

## **Exelon Career Opportunity System**

### **Frequently Asked Questions (FAQ) For External Applicants**

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## Overview

This FAQ document is designed to provide you with answers to common questions you may have when using Exelon's Career Opportunity System.

Exelon's Career Opportunity System ([www.exeloncorp.com/careers](http://www.exeloncorp.com/careers)) allows individuals to search, view, and apply for current job opportunities.

### **I was a registered user in your old system. How do I login now?**

You can login to our new recruiting system using the email address you registered with in our old system. Your email address is your new User Name.

However, you will need to reset your password. Your old password will no longer be valid.

Go to the Careers home page and click on the "Login Help" button. In the "Forgot Your Password?" box, enter your email address into the User Name field. Then click the "Get New Password" button. An automated email will be sent to you with your new password information.

### **I can't remember my User Name. What can I do?**

If you entered an email address in your profile, you can request that your User Name be sent to you via email. On the Careers home page, click on the "Login Help" button. In the "Forgot Your User Name?" box, enter your email address. Then click the "Find User Name" button. An automated email will be sent to you with your User Name information.

If you do not have an email address in your profile, you will need to create a new account. Click on "Register Now", enter your new User Name and Password, and click "Register". Please make note of this account information so that you don't have to keep creating a new account each time. If you create a new account each time you apply for a job, you won't be able to view your previous applications.

### **I can't remember my Password. What can I do?**

If you entered an email address in your profile, you can request that your Password be sent to you via email. On the Careers home page, click on the "Login Help" button. In the "Forgot Your Password?" box, enter your User Name. Then click the "Get New Password" button. An automated email will be sent to you with your new password information.

If you do not have an email address in your profile, you will need to create a new account. Click on "Register Now", enter your new User Name and Password, and click "Register". Please make note of this account information so that you don't have to keep creating a new account each time. If you create a new account each time you apply for a job, you won't be able to view your previous applications.

### **How do I find out about job opportunities at Exelon?**

You can access the Exelon Career Opportunities System from any computer that has Internet access. We recommend using Internet Explorer. Visit the Exelon Careers website ([www.exeloncorp.com/careers](http://www.exeloncorp.com/careers)) and click on Job Opportunities. From there, you will be directed to the Exelon Career Opportunity System.

### **How can I view more information about one of the job titles listed?**

Click on the Job Title for a full description of the position duties and qualifications. To apply for that job, click the "Apply Now" button on the job posting.

**How often are jobs posted?**

New jobs are posted daily as the need arises. Visit the [www.exeloncorp.com/careers](http://www.exeloncorp.com/careers) website often to view new job opportunities. You can also save a search or set up a job agent to automatically notify you when a position that meets your specific criteria is posted.

**When I setup a job search agent, how often will I receive emails?**

Emails are sent out Monday through Friday. You will only receive an email when a job matches the criteria you have selected.

**When I try to apply to a job opportunity, I get an error message.**

Please clear your cache and try again. If you are still experiencing issues, try back again later or email [recruiter@exeloncorp.com](mailto:recruiter@exeloncorp.com) and provide details of the error message you are receiving.

To clear cache files, select "Tools" from your browser window, then "Internet Options". Click on "Delete Cookies" and click "OK". Then click on "Delete Files" and click "OK". Click "OK" again.

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

Yes. You may apply for multiple jobs with one application by selecting the checkboxes beside each job before clicking the "Apply Now" button.

**Can I attach a resume and a cover letter to my application?**

Yes. Both resumes and cover letters can be attached to your application.

**Can I just submit a resume to apply or do I need to also complete an online application?**

To officially apply to an Exelon job opportunity, you must complete an online application.

**If I submit a resume, do I still have to enter all my information into the online application?**

Exelon's Career Opportunity system uses a resume parsing tool that will extract and parse your data and populate that data into the online application. That is designed to save you time and effort! You should still review your application. You may be required to update some information if it didn't parse correctly.

**Why isn't the system accepting my resume or other attachment?**

Your resume or other attachment (e.g. cover letter) must be of a certain document type and size or the system won't accept it.

Attachments are accepted with the following extensions: .doc, wps, .wp, .wpd, .pdf, .txt, .rtf.

Microsoft Vista users must save the attachment in an earlier version of Word.

Attachments must also be less than 1MB in size.

The parsing tool cannot parse images. So if you've scanned your resume in, the result is an image file (even if you add a valid extension). The tool will not parse this.

### **If my resume isn't being accepted by the system or is not being parsed, can I still apply for a job?**

Yes. You can apply for a job without a resume (or if your resume doesn't parse). You will have to enter your data (profile information, work experience, education history, licenses/certificates) into the online application.

### **How do I navigate through the application – by using the browser Back/Forward buttons?**

To navigate through the system, use the links found on each page (e.g. Return to Previous Page, Previous, Next). When you navigate through the system, do not use the Back and Forward buttons on your browser toolbar. If you do, you are likely to experience issues and risk losing your work.

### **Do I have to fill out all portions of the application?**

Yes. In order to receive full consideration, you need to completely fill out each section of the application. That includes responding to all questions.

### **Can I print my application?**

The online application system does not have a printing option.

Once you have created your applicant profile, your employment history and educational history will be saved. This information will be available to you for each position you apply for and will not have to be re-entered. Login to your profile (using your User Name and Password) to view your information. Go to "My Career Tools" and select the application you wish to view.

### **What happens to my application once it is submitted?**

We will review your background to determine if your qualifications are commensurate with the posting requirements. If it passes our initial screening and you are one of the top qualified candidates, we will contact you.

### **How do I know that you have received my application?**

Once you submit your application, you will receive a message on your screen that states you have successfully submitted your application. You will also receive a confirmation email.

The application will also be viewable online. Click on "My Career Tools" link. From there, you can edit your Profile and view your application(s).

### **How long after I apply might I be called for an interview?**

The time varies depending on the department conducting the hiring. Only the most qualified applicants will be contacted for screening and/or interviews.

**Does Exelon accept paper applications?**

We strongly recommend that you apply for jobs online. Paper applications will be made available to those who cannot use a computer.