

Frequently Asked Questions

1. Why must I apply through the Division of Personnel?

The WV Division of Personnel serves as the central applicant referral source for over 30 state agencies and over 20,000 jobs in the state merit system. This system was established by law to ensure that all hiring and promotion decisions are fair and based on an applicant's job-related ability. We are committed to helping state agencies build a quality work force. A work force that recognizes each person's unique talents, reflects the values and strengths of our diverse society, and provides equal opportunity for all.

The Division of Personnel may provide referral services to agencies for positions that are not under the state merit system. Such positions are sometimes referred to as "**exempt**." Any state agency may request Division of Personnel recruitment assistance in announcing job openings.

2. How do I find out about open jobs?

Review the current **announcements (postings)** on the Job Opportunities Page. Announcements or job postings are online descriptions of jobs that are open for application. These are issued when there are current or expected future job vacancies. Announcements contain the minimum job requirements and indicate any required examinations or special application procedures. Some job titles are open for "**continuous**" recruitment. Continuous postings may not indicate a current vacancy. We are simply building the applicant pool for future vacancies. Other jobs are open for a limited time period with a definite "**closing date**," after which applications cannot be accepted. These postings indicate one or more current vacancies.

You may view all Job Announcements and apply for any job online. Paper listings of open jobs are available at our offices and at many **WorkForce WV** (Job Service) Offices throughout the state.

3. Can anyone apply for "Internal Job Vacancy Postings (Promotion/Transfer)?"

No. The "Internal Job Vacancy Postings" shown on this website (Promotion/Transfer/Reinstatement) are open only to current or former permanent status state employees. All other persons may apply **only** for open competitive job titles.

4. Do I have to use an Official Application?

IMPORTANT: You may apply online for any publicly announced jobs. We strongly encourage applicants to use the online application. Paper applications may take longer to process. If you must use a paper application, please call our office. **IMPORTANT:** Applicants for internal job postings should NOT use the online application or a printed copy. Internal applicants (promotion, transfer) should use the application instructions and forms indicated in the Internal Postings section of the website. A paper form (PDF) is available. Resumes cannot be accepted unless specifically stated in the public announcement.

Note: There is a 90-day waiting period to re-apply for the same continuously announced job (title and level). Jobs that are announced on a limited time basis (closing date), may allow re-application after 24-hours to correct errors or omissions. This will be described in the announcement.

If you use a paper application, please complete a separate form for each job title. Written tested jobs require you to take an application to a test center on the day of the test. (This does not apply to online applications.)

5. What application tips can you give me?

We strongly encourage online applications. This speeds processing. The online application system includes instructions for completing the form. Read these very carefully. Help is only a phone call away at (304) 558-3950, Ext. 0. Paper applications are discouraged and should be used only if you are unable to apply online. Paper applications are more costly and time consuming to process.

Be sure that your experience information, including employment dates, is complete. For part-time jobs, include the hours per week you worked. Resumes are not accepted without a fully completed application form.

Be honest and truthful: Misrepresentation or falsification of information on an application document is grounds for disqualification and punishable by law. We reserve the right to investigate the accuracy of any information submitted. This may involve contacting educational institutions, former employers and law enforcement agencies.

6. Can I re-apply?

Yes. However, there is a waiting period to re-apply for the same job title and level. If the posting does not state a waiting period, the standard waiting period of 90 days will apply. You may re-apply and re-take a written test after 90 days. Unless something unusual affected your test performance, it is not likely your score will change much. We use the most recent score – even if it is lower. You should not re-apply for jobs requiring a rating of training and experience unless there has been a significant change in your education or work history. If the waiting period has not expired and you have a significant change in your qualifications, contact us by letter describing the change and requesting a re-evaluation.

7. Can I apply for jobs in certain counties or locations?

Work Type and Location Preference: It is important that you mark on the application the type of work and the locations you prefer. As vacancies occur in different parts of the state, the names of qualified applicants are referred based on exam score, work type, and county preferences.

8. Do I have to verify my education or license?

Normally, you do not have to verify high school graduation, GED, or authorized veteran's high school diploma prior to employment. We do sometimes require verification when a job class requires special training, certification, or course work. **BE SURE TO READ THE POSTING.** The posting will indicate if you are required to send copies of verification documents at the time of application. If verification is required and not received, your name will not be referred for any vacancies. Caution: when submitting documents that may be under a different name be sure to tell us your current (application) name. If you are required to submit a college transcript, it must be an officially authorized transcript, not simply a list of courses and grades. Note: Foreign college degrees and credits are not acceptable unless they are recognized by a regionally accredited American school or by a NACES member credentials evaluation service.

