

Recruitment FAQ

Below is a list of questions applicants frequently have during and after submitting an online application. This information will explain a variety of things including what to expect after submitting an application, how to view your application status, and how to apply for additional positions.

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Need Help?

If this is your first time using our on-line application system, we recommend you click the following link: [How to Apply Instructions](#).

If you have questions or encounter any difficulties completing your on-line application, please call 704-336-2285 during regular business hours, 8:30 AM - 5 PM (EST) Monday - Friday for assistance. [Back to top](#).

What is eRecruit?

eRecruit is the City of Charlotte's online application system. The eRecruit system allows you to search for all open jobs at the City, and to create and submit an application for those positions. [Back to top](#).

Do I need to apply On-line?

The majority of jobs openings will require you to fill out the online application for submission. If you need help creating and completing your online application, you are welcome to visit the City of Charlotte Human Resources Department lobby where we have workstations available. Most public libraries also have computers available.

Our staff is also available to assist you, however, we request you call ahead to schedule an appointment to ensure a staff member is available at that time. Please call us during regular business hours for options or assistance.

Our office is located at 700 East 4th Street, Suite 200, Charlotte, NC 28202. Our hours are Monday through Friday, 8 a.m. to 5 p.m. (EST), excluding official City holidays. We can be reached at 704-336-2285. [Back to top](#).

I don't have a computer at home. Where can I apply for City of Charlotte jobs?

You can access our on-line applications anywhere you access the Internet. This includes public libraries, community colleges, and internet cafés. You may also visit the City of Charlotte Human Resources Department, at 700 East Fourth Street, Suite 200, Charlotte,

NC 28202. The City of Charlotte Human Resources Department has eRecruit-accessible computers available Monday - Friday, 8 AM - 5 PM, excluding holidays. [Back to top.](#)

Do I need to register and create a login to view job openings?

No, you may view job openings without registering. Just click on the job title to view the job posting. If you want to apply for a job opening you must register and create a login and password. [Back to top.](#)

How do I login?

If this is your first visit to eRecruit, you will need to create your own unique User Name. You will also be asked to create a password and then asked to re-type the password, just to verify your password is spelled and entered correctly. The User Name and Password are case sensitive. If that User Name has already been created by someone else, it will prompt you to create a different one. If you are returning to eRecruit, type in the User Name and password that you created on your last visit and select Login. [Back to top.](#)

What if I forget my login name or password?

If you do not remember your User Name or password but have entered an email address in your "My Profile" information, an email can be sent to you which will reset your password or remind you of your User Name. If you do not have an email address in your profile, you will need to re-register with a new User Name and Password. All of your current information will be lost. We highly recommend that you maintain a valid email address in your "My Profile". [Back to top.](#)

I don't have an e-mail address. Do I need one?

A valid email address allows us another way to contact you quickly about your application. You will receive an email notifying you that you have successfully completed an application. It also allows you to receive an email if you should forget your User Name or Password. It is important to maintain a valid email address.

If you do not have an email address, emailaddresses.com provides a list of free web-based email services. This is not a City of Charlotte site, nor does the City of Charlotte endorse or warranty that these services will meet your needs. [Back to top.](#)

I have recently moved and or changed my name. How can I change the name, address, email, and/or phone number listed on my online application?

We encourage all applicants to keep their profile information up to date. If we need to contact you, this is our only means of getting that information. To update your information, login to the system using your last User Name and password. Click on My Profile in the My Career Tools box. Enter your new information and hit the Save button. Changes made to your contact details will be updated on all of the jobs for which you have applied. [Back to top.](#)

How Do I Find Out What Jobs Are Available?

By clicking on the [job listing](#) link on the CharMeck Job Page, you will be taken to the eRecruit Applicant Home page. Here you can view the most recent job postings. Just click on the Job Title to see the posting. Please note the closing date of the job openings. You must submit your application by 11:59 pm on the date of closing to be considered for the opening. [Back to top.](#)

How do I apply for a job that I see here?

If this is the first time that you have applied for an opening with the City on-line, you must register. If you have already registered, please login using your last User Name and password. Just click on the job title to open the posting. Click on the Apply Now button to continue. You may only apply for one job opening at a time. [Back to top.](#)

If I'm not sure which job I want, can I just submit a blank application online and let you determine what job I qualify for?

Because of the high volume of applications received annually, the City of Charlotte cannot match candidates to available positions. You must complete and submit an online application for each position for which you are applying. Remember, if you are applying for multiple jobs, you must submit an application for each job opening separately. [Back to top.](#)

I applied for a job yesterday. I found another job online that I want to apply for today. Do I have to fill out all my information again?

Not all of it. With eRecruit, once you log in using your User Name and password, eRecruit will retrieve your old application. eRecruit will “remember” most of the information you have already provided. You will have the opportunity to add or edit the pre-populated information for the new job opening. You will need to fill in your information on any of the questions that did not pre-populate. [Back to top.](#)

The job posting states it is a year round posting. How often do I need to apply?

