

# Recruitment & Selection - Frequently Asked Questions

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## GENERAL QUESTIONS

### **Where is the Yolo County Human Resources Office located?**

The Yolo County Human Resources Office is located in the Yolo County Administration Building at 625 Court Street, Room 101, Woodland, CA 95695.

### **What is the easiest way to contact the Yolo County Human Resources Office?**

The easiest way to contact us is to call the main Human Resources line at (530) 666-8055 or email us at [jobs@yolocounty.org](mailto:jobs@yolocounty.org).

### **What are the directions to the Yolo County Human Resources Office?**

**From Sacramento:** Take I-5 North to the Main Street Woodland/113 South/Davis Exit. Turn left onto Main Street and go 1.4 miles (six signals if you are counting), staying in the right lane – crossing the RR tracks – to 3rd street. Turn right and go one block to Court Street and turn left. The Administration Building is the second large building on the right. It has an adobe red tile roof.

**From San Francisco:** Take I-80 to 113 North – to Woodland – just before the Davis Exits. Go north on 113 until you reach the Woodland/Main Street exit. Turn left onto Main Street and go 1.4 miles (six signals if you are counting), staying in the right lane – crossing the RR tracks – to 3rd street. Turn right. Go one block to Court Street and turn left. The administration building is the second large building on the right. It has an adobe red tile roof.

### **What are your office hours?**

The Yolo County Human Resources Office is open Monday through Friday from 8:00 AM to 5:00 PM, excluding observed holidays. Please note that the Human Resources Office is sometimes closed between 12:00PM and 1:00PM for lunch, when staffing levels are low. You are encouraged to call ahead to see if the Office will be open if you plan to come during the lunch period.

### **Is there parking at the Yolo County Human Resources Office?**

Two hour parking is located in front of the Administration Building on Court Street. Unmetered parking is located at the Yolo County Library's parking lot located on First Street. Additionally, there is street parking available behind the County Administration Building on North Street.

### **Where can I find information about the salary and benefits for a County position?**

All of the salaries for County positions are listed in the applicable Classification Specification (accessible [here](#)) as well as in the Salary Resolution. The Salary Resolution can be accessed from [here](#) (in the left hand side navigation bar), and is updated on a regular basis. You'll need to know the exact title of the position in order to locate the salary on the Salary Resolution.

Benefits for County positions are specific to the bargaining unit of the position. The Salary Resolution identifies the bargaining unit for each County classification. Once you've identified the bargaining unit, you can look up the benefits for a particular position by going to our Benefits Summaries by Bargaining Unit page on our website, by clicking [here](#).

### **As an applicant, how should I anticipate that Yolo County will communicate with me?**

The Yolo County Human Resources Office will communicate with job applicants primarily via email, and secondarily on the phone. It is important that you keep your information current so that you do not miss important information regarding your application, exam, or potential employment opportunities.

## **APPLYING FOR JOBS**

### **How do I create an online application and apply for a job?**

Once you locate a job that is currently accepting applications, click on the 'apply now' link in the upper right hand corner, log onto [governmentjobs.com](http://governmentjobs.com), and follow the on-line instructions to first create an account and then apply for the position. Detailed instructions are available by clicking [here](#).

### **My contact information has changed. How do I update it?**

You can update your information within your personal account. You can access your account from the Employment Opportunities page, by clicking on the "Applicant Login" tab (located in the left hand navigation bar). Once you log into your account, you can make any necessary changes to your contact information (phone number, address, email address, etc.) All communications sent from the County of Yolo will be sent to the email or phone number we have on file. It is important that you keep your information current so that you do not miss important information regarding your application, exam, or potential employment opportunities.

### **Is there a way to know when a job opens so I don't have to keep checking back?**

To be automatically emailed when a position opens, click on the link "Class Specifications" on the left hand side of the Employment Opportunities web page ([www.yolocounty.org](http://www.yolocounty.org)). Once you find the class you are interested in, click on the class title. There will be a link on the right hand side of the page that reads "Email me when more jobs like this become available." You can provide your personal information and our system will automatically generate an email when the position you are interested in opens for applications. This is called an "interest card". Interest cards are good for one year and then will need to be renewed. In order to use this function, you will need to have or obtain a personal email account. You can sign up for free email at services like Windows Live!, Yahoo!, or Gmail. It only takes a few minutes to register.

