



City of Oklahoma City

Frequently Asked Questions About City Careers

April 20, 2017

Information About the City of Oklahoma City . . .

Our Mission Statement:

The mission of the City of Oklahoma City is to provide exceptional service to residents and visitors. We do this by ensuring the safety of the public, delivering quality services, and maintaining infrastructure to support the growth of the City.

Our Vision Statement:

Oklahoma City seeks to further progress as a vibrant, diverse, safe, unified and welcoming community.

Our Values:

We are the City of Oklahoma City. Public Service is our purpose. It is why we are here. We commit to provide competent, dependable and efficient service to all by knowing our jobs and our City. We value dependability and accountability in our relationships. We value tactful, useful, informative and honest communication among ourselves and with our community. Listening to the needs of others is a critical part of our communication process. We honor diversity by respecting our customers and fellow employees. We commit to continuous improvement and growth through visionary, proactive leadership and technology. We set these standards of quality service by upholding our core values. **We are the City of Oklahoma City.**

Q: What are the age requirements for the City?

A: The minimum age for employment with the City of Oklahoma City is 18 years for both regular full-time and part-time employment unless a higher minimum age is required due to the nature of the work performed as specified by federal and/or state law. Seasonal employment of individuals age 16 and 17 will conform to Oklahoma Child Labor Laws and must be approved by the Personnel Department Director.

Q: How do I find out about City of Oklahoma City career opportunities?

A: The link to careers with the City of Oklahoma City is posted on the City's website at <https://www.okc.gov/departments/personnel/careers>.

Career opportunities are also posted on Facebook, LinkedIn, and Twitter:

Follow us on Twitter:

<https://twitter.com/okcgovcareers>.

#WorkforOKC #WorkfortheCity

Follow us on LinkedIn:

<https://linkedin.com/company/cityofokc>.

Like us on Facebook and share our posts with your friends:

<https://www.facebook.com/okcgovcareers/>

Q: Will all City of Oklahoma City career opportunities be posted using NeoGov?

A: Career opportunities are posted on NeoGov. The only exceptions at this time are uniformed Police and Fire Department positions.

Q: What information will I be asked to provide when making application?

A: You will be asked to provide contact information such as name, address, phone number, email address, etc., and information pertaining to your education, employment history and work experience, certifications and licensures, skills, and references. You will also have the opportunity to upload your resume, cover letter, and other documents.

Q: An email address is required to complete the online application form. What if I don't have an email account?

A: If you do not already have an email address, free email is available through a number of providers. Though the City of Oklahoma City cannot endorse any particular vendor, you can find information on free email sources via an internet search on, "free email services." You are discouraged from using another person's email address for this purpose and encouraged to establish your own email address.

Q: How do I apply?

A: The City of Oklahoma City uses an online application system called NeoGov. NeoGov allows you to create a user account/profile, apply for current career opportunities, and check the status of your candidacy all online—24 hours a day, seven days a week. The City's application process is as easy as 1-2-3:

- *Step 1: Create an account in NeoGov.*

Go to <https://www.governmentjobs.com/careers/oklahomacity/applications>.

Select "Create an Account."

Fill in the blanks, and follow the instructions to set up your user account. Remember to keep a record of your username and password once you have set up your account. You will use the same username and password each time you log into the system to apply for positions or check the status of your application(s).

- *Step 2: Search for jobs.*

Search for jobs on the City of Oklahoma City web site at the following link:
<https://www.okc.gov/departments/personnel/careers>.

- *Step 3: Apply.*

Once you've identified a position for which you want to apply, click the "Apply Now" button on the job posting. You will be prompted to sign in (with your username and password) or register if you have not already done so.

Q: How do I save my application?

A: You must click "Save" to retain the information you have entered. If you close your browser prior to clicking "Save," you will lose all information you have entered after the last time you clicked "Save."



