

WorkBC Resume Bundler

User Guide

FOR WORKBC SERVICE PROVIDERS



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Introduction

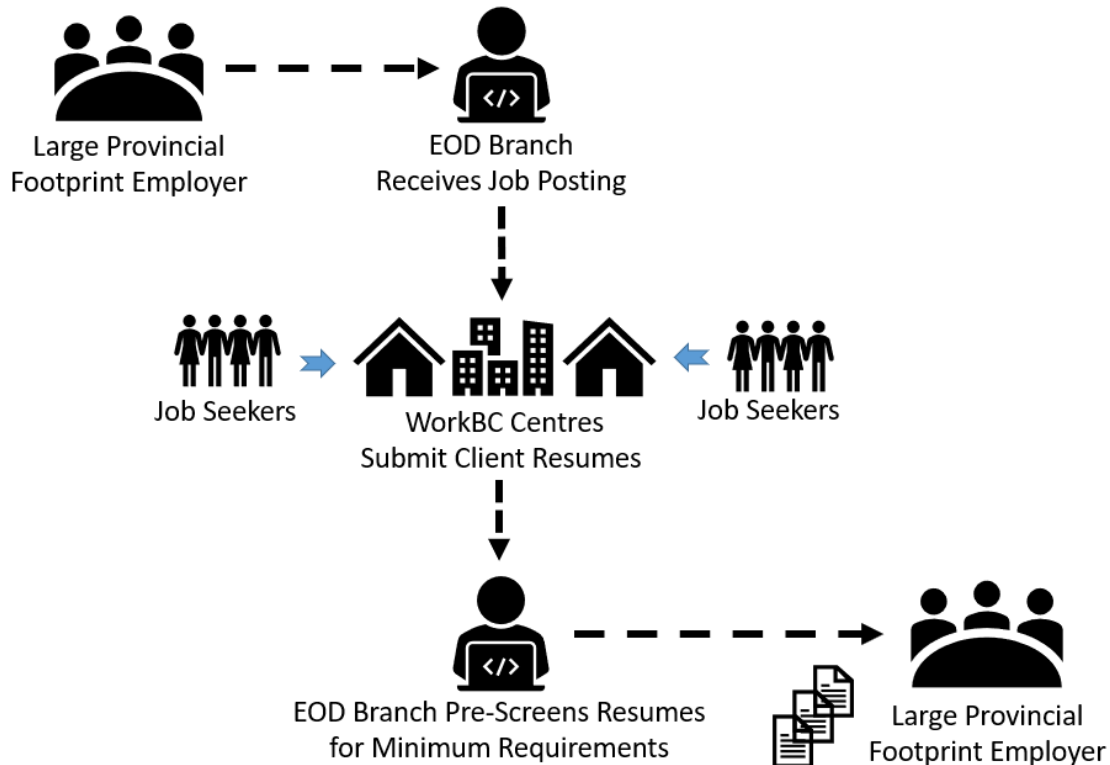
Welcome to the WorkBC Resume Bundler!

Resume Bundling has been designed by the Employment Opportunities Development (EOD) Branch to facilitate the referral process to allow large, provincial footprint employers to conveniently receive resumes from multiple WorkBC Centres. This process will help increase opportunities for WorkBC clients to secure sustainable employment.

As Resume Bundling is not suitable for every employer – nor is it intended to replace the traditional referral process – WorkBC Centres are encouraged to continue building local connections with employers. Resume Bundling is intended to give WorkBC clients more opportunities by featuring employers with in-demand job openings and competitive hiring processes.

This manual will provide a comprehensive overview of how to navigate through the Resume Bundler site to submit your client referrals quickly and easily.

Project Overview



Before You Begin

When using the Resume Bundler, you will submit client resumes. Please keep in mind that the following tips are to ensure that your referral is screened through and bundled for the employer:

1. **CONSENT** – Obtain your client’s consent to submit their resume using the *Client Consent to Collect, Use and Disclose Information (HR3698E)* form. Consent must be obtained for each employer to which you will submit a resume.
2. **MINIMUM REQUIREMENTS** – Ensure that the client meets **all** minimum requirements listed on the job order. Clients whose resumes do not meet all minimum requirements will be screened out.

Note: If a client plans to relocate for a job, it is recommended that they indicate this intent on their resume to avoid any confusion or hesitancy from the employer.

