



External Candidate User Guide

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Introduction

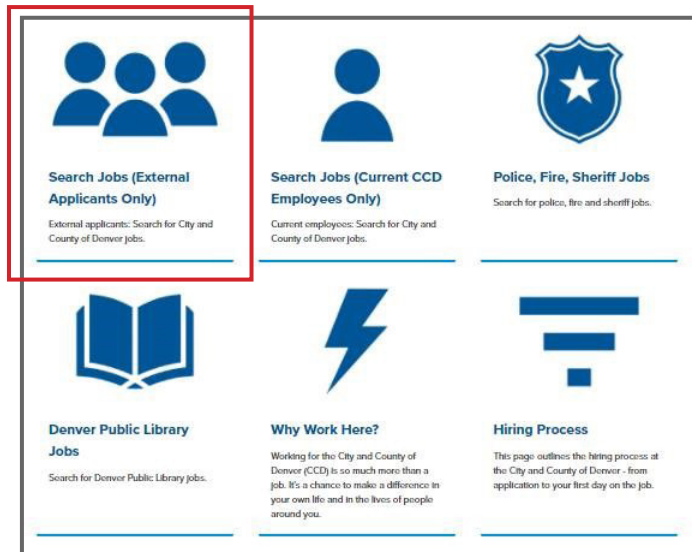
Thank you for your interest in the City and County of Denver! Welcome to the Workday External Candidate User Guide.

This user guide will teach you how to apply for a job and navigate the hiring process. It provides step-by-step instructions with visual aids to complete all necessary tasks. Keep in mind that processes are subject to change, so it is recommended to use the online version instead of printing this user guide.

Getting Started

Get started applying for jobs with the City and County of Denver by creating an account in Workday. Once you apply for a job, your resume, work experience, education, skills, etc. will be stored in your profile to make applying for additional jobs easy.

1. Open a browser window
2. Visit the City and County of Denver Jobs website: www.denvergov.org/jobs
3. Click **Search Jobs (External Applicants Only)**



4. Click **Sign In** to create an account in Workday



5. Create an account using your email and a password
6. Once you create an account, you will be able to browse job postings
7. Click **Search Jobs** in the top, right corner to view the list of job openings
8. Return to the home page at any time by clicking the Denver logo in the top, left corner or by clicking **Candidate Home** in the top, right corner

Quick Tips

Here are a few quick tips for using this manual:

- A brief explanation about the task is provided at the beginning of each job aid
- **Bolded words** indicate they are an application or an action item to click on
- Red outlined boxes in the screenshots show you where on the page to click or fill in boxes
- Click **Return to Table of Contents** on the bottom of any page to navigate back to the Table of Contents

Job Application

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This process is for external candidates, or non-City and County of Denver employees. It outlines how to search for and apply to a job and successfully complete the job application.

Create a Workday Account

1. Visit the City and County of Denver Jobs website:
www.denvergov.org/jobs

2. Click **Search Jobs (External Applicants Only)**



3. Click **Sign In** to create a Workday Account

4. Create a Workday account using your email address and password

View and Apply to a Job

1. Visit the City and County of Denver Jobs website:
www.denvergov.org/jobs

2. Click **Search Jobs (External Applicants Only)**

3. Click **Sign In** to create a Workday account using your email address and password

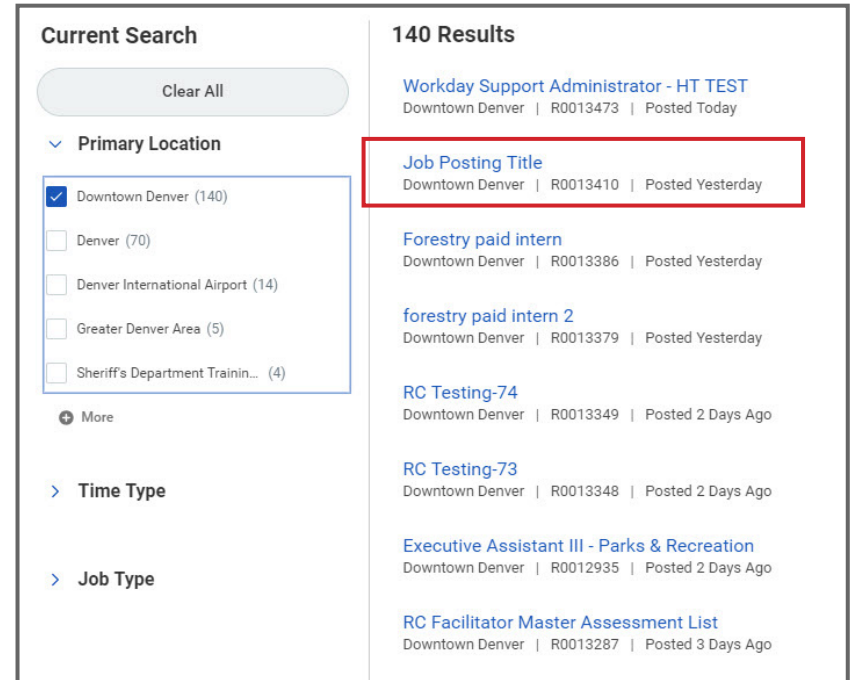
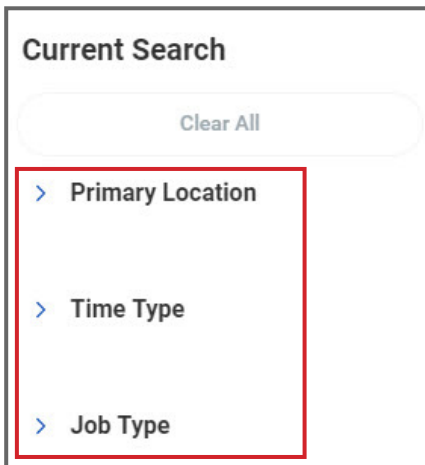
4. Review the list of open positions

