

USPS® Online Job Application System - Searching & Applying for Jobs

QUICK TIPS FOR SEARCH FOR USPS® JOBS

- Searches are not case sensitive.
- Use Location (State Name) for searches.
- If you are looking for a particular city, enter the city name as a Full Text Search Keyword.
- Do not use the City and ZIP Code™ fields.
- For the broadest selection of jobs, do not use Functional Area. (If you are interested in a particular position, it may be listed in an unexpected Functional Area.)

SMART SEARCH

There are several tips that will help you with an effective search:

- Your search will only yield 30 random results. Anytime you see: “Search Result: 30 hits” appear, you probably are not seeing all job listings.
- There is no way to see results 31 - 999 by repeating the search. You must refine your search.
- Use the “Reset” button before every search. If you do not use the “Reset” button, criteria from a prior search may affect the outcome of your search.
- Don’t choose too many criteria. It is better to do multiple searches than to try to include all the criteria in one search.
- In Full Text Search:
 - Do not use quotes (“or ‘)
 - Do not use the words ‘and’, ‘or’, ‘not’

How can I narrow my search within the online application system search function?

The search function allows you to enter detailed search criteria and produces refined search results. It is important to enter at least one keyword to search. If you have a Candidate Profile, you can also save search queries to run that specific search again.

ADVERTISEMENTS FOR POSTAL JOBS

There was an ad on the internet for Postal Jobs – the ad provided a guarantee of postal employment for applicants who respond to the advertised service (i.e., follow the steps described), but they charge a fee. Is this legitimate?

The US Postal Service® does not charge for employment information. Job vacancy information may be found at www.usps.com/employment or click on “Careers” at the bottom of the www.usps.com home page.

- If you have concerns about a company’s advertisement for employment services, contact: Federal Trade Commission: 1-877-FTC-HELP (382-4357) or at <http://www.ftc.gov>. From the FTC website, select “Consumer Complaint” and then “Complaint Assistant”. The website will gather the needed information and FTC will analyze the complaint for any similarity and needed further action.
- US Postal Inspection Service: Local office listed in the blue (Government) pages of the local telephone directory.
- Your state attorney general or local Better Business Bureau.

QUICK TIPS FOR APPLYING FOR A USPS® JOB

You may review job opportunities and apply for jobs whether or not you have your own computer. Public libraries, schools and state unemployment offices all have computers which applicants can use for free. Many other facilities offer computers for use for a fee (cyber cafés, coffee houses, FedEx Kinko's). Because you have your own User Name and Password, you do not need to always use the same computer. You may access the www.usps.com website 24/7.

You must have an email address to apply for a job or to create a Candidate Profile. We will be contacting you at that email address with information about your application status. You may not create another Candidate Profile with the same email address.

When applying for a USPS job, please note the following:

- Keep a record of your User Name and Password. This action will allow you to log in to the system and will provide access to monitor the status of your application(s) or to reuse much of the information that you have entered to apply for additional positions.
- Allow sufficient undisturbed time and a quiet room to complete your application. Depending on the job for which you apply, you may be required to complete a written summary description of your qualifications. Summarizing your qualifications can take time and thought.
- Not all browsers support the application. For Linux and Mac OS X operating systems, only Mozilla 1.7.5 and Firefox 1.0 browsers are supported. For Apple's Leopard OS, you will have to set your browser to enable java scripting.

COMPLETING AN APPLICATION – *General Information*

There are 16 jobs listed for the location where I want to work. They all have the same title and the same location, salary and requirements. Should I apply for all 16 of them?

You should carefully review the job posting for information about the positions being filled and decide which positions are of interest. You may apply for each of the positions for which you wish to be considered.

How do I add additional information to an application that I submitted?

If the posting is still open, you can: 1) withdraw your current application and then: 2) submit a revised application for the same posting.

To withdraw your current application, log in and select the Job Opportunities Tab at the top of the page. Click on the "[My Applications](#)" link on the top, center of the page. Click on the box to the left of the application you wish to withdraw to highlight that application. (The line will turn orange.) Then, click on the "Delete/Withdraw" button below your list of applications.

You will be asked to confirm that you want to withdraw your application. Then find the application again, or click on the job in your "Favorites" list, and select Apply. Follow the instructions to complete the application.

If the posting is not open, you may not revise your application. Your application will be reviewed as it was submitted.

You can make changes to your Candidate Profile which will then be used for future applications. Not all information which you submitted on an application is available on your Candidate Profile. For example, references are submitted when you apply for a job and are not available on the Candidate Profile.

How do I print my application?

You cannot print your entire application. When you go to the “Submit Application” Tab, a Candidate Overview of your application will appear. You may press the print icon to print the overview. Not all information you submitted in your application is included in the Candidate Overview.

COMPLETING AN APPLICATION – *Work, Education, Training History Tabs*

When I enter work history, why does it ask me for grade level? What does this mean?

Federal and Postal jobs have a grade level assigned to them (e.g., in the General Schedule or Postal EAS system). This box is needed for describing Federal and Postal employment only. If you do not know the grade level for one or more of your work history entries, you may leave this item blank.

In work history, I do not remember all the information about my former employer, and some are no longer in business. How do I answer required questions?

You should make every effort to locate information about former employment. However, if you are unable to locate the correct information, then for text entry fields, you may enter “unknown” or “out of business” as responses.

