'How to' Guide for Applying for Mackay Regional Council Vacancies via Careers (eRecruit)

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Author:	HRIS Administrator, Employee Services

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CAREERS AT MACKAY REGIONAL COUNCIL

Thank you for your interest in employment opportunities with Mackay Regional Council (MRC). All applications for vacant positions must be submitted via our Careers (eRecruit) website, using this 'How To' guide to assist you.

Applications submitted via email, fax, post or in person will not be accepted.

For information about careers at MRC, any of our current vacancies or the job application process; please peruse the Careers at Council information on our website, where you will also find a Frequently Asked Questions (FAQ) page. Alternatively, you may phone 1300 MACKAY (1300 622 529) and ask to speak with one of our friendly Recruitment Officers.
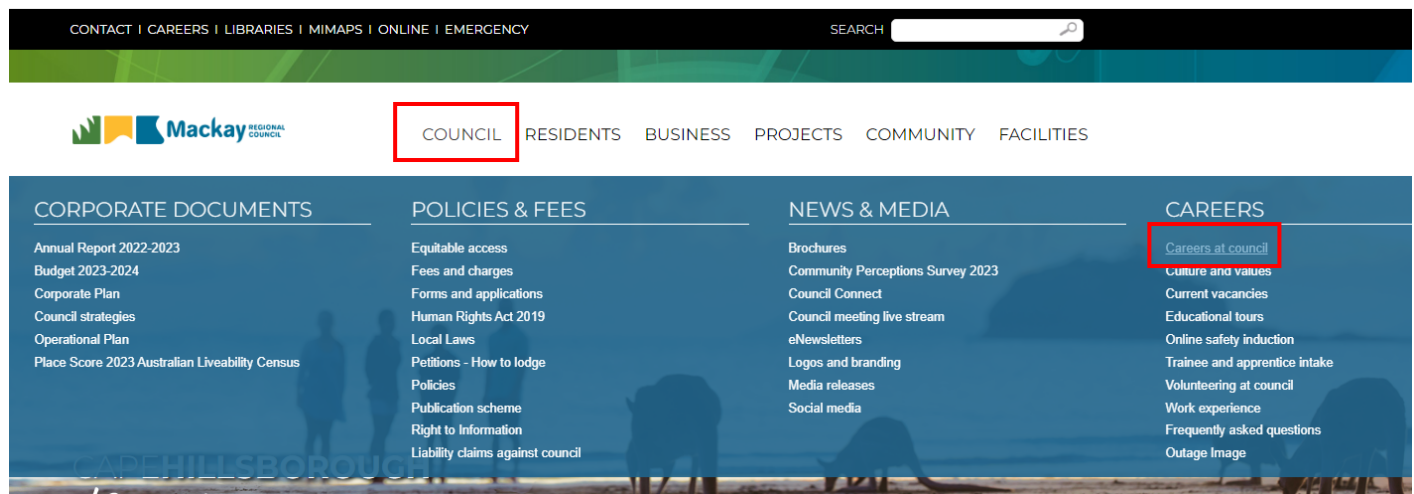
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VIEWING CURRENT VACANCIES

Vacancies available for the public to apply for are advertised on MRC's Careers (eRecruit) website.

To access, visit www.mackay.qld.gov.au and click **Careers** at the top of the home page.
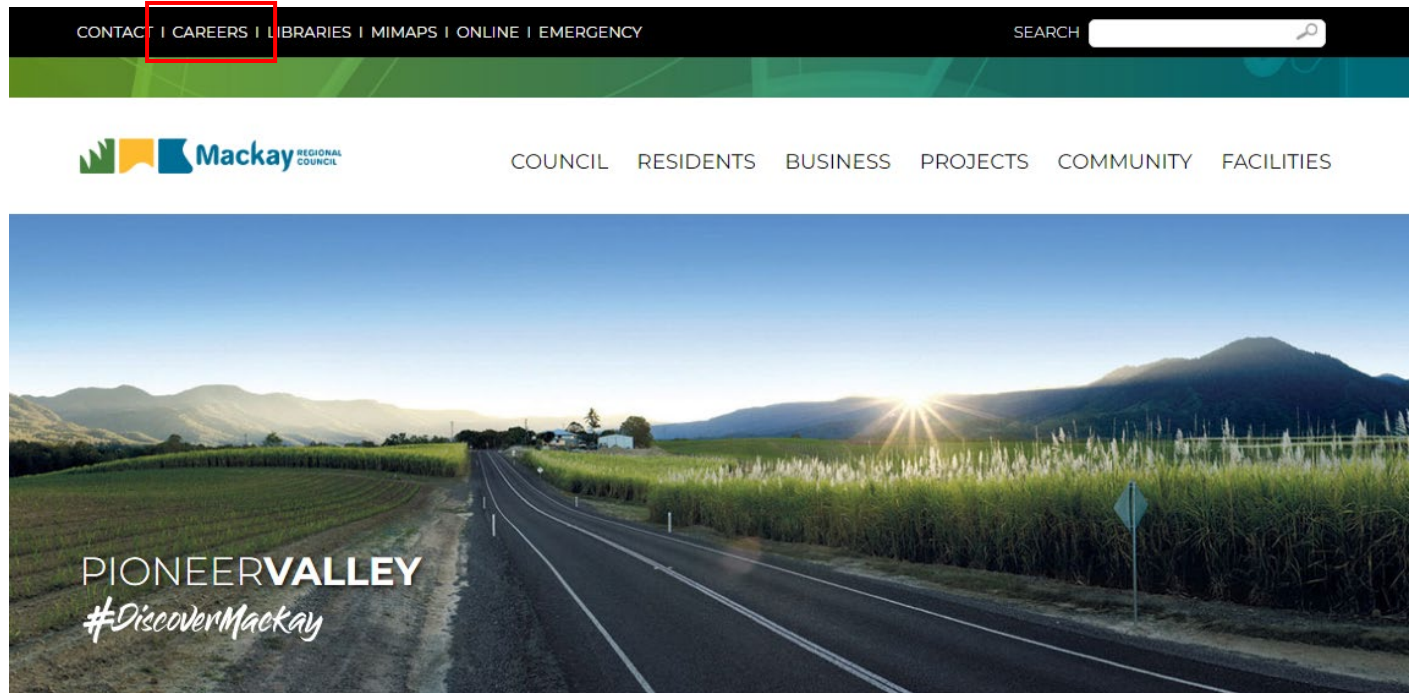

