APPLY FOR OUR JOBS

Applying for a position at U.S. Mission Bosnia and Herzegovina (BiH) is easy!

Here is some helpful information to help you get started:

- ☐ **A New ERA in Recruitment**
- ☐ **Creating Your ERA Account**
- ☐ **Applying for a Job**
- ☐ **Tips to Prepare for Your Interview**

☐ A New ERA in Recruitment ☑

The Electronic Recruitment Application (ERA) is a significant change in the Department's recruitment process:

- ERA automates the entire recruitment process, making it transparent and compliant with the Department's current recruitment policies and procedures.
- It allows Human Resources professionals to efficiently identify eligible and qualified candidates from large pools of applicants and interact electronically with hiring managers and applicants.
- The purpose of ERA is the global standardization and streamlining of recruitment processes.
- It provides internal controls and objective reporting at the Post, Bureau, and Department level, and ensures applications are stored in accordance with Department standards.
- ERA is approved by the Bureau of Human Resources for use by posts worldwide.

The Department of State provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex (including pregnancy, sexual orientation, and gender identity), national origin, age (40 or older), disability, or genetic information, marital status, political affiliation, and other non-merit based factors.

☐ Creating Your ERA Account

STEP 1:

Visit our Embassy website at **https://ba.usembassy.gov/embassy/jobs/.** There you will find information related to our **Electronic Recruitment Application (ERA)** system, including a video tutorial (in English) that will guide you through this process.

STEP 2:

Click on the **Electronic Recruitment Application (ERA)** portal link to find a listing of all open job vacancies. Click on any position to learn more about the minimum requirements and to verify if your experience (E.g., education, work history, language proficiency, knowledge and skills) aligns with the position.

Please keep in mind that to qualify for a position, you must meet all the requirements listed.

NOTE: Some job vacancies are not open to all applicants. Please ensure you are eligible before applying.

STEP 3:

Once you have verified that you meet the minimum requirements for the job vacancy, click on the **APPLY TO THIS VACANCY** button. If you already have an ERA account, login to the system and skip to step 6. If you don't have an account, continue with step 4 below.

STEP 4:

If you do not yet have an ERA account, you will find the option to create your account by clicking on the LOGIN button and then the **CREATE ACCOUNT** button.
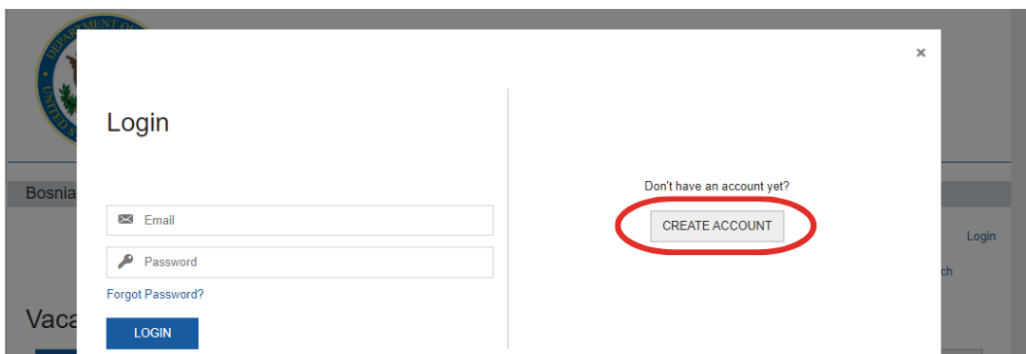
To create your account, fill out the personal and contact information including First Name, Last Name, U.S. Citizen status, Address, City/Town, Country, State/Province/Territory, Zip/Postal/Pin Code, Telephone type, Telephone number, and Email.

- Use the **"Previous"** and **"Next"** buttons located at the bottom of each page to navigate.
- **Do NOT** use the browser navigation buttons or refresh button or you may lose important information.
- All items marked with a **red asterisk (*)** are mandatory and require a response.
- Note that each ERA account must have a unique email address. The system will not allow multiple applicant accounts to share an email address.

Enter and confirm password then select and answer three security questions.

- Your password must have at least 12 characters and must include at least one letter (upper and lower case), one digit, one special character, and no spaces.
- Each security question selection must be unique.
- Each security answer must be unique.
- Answers must not begin and/or end with spaces.
- Answers are case sensitive and must be entered exactly as they were upon creation.
- Click **NEXT.**

STEP 5:

Receive confirmation that your account was created.

- Upon account creation you will also receive an email stating that your seeker account was created.
- **Safeguard the account email, password, and security questions/answers as you will be responsible for remembering this information in order to login to your ERA account.**
- *NOTE: There is NO password recovery feature for accounts in ERA. If you forget your password, you will need to create a new account with a different email address.*

☐ **Applying for a Job**

Once you have logged into ERA, carefully complete each section of the electronic application form, providing all required information, uploading all documentation listed on the announcement, and answering all the questions included in the vacancy announcement. Emphasize why you are the ideal candidate for the position.