### **Why is it important for me to read the entire job announcement?**

The job announcement will provide you with very important information about the recruitment and testing process. It is your responsibility as the applicant to read the information on the job announcement, to ensure that you provide us with all of the necessary information we need to process your application. Valuable information on the announcement includes:

- Salary
- Position description
- Examples of necessary knowledge and abilities
- Minimum qualifications
- Special requirements
- Information about the examination process (written, oral, etc.)
- Type of recruitment (open, promotional, or continuous)
- Tentative examination date(s)
- Application instructions regarding how to submit required documents
- Tentative final filing or cut-off dates
- Supplemental questionnaire instructions

### **What does it mean when an exam is "continuous file", "open", or "promotional"?**

- Open examination -- Any persons qualified for the position may apply for the examination. Applications are typically accepted during specific time period, as stated in the job announcement.
- Promotional examination -- Only qualified County employees with permanent or probationary status may apply for these exams.

- Continuous file -- Any persons qualified for the position may apply. Applications are accepted on a continuous basis and processed on a predetermined schedule or on an as-needed basis.

### **Why are some recruitments open only to County employees?**

When a recruitment is requested by a department, the decision is made on a case-by-case basis about the type of recruitment that will be conducted. Generally, there are three different ways to post a recruitment:

1. A **Department Promotional** recruitment is conducted when the vacant position is a classification specific to the department and/or it is expected that there are employees within the department who are well qualified and who will apply;
2. A **County Promotional** recruitment is conducted when the vacant position is a classification used in multiple county departments and it is expected that there are a sufficient number of current county employees who meet the minimum education and experience requirements and who will apply; and
3. An **Open-Competitive** recruitment is conducted when it is not known whether there are a sufficient number of county employees who possess the education, experience and/or licensure, if necessary for the position, and who will apply.

### **How do I determine if I am qualified for a job posted on your website?**

All of our job bulletins list the minimum qualifications and special requirements for a position, which can be found under the "Employment Standards" heading. Employment Standards are typically a combination of education and experience requirements that ensure the selected candidate will be successful in the position. Employment Standards may also include requirements such as special licensure or certification required for the job.

You should evaluate your experience, education, and training to determine if you meet the requirements and possess the knowledge and abilities outlined for that position. If applicable, review the supplemental questions. If in doubt, submit your completed application packet and the Analyst will determine whether or not you meet the requirements.

*Please note that for some recruitments, you must submit verification of education, licensure or certification in addition to the Employment Application in order to show that you meet the employment standards.*

### **Is volunteer or part time experience qualifying?**

In general, experience required in the minimum qualifications means full time paid experience unless the announcement states otherwise. Part time, paid experience is acceptable and will be prorated accordingly. For example, if you worked 20 hours per week for 6 months, this is prorated and equivalent to 3 months of full time experience.

### **How does Human Resources determine if I qualify for the position?**

Human Resources will review the information on your application against the current minimum qualifications outlined in the job announcement. Please list all work experience, licenses, professional affiliations, classes you have taken, training you have received, and any other special qualifications you possess **which relate to the position for which you are applying**. Without accurate and complete information, we will not be able to determine whether or not you meet the minimum qualifications for the job. It is very important to include all requested information and specific job duties. Failure to include requested information will result in rejection of your application. Responses of 'see resume' will not be considered.

**Are my responses to supplemental questions enough to qualify me?**

No. Both documents should be completed thoroughly, and the employment application itself must reflect that you meet the employment standards for the position.

**I qualified for a position in the past, but now I don't qualify. How can that be?**

Minimum qualifications can change over time as the job duties and organizational needs change over time. Therefore, it is possible that you could have qualified in the past for a particular exam and not for the current exam administration. In addition, your application is reviewed for these minimum qualifications based on what you submit in your current application packet, as we do not refer back to previous applications and exam files.

**I submitted an application online. How do I submit additional information?**

The easiest way to submit additional documents is to attach them to your application BEFORE you submit it. If you have already submitted your application online, DO NOT attach any additional documents to your application. While these documents will show up in your account, they will not be transmitted to Yolo County because you already submitted your application.

