Human Resources Directorate Civilian Job Kit

Servicing OSD, Defense Agencies and DoD Field Activities
(Revised 8/2009)

The Human Resources Directorate (HRD) uses an electronic staffing and recruitment system. The patented artificial intelligence software reads information in your resume and extracts your skills and other significant information from your resume. This skills extraction, combined with resume review and analysis by the Recruitment staff, is the first step in the selection process.

How to Prepare/Submit Your Resume

NOTE: WHS/HRD DOES NOT ACCEPT USAJOBS RESUMES DIRECTLY FROM THE USAJOBS WEB SITE. RESUMES MUST BE SUBMITTED IN ACCORDANCE WITH THE FOLLOWING DIRECTIONS AND MUST INCLUDE ANSWERS TO OUR SUPPLEMENTAL QUESTIONS!!!!!

The HRD automated system provides two methods for preparing and submitting a resume. The **HRD Resume Writer** is a step-by-step resume builder. The Resume Writer is especially useful for applicants who do not already have a resume prepared or for those who would like to create a brand new resume. The **Paste a Resume** feature allows applicants to "copy and paste" a resume that they have already prepared and saved on their computer. Information on both methods can be accessed by going to https://storm.psd.whs.mil/ .

Please note that we can only accept resumes. The **SF-171** and the **OF-612** will not be accepted. In addition, faxed and e-mailed resumes will not be accepted. Resumes must be submitted as outlined below.

The HRD website provides detailed instructions on how to prepare your resume. Please take a moment to review this information. Applicants who wish to copy and paste a resume using the **Paste a Resume** feature should view the formatting style of the sample resume. Be sure to include your name and contact information when pasting your resume. If you plan to use the **HRD Resume Writer**, please review the walk through of the Resume Writer. Failure to follow these guidelines may result in rejection of your resume. The most common reasons for resume rejection are incomplete information such as not including your name, address and phone number, or not providing job history information.

Although the **HRD Resume Writer** system does provide applicants with access to their resume after submission and processing, applicants are encouraged to save a copy of their resume to another document prior to pressing the "Send This Resume" button. This becomes particularly important if your resume is rejected for any reason since, if rejected, your resume would not be available to you for editing.   Although electronic submission of your resume using the procedures outlined above is the preferred method, we will accept resumes sent through the U.S. Postal Service.

If you choose to mail your resume, send it unfolded in a 9.5" x 12" or larger envelope to:

Resume

Washington Headquarters Service (WHS)

Human Resource Services Center

2521 S. Clark Street, Suite 4000

Arlington, VA 22202

Important information for mailed resumes:
If you mail your resume, be sure to include your social security number near the top of your resume and the required supplemental information at the bottom of your resume. If you are submitting your resume for an advertised position, it must be received by the close of business on the advertised closing date. If your mailed resume is received after the closing date of an advertised position, you will not be considered for that position.

Hard copy resumes submitted through the U.S. Postal Service are scanned into our system using OCR technology. Generally speaking, OCR technology has difficulty scanning a resume that uses bullets, special characters or other graphics. For this reason, we **STRONGLY** encourage applicants to submit resumes electronically as outlined above. However, if you choose to submit a hard copy resume containing special characters, be advised that the scanning process may result in your having an incomplete or inaccurate resume in our system.   WHS cannot take responsibility for inaccuracies in a resume as a result of the use of bullets or other special characters. Again, it is to the applicant's advantage to submit his/her resume electronically. This will ensure that we receive the most accurate version of the resume.

How You Will Know Your Resume is Active

For those individuals who submit their resumes using the **Resume Writer** or **Paste a Resume** feature on the HRD website, you will receive immediate notification of receipt via return e-mail. If you submit your resume through the U.S. Postal Service, you will receive an e-mail receipt after your resume has been received and the initial processing is completed. Processing may take up to three (3) business days.