Keep in mind:

- ☐ You are responsible for your application.
- ☐ Read carefully and understand the job requirements and expectations.
- ☐ Applicants must ensure they meet all eligibility and qualification requirements.
- ☐ Applications missing required information are considered ineligible and will not be considered for interview.
- ☐ The Human Resources Office (HR) cannot modify/ edit any application to correct or update any information provided in an application.
- ☐ Prepare your application data and documents. Make sure you provide complete information on your education and previous and present work experience.
- ☐ Have all your documents ready for upload.
- ☐ Add all languages and proficiency levels (English and Local Language is required). Failure to do so will result in disqualification of your application. If the position has language requirements.
- ☐ Check your email regularly for follow up ERA notifications.

STEP 6:

- Visit our website at U.S. Embassy in Bosnia and Herzegovina (usembassy.gov).
- Locate the **"Embassy"** tab.
- Hover over, but not clicking on, the **"Embassy"** tab and click on the **"Jobs at the Embassy"** option on the menu that appears.
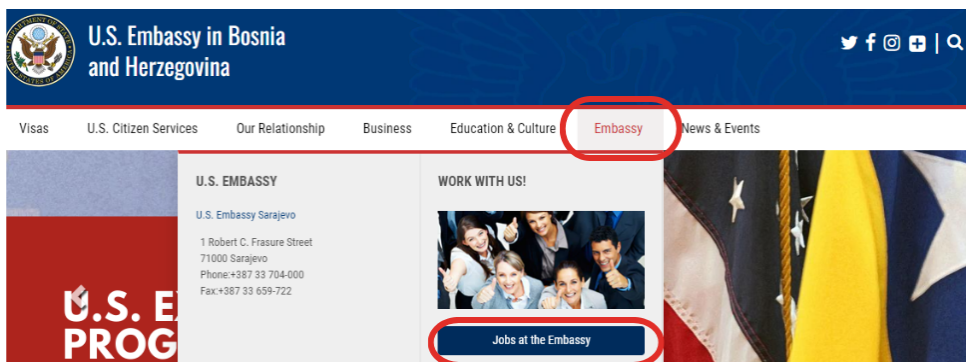
STEP 7:

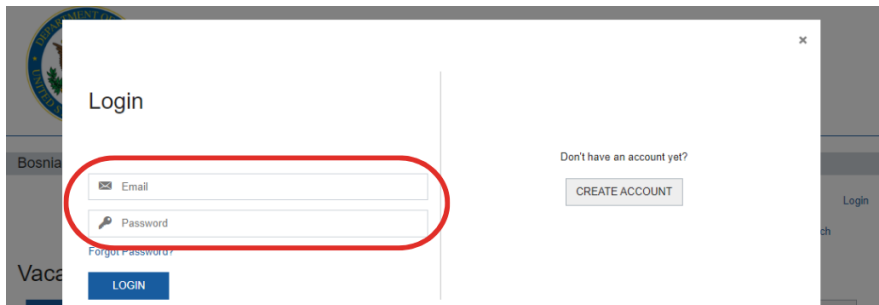Click on the **"Electronic Recruitment Application (ERA)"** hyperlink.

STEP 8:

- Click on the hyperlinked vacancy announcement that you are interested in applying for.
- Locate and click on the **APPLY TO THIS VACANCY** button.

STEP 9:

Sign into your ERA account using your email and password. Then click on the **"LOGIN"** button.
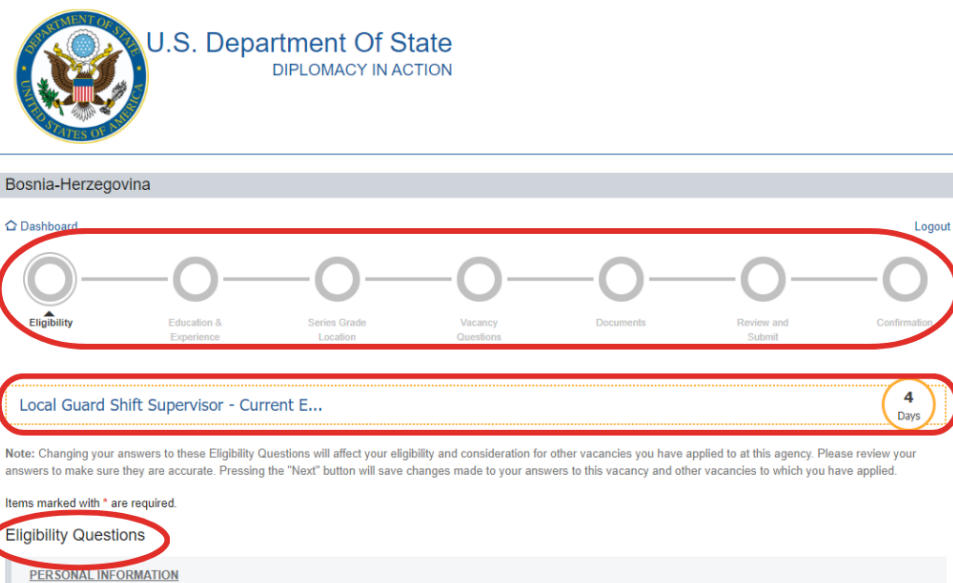
STEP 10:

Respond to the Eligibility questions (or review your previous responses if you have already applied for a job using ERA).