Alternatively, hover over **Council**, select **Careers at Council** and on the following page, click **Current Vacancies** from the left menu.
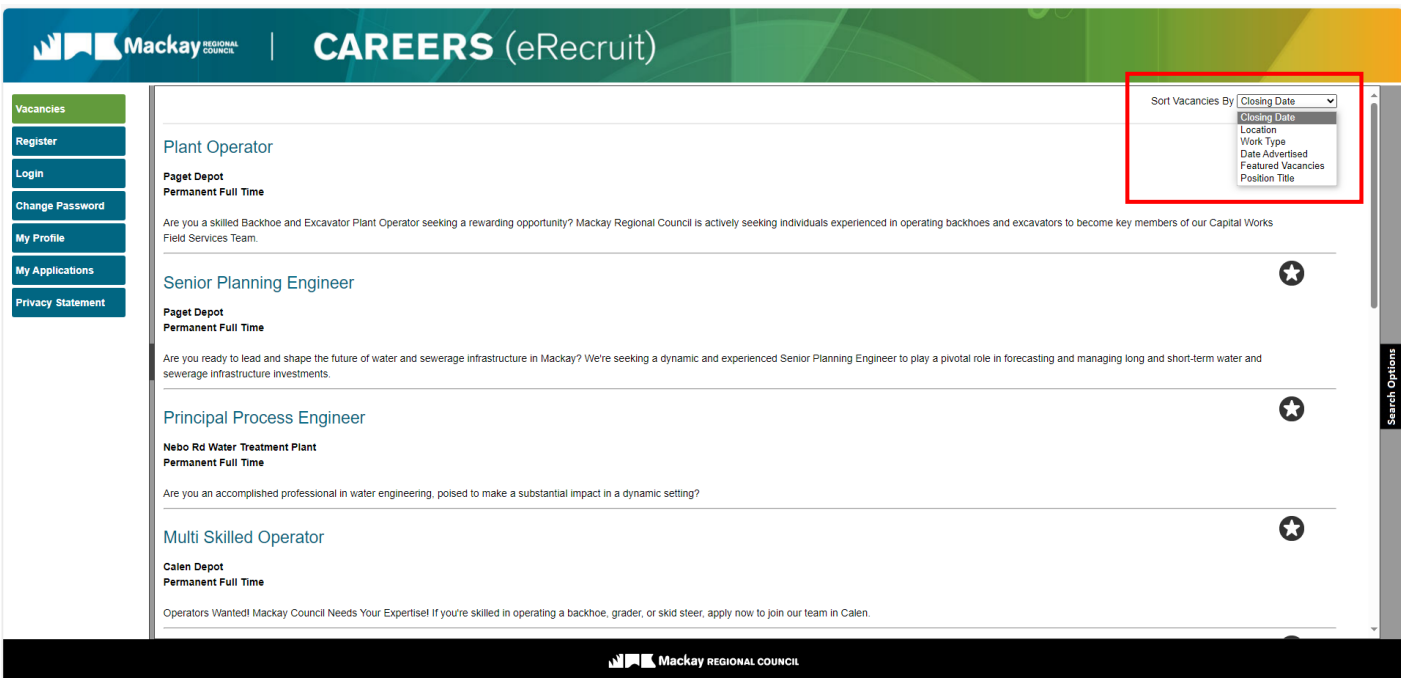
Once the Careers (eRecruit) website has opened, you will see a list of our current job vacancies available for you to apply for.

Scroll to the bottom of the list to be presented with the Next Page buttons (if applicable), where you will find more vacancies on subsequent pages (if applicable).

