

Applicant FAQ's

Search for Job Opportunities FAQ

Q: What is CHART (Civilian Hiring and Recruitment Tool)?

A: CHART is an acronym for the Department of the Navy's new automated on-line application tool. It stands for Civilian Hiring And Recruitment Tool. It includes an enhanced **Search for Jobs; My Searches** a job search subscription service; **My Resume** an improved Resume Builder; **My Status** a snapshot of your resume activity; **My Job Interests** a record of jobs you have applied on; and **My Notices** a list of notices you routinely receive. Check out the web site at www.donhr.navy.mil, [Jobs, Jobs, Jobs](#) to see a complete listing of all the new features.

Q. Where can I find these new CHART Tools?

A: Go to www.donhr.navy.mil and select [Jobs, Jobs, Jobs](#).

Q. What does the Human Resource Office (HRO) do?

A: The HRO provides advice and guidance to managers and employees on human resources (HR) issues and, as such, is the manager's and employee's primary link with the HR system at the activity level. Areas of responsibility for the HRO include providing advice and guidance to the manager for recruitment actions, indoctrinating new employees, determining downsizing strategies, managing activity specific training, conducting labor bargaining, managing leave programs, advising on manage to payroll delegated classification authority, and providing Equal Employment Opportunity advice for selection processing.

Q. What does the Human Resource Service Center (HRSC) do?

A: The HRSC provides support to the manager and the HRO advisors by performing centralized functions such as posting job announcements and receiving applications, classifying positions, providing benefits counseling, processing personnel actions, and maintaining official personnel folders.

Q: Does each of the seven [Human Resource Service Centers](#) just recruit positions within their geographic area?

A: No. Each of the seven Human Resource Service Centers (HRSCs) recruits for locations occurring in and outside their geographic area. For example, the HRSC Southwest recruits positions in California, but also fills jobs in Washington D.C. However, job opportunity announcements are not listed by HRSC. You search for them by using search options such as City, State and or Country.

Q: How can I find information relating to a specific HRSC or HRO?

A: Please use the following links to find HRSC/HRO specific websites and POCs:

HRSCs - <http://www.donhr.navy.mil/HRSC/default.asp>

HROs - <http://www.donhr.navy.mil/General/Library.asp>

Q: What is the best way to perform a Position Title Keyword Search?

A: It depends on how many results you want and how fine tuned you want your search to be. Entering a partial Position Title keyword such as "comp" for computer will provide a large list of results and capture any Position Title combination with the word "comp" in it. Using a single keyword, e.g. "computer" or searching on adjacent keywords, e.g. "computer operator" will reduce your list of results, but may also miss announcements with Position Titles that don't exactly match your keyword search. There is no wildcard capability in the job search. For more information see the hints listed on the **Search for Jobs** page.

Q: Since there are hundreds of job opportunity announcements on the DONHR web site, there must be lots of vacancies?

A: Not necessarily. The Department of the Navy opens a job opportunity announcement on a continuous basis when many vacancies are projected to occur in the future. These "Open Continuous" announcements are advertised for specific series, grade levels and locations. This creates an "Inventory Bank" of readily available resumes. Resumes are then considered as actual vacancies occur covered by the announcement. Having resumes on hand versus individually announcing a job when a vacancy occurs, speeds up the recruitment process. This allows an applicant to submit a resume for a vacancy at anytime, regardless if a vacancy actually exists. Because vacancies can occur at any time, it is recommended that you submit your resume for any position(s) you are interested in as soon as possible so that consideration for a vacancy is not missed. Furthermore, since more than one HRSC may recruit for the same position in the same location, you may see multiple vacancy announcements for what looks like the same job in the same location. You will want to apply on each of these announcements.

Note: To assist in locating interested candidates, HRSCs may open up a recruitment flyer (in the form of a separate job opportunity announcement) or advertise via activity e-mail for a specific "Open Continuous" announcement. These notifications are not actual vacancy announcements themselves but rather marketing for the Open Continuous Announcement. Applicants interested in these recruitment's will be directed to apply on the actual "Open Continuous" announcement.

Q: Are all jobs filled using "Open Continuous" Announcements?

A: No. Hard to fill positions, or those positions which are rarely vacant, will be announced individually with a specific open and closing date. These are identified with a "NR", "IN", "DH" or "DE" at the end of the announcement number and can be found by searching on **Hot Jobs** during your **Search for Jobs**. Applicants interested in applying on these announcements must submit a unique and separate resume for that position, preferably using the Apply Now process. Since these can occur at any time, you should periodically check the DONHR website for new announcements.

Q: What does the DE, DH, IN or NR at the end of an announcement mean?

A: Announcements ending in "DE" or "DH" are open to all U.S. citizens. Although current Federal civilian employees may apply, these announcements are intended to recruit employees who have no Civil Service or Veteran's appointment eligibility. Announcements ending in "IN" and "NR" have specific meaning to the Human Resources (HR) Specialist, but basically they mean that these have specific closing dates and require a separate resume. You are not able to use a resume already on file to apply to any of these positions.

Q: Can I find out in advance where certain kinds of vacancies may occur or when management will be filling a particular vacancy?

A: No. The selecting official makes the determination on when to fill a vacancy and how to recruit for that vacancy. Our office normally does not have advanced notice of this type of information. In order to avoid missing consideration for a vacancy, it is recommended that you submit your resume for any position(s) you are interested in as soon as possible. That way your resume is in the "Inventory Bank" when the vacancy you wish to receive consideration on occurs.

Q: How can I find out which jobs I can apply for?

A: All the jobs we are currently recruiting for are listed on the website under **Search for Jobs**. Upon clicking this link you will be asked three questions regarding your current or previous federal or military background. Your answers to these questions will help guide you to job opportunity announcements you can apply on. Once you've completed your job search and have opened up a job opportunity announcement, then review the **Who May Apply** of the announcement. If you meet the requirements stated on the announcement, then you can apply.

Q: What is STAIRS (Standard Automated Inventory and Referral System)?

A: STAIRS is the recruitment process we use to fill jobs. It is made up of the processes used to fill jobs, (such as how HR announces jobs, how HR determines best qualified applicants) and the automated tools that support the processes (for example, DON web site, CHART, and Resumix).

Q: What is the difference between STAIRS and Resumix?

A: STAIRS is the process used to fill jobs, where as Resumix is one of the automated tools used in that process. It houses the Resume database and helps us search for the best qualified candidates for a vacancy. The HR Specialist inputs specific search criteria into the Resumix system such as the geographic location, the specific job opportunity announcement number and the [key skills](#) of the job and Resumix produces a list of potentially best qualified candidates. The HR Specialist then reviews the resumes of these candidates and determines based on the requirements of the vacancy who is best qualified and who should be referred for selection consideration. Refer to the FAQ on ["I've Applied, Now What"](#) for more information.