# Careers: Frequently Asked Questions

I received an error when trying to access the careers link on your website, what should I do?
The Louisville Water Careers site (through PeopleSoft) is designed to be accessed from various browsers (Internet Explorer, Chrome, Firefox, etc.) but sometimes updates made to browsers can cause issues.

For example, the latest version of Internet Explorer for Windows, IE 10, brings with it some compatibility issues when used to run PeopleSoft applications. The default installation leaves the compatibility mode set to "off". PeopleSoft applications require that the compatibility mode be set to "on."

To turn on the compatibility mode, look for a small gray icon representing a torn sheet of paper on the top tool bar just to the right of the field used to enter a URL. Click the gray, broken paper icon and it will turn blue. Check that the icon stays blue
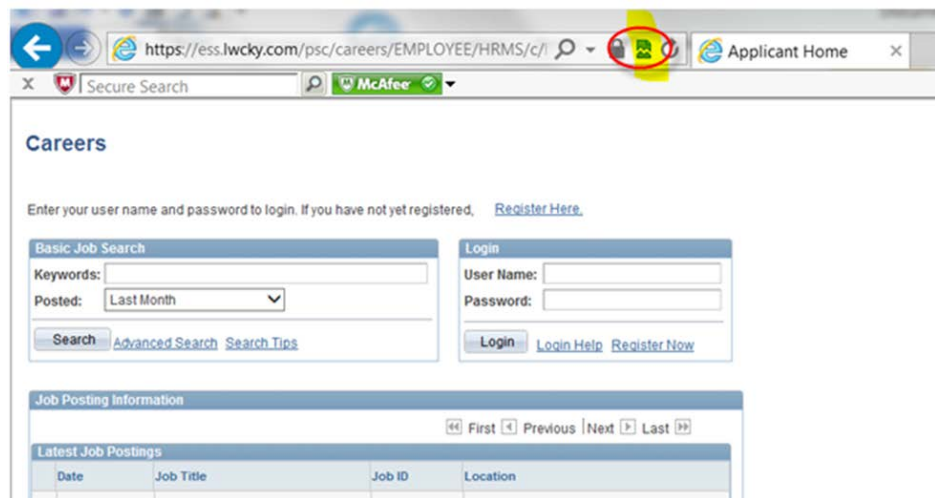
after you move your mouse away. When the icon is blue, compatibility mode is turned on. A gray icon indicates that compatibility mode is turned off.

Once this change has been made – the compatibility mode should be on when you Login.

You may also want to try accessing our Career site from a different browser (Chrome, Firefox, etc.).

How often are positions posted on the Careers site?
Positions are posted as they become available or as needs arise.

Are all open positions at Louisville Water posted on the website?
Only those positions open to external applicants are posted on the website. Positions posted on the website will also be advertised on our job line (502) 569-3656, on www.louisvilleworks.com, with the Kentucky Office of Employment and Training, and our many other outreach contacts.

How long do positions remain posted?
Positions generally remain posted for 14 days.

How do I apply for an open position?
All applicants must apply online. Other forms of application will not be accepted.

Do I have to register to apply online?
Yes, if you are a first- time user you must complete the registration process. If you have previously registered, just enter your User Name and Password. (Note: User Names and Passwords are case sensitive.)

What if I have forgotten my User Name or Password?
Go to the Login page and click on the "Login Help" link and complete one of the options: "Forgot your Password" or "Forgot your User Name."

I've entered my User Name and Password but the system isn't letting me log in, what should I do?
*Make sure that you are clicking the LOGIN button after completing your User Name and Password. **If you are pressing "Enter" on your keyboard the system will not log you in**. You can also go to Login Help to ensure that you are using the correct User Name or to create a new Password or you may need to re-register. (Note: User Names and Passwords are case sensitive.)*

Must I complete a profile?
Yes, some basic information is required in order to apply for positions. If you do not enter your personal profile information by using the "My Profile" link, you will be required to enter the information the first time you apply for an open position.

Can I update the information in my profile?
Yes, you can update the information in your profile at any time by clicking on the "My Profile" link on your Careers home page.

Will I be contacted by Louisville Water once I have applied for a position?
*Once you apply for an open position you will receive an online message that your application has been submitted. If you have included an email address in your profile, you will also receive email notification. You can also verify which position(s) you have applied for by clicking on the "My Career Tools" link (at the top of your Careers home page) or the "Applications link (located in the My Career Tools box on your Careers Home page). Only those applicants that meet the qualifications of the position **AND** who are selected for an interview will be contacted by Louisville Water's Human Resources Department.*

Do I need to apply for each position I am interested in?
Yes, you must apply for each position you are interested in.

Do I need to complete the Preferences, Education and Work Experience and Referral Information sections to apply for a position?

*Yes, in order to apply for a position(s) you **must** complete all sections of the online application.* ***Failure to complete all sections may result in disqualification of your application.***

Do I have to submit a resume?

*Yes, along with completing the online application, all applicants **must** submit a resume in order to apply for a position. You can either upload a resume or copy and paste your resume text.* ***Failure to submit a resume may result in disqualification of your application.***

Do I have to submit a cover letter?

No, if you would like to include a cover letter it can be included as one document, along with your resume, or you may attach your cover letter under the "My Career Tools" link (at the top of your Careers home page).

What document format can I use to attach my resume and cover letter?

Unfortunately, we can only accept resumes and cover letters in Word, .pdf, or .jpeg format. We are not able to accept zip file, or documents in a .wps format.

What if the position I'm interested in is not currently posted or I want to be considered for future positions?

Applications are only accepted for currently posted open positions. It is Louisville Water's policy not to accept unsolicited resumes and/or applications. If the position you are interested in is not currently posted, please check the website or contact our job line at (502) 569-3656 for periodic updates.