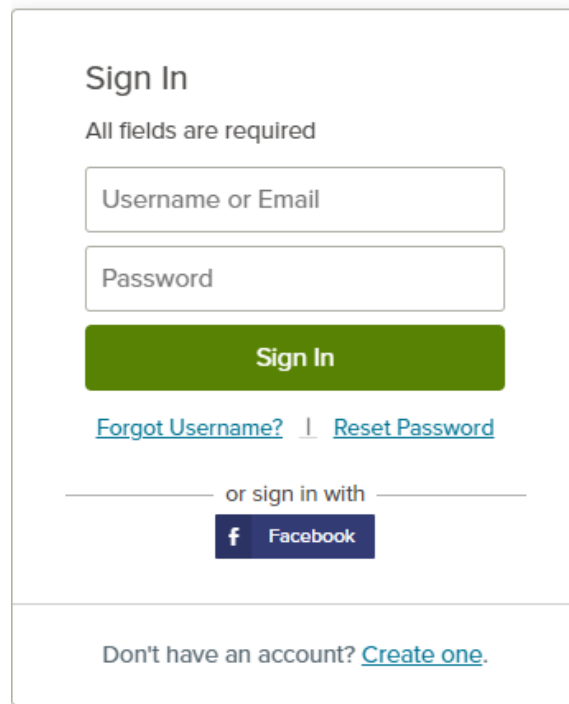
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I. First-time Applicant Job Search


Step 1: Create an Account

Follow these steps to sign into NEOGOV and create a NEOGOV account. Once you create a NEOGOV account, you can update it again at any time.

1. Go to the Cleveland Job's website at <https://www.governmentjobs.com/careers/cleveland>
2. Click **Sign In** in the top right of the menu bar.
3. If you already created a user account, login using your previously created username and password. Otherwise, Click **Create an account** and enter your new account information.



The screenshot shows a 'Sign In' form with the following elements:

- Title: Sign In
- Requirement: All fields are required
- Input fields: Username or Email, Password
- Submit button: Sign In (green)
- Links: [Forgot Username?](#), [Reset Password](#)
- Separator: or sign in with
- Social login button:  Facebook
- Footer: Don't have an account? [Create one.](#)

HINT: Make sure to write down and keep your username and password in a safe place so you will always have it when you return to our jobs page!

Do you think you have already registered on www.GovernmentJobs.com in the past?

Many government and higher education institutions are using NEOGOV for their online application process. If you have applied for a position with an agency that uses www.GovernmentJobs.com, you do NOT need to create another account.

- If you created an account before, you cannot use the same email address again to create a new account. The email value must be unique.
- If you created an account before and can't remember your username, click on Forgot username. This sends you email with your username. OR

You can also call NEOGOV [Applicant Support: 855-524-5627](tel:855-524-5627) for assistance

- Your password must be at least 8 characters in length and contain upper and lower case letters, numbers and symbols.
- Answer and complete the security question.
- As you supply correct information for each field, a checkmark on the right indicates that the value is correct, for example:

4. Click Create. **Keep a record of your username and password – write it on this Guide!**

When you are signed in, your username appears on the right in the top menu bar:



The pulldown menu under your username lets you quickly access common options.

 **Applications**

Applications. Use Applications & Status to review all of your job applications.

 **Profile**

Profile. Use Profile to update basic information that you use to apply for jobs, such as work experience. Changes that you make do not update previously submitted applications, but are saved for use when you are applying for other jobs in the future.

 **Account**

Account. Use Accounts Settings to edit your contact information, or change your password. If you change your contact information, this information is updated with employers with which you have applied.

 **Sign Out**

5. To finish your account setup, select 'Account' for the pulldown menu. Complete **ALL** account information and click '**Save**'.

Contact Info

All fields are required unless they are marked (Optional)

Name		
First <input type="text"/> <small>This field is required</small>	M (Opt.) <input type="text"/>	Last <input type="text"/> <small>This field is required</small>
Address		
Address Line 1 <input type="text"/> <small>This field is required</small>		
Address Line 2 (Optional) <input type="text"/>		
City <input type="text"/> <small>This field is required</small>		
State <input type="text" value="Select a state"/> <small>Please select a state</small>		
Zip Code <input type="text"/> <small>This field is required</small>	Country <input type="text" value="Select a country"/>	
Phone		
Primary (Optional) <input type="text"/>	Primary Ext. <input type="text"/>	
Alternate (Optional) <input type="text"/>	Alternate Ext. <input type="text"/>	
Email Address <input type="text"/>		
Notification Preference <input checked="" type="radio"/> Email <input type="radio"/> Paper		
<input type="button" value="Cancel"/> <input type="button" value="Save"/>		

Step 2: Search for Jobs

To search for open jobs, complete the steps below.

