

FAQ's:

- I have filled out all the required fields but there is still an error message saying it is incomplete.
 - Sometimes the forms don't display quite right, and information that is required is not marked that way. Try filling in the information that is not marked as required.
If the incomplete section is work history or education history, check to see whether there is a blank section at the end. If there is, select the **Remove Entry** box at the end, and then select **Save Changes**. Go back to the Certify and Submit page to see if that corrects the problem.
- I can't submit my application because it says one of my documents is still being converted to PDF.
 - Wait a few minutes. You can work in other tabs of your browser, or do other tasks on your computer. The conversion process can take a long time if it is a large document.
- I made a mistake on my application, and I just got a message that I'm not qualified for the job.
 - Contact the Human Resources department.
- I can't remember my username or the email address I used to set up the account.
 - From the Login page, click on "Forgot username or password?" and follow the directions.
- Do I have to apply online?
 - The job posting will provide special instructions if you can apply in other ways than through the web site.
- Can I mail my resume or application instead of completing an application online?
 - Unless the job posting provides specific instructions for applying by mail or fax, you must apply through the web site.
- Can I start an application and come back to finish it later?
 - Yes. You can save your work at any point. Your application is private until you certify that it is complete, and submit it.
- Can I reuse my application?
 - After you have applied once, your information will automatically copy in to the next application you start. You can change it as needed.
- Can you tell me what the salary range is?
 - Yes, we can provide the starting salary range.
- If I submit my application without the required documents, will my application still be reviewed?
 - No. You will not be able to submit your application until you have attached documents marked "required".
- Do I have to send a transcript?
 - Yes, if the application requires a transcript you will have to submit it with your application.
- Does the transcript have to be official?
 - The transcript does not have to be official. You can attach an unofficial transcript to your application.

- When I try to submit an application it says there is an error, but I do not know how to correct them.
 - On the Check for Errors and Submit page, any section that does not have a green checkmark next to it needs to be corrected before you can submit your application. Select the title of the section and it will lead you back to the page with errors. Once you are there, it is important to look at the top of the page for additional notation, in a red text box, for the errors. Also, verify all fields marked with a red asterisk have been filled in/answered. Once you have corrected the issues, press the Save changes button at the bottom of the page before you proceed to the Check Errors and Submit page. At this page, you should see a green checkmark next to the section you corrected. Once all sections have a green checkmark, you will be able to successfully submit your application by clicking on the “Certify and Submit” button. If your application is successfully submitted you will immediately receive a confirmation number.
- I have successfully applied to a position and it says "In Progress". How long before I hear something on my application?
 - A status of "In Progress" means your application is being reviewed by the hiring department. Dependent on various reasons, the length of time it takes to complete a recruitment process may vary from one week to several months. The Human Resources Department or hiring department will contact you directly if you have been selected for an interview, or you will receive an email stating when the position has been filled or cancelled (as long as you included your email address on your application).
- What is the hiring process?
 - When you have applied online, if you possess basic qualifications for the position, your application will be forwarded to the hiring manager(s). Upon the hiring manager’s review of your qualifications, you may be contacted for an interview. If you successfully complete the interview process, this organization may check references for all positions, conduct background checks, and perform post-offer testing as required.
- Will I hear from a department or from Human Resource Services if I am not selected for an interview?
 - No. You can expect to receive a system-generated e-mail advising that the position has been filled. You may also monitor the status of positions for which you applied by signing on to the Applicant Home page, located at <http://rcccjobs.com/> and signing on using your username and password.
- How will I know if a position has been filled?
 - Once a position has been filled, the status displayed for that position on the Application Status page will change from “In Progress” to “Position Filled”.
- In addition to applying online, would you recommend that I also forward my resume directly to the department or to Human Resource Services?
 - No. The online application is the official way to apply for all positions at Rowan-Cabarrus Community College.

- How do I edit/update my application after it's been submitted?
 - Please email askhr@rccc.edu or contact the Human Resources Department at (704) 216-3457 with your name, the requisition number, and what needs to be corrected. HR will be able to reactivate your application so you can correct these issues.
- Can I apply for more than one position at a time?
 - Yes, however you will need to submit a separate application for each posting.
- How long does my application stay on file?
 - Your application materials will stay on file indefinitely.
- How will I know if my application was accepted?
 - Each time you apply to a job, you will receive a confirmation number. If you do not receive a confirmation number, your application is incomplete and you have not officially applied to the job. In order to finish applying for the posting, click on the "Complete" link on your Application Status page.
- Do I have to include my transcript since it's already on file?
 - It is not necessary to include your transcript since it's already on file in the Human Resources Department.
- Who is the hiring manager?
 - The supervisor to whom the advertised position reports is the hiring manager.
- Who is on the interview committee?
 - A committee of at least three people will be selected to screen applications and interview candidates. A chairperson is appointed for each committee. The committee should include persons with certain knowledge or competencies that may be required to screen and properly evaluate the applicants, but should not include the person who will directly supervise the employee. Further, an effort to have cross-organizational representation and diversity representation on committees should be made. Human Resources and the hiring manager may approve the committee for positions below the level of director. Interview committees for positions of director and above require approval of the President.
- What does "internal candidates identified" mean?
 - If a position requires significant knowledge of college operations and/or knowledge of the community college system that makes it unlikely that an equally qualified external candidate would be located, a recommendation may be made to the president to limit the posting to internal applicants only. If approved, a position vacancy announcement will be distributed to everyone by e-mail. The announcement will include the following language: "Internal Candidate known" or "Qualified Candidate known". Internal Candidate(s) known or Qualified Candidate(s) known indicate that the position remains open to any internal candidate; however, at least one internal candidate that meets or exceeds requirements is already known to the supervisor. In this way, the college acknowledges that there are experienced and qualified candidate(s) internally while providing the opportunity to others who meet the requirements to post.

- Will the interview process be the same for me as an external candidate?
 - Yes. Processing, screening, performing of background checks, and interviewing of internal candidates, etc., shall remain the same as outlined in the Personnel Hiring Procedures for externally advertised positions.
- What if my classification is the same level of the position that I'm posting for? How will that affect my salary if I am selected?
 - If your current classification is the same level of the position you are posting for, there will be no change in compensation. If the position to which you are posting is at a higher classification level, an increase to the starting rate for the grade of the new job will occur. If the new job is a higher grade than your current position and you already earn a higher rate than the starting rate of the new grade, your pay may be increased at the discretion of the vice president, but generally not more than 10% in the basic rate of pay.
- Can I have a part-time position in addition to my full-time position?
 - This requires approval from the department and from the Office of Human Resource Services. If you have questions you can call our office at 704.216.3457 or email us at askhr@rccc.edu.
- Do I need to let my manager know I'm posting for another position?
 - It is not required to inform your manager you are posting for another position however; it is recommended to inform your manager due to departmental changes.
- If I'm selected for the position how long will it take me to move into the position?
 - Transition process will be handled thru your current manager and your new manager.
- If I'm currently on a performance improvement plan, can I still post for a position?
 - Probationary employees are eligible to post for other jobs within the institution during the probationary period as approved by the appropriate vice president.
- How long do I have to be in this job position prior to applying for another position?
 - The first year of employment is your probationary period. Probationary employees are eligible to post for other jobs within the institution during the probationary period as approved by the appropriate vice president.