If you would like to know more about a vacancy, such as (but not limited to) the position description, the jobs benefits/overview, you may click on the vacancy title.
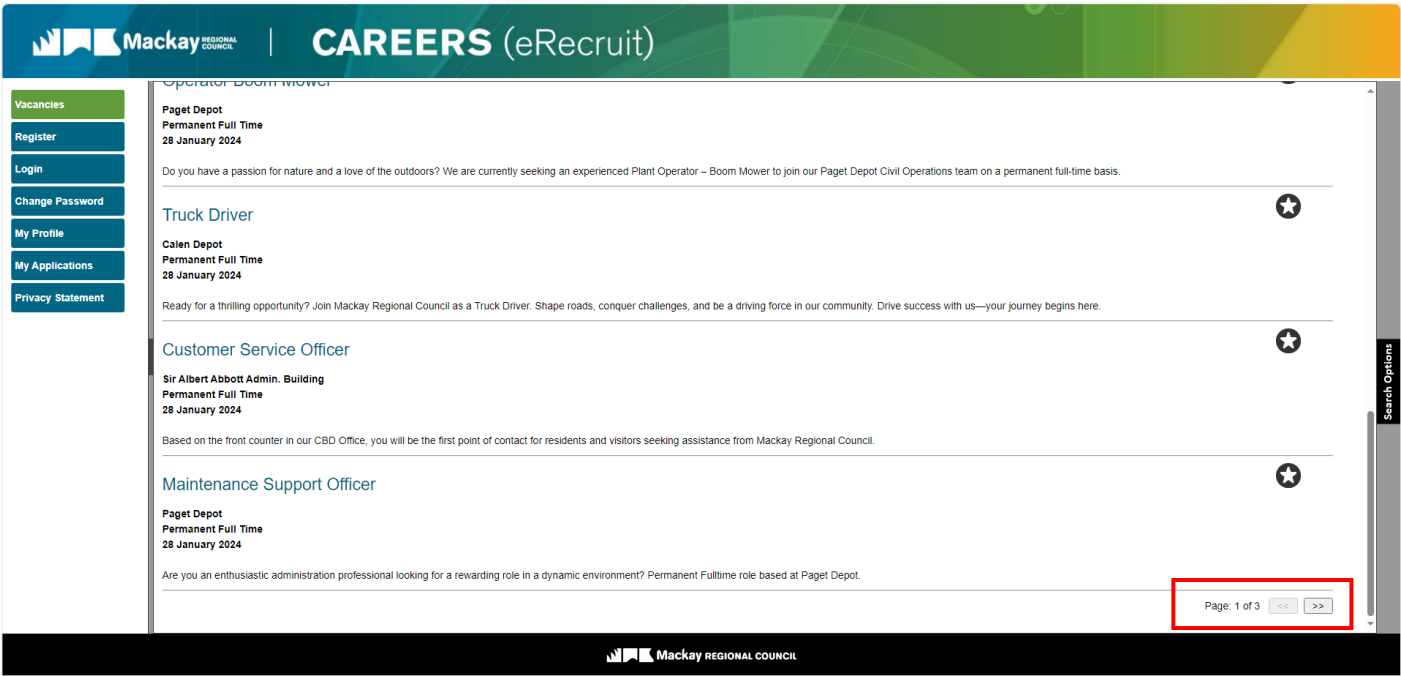
You may use the **Sort Vacancies By** function to change the order in which the vacancies display in the list.

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You may also use the **Search Options** function to narrow your search.

If you would like to know more about a vacancy, such as (but not limited to) the position description, the jobs benefits/overview, you may click on the vacancy title.

You will now see further information about the vacancy, such as (but not limited to) – Employment Status, Work Location, Job Advert, Salary.

The full position description can be downloaded and viewed by clicking on the **Download Attachments** button and then clicking on **View** on the popup window.

Before applying for a vacancy via the Careers (eRecruit) website, you will need to create an account. For information on how to do this, please refer to the Creating a Careers (eRecruit) Account section within this guide.

If you have previously created an account, please refer to the Logging into a Careers (eRecruit) Account section within this guide.

CREATING A CAREERS (ERECRUIT) ACCOUNT

To create a Careers (eRecruit) account; click **Register**.
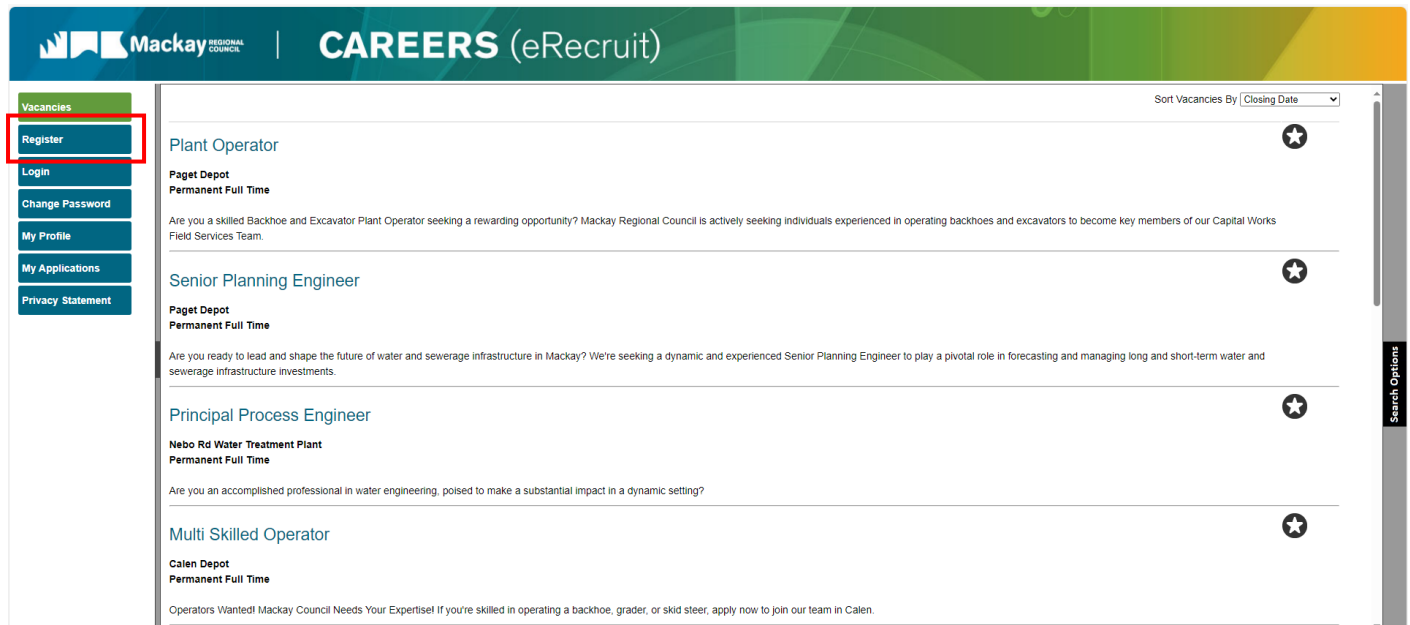
Read the **Privacy Statement** presented to you. To create an account, you must accept the terms outlined within this statement and click **Agree**.

