

# 2013 Employment Process

## Frequently Asked Questions

### **How do I apply?**

Applications for Fire Cadet will be accepted only online April 7-10 through the City of Austin's Employment website ([e-Career](#)) at [www.austincityjobs.org](http://www.austincityjobs.org). Paper applications will NOT be available or accepted. Please visit the [Current Applicants](#) page of the Austin Fire Department website and click on the [Application Instructions](#) link to learn more.

### **I made a mistake on my application. How do I make changes?**

Applicants are not able to change their application once it has been submitted. If you need to change a required field, such as your address or response to a supplemental question, you must send an e-mail to [Employment.services@austintexas.gov](mailto:Employment.services@austintexas.gov). To avoid this situation, please review the application and responses to questions to make sure they are accurate BEFORE submitting the application.

### **Can I submit another application to correct a mistake on the original application?**

Applicants are allowed to submit one application for a position (Fire Cadet). Duplicate applications will not be accepted.

### **I was disqualified. How do I find out why?**

As a first step you should view information on applicant disqualifiers and compare them to the answers you provided in your application. You can click on the link to "Disqualifiers" on our website to view those disqualifiers. To view your submitted application, log in to the City of Austin Employment website (e-Career) using the user name and password you created when you filled out your application. The Application Status Screen will appear. On the Application Status screen, click on "View Application" and your application will open in a new window. Scroll down to review your responses to the supplemental questions; those responses may have disqualified you. If you have questions after reviewing your application, please send an e-mail to [Employment.services@austintexas.gov](mailto:Employment.services@austintexas.gov).

### **I completed an application, but I didn't get a confirmation number. How do I get a confirmation number?**

It is possible that you may not have submitted an application to the job posting for the position. You must apply to the job posting to complete the application. Log in to the City of Austin Employment website (e-Career) using the user name and password you created when you filled out your application. The Application Status screen will appear. If you submitted an application, you will see a table listing the jobs you applied to; the table will also show the status of your application. If you have questions after reviewing your application, please send an e-mail to [Employment.services@austintexas.gov](mailto:Employment.services@austintexas.gov).

**Please do not call the Austin Fire Department to ask if your application was received.**

### **I confirmed that I have applied for the position, but I still did not receive an email confirmation. What happened?**

Please confirm that your email address is correctly entered. Log in to the City of Austin Employment website (e-Career) using your user name and password. On the left side, click on "Account Settings" and review the email field. This is the address where your confirmation email was sent. If correct, you should also check that the emails have not been filtered by your email service. If you still do not receive confirmation, you may email [Employment.services@austintexas.gov](mailto:Employment.services@austintexas.gov).