

GUIDE TO JOB APPLICATIONS - EXTERNAL

STEP BY STEP INSTRUCTIONS FOR CANDIDATES

The purpose of this document is to provide step by step instructions, with screenshots of corresponding pages, to the external candidates who have not registered or created a job account in this site before. After following the instructions, the reader of this document will be able to perform the following activities:

1. Registering or creating personal profile or job account into the External Job portal (Step 1 – 3)
2. Updating job account with resume and cover letter (Step 4 – 5)
3. Reviewing job postings (Steps 6 – 7)
4. Applying to jobs (Steps 8 – 10)
5. Reviewing previously applied job applications (Step – 11)

STEP-1:

Click on “Not Registered Yet?” link to register as below: _____

The screenshot shows the Region of Waterloo website's Careers page. The top navigation bar includes links for Home, Careers, Contact Us, Public Notices, and Accessibility. Below this is a search bar and a dropdown menu for eServices. The main navigation bar has categories like Doing Business, Discovering the Region, About the Environment, Getting Around, Services for You, Safe & Healthy Community, and Regional Government. The 'Careers' dropdown menu is open, showing options like Job Opportunities, Benefit Plan, Hiring Process, Learning & Development, and Students. The 'Job Opportunities' option is highlighted. The main content area features a breadcrumb trail: Home / ... / Careers / Job Opportunities. Below this is a section titled 'Current Job Opportunities' with the tagline 'Making A Difference Every Day.' There is a 'Log In' button and a link 'Not Registered Yet? >>' which is highlighted with a red box. Below the 'Log In' button is a section titled 'Could your future be here?' with a sub-header 'Ready for a career with us? If you are, take a look at the opportunities below and see if any of them could be right for you.' This section contains a table of job opportunities with columns for Requisition Number, Current Opportunities, and Closing Date. Below the table, there is a section titled 'We accept resumes for the following positions on an ongoing basis.' with a list of job titles: Bus Operator, Specialized Transit Vehicle Operator, and Truck & Coach Technician. At the bottom, there is an RSS button and a link to 'Click here for Tips & Help on RSS.'

Requisition Number	Current Opportunities	Closing Date
2014-1086	Senior Microbiologist	May 29, 2015
2015-1214	Project Coordinator (Construction)	April 06, 2015
2015-1248	Coordinator, Communications (Community Services)	April 02, 2015
2015-1242	Food Services Assistant	April 01, 2015
2015-1243	Supervisor, Branch Operations & Resource Area	March 31, 2015

We accept resumes for the following positions on an ongoing basis.

- [Bus Operator - GRT is Now Accepting Applications from Class G \(including A, D, E & F licences\) Drivers](#)
- [Specialized Transit Vehicle Operator](#)
- [Truck & Coach Technician](#)

RSS Click on orange button to receive the latest jobs automatically using your preferred feed reader. [Click here](#) for Tips & Help on RSS.

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This will take you to the “Account Register” page, like below:

STEP-2:

Fill out the form as below:

The screenshot shows a registration form titled "Register your personal account". The form includes the following fields and annotations:

- Header:** "Register your personal account" (blue bar)
- Text:** "This will be your username"
- * Your Email:** Input field containing "xxxxxxxx@gmail.com". Callout: "Enter your email address".
- * Create Password:** Input field with ".....". Callout: "Read the password rule circled above and enter a valid password." Another callout: "Password should be 6 - 20 characters, can only include numbers and letters and it is case sensitive." Below the field is a "Good Password" button.
- * Confirm Password:** Input field with ".....". Callout: "Enter the password again". Below the field is a "Two Passwords Match!" button.
- Text:** "Please enter your password again, it must match the first one."
- Text:** "If you are a Regional Municipality of Waterloo employee, please enter Your Employee ID, Otherwise please leave it empty."
- Employee ID:** Input field.
- * Your First Name:** Input field.
- * Your Last Name:** Input field.
- * Address:** Input field.
- * City:** Input field.
- * Province:** Input field.
- * Postal Code:** Input field.
- * Contact Telephone:** Input field.
- * Other Telephone:** Input field.
- Registered Before? Login>>** Text with a link.
- Account Register** button. Callout: "Click on this button to register".
- General Note:** "Please fill up the form with your information. This will be saved in your job account / profile." (circled in red)

Important:

- Please Do Not Forget the password you have just created above, you will need this every time you login to your job account to apply to jobs online.
- You can use any email address – for example: @regionofwaterloo.ca, @hotmail.com, @uwaterloo.ca etc.