Resume Etiquette



- Tailored resume matching the minimum requirements on the job order
- Clear and brief points written in bullet point form
- Contact information



- Unnecessary personal information such as photos, etc.
- Spelling mistakes and grammatical errors
- Miscellaneous extra content unrelated to the job

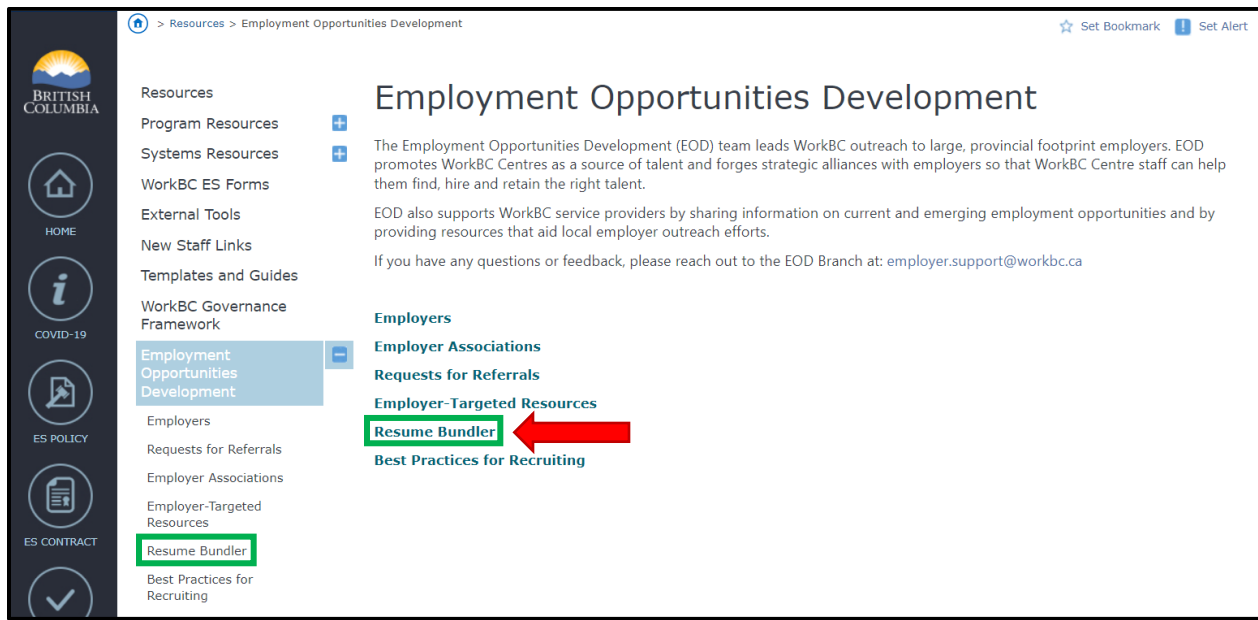
Shared Authentication Management (SAM)

User access to the Resume Bundler site will be managed using Shared Authentication Management (SAM). Security Delegates will need to assign their staff access to the Resume Bundler application. For more information, please review the guidelines below:

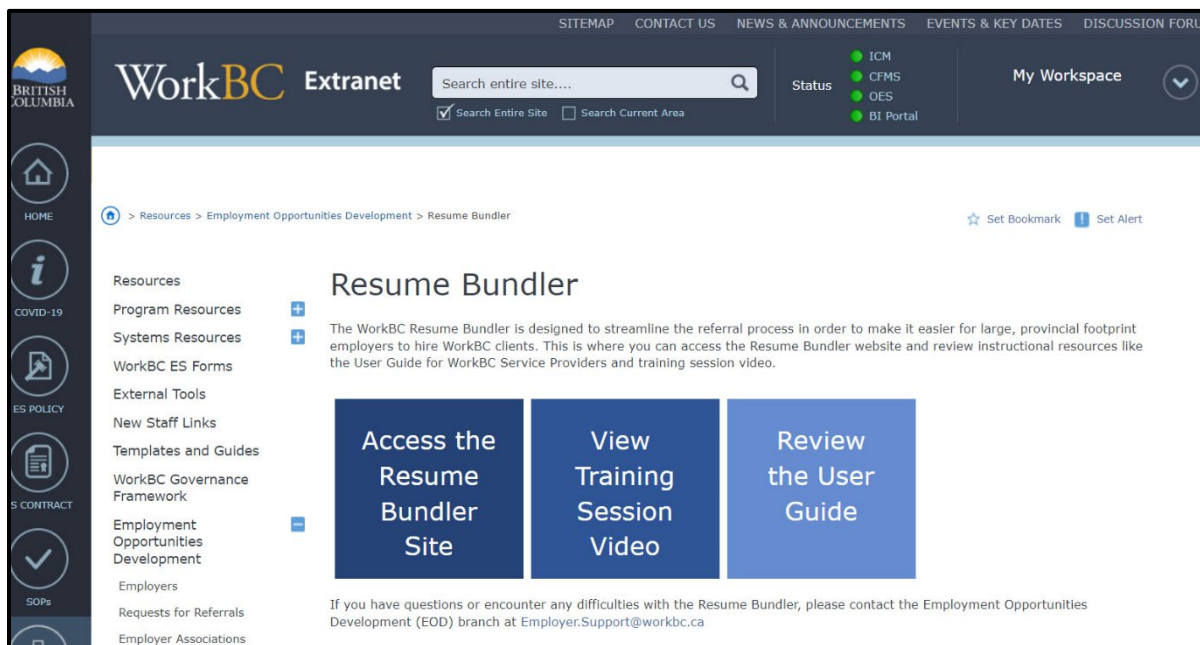
[Shared Authentication Management \(SAM\) User Maintenance Guide](#)

Accessing the Resume Bundler

The Resume Bundler can be found under the Employment Opportunities Development section of the Extranet.



