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## General Posting Questions

### ***When are postings typically listed on the website? How long do they remain on the website?***

Postings are added throughout the work week on a rolling basis. The length of time that the posting remains on the website to accept applications is unique to each posting and will vary between postings. Please be sure to note any application deadline to assure you are able to submit the application prior to the deadline.


### ***How do I print a list of all job postings that appear on line?***

A printable summary of job listings is available at <https://jobs.messiah.edu/>. Click on the position type (Faculty, Staff or Messiah Student) or select “Search Jobs” from the left navigation menu. Click on the orange RSS feed button  to view a list and summary of posted jobs and follow your browser’s print options to print the job postings list. You may also print directly from the Search Results page.

### ***How do I print an individual job posting?***

A printable summary of a specific job listing is available at <https://jobs.messiah.edu/>. Click on the position type (Faculty, Staff, or Messiah Student) or select “Search Jobs” from the left navigation menu. Click on a specific posting to view the posting details and then click the “Print Preview” link that appears. Follow your browser’s print options to print the posting.

### ***How can I be notified when new jobs have been posted?***

You may subscribe to the RSS feed by first selecting the position type (Faculty, Staff or Messiah Student) on the main page or selecting “Search Jobs” from the left navigation menu. Then click on the orange RSS feed button  to subscribe.

### ***What resources are available if I need assistance completing my application on-line during business hours?***

In addition to this FAQ document, many common questions can be answered by accessing the “Help” link in the left navigation bar. Should you be unable to find an answer in either location, please contact the Office of Human Resources at [humanres@messiah.edu](mailto:humanres@messiah.edu) or by phone at 717-796-5300. Applicants for student positions should contact Student Employment at [payroll@messiah.edu](mailto:payroll@messiah.edu) or by phone at 717-796-1800 x.2900.



## System Questions

### ***Is there a limit to the number of jobs for which I can apply?***

There is no limit, but you can only apply once for each job posting.

### ***Do you accept paper applications?***

No, all applications and required/optional documents are required to be submitted online through Jobs.messiah.edu by the posted deadline date.

### ***Must I apply to a job online?***

Yes, a fully-completed and submitted application is required when applying for a position at Messiah College. All required information is denoted with an asterisk (\*) and required documents, if any, are listed as being required.

### ***Can I fill out an application without applying for a specific posting?***

No, general applications are not accepted. All applications must be submitted for a specific job posting.

### ***How can I apply for job posting that were previously posted but are no longer visible?***

If the job posting is not listed on the Jobs.messiah.edu, applications are no longer being accepted.

### ***What if I lose/forget my username and/or password?***

If you forget your username and/or password, click on the "Forgot your username or password?" link on the Login page. Follow the instructions on the page by entering your e-mail address to retrieve your username or enter your username to reset your password. You will receive an e-mail communication. *NOTE: Please DO NOT create a second account.*



## Questions During the Application Process

### ***What if I do not have all application materials available when completing an application?***

Prior to starting an application, we recommend that you select the “View Details” link that is specific to each posting to review the application requirements. If you are not able to provide all of the items during your session, please select “Save Changes” before exiting the system. You may log in later to complete your application.

### ***Can I save an application in the middle of creating it and come back later?***

Yes. Make sure that you select “Save Changes” before exiting the system. When you are ready to finish the application, log in to the system and click on “Your Applications”. The system will display active and completed applications. When entering an active application, select the button for “Continue your Job Application”.

### ***What happens if I start an application and do not finish the application before the application deadline?***

An application that is incomplete as of the posting deadline will no longer be able to be submitted. Please be sure to note any application deadline to assure you are able to submit the application prior to the deadline.

### ***Why do I keep receiving an Incomplete Application error when I try to submit my application?***

If you are receiving an incomplete error on the Check Errors and Certification page of the application, find the error by clicking on the section header marked with a red X rather than a green checkmark. Once you are on the page, your error(s) will be identified at the top of the screen in red. Some common errors include: (1) an error in the formatting for one of the answers; (2) insufficient references; (3) missed required documents; (4) blank entries in education history, employment history, or reference sections). Once an error is corrected, navigate back to the Check for Errors page and click submit. Continue this process until all errors are resolved.

### ***How do I attach required/optional documents?***

If the position to which you are applying includes any required and/or optional documents, you will attach documents as part of the online application. Application documents are accepted in many common formats, including Microsoft Word, Adobe PDF, and others. The maximum file size may not exceed 9MB.



***Can any application data from a prior application be used when submitting a subsequent application?***

Yes, application data that was submitted previously is retained in the system and will pre-populate for future applications. This excludes any required/optional documents or reference letter requests, if applicable.

***Can I reuse previously-submitted documents for other applications?***

Yes, Jobs.messiah.edu stores your documents and these documents are accessible under the "Your Documents" link. You will be able to select to use a previously-submitted document from within the new application. This excludes reference letter requests, if applicable.

