

Frequently asked questions

If you're considering a role with WCB-Alberta, we want to hear from you. These FAQs will help you submit your online application and understand what to expect through the recruitment and selection process. If you have any questions that aren't addressed here, please [email our Human Resources \(HR\) team](#).

1. *What should I include in my application?*

Please include a cover letter and an up-to-date resume (in Word or PDF format), and any other documents such as certifications, transcripts and references. You can upload more than one document with your application. Once an application has been submitted, additions and/or edits can not be made.

2. *Who should I address my application to?*

Your application will be read by both an HR representative and a hiring lead. It's not necessary to address your application to a specific person. A general greeting is acceptable.

3. *How should I submit my application?*

We ask that you apply directly [through our website](#). Please do not mail, fax or email your application unless it's specifically requested within the posting itself.

4. *Can I submit a resume for general consideration?*

We do not have a general applicant pool at this time, and we ask that you apply directly to postings that suit your qualifications. If you do not see any current postings that you're interested in, you can set a job alert that will let you know when a new position is posted which matches your criteria. You can create a job alert(s) from your Workday candidate profile.

5. *Can I apply to more than one position?*

Yes, you can apply to multiple positions but please only apply to each unique position once.

6. *I withdrew my application in error—can this be corrected?*

Yes, it can. To reactivate your application, please [email our Human Resources \(HR\) team](#), quoting the job and candidate (your) name.

7. What is WCB's recruitment process?

Once a competition closes, applications are screened and the hiring lead will select qualified candidates to interview. Candidates can monitor the status of their application(s) through their candidate profile and will receive notifications outlining any required tasks. Only candidates chosen for an interview are contacted. Interviews are set up by phone and/or email by a member of the HR team.

8. What can I expect during my interview?

The interview process may vary depending on the position. Typically, you can expect at least one interview with a panel consisting of an HR representative and the hiring lead. The panel will ask both behavioural and situational questions. Some of our positions will also require testing to ensure candidates have the right skillset for a role. Testing can evaluate a variety of personal and technical skills such as typing speed and accuracy, comfort with various computer programs, position-specific knowledge and your customer service approach. You will receive further information regarding testing when your interview is booked.

9. When do I provide my references?

During the interview, candidates ideally will provide at least two direct supervisor references from their most recent positions. In some instances, copies of recent performance review(s) may be considered as an equivalency. Candidates may also be requested to sign a "Collection of Reference Information" consent form for the release of third-party information. WCB may contact persons, organizations and educational institutions provided by the applicant to collect job-related information including educational history, employment history, work performance and attendance records.

Information gathered during a reference check will be used solely to determine suitability, eligibility or confirm qualifications for the position for which the candidate is being considered. All reference checks will be completed in confidence and the information gathered will be retained in confidence by WCB.

10. Do you require security clearances?

All new or rehired employees will be asked to undergo a security clearance as a condition of employment. A security clearance is a screening for the presence of criminal convictions, against the Canadian Police Information Centre (CPIC). Employment offers are contingent upon satisfactory completion of this security clearance.

The screening is coordinated by HR and conducted by an external provider who submits the request to the applicable police force. Your consent is required before the security clearance can be initiated. An application for employment or a conditional employment offer will not proceed if an individual does not provide their consent for this security clearance.

11. Do you offer summer employment opportunities?

Yes. Each year, we recruit several summer students to join our organization for four months. Available employment opportunities are posted online and the positions run from early May to the end of August. To be eligible to apply, candidates must be enrolled in a post-secondary program in the following school year.