Here, you can access the Resume Bundler site, view the training session video, and review this user guide as needed. Click on **Access the Resume Bundler Site**. The site will open in a new window.

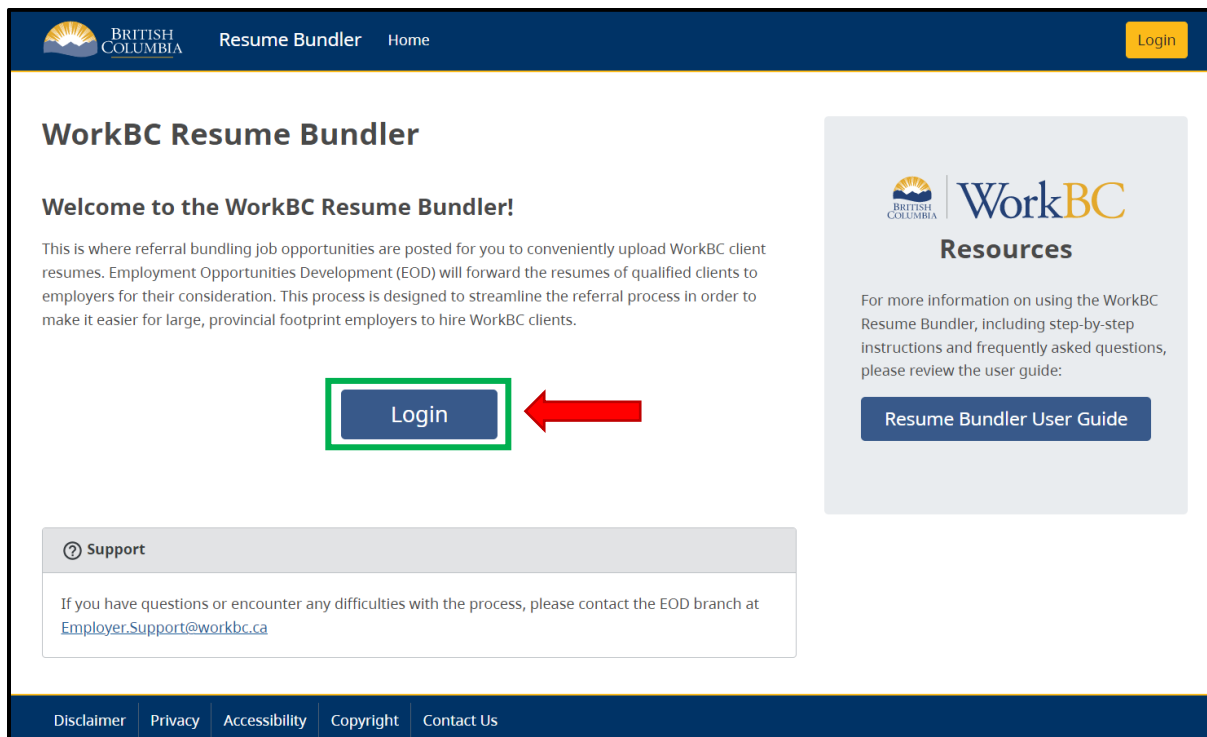


Resume Bundler Website

Homepage

The Resume Bundler homepage contains a summary of the site's functions and contact information. Click **Login** to enter the site.

You can also access this user guide directly from the homepage by clicking on **Resume Bundler User Guide** in the "Resources" sidebar.



