



City of Cleveland
Online Job Application Guide

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

We're pleased to announce that our hiring process is now streamlined online with NEOGOV.

With NEOGOV, you can find job openings, apply for a job, apply to get on an Eligible list, 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, and how to create a job interest card.

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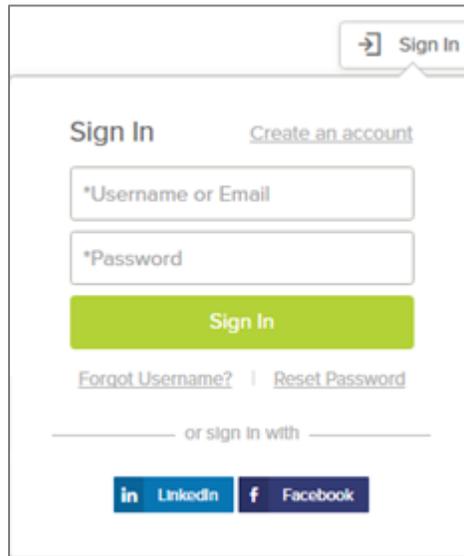
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I. First-time Applicant Job Search

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** one to create an account, and then enter your new account information.



The screenshot shows a web form for signing in or creating an account. At the top right, there is a 'Sign In' button with a right-pointing arrow. Below this, the form has two tabs: 'Sign In' (active) and 'Create an account'. The 'Sign In' section contains two input fields: '*Username or Email' and '*Password'. Below these fields is a green 'Sign In' button. Underneath the button are two links: 'Forgot Username?' and 'Reset Password'. At the bottom, there is a line that says 'or sign in with' followed by two social media buttons: 'in LinkedIn' and 'f Facebook'.

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.

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- 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.
- Your password must be at least 8 characters in length and contain upper and lower case letters, numbers and symbols.
- Answer the security question. In this example, type 11.
- As you supply correct information for each field, a checkmark on the right indicates that the value is correct, for example:

Create Account [Sign In](#)

*Email ⓘ

*Username

*Password

Create

or create with

[in](#) LinkedIn [f](#) Facebook

4. Click Create. **Keep a record of your username and password.**

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. Type a job title in the search box. The search can be as small as the first letter. For example:



A screenshot of a search interface. On the left is a search input box containing the letter 'a'. To the right of the input box are several icons: a magnifying glass, a close button (X), a hamburger menu, a grid icon, a sort icon with a dropdown arrow, and a filter icon with a dropdown arrow. Below the input box, a dropdown menu is open, showing suggestions for categories and titles.

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

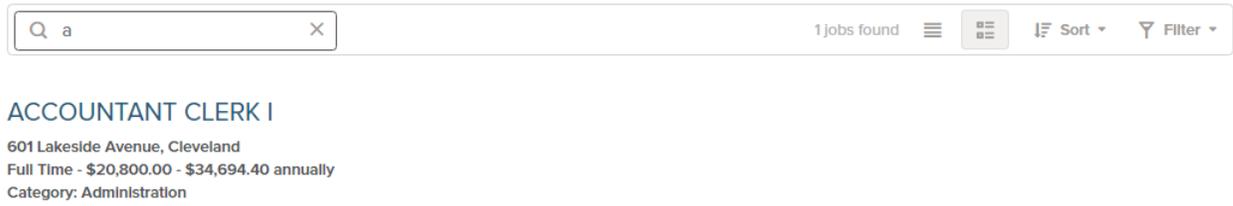
Category	
	accounting and finance
	administration
	administrative assistant...
	agriculture
Title	academic advisor
	academic records specialist
	account manager
	account representative

2. Click Find Jobs.

Once you have a NEOGOV account, you may search for any job or exam posted on the City's NEOGOV site. In order to apply for a job or exam, you MUST create a NEOGOV profile. This is your online resume.