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Once you click on the "Account Register" button above, the following acknowledgement page will appear which confirms successful registration of your job account.

Job Postings - Register Your Personal Account

Thank you for registering your personal account of Waterloo Region Job Posting System!

Please check your mailbox and click the link inside to activate your account.

[Back to Login Page >>](#)

STEP-3:

You will also receive the following email in your email account:

Region of Waterloo - Notice to Job Posting Registrant (Please Don't Reply) ↑ ↓ ×



HUMAN RESOURCES (ats-admin@regionofwaterloo.ca) [Add to contacts](#) 7:09 PM |
To: Monwar Rahman ▾

Notice to Registrant

Thank you for registering The Region of Waterloo Job Posting System. Please click the link below to activate your account:

<http://ahqehrext1vp.region.waterloo.on.ca/ehrext/ra.php?e=xxxxxxxxxx@gmail.com&a=ca1f6485>

All employment opportunities that are available to external applicants are posted on our website. A list of all current externally and internally available opportunities is available for viewing in the reception area of our Human Resources Department. We are located on the 3rd floor of our Administrative Headquarters building at 150 Frederick Street, Kitchener ON. Our regular office hours are Monday to Friday, 8:30 - 4:30.

Thank you for your interest in working with the Region of Waterloo!

Click on the link provided in the email message.

This will activate your job account with the Region of Waterloo and return the following page:

Job Postings - Activate Your Personal Account

Thank you for activating your personal account of Waterloo Region Job Posting System!

[Please login to your personal account >>](#)

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STEP-4:

Click on the link circled above.

This will take you back to the login page, as below:

Job Postings - Login to your personal account

The screenshot shows a login form titled "Login to your personal account". It contains two input fields: "Your Email:" and "Password:". Below these fields is a "Log in" button. At the bottom of the form, there are three links: "Forgot Password? >>", "Not Registered Yet? >>", and "Contact Us >>". Three red boxes with arrows point to the form elements: the top box points to the "Your Email:" field, the middle box points to the "Password:" field, and the bottom box points to the "Log in" button.

Enter the email address you used to register

Enter the password you created to register

Click here to login to your job account

Login to your personal account

Your Email:

Password:

Log in

Forgot Password? >>
Not Registered Yet? >>
Contact Us >>

[View current job opportunities >>](#)

STEP-5:

To add resume and cover letter to your job profile, click on the "Update My Profile" link circled below:

[Account Home](#) | [My Profile](#) | [Current Job Postings](#) | [Apply History](#) | [Log Out](#)

Job Postings - My personal account

This is the personal account section.

[Change Password >>](#)

[Update My Profile >>](#)

[My Job Apply History >>](#)

[Current Job Opportunities >>](#)

This will take you to the next page where you can type or paste your resume and cover letter, as below.

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My personal account - Profile

Profile Information

* Last Name:	<input type="text" value="Lastname"/>
* First Name:	<input type="text" value="Firstname"/>
* Email:	<input type="text" value="something@hotmail.com"/>
Password:	Click here to change your password >>
* Address:	<input type="text" value="150 Frederick Street"/>
* City:	<input type="text" value="Kitchener"/>
* Province:	<input type="text" value="Ontario"/>
* Postal Code:	<input type="text" value="N2G 4J3"/>
* Home Telephone:	<input type="text" value="5195754004"/> TTY <input type="checkbox"/>
* Other Telephone:	<input type="text" value="5195754400"/> TTY <input type="checkbox"/>

Cover Letter & Resume

Cover Letter:

Resume:

Once you click on the “Submit” button, it will return the previous page with confirmation of updating, like below:

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Job Postings - My personal account

Updated Information:
Your profile has been updated successfully!

