NEOGOV FAQ

I don't see the job that I'm interested in today. Does the City have more career opportunities?
You can only apply for today's job listings; however, you are encouraged to fill out a job interest card with the City of Dallas. This feature provides you with the opportunity to select job classifications that interest you, which will generate automatic emails when a new position opens up.

The position I am applying for only accepts online applications. Does the City offer internet access to the public?
Free internet access is available for you to apply for City positions. Locations include the City of Dallas public library branches (contact the library for hours of operation) and the employment centers located at City Hall, 1500 Marilla Street (Room 1CS and 6AS), Dallas (open Monday – Friday from 8:15 a.m. to 5:15 p.m.).

The online application system says I need an email address, how do I get one?
Free email services are available by numerous service providers, such as, AOL, Excite, GMail (Google), Hotmail, and Yahoo.

APPLICATIONS

Can more than one person use the login?
No. The login is assigned to one person and should not be shared.

I was filling out my application and I lost all of my information. What happened?
You may have used the Back button (located on your toolbar) which when used removes all data. To avoid losing your information save your information periodically.

How do I know that the City has successfully received my online application?
After you have submitted your online application, you will receive a confirmation. You can also check your own NEOGOV personal account for verification that you have successfully sent your application.

After I submit my application, what happens next?
Your application will be reviewed by the human resources representative to see if your qualifications meet those posted for that position. If you meet the minimum qualifications, your information will be forwarded to the appropriate hiring authority/department.

How long does it take to process my application?
It takes approximately 7 to 10 business days for processing. Positions that require passing an exam to qualify will necessitate additional processing time (scheduling and grading of the exam).

How do I check the status of my application?
You may check the status of your application at any time by going to 'Find a Job' at www.dallascityhall.com and selecting CHECK NEOGOV APPLICATION STATUS and log into your account.

If I don't have a computer at home, how can I check my status?
Free internet access is available for you to apply for City positions. Locations include the City of Dallas public library branches (contact the library for hours of operation) and the employment centers located

at City Hall, 1500 Marilla Street (Room 1CS and 6AS), Dallas (open Monday – Friday from 8:15 a.m. to 5:15 p.m.).

How will I be notified of my application status?
On your application you have the choice of receiving your notifications via email or via US mail (paper). Although we highly recommend email (faster, more reliable, etc.), you may choose to have a notification sent to you via US mail.

Can I add/change information on my application after it is submitted?
No, once you submit an application, you cannot make any changes. However, you may update your contact information (see next question).

How do I change my contact information?
Go to 'Find a Job' at www.dallascityhall.com and select CHECK NEOGOV APPLICATION STATUS and log into your account. Click on the 'Edit' button next to a saved application. Once the application is open on the screen, click on the 'Edit Personal Profile' link; make changes and save the application. When you apply for another position, your information will be updated.

If you need to update your contact information on an application that has already been submitted, select the SUBMIT NEOGOV QUESTION option and send us an email with the updated information.

How long is my application active?
Applications that you have saved in your account do not expire. You may use the same application to apply for several positions. Once you qualify for a position, your name will remain on a referral list for six months (one year for current City employees). Once your eligibility has expired, you will need to reapply for the position once it is reposted on the website.

Do I have to fill out an application for every position?
Yes. But the NEOGOV application system allows you to utilize your saved application as the basis for each posting in which you are interested.

OTHER INFORMATION

What happens after I qualify for a position?
If your qualifications meet those posted for the position, your information is sent to the hiring authority/department for further review.

How long does my name stay on the list of eligible candidates?
External (non-City of Dallas employee) applicants stay on the list of eligible candidates for six months from the issuance date of the list. City of Dallas employee applicants stay on the list of eligible candidates for one year from the issuance date of the list.

If I qualify for a position for one department, am I automatically qualified for a similar position in another department?
No. Departments may have special requirements for their specific position (e.g., language skills, special software, etc.). If no special requirements exist, all candidates meeting the posted requirements will be forwarded to the hiring authority.

Can I have the contact information for the hiring manager?
No. We do not provide that information to candidates for any position.

What steps can I take if I am notified that I do not qualify for a position and I believe I do?
You can contact the recruiter/analyst from whom you received the notification by calling 214-670-5915 or sending a return email. The recruiter/analyst will provide you with the details of the review/analysis of your application and answer any questions that you may have.