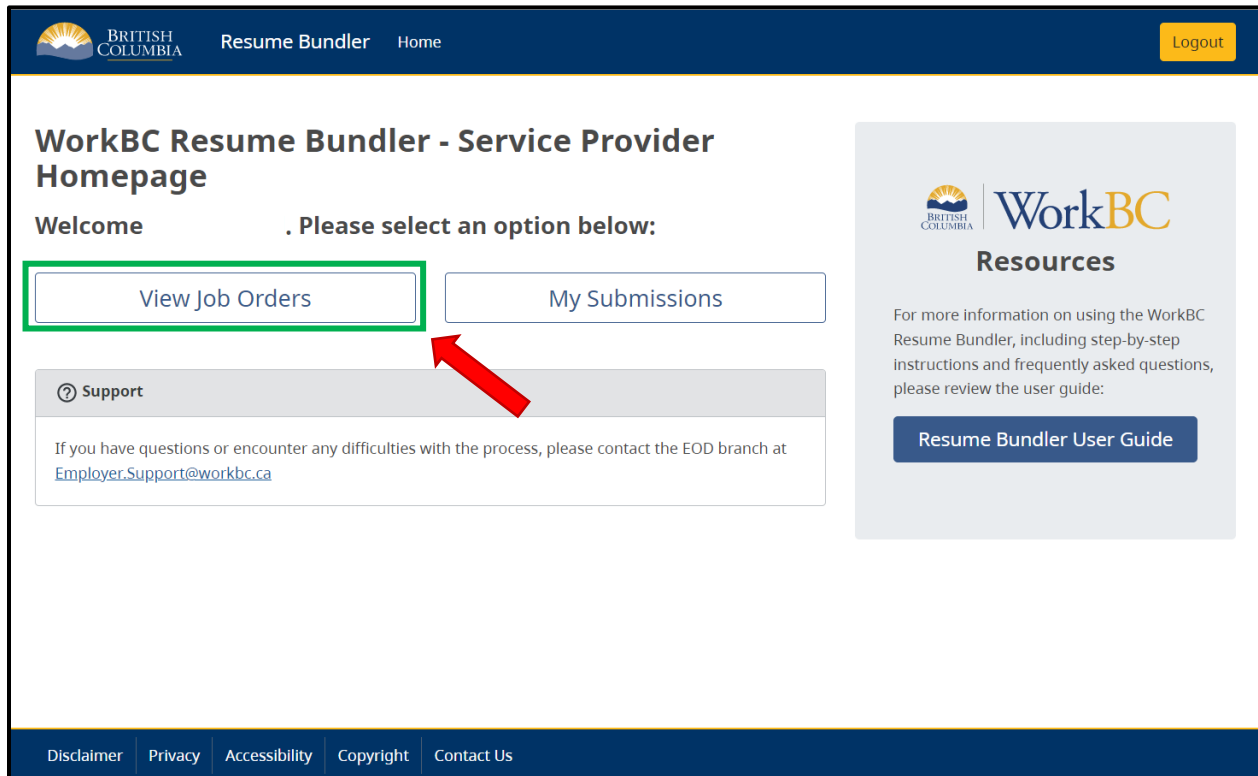
Logging In

You will be redirected to a login page where you can enter your BCeID.



Viewing Job Orders

The service provider view allows you to view all posted job orders and access your submissions. Click on **View Job Orders** to get started.



All available job orders will appear on this page, listed by Employer.

Click on the **down arrow** beside the employer's name to open the drop-down menu to view all the available job orders for that employer. Clicking on the **up arrow** will minimize the list of job orders.

You can also use the **Search Jobs box** to search by Employer, Location, or Position.

Resume Bundler - Available Job Orders

Available job orders are listed below. Click on the arrow beside an employer's name to expand the list of job orders for this employer. To submit client resumes to a job order, please click on 'Submit'.

Use the search box below to search jobs by employer name, position title or location.

Search Jobs

1-2 of 2

| Employer | Job ID | Position | Location | Open Date | Deadline | Vacancies | View | Apply |
|-------------------------------|------------|----------|-----------|------------|------------|-----------|------|--------|
| Marine Transportation Company | h2e2oh413m | Deckhand | Vancouver | 2022-03-11 | 2022-03-25 | 3 | | Submit |
| Telecommunications Company | | | | | | | | |

Disclaimer Privacy Accessibility Copyright Contact Us

To see the full job details for a job order, click on the **eye icon** under “View”. This will bring up a pop-up outlining the job order.

Make sure to review the minimum requirements and other important information here as well.

Click on **Download** to view the full job description.

Viewing Job Order h2e2oh413m

Employer: Marine Transportation Company

Position: Deckhand

Start Date: 2022-03-11

Deadline: 2022-03-25

Location: Vancouver

Vacancies: 3

Minimum Requirements: Marine Emergency Duty (MED) STCW Basic Safety and Survival Craft Certifications are required. Some heavy lifting is required - must be able to lift up to 50 lbs.