This is the personal account section.

[Change Password >>](#)

[Update My Profile >>](#)

[My Job Apply History >>](#)

[Current Job Opportunities >>](#)

STEP-6:

To review job opportunities or postings, click on “Current Job Opportunities” link circled below:

[Account Home](#) | [My Profile](#) | [Current Job Postings](#) | [Apply History](#) | [Log Out](#)

Font Size: A- A+

[Log Out](#)

Job Postings - My personal account

This is the personal account section.

[Change Password >>](#)


[Update My Profile >>](#)

[My Job Apply History >>](#)

[Current Job Opportunities >>](#)

The following page will appear listing current job opportunities:

[Account Home](#) | [My Profile](#) | [Current Job Postings](#) | [Apply History](#) | [Log Out](#)


Font Size: A-  A+

[Log Out](#)

Could your future be here?

Ready for a career with us? If you are, take a look at the opportunities below and see if any of them could be right for you.

Requisition Number	Current Opportunities	Closing Date
2014-1022	Caseworker I (Income Support)	April 30, 2015
2014-1020	Public Health Nurse (Child & Family Health Promotion)	April 30, 2015
2013-1094	Supervisor, Income Support	April 30, 2015
2014-1024	COORD. RECORDS MGMT (PH)	March 31, 2015

 Click on orange button to receive the latest jobs automatically using your preferred feed reader. [Click here for Tips & Help on RSS.](#)

Please note that these are just sample jobs, used for the purposes of testing and using as examples in this guide, real job descriptions can be different.

Click on any of the sample job links circled in red above to review the job posting.

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STEP-7:

Once you click on any of the job link listed above, the corresponding job description will open up.

For example: if you would like to Review and Apply to the “Case Worker I (Income Support)” position from the list above, click on it and job description page will open up as below:

Caseworker I (Income Support)
Length: Temporary Full-time – (8 positions) (for approximately 15 months)
Department/Division: Community Services/Employment & Income Support
Hours of Work: 35 hours per week
Union: C.U.P.E. Local 1883
Grade: 13

Salary/Wage: \$61,297.60 - \$69,669.60 per annum/\$33.68 – \$38.28 per hour

Location: 99 Regina St., S., Waterloo/150 Main Street, Cambridge

Description of Duties:

Assesses eligibility for financial and employment assistance of all applicants under the Ontario Works (OW) Act. Authorizes financial assistance and develops employment plans for those determined to be eligible. Maintains an active caseload by administering ongoing financial and employment eligibility through screening, assessing, referring, and monitoring of participant activities.

Knowledge, Skills, Abilities Required:

