



## FREQUENTLY ASKED QUESTIONS (FAQs)

### APPLICATION

**Q. May I upload a cover letter with my resume?**

A. Yes. In the on-line application system, two documents can be uploaded.

**Q. May I submit a resume only?**

A. No, a completed on-line application along with resume is required.

**Q. What is the preferred format when uploading a resume?**

A. Presently, the online application system supports Office 2007 or earlier.

**Q. Are transcripts required?**

A. If an interview is scheduled, original college transcripts, certifications, and other supporting documents are required. Note: eSCRIP-SAFE are acceptable, but must come directly from the college/university.

**Q. After submitting my application, will I hear from the Center?**

A. If you are not contacted, you may assume your application is no longer being considered. You can check your online application status at any time.

**Q. Must I register before I can search for a job?**

A. No, you can search for jobs without registering or creating an account. If you decide to apply for a job, you must create an account and apply for the position.

**Q. My application status has not changed, what does that mean?**

A. The Center is waiting for more applications, interviews are being conducted, or we are finalizing the selection process.

**Q. May I apply for more than one position at a time?**

A. Yes. You must click the “Apply Now” button for each position.

**Q. I have applied for a position and now I see another position of interest. Do I need to submit another application?**

A. Yes. You must submit an online application for each position.

**Q. Who is the supervisor/hiring authority of the position for which I applied?**

A. Please direct inquiries regarding employment to Human Resource Services.

**Q. Are all applicants interviewed?**

A. No. Supervisors review applications and interview those who best match the requirements of the position.

**Q. How do I take the skills assessment for a clerical position?**

A. To complete the assessment at home or other off-site location, email [HRTechSupport](#) to request the online skills assessment. Once you email us, you will receive a reply email within 1 to 2 business days. If you have not received an email in this timeframe, please check your junk/spam folder. Assessments may be completed at the Center between the hours of 8 a.m. to 11 a.m. and 1:00 p.m. to 4:00 p.m.

**Q. Do I need to take the skills assessment again if I apply for another clerical position?**

A. No, but you MUST contact HRS so that scores can be added to your profile and your application status can be updated. E-mail [HR Tech Support](#) or call (210) 370-5221.

**Q. How long are the skills assessment scores valid?**

A. Scores are valid for two years.

**Q. May I take the skills assessments again?**

A. Assessment re-tests may be completed once every 30 days IF a clerical position requiring testing is currently posted.

**Q. What is an Adjunct employee?**

A. A part-time, as-needed employee providing temporary, irregular or seasonal, professional services (requiring a bachelor's degree) in a number of school subject areas. Independent Contractors cannot be considered for adjunct employment.

## QUALIFICATIONS

**Q. I do not have the required college degree; can I still apply for the position?**

A. Yes. Exceptions to job requirements will be considered based on exemplary skills, training, and record of success.

**Q. I do not qualify for any positions you currently have posted. May I submit an application now for future job openings?**

A. No. Applications are accepted for current job vacancies only. If you don't see a position for which you qualify, continue checking our web site at [www.esc20.net](http://www.esc20.net).

**Q. If hired, what documents should I bring?**

A. Within three days of employment, you must furnish documents that establish evidence of identity and employment eligibility (e.g., Driver's License, Social Security Card). Other documents required by law including completion of a *National Criminal History Information* inquiry form will be provided during orientation.

## TECHNICAL

**Q. What does the flashlight icon do?**

A. The flashlight icon indicates a list of values for that field. To view the list, click the flashlight, then click the "Go" button in the Search area (there is no need to enter any criteria). To select a value, choose the "Quick Select" icon beside the value.

**Q. How can I update my contact information?**

A. Click the “*Manage My Account*” link and login to your account. You will then be able to update your personal information, employment history, preferences and login information.

**Q. I forgot my password. What should I do?**

A. External Applicants: access the login tip on the [Search and Apply-External Applicant](#) link to request a password reset.

A. Internal Applicants: e-mail [HR Tech Support](#) to request a reset.

**Q. If I need assistance, who should I contact?**

A. E-mail [HR Tech Support](#) or call (210)-370-5221.

**Q. What should I do if I requested the online skills assessment but never received an email?**

A. Check you junk/spam folder. If still no email has been received, e-mail [HR Tech Support](#) or call (210)-370-5221.

**HOLIDAYS AND LEAVE**

Visit our website and click on [About Us](#) to view the ESC-20 Calendar.

**Q. Is Region 20 off on all school holidays?**

A. The Center schedules holidays in accordance with the majority of school districts served; however, not all schedules are identical. Full-time employees are provided approximately twenty holidays per year.

**Q. How much leave does a full-time employee earn?**

A. Full-time employees earn five State Personal days, eleven Vacation days, and twelve Family Leave days each completed fiscal year.

**Q. Is this a year round position or will I be on break for the summer?**

A. Work schedules vary depending on position. There are full-time 9 to 12 month positions as well as part-time positions. This information is noted on the job posting.

**BENEFITS**

View ESC-20 [Benefits](#)

**Q. Does Region 20 have a 401k plan?**

A. No, however, the Center accepts payroll deductions for 403(b) and 457 (b) Tax Sheltered Annuity plans.

**Q. Does Region 20 offer health care?**

A. Yes, and the Center contributes towards the monthly “Employee Only” premium if eligible. Click the Benefits link above to see a complete listing of employee benefits.

**Q. Is dental coverage offered with the health care?**

A. The Center offers dental insurance under a separate carrier.

**Q. Does the Center offer any other benefits?**

A. Yes, the Center offers Supplemental Benefits Plans, a Flexible Spending Account for Medical Reimbursement and Dependent Care, Cancer and Intensive Care supplemental coverage, Disability coverage, Group Life Insurance, Vision Insurance, and optional membership in a Sick Leave Bank.

**Q. Does Region 20 provide tuition reimbursement?**

A. No. The Center does not provide tuition reimbursement; however, because of the nature of our business a variety of training options are available.