Other Information:

Status: Open

Created By: gabirusu@idir

Created Date: 2022-03-11

Catchments: All

Job Description: [Download](#)

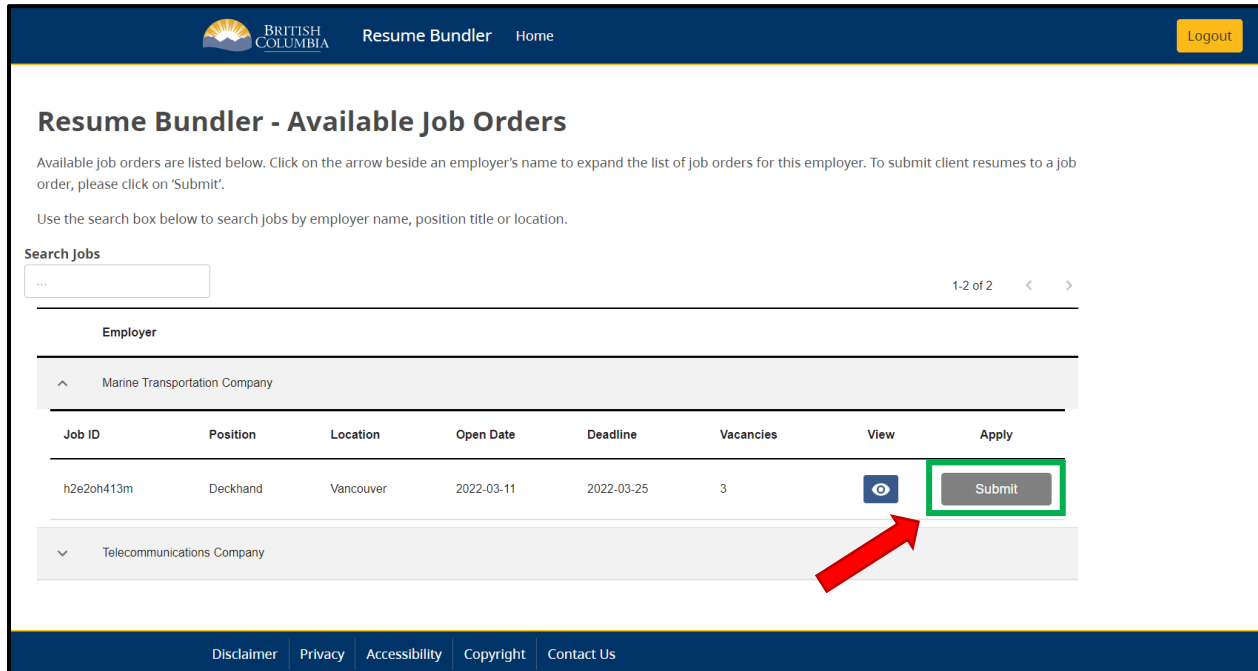
Close

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Submitting a Job Order

When you are ready to begin an application, click **Submit** beside the desired job posting. This will take you to the submission page.

NOTE: You will not be able to save your progress, so please make sure you have all client information ready before filling out your submission.




The screenshot shows the 'Resume Bundler - Available Job Orders' page. At the top, there is a navigation bar with the British Columbia logo, 'Resume Bundler', 'Home', and a 'Logout' button. Below the navigation bar, the page title 'Resume Bundler - Available Job Orders' is displayed. A paragraph explains that available job orders are listed below and that users should click on an employer's name to expand the list of job orders. A search box is provided for searching jobs by employer name, position title, or location. The main content area shows a table of job orders. The first job order is for 'Marine Transportation Company' with Job ID 'h2e2oh413m', Position 'Deckhand', Location 'Vancouver', Open Date '2022-03-11', Deadline '2022-03-25', and 3 vacancies. The 'View' button for this job order is highlighted with a green box, and a red arrow points to it. The 'Submit' button is also highlighted with a green box. The footer contains links for 'Disclaimer', 'Privacy', 'Accessibility', 'Copyright', and 'Contact Us'.

| Job ID | Position | Location | Open Date | Deadline | Vacancies | View | Apply |
|------------|----------|-----------|------------|------------|-----------|------|---------------|
| h2e2oh413m | Deckhand | Vancouver | 2022-03-11 | 2022-03-25 | 3 | | Submit |

To submit a client's resume for consideration, fill in your client's information and add their resume using the **drag-and-drop box**, or simply click **Add Files**. You must submit resumes in PDF format. The drag-and-drop box will turn green to confirm successful upload of your resume.

NOTE: Please make sure your PDFs are not password-protected, or the employer will not be able to open them.


BRITISH COLUMBIA

Resume Bundler

Home

Logout

Resume Bundler - Submitting to Marine Transportation Company Job Order h2e2oh413m - Deckhand

Please fill in the fields below to submit a client's resume for consideration. Click on 'Add Another' to submit more than one resume at a time. Click on 'Remove' to remove a candidate.

Job Fields

Catchment

Select One

WorkBC Centre

Select One

Candidate 1

Client Name

Preferred Name

Client Case Number

Click to upload or drag and drop the resume here (pdf only)

☒ I confirm that I have received written consent from the client to disclose their information to the employer

Add Another

Submit

Disclaimer

Privacy

Accessibility

Copyright

Contact Us

IMPORTANT: Please make sure you receive your client's consent each time you disclose their personal information to an employer and check the box to confirm. **You will not be able to proceed without checking the consent box.**

Multiple clients can be referred using one form. Click **Add Another** to enter the details for an additional client. (Please note that Preferred Name is the name the client uses, if different than their legal name. This field is optional.)