1. You can scroll through the list of postings, or type a job title in the search box. The search can be as small as the first letter. For example:



As you type in these boxes, it suggests jobs or locations that match, for example:

Category	accounting and finance
	administration
	administrative assistant...
	agriculture
Title	academic advisor
	academic records specialist
	account manager
	account representative

2. Click Find Jobs.

Once you have a NEOGOV account, you may search for any job or examination posted on the City's jobs site. In order to apply for a job or examination, you MUST create a NEOGOV profile.

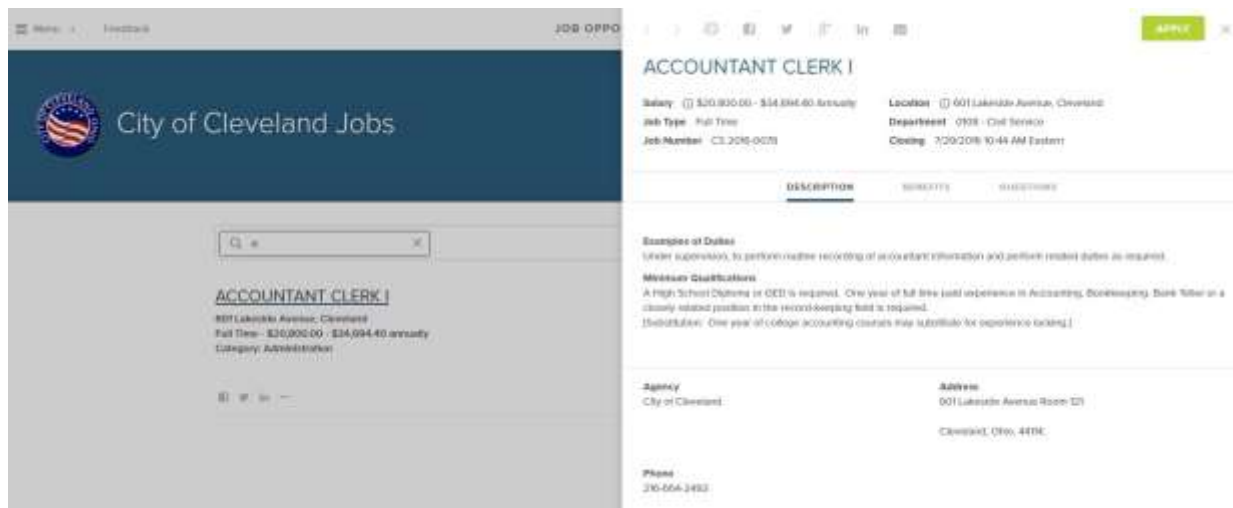
3. The jobs that match your search are shown, for example:



ACCOUNTANT CLERK I

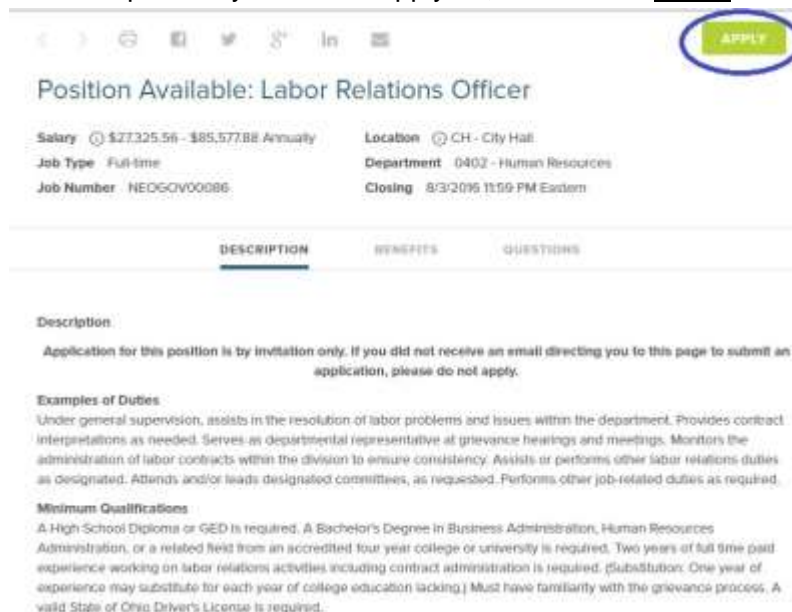
601 Lakeside Avenue, Cleveland
Full Time - \$20,800.00 - \$34,694.40 annually
Category: Administration