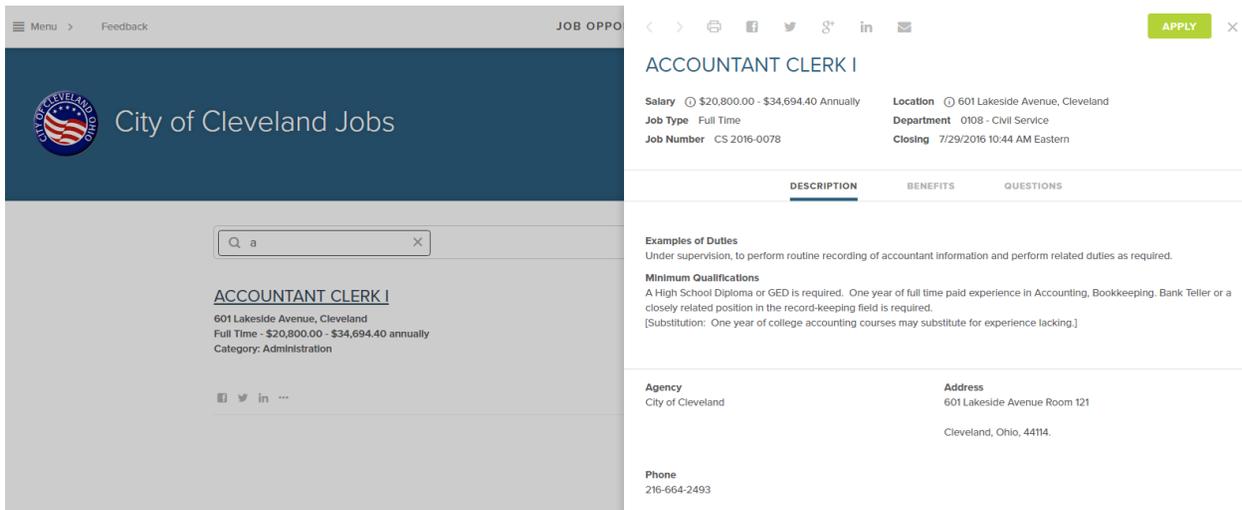
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3. The jobs that match your search are shown, for example:



A screenshot of a job search interface. At the top, there is a search bar containing the letter 'a' and a close button. To the right of the search bar, it says '1 jobs found' followed by a hamburger menu icon, a grid icon, and 'Sort' and 'Filter' dropdown menus. Below the search bar, the job title 'ACCOUNTANT CLERK I' is displayed in blue. Underneath, the address '601 Lakeside Avenue, Cleveland' is listed, followed by the salary range 'Full Time - \$20,800.00 - \$34,694.40 annually' and the category 'Category: Administration'.

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



A screenshot of the job details page for 'ACCOUNTANT CLERK I'. The page has a dark blue header with the City of Cleveland logo and the text 'City of Cleveland Jobs'. Below the header, there is a search bar with 'a' and a close button. The job title 'ACCOUNTANT CLERK I' is prominently displayed. Below the title, the address '601 Lakeside Avenue, Cleveland' is shown, followed by the salary range 'Full Time - \$20,800.00 - \$34,694.40 annually' and the category 'Category: Administration'. There are social media icons for Facebook, Twitter, and LinkedIn. On the right side of the page, there is a green 'APPLY' button with a close icon. Below the job title, there are three tabs: 'DESCRIPTION', 'BENEFITS', and 'QUESTIONS'. The 'DESCRIPTION' tab is active. Under 'Examples of Duties', it says 'Under supervision, to perform routine recording of accountant information and perform related duties as required.' Under 'Minimum Qualifications', it says 'A High School Diploma or GED is required. One year of full time paid experience in Accounting, Bookkeeping, Bank Teller or a closely related position in the record-keeping field is required. [Substitution: One year of college accounting courses may substitute for experience lacking.]'. At the bottom, there are sections for 'Agency' (City of Cleveland), 'Address' (601 Lakeside Avenue Room 121, Cleveland, Ohio, 44114), and 'Phone' (216-664-2493).