The profile requires entry of a Month/Day/Year for work history. What is the recommendation for completing these entries?

Whenever faced with an entry that requires mm/dd/yyyy for employment or other entries, applicants need not look up the actual date the activity began or ended. In each of these instances, the applicant can estimate the exact date; however, you must ensure that you enter a full and complete work history back seven years or to your 16th birthday. For periods of unemployment, enter “unemployed” so the entire work history period is covered without gaps. Though we prefer exact dates, you may enter the first day of the month if unsure.

COMPLETING AN APPLICATION – *Summary of Accomplishments Tab*

How do I copy and paste in my application?

To **copy** information in a text box, Highlight the information you wish to copy and you would simultaneously press CTRL Key and the letter C.

To **paste** copied information in a text box, you would simultaneously press CTRL Key and the letter V.

I am applying for a city carrier, (mail handler, clerk, sales and service associate) position. Must I complete the Summary of Accomplishments?

No, but applicants should read the job posting information carefully. Where a Summary of Accomplishments is needed, the job posting will list the specific job requirements. If a specific list of requirements is not provided, applicants may skip completing a Summary of Accomplishments. However, it is still recommended that applicants provide references when presented with the opportunity as part of the Summary of Accomplishments.

The Summary of Accomplishments text box is too small for all of my qualifications.

The Summary of Accomplishments text box itself holds about 6,000 characters. However, one of the biggest misunderstandings held by applicants is that all accomplishments and qualifications must be listed only in the Summary of Accomplishments text area.

Other places in the application provide space for describing qualifications. The Work Experience portion of the Candidate Profile allows you to put a description for every job and assignment you have ever held. The text box for each Work History Description is approximately 1500 characters. Most qualifications are

reflected in on-the-job experience; so if you have had four previous jobs, you will have another 6,000 characters of space to present your qualifications. Using this area also will allow a reviewer to relate the qualification directly to the position held. Additionally, some qualifications can be described in the Skills/Associations text box, which can hold approximately 2000 characters.

Are applicants required to respond to every Qualification/Requirement listed on the vacancy announcement?

Yes, applicants must meet all the requirements for the job that are listed on the job announcement or posting. For a large number of postal jobs, the job posting announcement will state the Qualifications/Requirements (e.g., Knowledge, Skills and Abilities; Education, etc.).

Applicants need to ensure that their applications demonstrate that they meet the requirements for the job. This is primarily done in the Summary of Accomplishments. However, the Summary of Accomplishments is only part of the application. Keep in mind that within the Work Experience, Education and Special Skills/Associations Tabs, you also have the option of providing valuable information about various responsibilities and accomplishments. So you should be certain that you provide the appropriate information in the various sections of the application, and then use the Summary of Accomplishments to emphasize your accomplishments that meet the requirements of the job. Reviewers will use all the information in the application to make determinations about your qualifications.

When I entered my Summary of Accomplishments and proofread it, everything looked fine. Then when I looked at the Candidate Overview all the apostrophes had changed into # signs. What happened?

Information that is copied (cut and pasted) into the text boxes (for example, Summary of Accomplishments) can come from many sources: word processing files, text files, HTML files, or various other file types. For example, information may come from a résumé completed in another format or a document that was scanned. Not all of these file types are fully compatible with our application. You will need to review and correct these errors individually.

COMPLETING AN APPLICATION – *Application Status/Submitting*

Why is my application still in draft status?

The application was not fully complete or was not successfully sent. In order to submit an application, all the required boxes must be checked, and the applicant must go to the Send Application Tab and confirm that the application should be sent. If any required information is not completed in the application, a warning message will appear. The applicant must check each tab, provide the required information and resubmit the application.

How many applications can I submit at a time?

There is no maximum number of applications that you can submit; however, you must complete one application and submit it before beginning the next application.

Why didn't I get a notification that my application was received?

One of several things could have happened.

- You did not provide the correct email address.
- Your email provider treated the acknowledgement as “spam” and blocked delivery or placed the acknowledgement in the ‘spam folder’ of your email.
- You did not completely finish your application; check all boxes and confirm you sent it.

In any case, you can check the Applications link at the top of the Job Opportunities Tab and view the status of your application at any time. Any application with a status that says ‘Draft’ was not submitted.

COMPLETING AN APPLICATION – *General Questions*

Why do I not get the same tabs for the Candidate Profile as for an Application?

The tabs are different for Candidate Profile and Application. A Candidate Profile is usually prepared in advance of applying for a specific job. The tabs are more general and can apply to multiple jobs. The tabs in the Application are designed for a specific job.

I am applying for a job. My Candidate Overview says "The Candidate's Profile is LOCKED." What does "LOCKED" mean and how do I unlock my profile?

A locked profile cannot be reviewed by Postal Service recruiters who may be seeking applicants to fill specific positions. You unlock your profile as part of submitting an application or when you complete your Candidate Profile. Your Candidate Profile remains "Locked" until you:

- Check the box, labeled "Release my Profile" on the Send Application Tab; or
- Check the box "Release Profile" on the Review and Release Tab on the Candidate Profile.
- Check the box "Release Profile" on the Review and Release Tab on the Candidate Profile.

Checking this box will release your data. Remember to click on "Send Application" to apply for a specific position.