Frequently Asked Questions About Applying for a Job at

Georgia System Operations Corporation

Searching/Reviewing Jobs

What if the system returns no results when I do a keyword search or select a specific job category?

This means there are no openings for the criteria that you entered. Postings are updated daily, so check back frequently.

What if I receive an error message while I'm on the Web site?

Clear your browser cache and exit the web browser then reopen the browser and return to the web site. Below are steps to clear your browser cache for Internet Explorer users:

- In the menu bar, located at the top of your browser page, select **Tools**, then **Internet Options**.
- This brings up a dialog box with tabs displayed across the top of the page (General, Security, Content, etc.).
- Click **General**, then select the **Delete** button in the Browsing History section. Another dialog box will populate. Under the section titled **Temporary Internet Files** select **Delete Files**.
- If the option appears, check off **Delete All Offline Content**, then click **OK**.
- Click **OK** again. This should clear all cached pages.
- Log off and reopen the browser.

How can I print a job posting?

The easiest way to print a job posting is to right-click anywhere on the job posting's details page and select Print.

Can I review job postings without applying for a job?

To view postings without applying, click on the **First-time Users** button, on the bottom half of the page under the Browse Openings heading. Search for a job by selecting your search criteria in the **Choose A Category** and/or **Location** sections located on the page. You may also type in a keyword in the **Job title containing the text** section of the page. Once you have entered your search criteria click **Continue**. (NOTE: To review the full job description for a position from Matching Opportunities, click on the underlined job title without checking the **Select** box.)

Returning Applicants:

To view postings without applying, log in with your user name and password you created when you first completed your online profile. Search for a job by selecting your search criteria in the **Choose A Category** and/or **Location** sections located on the page. You may also type in a keyword in the **Job title containing the text** section of the page. Once you have entered your search criteria click **Continue**. (NOTE: To review the full job description from Matching Opportunities, click on the underlined job title without checking the **Select** box.)

Applying for Jobs and Completing Online Profile

How do I apply for a job?

New/Nonregistered Visitor

- Click the First-time User button.
- Review the list of open jobs: by category, keyword, location or select **ALL CATEGORIES** to see a comprehensive list.
- To review the full job description for a position from **Matching Opportunities**, click on the underlined job title without checking the **Select** box. A new page will open.
- Check the **Select** box in the **Apply** column next to the job title that matches your skills and experience. Click **Continue.**
- **Review** and **Agree** to the Consent Agreement and **Acknowledge** the receipt of the FCRA summary of rights.
- Create your **user name** and **password**: Keep a record of this information since you'll use these each time you return to your online profile.
- Complete the online application using the **Continue** button to move from screen to screen.
- Complete the interview questions.
- You are now **registered** and can apply for additional positions using the profile you created.

Already a Visitor

- Log in with your **user name** and **password** you created when you first completed your online profile.
- Review the list of open jobs: by category, keyword, location or select **Search All Categories** to view a comprehensive list.
- To review the full job description for a position from **Matching Opportunities**, click on the underlined job title without checking the **Select** box.
- Check the **Select** box next to the job title that matches your skills and experience. If you have **selected a new job**, review each of your profile screens, as different jobs may have different requirements. You may be able to provide additional skills and experiences relevant to the new job.
- **There is no need to create a new online profile.** To update your information, select the

appropriate tab at the top of the screen. Update only the screens that require revisions — phone number, address, preferences, experiences, etc.

- Click Apply Now once you've completed your review.

How long will it take to complete my profile?

Approximately 20 minutes, as long as you have all the required information at hand (work history, education details, resume, etc.). You can save your profile and complete it later by clicking **Save and Quit**.

How can I determine if I'm qualified for a particular position?

The job posting lists the specific qualifications. This section outlines the education, experience and skills we're looking for. Please note whether or not the qualifications are indicated as required or preferred. For example, if the position **requires** a bachelor's degree and three years of experience, then your education and experience must meet those basic requirements. If the qualifications state an associate's degree is required and a bachelor's degree is preferred, then you must have the required associate's degree, but it isn't necessary to have the bachelor's degree in order to qualify for the position.

How do I attach documents such as a resume, cover letter or a reference letter?

- Log in with your user name and password.
- Select the **Preferences** link at the top of the screen.
- Scroll down the page to **Attach Your Resume**. You can attach Microsoft Word (.doc), rich text (.rtf) or text files (.txt) documents by clicking on the **Attach Your Resume** button, or you can copy and paste a document into the text box.
- **Attach Additional Documents:** You can attach additional documents in one of the above formats or Adobe Acrobat (.pdf), JPEG compliant (.jpg, .jpeg) or graphics interchange (.gif), by selecting the Attach Additional Documents button. Cover letters, performance reviews, reference letters, transcripts and other documents also should be attached here.
- Click on Browse and select the document you wish to attach.
- Click the Open button.
- Click the Attach button.
- Click the Close Window button.
- Save the document with the name of the document (e.g., Resume).
- Click **Save and Quit** when you have finished, or **Continue** if you want to continue on in the profile.

What if I have selected certain positions to apply for, but am not finished with my online profile and want to finish it later?

Simply click the **Save and Quit** button to save the completed portion of your profile without actually applying for a particular position.

What do I do if I'm ready to go online and finish my partially completed profile?

Enter you username and password at the home page. Click the Log In button. Select the tab at the top where you ended your last session, then complete your profile. Once completed, you can apply for the positions you previously selected by clicking the Apply Now button.

How do I update or change my online resume?

Enter you username and password at the home page. Click the Log In button. To update your resume, select the Preferences link at the top of the screen. Scroll down to the existing resume and delete it, then attach your new resume. (See the instructions for attaching a document above.) Click Save and Quit when you have attached your updated resume. If you want to update your online profile, go to the section you want to update, type in the update, then click Save and Quit.

What if I don't want the hiring managers to see any other positions for which I've applied?

Managers cannot see the list of other jobs for which you've applied or any of your activity history. However, the manager can see all additional documents you attached to your profile, such as cover letters.

How can I withdraw from consideration for a position?

If you accidentally apply for a position or change your mind about a position you applied for, you can withdraw your application to that position by logging onto your profile. Click the **Continue** button to access the Current Opportunities page, where you'll find **Jobs Applied For**. The jobs to which you have applied will be listed with a blue link titled **Withdraw** next to each posting on the right side of the screen. Click on this link; a pop-up window will appear asking if you want to withdraw. Click **Yes**, and your application for that position will be withdrawn.

Can I delete positions appearing in My Application History?

Once you you have applied for a job that application will continue to show up under My Application History indefinitely, even if you have withdrawn or the requisition is closed.

If I respond incorrectly by mistake in the HR interview, how can I correct my answer?

You need to contact erecruit@gasoc.com to reset your interview.

I forgot my password. What do I do?

- Click on the **Did you forget your user name or password?** link under the login button on the Returning Applicants section of the home page.
- A new page will open, with fields to enter your first name, last name, and user name **or** e-mail address. Enter the required fields, and then click the Submit button.
- Your user name and a temporary password will be e-mailed to you.
- Use the temporary password from the e-mail to log in to your profile.
- You will be prompted to change your password. Follow the on-screen instructions.