Frequently Asked Questions

Q: How do I apply for a City of Spokane Job?
A: Use the internet to go to the City of Spokane's Online Career Center at
https://my.spokanecity.org/ and click on the Jobs tab at the bottom of the screen and
then click on the Classified tab at the bottom left corner. You'll find a current listing of
all of our open recruitments listed on this page. You'll find more information regarding
particular positions and be able to apply for those you are interested in by clicking the
Learn More link.   Remember to keep a record of your username and password when
you create your account. Use this same username and password each time you check
your application status or apply for other positions.

Q: What if I don't have a computer or internet access?
A: You need to use a computer to complete an online job application. Here are some
suggestions:

- Come into the City of Spokane Civil Service Department on the 4th Floor of
  City Hall located at 808 W. Spokane Falls Blvd., between 8:00 AM and
  5:00 PM and use the career center computer kiosk.
- Use a public computer at a Spokane Public Library Branch.
- Ask a family member or friend who has internet access if you can use
  their computer.

**Q: Do I need an e-mail address to complete an online application? How do I get
an email address?**
A: Yes, you must have an email address to complete an online application. You can get
a free email account online at places like: Gmail, Hotmail, Yahoo! Mail. Please note we
do not endorse any particular email provider.

Q: Do I need to set up an account to apply for a job?
A: Yes, you must have an account to submit an application and track your job
application status.

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: Can I copy and paste information from my resume?
A: Yes, you can. There is an option to import your resume by either transferring information from LinkedIn or uploading your resume from your computer when you first set up your account. You can also copy and paste information from an existing document, but be sure to use plain text so it can easily be read.

Q: I have an account in the previous system. Do I have to create a new account in the new system?
A: Yes, you need to create a new account and applicant profile in the new system.

Q: Can I apply by submitting a resume instead of completing an online application?
A: No, the Civil Service Commission will not accept a resume instead of an online application or as a substitute for completing any part of a job application.

Q: Do I need to attach a resume?
A: No, you do not need to attach a resume however if you do attach a resume it will not be considered part of your application. Information included in a resume will not be used to determine your eligibility or for the rating process. Hiring managers may or may not look at your resume at the time of hire.

Q: How do I access my online account after I create it?
A: Access your account by clicking "Applicant Sign In" at the Career Center at https://my.spokanecity.org/jobs/classified/ .

Q: Who do I contact for help?
A: You may contact the Civil Service Office at 509.625.6160 Monday – Friday between 8 AM and 5 PM. If you are experiencing technical issues with the application process you can reach tech support at 855.524.5627 24hrs a day.

Q: What if I forgot my Username or Password?
A: Click on the "Applicant Sign In" link from the Career Center page at https://my.spokanecity.org/jobs/classified/ . Use the "forgot my 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 at 855.524.5627 and follow the prompts for "applicant" assistance.

Q: How often does the City post jobs to the Job Opportunities List?
A: We update the Job Opportunities List every Monday.

Q: Do I need to visit the City's web site to check for new job listings?
A: No, you can complete an online "Job Interest Card" to receive email notifications about new opportunities in specific job categories.

Q: How do I complete an online Job Interest Card?
A: Click on the "Job Categories" link on the Career Center page. Follow the instructions to receive email notification for specific job categories that interest you.

Q: Can I apply for more than one job?
A: Yes, you can apply for any position of interest to you. We encourage you to look at the list of qualifications before making your decision to apply.

Q: What does "Continuous" mean for a closing date?
A: There are some jobs which may require a longer posting period than our standard two weeks. These job postings remain open on a "continuous" basis with us evaluating applications as they are submitted, merging the results into one eligible list for referral to hiring managers. These job postings close once a sufficient eligible list has been established.

Q: What if I'm not ready to submit my application at this time?
A: You may come back to your application to submit at a later time. Make sure to "Save Work in Progress" before you exit. You will still need to log back into your account, complete your application and submit it before the posted closing date.

Q: How do I make changes to my application once it has been submitted? Can I make changes after the job closes?
A: Once an application has been submitted it is essentially "locked". You must update the data on your application and resubmit it. The changes will be included in the second submission. However, if you only update your account information and do not resubmit your application the changes will not be translated forward. Changes can only be made to applications before the closing date.

Q: How do I notify you of changes to my contact information?
A: You may update your contact information on your profile at any time. Any changes made will be updated with the agency automatically.

Q: Can I submit a hard-copy paper application instead of applying online?
A: No, we no longer accept paper applications.

Q: Can I use my existing governmentjobs.com account to apply for a City of Spokane job?
A: Yes.