a. Click **Search for Jobs** in the top, right corner to view the list of job openings



- b. Under **Current Search**, use the categories to filter by the following criteria:
 - i. **Primary Location:** Downtown Denver, Greater Denver Area or Denver International Airport
 - ii. **Time Type:** Full Time or Part Time
 - iii. **Job Type:** refers to different types of positions at CCD
 - a. **Unlimited:** Position with no end date
 - b. **Limited:** Position with a specified end date
 - c. **On-Call:** Work as needed
 - d. **Police:** Denver Police Department
 - e. **Fire:** Denver Fire Department
 - f. **Sheriff:** Denver Sheriff Department
 - g. **Fixed Term Contractor:** Contractor position with a specified end date
 - h. **Unpaid Intern:** Student worker

- 5. Click on a position to review the full details of the job posting



6. Review the job posting thoroughly
 - a. **About Us:** City and County of Denver overview and link to the website
 - b. **About Our Job:** Position overview
 - c. **About You:** Target candidate profile
 - d. **About Everything Else:** Supplemental information including the job profile, position type, pay range and agency
7. To apply, click **Apply**
8. To start the job application, select the appropriate option to proceed
 - a. **Use My Last Application:** If you have applied to a job with the city before, your job information will pre-populate
 - b. **Auto-fill with Resume:** Upload a resume to auto-populate the job application. This is not required but recommended to fill out the application faster
 - i. Click **Drop File Here** or **Select File** to search for and select the resume file
 - ii. Click **Continue**
 - c. **Apply Manually:** Fill out the job application
 - d. **Apply with LinkedIn:** You will be routed to your LinkedIn account and can auto-populate the job application with your profile

9. Complete the job application in its entirety. Required fields are indicated with a red asterisk. Use the progress bar at the top of the screen to see your application's progress. Click Save and Continue on each page and you may leave and return to finish your application at a later time
 - a. On the page **My Information**
 - i. If a resume is uploaded, review and verify the information and complete any additional fields
 - ii. If a resume was not uploaded, fill out the following fields:
 - a. **How did you hear about us?**
 - b. **Have you ever been employed by the City and County of Denver?** Select Yes or No
 - c. **Country**
 - d. **First Name and Last Name**
 - e. **Address (not required)**
 - f. **Email**
 - g. **Phone Number**
 - iii. Once all contact information has been entered and reviewed, click **Save and Continue**
 - b. On the page **My Experience**
 - i. Education and experience must be added to move forward. If you do not have professional experience, Include volunteer work, coaching experience, etc.
 - ii. If a resume was uploaded, review and verify the information and complete any additional fields
 - iii. If a resume was not uploaded, add work experience and education

- iv. Under **Work Experience**, add all relevant positions including the following information:
 - a. **Job Title**: Required
 - b. **Company**: Required
 - c. **Location**: Not required
 - d. **From**: Required. Employment start date (MM/YY)
 - e. **To**: Required. Employment end date (MM/YY)
 - f. **Role Description**: Describe role including responsibilities and achievements
- v. To add an additional job, click **Add**
- vi. Under **Certifications**, click **Add**
- vii. Select certification from the drop-down, add all relevant information:
 - a. **Number**
 - b. **Issuer Date**
 - c. **Attachment** (if applicable)
- viii. Under **Education**, add all relevant schooling including the following information:
 - a. **School or University**: Required. Select from drop-down
 - b. **Degree**: Select from drop-down
 - c. **Field of Study**: Select from drop-down; if the specific field is not listed, select the closest match
- ix. Under **Skills**, list all relevant knowledge, skills and competencies, separating each with a comma
- x. Under **Languages**, click **Add**
 - a. **Reading**
 - b. **Speaking**
 - c. **Writing**
- xi. Select language from the drop-down, complete proficiency levels for:
- xii. Under **Resume/CV**, upload any relevant documents to include with your application (i.e. resume, cover letter, writing sample, work sample, transcript, etc.)
- xiii. Under **Websites**, do not add anything
- xiv. Once all relevant information has been entered and reviewed, click **Save and Continue**
- c. On the page **Application Questions**, answer all questions truthfully and accurately and review before moving on to the next question. Required fields are indicated with a red asterisk
- d. Once each question has been answered, click **Save and Continue**

