

## Career Center FAQ's

### 1. How do I search or open positions?

Less is more is best when searching for an open position on the Career Center. When on the screen shown on the next page, either use the Job Code (see question 7) or general key words (CSM for Case Manager, ASM for Activity and Security Monitor, YCP for Youth Care Provider, CSP for Clinical Service Provider, ADM for Administrative Specialist, etc.) to find a specific position. To see all open positions, do not put in anything.

If you know which agency you would like to apply for, choose either Talbert House or Centerpoint Health. If you want to see openings affiliation wide, select "Select All." Do not choose any of the other options.

The screenshot shows a web browser window titled "Abra Workforce Connections - eRecruiter - Microsoft Internet Explorer provided by Talbert House". The address bar shows "https://jobs.talberthouse.org/selfService/recruiting/welcome.aspx". The page content includes a search form with the following sections:

- Location:** A dropdown menu with "Select: All" selected. Other options include "US-OH, 281-CARE", "US-OH, ADAPT for Men", "US-OH, ADAPT for Women", "US-OH, ADAS Expansion - Men", and "US-OH, Administration".
- Company:** A dropdown menu with "Select: All" selected. Other options include "Center for Children and Families", "Centerpoint Health", "Core Behavioral Health", "Norcen Behavioral Health", and "Talbert House".
- Category:** A dropdown menu with "Select: All" selected. Other options include "Administrative Support (Secretarial, Clerical)", "Client Service (Social Work, Case Manager)", "Information Technology", "Professional (HR, Finance, Public Relations)", and "Supervisory (Supervisor, Manager, Director)".
- Keywords:** A text input field containing "CSP" with a hint "(e.g. sales, nurse, marketing)".
- Display Results By:** Radio buttons for "Date" (selected) and "Keyword Relevance".
- Buttons:** "Search" and "Reset".

If you know which program you would like to apply for, you can choose it here. If you want to see openings for all programs, choose "Select All." Note that you are able to find program descriptions at [www.talberthouse.org/services/index.html](http://www.talberthouse.org/services/index.html) & [www.centerpointhealth.org/services.html](http://www.centerpointhealth.org/services.html).

Choose a category that best fits what the type of opportunity you are looking for. If you want to see openings affiliation wide, highlight "Select All."

If you know the job reference code of the specific position you would like to apply for (ex. 180-4) or title of a specific position (ex. Clinical Service Provider or CSP), type it here. Otherwise, it is best to leave it blank.

### 2. I have a resume; do I have to fill out everything else?

Yes. Keep in mind the more information you give us, the easier it is for us to process your application and give the hiring manager more information on you as a candidate.

### 3. I'm having issues uploading documents.

Your resume must be saved as Word 1997-2003. Our system cannot accept files that are Word 2007 or Microsoft Vista. You can also make your document into a PDF and upload it.

### 4. I applied online, am I finished?

No, once you go through this process, your application is not complete. Within three business days, you will be emailed a link to complete an online competency match from [support@wingnut.com](mailto:support@wingnut.com). Completing this competency helps our organization match candidates with open positions. If you do not receive an email, make sure to check your spam/junk mail folder for it.

You will need to complete this competency match for your application to be processed. Applicants have five days to complete the competency match, after which their

applications are rejected. However, the sooner this is completed, the sooner an application can be processed. Not providing a valid email address may delay the processing of your application.

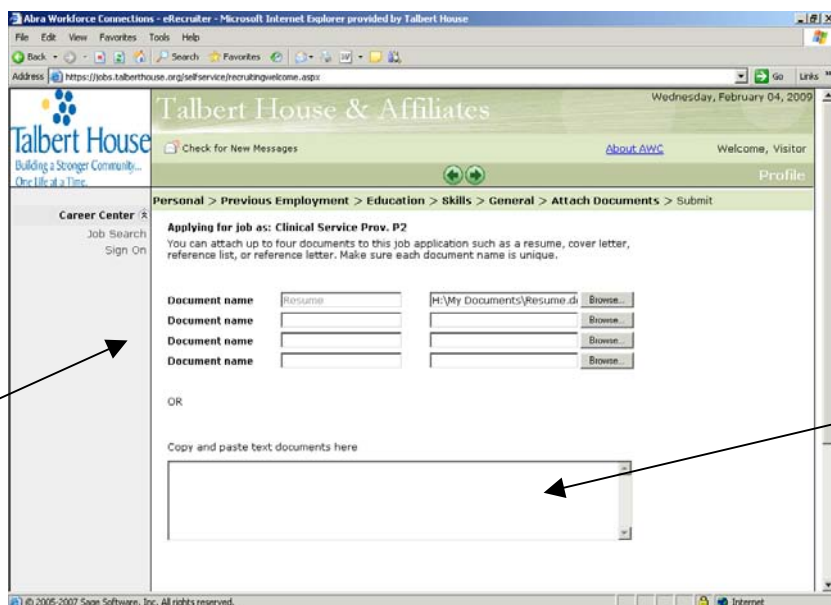
### 5. What is a competency match?

A competency match helps our affiliation find the best candidates for the positions we have open. Depending on the results of the competency match, your qualifications, and our candidate pool will depend if your application is routed on to a hiring manager.

