

## **1. What is the difference between permanent and exempt jobs?**

Most positions at the SFPUC are budgeted on permanent basis and filled through competitive civil service examination processes which result in permanent civil service appointments, with associated rights and employment provisions. The SFPUC also fills positions on either Temporary Exempt (TEX) or Permanent Exempt (PEX) basis to fill as-needed jobs, project-based positions, and back-fills for employees on leave. TEX or PEX appointments are not subject to the civil service hiring or separation processes, and the employees are considered at-will. [Learn more about the different types of employment available with the SFPUC.](#)

## **2. How do I apply for a job?**

If you find a job that you are interested in, it is very important that you read the instructions on the Job Announcement carefully and follow them exactly, as not all job announcements have the same requirements. Once you have read and understand how to proceed, you will need to fill out the job application. Resumes are not accepted in lieu of applications. Applications are typically accepted online only. It is recommended you complete your application at your earliest convenience. Applications will not be accepted after the filing deadline.

To fill out an application:

1. Go to [www.jobaps.com/sf/default.asp?deptnumber=puc](http://www.jobaps.com/sf/default.asp?deptnumber=puc).
2. Review current postings and select the desired job announcement.
3. Select "Apply Online" and read and acknowledge the information.
4. Select either "I am a New User" if you have not previously registered, or "I have Registered Previously."
5. Follow instructions on the screen.
6. See the Hiring Process flow chart.

## **3. How can I get help with completing my application?**

[Tutorial videos](#) for the on-line application process are available to help with completing your application.

## **4. I missed the filing deadline, am I still able to apply?**

No. All applications must be submitted during the filing deadline.

## **5. How can I be made aware of new recruitments?**

The City's Job Aps website allows interested applicants to review all SFPUC and City positions and request to be notified when a position opens. To get email notifications for specific job classes:

1. Go to [www.jobaps.com/sf](http://www.jobaps.com/sf).
2. On the left side tab select "Notify Me of New Jobs."
3. Review all jobs to determine which are of interest.
4. Select the desired job and click "Email Me when a Job Opens for the above position(s)."
5. Enter your email address and click "subscribe."
6. Renew this request every 365 days to stay up to date.

## **6. I applied for a position. Do I need to follow up on my application?**

After you submit your online application you should receive a confirmation email. The email means your application has been successfully submitted and you will hear from the Recruitment Analyst via email for the next steps and throughout the selection process advising you of your status. If you did not receive a confirmation email, it is best to contact the Recruitment Analyst during the filing period to make sure your application has been received. Also, if you change your email address, you must edit your profile in the system to reflect the correct email address.

## **7. What if I have an urgent question or want to withdraw my application?**

For any and all questions related to the recruitment it is best to contact the Recruitment Analyst via email. The contact information for each Recruitment Analyst is located on the announcement under the "How to Apply" section.

## **8. Am I able to edit my application once it has been submitted?**

Applications may be edited only during the application filing period. Once the announcement is closed, no edits can be made. In order to edit a submitted application during the filing period you will need to contact the Recruitment Analyst and ask to have your application re-set. Once your application is re-set it, it is your responsibility to submit your application in a within the established deadline.

## **9. Can I apply for more than one job at a time?**

Once you have completed your online application you can apply for multiple open positions. The JobAps system allows for you to copy and paste previous applications to multiple recruitments.

## **10. Will I automatically be considered for another job if I have previously applied to the SFPUC?**

You will not automatically be considered for other positions if you previously submitted an application so you must submit an application for each position you are interested in.

## **11. Do I have to fill out a job application or can I submit a resume instead?**

All applicants are required to create and submit an online application. Submitting a resume does not substitute for completing the application. Required information is denoted with an asterisk (\*). You may either attach or cut-and-paste a resume into your application. The more information you provide, the easier it will be to evaluate your skills, abilities, and qualifications. Incomplete applications may be rejected, so please be thorough.

## **12. The recruitment I applied for requires that I submit verification of employment and various licenses or certificates. How do I submit this information?**

Verification of employment must be on employers' business letterhead and must show the name of the applicant, job title(s), duties (specifically the duties that meet the minimum qualifications), dates of employment, and must be signed by the employer or the employer's authorized representative. Information on how to verify education requirements, including verifying foreign education credits or

degree equivalency, can be [found here](#). It is recommended that you check in with the recruitment analyst before the verification deadline if you are unsure of what verification materials are required.

Verification for recruitments can be submitted in the following ways:

1. Online, by uploading the document through JobAps while you are applying online or by attaching documents to an email addressed to the recruitment analysts listed in the How To Apply Section, OR
2. Regular U.S. postal mail to: SFPUC, Human Resources Services, Attn. Class # and Recruitment Analyst, San Francisco Public Utilities Commission, 525 Golden Gate Avenue, 3rd Floor, San Francisco, CA 94102
3. Faxed at 415.554.1687, Attn. Class # and Recruitment Analyst
4. Hand delivered to: SFPUC Human Resources Services Office at 525 Golden Gate Avenue, 3rd Floor, San Francisco, CA 94102

**13. I haven't heard anything from the Recruitment Analyst in a long time. Should I be worried?**

No. The screening process may take some time depending on a variety of factors. The Recruitment Analyst will keep you informed of the next steps via email so continue to check your email regularly.