Should you wish to view the privacy statement at a later date, after you've created your account; you may do so at any time by clicking on Privacy Statement on the left menu.
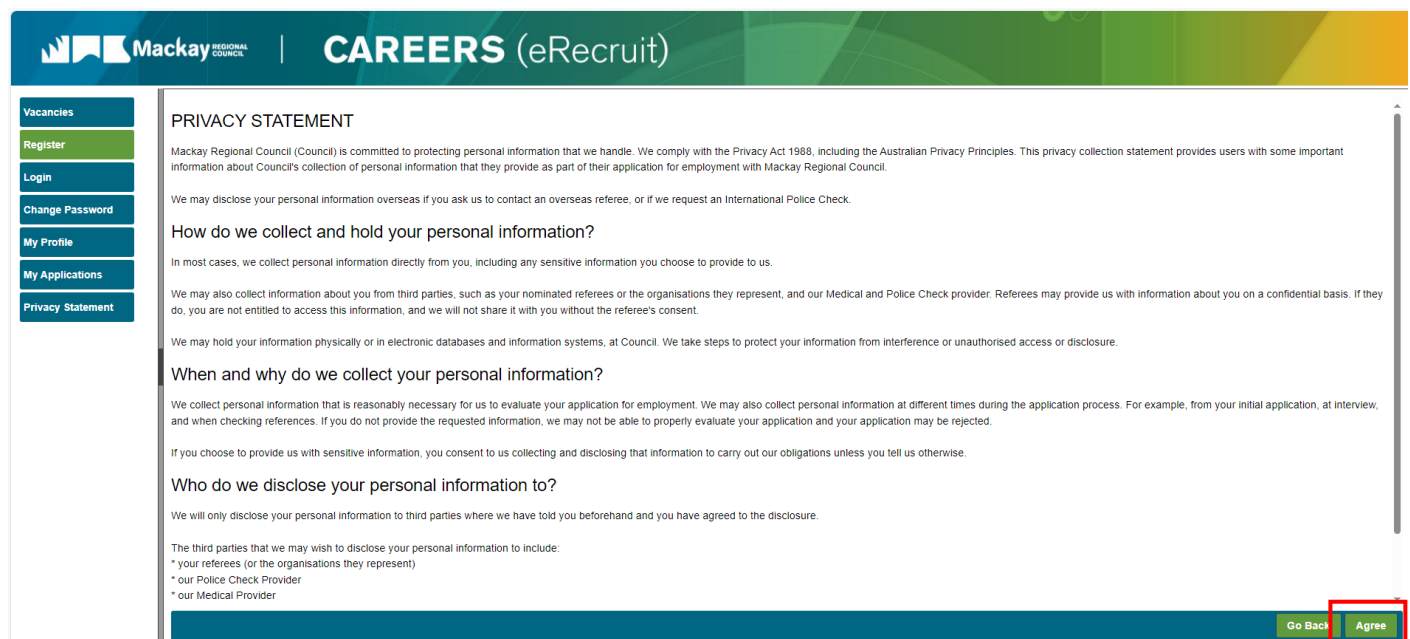
Enter the information required on the registration form and click **Submit**.

If you are presented with errors after clicking Submit, please rectify the issues advised and try again.

Important Notes –

- If you have previously registered using the email address provided; you will not be able to create another account using it. Please refer to the [Forgotten Password](#) section within this document to reset your password and login.
- Please ensure the email address you enter on the registration screen is accurately typed, as this will become your logon ID and any status updates for your application will also be sent here via email.

Once registered, you will receive a confirmation email to the address registered and you may proceed with submitted your application.

