

**JHS Career site
FAQs**

SEARCH & APPLY

- A) Where do I search and apply for a job at Jackson Health System?

All available positions at Jackson Health System are posted on our career site at www.jobs.jacksonhealth.org.

- B) How do I search for a job?

External applicants

Using your desktop computer or any mobile device, you can search for open positions at <http://jobs.jacksonhealth.org> by using one or a combination of the three search boxes in the search bar:

- Search by keyword OR job / requisition number related to the job you are looking for, example: nurse, secretary, customer service, dietitian etc.
- Search by job category from the dropdown options
- Search by facility location from the dropdown option

Make sure you click the blue SEARCH box to populate the search results.

Based on your selected search options, a list of positions will populate that you can review against your qualification, interests and overall fit!

Jackson Employees

We take pride in supporting career growth for our employees! If you are an internal employee, it is important that we identify you correctly in our system!

From any Jackson Health System computer or from your home computer go to our career page www.jobs.jacksonhealth.org and click **Jackson Employees Search Here** button to log in with your **internal** employee credentials.

You can also find the link to our career page from the JetPortal Home page under the Application Directory – **weRecruit / Employment Opportunities**.

Once you are logged-in, you can search for open positions by using one or a combination of the three search boxes in the search bar:

- Search by keyword OR job / requisition number related to the job you are looking for, example: nurse, secretary, customer service, dietitian etc.
- Search by job category from the dropdown options
- Search by facility location from the dropdown option

Make sure you click the blue SEARCH box to populate the search results.

Based on your selected search options, a list of positions will populate that you can review against your qualification, interests and overall fit!

- C) What will happen if I am an internal employee and I did not apply using the **Jackson Employees Search Here** button?

If you are a Jackson employee and did not use your employee credentials when applying, you will not be recognized in our system as an internal and we will miss your application/s, particularly for positions that we are only interested in hiring an internal.

- D) How do I apply if I do not have a computer at home?
You can apply using any computer with Internet access. Public computers can often be found at your local library or employment centers.
- E) Internet browser compatibility?
Please avoid using Safari to apply; it is best to use Windows Explorer or Google Chrome.
- F) What to do if I do not have an email address?
You are required to have an email account to apply for positions at JHS. Internet e-mail accounts can be set-up, free of charge, from several websites. Examples of these are hotmail.com, yahoo.com and gmail.com.
- G) Should I provide a paper resume to the Talent Acquisition office?
No. Our application process is 100% electronic. No paper resume will be accepted in the Talent Acquisition office since it will not be tracked nor recorded.
- H) I am applying for the first time, how should I apply?
If this is your first time applying at Jackson Health within the last 24 months, you will need to create a username and a password by clicking on "new user" on the log-in page. Make sure you save your log-in information for future reference. This is the same information that you will use when submitting any additional job applications, and/or to view the status of each of your applications.
- I) What will happen if I create another account with a new log-in information?
We highly recommend that you keep one account in our application career center. This will help easily track all your application history and status of each of your applications and avoid any confusion.
- J) How do I know if I qualify for the position I am interested in?
Each posted position has a short description about the role, and at the bottom of the posting you will see the listed QUALIFICATIONS needed in order to be considered. Make sure that you meet all of the listed qualifications before you apply.

AFTER YOU APPLIED

- A) How will I know if my application was submitted and received?
You will receive an immediate e-mail acknowledging receipt of your application if you successfully completed and submitted it. You may also log into your account and view the jobs you have applied for.
- B) How do I find out the status of my application?
You can log into your account and see that status of your application. Due to the volume of applicants we receive, we are unable to provide status updates if you call our office.
- C) When will I hear from someone to know if I will be interviewed?
Due to the volume of candidates that we receive daily, only the candidates who most closely meet the qualifications for the job is likely to proceed through to the interview process. If you applied for a position that you are not qualified for, you will not be called for an interview. Please review the Qualifications section of the job posting carefully.
- D) Do I need to call the recruitment office and ask for a recruiter?

There are several recruiters working on multiple positions based on the current priorities of the hospital. Recruiters will not be available to answer inquiries about application status unless a recruiter has already contacted you and started the interview process. You may follow up on the results of your interview.

E) I forgot my password! Help!

If you have forgotten your password, click on the “Forgot Password” link. A new password will be emailed to the e-mail address originally used to create the account. Once you are back in the system, you can change your password.

F) I forgot my username! Help!

If you have forgotten your username, click on the “Forgot Your Username” link. A new password will be emailed to your e-mail address. Once you are back in the system, you can change your username.

If you are an internal applicant, applying from a Jackson computer you have logged into, you will automatically be logged in to review available positions without typing your user name and password again. If you are locked click on the “Forgot Password or forgot username”.

G) How long does it take to fill a position?

The time to fill a position varies depending on a number of factors including the type of position, the number of candidates, the hiring manager’s available schedule for interviews, etc. It may take several weeks to several months to fill a position.

H) How do I know if a position is still open?

If you have not received an e-mail indicating that the position has been filled, you can log into your account and view the status of any of the jobs you applied for. If it has been filled, the status will indicate it.

AFTER YOU ARE SELECTED & HIRED

A) Am I able to sign my offer letter in person?

All of our offers require an electronic signature. You will receive an email with a link to access your E-offer letter. You will be asked to log into your applicant account where you will find the E-offer letter under the *Tasks* tab. Sign by entering just your legal First Name (as it appears on your social security card). Make sure you copy or print your offer letter before you click accept if you need to keep a record for yourself.

B) I accepted my E-offer letter but now it’s gone, how can I retrieve it?

You can go back and log into your applicant account on our Careers page www.jobs.jacksonhealth.org, click on the button on top of the page that says: “*Already applied, sign in here*” Go to the *Tasks* tab and you will be able to view your E-offer letter.

C) I am an internal and I can’t login to sign my E-offer letter. Should I create a new account?

No, do not create a new account, duplication will affect the processing of your record in our system and might delay your transfer or miss it altogether. Just click “forgot password or username”.

D) I have not received the emails for Online Orientation/Modules or Health Office Screening appointment instructions.

Make sure you have fully and thoroughly completed the E-offer acceptance stage including the electronic onboarding. There are several other e-documents that you are required to complete after you electronically accept the offer. You will find them under *Tasks* when you log in to your online profile.

There will be a Task Bar on the top left side of the screen to indicate your progression. Once it's fully green, that means you have completed all required items, and only then will you receive additional emails in regards to onboarding.

INTERNSHIPS & JOB FAIRS

- A) I am a new RN Graduate, how do I get my foot in the door and work as an RN with Jackson Health System?
New and recent graduate registered nurses will be required to complete a Nursing Internship Program before they can work in any nursing specialty at Jackson Health system. We receive hundreds of applications for all our posted programs and there are limited opportunities available. New RNs are expected to apply multiple times prior getting an interview. A panel of nurse leaders conduct the interview and selection process for the internship program.
- A) How often is the nursing internship program being offered and in what specialties?
- a. We conduct multiple nursing Internships throughout the year based on the needs of the hospital.
 - b. Adults specialties are typically in the critical areas: ICU, IMCU, ED and Med. Surg.
 - c. Pediatrics and Women's services run limited programs and the primary focus is in the areas of: NICU, PICU and L&D.
- K) How will I know if Jackson Health System is hosting a job fair?
Visit the Events section of our career page www.jobs.jacksonhealth.org for any upcoming job fairs and career events hosted by Jackson Health System.