- e. On the **Voluntary Disclosures** page
 - i. Equity, diversity and inclusion are cornerstones of our values at the City and County of Denver. We strive to maintain a culture that attracts, develops and retains a diverse workforce that closely reflects the residents of our community. We learn from and respect the cultures in which we operate and value the uniqueness of individual talents, experiences, and ideas.

We invite you to self-identify your personal demographic information to help us evaluate the effectiveness of our recruiting, hiring and retention efforts. Your responses also help us comply with federal and state Equal Employment Opportunity record keeping, reporting and other legal requirements.

Sharing this information is voluntary and you may select **Decline to Identify** on the form if you do not wish to disclose. Responding is completely optional voluntary and does not affect your standing as a candidate. The information you provide will not be used in any aspect of selection or employment.

- a. **Ethnicity**: select from dropdown
- b. **Gender**: select from dropdown
- c. **Veteran Status**: select from dropdown

- ii. Under **Terms and Conditions**, please review all of this information closely and then click the **checkbox** to accept
- iii. Once all relevant information has been entered and reviewed, click **Save and Continue**
- f. On the **Review** page, review the entirety of the job application, not including the application questions
 - i. Ensure all information entered is correct and accurate. The application can only be submitted once
 - ii. To edit a section of the application, click **Back** at the bottom of the application. Do not use the back arrow in the internet browser--this may cause the application to be lost and the site to be exited, resulting in the loss of all information
- g. Once the application is complete, click **Submit**

You can check the status of a job application at any time throughout the hiring process. You can also start and save a job application and then come back to finish it and submit it at a later time.

Complete Tasks

1. Visit the City and County of Denver Jobs website:
www.denvergov.org/jobs
2. Click **Search Jobs (External Applicants Only)**
3. Click **Sign In** and sign into Workday using your email and password
4. From the **Candidate Home** page you can see and keep track of your job applications and search and apply to more jobs.
5. Under **My Tasks**, view and take action on necessary steps in the hiring process

Check the Status of a Draft Job Application

1. Visit the City and County of Denver Jobs website:
www.denvergov.org/jobs
2. Click **Search Jobs (External Applicants Only)**
3. Click **Sign In** and sign into Workday using your email and password

4. From the **Candidate Home** page you can see and keep track of your job applications and search and apply to more jobs.
5. Under **Draft Applications**, view and take action on job applications in progress
 - a. Click **Manage**
 - b. Click **Continue Application** to pick up where you left off

Check the Status of a Submitted Job Application

1. Visit the City and County of Denver Jobs website:
www.denvergov.org/jobs
2. Click **Search Jobs (External Applicants Only)**
3. Click **Sign In** and sign into Workday using your email and password
 - a. From the **Candidate Home** page you can see and keep track of your job applications and search and apply to more jobs.

4. Under **Submitted Applications**, view completed job applications, review the hiring process overview and FAQs and search for more jobs. See the list of all positions applied to with one of the following statuses:
 - a. **Not Selected:** No longer under consideration
 - b. **Application Under Review:** Initial review of application
 - c. **Next Level Review:** Additional review of application
 - d. **Assessment/Testing:** Required testing in process
 - e. **Under Consideration:** Participating in interviews and finalist for hire
 - f. **Pre-Employment Screenings:** Selected for hire and pending required pre-employment contingencies
 - g. **Processing Hire:** Successfully completed pre-employment contingencies and cleared to start
5. Candidates will be notified immediately when they are no longer in consideration for a position. Check your email regularly for communications

Once you have a job offer, you will need to acknowledge it in Workday.

View and Acknowledge a Job Offer

1. Visit the City and County of Denver Jobs website:
www.denvergov.org/jobs
2. Click **Search Jobs (External Applicants Only)**
3. Click **Sign In** and sign into Workday using your email and password
4. From the **Candidate Home** page under **My Tasks**, select and review the job offer letter
5. To accept the offer, click the **I Accept** checkbox, then click **OK**
6. If you do not accept the offer or the offer needs to be modified, explain why in the **Comments** box, then click **Don't Accept**