In this case, additional documents should be submitted directly to Yolo County Human Resources Office in one of the following ways:

- by faxing the documents to (530) 666-8049
- by emailing the documents to [jobs@yolocounty.org](mailto:jobs@yolocounty.org)
- by submitting the documents via US Mail, courier, or in person to the Yolo County Human Resources Office located at 625 Court Street, Room 101, Woodland, CA 95695

These documents must be submitted by the final filing or cut-off date. The title of the position you are applying for, your name, and your phone number should be indicated on each page. Please make sure all copies are legible (especially faxes).

**I submitted an application for a job and/or I'm a current employee, and I previously submitted documentation, do I need to resubmit them?**

All candidates are required to provide the requested documentation in order to submit a complete application packet. Please contact the Yolo County Human Resources Office to ask what documents you need to provide if you are unsure.

**The job bulletin says I need to submit my college transcripts or copies of my degrees/licenses. What types of documentation is acceptable?**

Acceptable forms of educational documentation are official or unofficial transcripts that list the student's name, institution name, field of study and date the degree was awarded.

**For recent graduates** who have not received proof of their degree yet, a letter from the registrar's office stating that all requirements for graduation have been met and listing the field of study will be sufficient proof of graduation.

Please **do not** send originals; copies of the required documents are acceptable. Any submitted documents will not be returned.

**I received my degree from a foreign college or university, what are the requirements for submitting my transcripts and/or proof of degree?**

All foreign transcripts or diplomas must be in English. If the institution does not provide these documents in English, the applicant will need to provide a translation which has been done by a professional agency. The County of Yolo will accept education as equivalent to U.S. accreditation from Institutions that are listed as members of the International Association of

Universities. You may check for your school by visiting the IAU web site (<http://www.iau-aiu.net/content/institutions>).

Applicants who possess a degree or completed coursework that is not from an accredited college or university, must submit one of the following:

1. A written statement from a U.S accredited university or college that states that the applicant is qualified for entrance to a program of graduate studies for which a degree in a related field is required.
2. An evaluation of the applicant's degree and coursework equivalency by a private organization that provides foreign credential evaluation services. The evaluation must include a comparison of comparable U.S. courses for content, credit and grade.

**Note:** Foreign language documents must include a precise word-for-word English translation of all foreign language documents. It is the responsibility of each applicant to prove to the satisfaction of the County that the applicant meets the specific requirements listed on the job announcement for each specific examination. The following is a list of private organizations that provide foreign credential evaluation services. Fees range from \$50 to \$400 per document; processing times vary from 5-20 business days. For further information, please contact the organization(s). The County of Yolo does not endorse these business entities; this list has been developed for informational purposes only.

EDUCATIONAL RECORDS EVALUATION SERVICE 601 University Ave., Suite 127  
Sacramento, CA 95825 (916) 921-0790 [www.eres.com](http://www.eres.com)

FOREIGN EDUCATION DOCUMENT SERVICE P.O. Box 151739 San Diego, CA 92175  
(619) 265-5810 [www.documentservice.org](http://www.documentservice.org)

CENTER FOR APPLIED RESEARCH, EVALUATION & EDUCATION, INC. P.O. Box 18358  
Anaheim, CA 92817 (714) 237-9272 [www.iescaree.com](http://www.iescaree.com)

GLOBAL SERVICES ASSOCIATES, INC. 409 North Pacific Coast Highway, # 393 Redondo  
Beach, CA 90277 (310) 828-5709 [www.globaleval.org](http://www.globaleval.org)

INTERNATIONAL EDUCATION RESEARCH FOUNDATION CREDENTIALS EVALUATION  
SERVICE P.O. Box 3665 Culver City, CA 90231-3665 (310) 258-9451 [www.ierf.org](http://www.ierf.org)

**The position I applied for requires a typing certificate. Where can I get one?**

There are a variety of businesses and agencies where you can obtain a typing certificate. Most applicants get a certificate at a temporary employment agency. A typing certificate can also be obtained from the Health and Human Services Agency, One-Stop Career Center free of charge, (530) 661-2641.

Online typing certificates are **not** accepted. In order for your typing certificate to be accepted, it must meet the following criteria:

- The test must be a minimum of three minutes long.
- The test must have been in the past 12 months of application. Typing certificates older than 12 months are not accepted.
- The certificate must include time limit of the test, gross words per minute, number of errors, date of test, and the signature of the person administering the test. The certificate must be on agency letterhead.