***Can I attach different required/optional documents for each requisition to which I am applying?***

Yes, you may attach new/unique documents for every position for which you apply.

***How do I attach documents that are in hardcopy form?***

You will be required to scan all documents and submit in electronic format. These documents will need to be scanned and uploaded/submitted with the application.

***I have uploaded my documents without accessing any job postings. Am I done?***

No. You have the ability to upload documents at any time into the system. However, there is still a requirement to apply to the specific job posting and to attach the designate the uploaded documents to be used for the application.

***I am being asked to provide contact information for confidential reference letters. When will the referees be notified to provide the reference information.***

Referees will be notified via a system-generated e-mail immediately upon the applicant certifying and submitting the application.

***Can I reuse previously-submitted confidential reference letters for other applications?***

Not at the present time. Should you wish to use the same referees for multiple applications, please contact Human Resources. We will be able to provide instructions to avoid referees being sent separate e-mails requesting a reference for each application.



## Questions after Application Submission

### ***How long does my application remain active in the system?***

Applications will remain active in the system as long as the job posting, for which an application was submitted, remains active in the system. At the present time, there is no expiration deadline set for maintaining job postings.

### ***How do I know my application materials were received and processed?***

When you have successfully submitted your application, you will receive a confirmation message (along with confirmation number) on the screen immediately upon successful submission. You will also receive an automated e-mail communication confirming your submission. Finally, you may check your application status at any time by accessing Jobs.messiah.edu and selecting "Your Applications" from the left navigation menu.

### ***If I have applied previously and I edit my application for another job posting, will the updated application update my completed applications to other positions?***

No, when you edit your application, it will only update your current application. The system does not have the ability to go back and update your prior applications to past postings.

### ***I accidentally withdrew my application from a position. It won't let me reapply, what can I do?***

Please be extremely careful when withdrawing your application from positions because once you have applied to a position the system will not allow you to reapply. Should this occur, please contact Human Resources.

### ***How do I check my status?***

You can log into the system anytime with your user name and password to check on the status of job postings for which you have applied. Select "Your Applications" to view your position history and review the "Status" for updated information under the "Completed Job Applications" heading. Once a position is filled, all unselected applicants will receive an e-mail notification and the system will indicate your status as well.

### ***How to I check on the status of any confidential reference letter requests, if required?***

You can log into the system anytime with your username and password. Select "Your Applications" to view your position history and then select "Reference Requests" under the "Application Materials" column. On this page you can view your references, confirm notification and completion status, and manually initiate an e-mail reminder.



***I have not heard that the position was filled, but I can no longer see the posting. Where did it go?***

In the event that the College is no longer accepting new applications for an opening, the posting may disappear from the website. This does not mean that the position is filled. The job posting information is still accessible via the “My Applications” link in the left-side menu. You may view your application and the job posting itself from this location.

***How long should I expect to wait to hear back once I’ve submitted my application on-line?***

Once you receive notification that your application has been successfully submitted, your materials will be forwarded to Human Resources and to the hiring department. Each hiring department has a protocol for hiring, so there is no fixed number of days in which to expect to receive a reply. In most cases, a minimum of three weeks would be a reasonable expectation for which the hiring department would have reviewed applications, although the actual time-to-hire may exceed three weeks.

***Will late applications be accepted?***

No. The on-line system will **not** accept an application once the job posting has been removed from the website.

***I received an e-mail that a job to which I replied has been reposted. What do I need to do?***

If you have already applied for a specific position, the system will not allow for you to apply for the same job posting. Please note that once you have applied to a job posting, your application will remain with the posting even if it is reposted, so there is no need to reapply. However, it is recommended that you review your application in the event that there were any changes to application questions, supplemental questions, or required/optional documents that would require your attention.

***In reviewing my prior applications, what is the difference between “Completed” applications and “Archived” application?***

All completed applications are, by default, in the “Completed” applications section. In the event that you wish to remove older, inactive applications from the display, you may move the selected application(s) to “Archived” status.





## Special Features

### ***What does the “Email to a Friend” function do?***

“Email to a Friend” allows applicants to notify a friend, family member or co-worker of a job opportunity in which they may be interested. To share a posting, click on “Email to a Friend”, enter the Email address to which you would like the notification sent, add a personal message and click send.

### ***How do I use the “Bookmark”?***

If you find a position that interests you, but you are not ready to apply, the “Bookmark” functionality allows you to bookmark the job for a later date. To do this, click on the “Bookmark” button under the job posting title and description. Once a job is bookmarked, you can access it quickly by clicking on the “Bookmarked Jobs” tab in the left navigation menu. Please note that bookmarked jobs will automatically be removed after the posting end date.