



## City of Fort Lauderdale Human Resources Department

<http://www.fortlauderdale.gov/jobs/jobs.htm>

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### Frequently Asked Questions (FAQs)

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#### Q. What is NEOGOV?

A. NEOGOV is an online hiring system that allows applicants to create a user account/profile, apply for current job opportunities and check the status of their candidacy all online! This system has allowed the City of Fort Lauderdale recruitment and selection process to become fully automated.

#### Q. Where do I begin?

A. Everything starts at our City of Fort Lauderdale, Human Resources web site. There you will find links to Current Job Opportunities, Online Employment Application Guide, and Online Help for Getting Started. Above all, remember to keep a record of your username and password once you have set up an account. You will use the same “username” and “password” each time you apply for other positions or check the status of your application(s). Each time you re-enter the system, you will need to input this information exactly as it was originally entered.

#### Q. What if I don't have computer / Internet access?

A. There are a number of ways to access the City of Fort Lauderdale's online hiring system:

- Two computers are available in the Human Resources Department during regular business hours (Monday- Friday; 7:45 a.m. – 4:00 p.m.). Our employment office is located on the 3<sup>rd</sup> floor of City Hall (see address noted above)
- You may also use the public computers located at public libraries
- Family and friends may also have Internet access available for you to use.

#### Q. An email address is required to complete the online application form. How do I get an email address?

A. If you do not already have an email address, free email is available through a number of providers. Though we cannot endorse any particular vendor, you may want to click on these links for more information: [Hotmail](#), [Yahoo Mail](#), [Excite](#), and [Google GMAIL](#).

#### Q. How do I get help with completing the online application form and accessing the system?

A. Human Resources is committed to ensuring that this process is easy and user-friendly. To help applicants, the following resources are available:

- a. [Online Application Guide](#)
- b. [Sample Online Application](#)

Live help from Human Resources during regular business hours:

Monday - Friday; 7:45 a.m. – 4:45 p.m. via Phone: 954-828-5300; In-Person: City Hall (3<sup>rd</sup> floor), 100 N Andrews Avenue, Fort Lauderdale, Monday – Friday; 7:45 a.m. – 4:00 p.m.

**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 by clicking “Applicant Login” located on the main [City of Fort Lauderdale job opportunities page](#). You may check the status of your application(s), update your application(s), or create a new application, and view all jobs that you have applied for.

**Q. Who do I contact if I have issues accessing my on-line 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. The system will generate an email with the information. **Please** be sure to check your spam/junk mail folders and also add [info@governmentjobs.com](mailto:info@governmentjobs.com) and [info@neogov.com](mailto:info@neogov.com) to your ‘safe sender’ list. If you still do not receive the email notice, then contact NEOGOV Customer Support at (310) 469-0515 or toll free at 1-877-204-4442) and follow the prompts for ‘applicant’ assistance. Customer Support is available Monday – Friday; 9:00 a.m. – 9:00 p.m. (EST).

**Q. When is the Job Opportunities list updated? I don’t want to miss my chance to apply.**

**A.** The list is updated every Wednesday; however our minimum recruitment period is ten business days. If you check our Job Opportunities list at least once every 7 days, you will know of all City of Fort Lauderdale job opportunities in ample time to apply before a deadline.

**HINT:** If you check your email frequently, set up a ‘[Job Interest Card](#)’, noting which specific job categories are of interest to you. Each time a job opens in a selected category, you will receive an email notification.

**Q. Can I apply for a job that isn’t advertised now?**

**A.** No. We are only able to process applicant information submitted in response to a specific advertised vacancy. If you wish to receive email notification when a job you are interested in becomes available, sign up for the ‘[Job Interest Card](#)’ service.

**Q. Can I apply for a City of Fort Lauderdale job by email?**

**A.** No. The City of Fort Lauderdale recruitment process is fully automated. Applicants must login to the City of Fort Lauderdale Human Resources website or [Governmentjobs.com](http://Governmentjobs.com) to apply for City of Fort Lauderdale positions. However, applications submitted via US mail, or hand delivered will still be accepted. (Unless otherwise instructed for executive recruitments only.)

**Q. Can I apply with a resume instead of an application form?**

**A.** No. A resume will not be accepted in lieu of an application form, unless specifically stated on the job posting. A resume may be attached to your required online application form; however it may not be used as a substitute for completing any part of our application package. (Unless otherwise instructed for executive recruitments only.)

**Q. Can I apply for more than one position?**

**A.** Yes. You must complete an application for each specific position for which you apply.

**Q. When a job is “Open Continuous”, what does that mean?**

**A.** We evaluate groups of candidates based on the date you applied. When we are able to fill our vacancy, the recruitment is then closed. If a job that interests you is listed as “continuous”, apply right away!

**Q. When a job is “Confidential”, what does that mean?**

**A.** Employees who aid or assist a managerial employee by working with confidential information concerning the employer’s labor relations functions are excluded from a bargaining unit as confidential employees.

**Q. What are promotional opportunities?**

**A.** These opportunities are available only to current, regular, full-time employees of the City of Fort Lauderdale. No other applications will be considered.

**Q. My college degree is from a school outside the USA. Does that make a difference?**

**A.** Employment applicants whose degree is from outside the United States must submit a certified Education Credential Evaluation at the time of application, verifying that their degree equated to the requirements stated for the referenced position. Sources for this service can be found on the Internet. The applicant is responsible for any fee charged.

**Q. How do I submit additional documents with my application if I don’t have a scanner?**

**A.** You should mail copies of the documents to Human Resources to the address noted above. The documents will be scanned and added to your employment application.

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

**A.** Human Resources staff will send you notification of your status as the recruitment and selection process progresses.

**HINT:** Once you have created a username and password under the Applicant Login section and have applied for a position, you will be able to login to check your application status at any time. You may provide your preference as to the method of your notification directly on your employment application – email or paper (postal mail).

**Q. How long is my application active once I submit it?**

**A.** An application for a position that does not require civil service testing will be active for 6 months. For applicants placed on an eligible list based on civil service testing, applications will remain active for the duration of the list provided you have not been disqualified for any reason. Depending on the position, eligible lists remain in effect for not less than six months and not more than three years.