- Knowledge of interviewing, assessment approaches and casework intervention normally acquired through a University Degree or College Diploma in Social Sciences or Social Work, plus 2 years related experience.
- Knowledge of the Ontario Works Act, Ontario Disability Supports Program, Federal and Provincial Programs; Employment Standards Act, Canada Pension Plan, Employment Insurance Benefits, Workplace Safety and Insurance Board, and the Municipal Freedom of Information and Privacy Protection Act; successful job search skills and strategies to develop appropriate employment plans for participants; and local resources and employment assistance available through delivery agents.
- Ability to investigate, gather and assess the facts of a case and apply the appropriate legislation, regulations, directives and policies in order to make appropriate eligibility decisions and support Ontario Works participants.
- Ability to identify skills and/or barriers of participants and successfully match participants to programs which will support the shortest route to employment. Understanding of all eligibility rules for financial assistance, including participation requirements.
- Ability to provide service to a broad range of participants who may be distraught, in crisis or in an emergency situation. Ability to de-escalate volatile situations with participants who may be verbally abusive, irrational and uncooperative.
- Computer skills with ability of basic knowledge of network software applications, and Service Delivery Model Technology, Central Booking System, and Lotus Notes, and adapt effectively to computer technology requirements
- Ability to explain and interpret legislation, directly or through interpreters, to all participants including the developmentally delayed and mentally ill, to ensure that they understand their financial eligibility, rights and responsibilities under Ontario Works; conduct in-depth interviews with participants, negotiate and monitor case plan, communicate job search requirements and local services in a clear manner; and explain the consequences of non-compliance. Uses motivational strategies to market local services, opportunities and supports available to participants. Ability to provide written and verbal explanations to clients regarding changes to financial assistance and compliance. Ability to utilize information from participants and internal and external contacts to develop effective case plans. Ability to develop and maintain factual, concise and objective case notes in SDMT.
- Ability to travel to various locations within the Region.
- Must provide an acceptable Police Records Check in order to ensure suitability for working with vulnerable populations.
- Ability to participate as an effective team member and support and project values compatible with the organization.

Please apply online, by the closing date **Apr 30, 2015** quoting competition number **2014-1022**, or send your resume to: The Regional Municipality of Waterloo, Human Resources, 150 Frederick Street, 3rd Floor, Kitchener, ON N2G 4J3.

We thank all applicants in advance; however, we will be corresponding only with those selected for an interview.

Printer Friendly

[Click here to view the job description pdf file.](#)

[Apply Online](#)

Important:

- If you would like to view the job description in **pdf** format and save it, you can click on the link above. The job description in PDF file will open up in another window.
- If you would like to print off the job description, you can click on the “Printer Friendly” link above. The printer-friendly version of the job description will open up in another window from which you can print the page.

STEP-8:

After reviewing above, if you would like to apply to the job posting, please click on the “Apply Online” button circled in red above.

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The following sample job application form will open up for you to fill up: (*please note again that this is just a sample of a job application, solely for the purposes of testing and demonstration, real forms can be different.*)

Apply Online

A. Caseworker I (Income Support)	
Job Title:	Caseworker I (Income Support)
Competition No.:	2014-1022
B. Personal Data	
First Name:	Monwar
Last Name:	Rahman
Address:	150 Frederick Street
City:	Kitchener
Province:	Ontario
Postal Code:	N2G 4J3
Home Telephone No.:	5195754004
Other Contact Telephone No.:	5195754400
Email:	xxxxxxxxxxx@gmail.com **A confirmation that we received your application will be sent to this email address**
*Are you over the age of 18?:	Please select: <input type="radio"/> yes <input type="radio"/> no
*Have you worked here previously?:	Please select: <input type="radio"/> yes <input type="radio"/> no
If YES, When and What positions?:	
*Do you have a Driver's License and what class?:	Please select: <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E <input type="radio"/> F <input type="radio"/> G <input type="radio"/> G1 <input type="radio"/> G2 <input type="radio"/> Z (Air Brake endorsement) <input type="radio"/> other <input type="radio"/> do NOT have a Driver's license
*Are you legally eligible to work in Canada?:	Please select: <input type="radio"/> Yes <input type="radio"/> No
*Do you have any relatives, including through marriage or a common law relationship, that are either current Regional employees or elected officials of the Region?:	Please select: <input type="radio"/> Yes <input type="radio"/> No
If YES, what is their name, their position and relationship to you?:	
C. Education/Training	
*Please check ALL boxes that apply:	Please select: <input type="checkbox"/> University degree in Social Science (at least 6 Social Science credits) or college diploma in Social Services <input type="checkbox"/> other related COMPLETED post-secondary education <input type="checkbox"/> other non-related completed post-secondary education
D. Experience	
*Legislation experience (check ALL boxes if apply):	Please select: <input type="checkbox"/> have delivered service in Ontario Works setting <input type="checkbox"/> have delivered service in Ontario Disability Support Program setting <input type="checkbox"/> have direct work related knowledge of Ontario Works Act <input type="checkbox"/> no experience in Ontario Works or Ontario Disability Support Program
*Interview and Assessment Skills (check only ONE):	Please select: <input type="radio"/> have used interview and assessment skills in caseworker position <input type="radio"/> have used interview and assessment skills but NOT in caseworker position <input type="radio"/> have NOT used these skills
E. Applicant - Please read the following carefully before submitting: I hereby certify that the information given is true and correct to the best of my knowledge. I hereby agree to have any employment related medical examination, x-ray, tests, etc. as may be requested. I agree to comply with all regional Directives including Rules, Regulations, Safety Procedures and such other Terms and Conditions of Employment as may be instituted or revised by the Region from time to time. I understand and agree that I must enroll in such Welfare and Pension Plans etc as may be obligatory for Regional Employees. Note: The region will not consider an application for a position where the applicant would be under the direct supervision of an immediate family member. The Region also reserves the right to exclude applicants who were unsuccessful in an interview process, for subsequent related positions. I agree and understand that the Region has the right to verify any information provided on the resume and during the interview process, and that any misrepresentation of facts shall constitute just cause for not being considered for a position and/or the termination of my employment with the Regional Municipality of Waterloo, at any time.	
F. Cover Letter and Resume	
Cover Letter:	Please copy/paste your cover letter and resume from word document or text editor. You can also select one version from your job apply history. Please select your cover letter and resume version: [Dropdown menu] Please Copy and Paste your Cover Letter in text format here. [Text area]
Resume:	Please Copy and Paste your Resume in text format here. [Text area]

