Frequently Asked Questions

Snohomish County Public Utility District (PUD)
Employee Resources Department
2320 California Street • Everett WA 98201
www.snopud.com (Careers) • 425-783-8655

Topics:
How do I apply for a Snohomish County PUD job?
How does the PUD accommodate applicants with special needs or disabilities?
What if I don’t have a computer or Internet access?
Do I need an email address to complete an online application? If so, how do I get an email address?
Do I need to set up a profile to apply for a job?
Can I copy and paste information from my resume?
Are other forms required to be considered for a job?
How do I use the "Browse" feature to upload my resume if I don’t want to copy and paste the information?
Why do I need to upload a resume AND enter education and job history in the online application?
How do I make sure I receive emails from you?
I was sent an auto reply email, but it wasn’t received in my email inbox until much later. Why is that?
How do I access my online profile after I create it?
What if I need help?
What if I forgot my Login name or Password?
How often does the PUD add jobs to the Job Openings list?
Do I need to visit the PUD’s website to check for new job listings?
How do I create an online Search Agent?
How will I be notified regarding testing or an interview?
Can I apply for more than one job?

Q: How do I apply for a Snohomish County PUD job?
A: Use the Internet to go to the PUD’s Career Center at www.snopud.com and click on the Careers link. You’ll find an online application guide to help you locate and apply for a job. Remember to keep a record of your login name and password when you create your profile. You will need to use this same login name and password each time you check your application status or apply for other positions.

Q: How does the PUD accommodate applicants with special needs or disabilities?
A: Snohomish County PUD provides equal opportunities to qualified applicants with disabilities and disabled veterans. Persons with a disability who need assistance in the application process or those needing a job announcement in another format may call toll-free at 800-833-6384; TTY Relay 711 or 800-833-6388; or Telebraille services at 800-833-6385.

Q: What if I don’t have a computer or Internet access?
A: If you do not have access to a computer and would like to view or apply for a PUD job opening, here are some suggestions:

- Visit our Electric Building headquarters at 2320 California Street in Everett to use our computer kiosk. The kiosk is available Monday through Friday (excluding holidays), from 8am to 5pm (PST).
- Use a public computer at a Snohomish County Library branch.
- Ask a family member or friend who has Internet access if you can use his/her computer.

Q: Do I need an email address to complete an online application? If so, how do I get an email address?
A: Yes, you must have an email address to complete an online application. You can get a free email account online at websites like Gmail, Hotmail, or Yahoo! Mail. Please note: we do not endorse any particular email provider.

Q: Do I need to set up a profile to apply for a job?
A: Yes, you must have a profile to submit an application and track your job application status.
Q: Can I copy and paste information from my resume?
A: You can copy and paste information from an existing document, but be sure to use plain text so it can be easily read. This means no fancy formatting (bold, italics, shadows, all-caps, small-caps, etc.), bullets or lines.

Q: Are other forms required to be considered for a job?
A: The PUD requires an application and criminal background form and asks for completion in a separate email that will be sent to you almost immediately after initially applying for a job. You must complete the application and criminal background forms prior to 5PM (PST) of the job closing date to be considered for the position. If you are a returning user and have previously completed these forms, you may click on the link provided within the email to ensure the information contained is both accurate and up-to-date.

Q: How do I use the “Browse” feature to upload my resume if I don’t want to copy and paste the information?
A: Click the “Browse...” button to locate your resume file and attach by double-clicking on the file name. You will not see your resume in the text box below the browse area until the next time you return to your profile page.

Q: Can I apply by submitting a resume instead of completing the online job application?
A: No, the PUD will not accept a resume instead of an online application or as a substitute for completing any part of a job application. It is important that your application show all the relevant education and experience you possess. Applications will be rejected if incomplete.

Q: Why do I need to upload a resume AND enter education and job history in the online application?
A: The PUD requires an application, but many Hiring Managers appreciate the opportunity to review resumes – so we ask for both.

Q: How do I make sure I receive emails from you?
A: First verify that you provided your correct email address in your profile. Then please be sure to include our email addresses as approved senders in your email setup to allow our emails to bypass your system’s junk/spam filters. Emails will either be sent directly from us [PUD employee name]@snopud.com or from autoreply@snopud.icims.com.

Q: I was sent an auto reply email, but it wasn’t received in my email inbox until much later. Why is that?
A: There can be a number of reasons you are not receiving emails within seconds of being sent. Several potential reasons can be the way your email service is setup – does it check every so often for new email or is it set to provide immediate delivery. The size limit of your personal email inbox may affect delivery if it is over that limitation. The server may also hold email delivery until server volume is less busy, while performance issues are occurring, or during server maintenance. You may want to contact your service provider for assistance if you are frequently experiencing this type of issue.

Q: How do I access my online profile after I create it?
A: Go to our website at www.snopud.com, click on the Careers link and then PUD Job Openings link. Access your profile by typing in your Login Name and Password where indicated at the bottom of the Welcome page.

Q: What if I need help?
A: Call Snohomish County PUD’s Employee Resources Department at: 425-783-8655 weekdays (excluding holidays) between from 8AM to 5PM (PST).

Q: What if I forgot my Login name or Password?
A: Go to www.snopud.com, click on the Careers link and then PUD Job Openings link. Click on the Retrieve Password link located under the Login/Password login boxes. The system will send you an email with a reminder of your login name and a link to reset your password. Please be sure to check your spam/junk mail folders and add “autoreply@snopud.com” to your safe sender list to make sure you receive this email. If you do not receive an email, contact iCIMS Customer Support at: 800-889-4422, Option 1, available 24 hours a day, 5 days a week (excluding holidays).

Q: How often does the PUD add jobs to the Job Openings list?
A: We post newly opened positions as they occur.

Q: Do I need to visit the PUD’s website to check for new job listings?
A: No, you can complete an online “Search Agent” containing keywords or specific job categories you identify to receive email notifications about new opportunities that match those keywords or specific job categories.

Q: How do I create an online Search Agent?
A: Click on the Search button to use the “create a Search Agent” tool. Enter Keywords and/or Category of positions that interest you, type in a name for this particular search and click the “Create Agent” button. Search Agents last for 6 months. (For example, if you did a keyword search for “engineer” and created a...
Search Agent, should any future job be posted that contains the key term "engineer", an email notification would be sent.) You can create more than one Search Agent for different jobs of interest, delete your agents and renew expired agents for an additional 6 months.

Q: How will I be notified regarding testing or an interview?
A: You will typically be notified by email when you have been selected to test/interview for an opening. Please make sure your profile and application (which contains your contact information) is accurate and up-to-date. Additionally, please include our email addresses as approved senders as indicated above. We prefer to notify candidates via email several days in advance, but that is not always possible, so we appreciate your flexibility.

Q: Can I apply for more than one job?
A: Certainly, you may apply for any open position that you are interested in and for which you are qualified.