

# W.A.V.E. Applicant Guide

## This guide includes:

- “Quick Steps” to apply for City of Virginia Beach jobs
- Links to more in-depth information on these steps
- Links to additional City of Virginia Beach career information

**Using the W.A.V.E.** - Web Application for Virginia Beach Employment - applicants will apply online via the Internet at <http://www.vbgovcareers.com>. W.A.V.E. is available 24/7 at any computer with internet access. Applications will not be accepted via fax, email, or hard copy.

**Assistance Is Available** via HR Business Hours. For more details, visit our [Careers page](#) on vbgov.com

## Quick Steps & Resources

The below table is a list of steps to apply for an open position. Click on the link associated with each step for more information. Under “Quick Links/References” there are links to the “Preparing to Apply” information sheet included within this document, as well as other resources you may find helpful.



Depending on your device settings, you may need to hold down the control key (ctrl) while clicking on the link.

Quick Steps	
<input type="checkbox"/>	<a href="#">Search for Job Openings</a>
<input type="checkbox"/>	<a href="#">Register/Log In</a>
<input type="checkbox"/>	<a href="#">Complete &amp; Submit an Application</a>
<input type="checkbox"/>	<a href="#">Your Information</a>
<input type="checkbox"/>	<a href="#">Upload a Resume or LinkedIn Profile to Pre-Fill Application Fields</a>
<input type="checkbox"/>	<a href="#">Work and Education History</a>
<input type="checkbox"/>	<a href="#">Other History</a>
<input type="checkbox"/>	<a href="#">Attachments and Supplemental Questions</a>
<input type="checkbox"/>	<a href="#">Resume</a>
<input type="checkbox"/>	<a href="#">Cover Letter</a>
<input type="checkbox"/>	<a href="#">Other Attachments</a>
<input type="checkbox"/>	<a href="#">Supplemental Questions</a>
<input type="checkbox"/>	<a href="#">Review, Print and Submit Your Application</a>
<input type="checkbox"/>	<a href="#">Printing Your Application</a>
<input type="checkbox"/>	<a href="#">Voluntary Equal Opportunity Questionnaire</a>
<input type="checkbox"/>	<a href="#">Click Submit Again to Officially Submit Your Application</a>
<input type="checkbox"/>	<a href="#">Thank You Message Confirming Application Submission</a>
<input type="checkbox"/>	<a href="#">Log Out</a>
<input type="checkbox"/>	<a href="#">Create Job Alert(s)</a>
<input type="checkbox"/>	<a href="#">Create a Careers Account</a>
<input type="checkbox"/>	<a href="#">Hiring Process</a>
Quick Links	
	<a href="#">City of Virginia Beach Careers Page</a>
	<a href="#">Emergency Communications: VB911 Jobs Page</a>
	<a href="#">Police Jobs Page</a>
	<a href="#">Fire Jobs Page</a>
	<a href="#">Emergency Medical Services (EMS) Jobs Page</a>
	<a href="#">Sheriff's Office Jobs Page</a>