**I applied for a position that indicates multiple levels (e.g. Administrative Clerk I/II). Do I have to submit a separate application for each level?**

No. There is only one exam associated with multi-level recruitments, so only one application needs to be submitted. Human Resources will review all applications for Level I minimum qualifications. It will be at the discretion of the hiring department to place the selected candidate at the classification level they deem appropriate (providing that HR validates the candidate meets the Minimum Qualifications for that level).

**My resume includes all the information you should need. Can I just submit my resume and a cover letter to apply for a job?**

No. You must submit a completed on-line County of Yolo Employment Application for each position you are interested in. You may attach a resume and cover letter; however the information on the resume cannot substitute for the completed application. You must also complete and submit any additional information/documentation listed on the job announcement. This may include a Supplemental Questionnaire, resumes, typing certificates, work samples, and/or copies of licenses/degrees/transcripts. Resumes will not be considered when determining minimum qualifications or test scores.

**Do I have to sign the County application?**

Once a completed application is submitted on-line, that is considered your electronic signature. Your electronic signature verifies that the materials submitted are accurate to the best of your knowledge. Once submitted, your application packet becomes a legal document. Falsified information on an application may be cause for dismissal at any time.

**Can you please tell me if you received my application? When and how will you notify me about the status of my application?**

You will receive a confirmation e-mail as soon as your application is submitted online. If you do not receive a confirmation e-mail, you **have not** successfully submitted your application. You will be notified by email once the next step in the process begins, typically within two weeks of the final filing deadline regarding the status of your application. Additionally, at any time, you can review the status of all the applications you have submitted by logging into your account at [www.governmentjobs.com](http://www.governmentjobs.com) and clicking on the radio button "Career Seekers." Log in with your Username and Password.

**How often can I apply for the same position?**

You may reapply for most exams as often as the job opportunity is announced.



## TESTING

### **What happens after I submit my application for a job?**

Once the final filing deadline has passed, a Human Resources staff member will first screen all applications received to determine which applications meet the minimum education, experience and/or licensure requirements for the position. Once the applications are screened for minimum qualifications, Human Resources will notify candidates regarding whether they will be included in the next step of the selection process.

### **What kind of examination will I have to take?**

Depending on the knowledge, skills, and abilities required of the position, the selection process may consist of one or more of the following types of exams:

**Screening for Best Qualified:** An evaluation of a candidate's education, training, and experience in response to the supplemental questionnaire. Responses to supplemental questions are rated according to structured guidelines prepared by the exam development analyst and Subject Matter Experts. This is the examination and how your score and rank is determined.

**Written Examination:** Written exams are typically multiple choice questions that are designed to measure knowledge and abilities related to the class. Written exams are designed to test both basic and technical knowledge required for the position and other job-related characteristics, such as reading comprehension, spelling, punctuation, grammar, mathematical abilities. It is the most cost-effective device when dealing with a large applicant group, and there is evidence that validity is typically strong.

**Oral Examination:** A face to face examination, where panel members ask structured questions to each candidate and rate the responses according to predetermined guidelines. These interviews typically consist of 9 to 15 structured questions, and may include an advanced written exercise, oral presentation, role play, etc. **This is not a job interview;** rather an examination to test a candidate's knowledge, skills, and abilities.

**Performance Examination:** The applicant is required to perform some aspect of the job. Examples of a performance exam include: a typing test, a driving test, identifying different types of plants, etc.

**Physical Agility Test:** Some safety positions require applicants to perform and pass a physical agility test to ensure they meet the physical demands of the job.

Each of these exams is developed in order to establish an eligible list. The standardized exam process is separate and distinct from the selection or hiring interview process. Items such as resumes and letters of reference are not factors considered during the standardized exam process.

The type of exam(s) given for a particular position is outlined under the "Application and Selection Process" section on the job announcement. Notification of each written, oral, performance, or physical agility examination will be by emailed approximately 1-2 weeks prior to the exam. If you have any changes such as name, address, phone number, or email address it is your responsibility to go into your online application profile and make the updates. Make sure all of your information is up to date so you will receive any notifications that are sent from our office.

