



## CANDIDATE SELF-SERVICE GUIDE

### **Part 4: Instructions for Applying Online**

[Click here for these instructions in a video format](#)

**In this tutorial we will outline the steps required to apply for a posting online through HRSD's candidate self-service.**

In order to be considered for a job at HRSD, you must first have an up-to-date candidate profile. If you have not yet created or updated your profile refer to:

[Part 1 - How to create your candidate profile](#), or

[Part 3 – How to update your candidate profile](#) (HRSD Employees should follow [these instructions](#))

The following steps will take you through the process to apply for open postings at HRSD.

- **Step 1:** Launch the Candidate Self-Service Login Screen by clicking on the link '[Log-in to Candidate Self-Service](#)' from the 'Jobs at HRSD' page accessible from [www.hrsd.com](http://www.hrsd.com). HRSD Employees can also get access from the Human Resources page on Sharepoint.
- **Step 2:** Provide the information requested on the Candidate Login Screen shown below. If you forgot your password, click the 'Forgot your password' link and a new password will be e-mailed to you (refer to instructions "[CSS Password Request and Reset](#)" if you need assistance).

The screenshot shows a web form titled "Candidate Login Screen" in orange text. Below the title is the heading "Already registered?" in orange. A grey instruction line reads "Please enter your Last Name, Candidate Code, and Password below." There are three input fields: "Last Name:" with a white text box, "Candidate Code:" with a white text box, and "Password:" with a white text box. To the right of the password field is a grey button with the text "CONTINUE" and a right-pointing arrow. Below the input fields are two orange links: "Are you a new candidate?" and "Forgot your password?".



- **Step 3:** The next page is the Candidate Self-Service Splash Screen (CSS Splash). Current job postings are listed under 'View Open Postings'.

The screenshot displays the HRSD Candidate Self-Service Splash Screen (CSS Splash). The page features a navigation menu on the left and a main content area on the right. The 'View Open Postings' section is highlighted with a red border and contains a table of job postings.

Posted	Posting
13-Jul-2009	133: Heavy Equipment Operator - North Shore
17-Jul-2009	128: Senior Systems Engineer
02-Nov-2009	164: Heavy Equipment Operator - South Shore
06-Nov-2009	178: Interceptor Technician - SS
25-Nov-2009	170: Interceptor Technician - NS
29-Jan-2010	187: Equipment Technician - NS
01-Feb-2010	189: Maintenance Operations Assistant - NTP
05-Feb-2010	193: CIS Supervisor
18-Feb-2010	196: Facility Assistant - NTP
27-Feb-2010	198: Interceptor Assistant - SS
08-Jul-2010	244: Human Resources Coordinator
16-Jul-2010	245: Procurement Specialist

Below the table, there is a link: [CLICK HERE TO VIEW AND APPLY FOR OPEN POSTINGS](#)