4. Click on the job title to open the job details.



Step 3: Apply for a Job

1. Once you've selected the position you want to apply for, click on the 'Apply' button.



NOTE: Many City of Cleveland jobs require Civil Service testing. If the posting is for a position that requires Civil Service testing, it will state that you are applying to take an examination to be placed on an eligible list, and provide additional information about the examination process. **Please review the details of all postings carefully.**

2. You will then be prompted to complete a series of steps that will capture your contact information, work history, references, etc.



Tip: You can speed completing basic profile information by importing a résumé from LinkedIn, or by uploading a file.

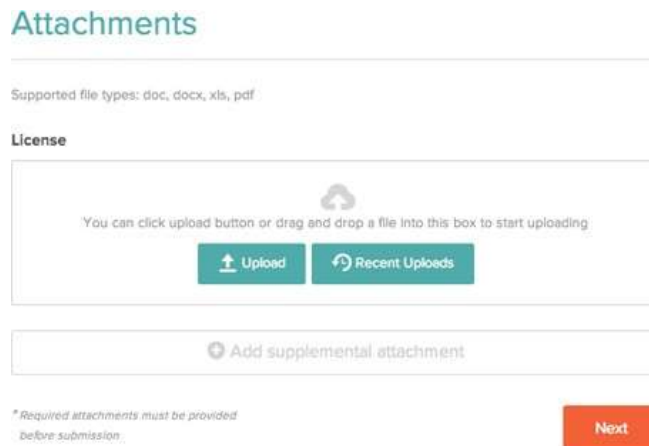
As you work on your application, refer to the progress bar to see the number of items for each entry, and errors. In the next example, the work entry contains eight items, and the questions entry contains errors:

3. For each step, the buttons on the bottom allow you to save or discard your work on this entry.

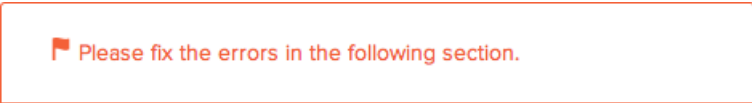



Although your typing is periodically automatically saved, it is good practice to click on the **Save** button. The Cancel button discards any changes you have made since the last save.

4. Provide general contact information.
5. If required, provide previous work experience information.
6. If required, provide educational information.
7. If required, provide additional information, including certificates and licenses, skills, and languages.
8. If required, provide references.
9. If required, answer any additional supplemental questions.
10. Upload any attachments, such as a résumé, driver's license, or certificates. The supported file formats are PDF and JPEG, with a maximum size of 5MB.
 - If there are no required attachments, then you can use Add Supplemental Attachment to add additional files. First, use Choose attachment type to select the type, and then use the Upload button. In the next example the License type attachment is selected to upload a file:



11. If you have previously uploaded attachments, you can use the Recent Uploads button to access these files.
12. Review each section. If there is an error, it is shown in the progress bar and also in the section.



13. Use  to open this item and correct any errors.

NOTE: If you have any questions or need assistance with the application process for any posting please contact Civil Service at cs@clevelandohio.gov or 216-664-2467

14. Once your application is complete, click on '**Proceed to Certify and Submit**' button.

15. On the Certify & Submit page, the checkmarks next to each section confirm all required field have been completed. Click on **'Accept and Submit'** if you accept the terms.

Certify & Submit

By clicking on the 'Accept & Submit' button, I hereby certify that every statement I have made in this application is true and complete to the best of my knowledge. I understand that any false or incomplete answer may be grounds for not employing me or for dismissing me after I begin work. I understand that I will have to produce documentation verifying identity and employment eligibility in the U.S. I understand that I may be required to verify any and all information given on this application. I understand that this completed application is the property of the City of Cleveland and will not be returned. I understand the City of Cleveland may contact prior employers and other references. I understand that I must notify the Human Resources Division of any changes in my name, address, or phone number.