- Items marked with a **red asterisk (*)** are mandatory and require response. Note that the system will not allow you to save incomplete response to Eligibility questions.
- Your responses to Eligibility questions will be saved by the system and will be retrieved once you apply for other vacancies using ERA.
- If you are required to provide a typed answer to a mandatory question that it is not applicable to your situation, enter "Does not apply" or "Not applicable".
- You must complete the entire set of the mandatory Eligibility questions in order to press **"NEXT"** (only then will your responses be saved by the system).
- Keep note of the vacancy closing date.

STEP 11:

Respond to the vacancy-specific questions by selecting the responses that match your previous experiences.

- Confirm if the dates are correct
- Provide complete, detailed, and honest information.

NOTE: Don't forget to add your languages and proficiency levels (based on your self-assessment). Please include English and Local Language even if they are your mother tongue(s). Failure to do so will result in disqualification of your application.

- Remember to use **"PREVIOUS"** and **"NEXT"** buttons to navigate through your application.

STEP 12:

Provide and review the information under Series, Grade, Location, and Notifications section.

- Select the grade(s) that you'd like to apply for in the Grade section. If no grade is selected, ERA will not allow you to proceed.
- Check the box next to the location where you'd like to apply.
- Under Notifications, check the box "Yes, please send me email reminders about completing this vacancy".

STEP 13:

To attach documents to your application, click on **"Upload from your computer".**

Attach Documents

The following documents are requested for this application. You do not need to submit documents that are not applicable to you. Prior to the vacancy close date, documents may be added, updated or removed from this application. Note: Adobe Acrobat Reader is required to view PDF files.

Attach Documents		Review Your Attached Documents				
		Requested Document Type	Attached Document Description	Source	Date Attached (MM/DD/YYYY)	Action
Additional Document Actions						
⬆ Upload from your computer		Copy of Orders/Assignment Notification (or equiv.)	Not Attached			

- Select **Document Type** by using the dropdown options.
- Enter Document Description.
- Click **"Choose File"** and find the right file.
- Write down a **"Document Description".**
  - To upload other documents specified in the vacancy announcement, follow the same instructions given in this step: click on **"Upload from your computer",** select **Document Type,** click **"Choose File"** and, enter a **"Document Description".**
  - Note that only one file may be uploaded per document type.
  - Uploading multiple documents to the same document type will result in previously uploaded versions being replaced by the most recent file.
- Click **"UPLOAD".**
  - If one or more requested document types do not have an attachment, you will receive a **"Missing Documents?"** pop-up window.
    - Click **SAVE AND CONTINUE.** If there are no additional documents to upload click **CONTINUE.** If you'd like to upload additional documents click on **CANCEL**.

STEP 14:

Review/ Edit Information on the Application Review and Submit Page.

- Scroll all the way down the page to review all of the information you have provided.
- Click **"Edit"** and update any section as necessary (E.g., Personal Information, Series/Grade/Location, Eligibility Questions, Education & Experience, Vacancy Questions, and/or Documents).

STEP 15:

- Click **SUBMIT.**
- Check the **Declaration** box.
- Receive confirmation that you have successfully submitted your application.
- Click "View your Dashboard" to review your application status or "Return to Vacancy Listing" to continue applying for other vacancies.
- Don't miss the submission deadline!

STEP 16:

There are some helpful actions you may take after submitting your application but before the vacancy close date. You may edit, update, download, and/or withdraw your application.

- The **Dashboard** button at the top of the page will always take you to your ERA account homepage.
- Under **Vacancy Status** you will find the remaining days until the vacancy closes.
- Under **Actions** you will find the following hyperlinks: **Edit Application, Update Documents, Download Your Application,** and **Withdraw Application.**

You may apply for multiple open job vacancies as long as you meet the minimum requirements for each position. Please keep in mind that you must submit an application for each position.

☐ **Tips to Prepare for Your Interview** 😃

Preparation is key when it comes to interviews! Here are a few tips to help you feel more confident and prepared:

1. Read the job announcement thoroughly. Know about the job that you are applying for.
2. Research the section/agency that is hiring.
3. Examine your credentials based on the vacancy. Re-read your resume and reflect how your education, training, experience, skills, abilities, and/or achievements match the position.
4. Practice your responses. Think through likely questions and practice your answers out loud, or even with a friend or family member. This will help you feel more confident and be more prepared when it comes time for the actual interview.
5. Prepare questions. Have a few questions prepared to ask the interviewer. This will show that you are engaged and have reviewed the vacancy thoroughly.
6. Be yourself. Being genuine and yourself is important in interviews, so try to relax and be yourself.
7. Ask for clarification when you don't understand the question.

Always...

- Be on time!
- Turn off your cellphone
- Be enthusiastic about the job
- Listen carefully
- Be engaged
- Be specific by having examples/achievements to illustrate your skills, abilities, knowledge, and experience.
- Avoid one- or two-word responses unless it is a closed ended question.
- Emphasize what you have to offer to the hiring office.
- Be honest and give complete answers.
- Be prepared to ask questions about the job. It demonstrates interest.
- Thank the interviewers.