LOGGING INTO A CAREERS (ERECRUIT) ACCOUNT

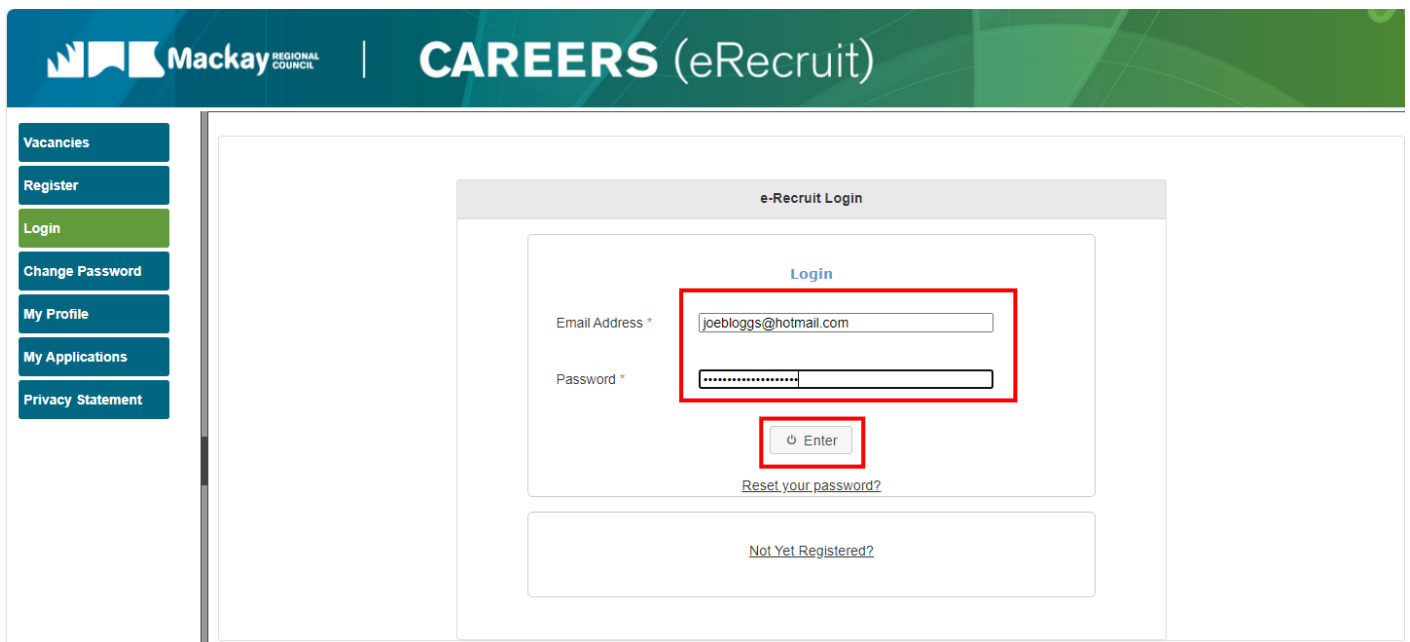To log into Careers (eRecruit) after creating an account; click **Login**.

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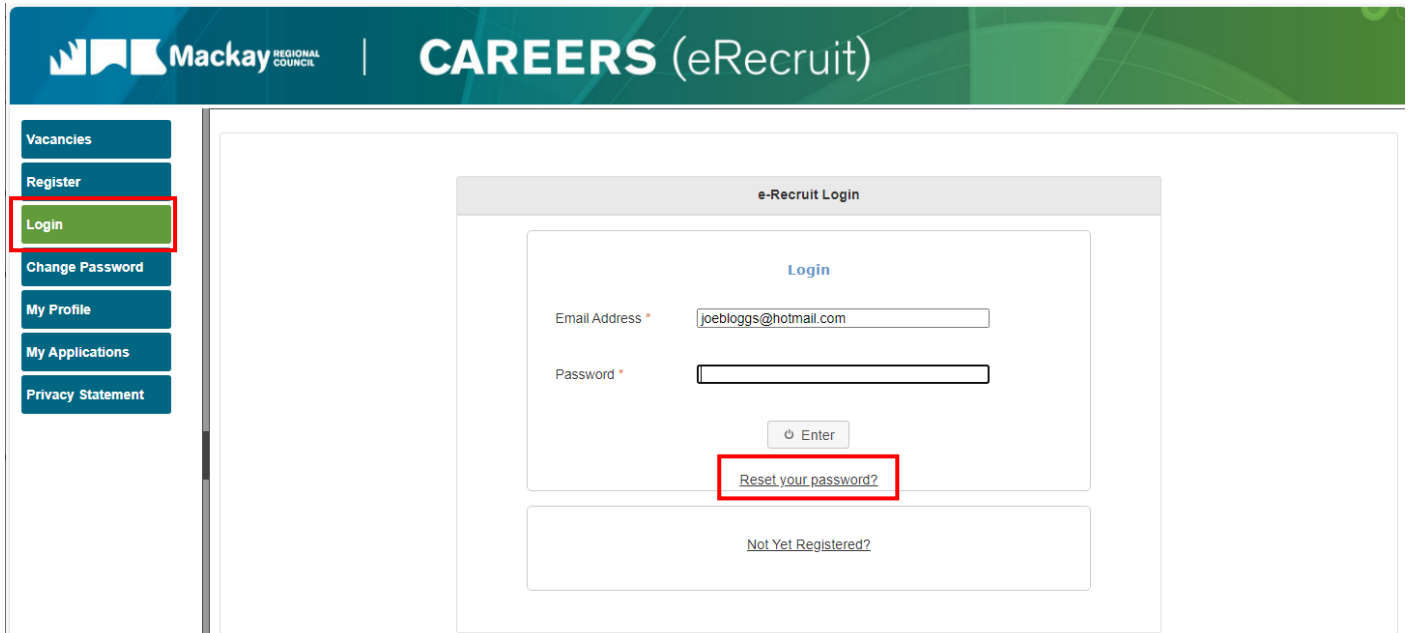Enter the **email address** and **password** used when creating your account and click **Enter**.

If you've forgotten your password, refer to the [Resetting Your Forgotten Password](#) section within this document to reset it.
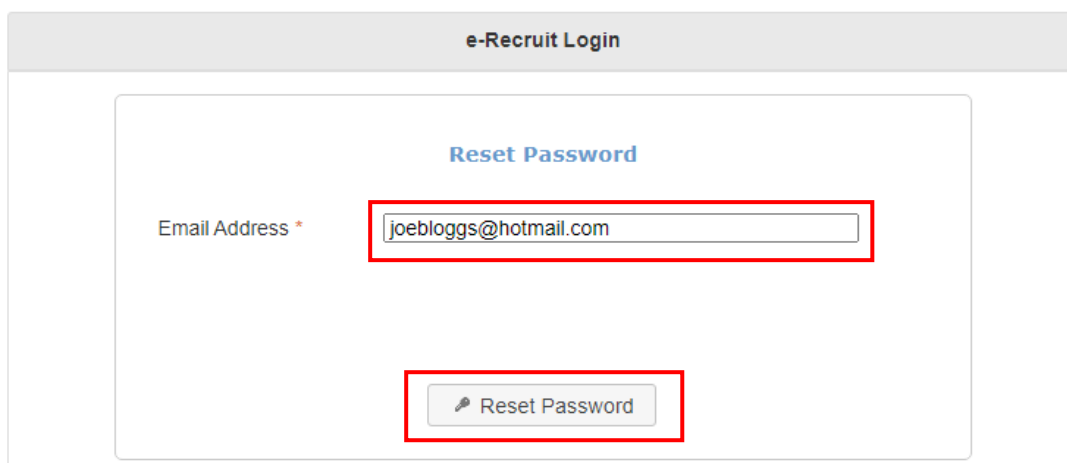

