

CHART CONCERNS

1. Many positions are offered initially as temporary, to become permanent. If you don't check, willing to accept a temporary position, your resume is automatically rejected, and you are never informed as to reason for rejection. **You are never even informed that your resume was rejected.**

It is not that your resume is rejected, it is **never considered** if the announcement asks if you will accept a temporary position and you do not indicate you are willing to be considered for a temporary position. Make sure you read and understand what the announcement is asking for. Announcements need to be read and analyzed to identify all that is being asked so that you provide all the information needed to make the first cut in the selection process. You should also determine if a temporary job promotion is really in the best interest of your career path.

2. You are told by the program to mark all asterisked items. But current DOD employees must not only put the lowest salary they will accept, but also the lowest grade (GS-XX). If you don't do both, your resume is automatically rejected. And again, **you are never even informed that your resume was rejected.**

It is not that your resume is rejected, it is **never considered** if the announcement asks what is the lowest grade level you will accept and you do not indicate what that lowest grade level is. Again, make sure you read and understand what the announcement is asking for. Announcements need to be read and analyzed to identify all that is being asked so that you provide all the information needed to make the first cut in the selection process.

3. We as customers need to know that our resume has been received and at least looked at by management. I liked the old system when you got something in the mail.

This is not all that big a change, in the old system with open continuously announcements you were only notified when you were on a cert, the *same* is still true. The difference being there are more open continuously announcements now than was used in the past. You as an individual can check as often as you would like (daily, weekly, etc.) the status of your resume to the action (hits) on your resume.

The following four questions deal with submitting CHART Resumes

4. What is the easiest way to submit a resume to CHART from home?

You can access CHART from any internet-enabled computer. If the CHART server is down, you can't get it from anywhere.

5. Sometimes servers are malfunctioning for a day. What are the alternate web sites to access CHART, whether from a legacy or NMCI PSNS computer or from a home computer?

See 4 above unless, it's the CHART server that is down. When that happens all you can do is wait for it to come back on line. Allowances have been made for resumes with deadlines that are impacted under this scenario.

6. Use of abbreviations/acronyms in CHART.

Be judicious when using acronyms or abbreviations. CHART will recognize some Acronyms and abbreviations but not many. While we use acronyms and abbreviations to shorten how we talk to or write to people, the CHART program may not understand them. It's better to use Nuclear Engineering and Planning Department vice NEPD. You might feel safe if you spell something out first and then use the acronym the rest of the time within an element. Spelling it out once and then using an acronym throughout the rest of resume may still cost you, as a different element may not recognize the acronym. Could be a false sense of security, as each Key Element of the announcement may have to recognize the spelled out version of an acronym.

7. The problem I encountered is not having the exact BUZZ-words in your resume for the computer to find you qualified. How do you know what those BUZZ-words are?

No one can provide you with the "buzz-word" as that is not legal. Two things can be done. One, get a copy of the PD for the job you are applying for if you can and include in your resume every thing (big or small) you can think of pertaining to your past experience that that would qualify you for the job you are applying for as described in the PD. Second, take your resume to the supervisor of the job being announced and ask him if he/she has any comments on what might need strengthening. Know the Key Elements in the PD. Be specific for each of the key elements your experience that

HR's Input:

There are not really buzzwords but the manager calling for the certificate is asked for some specific "Key Elements" that he/she wants to fill the positions he/she has. If there are several people who have all of them then they will be considered "Best qualified" and that list will be sent to management and the selection made from that list. Others who have some but not all of the Key Elements will be found qualified but not considered for the job. The biggest mistake we make is stating what our job is and expecting the screener to know everything that entails. It does not work that way. If you managed projects, what kind of project what level of management were you, did you serve as a SME for that type of project, what was your span of supervision. What kind of people did you have to interface with (contractors, ships officers, ships crew members, etc, etc. If you don't write it there is no way to know it happened. This is not about lots of fluff and adjectives. It is about a complete description of the job, its duties, .

8. Timing out when using CHART. There is a feature built in to the CHART program that automatically times you out after a specific time. When that happens all work done to that point is lost and I have to start over.

Type your resume in a word document first. This will give you the chance to spell/grammar check your information, then cut and paste information into the applicable portions of the CHART program. This should take care of the timing out problem.

9. Resume Builder

It really is not a resume builder; it's an electronic Form 171. When using it, type information in a word document (this allows you to do a spell check and grammar check.) and then you can cut and paste into CHART. Be very detailed in listing your experience (use acronyms judiciously). Unlike a private industry resume where the less said the better, that is not true in the federal sector, the more said the better.

10. When my resume is not selected, whom can I ask to find out what was missed?

No one can legally tell you what information was missing on your resume. The person responsible for making the selection if asked may say 1 out of 3, two out of four, etc., but cannot specifically tell you what was being looked for that you did not answer. Be as detailed as possible for each question and avoid abbreviations and acronyms.

11. Areas of consideration

Always make sure you identify all areas you are willing to accept a position in. Also make sure you identify if you are/are not willing to work shift work.

These next questions deal with CHART not sending an e-mail that the resume has been accepted.

12. I used the CHART program twice in the past couple weeks - the second time was to resend my first resume, as I never got an e-mail response saying that my resume had been received, which is supposed to happen. I never got an e-mail from the second resume either, so I have no idea if my resume made it through.

If you do not receive an E-mail that your resume was accepted, it was not accepted. Frequently there is a confusing dialogue box in the program saying something like this step is unnecessary your latest resume is already attached to this announcement. If you scroll down you will see a button that allows you to "View your Resume" do that and click on the submit button from that window. You should then receive an E-mail within the next couple of hours.

