



## APPLICANT FREQUENTLY ASKED QUESTIONS

### **Applying for a Job**

*Q: Does Cobb County Government use paper applications?*

A: No, we only accept online applications. However, if you need assistance completing an application, give us a call at 770-528-2535 for assistance.

*Q: I live out of state, can I still apply for a position with the county?*

A: Yes, you are not required to live in Cobb County to apply for a job or work with us.

*Q: I don't have access to a computer, but I want to apply for a position with the county and/or take the data entry test. Can you help me?*

A: Yes, we have a designated computer for our applicants to use to apply for jobs and take any required data entry tests. The employment center is located at 100 Cherokee Street, Suite 200; Marietta, GA 30090. You can also apply for jobs and take data entry tests at your nearest library.

*Q: How do I create a username and password?*

A: This can be done by accessing the website at <https://cobbcounty.peopleadmin.com/> and clicking on "Employment", "View Open Positions" and "Create Account", located in the left-hand navigation bar.

*Q: How do I change my password?*

A: You can change your password by clicking the "Change Password" link and following the provided instructions.

*Q: In 2013, I created a username and password, why won't it work?*

A: On March 23, 2016, we transitioned to a new applicant tracking system. This change means that all applicants who have not applied for a job since this date will have to create a new user name and password, as well as complete a new application. This can be done by accessing the website at <https://cobbcounty.peopleadmin.com/>, clicking "Create Account" and following the provided instructions.

*Q: How do I apply for positions such as police officer, deputy sheriff, firefighter or 911 operator?*

A: These positions appear throughout the year but may only be open for a short period of time. If the position is not open, you can access Public Safety applicant documents so that you can review test study guides, required background-check information, physical agility testing requirements, and department policies while you wait for the job to be posted.

- Access website: <https://cobbcounty.peopleadmin.com/>
- Select **“View Open Positions”** (When the Security Alert appears, click **“Ok”**)
- Select **Create Account** from the options on the left side of the screen
- Click the position which you would like to apply for

Be sure to check our website daily for newly opened positions.

*Q: Can I only submit a resume for a position without completing the application?*

It is Cobb County’s policy not to accept resumes in lieu of applications. When applying, the option of attaching a resume is available; however, writing comments such as “see resume” in any part of the application will render the application incomplete and it will not be considered for the applicable job.

*Q: Why am I unable to attach a resume or other documents to my application?*

A: Sometimes the job is posted without the ability to attach resumes and other times files are not compatible with our system. If you are unable to attach documents, have them available should they be needed in the hiring process. Attaching documents to your application is not required unless specifically requested by the hiring manager.

*Q: I haven’t received a confirmation number, does this mean my application wasn’t received?*

A: A confirmation number is your way of knowing that you have successfully submitted your application. If you did not receive a confirmation number, return to your application and complete your submission for the job.

*Q: How do I update an incorrect answer?*

A: Send an email to [cobbemployment@cobbcounty.org](mailto:cobbemployment@cobbcounty.org) stating which question was answered incorrectly and what you’d like changed in your response. In the email, please include your name, the job you applied for, and your People Admin username.

*Q: When applying for a job, I get stuck on the Education History page where it won’t let me save and continue. Why?*

A: Once you answer the question “Did you graduate from high school or receive a GED certificate?” click “Add Education Entry”. After adding information to all required boxes click “Next”. If you need to add more education repeat this process until all of your education has been added. You do not need to click the “Add Education Entry” button if you don’t have any more education to add.

*Q: How can I change the information on my application?*

A: Once you have logged in, an option of “Account Settings” will appear on the left side of the screen. Click the link. You will only be able to change personal information. Once your changes are made, click “Update”. You cannot make changes to specific job applications that have already been submitted. The changes will be reflected on your next application.

*Q: When I enter my job information in chronologically, it appears alphabetically. How can I my work history in chronological order?*

A: The recruiters and hiring managers have the ability to sort your information either chronologically or alphabetically based on their preference so the way it appears on your computer screen is not significant. You can put information in order on your Education History page by clicking the small arrow next to the heading. If you wish to put your job experience in order from current to oldest date or vice versa, you can click on the small arrow next to the “duration” heading when completing or editing your application.