RESETTING YOUR FORGOTTEN PASSWORD

To reset your password if you've forgotten it; click **Login** from the left menu or click **Reset Your Password**.

Enter the email address used to create your Careers (eRecruit) account and click **Reset Password**.

The below pop up will appear, advising that if there is an account registered using the email address provided; you will receive an email containing instructions and a link to reset your password.

Important Notes –

- the link contained within the abovementioned email will automatically expire after 90 minutes of being sent. Please check your junk mail folder of your inbox before clicking the Reset Password button again.
- If you do not receive the email containing the link to reset your password within 1 hour, this may indicate that there is no active Careers (eRecruit) account for the email address provided. Try registering the email address for a new account. If you're prompted with an error advising that an account already exists, please refer to the Having Issues? section within this document to contact one of our friendly Recruitment Officers for assistance.
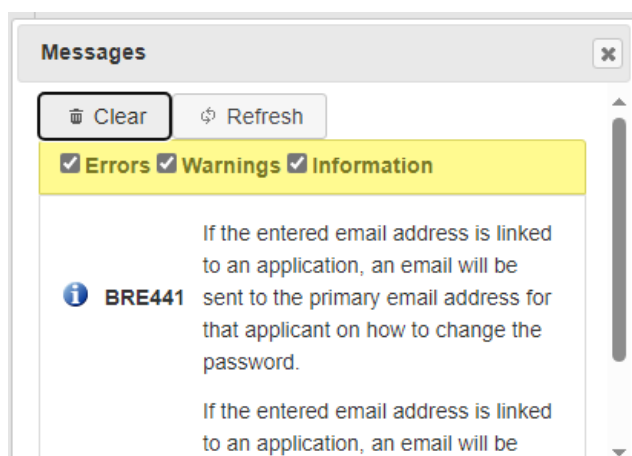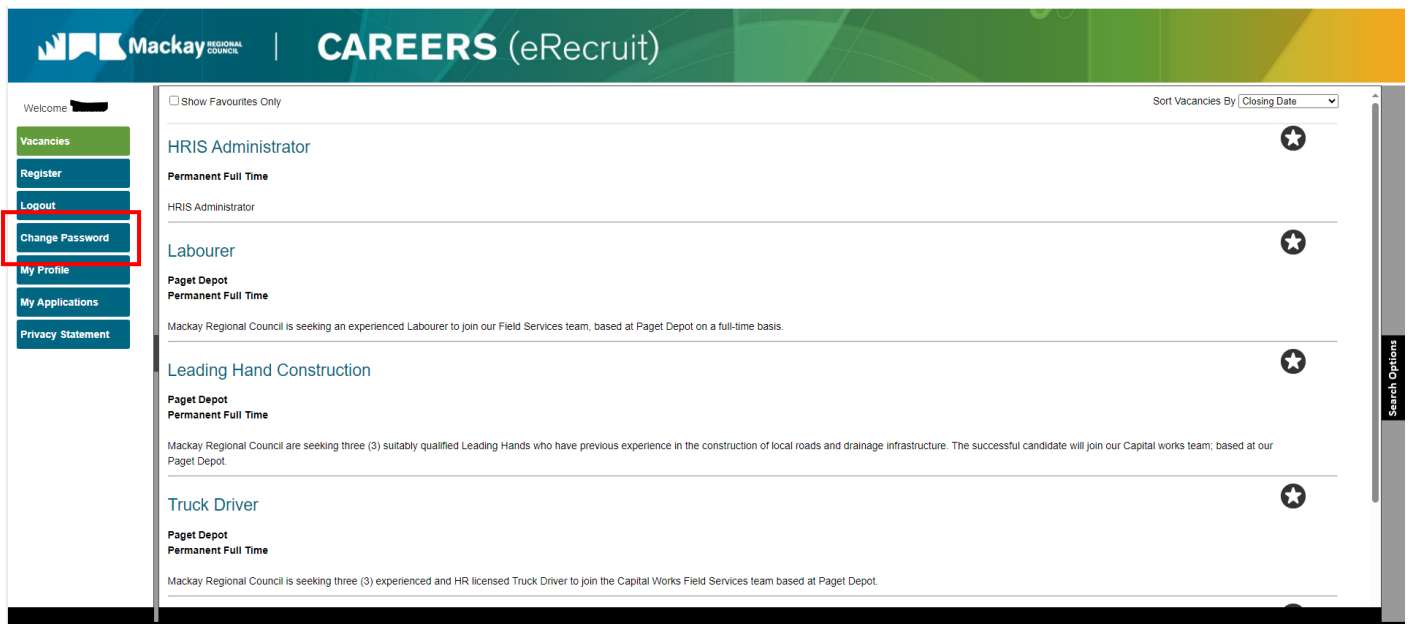

Follow the prompts within the email to reset your password.

