

# Polk County Schools

## Human Resources Services/Office of Recruiting

### Frequently Asked Questions (FAQs)

#### **Q1: How do I apply for a job?**

- a. To apply for a position with Polk County Public Schools, you must first log onto our website <https://jobs.polk-fl.net>; and create an account [a tutorial is available].
- b. Once you have created your account **and** received a confirmation\* email, you may then create your job application.
- c. A Confirmation email will be sent to your personal email account saying, **“You need to activate your job.polk-fl.net account”!**
- d. Open the email and click the link within this email to return to the application log-in screen.

#### **Q2: I completed my request and the system said to wait for an email. How long do I wait for my confirmation?**

- a. Our system will usually reply to your email account within 24 hours saying, **“You need to activate your job.polk-fl.net account”!**
- b. Access the website by clicking the link within this email to return to the application log-in screen.
- c. If you have waited longer, please check your *spam folder* or *junk mail*. You may call for assistance if you have tried the above suggestions. Please have your Applicant identification number available. (Hint: This number is located in the **top right-hand corner** of your application.)

#### **Q3: I would like to update the email address I provided during my initial registration. How can I change it?**

- a. We strongly encourage applicants to identify and use an email address that they know they will have access to for a long period of time.
- b. Submit a request to change your email address to [qualitycounts@polk-fl.net](mailto:qualitycounts@polk-fl.net) or call the HRS/Office of Recruiting at 863-534-0781.

**Note:** Please include your RefID# and your old and new email address in the body of the email.

#### **Q4: I submitted my application and got a response that further review is needed. What does this mean?**

- a. This typically means that your application is being reviewed by the *Human Resource Services Employee Relations (ER) Department*.
- b. You will be notified by someone in the ER Department **if** additional information is required.
- c. This department will also inform you of the **final results** of your application review, when the process is over. You *may* also receive notification from the system regarding the status of your application.

## FAQs, *continued*

**Q5: How do I know if my application was completed and submitted successfully?**

- a. When you have responded to each section of the application, you should receive a message that your application is **complete**. You should also see *green* check marks next to all of the required sections. Make sure you “click “save **and** “submit” to activate your application.
- b. You will receive an email, “**You have submitted your application for employment**”.
- c. You will be given a **5-digit Reference Number** [RN]. This confirms that your application was successfully submitted. Keep your number in a **safe place** for easy retrieval.
- d. You should receive a confirmation email **within 24-hours** verifying you have submitted an application for employment.

**Q6: Can I update my application?**

- a. Yes, you will be permitted to modify your application as long as you have not been “nominated to fill a vacancy”.
- b. When an Applicant has been nominated to fill a vacancy, the Applicant will **no** longer have the ability to make changes to his or her application.

**Q7: How do I apply for vacancies and request interviews?**

If you are a/an...	Then...
Custodian, Food Service, Maintenance, or Facilities Applicant	you should “ <b>view vacancy details</b> ” to learn of specific requirements and contacts for the position for which you are applying.
Instructional, Non- Instructional, Clerical, Paraprofessionals, or Professional Technical Applicant	<ol style="list-style-type: none"> <li>a. once you have completed the application process, you will have the option to “<b>select browse jobs</b>”. Our system will display vacancies in the browser window [unless a freeze is in effect].</li> <li>b. when you locate a vacancy of interest, you simply “<b>request an interview</b>” for the position. If you are <i>eligible</i> [based on your <i>self-reported</i> qualifications and the requirements of the position you chose], the system will schedule the interview.</li> <li>c. notification will be emailed to the <b>Administrator</b> of the vacancy. A reply will be generated to <b>you</b>. (Remember, correspondence is <u>from our system to your email account.</u>)</li> <li>d. within 24-hours, you will receive the message, “<b>You applied for a job with Polk County Schools</b>”.</li> <li>e. please check your mailbox <b>regularly</b> for important information regarding your status and/or other pertinent messages.</li> </ol>

## FAQs, *continued*

**Q8: I was advised to complete a Teacher Insight (TI) Interview [Instructional and Para educators]. What is this, and do I need to comply?**

- a. Yes, you do need to comply. You should receive an email, **“you must complete an on-line interview to complete your application”**.
- b. The Interview is an important component of our application process and assists us in identifying talented employees. To be considered for employment as a teacher or Paraeducator for Polk County Schools, it must be completed.

**Q9: How do I access the TI Interview?**

- a. You **must** access TI from within the email generated by our system.
- b. You will not need a District Code in order to **complete** the TI Interview.
- c. For **Gallup technical assistance**, Applicants may call 1-877-425-5872

**Q10: I have applied for several positions and received an immediate response “You were not selected for the interview.”**

If you receive a “you were not selected for the interview” email, you are encouraged to continue applying for other positions for which you are fully qualified.

**Will I be notified if I have an interview?**

- a. Yes, once the Administrator accepts the request, you will receive an email stating, **“You have been selected for an interview”**. The email will require you to confirm your assigned interview date and time.
- b. Be sure you contact the school.
- c. Go to <http://www.polk-fl.net/schools/default.asp> to locate school contact information.

**Q11: I have received the message, “You are not eligible for this position”. Why?**

- a. In this instance, the *Recruitment and Hiring System* [RHS] was unable to match your self-reported credentials with the position’s requirements.
- b. The Position Number determines qualifications needed. If you are in doubt, record the Position Number and contact the *Office of Recruiting* 863-534-0781 for additional clarification.

**Q12: How will I know if I was selected or *not* selected for the job?**

- a. You will receive an email, **“You were selected as the candidate for our position”**, if you are nominated for Candidacy.
- b. This email will contain important information regarding your pre-employment requirements (e.g., paperwork, testing, and training) which must be completed in to receive a “Start Date”.
- c. If you were not selected for the position, you will receive an email saying, **“You were not chosen for our position”**. You will remain active in the system and eligible to request interviews for other vacancies.

## FAQs, *continued*

### **Q13: I forgot my password, what should I do?**

- a. To have your password emailed to your account, you must click the *Forgot My Password* button on the log-in page.
- b. You will be asked security-related questions. You will receive an email, “**Password reset request from Polk County Public Schools**”.
- c. A link will be within the email along with instructions to process your password request.

### **Q14: Where do I find updates regarding imposed freezes?**

We encourage all Applicants to visit our website for updates [www.polk-fl.net/employment/default.htm](http://www.polk-fl.net/employment/default.htm)

**If you have additional questions or concerns, send an email to [qualitycounts@polk-fl.net](mailto:qualitycounts@polk-fl.net).**