City of Gold Coast

eRecruit Job Applicant Guide

For job applicants or people supporting job applicants

Revised August 2014
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Overview

This guide will assist you to sign in to the City of Gold Coast eRecruit system, create a profile and apply for a job.

If you do not have access to a PC and/or the internet you can use the public computers located at all our City libraries. Locations and opening times can be found on our website - City of Gold Coast libraries.

Important points to note

- Before you start applying for positions on-line please make sure that you have an up-to-date resume loaded into your profile in eRecruit.
- Make sure that the document or documents that you are attaching to eRecruit are in .doc, .docx, or Adobe PDF format.
- The file size of your document or documents should not exceed 2MB.
- Whenever you upload a document to eRecruit this must be done on a PC first, you will however be able to apply for a job using a smart phone or tablet and your documents will be attached to your application.
- Please be aware that the only documents you will be able to attach to an application are those that have been requested in the advertisement, if a cover letter for instance is not requested then you will not be able to upload one.
- If you have previously applied for jobs with the City of Gold Coast please be aware that the way in which Selection Criteria are addressed has changed. Some Selection Criteria may now be addressed by a Yes/No answer, while others may need to have a more detailed response.
- To ensure that you do not waste time in writing detailed responses that are unnecessary, please do not work on the Selection Criteria from the job advert. This is simply what the Selection Criteria are and not how they should be answered. Once you have commenced your application the Selection Criteria will be detailed with what the expected response should be i.e. Yes or No or an explanation.
- Any field that has a (*) alongside it is a mandatory field. Failure to complete this field will cause you not to be able to progress any further.
- Whenever you see this icon it means that you have not completed a required field and must do so before you can progress.
- Any time you see a you will be able to find more about the information being requested.
- If you are experiencing difficulties using our eRecruit solution please follow the steps below:
  - Refer to our Frequently Asked Questions (FAQs) at: http://www.goldcoast.qld.gov.au/council/vacancies.html to try and resolve your issue.
  - If, after reviewing the FAQs, you still need assistance please call the City of Gold Coast Contact Centre on 07 5667 5980 between the hours of 8.00am and 5.00pm (QLD time)
  - For after-hours assistance please send an email to recruitment@goldcoast.qld.gov.au. Your call will be responded to by our first available representative on the next business day. Please include your contact details, reference number of the position and a full description of your query.
- Please note that only applications made via the City of Gold Coast eRecruit solution will be accepted. The City no longer accepts hard copy applications.

- City of Gold Coast will not accept any applications for unadvertised jobs.

- Applications must be received before 10:30pm Australian Eastern Day Light Savings Time on the closing date of an advertisement. No late applications will be accepted.

- For more information on the City of Gold Coast click on: http://www.goldcoast.qld.gov.au/default.html

- For a comprehensive overview of the benefits of working for the City of Gold Coast, please refer to: http://www.goldcoast.qld.gov.au/council/employee-benefits-807.html
Accessing eRecruit

eRecruit may be accessed 24 hours a day, 7 days a week using personal computers (work or home) or mobile devices such as iPhones and tablets.

In order to apply for a position with the City of Gold Coast, you will need to register with our eRecruit system.

To do this you will need to go to the eRecruit Sign In page.

External or internal applicants

If you are an external or internal job applicant, eRecruit can be accessed by going to the City of Gold Coast web page. (Clicking on the following link will take you there) http://www.goldcoast.qld.gov.au/default.html

Once the page has opened click on “Jobs” on the black banner right at the top of the screen. A new page will open called ‘City of Gold Coast jobs’, click on “Vacancies” and the ‘Vacancies’ page will open.

Half way down this page you will find Jobs at City of Gold Coast, clicking on this will open up the sign in page for erecruit which looks like this:
Internal job applicants

If you are an internal job applicant go to the home page via Internet Explorer and click on "Jobs" on the right hand side of the screen. This will open the 'Jobs' page. Click on "Jobs at City of Gold Coast" and this will open the Sign In page for eRecruit.

