



ANSWERS to Frequently Asked Questions and Communicating with Human Resources

First, THANK YOU for your interest in our agency! Below you will find answers to frequently asked questions. It is our sincere hope that your question is addressed below. However, if not, you will be provided with options to contact HR below.

- 1) **After I apply for a position, how will I know my application was received by HR?** As soon as you apply for a position, you will receive an automatic response email from HR that confirms receipt of your application. Therefore, check your junk mail folder to make sure our emails are not being misdirected.
- 2) **Should I contact HR to check the status of my application?** We regret that due to the large volume of applications and resumes received each day, we simply cannot return phone calls or emails from applicants requesting status updates. Therefore, please do not contact HR to check the status of your application. *However*, you can log into your on-line profile for status updates on your personal dashboard. Your personal dashboard will include the status of your application for each position that you have applied.
- 3) **How will I know if I'm being considered?** If an interview is appropriate, you will be contacted by the hiring manager assigned to fill the vacancy. ***Please note that HR does not interview.*** HR only screens applications and makes referrals to the various hiring managers scattered across Cuyahoga County. We have locations in Cleveland, Parma, and Highland Hills.
- 4) **How will I know when the position has closed?** As a courtesy to our applicants, we always send an email to applicants letting them know when positions are closed. You will ***always*** be informed when positions are filled---even if you were not interviewed.
- 5) **It has been over a month (or two) since the position was posted. Why is it taking so long?** Hiring the right candidate is extremely important so HR does not rush our hiring managers. Plus, the hiring manager must perform their regular duties while also screening applicants referred by HR. Therefore, HR does not insert deadlines into the hiring process. If a position is still posted on our career page, this means it is still open. The hiring process could take between 4 – 8 weeks to complete. In rare instances, it could take even longer.
- 6) **I was interviewed, but that was weeks ago! Will I know when a decision is made?** Again, as noted above, all applicants who apply for our positions will be notified by Human Resources once a decision has been made. Watch your email as most communication is done by email. Also, check your junk mail folder to make sure our emails are not being misdirected.
- 7) **I tried to apply for a job, and the system rejected my profile, indicating that my Email was ALREADY being used?** This means your email is already registered in our system because you either applied for a position previously or tried to apply and encountered an error message. The best way to correct this is to reset your password. If that does not happen, reach out for technical assistance by contacting HR using the below email.
- 8) **I want to apply for a 2nd job; can I upload a different cover letter?** YES. When you apply for the 2nd job, right after the system questions, you will come to the summary screen where you see your contact information and the Resume and Cover Letter Section. Simply click on the PENCIL next to Resume and Cover letter and upload a unique cover letter for this 2nd job. Be sure to SAVE, then sign the application. Your new cover letter will be routed with your new application.
- 9) **What if my specific question is not addressed here? How do I contact HR?** You may contact HR using the following email address: Employment@CuyahogaBdd.org. However, please understand that this email account is primarily for outgoing messages, meaning it is not monitored routinely. It could take a few business days before you receive a response. We are sorry for the delayed response, but our applicant tracking team is small, yet mighty!

As noted above, do not send emails asking for a status update because we do not provide status updates via email for the reasons explained above. Please review #2 through #6 above to understand how to tell the status of your application.

Updates to the FAQs: last update 8/27/2026

Thank you again for your interest in our agency!