9. Do I have to be a West Virginia resident or US citizen?

West Virginia residency is not required. United States Citizenship requirements are routinely waived; however, non-citizens must be able to work legally in this country and must present documents verifying immigration status.

10. Are veterans given preference in hiring for State jobs?

Five score points may be added to the passing score of applicants who are qualifying veterans. Five additional points may be added to the scores of any qualifying veteran with a present compensable, service-connected disability, or Purple Heart Award. Proof of service dates, disability, Purple Heart Award or Campaign Badge, as verified by the **DD-214 Form**, is required before credit can be given. Disability must be verified by letter from the Department of Veterans Affairs. The eligibility requirements for veteran's preference are shown on the Application form. To learn more about veteran's preference refer to the [Veterans Preference Assistant](#) page.

11. Do I have to take a test? Where do I go? Do I need an appointment?

Examinations: Many State jobs require only that you submit an application for review and rating. This is sometimes referred to as a **Training and Experience** or "**unassembled**" Examination. You receive a score based on the type and amount of your training and experience.

To qualify for some other State jobs, you will be required to go to a test center and take a written or performance examination. The most common performance examination is the keyboard, or typing test given for many clerical jobs. The announcement will clearly state the types of examinations required. Note: We do not offer testing outside the State of West Virginia.

Reporting for a Written Test: Applicants reporting for testing **must** show adequate personal identification which includes a signature and/or picture (driver's license, passport, or Social Security Card). Applicants who cannot present identification will not be permitted to test. **Persons who must use a paper application due to disability or other valid reason should take the completed paper application to the examination center on the day of testing.**

Note: Applicants should apply online. If you apply online, you do not need to take an application to the test center.

Examinations requiring both a written test and a keyboard performance test must be completed on the same day. Written examinations for job classes are available at Examinations Centers throughout the State. For the locations and schedule of test dates refer to the examination centers page.

12. What are the written tests like? How can I prepare? Can I re-test?

Most written examinations are composed of (4 or 5 response) multiple-choice questions. Responses are marked on a separate answer sheet. All written examinations are administered within a 3-hour time limit. Some job classes require a performance (i.e., typing, data entry) examination in addition to the written exam. Applicants may not re-take the same written examination within a period of 90 full days from the previous test date. An applicant may wish to re-test to improve his/her score. The new score (higher or lower) will automatically replace any previous score.

Preparing to test: We do not offer specific study guides for written tests. The questions in each test are different for each job title. There are many published test study guides available in some libraries and bookstores. Some of these are for job that are similar to some State jobs. These and other basic skills review texts (grammar, arithmetic, reading etc.) might be of some limited help. We cannot recommend any published material. We do recommend that you get a good night's sleep and try to relax before testing. Read ALL the instructions and ALL the answer choices. Pick the best answer. If you must guess, first try to eliminate 1 or 2 responses. Work at a steady pace, but don't rush. You should have plenty of time to finish the test within the 3 hour time limit.

Written Exam Scoring: Written test scores are always based on the number of items answered correctly. With the single exception of the rate-of-work test given to clerical job applicants, no deduction is made for incorrect responses or guessing. Each test has an established minimum number of correct responses required for passing. For score reporting purposes, raw scores (number correct) are converted to percent of total possible points. For example, if a test has 80 question and each correct answer counts one points, a raw score of 60 correct would result in a reported score of 75% (60/80 points).

Some tests have a minimum passing score. Scores below the minimum are reported as "Failed" or "Did not Pass."

13. Do you offer special services for persons with disabilities?

We will provide reasonable accommodations (such as readers and large print booklets) for applicants with disabilities. Applicants wishing to request accommodation in written testing, or the application process, should call the Staffing Services section at 304-558-3950. Arrangements must be made prior to the test date.

14. What is a Training and Experience Rating? Is this like a test?

The "exam" procedures used for most job titles is a rating of applicant training and experience, sometimes called an "unassembled examination." Applicants are awarded score points based on their training, experience, and other qualifications. No written examination is required for these jobs. Since an applicant's score is based on the information described on the application it is important that the employment history, job duties, and responsibilities be very complete and clear. The exact hours worked per week must be marked for any part-time jobs.

Any applicant meeting the job minimum training and experience requirements receives a passing score (70.00). Additional points may be added depending on the amount of training and experience, its relevance to the job class, and its recency. These additional points apply only to the past 10 years. However, any related training or experience more than ten years old can be used to meet the minimum requirements.

