

# Frequently Asked Questions

- **Where do I begin?**

Everything starts at our **Job Opportunities In Napa - JOIN web site**. There you will find links to [Job Opportunities](#), and an [Online Employment Application Guide](#). **Above all, remember to keep a record of your username and password once you have set up an account.** You will need it to apply for other positions or to check the status of your application and when you re-enter the system, you will need to input this information exactly as it was originally entered.

- **Who will see my application if I use the online JOIN process?**

All information is maintained on a secure web server. Only the Personnel Department and other City department users authorized to review specific information related to job openings will have access. The City of Napa does not share its database with other companies or localities.

- **How do I find out what jobs are available?**

A list of available positions can be viewed 24 hours a day; 7 days a week from any computer with Internet access. Visit the JOIN web site at <http://www.cityofnapajobs.org/jobopportunities.htm> and FOLLOW THESE LINKS for [Job Opportunities Open to All](#) or [Positions Open to Current City Employees](#).

- **What information will I be asked to provide?**

You will be asked to provide personal information such as name, address, phone number, etc. You will also be asked to provide information about your education, employment history, and references.

An email address will also be required. See the FAQ, "[Do I need an email account to set up a user account to apply online?](#)" and "[What if I don't have an email address?](#)" for more information. You will shorten the time it takes to complete your application if you gather this information before beginning the online process.

- **What type of computer setup is needed to apply electronically?**

The system requires Internet Explorer 5.5 or higher to apply online.

- **What if I do not have a computer or access to the web?**

There are a number of ways to access JOIN:

- A JOIN computer is available in the Personnel Department, during our business hours of 8:30 AM - Noon and 1:00 PM - 5:00 PM, Monday through Friday. We are located at 1541 Second Street Please note: There may be a waiting list and time limit if customer demand is high.
- You may also use the public computers located at all Napa City/County Public Libraries. Evening and weekend hours are available. FOLLOW THIS LINK - [Napa City/County Libraries](#) to see a listing of branches and their hours. Be prepared to sign up to use a computer and there may be a time limit.
- Family and friends may also have Internet access available for you to use.

- **Do I need an email account to set up a “user account” to apply online?**

**IMPORTANT!** User accounts are established for one person only and should not be shared with another person or email address. Multiple applications with multiple users and email addresses may jeopardize your status in the recruitment process for any positions you apply for.

- **What if I don't have an email account?**

To apply online you must create an email account. There are a number of free email services available to the general public. Though we cannot endorse any particular vendor, you may want to FOLLOW THESE LINKS for more information: [MSN Hotmail](#), [Yahoo Mail](#), and [AOL AIM Mail](#).

Computers are available at the City of Napa Personnel Department and the [Napa City/County Libraries](#) for your convenience.

- **How do I set up a “user account” to apply online?**

To set up your own personal “user account” to apply online go to: [www.governmentjobs.com](http://www.governmentjobs.com)

Then click on ‘Create an Account Here!’ Fill in the form and then click the ‘Save’ button to set up your own personal account. Your account is now active and you can build an application.

***Remember to keep a record of your user name and password.***

- **How do I build my application and how long will it take?**

On average allow approximately 30-45 minutes to complete your application. After you complete the ‘Agency Wide Questions’; you can either, ‘Save and Proceed’ to move to the next step of the application process; or ‘Save Work in Progress’ and complete at a later time. NOTE: You must click ‘Confirm’ at the end of the application by the posted close time and date to meet the filing deadline requirements.

We encourage you to complete each part of the application in detail. You can add additional work history and education as needed. Please start with most recent experience/educational information when prioritizing your information. Each time you input information, you will need to click on the “Save & View Application” button. If the system is inactive over 60 minutes, it will automatically log you off.

- **Can I submit a resume?**

You may either attach or cut and paste a resume into your application. ***Please note that submitting a resume does not substitute for completing the entire application form.***

- **How can I verify that my application has been received?**

If you submitted electronically, you will receive an email confirmation upon submission. You may also call City of Napa at 707.257.9505 during business hours.

To verify the positions you've submitted applications for, login to: [www.governmentjobs.com](http://www.governmentjobs.com) using your user ID and password. Then click on ‘Application Status’ to view the status of submitted applications.

All application materials (including resumes and supplemental documentation) must be *received* by the posted close time and date. ***Late application materials will not be considered. The Personnel Department is not responsible for failure of other agencies, Internet service providers or postal services to forward applications by the deadline.***

- **How do I save my information?**

If at any time you need to exit out of the application form, click the "Save" button at the bottom of the form. All of the information that you have input up to that point will be stored. You can return to your application later by logging into your account with your Username and Password.

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

If you wish to receive notification when a job you are interested in becomes available, FOLLOW THIS LINK to [Job Notification Request](#)

And follow the online directions.

- **How can I get assistance in completing my application?**

You can request assistance at the City Napa Personnel Department located at 1541 Second Street, Napa California.

You may also call the City of Napa at 707.257.9505 during our business hours of 8:30 AM - Noon and 1:00 PM - 5:00 PM, Monday through Friday.

- **How do I move between steps?**

The application steps appear in order at the top of the screen to allow you to move back and forth between steps of the application. Click on a step to go to that step. After you complete a step, you will be taken to the next step, and the new step's link will become clickable.

- **How do I move between sections?**

The section navigation bar appears at the top of the form, beneath the application step links. Click a section name to go to that section.

- **How do I edit information I've already entered?**

Click on a step at the top of the page to go to that step. To go to a specific section in the Job Application step, click on the section name in the section navigation bar. Information you've already entered appears at the bottom of each section. Click on the 'EDIT' link next to any piece of information to edit it. The information will be displayed for you to edit, but remember to click the "Save" button after you've made your changes.