Most year round postings close out on June 30th. A new posting is normally opened on July 1st. You only need to apply for the year round posting once between July 1st and June 30th. [Back to top.](#)

Can I enter an application for a position before the job is open?

Only job openings currently being advertised will appear on eRecruit. Job openings can be posted at any time. If you anticipate a specific position becoming available, please return to eRecruit frequently. Once a job opening has been closed, you will not be able to apply for that opening. [Back to top.](#)

I have already created an online application and applied for positions. I am now returning to apply for additional jobs and receive a message saying my User Name already exists.

If you have previously registered, please go to the Applicant Home Page, and click on the link that says “Returning Job Hunter - Sign in Here” box. Be sure to sign-in to the system using your last User Name and password before applying for a new job opening. [Back to top.](#)

Are all sections of the application required?

It is your responsibility to ensure that all sections of the online application are completed fully and accurately. Incomplete or improperly completed online applications may be rejected even if you are qualified for the position for which you are applying. Likewise, it is your responsibility to be sure that your online application reflects the required work experience and education needed to meet the minimum requirements for the position for which you are applying. Remember, a review of your application is the first step in the recruitment process. [Back to top.](#)

Where do I find the drivers license class type?

Most drivers license class types are identified on the front of your driver's license. [Back to top.](#)

Do I need to list all the positions I have held?

Yes. Your application must be a complete and accurate representation of your work experience and education. Include periods of unemployment, military service, internships, volunteer, and summer work. Begin with you most current or last job.

Also include all educational experience. This includes high school, college, university, business or trade schools attended and the type of degree(s) awarded. [Back to top.](#)

How do I submit attachments such as a cover letter, resume, reference letters or letters of recommendation?

Currently we do not accept any attachments as part of the online application process. Applications are competitively screened based on your answers on the Application. Only those applicants who demonstrate the most closely related work experience, education and training will receive further consideration for employment. Failure to complete all sections of the online application may prevent your information from being further considered. It is your responsibility to ensure you read the detailed application instructions, and ensure the completeness of your online application. Applicants are encouraged to prepare and/or bring with them to the final interview stage documents such as resumes and a list of references. [Back to top.](#)

The position I am applying for requires a certification, degree or license. Do I need to submit proof I possess it?

Yes. If you are applying for a position that requires a certificate, degree or license you will be required to provide documentation of such during the selection process. Typically, applicants are asked to provide the documentation at the first face to face contact during the selection process. [Back to top.](#)

In addition to applying online, would you recommend that I also forward my resume directly to the hiring department or Human Resources?

While we appreciate your enthusiasm, the online application is the official way to apply for positions at the City of Charlotte. Applicants who forward resumes to the Human Resources Department or the hiring department will be redirected back to the online system. There are a limited number of jobs for which a paper application will be accepted. No resumes will be accepted for any position. [Back to top.](#)

What happens if I submit an online application but do not complete all required sections?

Online applications that are incomplete will not be considered. Please be sure that all sections of your online application are completed prior to hitting the submit button. [Back to top.](#)

How many applicants apply for a position?

The number of applicants who apply for a position vary from vacancy to vacancy and recruitment to recruitment. Keep in mind that the application process at the City of Charlotte is very competitive. Since many applicants hired into positions have qualifications that exceed the advertised minimum requirements, we recommend that you target those positions that most closely match your experience, education, and interest.

I see there is a close date for the job I am applying for, but no close time. Does that mean I can submit my application at any time on the closing date?

You may submit your application up until 11:59 PM (EST) on the closing date.

Applicants are STRONGLY encouraged not to wait until the last minute to submit their application for several reasons:

- If you do not COMPLETELY finish your on-line application and click the submit button prior to 12:00 AM (EST) our system will not accept your application;
- Our staff is only available to answer your questions and offer assistance during regular business hours, Monday - Friday, 8 AM - 5 PM (EST);
- It is impossible to predict technical difficulties, on your end or our end. Please do not wait until the last minute. The City of Charlotte is not responsible for technical difficulties or delays. [Back to top.](#)

Do I have a time limit on how long I can spend on each section of the application?

You only have 60 minutes of inactivity time on a particular page before the system will time out and log you out. If you are logged out before you hit the submit button, you will lose your work for that particular requisition. Unfortunately, just typing in the boxes does not reset the clock. You can click the back button and then the next button or click a prompt button to reset the clock. We recommend, especially on the Employment History page, that you prepare all your information in a word processor document first. You can then cut and paste the information into the eRecruit pages and cut down the amount of time you are in a page. This should help you avoid the timeout error. [Back to top.](#)

Does this position require that I take a test?

Many positions will require a test of some sort, whether it is an oral test (graded interview), written exam, typing/keyboarding exam or other test. The hiring departments will contact selected applications directly to set up any test. [Back to top.](#)

What happens after I apply for a position?

After submitting your online application, a confirmation email will be sent to the email address that you listed in your profile. Online applications are then reviewed after the recruitment close date by staff of the hiring department. Applicants who submit complete online applications and who meet the minimum education and experience requirements for the position, along with any other requirements, are competitively evaluated in order to select the most suitably qualified candidates for employment. Only those applicants who demonstrate the most closely related work experience, education and training will receive further consideration for employment. [Back to top.](#)

Will I be notified of my status?