**Step 4:** To get more details about a job posting, click on “Click here to view and apply for open postings”.

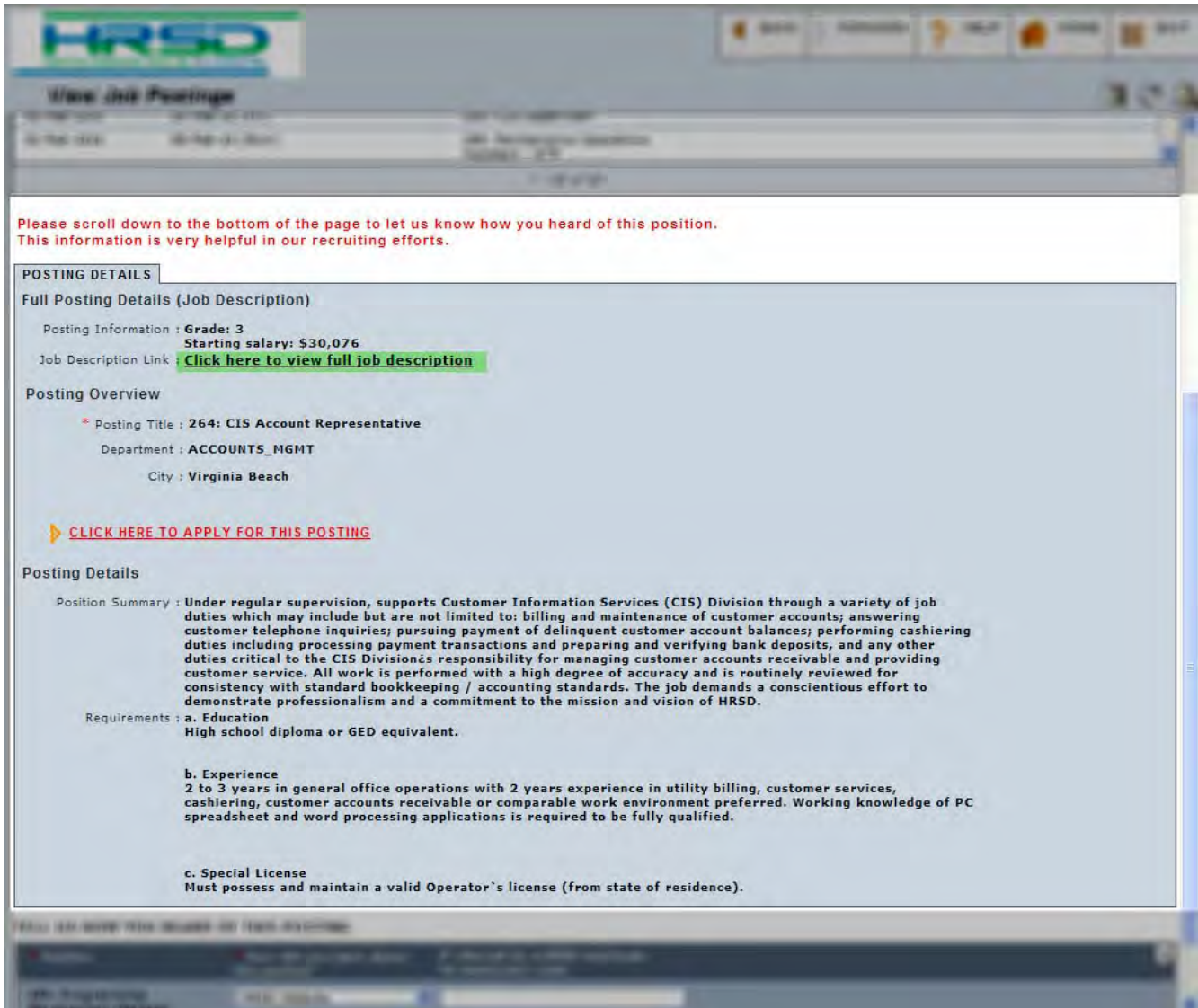
The screenshot shows the HRSD Candidate Self Service portal. At the top, there is a navigation bar with buttons for BACK, FORWARD, HELP, HOME, and EXIT. The main content area is divided into several sections:

- View My Candidate Profile:** Includes links for "View My Candidate Profile", "Reset My Password", and "Unsubscribe to E-mail Notification".
- View Open Postings:** A table listing job postings with columns for "Posted" and "Posting". The last row, "245: Procurement Specialist", is highlighted in green, and a green button below it says "CLICK HERE TO VIEW AND APPLY FOR OPEN POSTINGS".
- My Assessments:** A section with a warning message: "Prior to taking an assessment, please make sure that you allow pop-ups from our site. If pop-ups are not allowed, you will not be able to take any assessments." Below this is a table with columns for "Assessment Description", "On or After", and "Status". A button below the table says "CLICK HERE TO VIEW ALL MY ASSESSMENTS".
- My Applications:** A section with a table for "Recently Applied For" and "Applied On". One application is listed: "150: Programming Development Manager" applied on "21-Sep-2009". A button below the table says "CLICK HERE TO VIEW ALL MY APPLICATIONS".
- Forms and Links:** A section with links for "Read Me: Statement of Understanding Release and Authorization Form", "Frequently Asked Questions", "DOT CDL Release of Information Form", "HRSD Website", and "Contact Human Resources".
- Edit My Profile Information:** A section with links for "My Personal Information", "My Address and Phone Number", "My Work History", "My Education History", "My Licenses & Certifications", "My Background Info", and "My References".