Search jobs

<table>
<thead>
<tr>
<th>Ref #</th>
<th>Position title</th>
<th>Location</th>
<th>Date posted</th>
<th>Closing Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>19204</td>
<td>Data Management and Backup Administrator</td>
<td>Surfers</td>
<td>30 May</td>
<td>00/06/2014</td>
</tr>
</tbody>
</table>
Registering in eRecruit

External applicants

As an **external** applicant, click on ‘Sign Up” to commence the registration progress

This will open the ‘Registration’ page

![Registration form]

Enter all the details in the fields marked with a (*) and then click on **Create Account**

The following message will appear on the screen:
An email will be sent to you asking you to click on a link (in the email) to activate your account. Click on the link and you will be returned to the eRecruit system at the following screen:

If you wish to have an Email Alert sent to you when suitable positions are advertised simply check the appropriate box or boxes. Then click on Continue.

Using the user name and password you have created you can now log into eRecruit and commence applying for jobs.
Internal applicants with a council email address

If you are an internal applicant with a council email address you will need to go to the ‘Sign In’ page and click on “Sign In”.

Enter your City of Gold Coast email address e.g. acitizen@goldcoast.qld.gov.au and then click on “Forgotten password or username?”

The following box will appear. Type in your email address e.g. acitizen@goldcoast.qld.gov.au and click Submit.
The following message will appear on your screen:

**Forgotten Password / Username**

- If the email address you entered is registered, you will receive an email with your username and instructions on how to reset your password.

You will be sent an email which asks you to click on a link in it to change your password. Click on the link and the following box will appear:

**Change Password**

- Please complete the following details to change your password.

Once you hit the following message will appear:

**Change Password**

- Your password has been updated.

Use the "Sign In" link above to access your account.
Now using your City of Gold Coast email address and the password you have just created:

![Sign in](image)

Please note that you should only have one account in eRecruit. If you are a council employee with a council email address then you should use your acitizen@goldcoast.qld.gov.au email address. If you create two accounts you will have issues in applying for positions from your private email address.

If you are having any problems creating an account please raise a Help Desk call.

**Internal applicants without a council email address**

If you do not have a council email address you will need to use your personal email address to register.

If you have your payslips sent to your personal email address then please use this email address to register.

If you were employed by council **before 30 January 2014** the email address we have recorded for your payslips will have been used to load your details into eRecruit. You will, however, still need to “Sign In” to activate your account. Please follow the instructions for ‘Internal Applicants (employed by City of Gold Coast but without a council email address)” above.

If you commenced employment **after 30 January 2014** and **applied for your job via eRecruit** you will already have an account in eRecruit. In order to view positions that have only been advertised internally you will need to make sure that you have the role of ‘Employee’. If you are unsure as to whether you have this role or not please contact the Recruitment Services team on x 6221.

If you commenced employment **after 30 January 2014** and did not apply for your job **via eRecruit** you will need to create an account in eRecruit. Please follow the instructions for “External Applicants” above.
Creating a profile in eRecruit

Once you have registered and activated your account in eRecruit the next step is to create your profile. This can be done at any time but it is advisable to do it and keep it up to date so that you are ready to apply for a job that interests you as soon as it is advertised.

You will need to have signed in to eRecruit. On the front page, click on ‘My profile’.

You will now be able to enter or update your personal details, upload your resume and any other documents you think might be useful as well as create or update your job alerts.

This is where you maintain your sign in information.

If you are an external person or a City of Gold Coast employee without a council email you can change your email address. However a council employee with a council email address should maintain their email address as acitizen@goldcoast.qld.gov.au until they are no longer employed by City of Gold Coast. To change your email address just click next to Email, make the change and the Save it.

When you initially register in erecruit your Username is your email address. As some email addresses are quite long you may wish to change your Username to something more manageable. If you are a council employee you could use your employee number, if you are an external candidate then you can change it to your name or leave as your email address – it is a personal choice. To change your Username click on the button next to Username, make the change and then Save it.

If you want to update your password for any reason, click , update your password and then Save the record.
**Personal Information** is self-explanatory and is where you can maintain your address and phone number etc.

![Personal Information Table]

Registration is just the eRecruit term for licences and certificates. This is where you can add any licences or certificates that you may wish to keep in eRecruit so that they are available when you apply for a role.

![Registrations Table]

Enter or update your emergency contact details as you wish.

![Emergency Contact Details Table]
### Upload photo
It is optional whether you upload a headshot photo of yourself.

### My profile
This is covered in detail above.

### My Application History
eRecruit automatically retains a history of your City of Gold Coast job applications.

### My Documents
Upload your current resume and any other documents that you think may be useful. Use the to delete any documents that are no longer relevant.

### My References
You can add one or more referees here. These references are not visible during the recruitment process until you tick the referee check box within your application.