Applicants may also use the Check Receipt feature on our web page to verify receipt of their resume. (Please wait 3 business days after submission before establishing a PIN.) In order to use this feature, you must first create a PIN. For those who already have a PIN established, go directly to the Check Receipt page. If you happen to forget your PIN, you may call the Employment Line at 703-604-6219 for assistance.

How to Find Out About Employment Opportunities

Job vacancies for WHS-serviced agencies appear exclusively on USAJOBS, the official job site for the U.S. Federal Government. The best way to view jobs for WHS-serviced agencies is to use the WHS search tool which permits users to view jobs for specific agencies, or for all WHS-serviced agencies.

Your search results will be displayed on the USAJOBS site. Simply select the job for which you are interested, and the detailed job announcement will be displayed in the easy-to-navigate USAJOBS tabbed format. If you would like to apply, click on the "Apply Online" button and follow the detailed instructions.

Note: For most jobs, WHS does not accept resumes prepared with the USAJOBS resume builder. If you submit your resume electronically, you must use the resume submission process located on the WHS website as outlined above. Watch for the announcement of our pilot program allowing applicants to apply for some jobs with a USAJOBS resume.

Resume Writer Contents

The Resume Writer is divided into 5 major sections:

--Personal Information

--Summary of Skills

--Work Experience

--Education

--Supplemental Data

Key Points

Our Help Desk is open from 8:00 a.m. until 5:00 p.m., EST, Monday through Friday, excluding Federal holidays.

--Be sure to read the instructions carefully before you start preparing your resume. *We cannot accept resumes that do not contain the required information as stated in the Job Kit.*

--For best results, use the HRD Resume Writer found on the HRD website. Using the Resume Writer will ensure that all appropriate information is included with your submission.

--Only one resume of no more than (4) four pages will be accepted. If you submit a new resume, it will replace your old resume. *Note*: The page limit does not include the supplemental information.

--When mailing a hard copy resume, please follow the instructions in the Job Kit.

--If you are required to submit supplemental documents such as the DD 214, SF-15 and transcripts, these should be mailed to the address in the Job Kit.

--Do not FAX your resume, it will not be accepted.

--The supplemental data must be included.

--U.S. citizenship is required.

Reasons Why Resumes are Rejected

--Resumes do not include a Social Security Number (SSN).

--Resumes do not include the required supplemental data.

--Resumes include small/large print or fonts of other than 10/12 pitch size. Other unusual font styles such as script are also not acceptable. (Hard copy only)

--Resumes are faxed.

--Resumes do not include contact information such as name, address, and phone number or a valid e-mail address.

--Hand written information should not appear on the resume. It will be rejected.

Supplemental Data

The information below shows the supplemental information required when submitting your resume. When applicants use either the HRD Resume Writer or the Paste a Resume feature these questions will automatically be included as part of the resume submission process. If you are planning to print your resume and mail it in, please copy items 1 through 5 below,

paste them to the end of your resume and answer each item. Your resume will be rejected if you do not include this supplemental information.

1. Were you ever a Federal Civilian Employee? (Indicate either Yes or No)
    a. Type of Appointment
    b. Position Occupied
    c. Highest Permanent Grade

2. Are you currently a Federal Civilian Employee? (Indicate either Yes or No)
    a. Agency
    b. Title, Pay Plan, Series, Grade. Are you currently covered under pay banding? If you are, please state the following: Basic Pay, Locality Adjustment, and Total Salary. **Note:** Effective February 26, 2007, salary information is required from all current Federal employees. Answers to the above questions can be found on your most recent SF 50 or Leave and Earnings Statement.
    c. Date of Last Promotion
    d. Type of Appointment
    e. Position Occupied:
        1. Competitive Service
        2. Excepted Service
        3. N/A

3. Have you ever served on active duty in the military other than for training? If yes, list (a) all dates of service, campaign badges/medals, type and date of discharge. (b) If retired from the military, provide your rank and date of retirement.

