

Frequently Asked Questions

How do I apply for a job?

If you find a job that you are interested in applying for, it is very important that you read the entire job posting as not all job postings require the same information from all applicants. Pay special attention to minimum job requirements, required knowledge, skills and abilities, license requirements, and supplemental questionnaires. Once you are ready to apply, click Applicant Online to begin the formal application process. Be sure to complete the entire process by clicking the “apply” button on Page 11 of the online application.

Do you accept paper applications?

Paper applications are not accepted. Click Applicant Online to apply online. See the FAQ below regarding specific questions about Applicant Online.

Can I submit my resume in lieu of the online application?

Resumes are not accepted in lieu of a completed Golden Gate Bridge Highway & Transportation District’s (GGBHTD) online application.

I don’t have a computer at home. Where can I apply for jobs at GGBHTD?

You can access Applicant Online anywhere you can access the internet (public libraries, community colleges, and internet cafes).

I don’t have an email address. Is it required?

Yes. Having an email address allows the District to communicate the status of your application, selection and scheduling of interviews. Visit one of these various service providers to setup a free email account: www.yahoo.com, www.outlook.com, www.gmail.com, or your personal internet service provider.

How can I get help with completing the Online Application?

Please call (415) 257 – 4526 (Human Resources Department) or email jobs@goldengate.org if you have difficulty applying for a position during normal business hours 8:30 am – 4:30 pm, Monday – Friday.

What are your hiring timelines for positions?

Hiring process timelines for positions with the Golden Gate Bridge, Highway & Transportation District can range from 2 – 7 months from the time the application is submitted.

Do you provide special accommodations for applicants with disabilities?

The Human Resources Department will make reasonable efforts to accommodate applicants with disabilities to complete the employment application and in any job-related examination process. If you have special needs, please call (415) 257 – 4526 (Human Resources). The District’s telecommunications device 9TDD) for Persons with Hearing Disabilities is (415) 257 – 4454.

Are you an Equal Opportunity Employer?

It is the policy of the Golden Gate Bridge Highway and Transportation District to take all personnel actions on the basis of merit and other job-related factors, without regard to race, color, national origin, religion, sex (including pregnancy, childbirth, and related medical conditions), disability: physical or mental, age (40 and older), genetic information, marital status, sexual orientation and identity, medical condition, political affiliation or military status.

Golden Gate Bridge - Applicant Online
Tips and Facts

****Internet Explorer is the recommended browser for Applicant Online.**

Application Data Retention: Be very careful when completing your first application in the system – make sure that your information is accurate and that you have attached all required documents before you click “Apply.” Once you have submitted the application, you cannot make any changes or additions to that application. In addition, this is the information that will be retained for subsequent applications unless you make changes.

Do not begin to apply for a second “Open Position” posting until you have completed the first application. Information is retained only after your first application is completed and submitted.

Once you have completed and submitted your first application, subsequent applications will contain all the information from that application. Job positions may have different requests for attachments, so you will need to pay special attention to the job posting requirements. We recommend that you create a file containing your resume, transcripts, reference letters, etc., so they will be easily accessible as you are completing applications. Human Resources is unable to provide copies of documents already submitted with applications, so please keep copies of all documents that you submit.

Attachment Size: There is a 4 MB limit to the size of a document that Applicant Online will accept. When you scan your documents, there are two things to consider. The resolution must be high enough to be readable -- minimum 150 dpi. You also want to make sure it is not too large to attach -- maximum 200 dpi. Large documents take more time to attach, and the server may “time out” while large documents are loading. If necessary, scan each page into a separate file. If your document is in Microsoft Word, you can save it as a PDF file for online publishing. This reduces the size of the document. Other programs allow for reducing the file size of documents.

1. **I am a current District Employee, what login should I use?** *Applicant Online uses the same login and password as Employee Online. If you've not logged into Employee Online, the login is your Employee ID including the E, and your password is the last five digits of your ID.*
2. **If I have been an applicant previously, or recently submitted a paper application, do I need to re-apply using the new system?** *Yes, you will need to reapply and attach the documentation required.*
3. **Can I fill out the application if there is no job open that I want to apply for?** *Since most of the information you supply in an application is specific to that position, you cannot submit an application until you are actually applying for a position. The system will not accept applications for any job that is not posted and available.*
4. **I forgot my password and the email I just received said that my password had been changed. My new password is terrible -- I'll never remember it! Is there a way to change my password back to the one I had, or at least to one I can remember?** *In the event that you have forgotten your Login or Password, you can enter the e-mail address that you used to create the account and the system will e-mail the login information to you with a new password. The system does not have the functionality to allow you to change your own password. You should be sure to memorize your login and password or write them down in a safe place.*
5. **Can the supervisor who is interviewing for the position actually see my transcripts and resume?** *Attachments are (Page 9), a part of the application and the some attachments are visible to the supervisor when he or she views your application. You must attach all required documents stated on the job posting to each application you submit.*
6. **Do I need to fill out an application each time I apply for a position?** *Yes, you are required to submit an application for each position. However, Applicant Online retains the data from your previous application, so you will need to click through the pages, make any changes, add your attachments, and click the "apply" button on the last page.*
7. **I was interrupted in the middle of filling out my application and can't remember if I completed it. Is there any way I can go back and check on it?** *Yes, click on the "Applications" tab to see a list of the applications you have started along with their status. If the status is "Incomplete," click on "Resume Application" to go back and complete the unfinished application.*
8. **I'm confused about Attachments. There are two different places to attach documents. What should I attach to the application and what should I attach on the Attachment Tab?** *Attachments that you want the hiring authority to see when he or she is looking at your application should be attached while you are completing the application on page 9. These documents include transcripts, resume, reference letters, and cover letters. Documents attached on the attachment tab are only visible to you and the Human Resources Staff.*

9. **I checked the box to receive email notification when positions are posted. I have seen new positions on Applicant Online, why didn't I receive an email?** *Applicant Online Emails are sent from the workflow@goldengate.org address. Be sure to check your email's SPAM blocker frequently. Applicants have reported that messages from Applicant Online and messages from our HR department are being picked up by SPAM blockers and not being delivered.*
10. **When I try to enter my work history for the years I worked outside of the United States, I get an error about the zip code not being recognized. How do I enter work history for work out of the United States?**
The system currently is not set up for international postal codes. If you have work history outside of the United States, do not fill out the Work History page for the international job. Instead, please attach a document describing your work experience. Please include all of the information requested on the Work History Screen. You can attach this document at the attachment screen (Page 8) and on the attachment tab.
11. **What attachment file types do you allow?** *Applicant Online is setup to attach the following file types: doc, docx, txt, xls, xlsx, rtf, pdf, jpg, png, tif, bmp, gif*