If you wish to remove an entry for a client, click **Remove** below the desired entry.

Once you have entered all the clients' information, click **Submit**.


Candidate 2


Client Name **Preferred Name**

Client Case Number

Click to upload or drag and drop the resume here (pdf only)

☐ I confirm that I have received written consent from the client to disclose their information to the employer

[Remove](#) 

[Add Another](#) 

[Submit](#)

[Disclaimer](#) [Privacy](#) [Accessibility](#) [Copyright](#) [Contact Us](#)

Click **Confirm** after checking that all information you have entered is correct.

Catchment WorkBC Centre

Confirm Submission

The following information is being submitted: Please confirm.

[Job Fields](#)

Catchment: Vancouver Island North

WorkBC Centre: WorkBC Centre - Port Hardy

[Candidate 1](#)

Client Name: John Deer


Client Case Number: 2164

Resume Name: Resume - John Deer (2).pdf

[View U](#)

☒ I confi

[Add Another](#)

[Confirm](#) [Cancel](#) 

Submitting...

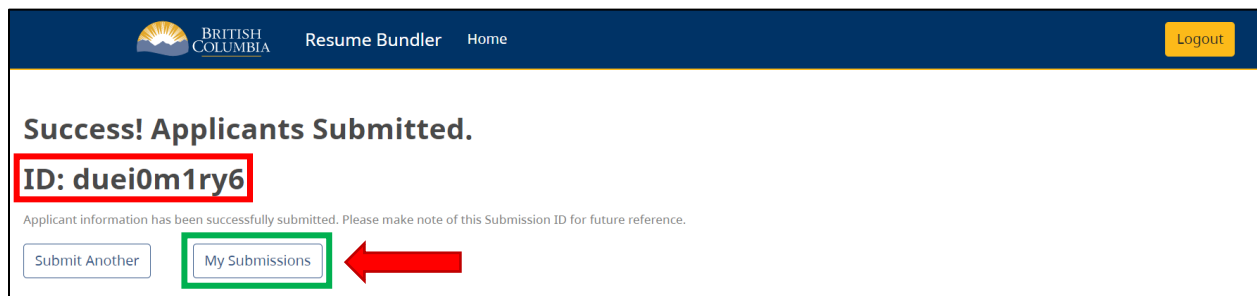
[Disclaimer](#) [Privacy](#) [Accessibility](#) [Copyright](#) [Contact Us](#)

Confirmation of Submission

After the applications have been submitted, you will receive a Submission ID. Please make a note of this ID to be able to reference this submission in the future if needed. All Submission IDs will also be listed on the My Submissions page.

You can then submit another application for a different job order or review your previous submissions.

To review your previous submissions, click on **My Submissions**.




Reviewing Your Submissions

Here, you can review the applications you have already submitted. Each drop-down menu gives you a complete overview of each client you've referred.

You can use the **Find Submissions box** to search for a past submission to a job order by Client Name and Client Case Number.

To view a client's resume, click **View**. This will download the PDF to your computer; you can open it by clicking on the downloaded file at the bottom of your screen.


Resume Bundler
Home
Logout



Resume Bundler - My Submissions

View your submissions to job orders below. Click on the arrow beside the Submission ID to expand the list of candidates submitted.

Use the search box below to search submissions by client name, case number or status.

Find Submissions

1-6 of 6

| Submission ID | Job Order ID | Employer | Position Title | Location | Submitted | Candidates |
|---------------|--------------|-------------------------------|----------------------------------|---|------------|------------|
| ^ due0m1ry6 | h2e2oh413m | Marine Transportation Company | Deckhand | Vancouver | 2022-05-27 | 1 |
| Client Case # | Client Name | Resume | Status | Actions | | |
| 2164 | John Deer | View | Pending |   | | |
| ▼ w9jsv8enxy | skme6buypc | Telecommunications Company | Customer Service Representatives | Nanaimo | 2022-04-27 | 1 |
| ▼ px6gtzlaml | skme6buypc | Telecommunications Company | Customer Service Representatives | Nanaimo | 2022-03-23 | 1 |
| ▼ cvzu7pwn70 | h2e2oh413m | Marine Transportation Company | Deckhand | Vancouver | 2022-03-16 | 1 |

Clicking on the **eye icon** will bring up a pop-up window where you can view the information for your client's referral.