Decline Accept & Submit

16. An Application Submitted message confirms that you have applied for the job. You will also receive an email confirming the City received your application.

Application Submitted!

Successfully submitted on 7/20/2016 at 11:21 AM Eastern

You can check the status of this application by visiting ["Applications"](#) in the main menu bar.

CITY OF CLEVELAND, OHIO

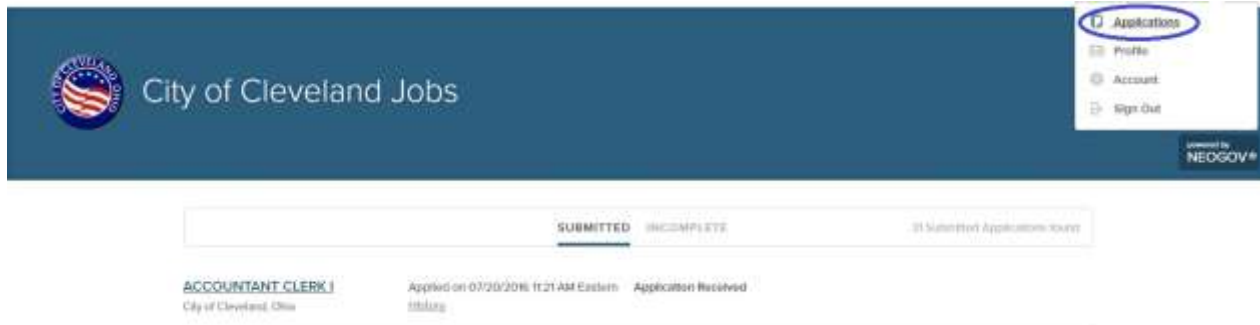
Thank you for applying for employment with the City of Cleveland. We have received your application. You will receive instructions by email and/or mail as to the next step in the process.

The examination process may include one or more of the following: application review and evaluation, performance test, written test, and/or oral interview examination.

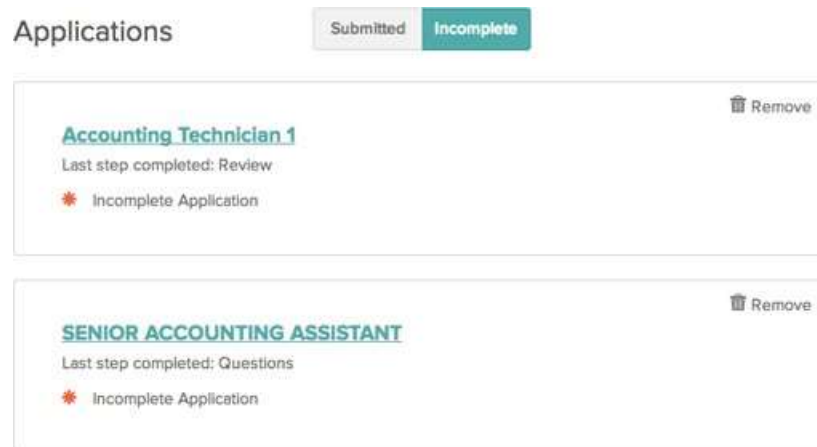
Questions asked during the examination process are based on the knowledge and abilities required to successfully perform the job.

Step 4: Check the Status of Your Application

1. To view the status of your submitted application(s), go to the Cleveland Job's website at <https://www.governmentjobs.com/careers/cleveland>
2. Select the dropdown menu in the upper right corner of the screen under your user name, and select 'Applications'.



3. Select the '**Submitted**' link to see all applications that you have successfully submitted.
4. Click on the job title for more information. You can then use Job Postings to see the information on the job, and Application View to see the details of your application for this job.
5. Click on View job listing to see more information on the job.
6. Use the Incomplete button to see all applications that you started, but did not complete.



7. Click on the job title, and then Apply, to complete any incomplete application. You can use Remove if you choose to delete an application without completing it.