## Search for Job Postings at <http://vbgovcareers.com/>

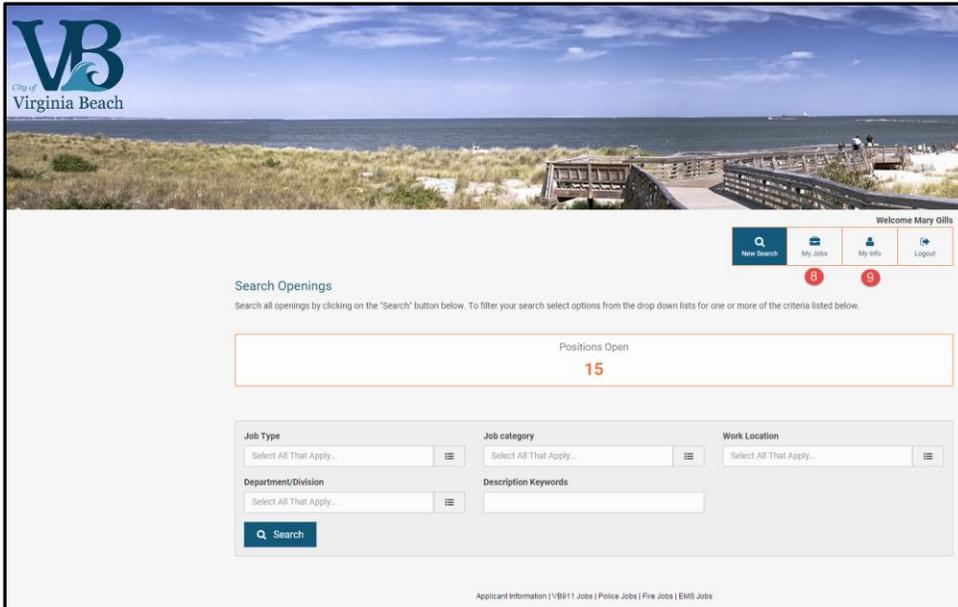
While the latest version of the most common browsers should work sufficiently well to search our job postings and apply for positions that interest you, we recommend using the latest version of Google Chrome.

From our search page, without logging in, you can do the following:

1. See how many positions for which we are currently accepting applications. You can also click on this number to see the entire list of posted openings.
2. Apply filters to narrow your search.
3. Search for postings after applying any filters. You can also click on “Search” without applying any filters to see a complete list of all posted openings.
4. Clear all of your filter selections to conduct a new search.
5. Login if you are a returning applicant.
6. Find useful information on how to apply.
7. Check out our public safety jobs with VB 9-1-1, Police, Fire, or EMS.

Applicants who have already logged in will also be able to:

8. View the status of their applications as well as their job alert subscriptions via “My Jobs”.
9. Update their contact information in “My info”.



Based on the filters you chose to apply (or not apply), you will see a list of currently posted positions. You can further sort the list of openings in either ascending or descending order by:

- Title
- Working Title
- Department/Division
- Job Type

For each posted job, you can choose to:

- Email a friend telling them about the position. 
- View the full job posting/position description by clicking on the title or 
- Apply for the position.  or 

**Account Clerk II**  
 Account Clerk II  
 Public Works - Infrastructure Maintenance  
 Contracts  
 Full Time





Position Description

2 of 79

**Account Clerk II**

Working Title  
**Account Clerk II**

Department/Division  
**Public Works - Infrastructure Maintenance Contracts**

Job Type  
**Full Time**

 Apply Now

Requisition ID:	23401	Work Location:	Public Works - Dam Neck facility
Pay Range:	G.14, \$30,680.00 - \$45,531.20	Starting Salary:	Minimum of the Pay Range
Work Schedule:	Mon-Fri - 8:30 am - 5:00 pm	Part Time Hours/Wk:	
Close Date:	9/11/17		

**Job Duties:**

**Account Clerk II**

Duties include, but are not limited to:

# Register/Log In

In order to apply for a job, you must either register or log in.

- a. New applicants must begin the process by registering. Enter your email address and a password. Then click on the blue button with a right arrow on it at the bottom of the screen to continue.

The screenshot shows the registration page for a job application. On the left, there is a sidebar with the following information: Job Title: 311-Senior Operations Supervisor; Working Title: UAT TESTING - Application\_Resume and Cover Letter Required; Department/Division: Emergency Communications and Citizen Services - Citizen Services; Job Type: Full Time. At the top right, there are links for 'New Search' and 'Login Page'. A red arrow points to the '1. Register' tab. Below the tab, there is a yellow box with instructions: 'To submit your application, please complete these steps. Fields marked with a red asterisk (\*) are required.' The 'Email Registration' section explains that the email address will be used as the login name and that passwords must be at least six characters long. It also provides instructions for returning applicants. The registration form includes three fields: 'Email \*' (1), 'Password \*' (2), and 'Re-type new password: \*' (3). A blue button with a right arrow (4) is at the bottom right. A red callout box contains a tip: 'Tip: Click on "Applicant Information" to open a new window to view the Applicant Guide.' At the bottom, there are navigation links: 'Applicant Information | VB911 Jobs | Police Jobs | Fire Jobs | EMS Jobs'.