### My Correspondence
Every email that has been sent to you from eRecruit will be recorded here.

### Account Setting / Employment Preferences
**Email alerts.** You can select the job categories that are of most interest to you. When a job in one of your preferred job categories is advertised you will receive an email notification. These selections may be updated at any time.

**Deactivate Account.** If you no longer wish to apply for vacancies via City of Gold Coast, first of all remove all your selected job categories and then click on the Deactivate Account button. You will no longer have access to City of Gold Coast eRecruit.

**Note:** Documents can only be uploaded into eRecruit from a PC however once they are uploaded you can use a smart phone or tablet to apply for jobs.
Searching for job vacancies

In order to search for job vacancies you will need to be on the ‘Sign In” page of eRecruit.

If you are an internal applicant you will only be able to view internally only adverts if you are “signed in” to eRecruit.

All current, externally, advertised vacancies will be displayed under Latest jobs. They are listed in reference number order with the newest adverts at the top of the list. If there are a large number of advertisements you may wish to search for a particular vacancy type by job title or by using a keyword.

Click on to display the jobs you have seached for.

Clicking on Browse vacancies opens another screen which gives you a little more information on the jobs being advertised.

You may also use the Advanced Search function.
Clicking on **Advanced Search** opens a box which contains a number of options that you are able to use to search. Just select your option or options and then click on the **Search** button and your search results will be displayed.

### Search jobs

![Search jobs interface]

Once you have identified a position that you wish to apply for follow the instructions under ‘Applying for positions’.
Applying for positions

Click on the position title of the position you wish to apply for. This will open a screen containing the Position Details. This is a summary of the position being advertised.

If you wish to view the position description click on Open next to the position description.

To start the application process click on Apply Now either under Quick Links on the left hand side of the page. Please note that you will need to be signed into eRecruit to apply.

Or by clicking on Apply Now at the bottom of the screen.

The following screen will appear asking you to confirm that this is the position you want to apply for.

Apply for Position

Click next to continue with your application.

Please note that you will need to complete all fields which contain a (*).

When you get to Selection Criteria remember that you may not always be able to type in your response as the criterion may only require a Yes/No answer. Please note that there is no facility to allow you to upload any documents here – your responses must be typed and/or copied and pasted into the relevant fields. See below for more assistance regarding Selection Criteria. Pasting from a Microsoft Word document will not hold its format; do not be concerned with the appearance once pasted.
Please note that you do not have to complete your application all at once. You are able to Save and Exit at any time up to finally submitting your application.

To recommence your application simply go to ‘My Application History’ under My profile. You should have a Status of Incomplete and an ‘Action’ of Complete. Click on Go to return to your application.

Whenever you see this icon it means that you have not completed a required field – you must do this before you will be allowed to progress your application.

Once you have submitted your applicant the only ‘Action’ options you will have are View, Update or Withdraw. Once the advertisement closes the only option you will is to View. You will not be able to update your application however you will be able to withdraw by phoning to contact on the advert.

Once you have submitted your application—the following message will appear:

Check your email inbox for an automated email from no-reply@mercury.com.au confirming receipt of your application. Also check your email inbox during the recruitment process for automated emails that may be sent to invite you to attend an interview, arrange appointments or to advise you of the outcome of your application.

**Selection criteria**

The Australian Government Public Service Commission has a fact sheet on how to address selection criteria. Go to www.apsc.gov.au and where you will find useful information to assist your with your selection criteria. Type Selection Criteria in the search box and then click on Search
A new screen will appear with information for Job Seekers. Click on ‘Cracking the code’.

This will then bring up ‘Related documents’ on the right hand side of the screen. Click on Fact sheet 4 – Applying for APS jobs or Fact Sheet 5 – Addressing selection criteria, for help.

The ‘STAR’ model for addressing selection criteria

When answering any free text selection criteria within eRecruit it is important that you demonstrate
that you have the required skill, experience and ability to be able to carry out the duties of the advertised position. Any answers that you give should wholly relate to the criterion being addressed. The STAR model helps you to form your answers in a way that you do not miss telling the hiring manager what you have done and how you did it in relation to the criterion.

- **Situation** Describe the situation where you used the skills or abilities and gained experience
- **Task** What was your role?
- **Actions** What did you do and how did you do it?
- **Results** What did you achieve? What was the end result and how does it relate to the job you are applying for? Feel free to let the hiring manager know of any awards, cost savings, injury preventions that may have occurred as a result.