**14. How do I make sure that emails do not go in my spam folder?**

To prevent blocking, applicants should set up their email to accept mail from the following addresses (@sfgov.org, @sfdpw.org, @sfport.com, @flysfo.com, @sfwater.org, @sfdph.org, @asianart.org, @sfmta.com, @sfpl.org, @dcyf.org, @first5sf.org). As many of the notices sent to candidates require a response within 5 business days, it is recommended that you check your spam folder every 3-4 business days to ensure you do not miss an important email notice. It is the responsibility of the applicant to ensure that his/her registered email address is up-to-date.

**15. What is meant by a continuous filing deadline?**

Recruitments are typically open for two weeks. Depending on the anticipated volume of applications, recruitments may be open on a continuous basis until a competitive pool of applicants is received. Applicants should submit applications as soon as possible as continuous filing deadlines can close at ANY time.

**16. How long is the selection process going to take and what types of tests might I have to take?**

The length of the [recruitment and selection process](#) may vary from a few weeks to months, depending on the type of recruitment. The selection process for each recruitment will vary, so please refer to the job announcement for selection procedure instructions. Typical selection processes may include: a supplemental questionnaire submitted at the time of filing, written tests, oral examinations, physical abilities tests, or other performance tests. The job announcement will also note the knowledge, skills, and/or abilities that may be covered by each test component.

**17. What if I already took a test for one position and a similar position opens up, can I use my score?**

Please refer to the announcement for instructions regarding testing. In most cases, scores on tests are not transferrable across recruitments. However, there are exceptions, which are outlined in the announcement. For example, the standardized exams that are used for some jobs have exam scores that could be 'banked' for three years, during which you will not be required to re test. Re-testing is permitted no sooner than one year from the date of the examination and only in association with your participation in another selection process for which the test component (core or specialty subtest) is used. Should you re-test, your new score will become your official score.

**18. I am an out-of-state job applicant. Does SFPUC provide travel accommodation to take examinations?**

No. Out-of-state candidates are responsible for their personal travel expenses when taking examinations. In some cases, a phone or video conference call may substitute for in-person interviews. Please communicate with the recruitment analyst early in the recruitment process to discuss possible accommodations.

**19. What is the eligible list and what does that mean to me? How long will I remain on an eligible list?**

The eligible list is the ranked hiring roster that results from a recruitment for a permanent job. Only those candidates who pass all of the selection hurdles will be placed on the eligible list. Depending on the certification rule, which is displayed on each announcement, only candidates who are reachable on the eligible list will be considered for the job.

You will remain active on the eligible list until you either request to be inactive, are selected for employment, or until the expiration date of the eligible list. Lists may be deactivated by the City if too few qualified candidates are available for consideration. Eligible lists are active for various time frames (based on the terms of the announcement) and additional job offers can be made to reachable candidates at any time during that period. Once the eligible list is created (adopted) the City's Department of Human Resources (DHR) will issue a "referral notice" to all reachable candidates.

This is an email from a @sfgov.org address and requires your timely response to indicate interest in the open position. That email is usually not distributed for 2-4 weeks after the eligible list has been adopted. The SFPUC will then contact candidates for next steps. If a candidate does not respond to the referral notice during the time period specified in the referral notice (usually 5 business days) the candidate will not be eligible to participate in the hiring process.

**20. I have worked for the City for years. Do I get any preference in the application process?**

Any City employee who meets the minimum qualifications, has current permanent, probationary, certified temporary from a list, or holdover status with the City and County of San Francisco, and has had six months (6) of verifiable satisfactory experience in any class in any status (including provisional appointments) as of the final filing date for applications, may participate in an examination announced on a promotive only or combined entrance and promotive basis. Such employees are entitled to up to

sixty (60) additional points for seniority and satisfactory performance rating after passing the examination(s). Deductions from seniority points will be made for applicable disciplinary actions. [See more information regarding promotive point eligibility here.](#)

## **21. What is Veterans Preference?**

Veteran points are awarded to entrance employment candidates only. Applicants must submit a Veterans Preference Application and verification (DD214) at the time of the application or as specified on the examination announcement. In order to be eligible for Veteran's Preference, an applicant must have served on active (non-reserve) duty and been released from active duty under conditions other than dishonorable. Veteran's Preference provides additional credit of five percent (5%) of the qualifying score on an entrance eligible list, which is equivalent to 35 points. [See additional information on Veteran's Preference here.](#)

## **22. If I am disabled or have special needs, how can the City accommodate me?**

Reasonable accommodation will be made so that qualified persons with disabilities may participate in the examination process. Please advise the Recruitment Analyst in writing at the address listed on the examination announcement of special needs at the time of application.

## **23. What type of benefits does the SFPUC provide?**

For an overview of the types of benefits offered at the SFPUC, visit our Benefits of Public Service page.

## **24. What if I have a green card or am not authorized to work in the United States? Can I work for the SFPUC?**

All persons employed by the City and County of San Francisco are required to comply with the Immigration Reform and Control Act of 1986 by presenting documents to verify identity and authorization to work in the United States. Acceptable forms of identification as required by the Federal Immigration and Naturalization Service may be found at the [US Citizenship and Immigration Services website.](#)

## **25. What are the requirements needed at the time of hire?**

Many different documents are required at time of hire, including your social security number, authorization to work form, no strike provision, union dues and fees, and tax forms. All of these documents will be reviewed with you during the onboarding process. [See more information about the specific required documents here.](#)