- b. Returning applicants may click on “Login Page” in the top right corner of the screen above, log in using their established email address and password, and then click on the blue “Login” button.

The screenshot shows the login page for a job application. On the left, there is a sidebar with the same information as the registration page. At the top right, there are links for 'New Search' and 'Login Page'. Below the sidebar, there is a section titled 'Previous Applicants' with the instruction: 'If you have previously applied to a position on our website, input your email address and password to login.' The login form includes two fields: 'Email:+' (1) and 'Password:+' (2). A blue 'Login' button (3) is at the bottom left. A 'Forgot password?' link is at the bottom right. A red callout box contains a tip: 'Tip: For more information about our Public Safety careers, click on one of the links below. The page will open in a new tab.' At the bottom, there are navigation links: 'Applicant Information | VB911 Jobs | Police Jobs | Fire Jobs | EMS Jobs'.

The W.A.V.E. system will automatically log you out after 2 hours of inactivity and any unsaved entries or edits will not be saved. No changes can be made to an application once it has been submitted.

# Complete and Submit an Application

Once you identify a position for which you would like to apply:

- Make note of the position for which you are applying as well as the closing date for the position.
- Review the online application and decide what information you will need to complete it. Follow all instructions carefully.
- Prior to completing the application, organize your thoughts and information. Make notes on positions you have held and on the job duties and responsibilities of those positions.
- Type the information that is requested on the application, referring to your notes or resume. Resumes may be included as supplemental information to the application. Never leave a blank space. Write 'not applicable' if necessary.
- As the application form is the official document describing the candidate's qualifications, it is very important for an applicant to be as specific and detailed as possible, describing his/her qualifications in their entirety.

There are six steps to complete your application.

## 1. Your Information

This section requests personal information such as your name and contact information, as well as asks a few questions.

- **New Applicants Only – Upload Resume or LinkedIn Profile** (optional):  
You may also upload a resume or LinkedIn Profile to populate key personal information, education and work history fields, which will significantly speed up the application process.
  - Applicants must review, correct and/or complete missing information that did not pass correctly or completely from the resume to the application document.
  - You may also attach a resume and other documents at a later step in the application process.
- **Returning Applicants:** Returning applicants should **consider the following cautionary statements**.
  - If you are a returning applicant, do not upload a resume or LinkedIn Profile to update your profile. This may result in the deletion of information on your profile/application.
  - You may also attach a new resume at a later step in the application process.
- All fields marked with a red asterisk\_ (\*) are required fields.
- Other information fields are not required; however, we do request that you complete the application in its entirety. The application is the primary required document used to screen qualifications and years of experience. A resume does not replace a completed application. Fields on the

application left blank, including but not limited to job duties, dates of employment, and hours worked, may cause your application to be incomplete.

It is recommended that you save your application after completing the required fields at each step and before proceeding to the next step/screen by clicking on the “Save Draft” button at the bottom of the screen. Then click on the right arrow button to move to the next page/screen. If you need to go back to the previous screen/step, click on the left arrow button after saving.

If you would like to exit the application and return later to complete it, click on the “Exit” button at the top of the page.

As long as you have saved your application and the job is still posted, you may return to it and continue working on your application by clicking on the “Proceed” button associated with that position. In the “My Jobs” page you will find your

saved draft applications grouped together below the list of positions that you have already applied for:

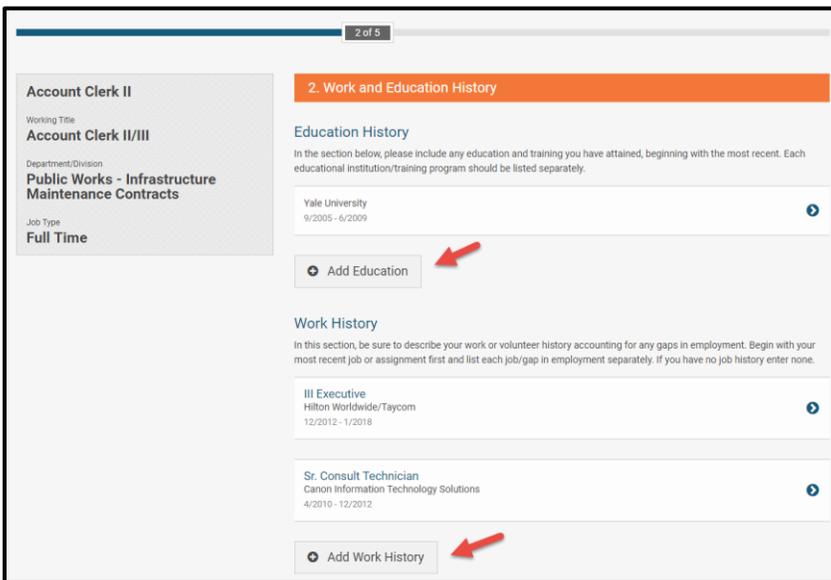


## 2. Work and Education History

In this section, be sure to describe all full time, part time and/or seasonal work experience, as well as any volunteer experience, accounting for any gaps in employment. Begin with your most recent job or assignment first and list each job/gap in employment separately. Since this is the primary document that will be used to evaluate your qualifications be sure to fully and thoroughly complete the application fields.

You can add additional work or education history by clicking on the “Add Work History” or “Add Education” buttons.

- Note: If you are selected for the position, you will be required to provide official post-high school transcripts by bringing or mailing them to our Human Resources office.



Complete the requested information, as applicable.

- Information with red asterisks (\*) is required.
- Other information fields are not required; however, we do request that you complete the application in its entirety. The application is the primary required document used to screen qualifications and years of experience. A resume does not replace a completed application. Fields on the application left blank, including but not limited to job duties, dates of employment, and hours worked, may cause your application to be incomplete.
- Click on “Save” when finished.

**Account Clerk II**  
Working Title  
**Account Clerk II/III**  
Department/Division  
**Public Works - Infrastructure  
Maintenance Contracts**  
Job Type  
**Full Time**

**2. Work and Education History**

**Education History**  
In the section below, please include any education and training you have attained, beginning with the most recent. Each educational institution/training program should be listed separately.

Yale University  
9/2005 - 6/2009

**Name of School\***

**Major/Minor\***

**Graduated\***

**Degree or Certificate\***

**Date From\***  
 Please select  Please select

**Date To\***  
 Please select  Please select

**Hours Completed**

**Last Name on Transcripts**

**City**

**State**

### Work History

In this section, be sure to describe your work or volunteer history accounting for any gaps in employment. Begin with your most recent job or assignment first and list each job/gap in employment separately. If you have no job history enter none.

**III Executive**  
Hilton Worldwide/Taycom  
12/2012 - 1/2018

**Sr. Consult Technician**  
Canon Information Technology Solutions  
4/2010 - 12/2012

<b>Employer Name*</b>	<b>Position Title*</b>
<input type="text"/>	<input type="text"/>
<b>Type of Employment *</b>	<b>Hours per Week*</b>
<input type="text" value="Please select"/>	<input type="text"/>
<b>Date From*</b>	<b>Date To*</b>
<input type="text" value="Please select"/> <input type="text" value="Please select"/>	<input type="text" value="Please select"/> <input type="text" value="Please select"/>
<b>Supervisor Name</b>	<b>Supervisor Phone #</b>
<input type="text"/>	<input type="text"/>
<b>Most Recent/Ending Salary</b>	<b>Ok To Contact</b>
<input type="text"/>	<input type="checkbox"/>
<b>Reason For Leaving *</b>	
<input type="text" value="Currently Employed"/>	
<b>Description of Job Duties*</b>	
<input style="width: 100%; height: 50px;" type="text"/>	
<small>(2400 Characters Maximum)</small>	
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

To edit an existing Work or Education History item, locate the blue circle with the arrow in it, and associated with that item, then click on it to expand the description. Then click on the “Edit” button. You can also choose to remove an item by clicking on the “Remove” button. Make your edits and click on “Save”.

