

FREQUENTLY ASKED QUESTIONS



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

The District's Human Resources Kiosk is available for submitting your online application and employment documents. The HR kiosk is located at the San Rafael Office. You can also access Applicant Online anywhere you can access the internet (public libraries, community colleges, and internet cafes).

I don't have an email address. Is it required?

Yes. Having an email address allows the District to communicate the status of your application, selection and scheduling of interviews. Visit one of these various service providers to setup a free email account: www.yahoo.com, www.outlook.com, www.gmail.com, or your personal internet service provider.

How can I get help with completing the Online Application?

For technical assistance, including password help, please contact NEOGOV Applicant Support at 855-524-5627 (from 6:00 am to 5:00 pm / PST, Mondays thru Fridays). For security purposes, our Human Resources Department is not able to retrieve passwords.

For questions about the position you are applying for, you may send it through the **Contact Our Recruiters** page.

Applicant Online Tips and Facts

- Be careful when completing your application in the system, and ensure that your information is accurate and that you have attached all required documents before you click "Apply." Once you have submitted the application, you cannot make any changes or additions to that application.
- Do not begin to apply for a second "Open Position" posting until you have completed the first application. Information is retained only after your first application is completed and submitted.
- Each open position may have different document requirements for attachments. Thus, pay special attention to the job posting. We recommend that you create a file containing your resume, transcripts, reference letters, etc., so they will be easily accessible as you are completing applications.
- Required document attachments stated in the posting should be uploaded under the Document/Image Attachments section on page 9 in the Applicant Online. *Applicant Online is setup to attach the following file types: doc, docx, txt, xls,xlsx, rtf, pdf, jpg, png, tif, bmp, gif*