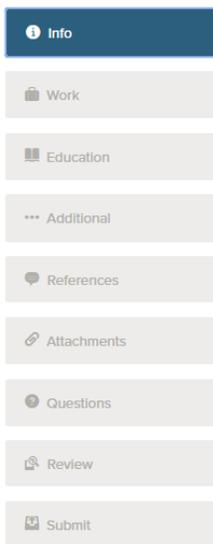
Step 3: Apply for a Job

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



The screenshot shows a job application page for a 'Labor Relations Officer' position. At the top right, there is a green 'APPLY' button circled in blue. Below the job title, there are details for Salary (\$27,325.56 - \$85,577.88 Annually), Location (CH - City Hall), Job Type (Full-time), Department (0402 - Human Resources), Job Number (NEOGOV00086), and Closing date (8/3/2016 11:59 PM Eastern). Below these details is a navigation bar with three tabs: 'DESCRIPTION', 'BENEFITS', and 'QUESTIONS'. The 'DESCRIPTION' tab is selected. Under the 'Description' heading, there is a note: 'Application for this position is by invitation only. If you did not receive an email directing you to this page to submit an application, please do not apply.' Below this are sections for 'Examples of Duties' and 'Minimum Qualifications'.

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



The screenshot shows a vertical sidebar with ten buttons: 'Info', 'Work', 'Education', 'Additional', 'References', 'Attachments', 'Questions', 'Review', and 'Submit'. The 'Info' button is highlighted in dark blue, while the others are light grey.

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.
 - 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:

Attachments

Supported file types: doc, docx, xls, pdf

License

You can click upload button or drag and drop a file into this box to start uploading

 Upload Recent Uploads

 Add supplemental attachment

* Required attachments must be provided before submission

Next

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.

 Please fix the errors in the following section.

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

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.

- Info ✓
- Work (5) ✓
- Education (1) ✓
- Additional ✓
- References (1) ✓
- Attachments ✓
- Questions ✓
- Review
- 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.



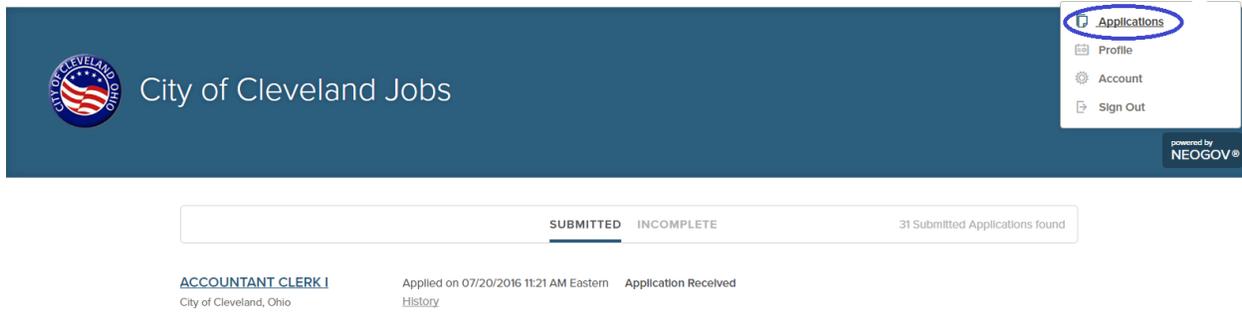
Thank you for applying for employment with the City of Cleveland. We have received your application. You will receive instructions by email and/or mail as to the next step in the process.