**Clerk II**  
XYZ Company  
2/2011 - To Present



**Clerk II**  
XYZ Company  
2/2011 - To Present

**Description** Typing reports, ordering supplies, answering phones

**Reason For Leaving** Currently Employed

**Most Recent/Ending Salary** \$24,000/year

**Description**

Typing reports, ordering supplies, answering phones

(2400 Characters Maximum)

**Save** Cancel

As mentioned earlier, it is recommended that you save your draft before moving on to the next step.

### 3. Other History

In this section you can enter information about any certificates or licenses that you hold. Edit and save information in this step the same way that you edited the Work and Education History step.

Copies of licenses and certifications are required once you are hired.

3 of 5

**Media and Communications Coordinator II**

Working Title  
**TESTING - DO NOT APPLY**

Department/Division  
**Public Utilities - Business Division**

Job Type  
**Full Time**

**3. Other History**

Certificates and Licenses

Add Certificate And License

Save Draft

Applicant Information | VB911 Jobs | Police Jobs | Fire Jobs | EMS Jobs

### 4. Attachments and Supplemental Questions

You can attach a resume and up to 6 additional documents (not to exceed 10MB of data) that may be needed to support the application information. Such supplemental items may include professional licenses, certifications, DD 214 or transcripts when required for the position.



To best utilize this data space, attach Word / Excel / PowerPoint files not PDF as these are large imaged documents. A 20KB Word document becomes a 370KB Adobe/PDF document.

Edit the options the same way that you did for the other steps, except to attach a document you will need to click on the “Browse” button and select the file to

upload before saving it. You may also remove documents by clicking on the “Remove” button.

**Warning! Removing attachments will remove them from all applications, including those already submitted.**



Instead of removing attachments, we recommend naming your documents by type and the job application. A date may also be included. (transcript\_accountant\_09/15/20xx)

*a. Attaching a Resume*

In this step you attach a resume if you have not already done so, and would like to attach a resume. If you chose to upload your resume when you began the application process you will see that you already have a resume attached. Uploading a resume, or replacing an existing resume in step 4 will not replace the information entered in any of your application fields, but will update the resume attached to your application.

*b. Entering a Cover Letter*

You can enter text in the “Cover Letter” field or you can attach a formatted cover letter in the attachments section (section C below). However, please be aware that this field will not retain any formatting.

*c. Attaching Other Documents*

You can also attach other documents to support your application in this step. For example, if you wish to include a formatted cover letter, you can choose to attach one. In particular, please be sure to attach any required documents as noted in the job requisition/posting.

*d. Questions*

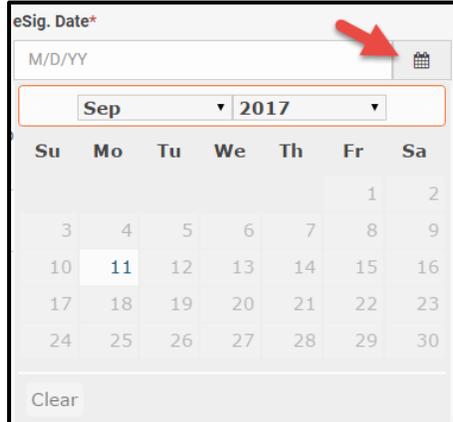
Please answer any supplemental questions listed, if any.

As always we recommend that you click on “Save Draft” before proceeding to the next step.

## 5. Review / Print and Submit Your Application

Read the certification statement, then sign and date your application.