If at any time you need to exit the application process, click the “Save” button at the bottom of the form. You can return to complete your application later by logging back into your account.

Q: What if I need help registering with NeoGov?

A: The City of Oklahoma City is committed to ensuring this process is easy and user-friendly. To help applicants, the following resources are available:

- Online Employment Application Guide: This is accessible at the following link: <https://www.governmentjobs.com/Home/ApplicationGuide>
- Telephone assistance is available from Personnel Operations Division staff during regular business hours, Monday through Friday; 8:00 a.m. to 5:00 p.m., at 405-297-2530.
- You may email questions to Personnel.FrontDesk@okc.gov.
- You may visit the Personnel Operations office at 420 W. Main (Suite 110) during regular business hours.

Q: What if I don't have computer/internet access?

A: You can apply anywhere you can get internet access such as most public libraries. Additionally, there are computers available in our Personnel Operations Division office located at 420 W. Main, Suite 110, Oklahoma City (corner of Walker and Main). Office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m.

Q: What if the online application requires an electronic document attachment such as a resume, cover letter, writing sample, etc., and I only have a paper copy?

A: These documents will need to be scanned and uploaded. You may want to check with public libraries regarding scanning capability for public use. Personnel Operations Division staff are also available to assist you in our Personnel Operations Division office located at 420 W. Main, Suite 110, Oklahoma City (corner of Walker and Main). Office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m.

Q: Can I be automatically alerted when new career opportunities are posted?

A: Yes. You can sign up to receive email notices of City of Oklahoma City career opportunities as they are posted. Click on the following link:

<https://www.governmentjobs.com/careers/oklahomacity/jobInterestCards/categories>

Place a check in the box next to each job category in which you are interested and for which you would like to receive email notifications. Once you've made your selections, click the “Subscribe” button, fill out the information, and click the “Submit” button. For the next 12 months, you will receive an email notification each time a position opens with the City of Oklahoma City which matches one of the categories you've selected.

Q: Can I apply for City of Oklahoma City career opportunities by any other method?

A: The City of Oklahoma City recruitment process is fully automated. Applicants access the City's website at <https://www.okc.gov/departments/personnel/careers> to apply for open positions. Applications submitted via regular mail, email, fax, hand-delivery, etc., will not be accepted. Personnel Operations Division staff, located at 420 W. Main, Suite 110, Oklahoma City (corner of Walker and Main), are also available to assist you with making application. Office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m.



Q: Do I need to submit an application, a resume, and a cover letter?

A: The City's employment process requires submission of an online application via NeoGov. If a resume is required, it will be stated on the vacancy announcement. However, all applicants are encouraged to attach resumes and cover letters when submitting applications. Resumes typically provide additional information that may not be included on the application forms and will be reviewed during the employment process. Like resumes, cover letters are optional, unless otherwise specified on the vacancy announcement.

Q: Can I apply for more than one job?

A: Yes. You can apply for any position in which you are eligible and for which you think you are qualified. With NeoGov, once you have created a master profile, you can use it to apply for one or more career opportunities.

Q: What is the deadline date to apply for a job?

A: The majority of vacancy announcements include an application period with opening and closing dates and times. Applications will not be accepted after the closing date/time listed on the vacancy announcement.

Occasionally, there may be positions that are posted as "open until filled." For positions that are identified as "open until filled," there will likely be a "first consideration" date listed in the narrative of the posting. This means applications submitted prior to the "first consideration" date will be considered first. After that date, applications may be considered depending upon a variety of factors. If a position is posted as "open until filled," and a "first consideration" date is included, you will want to submit your application by the "first consideration" date.

Q: Can I modify my application after the closing date/time specified on the vacancy announcement?

A: If the vacancy announcement is open, you can reapply for the position with an updated application. Once the vacancy announcement has closed, no changes can be made to your application.

Q: How will I know whether I am being considered for the job?

