



# Application & Recruitment Process

## Frequently Asked Questions (FAQ's)

### **Who can I contact with questions about my application and recruitment timeline?**

For all questions regarding the status of your application and recruitment timeline, contact Lower Columbia College Human Resources (LCC HR) at:

**Lower Columbia College  
Human Resources  
1600 Maple Street  
P.O. Box 3010  
Longview, Washington, 98632  
Phone – (360) 442-2120  
Email – [hr@lowercolumbia.edu](mailto:hr@lowercolumbia.edu)**

### **Do I have to use the online application process?**

Yes, a formal online application must be submitted on <https://www.schooljobs.com/careers/lowercolumbia> for consideration. Printed or written applications will not be accepted.

### **Can I turn in a printed resume, cover letter, reference letter and transcripts?**

Hardcopies of resumes, cover letters, reference letters or transcripts will NOT be accepted. We encourage you to attach job specific documents to your online application for each job you apply to. If transcripts are required for an application process, you should upload a copy of all of your official/unofficial transcripts. In addition, if you are selected for the position, you will be asked to send all official transcripts directly to our office for documentation.

### **What if I don't have a computer at home and/or need help filling out the application?**

We offer applicants that do not have access to a computer at home the opportunity to use one of our computers in LCC HR. Please contact LCC HR (contact info above) to inquire about using our computer or help filling out the application. In addition, the online application can also be accessed from any internet-connected computer and mobile device.

Examples of places that may provide internet access:

- WorkSource
- Public Library
- Coffee Shop with Internet Access

### **The online application requires an email address. How do I get one?**

If you do not have an email account, you can set up an email free of charge through various providers like Google Gmail ([www.gmail.com](http://www.gmail.com)), Yahoo ([www.mail.yahoo.com](http://www.mail.yahoo.com)), or Hotmail ([www.hotmail.com](http://www.hotmail.com)).

### **How do I access my online application account after I set it up?**

You may access your account portal by clicking the *Sign In* link on the <https://www.schooljobs.com/careers/lowercolumbia> page. You may check the status of your applications, update your applications, create a new application, and see all the jobs you applied to as well.

### **Whom do I contact if I have issues with my application or account?**

For any questions regarding your NEOGOV account, difficulty submitting your application, or any login issues, please contact NEOGOV Customer support toll-free at 1.855.524.5627. Any other questions regarding “how to” fill out your application contact LCC HR.

### **How can I find out about current job openings at the college?**

All current job openings will be listed on our jobs page: <https://www.schooljobs.com/careers/lowercolumbia>. If you're interested in a job that isn't open yet, you can sign up for a “Job Interest Card” in NEOGOV. This service will send you an email when a job you are interested in becomes available.

### **When do you post your job openings?**

All job advertisements will be posted as job openings become available.

### **Can I apply for more than one job?**

Yes, you may apply for any job opening you are interested in and qualified for.

### **What is the deadline to apply to a job?**

You must submit your application for open jobs by 11:59 p.m. on the specified closing date. Typically, closing date and time will be listed on the position announcement itself. Continuous postings are open until filled.

### **Can I add more info to my application after the deadline date?**

Once you submit an application for a job, you can't change the info you submitted for that particular job. However, if you apply to future jobs you can add or change more info at that time. Contact LCC HR if you have specific concerns.

### **What if I made a mistake on my attached document, can I add it after the position closes?**

Once the position is closed, the system (NEOGOV) will not allow you to update or attach additional documents. For special circumstances, or to notify us of an error in your application, please contact LCC HR.

### **Who should I address my Cover Letter to?**

All positions are led by a panel of committee members, our recommendation would be to address your letter "Dear Selection Committee", or "Dear Hiring Committee". Our College committees will be reviewing all application materials and conducting interviews.

### **I applied for a job, and later, I noticed that a similar job opened. Do I have to apply for the other job opening as well?**

Yes, you must submit a complete application for each job opening.

### **If I am a current employee, do I have to apply online and submit a resume, cover letter and transcripts?**

Yes, internal and external applicants are held to the same standards in the application and selection process. You must also attach all relevant documentation with your application.

### **Can I withdraw from a job I applied to?**

Yes, to withdraw from consideration, please contact our LCC HR via phone or email.

### **How will I know if I've been selected for an interview?**

If you are selected for an interview, you will get an email from the LCC HR Recruiter's email @lowercolumbia.edu notifying you of the committee's interest in interviewing you. When you receive an email notification, you will be responsible for selecting and confirming the best time for you within the options provided. You can always check your NEOGOV portal to check the status of your application. In addition, you can call LCC HR to inquire about the status of your application.

**If I am unable to attend an interview in person, can I do a phone or video interview?**

Yes, interview accommodations are available for you if you are unable to attend your interview in person. We offer video interviews through Zoom. Please notify LCC HR as soon as you are notified about our intent to interview by replying to the email notification. You can also call LCC HR to inform us. You should also select the interview time slot in your portal as soon as possible. That will be your time slot regardless of the preferred interview format. Concurrently, we will share further instructions on how to set-up your Zoom interview.

**If I have an in-person interview but I am not local, can I get reimbursed for my travel expenses?**

Most of our positions do not qualify for travel reimbursement. The exceptions are limited to Faculty and some Administrator positions.

**What type of benefits does the College offer?**

Benefits will vary between positions; you can click on the “Benefits” tab towards the top of the position announcement within the description of the position. The College offers benefits through the Public Employees Benefits Board (Washington State Health Care Authority) for benefit eligible positions. Benefits include a competitive package of medical, dental, retirement, vacation, paid leave, employee assistance program, tuition assistance and more. Visit <http://internal.lowercolumbia.edu/departments/human-resources/benefits.php> page for a more comprehensive list of employee benefits.