- You cannot apply if you do not.
- Use the calendar icon to select the date.



eSig. Date\*

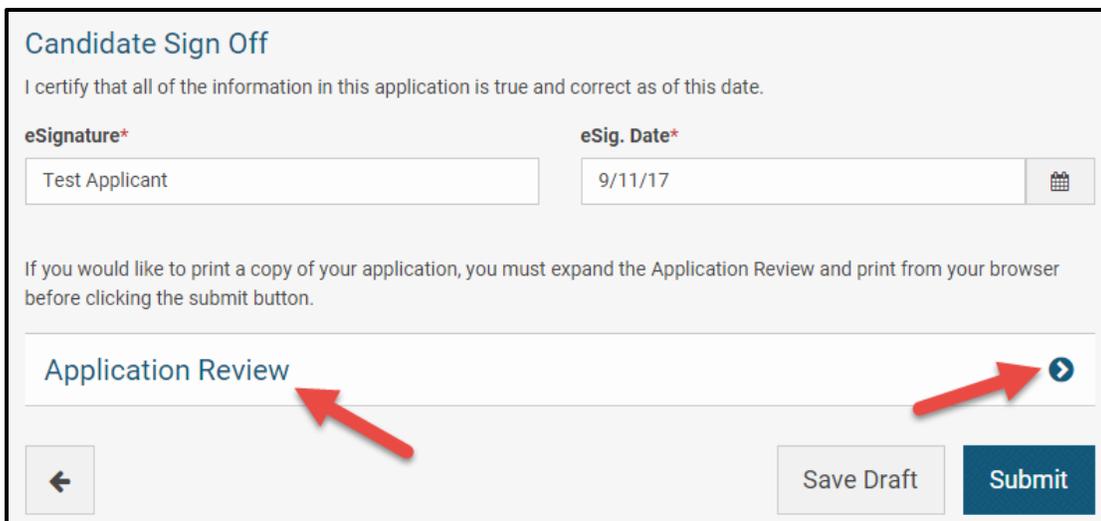
M/D/YY

Sep 2017

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Clear

**Printing Your Application:** If you would like to review and/or print a copy of your application, you must expand the Application Review and print from your browser (right click and select print) **before** clicking the submit button.



**Candidate Sign Off**

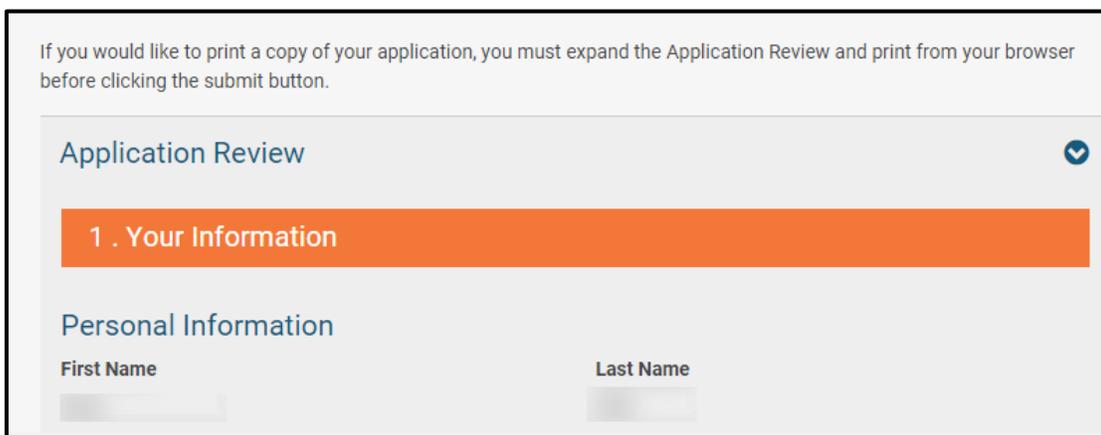
I certify that all of the information in this application is true and correct as of this date.

eSignature\* Test Applicant eSig. Date\* 9/11/17

If you would like to print a copy of your application, you must expand the Application Review and print from your browser before clicking the submit button.

Application Review

Save Draft Submit



If you would like to print a copy of your application, you must expand the Application Review and print from your browser before clicking the submit button.

Application Review

**1. Your Information**

Personal Information

First Name Last Name

License/Cert. State	Expiration
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4 . Resume and Questions

**Upload Your Resume**

Optional: Upload your resume if you have not already done so. Note: You can attach a total of up to 10MB of data. Your resume and all attachments combined must be less than 10MB.

