



EMPLOYMENT

FREQUENTLY ASKED QUESTIONS

How do I apply for a job with the City of Deerfield Beach?

If you are interested in applying for any positions for which you are qualified, you may do so by using our online job application. First time users must create an account by selecting a Username and Password. Passwords is case sensitive, and must be at least 5 characters. For a listing of available positions, please click on the **Employment** link located at the bottom of the home page, and click **Apply Online**, for applicable **Job Opportunity**. Applications must be submitted to Human Resources by 11:59 p.m. on the closing date.

I have submitted a job application and would like to confirm receipt of application.

Once you submit your application online, you will receive an email from civicplus.com. If you have received that email, your application was submitted successfully; the email is confirmation of receipt.

If you have not, or are unsure whether you received the email, you may sign into your application from the City of Deerfield Beach's home page by clicking **Sign In** option in upper right corner. Once signed in, click **Apply Online** for the position in which you submitted an application, and **View My History** to review date/time your application was submitted. If this information is not visible, your application was not received.

I have submitted a job application, and would like to know the status of my application?

Hiring supervisors will review applications and schedule interviews. Only candidates who are selected for interviews will be notified. Due to the large volume of applications received, no information pertaining to an applicant's specific status is available from the Department of Human Resources.

I am receiving an error message when attempting to log on to online application.

Passwords expire after 60 days; attempts to log on after expiration will result in an error message, indicating log on information is invalid. Existing users who are attempting to log in after 60 days, must refresh password by selecting Forgot Password option. You will receive an email with new hyperlink, and may proceed with application process by clicking on the link provided.

How do I unlock My Account?

Follow these steps to unlock account:

1. Navigate to the site
2. Select Sign-In Button
3. Enter your Email Address/ Username
4. Once faced with the “Your account has been logged out” message, check your email for a recovery email
 - a. This Email will come from support@civicplus.com, so if you do not receive this email please check your spam folder and filters.
5. Follow the link, or if your email servers are set up to not allow HTML for the link to generate, simply copy and paste the link into your browser URL bar.
 - a. Please note that this link will **NOT** bring you to a log in screen and will not log you in automatically — this link is simply designed to unlock your account and will allow you to use the “Forgot Password” prompts to reset your password or to simply attempt logging in again from the website.
6. Navigate back to the site
7. Select Sign-In Button
8. Enter your Email Address/ Username
9. Sign in, accept the privacy policy and continue utilizing your account

How do I recover my Password?

Follow these steps to recover password:

1. Navigate to the site
2. Select Sign-In Button
3. Enter your Email Address/ Username
4. Click “Forgot Password” on the log in screen— an email will be sent to the address previously specified.

5. The password will be identified in the email (This Email will come from autoreply@civicplus.com , so if you do not receive this email please check your spam folder and filters. Return to the Log In screen
6. Enter your username and recovered password
7. Log in and accept the privacy policy
8. Enter 'My Account' settings to reset password if necessary
9. Select Save and continue utilizing your account

I want to submit an application or resume, however I don't see a current job opening comparable with my experience and qualifications.

Applications and resumes are accepted only for positions currently open.

How can I get notified the next time a position I am interested in apply for is open?

Select **Notify Me** on the Employment Opportunities page, and enter your email address to receive notifications when new jobs are posted

I have submitted a job application, and would like to know the status of the job?

Jobs are posted for a specific period of time (generally 30-days). Hiring supervisors will review applications and contact candidates directly. The Department of Human Resources may provide information pertaining to whether or not a job posting is open or closed. Due to the large volume of applications received, no information pertaining to an applicant's specific status is available from the Department of Human Resources.

I've submitted an application online and forgot to attach my resume and/or cover letter, or I've updated my resume.

Once you submit a job application online, you are unable to add an attachment to the application. If you forgot to attach a resume and/or cover letter, are unable to attach a resume/cover letter, or you've updated your resume, you may send it via email to web.hr@deerfield-beach.com. Please specify the position and date the online application was submitted, and indicate that you would like the resume/cover letter attached to your application. A job application is required for each position for which you apply; resumes will not be accepted without an application.

How can I request public records from the Human Resources Department?

If you would like to request public records from the Human Resources Department, please submit your request in writing via email to the City Clerk's office at web.clerk@deerfield-

[beach.com](#). You can also download a [Public Records Request Form](#) and email the completed form to web.clerk@deerfield-beach.com. Please allow a minimum of 48 hours to process requests.