

## Frequently Asked Questions – APPLYING ONLINE

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### Where do I begin?

Everything starts at the City of Renton website, [www.rentonwa.gov](http://www.rentonwa.gov). There you can click on the “Job Opportunities” link to be directed to our open positions. You will need to create a user account before you apply for any of our open positions. You will need an e-mail address in order to create an account. You can create a free e-mail address through yahoo, gmail, hotmail, or AOL. Remember to keep a record of your username and password once you have set up an account. You will need it to apply for other positions or to check the status of your application.

### Can I get help with completing the online application?

We are committed to ensuring that this process is easy and user-friendly. To help applicants, the following resources are available:

- ✓ Visit the “How to Apply” webpage (which can be found from the job opportunities webpage). This site contains detailed information on how to apply online.
- ✓ Live help from Human Resources during business hours:

Monday thru Friday, 8:00 AM - 5:00 PM  
1<sup>st</sup> Floor of City Hall, 1055 South Grady Way, Renton, WA 98057  
425-430-7650

### How do I find out what jobs are available?

A list of available positions can be viewed 24 hours a day, 7 days a week from any computer with Internet access. Visit the City of Renton website at [www.rentonwa.gov](http://www.rentonwa.gov) and click on “Job Opportunities” to view our open positions.

### What if I do not have a computer or access to the web?

There are a number of ways to access our online application system. A computer is available in the Department of Human Resources and Risk Management, Monday through Friday, 8:00 AM – 5:00 PM. We are located on the 1<sup>st</sup> Floor of City Hall at 1055 South Grady Way. Please note that there may be a waiting list and time limit if customer demand is high. You may also use the public computers located at all KCLS Public Libraries as well as local WorkSource locations.

### What information will I be asked to provide?

You will be asked to provide personal information such as name, address, phone number, etc. You will also be asked to provide information about your education, employment history, certifications, and references. An e-mail address will also be required. You will shorten the time it takes to complete your application if you gather this information before beginning the online process.

### An e-mail address is required. How do I get an e-mail address?

If you do not already have an e-mail address, free e-mail is available through a number of providers (such as yahoo, g-mail, hotmail, AOL, etc.)

### What if I am interested in a position that is not currently on the City job list?

From our website you can click on the "Job Interest Cards" link. From this site you will be able to sign up for an automatic e-mail alert that will notify you when a new position has been posted.

### How do I check the status of my application?

When you login to your account you will see a link at the top of the page called "Application Status." This feature allows you to see which positions you have applied for and where you are currently at in the recruitment process. Also, you can check your e-mail for status notices. If you are no longer being considered for a position, a notice will be sent to the e-mail address you used on your application. If you are selected for an interview or an offer of employment, you will be contacted in most cases by phone.

### How do I save my application?

You must click "SAVE" to retain the information you have entered. If you close your browser prior to clicking "SAVE," you will lose any information you entered after the last time you clicked "SAVE." If at any time you need to exit out of the application form, click the "Save" button at the bottom of the form. You can return to your application later by logging into your account with your Username and Password.

### What if I want to submit a resume or attach a work sample?

You may either attach or cut and paste a resume into your application. You can also use this same feature to attach work sample, cover letters, or any other application materials to your packet.

**Please note that submitting a resume does not substitute for completing the application form. Applications may be rejected if incomplete.**

## Which file formats are accepted as attachments?

While most file formats are accepted, PDF files are recommended. Below is a complete list of accepted file formats:

- ✓ Acrobat Portable Document Format (pdf)
- ✓ Internet Explorer (htm, html)
- ✓ Microsoft Excel Spreadsheet (xls, xlsx)
- ✓ Microsoft PowerPoint Presentation (ppt, pptx, potx)
- ✓ Microsoft Word Document (doc, docx)
- ✓ Notepad (txt)
- ✓ Rich Text Format File (rtf)
- ✓ Windows Picture and Fax Viewer (bmp, gif, jpe, jpeg, jpg, png, tif, tiff)
- ✓ WordPerfect Document (wpd)

**\* PLEASE NOTE: WordPerfect (wp) files are not accepted**

## Who will see my application if I use the online application process?

All information is on a secure web server. Only the Human Resources and Risk Management Department and other City department users authorized to review specific job openings will have access. The City of Renton does not share its database with other companies or localities.

## Can I apply for more than one job at a time?

Yes. Once you have completed your online application, you can apply for multiple positions that are currently open.

## How do I print my application?

After you have submitted your application, you will see a link that says, "Click here for a printable version of the application you just submitted." Click on this link to print your application.

## I missed the deadline - can I still apply?

As with any position, once a closing date has passed, no application will be accepted or considered. Please continue to visit the City's website and apply for new jobs as they become available. You may also want to complete a "Job Interest Card" to automatically be notified when a position you are interested in becomes available. To do so, see the FAQ, "What if I am interested in a position that is not currently on the City of Renton Job Opportunities list?"

### **Do I have to fill out an application?**

Everyone who applies for a position is required to create an application, which includes certain information. Required information is denoted with an asterisk (\*). The more information you provide, the easier it will be to effectively evaluate your skills, abilities and qualifications.

**Incomplete applications may be rejected, so please be thorough.**

### **Can I apply by sending my resume via e-mail?**

The City of Renton will no longer be accepting paper applications for regular recruitments. If you are interested in a current opening you must apply online.

### **Will I automatically be considered for other positions if I previously submitted an application?**

No, you must submit a separate application for all positions you are interested in.

### **What if I am not ready to fill out the application at this time?**

No application is submitted until you click on the "Accept" button, which is "Step 4: Confirm Application" (see the progress guide at the top of the screen). If at any time you do not want to complete your application, save your work, then logout.

### **How and when can I update my application?**

Changes can be made to your application at anytime before it is submitted. Once you submit an application for a particular position, you cannot go back and make changes to the submitted application. However, you can make changes to your application before submitting it for any new positions.