13. There is a problem with submitting a resume. CHART will tell you don't need to submit the resume because there is an active one on file. I have been told this can be a false positive and that your resume may actually not get submitted for the particular job you are trying to submit.

Same as 12 above.

14. CHART is supposed to send an email to the applicant with some sort of affirmative statement (resume has been accepted or similar statement). CHART does not consistently send the affirmation email.

See 12 above, unless an error message was sent by the CHART program. The CHART program will not send "an affirmation e-mail" if there was an error in your resume.

15. NSPS is changing GS to Pay Bands. After considerable effort I was able to determine my group and pay band. On the CHART page there is a note stating that pay bands have been applied to DON jobs. I went and tried to update my desired pay rates (GS-xxx-xx) but received a message that I already applied and did not need to submit an application. Will the new pay bands be automatically included?

If you are applying for a job at the Shipyard or other Dept. of Navy facility that is under the GS pay schedule, than you do not need to worry about what the equivalent pay would be under NSPS pay banding. If the location and type of job you apply for is under NSPS pay banding, then you would have to figure this information out

16. I submitted my resume on CHART around this time last year. Initially, I received a response that I was unqualified for the type of work I am currently doing. I've had no additional responses/activity in the past 6 months even though my resume is active and current.

This is a database. If you are found not qualified for a particular kind of job it is probably not a database error it is probably an instance of insufficient data given to the database. Look for what more you could say to more accurately describe what you know how to do. See answers to 7, 8, and 9 above.

17. A small problem I've had was that I was only allowed to choose one email address. The problem was that when I accessed Chart from work and couldn't remember my password, I'd have to wait until I got home to find it for the next day.

Unfortunately you are only allowed one option. Select what will work best for you.

18. The biggest complaint I have for the CHART system is the inability of HRSC to provide updated information regarding the status of the resume after it has been submitted. I applied for a particular job back in September or October last year. The status was updated to "resume has been submitted to selecting official, no selection has been made." (Or something along this line.) Several weeks after I had spoken with the person who was selected for the open position, the resume status had not been updated. I attempted to find a person to talk to about my resume between the time I sent it electronically, and when I found out a selection had been made. I could not find any links on the website that actually ended up with a live conversation about the resume. Very frustrating to say the least....

If you have specific problems most HR Advisors in codes 1112 and 1113 are willing and able to help you work through them. HR Advisors may not be able to help you until a final selection for a job has been made. This is sometimes difficult, as an open continuous announcement never really closes. HR has to be careful what information they provide to people because although a selection may have been made, there are many instances where people selected do not accept the job. This requires pulling more names off the open register. Check the status of your resume often to determine what action it is seeing, (check the status in your résumé's account)

19. It was my understanding that if your resume is selected for consideration for a position, that you should receive an email to inform you of it. My resume gets "hits" frequently and I have only ever received one email to inform me that it has been sent to management for selection consideration.

This is not true. It only updates the status in your resumes' "My Account") to indicate your resume is being considered.

20. How is it that I may check my status and it has been updated that my resume has been selected and sent to management for selection consideration for an OPEN position, and the next day it is updated that I was not selected, and the position is FILLED. This seems like a pretty short turn around time and does not lead me to believe that resumes are being reviewed, as they should be.

What is not known is the time line of when management pulled the resume of the person selected in regards to when yours was pulled. If you have specific problems most HR Advisors in codes 1112 and 1113 are willing and able to help you work through them.

21. How do I telephone or e-mail a CHART POC and get an answer within three business days, excluding emergencies? If the CHART POC is not available, is there anyone at PSNS outside of Local 12 that will act as an ombudsman to try and get answers to CHART questions?

There have been some system errors and some HR errors in the past but very few and there will be fewer as we get better at using the tool. If you have specific problems most HR Advisors in codes 1112 and 1113 are willing and able to help you work through them.

22. I recently tried to build a resume with CHART and had all sorts of editing difficulties. The instructions are very unclear and the methodology of use is convoluted. When I finally submitted the resume it actually had copies of prior edit material inserted and edited material.

Type your document in a word document first. This allows you to edit, spell check, and grammar check. Keep the word document for future updating. After you have updated it, copy and paste the new resume over your existing one in CHART. If you have specific problems most HR Advisors in codes 1112 and 1113 are willing and able to help you work through them.

24. If you applied for (Lets say a 0346 series) that you knew the command was filling, you would expect to at least see something that said you didn't qualify. Instead, nothing shows (CHART shows no Status update). According to the rules we are entitled to know why we didn't qualify (on the pretense we can improve our resume.). Now since the command can hire off the open register (i.e. DON0346) and you are not, or may not, even be aware that a job was open, how can you find out why you didn't qualify if nothing shows in your CHART status. Additionally, in the past I didn't qualify for a job because of an HRO mistake.... how could I verify that no mistake was made if I don't know a hire was made or that my resume was even looked at?

CHART does not inform you if you are not selected. This is because the announcement is an open continuous announcement and no one is rejected. You are still on the list for the next time an opening comes available and a new register for this job series is pulled.

If you were not selected it is probably because one of the elements of the announcement was not answered with the kind of experience the management person was looking for. Always go in to the details of your work experience to provide the information that you have the qualifications for the job you are applying for. Remember the people who make these selections do from what is written down, not what you do not write down but you figure people already know.

If you know the person who got selected, you might ask him if you could take a look at his resume to see what he/she said that differed from yours, and then you can update yours accordingly for the next time ia vacancy is opened.

If you think an error was made contact an HR advisors in Code 1112 and Code 1113 to discuss the problem.

25 Sanity Checks

Print out your application and do a last look at to verify all required elements have been answered in as much detail as possible. Check for any possible overlooked items, (i.e., shift work, lowest salary acceptable, temporary, etc.)