II. Create a Job Interest Card for a Specific Job Title

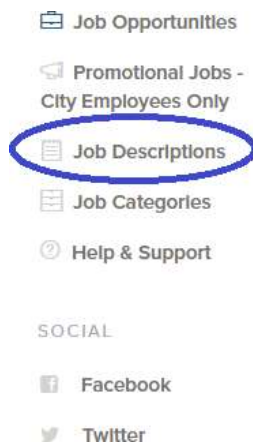
If you are interested in a specific job title that is not currently posted and would like to be notified when the position is posted, you can register for a Job Interest Card. To register, follow the steps below.

1. Go to the Cleveland Job's website at <https://www.governmentjobs.com/careers/cleveland>

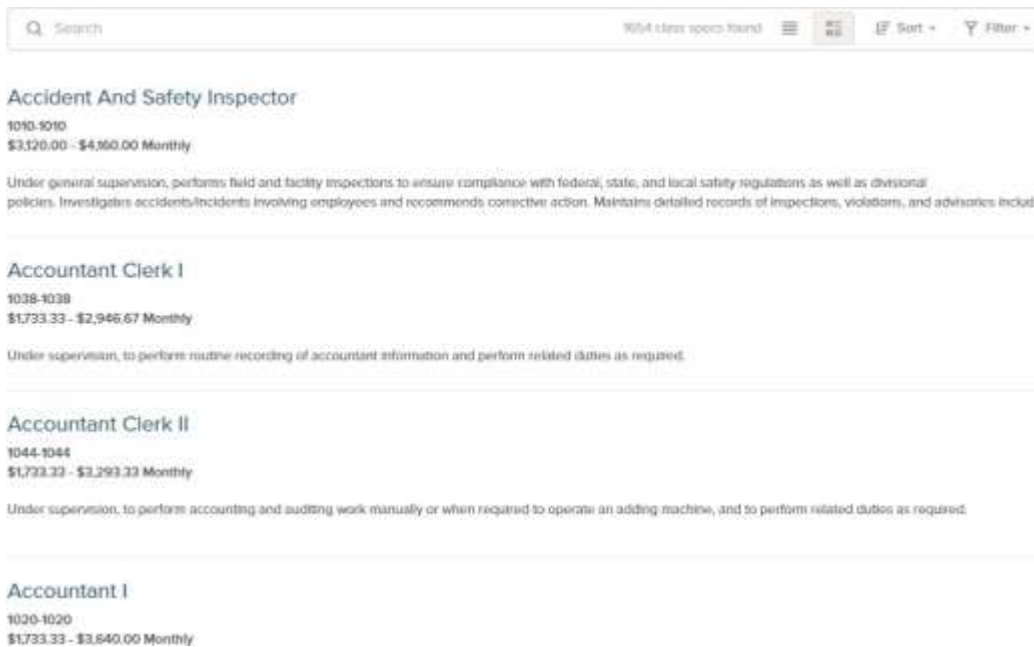
2. Login into NEOGOV.

3. Navigate to the  dropdown in the upper left corner of the screen.

4. Select 'Job Descriptions' from the dropdown menu.



5. All of the City's current job descriptions will be listed.



6. Narrow your search by enter entering part of the title in the search bar. Illustrated below, the searched is narrowed by the word “manager”. Select the job title for which you want to be notified if the job is posted within the next year.

Q manager X 110 class specs found Sort Filter

Manager Of Recreation

5864-5857
\$3,293.33 - \$6,760.00 Monthly

Under administrative direction, supervises the operations of a Division of Recreation program area. Plans and implements program area services. Conducts staff training and supervises staff activities. Coordinates program area operations with other program areas' activities. Maintains records and prepares operational reports. Manag...

Asst Security Manager

1765-1695
\$1,733.33 - \$5,546.67 Monthly

Under supervision of the Security Manager, assists in developing and implementing security programs and procedures for a City Division. Assists in scheduling security personnel for shifts or special events. Schedules radio dispatchers for special fire watches. Assists in the investigation of theft and personal injury claims against the ...

Assistant Water Plant Manager - Parma

91090000
\$1,733.33 - \$6,163.73 Monthly

Under supervision of the Parma Control Manager, assists in the management, operation, and maintenance of the Parma Control Center. Diagnoses problems of the distribution system and takes corrective action. Ensures proper water pressure and flow of an area. Reviews operational reports of the previous day's shifts. Prepares dal...