A: Once you have applied for a position with the City of Oklahoma City, you should login periodically to check your application status. During the hiring process, you should be able to view the status of your application.

Q: How do I access my on-line account once it has been established?

A: Once you have established your account, you may access your account at the following link:
<https://www.governmentjobs.com/careers/oklahomacity/applications>

From the Careers page, click on the "Sign In" button in the upper right corner and log in to your account.

Q: Who do I contact if I have issues accessing my online account?

A: If you are having issues with your login or have forgotten your password, use the "Forgot My Password" link that is directly below the username/password login box on the "Applicant Login" page. The system will generate an email with that information. Please be sure to check your spam/junk mail folders and also add info@governmentjobs.com and info@neogov.com to your "safe sender" list. If you still do not receive the email notice, then contact NeoGov Customer



Support Toll Free at 1-888-NeoGov1 (1-888-636-4681) and follow the prompts for “Applicant” assistance.

Q: When is the Career Opportunities list updated?

A: The list may be updated as frequently as every business day. If you check your e-mail often, set up a “Job Interest Card,” in NeoGov noting the specific job categories that are of interest to you, and each time a job opens in a selected category, you will receive an email notification.

Q: Can I apply for a position shown as “Open to City of Oklahoma City Employees Only”?

A: When the vacancy announcement is listed on the “City Employees Only” page and specifies the position is “Open to City of Oklahoma City Employees Only,” that means it is an internal posting. Only those who are currently employed by the City of Oklahoma City municipal government will be considered.

Q: If I am found to be qualified, will I get an interview?

A: The decision to interview depends on a variety of factors including, but not limited to your knowledge, skills, abilities, and experience compared to that of other candidates.

Q: What is involved in the employment process?

A: Depending upon the position, selection and employment processes may include a combination of written tests, job simulation tests, interviews, background investigation, drug test, health screening/physical examination, references check, etc. For certain public safety positions, a polygraph may also be required.

Q: How can an individual request a reasonable accommodation in a selection process?

A: An individual with a disability may request a reasonable accommodation at any time during the application or employment process, or during the period of employment by advising the personnel representative assigned to the selection process or by contacting Personnel Operations at 405-297-2530 or via email at Careers@okc.gov.

Q: How does veteran’s preference apply in the selection process?

A: A five-point preference will be awarded on the initial scored selection process for honorably discharged veterans of the United States Armed Forces not currently employed full-time by the City of Oklahoma City. Qualified applicants must upload or submit a copy of their DD 214 indicating discharge type/character of service at the time of application.

Q: What is involved in a conditional offer background investigation?

A: The background investigation process varies depending on the position and the department. Generally, the background investigation process includes records checks with the Oklahoma State Bureau of Investigation and the Oklahoma City Municipal Court. For applicants who have lived, worked, or attended school outside the state of Oklahoma since age 18, the City contracts with a third-party reporting agency to complete the background check. Civilian employees of the Police Department undergo a more extensive background check. For candidates hired into positions requiring commercial licensure, the background investigation process is carried out in compliance with Federal Motor Carrier Safety Administration regulations. Parental/legal guardian consent is required prior to conducting a background investigation on a minor. Felony convictions do not exclude candidates from employment. As part of the background investigation process, felony



convictions are reviewed on a case-by-case basis with consideration given to the relevance of the crime(s) to the position sought, nature of the work to be performed, and recency of the conviction.

Q: What does the drug test consist of?

A: As a part of the conditional employment process, you will be required to take a urine drug test at a qualified site (usually the City's clinic) in conjunction with your health screen or physical examination. Drug testing procedures are conducted in accordance with rules established by the Oklahoma State Board of Health, applicable FMCSA Regulations (for positions requiring commercial licensure), and federal/state statutes.

Q: Are all former employees eligible for rehire?

A: No. To participate in any selection process, former employees must be eligible for rehire. If you were formerly employed by the City of Oklahoma City and are unsure of your rehire status, please contact the Personnel Operations Division at (405) 297-2530.