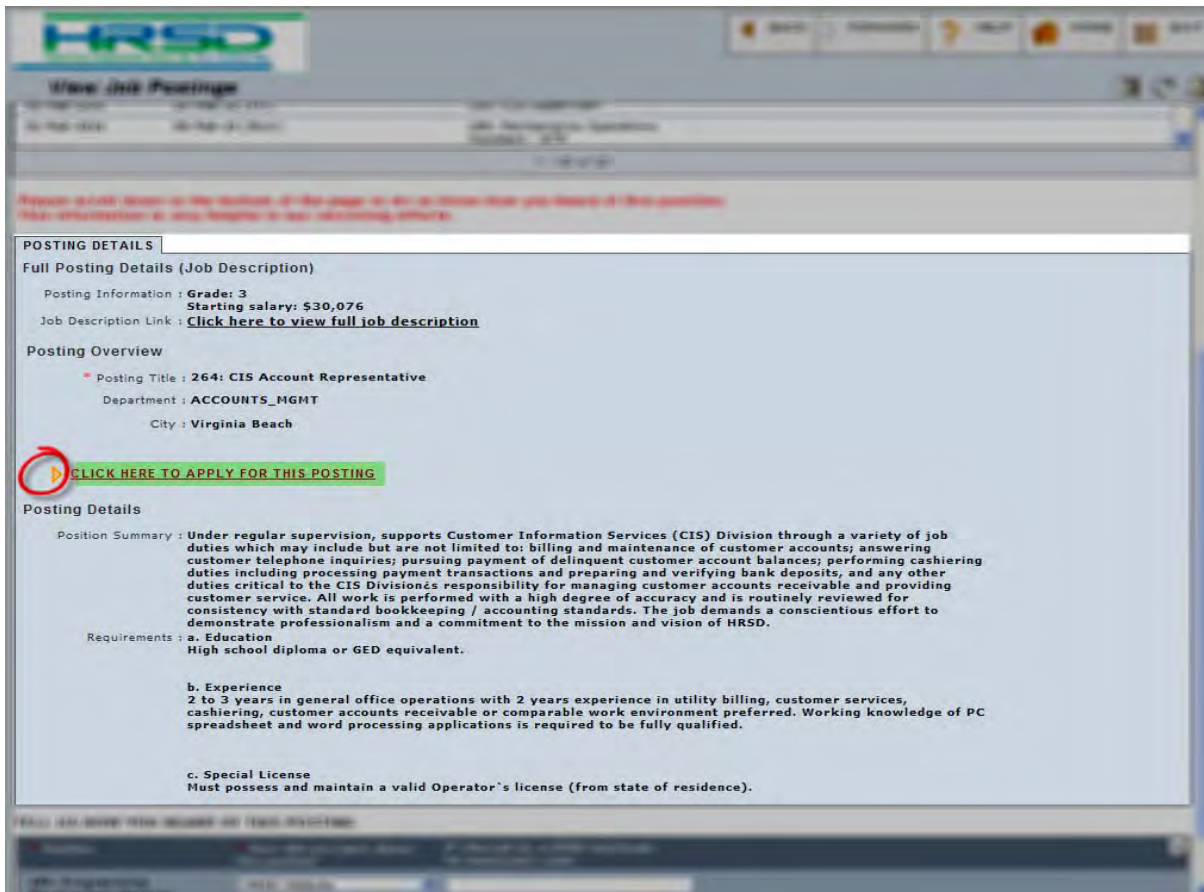
- **Step 6:** Scroll down to read the full posting details and an overview of the job description. By clicking on the ‘Click her to view full job description’ link provided, you can also download a copy of the complete job description.