Eeo Manager

4548-4548
\$2,253.33 - \$7,973.33 Monthly

(AKA Manager of Equal Employment Opportunity) Under general direction, administers City Equal Employment Opportunity programs. Supervises and directs the implementation of the Affirmative Action Plan to ensure compliance with requirements. Writes City EEO policies. Compiles and prepares EEO data. Administers the Equal Em...

- Once you select the job title (e.g., Asst Security Manager), a window will pop up that displays the job description, the minimum qualifications, etc. To receive notifications for **this specific job title**, select the “Subscribe” button in the upper right corner of the screen.

The screenshot shows a job description page for 'Asst Security Manager'. At the top right, there is a green 'SUBSCRIBE' button circled in blue. Below the job title, the 'Class Title' is 'Asst Security Manager' and the 'Class Code' is '1765-1695'. The 'Salary' is listed as '\$20,800.00 - \$66,560.00 Annually'. Below this, there are two tabs: 'DEFINITION' (which is selected) and 'BENEFITS'. Under the 'DEFINITION' tab, there are sections for 'Examples of Duties', 'Minimum Qualifications', and 'Examples of Duties'. The 'Examples of Duties' section describes tasks like developing security programs, scheduling personnel, and investigating theft. The 'Minimum Qualifications' section lists requirements such as a High School Diploma or G.E.D., three years of experience, and specific training.


- Enter your contact information on the next screen and select “Submit”.

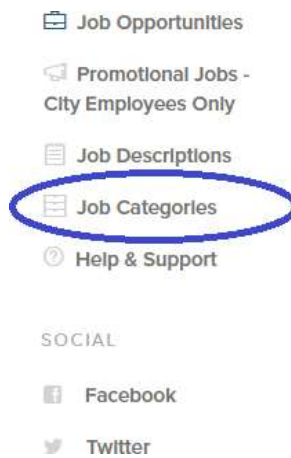
Note: For the next 12 months after you submit this form, you will receive an email notification each time a position is posted with the City of Cleveland for the job title(s) you’ve selected.

The screenshot shows a 'Job Interest Cards' form. It includes fields for 'First Name', 'Last Name', 'Street Address', 'City', 'Zip Code', 'State' (a dropdown menu), and 'Country' (a dropdown menu). There are also fields for 'Home Phone Number' and 'Work Phone Number', and an 'Email Address' field. At the bottom left, there is a green 'Submit' button circled in blue.

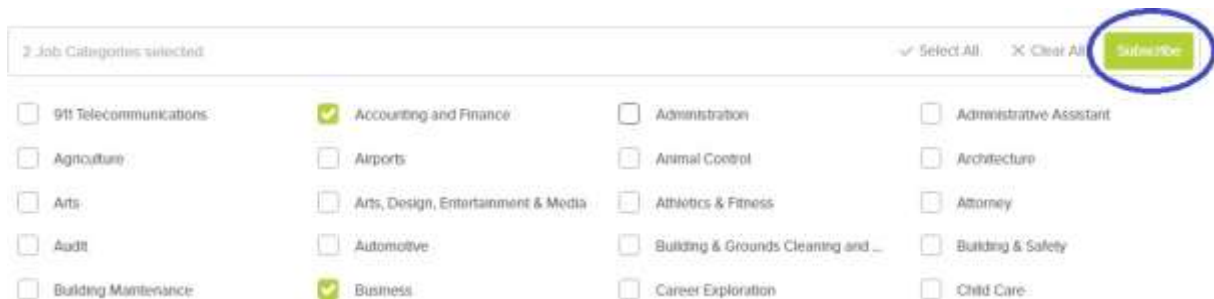
III. Create a Job Interest Card for a Job Category

If you are interested in a job category that is not currently posted and would like to be notified when the position is posted, you can register for a Job Interest Card. To register, follow the steps below.

1. Go to the Cleveland Job's website at <https://www.governmentjobs.com/careers/cleveland>
2. Login into NEOGOV.
3. Navigate to the  dropdown in the upper left corner of the screen.
4. Select 'Job Categories' from the dropdown menu.



5. Place a check in the box next to each job category for which you would like to receive email notifications, click the 'Subscribe' button, fill out the information, and then click the '**Subscribe**' button. You can select as many categories as you like!



Note: For the next 12 months after you submit this form, you will receive an email notification each time a position is posted with the City of Cleveland for the job title(s) you've selected.