- **How do I delete information I've already entered?**

You can delete a completed piece of information by clicking the 'DELETE' link next to that information at the bottom of the section.

- **Why am I not seeing the application steps?**

If you are using Microsoft Internet Explorer, check your browser settings:

1. Click on the 'Tools' menu
2. Select 'Internet Options'
3. Click on the 'Content' tab
4. In the 'Content Advisor' section, if there is a button labeled 'Disable', select it and enter the required password you previously established for the Content Advisor.

After completing the GovernmentJobs.com application, you may wish to repeat steps 1-3 and 'Enable' the Content Advisor again.

- **Why is the system returning me to the application profile instead of permitting me to complete the application?**

First, check to see if you have completed all required fields. If all required fields have been completed, and you are using Microsoft Internet Explorer, check your browser settings to make sure that the Content Advisor is not preventing you from completing the application process by following these steps:

1. Click on the 'Tools' menu
2. Select 'Internet Options'
3. Click on the 'Content' tab
4. In the 'Content Advisor' section, if there is a button labeled 'Disable', select it and enter the required password you previously established for the Content Advisor.

After completing the GovernmentJobs.com application, you may wish to repeat steps 1-3 and 'Enable' the Content Advisor again.

- **How can I add additional employment or education entries?**

Click on 'Add Education' or 'Add Work Experience' after each entry to add additional education/work experience. We recommend that you list education/work experience in chronological order, starting with most recent. After each entry, click 'Save and View Application'

- **How do I change my address, phone or email information?**

If the position is currently open, you may login to [www.governmentjobs.com](http://www.governmentjobs.com) and make the changes to your master profile. You may also contact the Personnel Department at 707.257.9505 during business hours of 8:30 AM - Noon and 1:00 PM - 5:00 PM, Monday through Friday.

- **How can I edit or delete the information on my "already submitted" online job application?**

If the position is currently open, you may login to [www.governmentjobs.com](http://www.governmentjobs.com); create a new application and submit. You must wait 24 hours before resubmitting an application for the same recruitment. Only the most recent application submitted will be considered and any submitted prior will be inactivated for that recruitment. If the position has been closed, please contact the Personnel Department at 707.257.9505 during business hours of 8:30 AM - Noon and 1:00 PM - 5:00 PM, Monday through Friday for guidance on updating your contact information.

- **How can I review the status of recruitment, my account or application?**

To check on the status of a particular recent recruitment you may also login [www.governmentjobs.com](http://www.governmentjobs.com) & then click on 'Application Status' see the status of your submitted applications.

- **Do I have to submit a separate application for each open job?**

**Yes.** However, once you create an account, you may build an application and submit that application for multiple jobs by clicking on the 'Populate' button to automatically populate the new application with information from your previously created application. Review and update your application as necessary. Once your account is created, applying for open recruitments is quick and easy.

- **Will I automatically be considered for other positions if I previously submitted an application?**

**No.** Each time we list a job opportunity and you are still interested in being considered you should apply. To ensure you will be considered for other positions, watch our [Job Opportunities](#) site or fill in a [Job Notification Request](#). You must submit a separate application for all positions you are interested in.

- **How will I know when the City of Napa is hiring for a specific job?**

You may complete a job interest card [Job Notification Request](#) at our website to register for notification of specific job titles. When a position with that title is posted, you will receive an email notification at the email address you provide within your application account.

- **I missed the deadline - can I still apply?**

As with any position, once a closing date has passed, no application will be accepted or considered. Please continue to visit the JOIN site and apply for new jobs as they become available. You may also want to complete a [Job Notification Request](#) to automatically be notified when a position you are interested in becomes available.

- **How can I obtain/submit a paper copy of the City of Napa application?**

Follow this link for a .pdf version of the City application: [City Of Napa Paper Application](#)

You can also obtain/submit your paper application in person at:

City Napa  
Personnel Department  
1541 Second Street  
Napa, CA 94559  
  
Phone: 707-257-9505  
Fax to: 707-258-7827

*Mailing Address:*  
P.O. Box 660  
Napa, CA 94559-0660

NOTE: all applications must be received by the posted close date and time.

- **What benefits does the City of Napa offer?**

Follow this link for additional [Benefits Information](#)

- **What is the City of Napa's employment process?**

Positions in the City of Napa are filled based on competitive examination as provided for in the City Charter and Civil Service Rules. If you compete for a position in the City and pass all exam elements, you will be ranked and placed on an eligible list in order of score. Eligible lists may be valid for a period of up to four years; this means that while your name is on an eligibility list, you may be considered for more than one job opening during the life of the list.

Examination, in general, may include some or all of the following components: Application screening for minimum requirements; Written test to assess job-related knowledge; Performance test to measure skill and ability to perform job duties; and/or Oral interview.

Through the selection procedures used for each examination, candidates are tested and ranked on the basis of their overall scores. After completion of the examination, you will receive exam results by mail with further instructions.

- **How will I be contacted regarding the status of the position I applied for?**

After completion of the examination, you will receive exam results by e-mail or U.S. mail with further instructions.

If you successfully complete all exam elements you will be placed on an eligibility list. If you are among the top candidates on the eligibility list, you will be scheduled for a selection interview with the hiring department or departments.

If you are not among the top candidates, your name will remain on the eligible list and will move up the list as those who are appointed are removed from the list.

**Return to the Job Opportunities Page**

Just follow this link - <http://www.cityofnapajobs.org/jobopportunities.htm>