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

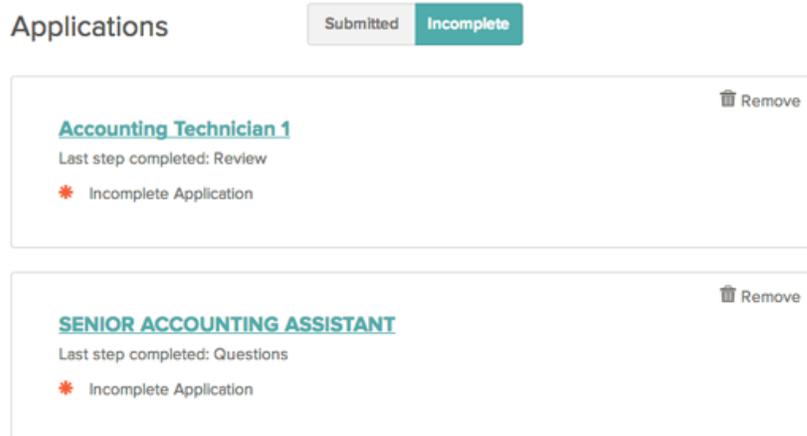
Questions asked during the examination process are based on the knowledge and abilities required to successfully perform the job.

Step 4: Check the Status of Your Application

1. To view the status of for the position(s) you have applied for, 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.

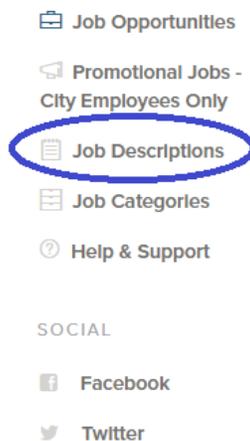


7. Click on the job title, and then Apply, to complete the application. You can use Remove if you want to delete an application without completing it.

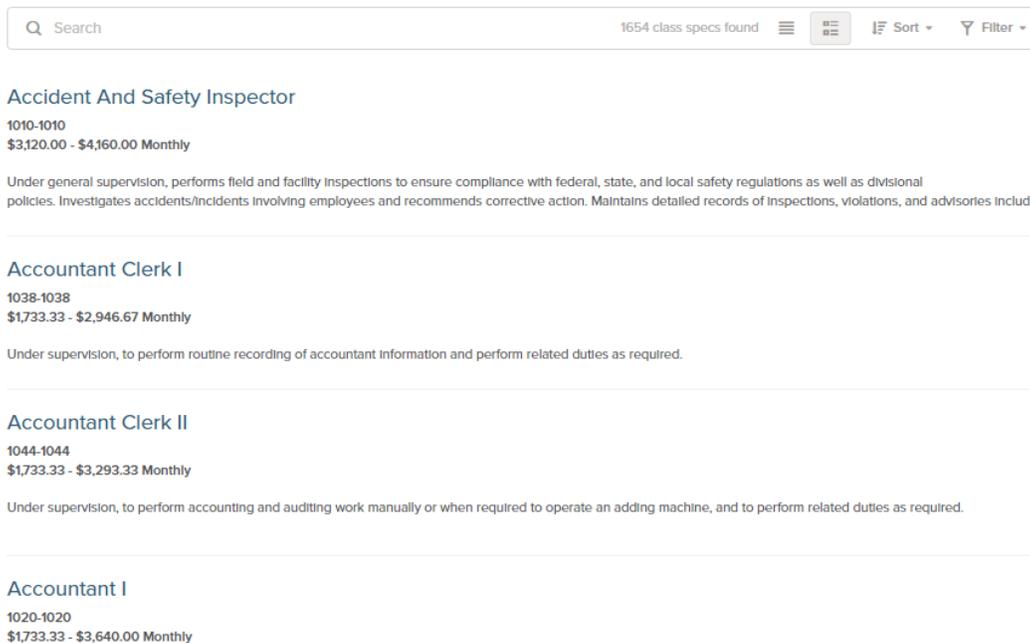
II. Create a Job Interest Card for a Specific Job Title

If you are interested in a 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.



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6. Narrow your search by entering part of the title in the search bar. Illustrated below, the search 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.

< > ☰

Asst Security Manager

Class Title
Asst Security Manager

Class Code
1765-1695

Salary ⓘ
\$20,800.00 - \$66,560.00 Annually

DEFINITION BENEFITS

Examples of Duties

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 City. Changes building locks and cuts keys for facilities as needed. Serves as the liaison between facility security operations and City law enforcement agencies. Assists in the training of personnel in the operation of security systems. Provides special security for events. Monitors fire safety systems. Prepares required reports as well as documents for use in legal claims. Performs other job-related duties as required.