Under "Status", you can check if your client's resume is:

- Pending – the resume is still under review
- Flagged – the resume will not be sent to the employer
- Approved – the resume will be sent to the employer
- Bundled – the resume has been sent to the employer

You can also see any resumes you've marked as "Do Not Bundle" (see "Editing Referrals" on Page 15).

Viewing Referral duei0m1ry6 - Client Case# 2164

The following information was submitted.

Job Fields
Catchment: Vancouver Island North
WorkBC Centre: WorkBC Centre - Port Hardy

Candidate Information
Client Name: John Deer
Preferred Name:
Client Case Number: 2164
Resume File Name: Resume - John Deer (2).pdf
Status: Pending

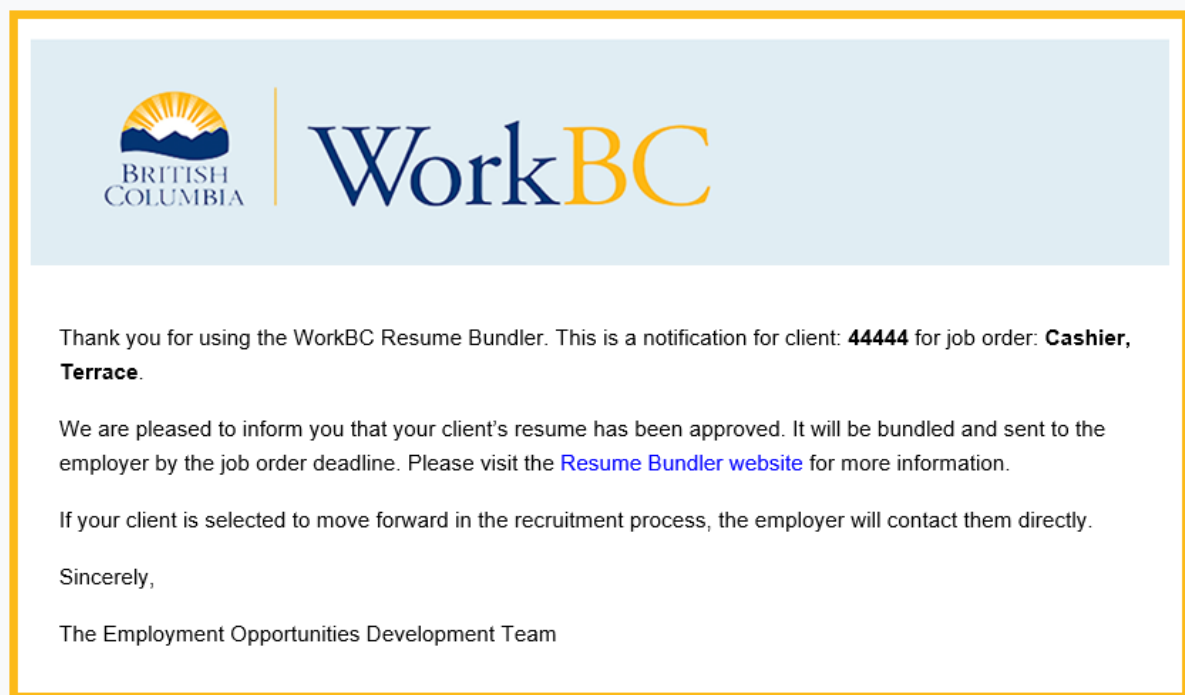
Close

skme6buypc Telecommunications Company Customer Service Representatives Nanaimo 2022-04-27 1

Notification Emails

You will receive an automatic email notifying you whether your client's resume has been declined or approved to be sent on to the employer.

Below is the notification email you will receive if your client's resume has been approved:



The following notification email will be sent if your client's resume has been declined:



Thank you for using the WorkBC Resume Bundler. This is a notification for client: **345678** for job order: **Deckhand, Nanaimo**.

Unfortunately, your client's resume will not be bundled and sent to the employer because it does not meet the minimum requirements for the position. Please visit the [Resume Bundler website](#) for more information.

If the submitted resume does not accurately reflect your client's skills and experience, you may re-submit an updated resume with your client's permission before the job order deadline.

Please contact Employer.Support@workbc.ca if you have any questions.

Sincerely,

The Employment Opportunities Development Team

Editing Referrals

Clicking on the **pencil icon** will bring up the following pop-up window where you can edit the information for your client's referral.

To edit a referral you have already submitted, review your client's information and make any necessary changes.

Since submitted resumes may be currently being reviewed, it is not possible to make edits to the resume files you've submitted.

If a client no longer wants to be considered for the job or you need to resubmit a new resume for them, you can click the **Do Not Bundle** box. This notifies the EOD team of your request to disregard this resume. Please note that this feature may only be used while the job posting is still open.

Once everything is correct, click **Submit** to save the application.