Q: What if I am interested in a position that is not currently on the City job list?

A: You can only apply for positions that have been announced. However, if you wish to receive notification regarding certain positions that might be an interest to you when it becomes available, you can sign up to receive email notices of City of Oklahoma City career opportunities as they are posted at the following link:

<https://www.governmentjobs.com/careers/oklahomacity/jobInterestCards/categories>

Place a check in the box next to each job category in which you are interested and for which you would like to receive email notifications. Once you've made your selections, click the "Subscribe" button, fill out the information, and click the "Submit" button. For the next 12 months, you will receive an email notification each time a position opens with the City of Oklahoma City which matches one of the categories you've selected.

Q: Who will see my application if I use the online hiring process?

A: The information is on a secure web server. Only the Personnel Operations Division and the hiring City department (of the position for which you have applied) are authorized to review your application. The City does not share its database with any other companies or localities.

Q: How do I print my application?

A: After you have submitted your application, you will see a link to "Click Here for a Printable Version of the Application You Just Submitted." If you make online application on computers at 420 W. Main, Suite 110, Personnel Operation Division, you will not have access to print your submitted application. You will need to go to a local library or other location where you would have access to print.

Q: Will I automatically be considered for other positions if I previously submitted an application?

A: No. You must submit a separate application for each position.

Q: What if I am not ready to fill out or cannot complete the application at this time?

A: No application is submitted until you click the "Accept" button during the "Confirm and Submit" step. If at any time you do not want to or cannot complete your application, save your work, then logout. You always can log back in the system at a later time by using your username and password to complete your application.



Q: If I am interviewed for a position and not selected, will I be notified?

A: Yes. You will be notified via email notification that you were not selected when the selection process has concluded.

Q: What type of files can I attach to my application?

A: Accepted file formats are: Acrobat Portable Document Format ('.pdf'), Microsoft Excel Spreadsheet ('.xls'), or Microsoft Word Document ('.doc').

Q: Where can I take a typing test?

A: The City of Oklahoma City will accept a written document verifying the typing skill as specified on the vacancy announcement. The test must be a five-minute timed test within the past 12 months from a recognized employment agency or placement office, etc. Online typing tests are not accepted. Typing scores are subject to verification.

Typing tests may be scheduled by contacting the Personnel Operations Division at 405-297-2530 or emailing Personnel.FrontDesk@okc.gov. Typing tests are administered in the Personnel Operations Division office located at 420 W. Main, Suite 110, Oklahoma City, Oklahoma, Mondays and Wednesdays (1:00 p.m. to 4:00 p.m.) and Fridays (8:30 a.m. to 11:30 a.m.). A photo I.D. is required to take the exam.

Q: Can I copy and paste information from my resume into the application form?

A: Yes. You can copy and paste information from an existing document. Be sure to use plain text so it can be easily read—no formatting, bullets, or lines.

Q: Why does the system automatically log me out after 30 minutes?

A: The system will automatically log you out if you do not press a key or click your mouse for 30 minutes. This is a precautionary measure to protect your identity and personal information. The system will warn you before it logs you out, but you should save your information frequently to avoid losing your entries and to stay logged into the system.

Q: What if I forget my username or password?

A: Click on the “Applicant Login” link from the Job Opportunities page. Use the “Forgot User Name or Reset Password” link directly below the username/password login box. The system will send you an email with your information. Please be sure to check your spam/junk mail folders and add info@governmentjobs.com to your “safe sender” list to make sure you get this email. If you do not receive an email, contact NeoGov Customer Support Toll Free at 1-888-NeoGov1 (1-888-636-4681) and follow the prompts for “Applicant” assistance.

Q: What do I do if my question is not addressed here?

A: Contact the Personnel Operations Division by phone at 405-297-2530 or by email at Careers@okc.gov. We will be happy to assist you.

