

## **Career - Bay FAQ's**

### ***What is Career - Bay?***

Career - Bay is a best practice cloud based recruitment solution that supports the recruitment lifecycle.

### ***I don't have access to a computer – where can I submit my application?***

All Bayside Council libraries have computers for public access with free internet access. Please check the opening times for libraries at the Bayside Library website.

### ***I don't have an email address – what should I do?***

You will need to establish an email account before you can register in Career - Bay e-Recruit. There are many web-based providers that offer free personal email accounts.

### ***What do I do if I need help accessing the information on Career - Bay?***

Our Customer Service Call Centre is open from 8:30am to 4:30pm Monday to Friday. Please contact 1300 581 299 and they will direct you to one of the team members in People & Culture. There is also an Application Guide on our website which might assist you.

### ***I can't get past the screen I'm on?***

This may be because you have not completed one or more of the mandatory fields, identified by a red asterisk (\*). You must provide a response to these questions before you can proceed to the next screen.

### ***How do I get help if the system isn't working?***

Click on the "?" on the top left hand side of the page and follow the prompts. You will be invited to review our Frequently Asked Questions (FAQ's), or send an email request to [people@bayside.nsw.gov.au](mailto:people@bayside.nsw.gov.au) if the matter is not urgent or occurs outside of office hours.

### ***How do I find out more about a position I am interested in?***

Each job advertisement includes contact details for a nominated contact officer. This is the person to speak to for more information about the position.

### ***I can see a closing date on the job advertisement but what is the closing time?***

All job advertisements close at **11:45pm** on the date indicated.

### ***Can I submit a late application?***

No, once a job has closed it is not possible for an applicant to address the selection criteria online.

***I am halfway through my application but need to go out. What do I do because I don't really want to enter everything again?***

At any stage during the application process, after you have entered your address details, you will be able to save the information you have entered and return to where you left off.

***I have applied for a job but now I realise I didn't add one of my certificates. What can I do?***

You can update your application any time before the job advertisement closes.

1. Click on 'My profile', then multiple tabs will appear.
2. Click on the 'Application history' tab.
3. Once you click on Application History tab it will expand and show all your applications.
4. In the "Options" tab from the drop down menu select "Update" if you wish to edit your application or details you wish to change and then click 'Go'.

Your application will be updated if the job advertising is still active. If you gain a Licence or Qualification relevant to the position you have applied for after the position has closed you will need to call the contact for the position and advise them of any changes to your application. Once the job closes you will not be able to update any content of your application.

***How do I attach documents to my resume (e.g. education certificate)?***

Make sure that the file you want to attach is not too big. The file should be less than 2Mb. Make sure the file is in an acceptable format.

Career - Bay system file extensions allowed: 'doc, docx, txt, xls, xlsx, jpg, gif, png, pdf, csv'. The document name should only include up to 15 characters and can only contain letters (A-Z) and numbers (0-9).

***I have changed my mind about applying for a job. How do I delete my application?***

Click on 'My profile', then in the navigation pane click on 'Application history'. In the 'Option' list select 'Withdraw' and then click on 'Go'. You will receive an email confirming that you have withdrawn your application.

***How will I know if my application has been received?***

You will receive an automated email on receipt of your application.

***Do you require further assistance after reading through our Frequently Asked Questions?***

If you require assistance after hours, please send an email to [people@bayside.nsw.gov.au](mailto:people@bayside.nsw.gov.au) and our first available representative will respond on the next business day. Please include your contact details, reference number of the position, and a full description of your enquiry.

***Can I send my resume in so that you have it for when something suitable comes along?***

No, Bayside Council does not consider applications for positions that are not actively advertised. By registering for a 'Job alert', you will know when a suitable vacancy is being advertised.

***Can I submit a hard copy application?***

No, Career - Bay does not accept applications that are not submitted via the Career - Bay e-Recruit system.

### ***What do I do if I need help using Career - Bay?***

There is an Application Guide available on our website to assist you with the application process. How to Apply - <https://www.bayside.nsw.gov.au/sites/default/files/2018-09/Star%20Technique%2C%20Sample%20Letter%20and%20Sample%20Resume.pdf>

If you require assistance after hours, please send an email to [people@bayside.nsw.gov.au](mailto:people@bayside.nsw.gov.au) and our first available representative will respond on the next business day. Please include your contact details, reference number of the position, and a full description of your enquiry.

### ***Who will see my application? Is it confidential?***

Your application will be treated with utmost respect and confidentiality. The only person(s) to see your details will be members of our People & Culture team, the hiring manager and the selection panel members involved in the position(s) you have applied for.

All details entered into the system are confidential and cannot be accessed by unauthorised people.

All Bayside Council employees commit to protecting personal information through our Code of Conduct Policy and Information Management and Information Privacy Policy.

### ***Will you tell me if I am not successful?***

Career - Bay e-Recruit will notify you at various milestones in the recruitment process, e.g. if you are invited to attend an interview, or when we would like to make you an offer of employment, or if you are unsuccessful.

### ***How do I register for job alerts?***

You will see the words "Login" on the main screen. Please enter your information or complete the registration under "Sign up" and the 'Registration' page will open.

Enter the required data in the fields. All fields marked with a red asterisk must be completed. Click on 'Create account'.

You will receive an email from [no-reply@mercury.com.au](mailto:no-reply@mercury.com.au) asking you to activate your account. Click on this link. A page will open titled 'Account activation'. Go to the heading 'Email alerts' and choose the job types that you would like to know about if a job becomes vacant. Click on 'Continue'.

### ***How often will the job alerts be sent?***

As soon as a job that relates to one of your preferred job categories is advertised an email will be sent to you. The email will contain a link that will take you directly to the job vacancy so that you can apply if you wish to.

Simply click on the 'Apply now' button at the bottom of the page and follow the instructions. All fields marked with a red asterisk must be completed.

### ***What if I don't have an alert set up?***

If you don't have an alert set up, it's simply a matter of checking the website.

1. Once you find a suitable advertised position click on the position title
2. Once you click on the advertised position it will open the position details.
3. At the bottom of the position details click on "Apply Now" and the application process will commence for you to complete and submit online.

***I no longer wish to use the Bayside Council Career - Bay e-Recruit System. What do I do?***

Sign into your account and

1. Click on 'My profile'. In the left hand navigation
2. Click 'Account settings', deselect any email alerts that you have from the list and then
3. Click 'Save'.
4. Then click on 'Deactivate account'.

You will be automatically signed out and the 'Search vacancies' screen will appear. Should you wish to apply for a job in the future you will need to sign up again as a different user.

**Postal address**

PO Box 21, Rockdale NSW 2216  
ABN 80 690 785 443

**Bayside Customer Service Centres**

Rockdale Library, 444-446 Princes Highway, Rockdale  
Westfield Eastgardens, 152 Bunnerong Road, Eastgardens

E [council@bayside.nsw.gov.au](mailto:council@bayside.nsw.gov.au)

W [www.bayside.nsw.gov.au](http://www.bayside.nsw.gov.au)

T **1300 581 299 | 02 9562 1666**

**Telephone Interpreter Services: 131 450**

Τηλεφωνικές Υπηρεσίες Διερμηνέων

بخدمة الترجمة الهاتفية

電話傳譯服務處

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