Each time your password is reset, you will receive an automatic system generated email notifying you of this. Should you ever receive one of these emails and you have not recently changed your Careers (eRecruit) password, please urgently change your password as this may indicate that an unauthorised person has accessed your account.

CHANGING YOUR PASSWORD

To change your password while logged into your account; click **Change Password**.

Enter the required information and click **Submit**.

Each time your password is reset, you will receive an automatic system generated email notifying you of this. Should you ever receive one of these emails and you have not recently changed your Careers (eRecruit) password, please urgently change your password as this may indicate that an unauthorised person has accessed your account.

APPLYING FOR A VACANCY

Before applying for a vacancy, please ensure your cover letter and resume have been updated and are ready to attach.

Documents must be saved as either a Microsoft Word document (.docx or .doc) or an Adobe PDF (.pdf) file type, as well as having a file size of less than 2MB per document.

When your documentation is ready, open the vacancy you wish to apply for and click Apply for Job.

If prompted to log in, enter your Careers (eRecruit) account details and log in. If you have not yet created an account, please refer to the Creating a Careers (eRecruit) Account section within this document.

Once logged into your account, an overview of our recruitment process will display. Review this before clicking **Continue**.
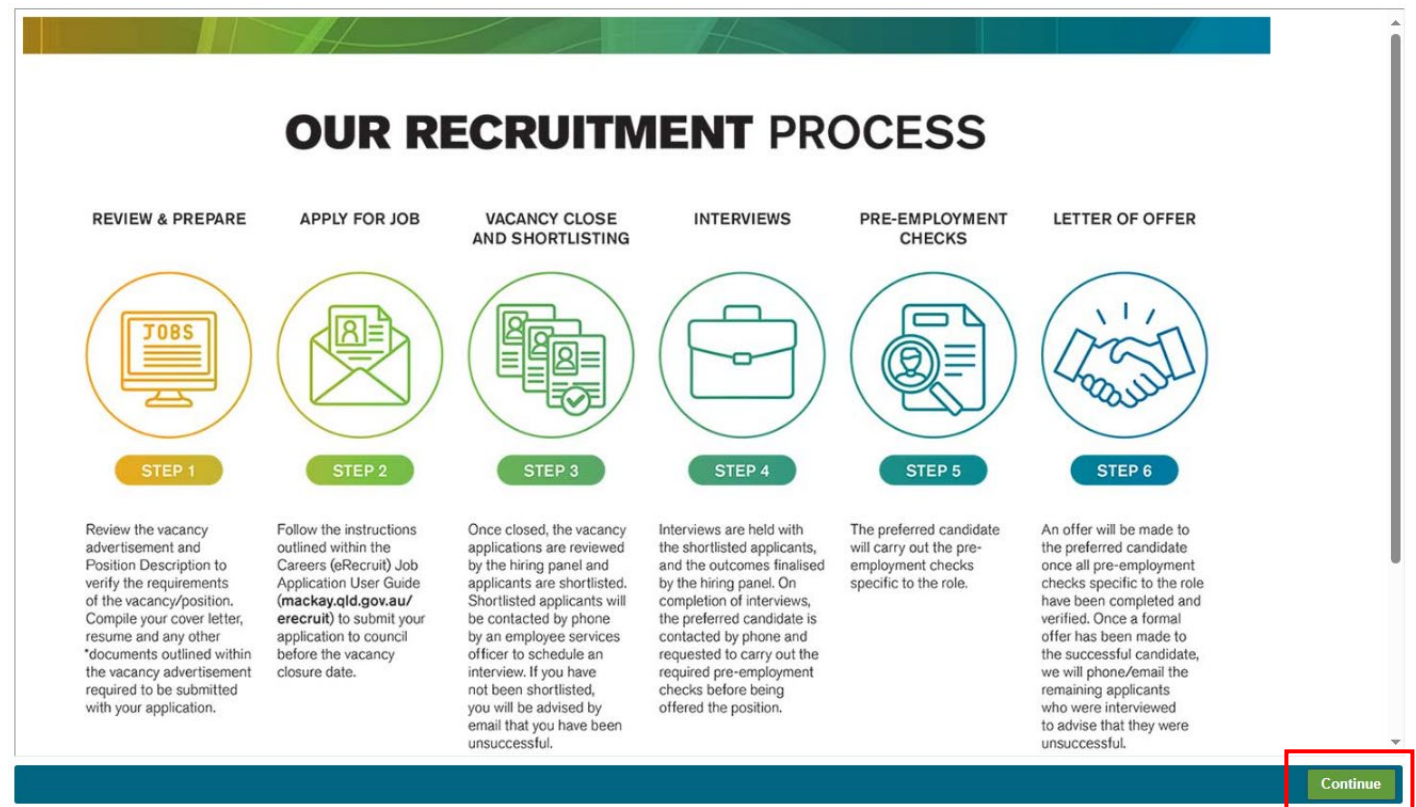
The following page is the vacancy application form that is required to be completed as part of your application. If you have previously applied for a vacancy using the same account, some of the information will be pre-filled for you.

Each section must be reviewed and updated/completed, following the instructions within each section.

You may use the **Edit** on each section to update/complete it.

You may then use the **Save** button to save the changes made or the **Cancel** button to discard the changes made.

If at any time, you need to pause your application and continue it at a later time, ensure you've saved any sections you're currently editing and you may simply exit the application form page. Your progress will be saved and when you're ready to recommence your application, simply click on the vacancy title from the home page, log in and you may continue. Please ensure though, that you take note of the vacancy closure date/time and submit the application before it closes.

If at any time, you need to view the vacancy details again, click on the **Vacancy Details** button to expand this information.