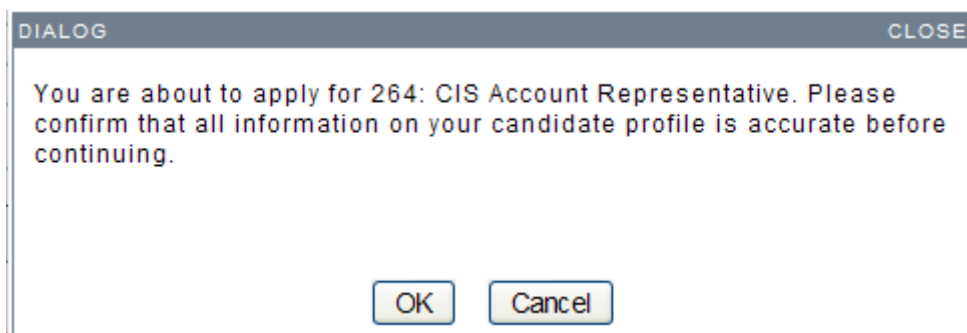
The screenshot shows a web browser window displaying the HRSD job posting page. At the top, there is a navigation bar with the HRSD logo and several menu items. Below the navigation bar, there is a section titled 'Please scroll down to the bottom of the page to let us know how you heard of this position. This information is very helpful in our recruiting efforts.' This is followed by a 'POSTING DETAILS' section. Under 'Full Posting Details (Job Description)', the 'Posting Information' shows 'Grade: 3' and 'Starting salary: \$30,076'. A link 'Click here to view full job description' is highlighted in green. Below this is a 'Posting Overview' section with the following details: 'Posting Title: 264: CIS Account Representative', 'Department: ACCOUNTS\_MGMT', and 'City: Virginia Beach'. A red arrow points to a link 'CLICK HERE TO APPLY FOR THIS POSTING'. The 'Posting Details' section includes a 'Position Summary' and 'Requirements'. The 'Position Summary' states: 'Under regular supervision, supports Customer Information Services (CIS) Division through a variety of job duties which may include but are not limited to: billing and maintenance of customer accounts; answering customer telephone inquiries; pursuing payment of delinquent customer account balances; performing cashiering duties including processing payment transactions and preparing and verifying bank deposits, and any other duties critical to the CIS Division's responsibility for managing customer accounts receivable and providing customer service. All work is performed with a high degree of accuracy and is routinely reviewed for consistency with standard bookkeeping / accounting standards. The job demands a conscientious effort to demonstrate professionalism and a commitment to the mission and vision of HRSD.' The 'Requirements' are listed as follows: 'a. Education: High school diploma or GED equivalent.', 'b. Experience: 2 to 3 years in general office operations with 2 years experience in utility billing, customer services, cashiering, customer accounts receivable or comparable work environment preferred. Working knowledge of PC spreadsheet and word processing applications is required to be fully qualified.', and 'c. Special License: Must possess and maintain a valid Operator's license (from state of residence).'



- **Step 7:** To apply for a specific posting, click the red **'CLICK HERE TO APPLY TO THIS POSTING'** link located just below the 'Posting Overview' section.