*Q: How do I apply for a position that I was told was open but is not on your website?*

A: Some departments and divisions of Cobb County hire directly at their locations. If you do not see the job opening on our website <https://cobbcounty.peopleadmin.com/>, please contact Cobb County Human Resources at 770-528-2535 to learn how to apply for these jobs.

*Q: How will I know if you received my application?*

A: Your application for a specific job has not been submitted until you receive a confirmation number. If you do not receive a confirmation number, give us a call at 770-528-2535. We will be happy to assist you.

*Q: Human Resources did not receive my application. What did I do wrong?*

A: You probably have not completed your application. Once you log into the system click “Your Application”. The application you were working on should be seen in the “Applications to Complete” section. Click “Edit” and continue with the application. Once your application is submitted, you will receive a confirmation number. If the posted job has been closed, you will not be able to submit the application for that position.

*Q: I was applying for a position and the system kicked me off. How do I get back to the page?*

A: At this point, you have created a username and password. All the information you have saved will still be there. Go to the home menu and click “Login” and “Your Applications”. The applications will have an option to “Edit Application”. This will take you back to your application and you can continue to the page you were working on.

*Q: What time of day do the jobs close?*

A: Positions are scheduled to close at 5 p.m. on their closing date. Some jobs can close at any time of day once the potential testing slots fill up. Some examples of these jobs are deputy sheriff, 911 operator and police officer.

*Q: I received a traffic warning a few months ago. Should I include this on my application?*

A: It is always wise to include all information that is relevant to your background.

*Q: Where do I list my volunteer history on the application?*

A: Cobb County does not make any distinction between paid and unpaid work history. Please include this information in the “Work History” section of your application.

*Q: I don't currently have a copy of my degree, high school diploma or GED, how long do I have to obtain a copy?*

A: You will have until the date of orientation to get a copy of your degree, high school diploma or GED.

### **What to Expect After Application Submission**

*Q: Now that I have completed my application, how long will take for someone to call me for an interview?*

A: The hiring managers conduct interviews from the group of applicants referred to them by Human Resources. Not all applicants will be selected for interviews. If you are selected for an interview, you will be contacted by email or phone. We do not provide applicants with hiring manager contact information.

*Q: I applied for a position a while ago, but haven't heard anything. How long does the application process usually take?*

A: After the position closes the hiring process takes several weeks for most jobs. Depending on how many applicants apply for the job and the type of position for which you are applying the hiring process could be longer.

*Q: How can I check the status of my application?*

A: Once you have logged into our job website, click "Your Applications" on the left side of the page, the jobs you have applied for will appear with your status.

*Q: Will I be notified if the job is filled?*

A: The hiring manager will select applicants to be interviewed from the list referred to them by our recruitment team. Once interviews are completed and someone is hired for the position, applicants will receive an email indicating that the job has been filled. This can take several weeks from the time the position is closed. Please ensure that your email is set up to receive emails from Cobb County so you will be notified of the status of the job.

*Q: What does an "In Progress" status mean?*

A: A status of "In Progress" means that the recruiters have reviewed all applications received to see who meets the minimum requirements of the job. The application status will change to "In Progress" when it is currently in the review process by the hiring manager or internal affairs.

*Q: What if I need to change my name or address on the application I used to apply for a previous posting?*

A: The system is designed to allow updates to the basic application as needed. Once edits are made to the basic application, then all future specific applications will have your current information. It doesn't allow you to change the information on an application already submitted.

*Q: How long will my application be kept in your application system?*

A: Your application remains in the system for at least three years.

*Q: I had a conflict and wasn't able to take the Sheriff's test; however, I can take it now. Will I need to complete another application to take the test?*

A: Each applicant group is handled separately through the hiring process. If you miss a step in the process such as physical agility testing, you will need to re-apply when the application is posted again on the website. At that point you will follow that groups hiring process schedule.

*Q: How long should I wait to check the status of my application?*

A: Applications are not reviewed until after the closing date of the position. You can start checking your application status after the closing date.

*Q: What happens if I withdraw my application for a job?*

A: Once you withdraw your application, you will no longer be able to apply for that job again.

*Q: I've taken the data entry assessment, how do I know if I passed?*

A: After you have completed the assessment, you will receive a percentile score. If the position requires you to meet a minimum percentile score, it will be included in the minimum requirements for the position on the posting. If a data assessment is required for the position and you do not take it or don't receive a score in the required percentile range, you will not continue in the hiring process.