### **What is the purpose of the Supplemental Questionnaire?**

A Supplemental Questionnaire consists of questions related to the experience, education, training, knowledge, skills and abilities needed to perform the job. For Screening for Best Qualified exams, **this is your test**. Please answer each question completely and concisely, and provide all requested information. Each response will be scored separately. Responses such as 'See Resume' will not be scored. Supplemental Questionnaire instructions are outlined in the job announcement.

### **What is the policy for rescheduling exams?**

All tentative testing dates are listed in the job announcement. Candidates may be rescheduled for religious or disability reasons and County employees may be rescheduled for military commitments. Please contact the Human Resources Office to explain your situation immediately when you know of the conflict. Documentation may be requested.

### **I have a disability that I believe qualifies me for an accommodation on a written or performance examination. What should I do?**

Reasonable testing arrangements may be made to accommodate applicants with disabilities or who are unable to attend a scheduled test due to religious reasons in accordance with the Fair Employment and Housing Act and the Americans with Disabilities Act. If you require such special arrangements, please call the County of Yolo Human Resources Office at (530) 666-8055 at least five (5) business days prior to the scheduled test date to request accommodation. Documentation from a medical doctor, rehabilitation counselor, or other qualified professional will be required.

### **How do I prepare for the test? What do I study?**

All tests are job-related and test the knowledge, skills and abilities outlined in the class specification for that particular position. To prepare, read the job description, duties, knowledge and ability sections on the class specification, then study the material you feel would directly or indirectly relate to the necessary knowledge, skills, or abilities. For example, if two of the requirements for a position are performing mathematical calculations and interpreting regulations, some of the exam questions will probably cover math and reading comprehension. You may find class specifications by going to our Job Opportunities web page ([www.yolocounty.org](http://www.yolocounty.org)) and clicking on the 'Class Specifications' link on the left side of the page.

### **I have been invited to take a written exam. Can you tell me what questions will be on the exam? Do you provide any study guides for the exams?**

Nearly all of the written exams administered by the County of Yolo are multiple-choice and are typically 100-200 questions in length. The content areas for a written exam will always be job-related. Your best source of information about the questions that will be on the exam is the job announcement when you applied for the position. Anything listed in the job announcement could be tested in the written exam.

While there is not a study guide for this examination, below you will find a link to a general test preparation resources that you may find helpful in preparing for this examination.

1. <http://dhrdcap.co.la.ca.us/olt/index.cfm?fuseaction=general.selectTestType> - This website allows you to take a variety of multiple choice exams in various, general categories such as mathematics, reading comprehension, etc.

## **CERTIFICATION AND ELIGIBLE LISTS**

### **What happens after I take the examination?**

After all examinations are completed, the candidates who passed all of the steps placed on an eligibility list for hire according to the score and rank obtained. Candidates who are placed on an eligible list will receive written notice of their examination results by email.

Candidates failing to achieve a passing score will receive a notice that they were not successful in the examination process. Yolo County does not give scores for individuals who receive these notices. Examination materials are not eligible for review because they are standardized exams.

### **I received a notice that I am on an “eligibility list”. What is that?**

An eligible list is comprised of all the candidates that passed the selection process. They are placed on the list according to their score and ranking for that particular exam. Candidates are given their “Rank” on the list. A rank is a group of people who received the same score. There can be one person in a rank or many, depending on how many people have the same score. People who have the highest score are grouped in Rank 1, then Rank 2, and so on. Candidates are placed on the list in descending order of their score with the top scoring candidate in the number one position, the next highest scoring candidate in the number two position and so on until all candidates are placed and ranked.

### **If I am on the eligible list, will I get an interview?**

Initial hiring can typically only be done from Ranks 1 through 10, unless more than one vacancy exists. For each additional vacancy in a department, one additional rank is certified. Once all of the candidates have been considered from the top 10 ranks, hiring can then be done from additional ranks.

### **I received a notice that my name has been forwarded to the hiring department for further consideration. What happens next?**

Once the Human Resources Office forwards your name to a hiring department, it becomes the hiring department's responsibility to contact you to schedule an interview. To fill a current vacancy, departments will usually contact selected candidates within a matter of days. However, there are occasionally circumstances where it may be weeks between certification of the referral list and the department interviews. You may be contacted for an interview when the department sets the schedule.