### The assessment criteria

The **mandatory qualifications/requirements, technical capabilities and personal attributes** in the position description are considered essential factors to be able to fulfil the key responsibilities of the position effectively and efficiently.

The selection panel will shortlist applicants for interview by assessing your resume, and your response to the selection criteria questions against these essential factors.

### Resume

This should be a succinct history of your employment. It should include the organisations you have worked at and the dates and what your duties were.

### Selection tools and assessment methods

The selection panel’s task is to establish whether you possess the necessary qualifications, skills, ability, experience and knowledge to perform the key responsibilities of the job. The task is then to select the most suitable person for the job.

City of Gold Coast may use a combination of assessment methods to evaluate candidates such as:

- review of application (including resume)
- structured interview
- case studies / role play (e.g. customer service interaction role play)
- practical work-based skill testing (e.g. typing, construction, crane operation, claim processing)
- written knowledge testing (e.g. knowledge of a particular legislation, best practice process etc)
- other testing (e.g. motivation, personality)

It is important that you advise City of Gold Coast of any special requirements/assistance that you may need for any selection tests/tools.

### Pre-employment checks

#### Pre-employment medical screening

Pre-appointment screening of preferred applicant(s) may involve the completion or a questionnaire and/or participation in a medical examination to assess the applicant’s ability to perform the inherent requirements of the role. The City will cover the costs of a pre-employment medical, where
necessary.

**Reference checks**

A minimum of two reference checks are a mandatory requirement of the City’s recruitment and selection process. Such checks verify the information provided by an applicant is true and correct, and validates the applicant’s previous work performance. Nominated referees may be contacted at any time during the recruitment process. It is important that you notify your referees that they may be contacted, prior to providing their details. If you have worked for the City previously in the capacity of either an employee or agency resource you should nominate the supervisor you reported to then.

**Pre-employment verification checks**

When an applicant is recommended for a role, The City may decide to undertake one or more checks depending on the nature of the position to be filled. These checks may include any of the following:

- National Criminal History Check
- International Criminal History Check
- Anti-Money Laundering & Counter Terrorism Financing
- Basic Credit
- Directorship
- Entitlement to Work Visa
- Employment History
- Bankruptcy & National Personal Insolvency

The City will cover the cost of any checks undertaken.

A criminal history check may be conducted prior to being offered employment. The City has work areas where, depending on the work performed, mandatory criminal checks are required. A preferred applicant will be notified prior to this occurring.

**Eligibility for employment with the City of Gold Coast**

To be eligible for an ongoing appointment to a position in CoGC, a successful applicant must fulfil one of the following criteria:

- permanent resident of Australia
- Australian citizen
- New Zealand citizen
- Entitlement to work visa

**After the selection process**

**Notification of appointment**

Once the panel has decided on the successful candidate they and the unsuccessful candidates will be contacted. The successful candidate will receive a letter of appointment outlining the terms and conditions of their employment.

**Post selection feedback**

Upon request to the Chair of the Selection Panel Post selection feedback may be provided to applicants.
Probation requirements

Successful applicants are required to undertake a 3 month period of probation, unless the applicant is exempt from probation.

Induction

New employees are required to attend a first-day orientation on commencement. Details of this will be provided with your letter of appointment. The induction is an introduction to the City of Gold Coast, its policies and procedures and Code of Conduct. You may also have to provide documentation that has been requested in relation to your employment.

FAQs

How do I change my password?

You will need to have signed in to eRecruit. On the front page, click on ‘My profile’.

If you want to change your password for any reason, click , update your password and then Save the record.

How do I update my personal information?

As above, sign in the eRecruit, click on My Profile. Click the button for the information you want to update, Update the information and then Save the record.

I am getting an error message when I try to apply for a job

“This employee number is already registered.”
Apply for Position

<table>
<thead>
<tr>
<th>Employment Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are you an Australian/New Zealand citizen or permanent resident?</td>
</tr>
<tr>
<td>Are you a current City of Gold Coast employee?</td>
</tr>
<tr>
<td>Which directorate?</td>
</tr>
<tr>
<td>Employment status</td>
</tr>
<tr>
<td>What is your employee number</td>
</tr>
</tbody>
</table>

Registrations: no registrations have been added

Either call (07) 5667 5980 or email recruitment@goldcoast.qld.gov.au for assistance with this.