Minimum Qualifications

A High School Diploma or G.E.D. is required. Three (3) years of full time paid experience as a security officer or a similar security-related position is required. Use of a 9mm hand gun is required. Must have the physical ability to defend oneself and perform police activities through basic patrol training. Must be computer literate and knowledgeable with Microsoft Office (especially Word). The completion of a minimum nineteen (19) week Basic Police Training School/Academy with certification or OPOTA/OPOTC private police or private security certification is required. A valid State of Ohio Driver's License is required.

- 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.

Job Interest Cards ×

First Name *

Last Name *

Street Address *

City *

Zip Code *

State *

Country *

Home Phone Number

Work Phone Number

Email Address *

Submit

III. Create a Job Interest Card for a Job Category

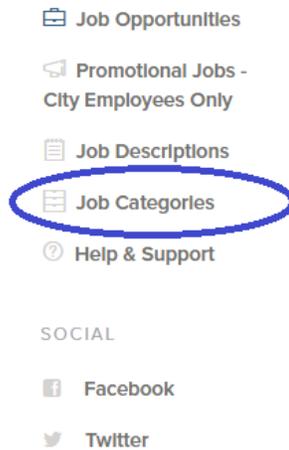
If you are interested in a job category that is not currently posted and would like to be notified when the position is posted, you can register for a Job Interest Card. To register, follow the steps below.

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

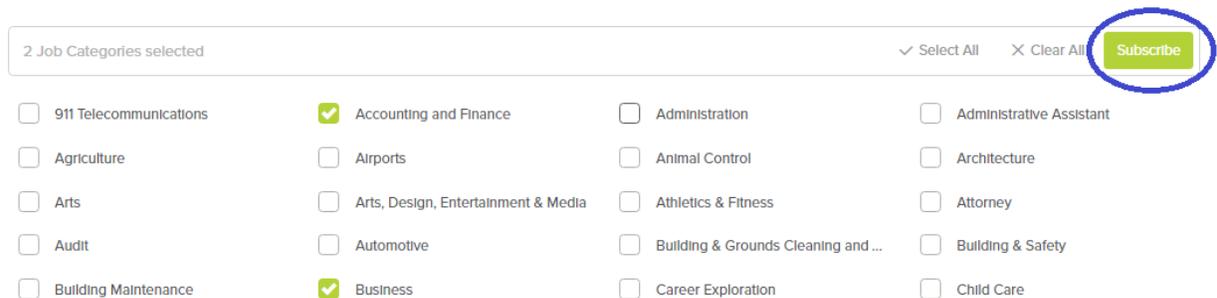
2. Login into NEOGOV.

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.

A screenshot of the job category selection form. At the top, it says "2 Job Categories selected" and has "Select All" and "Clear All" options. A green "Subscribe" button is circled in blue. Below are several job categories with checkboxes. The checked categories are "Accounting and Finance" and "Business".

<input type="checkbox"/> 911 Telecommunications	<input checked="" type="checkbox"/> Accounting and Finance	<input type="checkbox"/> Administration	<input type="checkbox"/> Administrative Assistant
<input type="checkbox"/> Agriculture	<input type="checkbox"/> Airports	<input type="checkbox"/> Animal Control	<input type="checkbox"/> Architecture
<input type="checkbox"/> Arts	<input type="checkbox"/> Arts, Design, Entertainment & Media	<input type="checkbox"/> Athletics & Fitness	<input type="checkbox"/> Attorney
<input type="checkbox"/> Audit	<input type="checkbox"/> Automotive	<input type="checkbox"/> Building & Grounds Cleaning and ...	<input type="checkbox"/> Building & Safety
<input type="checkbox"/> Building Maintenance	<input checked="" type="checkbox"/> Business	<input type="checkbox"/> Career Exploration	<input type="checkbox"/> Child Care

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.