

# Frequently Asked Questions



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## The Clerk & Comptroller's Career Site looks different – what changed?

In June 2017, the Clerk & Comptroller's office launched a new online recruitment system, powered by NEOGOV, a leading public sector vendor in applicant tracking.

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## How do I apply for job openings with the Clerk & Comptroller's office?

- Visit our Career Page:
  - [External applicants](#)
  - [Current employees](#)
- Click on the title of the job for which you wish to apply.
- Click on the 'Apply' button.
- Click on the 'Create an account' link to create your user account. Remember to keep a record of your user name and password for future reference. You will use this information to check on your application status and to apply for other positions. Complete a new online application. Your previous profile and applications will not carry over to the new system.
- After you create your "master profile" on NEOGOV for your employment application, you have the flexibility to edit and/or add information for each application that you submit. The master profile, which you only need to create once, makes it easy to apply for multiple positions with the Clerk & Comptroller's office without having to re-enter your core resume data.
- Answer supplemental questions associated with the vacancy posted.



## I already have a profile, user name and password in the old system, will it transfer over?

No, you will need to create a new account and password to be considered for a position.

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## Why do I need to set up a master profile account to apply for a job?

Having a master profile account allows you to submit an employment application (using your profile information) and track its status.

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## I'm already a Clerk & Comptroller employee. Do I need to go through this system to apply for a new position?

Yes. If you are applying for any open position, you must create an account and submit an application.

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## How will I be notified of my application status?

You can sign into your account and click on 'Applications & Status.'

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## Do I have to fill out an application for every position that I am interested in?

Yes, but the online recruitment system allows you to utilize your saved master profile application information as the basis for each posting of interest.



## Can I change or add information to my employment application after it has been submitted?

Changes cannot be made after an employment application has been submitted for a particular posting.

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## How can I be considered to receive Veteran's preference?

Veteran's preference will be granted to eligible veterans, spouses of veterans and other veteran's preference eligible persons in accordance with Florida law. To claim preference, an applicant must complete and upload both the [Veterans' Preference Claim Form](#) and [required documentation](#) prior to the position's posted closing date.

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## How will I be notified if I am selected to move forward?

Candidates will be contacted either by e-mail or phone if selected to move forward.

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## How can I update my contact information (e-mail address, mailing address or phone number)?

For your convenience, you may sign into your account to update your personal information.

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## Who can I contact if I'm having technical difficulties and I need assistance (such as attaching documents to my application, etc.)?

For any technical difficulties or assistance with attaching documents to your application, review NEOGOV's [Frequently Asked Questions](#) or contact NEOGOV at 1-855-524-5627; Monday - Friday from 11AM to 8PM.