There is a 90 day waiting period to reapply for the exam same job class. Caution: a new score will be higher only if additional related experience or training is obtained. If NO additional relevant experience is indicated or some experience is more than 10 years old, the new score may be LOWER. In all cases, a new rating automatically replaces the older rating.

15. How will you notify me of my score?

For both tested jobs and training and experience rated jobs all applicants are notified of either a passing final score, "did not pass" (Fail), or a notice of disqualification (did not meet minimum requirements). You should receive your notice in 4 weeks. However, this may take longer in high volume application periods. Note: Read the posting to determine if post-secondary education verification documents are required

16. How will I be selected for interview?

If you meet the all job requirements and pass any required test or rating, your name will be added to the eligibles list or register. There are eligibles lists for all announced job titles. Your "rank" or position on the list is determined by your most recent score. Ranks can change as eligibles are added and removed (time expires) from the list. Your name will remain on the list for one (1) year from your most recent eligibility date.

When a vacancy occurs, the hiring agency requests the names of eligibles for possible interview. The Division of Personnel refers names to over 30 State agencies. Eligibles are referred in score order, highest to lowest. Unless the agency requests a statewide referral, only eligibles who will accept employment in the job location are referred. West Virginia residency is generally not required. An eligible's name will not be referred out if he/she is not available for that job type, or shift. Applicants who have not provided verifications (degree, license, etc.) specified in the

posting will not be referred. Documents are not always required at time of application.

If your name is referred for a vacancy, the agency will usually contact you by phone or letter to arrange an interview. The hiring agency determines how many referred eligibles to interview. Your place or rank on the list may change as names are added and removed (time expires). It is the hiring agency's responsibility to make offers of employment.

17. Is there a time limit on my eligibility?

Your eligibility will not be extended beyond the one year period. Applicants wishing to extend or renew their eligibility must re-apply and retest if a written test is required for the job class. The job classes must be currently open for application (announced) for the applicant to re-apply. NOTE: Applicants are not notified when the one year eligible time has expired. The expiration date is noted on each applicant's score notice.

18. How can I update my record (name, address, etc.)?

It is the applicant's responsibility to notify us in writing of any changes in basic application information. Updated information may include: name change, address, job type (permanent FT/PT, temporary FT/PT, or intermittent), shift (day, evening, night, or rotating), availability date, or the county(s) in which you will accept employment.

You may re-apply to update your training and experience information. Please note, however, the 90-day waiting period for written tests and the cautions about training and experience re-scoring.

19. How do agencies make job appointments?

The hiring agency may choose to fill a vacancy by appointing or promoting a current permanent employee, reinstating a former employee, or appointing any person listed on an official eligibles referral list. The agency is not required to interview any fixed number of referred eligibles. In fact, the agency may choose not to conduct interviews.

Who may be selected: When selecting from a referral list, the agency must hire from among the top 10 currently available names on the referral list, including any persons scoring the same as the tenth person. If there are more than 100 total available eligibles the agency may select any person scoring at or above the 90th percentile. This enables the agency to select from a larger group, and provides broader job opportunity to higher ranking eligibles. Remember, unless the agency requests a statewide referral, only eligibles available to work in the job location are referred. Note: Referral to a hiring agency does not guarantee an interview.

Probationary period and permanent status: Appointed eligibles are inactivated (not referable) for the appointed job class and ALL others with the same pay grade or below. However, the eligible will remain active on any eligible lists for job titles with a higher pay grade. New employees serve a probationary period of 6 months to one year, depending on the job title. If successful in probation, the employee is certified for permanent status. Permanent employees may apply for internally posted vacancies in their own or other agencies.

20. As a former State employee, can I simply be reinstated?

Former employees of merit system covered agencies who attained permanent (non-probationary) status prior to separation may be reinstated. The individual must meet the current minimum qualifications of the job class to which

he or she is being appointed, and may be required to pass a qualifying examination. If you qualify for reinstatement, contact the personnel offices of agencies where you wish to work. Former permanent status employees may apply for positions listed in the internal job vacancy posting system. The hiring agency is under no obligation to consider reinstatement.

21. Can I talk with a job counselor?

We realize that finding the right job is not easy. Even after reviewing the information on our Website, you may have special questions or need assistance. If you need help, please call 304-558-3950, ext. 57207. If more convenient, visit us anytime, 7 A.M. and 5 P.M. at the Charleston Capitol Complex. We are in Building 6, Room 420.