An Application Checklist is available at the bottom of the application form page to highlight the sections you have/haven't completed. Sections marked with a green tick indicate that you've successfully completed it. Sections marked with a red cross indicate that you have not yet successfully completed it and you will need to return to that section and rectify what is missing.

When you see green ticks beside each section in the **Application Checklist**, click **Submit Application**.

Once your application has been successfully submitted, you will be provided with a confirmation message similar to below.

You will also receive a confirmation email.

As your application progresses through the recruitment phases, you will receive email updates. Please ensure you monitor the junk mail folder of your inbox in the event these emails go there.

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To view previously submitted applications; login to Careers (eRecruit) using the account used to submit the application and select **My Applications**.

Your recently applied for applications will display here and you will have the ability to view various information about it, as well as being able to continue submitting a partially completed application (via Review Application), withdraw or view the submitted application.

If you wish to withdraw your application, refer to the Withdrawing Your Application section within this document.

WITHDRAWING YOUR APPLICATION

To withdraw your application, login to the Careers (eRecruit) account used to submit the application and select **My Applications**.

Click **Withdraw Application** on the relevant application you're wishing to withdraw.

Enter a **brief reason** for withdrawing your application and click **Withdraw Application**.

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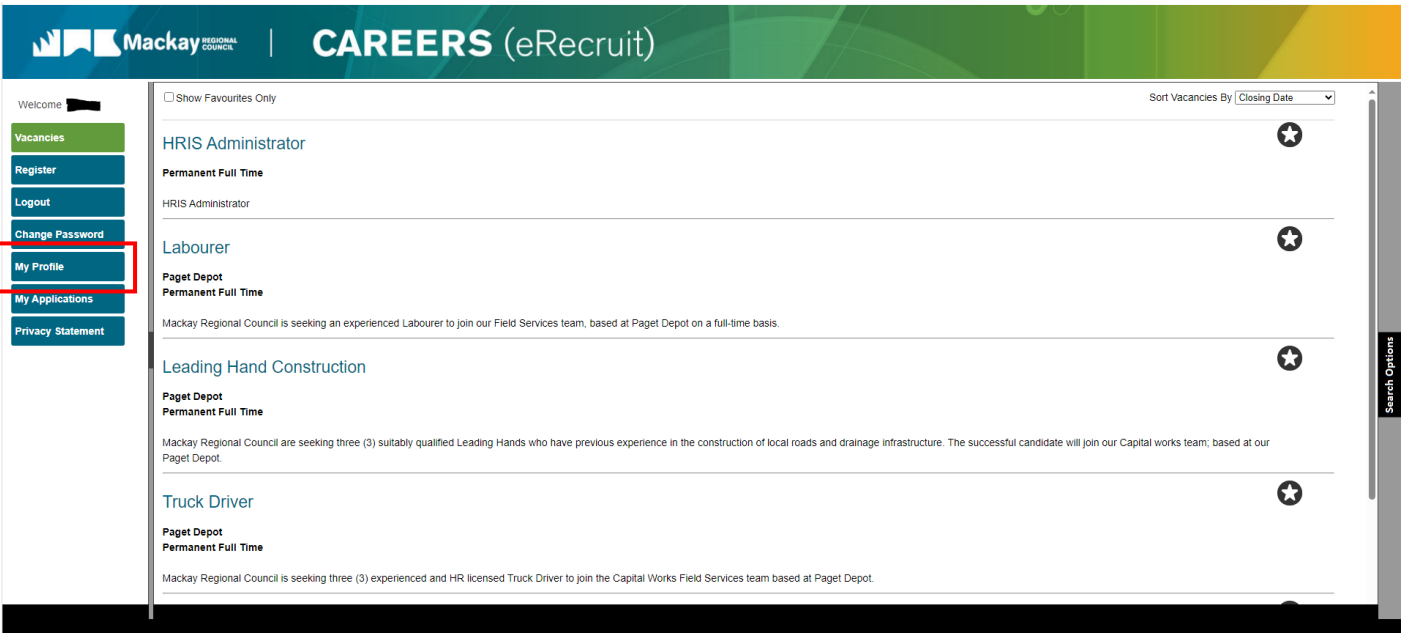Click **OK** to withdraw the application or click **Cancel** to stop the withdrawal process.
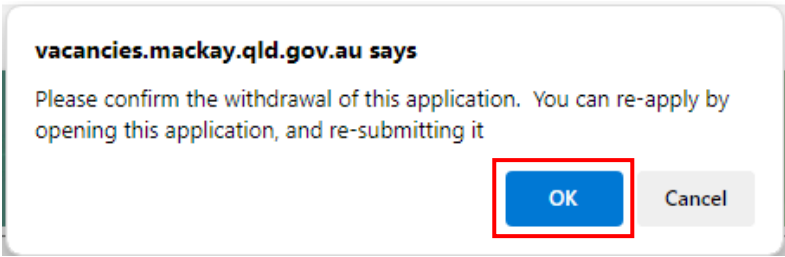
The **Status** will now display as **Application Withdrawn** and you will not progress through any further recruitment phases for this vacancy.

VIEWING AND UPDATING PROFILE DETAILS

To view or update your personal details on your Careers (eRecruit) account; login and click **My Profile**.

Click **Edit** to update details within the relevant sections.

Click **Save** to save any changes made or **Cancel** to discard them.

REQUIRE ASSISTANCE?

If you are experiencing any issues while using the Careers (eRecruit) website and require assistance, you may phone 1300 MACKAY (1300 622 529) and ask to speak with one of our friendly Recruitment Officers.

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