[Preview Your Application](#)

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Important: Please remember the following tips while filling up the job application form:

- Some fields are automatically populated from your profile and system (for example: Job Title, Competition No., Employee ID, Last Name, First Name, Email). You DO NOT need to fill up these fields.
- Some fields have a red asterisk (*) mark beside it, which means YOU MUST fill up these fields to continue, IF NOT ALREADY automatically filled up
- To complete **the last section- Cover Letter and Resume:** you can follow any of the four options below:
 - 1) Copy your resume and/or cover letter from somewhere and paste in the white spaces provided in the job application form
 - 2) Load "From My Profile" by clicking on the drop-down menu.
 - 3) Load "From....."(a previously applied position by choosing from the drop-down menu).
 - 4) Type in your resume, cover letter and use editor toolbar to format (if needed)

STEP-9:

Once you have completed the application form above, click on the "Preview Your Application" button at the bottom of the page circled in red in the previous page. The following page with all your inputs will appear:

[Apply Online - Preview Your Application](#)

Print Friendly

A: Caseworker I (Income Support)	
	* Job Title: Caseworker I (Income Support)
	* Competition No.: 2014-1022
B: Personal Data	
*First Name:	Monwar
*Last Name:	Rahman
*Address:	150 Frederick Street
*City:	Kitchener
*Province:	Ontario
*Postal Code:	N2G 4J3
*Home Telephone No.:	5195754004
*Other Contact Telephone No.:	5195754400
*Email:	xxxxxxxxxx@gmail.com
	**A confirmation that we received your application will be sent to this email address **
*Are you over the age of 18?:	yes
*Have you worked here previously?:	yes
If YES, When and What positions?:	
*Do you have a Driver's License and what class?:	G
*Are you legally eligible to work in Canada:	Yes
*Do you have any relatives, including through marriage or a common law relationship, that are either current Regional employees or elected officials of the Region?:	No
If YES, what is their name, their position and relationship to you?:	
C: Education/Training	
*Please check ALL boxes that apply:	other non-related completed post-secondary education
D: Experience	
*Legislation experience (check ALL boxes if apply):	have delivered service in Ontario Works setting
*Interview and Assessment Skills (check only ONE):	have used interview and assessment skills in caseworker position
E: Applicant - Please read the following carefully before submitting:	
<p><small>I hereby certify that the information given is true and correct to the best of my knowledge. I hereby agree to have any employment related medical examination, x-ray, tests, etc. as may be requested. I agree to comply with all regional Directives including Rules, Regulations, Safety Procedures and such other Terms and Conditions of Employment as may be instituted or revised by the Region from time to time. I agree that continuing employment is conditional upon the satisfactory completion of a probationary period of employment. I understand and agree that I must enroll in such Welfare and Pension Plans etc as may be obligatory for Regional Employees. Note: The region will not consider an application for a position where the applicant would be under the direct supervision of an immediate family member. The Region also reserves the right to exclude applicants who were unsuccessful in an interview process, for subsequent related positions. I agree and understand that the Region has the right to verify any information provided on the resume and during the interview process, and that any misrepresentation of facts shall constitute just cause for not being considered for a position and/or the termination of my employment with the Regional Municipality of Waterloo, at any time.</small></p>	
F: Cover Letter and Resume	
Cover Letter:	
Resume:	

