

HEIFER INTERNATIONAL

APPLICATION INSTRUCTIONS & FAQ



HEIFER®
INTERNATIONAL

HUMAN RESOURCES
2017

HOW TO APPLY

Welcome to Heifer International's online application tool for career opportunities. In order to be considered for a position, please complete the online application for a specific position that is currently open on our site. All application materials submitted must be in English.

We recommend using Chrome, Mozilla Firefox, or Safari as your Internet browser, as Internet Explorer does not work with our software.

Heifer's online application tool is for applicants who are seeking employment with Heifer International and should not be used to market services. If you would like to submit information about your company and the services you have to offer Heifer, please submit them via email to jobs@heifer.org.

Submitting Your Materials

You must provide a valid email address to apply online, as this is how you will receive information about positions for which you have applied. Please add jobs@heifer.org to your approved senders list, address book, and/or to your contacts to avoid these emails going into spam folders, as this could prevent you from receiving our emails and updates.

If you are an individual with disabilities that needs accommodation, or you are having difficulty using our website to apply for employment, please contact us at jobs@heifer.org so that we can be of assistance.

Listing Employment History

All employment history must be listed on your application. Should you receive an offer of employment, a background check will be conducted to verify all information on your application. Therefore, you must be able to provide all documentation (i.e. W-2's, 1099's, DD Form 214, documentation of self-employment) to support any information you have listed.

Closing Date for Position Listings

Position listings are removed from the website and applications are no longer accepted after 5 p.m. Central Standard Time on the date the position closes.

Heifer International's Recruitment Process

After receiving your application materials through our online application tool, you will receive an email confirming receipt of your materials. You will receive a confirmation for each position for which you apply. Please note: If you log in to make edits to your profile, you will not receive a confirmation email. Confirmation emails are only sent out to confirm receipt of your initial application for each position. After your application materials are received, your qualifications will be reviewed relative to the requirements of the position(s).

Your application materials will take approximately two to three weeks to process after the closing date listed for the position(s) for which you have applied. During that time, we will review all applications, select viable candidates and contact only those individuals selected to meet with the interview committee. When the position is filled or canceled, you will receive notification via email.

Please contact jobs@heifer.org for technical assistance or if you need additional information about the application process or open positions.

Creating a New Profile

In order to create a new applicant profile, you must apply for an open position.

NOTE: Only one profile is needed, no matter how many positions you apply for. Creating multiple profiles may prevent you from receiving updates from us regarding the positions for which you have applied and is discouraged. **Allow a minimum of 30 minutes to complete the application in one sitting**, as the system may time out otherwise. The application must be completed in its entirety to be considered for the position.

1. Click the position title to see the job details
2. Click the “New Résumé/CV” button
3. Select one of the three options provided:
 - 1) Upload a Résumé/CV document
 - 2) Copy and paste an existing plain-text Résumé/CV, or
 - 3) Proceed without a Résumé/CV **this method will require that you enter your personal data, education and work history manually instead of the system auto-filling in the profile fields*
4. Click the “Continue” button (this will direct you to the first page of the application)
5. Enter or verify your information. Please complete as much information as possible.

*Required information will be indicated with a red asterisk.

6. Enter your email and password. Remember to write down your password for future reference.
7. Click “Continue”
8. Complete remaining pages of the application
9. Review information for accuracy
10. Submit it for consideration

Applying With An Existing Account

If you have already created a profile in our system:

1. Click the job title you wish to apply for
2. Click “Existing Résumé/CV” (you can update this later if desired)
3. Input your email address and password
**If you forgot your password, please click “Forgot your password” in the gray header and follow the instructions provided*
4. Review and update your profile as necessary **be sure to click Save*
5. Submit your profile if everything is accurate and up to date

If you wish to update your Résumé/CV on file:

6. Click “View résumé/CV”

7. Review all information in steps 1 & 2 and update as necessary
8. To delete existing documents, click on the red dash next to the document you wish to delete.
9. To add additional documents click the “Choose File” button and follow the prompts to add a document
10. Review content in the Résumé/CV Content box
11. Click “Save Résumé/CV” at the bottom of the page before exiting
12. Click “Submit this Profile” when complete

FREQUENTLY ASKED QUESTIONS

Why did I receive an email from you thanking me for applying before I finished completing the application?

Our current system will automatically send out an email once you complete the first section of the application and hit the “next” key. Please continue filling out the application in its entirety. After completing the application, verify that everything is correct by logging back into the system.

How do I edit my profile?

1. Click on the job title you wish to apply for
2. Click “Existing Résumé/CV”
3. Log in using your email address and password.
*If you forgot your password, please click “Forgot your password”
4. Click “Edit Profile”
5. Edit applicable information.
6. Click save

How do I add or delete attachments on my profile?

1. Click “View résumé/CV” (from inside your profile)
2. Scroll down to Step 3 and click the “Upload File” button and follow the prompts to add a document.
3. Click the red dash next to the document you wish to delete
4. Click “Save Résumé/CV” at the bottom of the page before exiting

What can I do if I’ve forgotten my password?

Click “Forgot your password” and follow the instructions provided.

I applied a while ago, why haven’t I heard from someone yet?

When applying for a position, please be mindful of the posting closing date (sometimes postings are extended). It usually takes about 2-3 weeks after a posting closes for the interview process to begin and sometimes 2-3 weeks after that before a final candidate is selected for hire. If you have any questions, you may also contact jobs@heifer.org to find out the status of the position.

Why aren’t there more international jobs available on your website?

We are working toward making all of our jobs available on our website regardless of their location in the world. Although not all of our global jobs are currently on our website, you may still find some listed.

Your system only allows for one education institution to be recorded. What level of education should I add to my profile?

We recommend that you put the highest level of education you have completed. For instance, if you have a high school diploma and 2 years of college but no college degree, only put your high school as the highest level received. Another example is if you have completed your Bachelor’s and are working on your Master’s, put your Bachelor’s on your profile because it is the highest education you have completed.

How do I add employers that are not listed on my résumé?

Our system allows you to add up to five different employers to your application. If you

wish to add additional employers to your profile, we recommend that you create a separate Word or PDF document with your additional employers and upload it to your profile.

What do I do if I am still having trouble applying for a position?

If you have trouble while applying, here are some things you will want to check:

1. Are you using a supported Internet browser? Chrome, Mozilla Firefox, and Safari provide the best experience, as Internet Explorer is not compatible with the software.
2. Did you complete the application in one sitting to avoid the system timing out?
3. Have you received any errors during your application process? Some of the fields only allow a limited number of characters. If you exceed the character count, it will turn red and not allow you to continue until you have corrected it. You may also have forgotten to complete a required field – it will be highlighted in red if it is a mandatory field.
4. Did you sign your application?
5. Did you submit your application after you reviewed it? The system will prompt you 2-3 times before submitting.
6. If you still continue to have issues, please send an email with a detailed description and screen shots, if possible, to jobs@heifer.org.



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