[Resume](#)

**Cover Letter**

You can copy and paste your cover letter into the box below if you prefer. You may alternatively attach a formatted cover letter under the Attachments section.

Test

**Attachments**

Upload any additional attachments. Note: You can attach a total of up to 10MB of data. Your resume and all attachments combined must be less than 10MB.

**PT Letter**

**Questions**

Did you attach your resume as required?  
Yes

Did you attach a formatted cover letter?  
Yes

Back	Alt+Left Arrow
Forward	Alt+Right Arrow
Reload	Ctrl+R
Save as...	Ctrl+S
Print...	Ctrl+P
Translate to English	
View page source	Ctrl+U
View page info	
Inspect element	Ctrl+Shift+I

5 . Review and Submit

The information supplied by me in the application/selection process is complete and true to the best of my knowledge and belief. I understand that any misstatement, misrepresentation, or omission of material facts, including but not limited to: work history, education, certifications, and licensure may cause my forfeiture of any and all rights to employment in the municipal service of the City of Virginia Beach.

I recognize the need of the City of Virginia Beach to examine and verify information pertaining to my qualifications for employment and hereby freely consent to allowing the City to verify such information. I further authorize the release of such information to the City for application/selection process verification purposes and waive my rights under the Privacy Act or other legal limitations pertaining thereto.

I hereby acknowledge and understand that the City of Virginia Beach has the authority, in accordance with the 1985 Amendments to the

Once submitted, you will not be able to view a copy of your application.

Click on SUBMIT to apply for your selected job.

**Candidate Sign Off**

I certify that all of the information in this application is true and correct as of this date.

<b>eSignature</b>	<b>eSig. Date</b>
Test Applicant	9/11/17

← Save Draft Submit

## 6. Voluntary Equal Opportunity Questionnaire

The City of Virginia Beach considers applicants for all positions without regard to race, color, sex, religion, national origin, genetics, disability, age pregnancy and childbirth, military status, sexual orientation and gender identity, or other legally protected class that is not related to ability to perform essential job functions. We welcome you as an applicant for employment. Any information you provide in this step is voluntary, and is not required for your application to be considered complete.

Veterans: The City of Virginia Beach complies with the State of Virginia employment requirements of veterans. To do so, veterans need to self-identify on the supplemental (confidential) section of the application. This information will NOT be provided to hiring managers or interviewers.

Welcome

New Search My Jobs My Info Logout

**Voluntary Information**

### Voluntary Equal Opportunity Questionnaire

We consider applicants for all positions without regard to race, color, sex, religion, national origin, genetics, disability, age, pregnancy and childbirth, military status, sexual orientation and gender identity, or other legally protected class that is not related to ability to perform essential job functions. We welcome you as an applicant for employment.

<b>Gender</b>	<b>Race</b>
Please select	Please select

### Voluntary Veterans Status

**Veteran/Disability**

Please select

Submit

7. Click on the “Submit” button again to finish submitting your application.

The screenshot shows a web interface for a 'Voluntary Equal Opportunity Questionnaire'. At the top right, there is a 'Welcome' header and a navigation menu with 'New Search', 'My Jobs', 'My Info', and 'Logout'. On the left, a sidebar shows 'Voluntary Information'. The main content area contains a questionnaire with a dropdown for 'Gender' and 'Race', and another dropdown for 'Voluntary Veterans Status' labeled 'Veteran/Disability'. A red arrow points to a blue 'Submit' button at the bottom right.

Once you have submitted your application, you will receive a “Thank You for Your Submission” screen. Click on “Continue” to return to your “My Jobs” screen.

