

## 2012 Employment Process

### Frequently Asked Questions

#### **How do I apply?**

Applications are accepted online through the City's Employment website. Please click on the following link for instructions

<http://austingo.austintexas.gov/sites/default/files/files/Fire/2012ApplicationInstructions.pdf>.

#### **I made a mistake on my application. How do I make changes?**

Applicants are not able to change their application once it has been submitted. If you need to change a required field, such as your address or response to a supplemental question, you must send an e-mail to [Employment.services@ci.austin.tx.us](mailto:Employment.services@ci.austin.tx.us). To avoid this situation, please review the application and responses to questions to make sure they are accurate BEFORE submitting the application.

#### **Can I submit another application to correct a mistake on the original application?**

Applicants are allowed to submit one application for a position (Fire Cadet). Duplicate applications will not be accepted.

#### **I was disqualified. How do I find out why?**

Log in to the City of Austin Employment website (e-Career) using the user name and password you created when you filled out your application. The Application Status Screen will appear. On the Application Status screen, click on "View Application" and your application will open in a new window. Scroll down to review your responses to the supplemental questions; those responses may have disqualified you. For information on applicant disqualifiers, click on the link to "Disqualifiers" on our website. If you have questions after reviewing your application, please send an e-mail to [Employment.services@ci.austin.tx.us](mailto:Employment.services@ci.austin.tx.us).

#### **I completed an application, but I didn't get a confirmation number. How do I get a confirmation number?**

You may not have applied to the job posting for the position. You must apply to the job posting to complete the application. Log in to the City of Austin Employment website (e-Career) using the user name and password you created when you filled out your application. The Application Status screen will appear. If you submitted an application, you will see a table listing the jobs you applied to; the table will also show the status of your application. **Please do not call the Austin Fire Department to ask if your application was received.**

#### **I confirmed that I have applied for the position, but I still did not receive an email confirmation. What happened?**

Please confirm that your email address is correct. Log in to the City of Austin Employment website (e-Career) using your user name and password. On the left side, click on "Account Settings" and review the email field. This is the address where your confirmation email was sent. If correct, you should also check that the emails have not been filter by your email service.