4. Are you claiming Veterans Preference for hiring? If yes, then list the appropriate category.

5. Are you a U.S. citizen? (Indicate either Yes or No)

Preparation Options

- Create your resume online using the HRD Resume Writer. This is the recommended method. When you use the resume template, you can be sure that your resume will be properly formatted and have all the necessary information and supplemental data.

- Paste a Resume feature: This is also recommended.   If you have a resume in MS Word or other word processing software, you can copy/paste the document into our Paste a Resume form. You will be required to complete the supplemental information at the bottom of the form.

- Edit Resume: If you have an existing resume on file and would like to make changes and resubmit your resume, you may use this option. New users will need to create a PIN number before accessing their resume. If you have already established a PIN number login to your account and edit your resume.

- We recommend that you print a copy of every job announcement for which you are applying. After the job closes, you will not be able to access the job announcement from our web site.

Frequently Asked Questions

1. I have several years of experience. How long should my resume be?

Answer: Your resume should be no longer than four (4) pages. This page count does not include the separate page for supplemental information. You can combine some timeframes into one and elaborate on your related specialized experience. Keep in mind, your resume should reflect the position you are interested in obtaining. To that end, only relevant experience should be included in your resume. We do not need detailed information about unrelated job

experiences.

2. How many resumes may I submit?

Answer: You may submit as many resumes as you wish. However, only the latest resume will be kept on file.

3. I need to make changes to an existing resume that I have on file with the Human Resources Directorate (HRD). How can I do this?

Answer: Go to http://hrd.whs.mil/HRD/ . Click on Apply, My Account, Edit Resume or follow this link to login to your account. Make any necessary changes, and then click Submit.

4. I would like to have a copy of the job announcement for the job for which I applied. How can I get a copy?

Answer: You should print a copy of the job announcement from the web page. Job announcements are only available during the time the job is actually open. Once a job closes, the job announcement is no longer available on our website.

5. I am unable to access the HRD Home Page. What can I do?

Answer: If access denial is due to a server problem, you will receive a message that the page is currently not available. If you do not receive a message, it could be because of problems with your system.

If your browser indicates a problem with our security certificate, DoD policy requires that we use certificates provided by the DoD Certificate authority. Web browsers do not include the DoD Certificate Authority in their trust chains by default. You can, however, install the DoD root CA certificates by following the instructions found on this page: http://dodpki.c3pki.chamb.disa.mil/rootca.html or click on the choice which allows you to continue to our website.

6**.** I am not sure that I am entitled to Veterans Preference. How can I tell if I am entitled? If I am entitled to preference, what would I annotate on my resume?

Answer: Helpful information regarding veterans preference can be found in the VetGuide. The VetGuide is available from the Office of Personnel Management web site at http://www.opm.gov/veterans/html/vetguide.asp. This guide also provides information regarding the Veterans Recruitment Appointment (formerly known as the Veterans Readjustment Act) and the Veterans Employment Opportunities Act.

7. I am a disabled individual who is interested in Federal employment. Where can I find information regarding how to apply? Am I required to provide any written documents?

Answer: To obtain information regarding employment opportunities and qualifying documentation for individuals with disabilities, you can visit the HRD Home Page at http://www.whs.mil/HRD/. Look for the Special Employment Programs link under the Apply tab located to the left of the screen. The Office of Personnel Management also has a web site http://www.opm.gov/disability/ that provides information regarding employment opportunities for people with disabilities.

8.   I have not applied for a vacancy in over a year. Is my resume still active?

Answer: Use the Check Receipt or Edit Resume functions on our web page to verify that your resume is still active. These features may be accessed from our main page at http://www.whs.mil/HRD/. Pass your mouse over the Apply tab and look for My Account. NOTE: For all applicants who are not part of our serviced workforce – resumes that have been inactive for one year (i.e., no self-nominations for vacancy announcements) will be deleted from the database. Submission of a new resume is required to be considered for future employment opportunities.

The Official site of Washington Headquarters Services, Arlington, VA