The screenshot shows a 'Thank You for Your Submission' screen. At the top right, there is a 'Welcome' header and a navigation menu with 'New Search', 'My Jobs', 'My Info', and 'Logout'. On the left, a sidebar shows 'Media and Communications Coordinator II'. The main content area features an orange 'Application Complete' banner, a green checkmark icon, and the text 'Thank You for Your Submission'. Below this, there is a message: 'We appreciate your interest in The City of Virginia Beach and wish you success in your job search. Please record your password for your records. Using this password along with your email address, you can log in to the Career Center anytime to update your contact information and apply to new openings.' A blue 'Continue' button is located at the bottom right. At the bottom of the page, there is a footer with links: 'Applicant Information | VB911 Jobs | Police Jobs | Fire Jobs | EMS Jobs'.

8. Log out when you are finished.

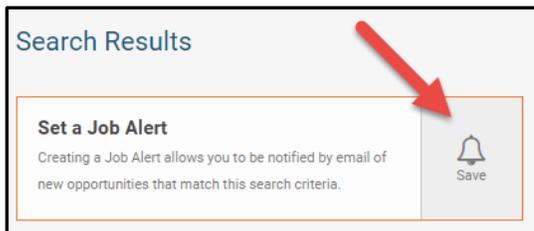
The screenshot shows a 'Welcome Back!' screen. At the top right, there is a 'Welcome' header and a navigation menu with 'New Search', 'My Jobs', 'My Info', and 'Logout'. The 'Logout' button is highlighted with a red arrow. Below the navigation menu, there is a 'Job Alerts (1)' notification. The main content area shows 'Welcome Back!' and 'My Jobs'.

## Job Alerts

If you would like to receive notification of new postings that match the criteria you selected to search for jobs, you can set up a Job Alert. Simply click on the bell icon toward the top of the page and you're all set to begin receiving email notifications the day after new positions are posted. You can set up as many job alerts as you like!



Using multiple key words in a job search will return results with any, or all, of the included words in the phrase; however, the job alert will only notify you of postings that contain an exact match of the entire phrase. Partial matches won't trigger a job alert email.



## Careers Account

To create a careers account, scroll to the bottom of the job listings and click on “Apply” in the careers account section.



By creating a careers account, you have not actually applied for any openings. You must complete the entire process in one sitting, as you cannot save your work in increments. Once created you may update your name and contact information in the “Update My Information” section, and other details when applying for posted job openings.

## Hiring Process

From the information submitted on the online application, candidates are first screened to ensure that they meet the minimum required qualifications and if his/her education and experience relates to the position for which he/she is applying. Candidates that do not meet the minimum position requirements will not be given further consideration for the position.

The most qualified candidates, based upon a review of the candidates' application and other required application materials, will be invited to interview. Interviews are scheduled by the hiring department, followed by confirmation emails issued via the W.A.V.E. system. Interviews are conducted by the job's supervisor or by a selection panel. The time frame involved in the application review, interviews and final selection process varies with each posted job. Applicants may view the status of their application(s) by logging into their W.A.V.E. careers account and clicking on the "My Jobs" button. Candidates no longer under consideration for a particular position will also receive an automated email from the W.A.V.E. system.

Applicants selected for a job will receive a verbal offer from the hiring manager or their representative. Upon verbal acceptance, a confirming offer letter will be sent to your email that was listed in your application. This will be followed by email notifications of assigned tasks and activities as part of your onboarding process.

- Pre-employment Physicals: As a condition of employment, some positions will require a medical and/or psychological evaluation. In accordance with the City of Virginia Beach Substance Abuse Policy, the medical evaluation may include drug screening.
- Pre-employment Background Checks: All job offers are made contingent on passing a criminal background check. Depending on the job, employment can begin prior to our receiving the results. Negative findings will be cause for immediate termination. Select jobs have mandatory exclusions that prohibit the hiring of applicants having specific criminal histories (referenced as barrier crimes). For more information concerning barrier crimes visit:
  - <http://law.lis.virginia.gov/vacode/title37.2/chapter3/section37.2-314/>
  - <http://law.lis.virginia.gov/vacode/title37.2/chapter5/section37.2-506/>
- Official, post-high school transcripts and professional licenses/certifications will be required of new employees prior to their starting date. The hiring department will coordinate the receipt of these documents.