Back to edit
Submit Your Application

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STEP-10:

If you are satisfied with your inputs, you can click on the “Submit Your Application” button circled in red above to complete your application to the job.

If you would like to edit your application prior to submitting, click on the “Back to edit” button circled in blue above.

Once you submit your application, a thank you page will appear, as below:

Apply Online Submit

Thank you for submitting your application form!

A notification will be sent to this email address xxxxxxxxxxx@gmail.com as confirmation that we have received your application. This notification should include an **application number** (*..we have received your application <#####> for competition No.2015-...*). If there is no application number or you dont receive this notification at all please verify your email address and try again. If still not successful, please contact Human Resources.

We thank all applicants in advance; however, we will be corresponding only with those selected for an interview.

[Please click here to view / print the notification and your application](#)

You can view/print your application along with the confirmation of receipt of your application by clicking on the link circled in red above. A separate browser window will open up.

Also, you will receive an email to the same email address that you used for registering your job account. The email looks like below:

Region of Waterloo - Notice to Job Applicants <132681> (Please Don't Reply)



HUMAN RESOURCES (humanresources@region.waterloo.on.ca) [Add to contacts](#) 8:48 PM
To: Monwar Rahman

Notice to Job Applicants (Please Don't Reply)

Please note that receipt of this email is confirmation that we have received your application <132681> for competition No.2014-1022 - Caseworker I (Income Support). Given the volume of applications that we receive on a daily basis, we cannot effectively manage phone calls of this nature. Please be assured that your application will be reviewed and screened according to our standardized process. You will be contacted only if you have been selected for an interview.

All employment opportunities that are available to external applicants are posted on our website. A list of all current externally and internally available opportunities is available for viewing in the reception area of our Human Resources Department. We are located on the 3rd floor of our Administrative Headquarters building at 150 Frederick Street, Kitchener ON. Our regular office hours are Monday to Friday, 8:30 - 4:30.

Thank you for your interest in working with the Region of Waterloo!

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STEP-11:

To review your job application history, click on the link “Apply History” or “My Job Apply History” circled in red below, from your Account Home page:

Account Home | My Profile | Current Job Postings | **Apply History** | Log Out

Log Out

Font Size: A- A+

Job Postings - My personal account

This is the personal account section.

[Change Password >>](#)

[Update My Profile >>](#)

[My Job Apply History >>](#)

[Current Job Opportunities >>](#)

The following page will appear listing all your job applications:

Account Home | My Profile | Current Job Postings | **Apply History** | Log Out

Log Out

Font Size: A- A+

My personal account - Job Apply History

Application ID	Competition No.	Position Title	Applied Date
132676	2014-1024	COORD, RECORDS MGMT (PH)	2015-03-18
132681	2014-1022	Caseworker I (Income Support)	2015-03-31

You can review any of your applications by clicking on the corresponding Application ID.

Please note again that the jobs listed above are just samples, solely for the purposes of testing and demonstration, real job titles can be different and job history can be different for different applicant.