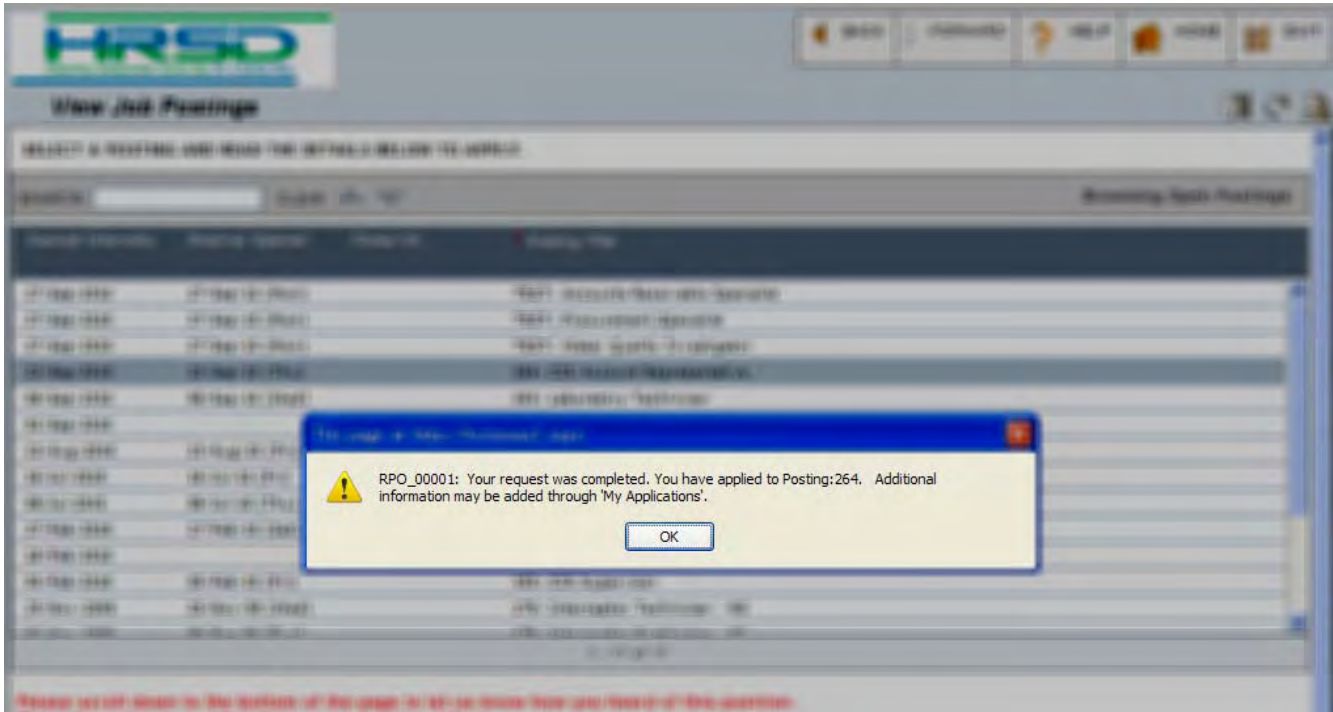


- **Step 8:** When you click 'APPLY TO THIS POSTING', a dialog box will display verifying the posting that you are about to apply for.





- **Step 9:** After you clicked 'OK', a final message box will be displayed on the screen confirming your application. Additionally, you will receive a confirmation e-mail along with a reminder to complete the assessment for this posting. You will find this assessment on the CSS Splash page under "My Assessments".





- **Step 10:** We are very interested in finding out how you heard of this posting. Scroll to the bottom of the 'View Job Postings' screen to the “Tell Us How You Heard About This Posting” section. Please select an option from the drop-down menu that describes how you learned of this posting. If a HRSD employee referred you, enter the employee’s full name in the field provided. After you have entered this information click the floppy disk icon in the upper right hand corner of the screen to save.

TELL US HOW YOU HEARD OF THIS POSTING

* Position	* How did you learn about this posting?	If referred by a HRSD employee, list employee's name
264: CIS Account Representative		

- **Step 11:** Click 'home' to go back to the CSS Splash. Note that an assessment has been scheduled and an active application is listed under the 'My Application' section.

**My Assessments**

Prior to taking an assessment, please make sure that you allow pop-ups from our site. If pop-ups are not allowed, you will not be able to take any assessments.

Assessment Description (click to view detail)	On or After	Status
CIS Account Representative Assessment	05-Oct-2010 09:22 AM	To Be Completed

[CLICK HERE TO VIEW ALL MY ASSESSMENTS](#)

**My Applications**

Recently Applied For	Applied On
264: CIS Account Representative	05-Oct-2010

**Tip:** To prevent having multiple active applications for the same posting, click the link to ‘View All My Applications’ before applying for a new job. You can also view the status of your applications through this link.

If you are not selected to move forward in the recruitment process then you will receive an email notification, otherwise a member of HRSD’s recruiting staff will contact you.

**Congratulations!**

**You have successfully completed the instructions for applying online.**

**Next Lesson:**

**[Part 5 – Instructions for Taking Online Assessments](#)**