Due to the large volume of applications received by the City, our current practice is for the hiring departments to contact only applicants that are being considered for further evaluation. [Back to top.](#)

Is there a way to see a list of the positions for which I applied?

Yes, you may view a list of the positions you have applied for under “My Career Tools”. Just login to your Careers Home Page using your last used User Name and Password. Navigate to My Career Tools Box and click on the Application link. [Back to top.](#)

How quickly after applying may I be called for an interview?

The length of time it takes for applicants to be called for interviews or further testing and ultimately to fill a vacancy varies from hiring department to hiring department and position to position. Some searches last several weeks while others may take several months. [Back to top.](#)

Will I hear from a Department or Human Resources if I am not selected for an interview?

Due to the large volume of applications received by the City, our current practice is for the hiring departments to contact only applicants that are being considered for further evaluation. [Back to top.](#)

How can I increase my chances of being called for an interview?

Given the competitive nature of positions at the City of Charlotte, we strongly recommend that you target and apply only for those positions where your experience and qualifications closely meets the position’s requirements. Be sure to carefully read the job announcement and pay special attention to the experience and skills that are being sought as well as any requirements. Remember that your online application will only be considered for those positions where you meet the minimum requirements. Mass applying for positions is not successful. Only those applicants who meet the minimum education and experience requirements for the position and demonstrate the most closely related work experiences, education and training will receive further consideration for employment. [Back to top.](#)

Are departments able to see a list of other positions for which I apply?

While departments cannot see the other positions that you have applied for or the status

of those positions, they do see the total number of positions for which you have applied. [Back to top.](#)

Do I need to mail you a copy of my college transcripts?

Transcripts are not generally needed during the application process; however, they may be requested at some time during the selection process. [Back to top.](#)

When will my references be contacted?

Reference checks typically occur during the final stages of the selection process. Prior to a job offer, your employment and education will be verified. Some positions also require proof of licensure or certification and successful completion of a criminal background check or post-offer health assessment. [Back to top.](#)

The job posting I viewed lists a specific salary range. Is this negotiable?

Placement in the salary range will be considered depending on qualifications and experience. The City of Charlotte offers a competitive salary package and a full range of benefits, including medical, dental, life, disability, holidays, vacation, sick leave and retirement. [Back to top.](#)

Do you provide special arrangements for persons with disabilities?

If you feel you require a reasonable accommodation for completing an application using eRecruit, please contact Human Resources Department at 704-336-2285. The Human Resources Department normal business hours are 8am - 5pm EST, excluding holidays. Documentation may be required for some accommodation requests. [Back to top.](#)

I'm a City employee. Where do I go to see external or internal postings?

You must logon to e-Recruit and register. You may login from either the CharMeck home page or the city's intranet site - Cnet. Both external and internal postings will be listed on the same site. Job postings available only to City of Charlotte employees will state such in the Posting Job title. For example the posting title may say: "Aviation Office Assistant IV, Operations Division Only" or "Aviation Office Assistant IV, City Employees Only." [Back to top.](#)

As a current City employee, must I add in all my employment information, including my current job duties?

Yes. Employees' applications are evaluated based only on the information provided on their applications. Omission of current position and/or duties may result in the rejection of your application. [Back to top.](#)

Browser and Systems Help

Why does my Internet Explorer Toolbar disappear as soon as I start filling out my online application?

The toolbar has been disabled temporarily while you complete your eRecruit application (once you finish and sign out of eRecruit it should re-appear). The reason it has been disabled is because using it may cause the eRecruit application to error out and you would have to start over from the beginning. In its place, eRecruit has its own buttons. These buttons are easy to identify as they appear in a yellow box on most pages. [Back to top.](#)

I am having problems accessing and completing the online application. Can you help?

Not all internet browsers and PC operating systems are supported and may not allow you to successfully access the online application. If you need help completing your online application, you are welcome to visit the City of Charlotte Human Resources Department lobby where we have workstations available. Most public libraries also have computers available.

Operating systems that are supported include:

- Windows 98 or higher
- MAC OS9X or higher

Most standard browsers work including:

- Internet Explorer 5.5 or higher
- Netscape Navigator 7.0 or higher
- FireFox 2.0 [Back to top.](#)

The screen looks odd and I can't see the whole page, what is wrong?

Most likely your PC screen resolution is set to 800/600. For ease of use with the eRecruit system, we recommend a screen resolution setting of 1024x768 with 1152x864 possibly yielding better viewing results. This setting is typically found under the "My Computer>Control Panel>Display>Settings>Screen Area" on most computers. [Back to top.](#)

Do I need to use a specific type of internet provider?

The City of Charlotte recommends that you use a high-speed Internet service (cable, DSL or secure wireless connection) to access our website. Although you can use a dial-up account, you may encounter technical difficulties, including system timeouts. [Back to top.](#)