Jobs

Frequently Asked Questions

Below are some frequently asked questions about the team member Jobs site. For an overview of the site and how it works, visit the online "Take a Tour" available from the Sign On page.

Q: How do job seekers express interest in posted jobs?

A: All job seekers need to complete an online profile containing their résumé data. External job seekers have several options for completing the profile: they can build the profile by completing it manually, or they can attach a résumé file or copy and paste résumé text, then let the system "auto-populate" the profile by scanning the résumé. If the job seeker chooses the scan/populate option, he or she will simply need to review the profile to make sure everything looks right.

Internal job seekers do not have the "auto-populate" option available at this time, since portions of their profiles will pre-fill with their existing team member data from the HR system, which should not be overwritten with information scanned from a résumé. Team members will need to complete the portions of the profile that are not populated with existing HR data.

In addition to entering information into the profile, both internal and external job seekers can also attach their own versions of their résumés (either by attaching a separate file or by cutting and pasting the text into a free-form text box on the résumé page).

Q: What format can job seekers use for attached résumés?

A: Job seekers can attach résumé files (as well as use them to "auto-populate" the profile, for external job seekers) in any of five formats: Microsoft® Word, HTML, Plain Text, Rich Text (.rtf), or Adobe® Acrobat® (.pdf).

Q: Can a job seeker just submit a résumé for any open positions — in other words, just tell us that they are interested in employment without expressing interest in a specific job?

A: Yes. When a job seeker creates an online profile (including attaching a résumé if desired), he or she can chose to give the profile a status of "active" or "inactive."

Active status means that the profile is searchable by hiring managers. The profile is not tied to an open requisition unless the job seeker expresses interest in a particular job, or a manager attaches the profile to an open requisition.

Inactive status means that the profile is not searchable, but is still accessible to the job seeker, who can sign on again at any time to update it or express interest in a job.

Q: Is there a limit to the number of job openings someone can express interest in?

A: Job seekers can express interest in as many jobs as they want; there's no limit.

Q: Will job seekers be notified automatically that their profile has been received?

A: Yes. When a job seeker submits or updates a profile, or expresses interest in a job, an automatic email confirmation is sent to the email address specified by the job seeker. External job seekers supply their email address when the profile is created. Team members who do not supply a work or home email address will not receive automatic notification.

In addition, job seekers can sign on any time and use the Your Job Posting History function from the home page to see current status on any profile submitted for a specific job opening.

Q: Can job seekers update their profile online?

A: Job seekers can store their profiles and résumés within the database, and can update them any time. However, if a job seeker expresses interest in a job, the profile information submitted for that job is fixed at the time interest is expressed; it can't be changed.

Q: What if a team member hasn't met the time-in-job requirement?

A: The business rules haven't changed. Team members will be asked whether they have met the time-in-job requirement or received a manager's or HR consultant's approval to waive the requirement — and if the team member answers "no" to this question, the expression of interest will be declined automatically. However, the profile (showing a "decline" disposition) will still be attached to the requisition so that the hiring manager can view it if desired.

Q: Where can people go when they have questions or need support?

A: Internal support for Online Recruiting is the same as for many other HR applications — the HR Service Center is the primary contact. You can email onlinerecruiting@wellsfargo.com or call 1-877-HRWELLS (1-877-479-3557), Monday through Friday from 7:00 a.m. to 5:00 p.m. Pacific Time, and select:

- Option 4, then 3 for team member support
- Option 4, then 4 for manager and recruiter support

External job seekers can use the "Contact Us" links on the wellsfargo.com site to send questions via email.