### 6. Can I just copy and past all my information in the box versus uploading a resume and cover letter?

Do not copy and paste your documents in the text box below---only upload documents (see below screen shot). Doing so does not allow us to upload information in the future.

Upload as much information as possible (resume, cover letter, references). Doing so helps us process your application more quickly.



**DO NOT ADD ANYTHING IN THE TEXT BOX HERE!**

### 7. Can I apply for more than one position?

Yes, you can apply for more than one position. However, internally you will be matched with the best opening depending on your qualifications and routed to one position at a time. You do not increase your chances by applying for more than one position; however, make sure to continue to go back to the Career Center and apply for additional positions.

### 8. Who do I call to follow up on an application?

Due to the volume of applicants processed by HR, we are unable to contact each applicant. However, if you have not received an email for a competency match **WITHIN THREE BUSINESS DAYS**, contact us through the "contact us" portions of the [www.talberthouse.org](http://www.talberthouse.org) or [www.centerpointhealth.org](http://www.centerpointhealth.org) web pages. Please note that other messages about application status may not be answered.

### 9. How long does it take for my application to get processed?

The process varies from program to program; however, it takes approximately 30 days from interview to hire.

### 10. OK, I filled out my application online. Now what?

Make sure to watch for an email from [support@wingnut.com](mailto:support@wingnut.com) for a link to an on-line competency match. If you do not receive it in **THREE BUSINESS DAYS**, please contact us through the

“contact us” portion of the [www.talberthouse.org](http://www.talberthouse.org) or [www.centerpointhealth.org](http://www.centerpointhealth.org) web pages. We cannot process your application until we receive the results from the competency match.

### 11. How much will I make?

Salary/hourly rate depends on the position, your qualifications, and requirements of the position for that specific program. Because of these variances, HR cannot answer this question and it is best to discuss this with the hiring manager during your interview.

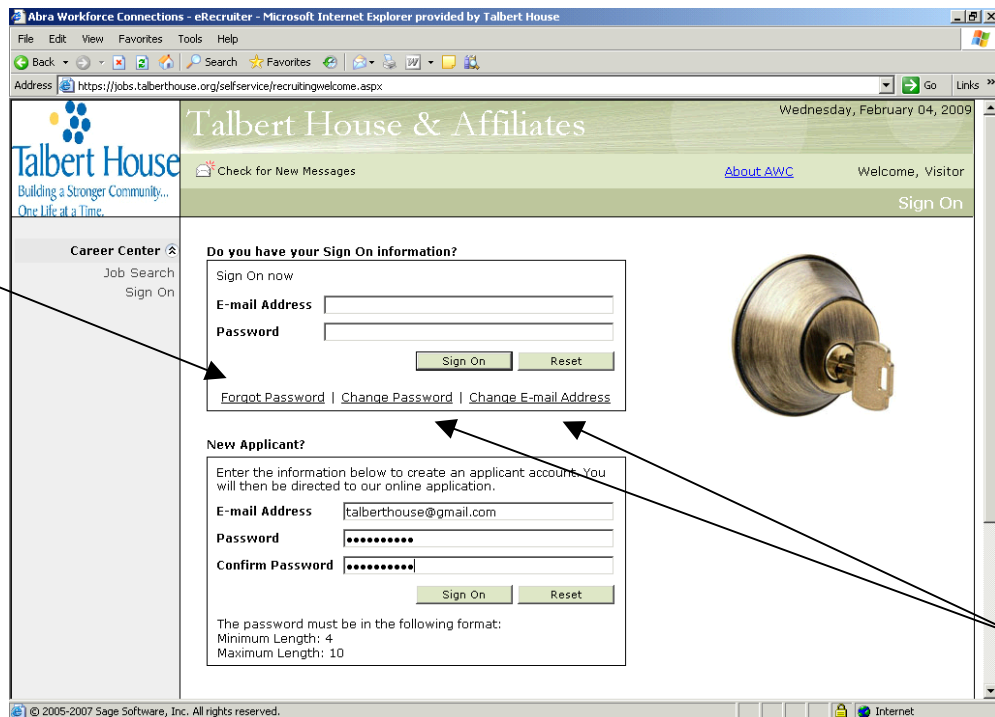
### 12. What is a job code?

The job code or reference code is an internal code tied directly to an open position. Sometimes in external advertisements (ex. CareerBuilder.com, positions listed on College and University Career Centers), the job code will be provided for convenience to pull up that specific position to apply for it.

If you are only interested in seeing that one specific position, type the number into the keyword search, as shown in the above screen shot where “CSP” is located. Do not click on any other of the fields.

### 13. Can I update my profile?

Absolutely! Click on “Sign On” at the left of the screen, and it will take you to the following screen. Just log in and you’ll be on your way to upload resumes, cover letters, references, and/or updating information for your profile.



Forgot your password? Email it to yourself by clicking here. If you do not receive it shortly, check your junk/spam folder for an email from [ess@bestware.com](mailto:ess@bestware.com)

To change your email address or password, click here.

### 14. Any advice for someone applying online?

Remember, the more information you provide, the easier it is for us to process your application smoothly. Make sure to complete the profile entirely by building in all of your work experiences, education, etc. The more we have, the better we can match you up with an open position. Make sure to also upload a cover letter and resume (do not cut and paste it into the text box...see question 3). Again, the more information we have, the better!