Of course, if you have moved since the beginning of the recruitment process, or you have had a change of phone number or email address, you should update your account online or notify the Human Resources immediately. Otherwise, notifications to you may be lost. If you have not been contacted for an interview within two weeks following the date you received the e-mail notice from the Human Resources Office, please contact us at [jobs@yolocounty.org](mailto:jobs@yolocounty.org) or by phone at (530) 666-8055.

### **How long is the eligibility list in effect?**

The life span of the list is typically one year depending on the position. Lists may be exhausted earlier than one year or lists may be extended from the initial expiration date of one year at the request of any department who may be utilizing the list.

### **What should I do if I am in the top ten ranks and am called for a departmental selection interview?**

If you receive an interest letter (via email), be sure to respond before the deadline indicated on the notice. Make sure a permanent position is being offered if that is what you are looking for.

Be sure that you know the time and place you should appear for the interview, to whom you should report to for the interview, how long the interview is scheduled to last, and the job for which you are being considered. Eligibility lists may be used by more than one department; therefore, Human Resources Office may not know who contacted you. It is important to get all necessary information when you are contacted for an interview.

Research the department, section and positions that are associated with your interview. Make sure to review and have copies of your application or resume as well as the job announcement. Be prepared to discuss how your training and/or work experience relate to the position for which you are interviewing. During the interview, listen carefully to the questions. Your answer should cover everything you feel your interviewer needs to know to evaluate you fairly.

### **What happens if I am selected?**

Conditional job offers are made "pending" a physical examination/questionnaire, criminal history/background check and alcohol/drug screening. If you are working when you receive a conditional job offer from the County of Yolo, DO NOT submit your resignation to your current employer until you have been instructed to do so. The County of Yolo complies with the Immigration Control and Reform Act of 1986. If offered a position, you will be required to present identification and/or work authorization paperwork. Only documents identified in law or regulation are acceptable.

After you have been offered and have accepted a position, be sure that you understand when you will begin, where and to whom you will report to on the first day, and whether there are any other steps the hiring department would like you to take before starting work. Be sure to get the telephone number of the person who contacted you for hire in case you have further questions. When you are selected your name will be removed from the eligibility list for that position. Your name will remain on any other eligibility list you may be on for the specified life of the list. If you would like to be removed from the other eligibility lists, please notify the Yolo County Human Resources Office.

### **What if I am not selected or interviewed?**

If you are not immediately successful in getting a position, your name will remain on the eligibility list for consideration. You may be considered for any vacancies that occur during the life of the list. If you do not receive a job offer during the life of the list, then you must wait for that position to have another recruitment period before reapplying. It is a good idea to keep your final rank notice(s). This way you will know what eligibility lists you are on. If you are unable to attend an interview, contact the interviewing department. You may decline to interview with a particular department or for a particular position and still remain on the eligibility list for that classification.

### **I interviewed with the department, but haven't heard back. Can you tell me if the position is still available/if they filled the position/when they will notify me?**

Once the eligibility list is certified to a department for final interview/selection, Human Resources is unaware of the scheduling of interviews, the selection, or the notification of remaining candidates until we receive the certification list back from the department with the application material from the candidates who were not chosen. Notices to candidates advising that the position has been filled will be sent directly from the department involved, not from the Human Resources Office.

**I am a current County Employee and would like to transfer to another department.**

**How do I do that?**

You need to complete an online Transfer application. From the Employment Opportunities page, click on the “Promotional Opportunities” link, located on the left hand side. When you submit your online transfer application to Human Resources, your name will be placed on the transfer list and will be sent to any hiring department for one year. Please keep in mind that transfer opportunities are an opportunity to transfer to a different department in the same classification that you hold now or held previously – not a different classification. Also, the transfer list process is not to be used to transfer to a different position within your current department.

**Do I get extra points if I am a veteran?**

Yes. The County of Yolo gives veterans preference points in open recruitments. You will receive 5 points for being a veteran, and 10 points if you are a qualifying disabled veteran. Such preference shall only apply to the first appointment in any permanent County position. In order to receive these points, you must have served in the US military during war time or conflict and your discharge must be classified as “honorable.” Additionally, you must provide a copy of your DD214 and, if applicable, a copy of your disability award letter, by the final filling date of the recruitment.

Please note that Veteran's Preference Points are only applied to a candidate's passing test score. If you did not pass the exam, you will not receive preference points.