Editing Referral duei0m1ry6 - Client Case# 2164

Job Fields

Catchment: Vancouver Island North

WorkBC Centre: WorkBC Centre - Port Hardy

Client Name: John Deer

Preferred Name:

Client Case Number: 2164

Resume File Name: Resume - John Deer (2).pdf

Status: Pending

Do Not Bundle

Submit

Close

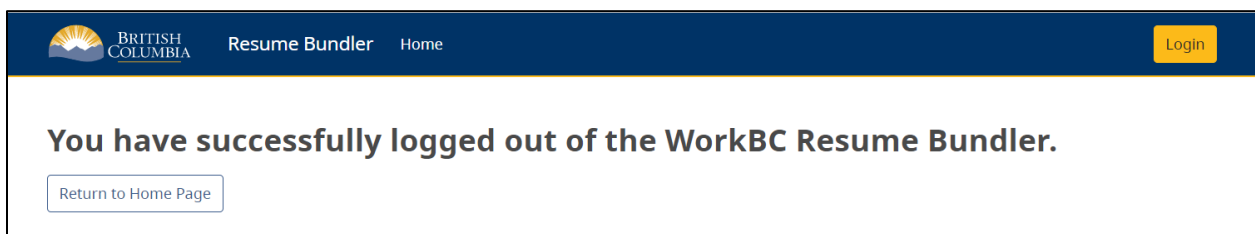
If you have other concerns with a resume submission that needs to be changed or cancelled, please contact the EOD Branch at Employer.Support@workbc.ca.

Logging Out

When you are finished, you can exit the Resume Bundler by clicking **Logout** in the top right corner of the site.



You may return to the home page or close the browser window after exiting the site.



Appendix A: Frequently Asked Questions (FAQs)

About Resume Bundling

Q1: *What are the benefits of using the WorkBC Resume Bundler?*

A1: Certain employers had previously avoided using WorkBC services due to being overwhelmed by receiving referrals from too many WorkBC Centres. These employers can now recruit through WorkBC using one streamlined approach, and centres will no longer miss out on opportunities with these employers.

Bundling is not suitable for every employer, nor is it intended to replace the traditional referral process; WorkBC Centres are encouraged to continue building local connections with employers.

Resume Bundling is intended to give WorkBC clients more opportunities by featuring employers with in-demand job openings and competitive hiring processes, and who also have a recruiter leading the process. EOD will work with employers to help prioritize WorkBC client applications.

Q2: *What types of jobs will be posted on the Resume Bundler?*

A2: EOD will connect with employers that have multiple locations throughout the province and are looking to fill various positions.

Q3: *What should I do if an employer expresses interest in Resume Bundling?*

A3: Please refer the employer to the EOD Branch at Employer.Support@workbc.ca.

Q4: *Who has access to the Resume Bundler and is able to submit resumes?*

A4: WorkBC Centre staff will submit resumes on behalf of their clients. Clients do not submit resumes directly.

Security Delegates for each catchment will assign staff access to the Resume Bundler site using Shared Authentication Management (SAM). There is no limit to how many staff members are given access to submit client referrals and WorkBC Centre Management can delegate access according to their specific organization's needs.

Q5: *Can self-serve clients be included in bundles or only case-managed clients?*

A5: Resume Bundling is currently available to case-managed clients only. However, due to the growing number of self-serve clients, this may present an opportunity to encourage self-serve clients interested in Resume Bundling to apply to Case Management Services.

Q6: *Will customized employment clients be included in Resume Bundling?*

A6: EOD advocates for the adoption of inclusive and diverse hiring practices with employers and will request that employers clearly identify the minimum requirements needed to perform the job. The branch will also advocate for the recruitment of under-represented groups and will help to educate employers on what this might mean.

If an employer is open to customized employment options, the branch will highlight this in the “Other Information” section of the job description.

Resume Bundling is a tool for sending resumes to employers through a streamlined process. WorkBC Centres continue to hold the relationship with their client and are still responsible for supporting the client throughout the rest of the recruitment process as usual.

Q7: *Are these jobs likely to be eligible for Wage Subsidy?*

A7: Larger employers tend not to take part in the Wage Subsidy program, so this needs to be explored. Meanwhile, EOD can include a notice in the “Other Information” section of the job order if an employer is open to considering Wage Subsidy.

Using the Resume Bundler

Q8: *What should I do if I’m unable to log into the Resume Bundler?*

A8: Clear your browser’s cache and cookies and try logging into the Resume Bundler again. You can also try closing your browser or using a different browser. If the problem persists, please contact EOD at Employer.Support@workbc.ca. Please include details such as error messages and the time the issue occurred in your email.

Q9: *Do I need client consent to submit client resumes to the Resume Bundler?*

A9: Yes. You **must** obtain your client's consent to submit their resume using the *Client Consent to Collect, Use and Disclose Information (HR3698E)* form, which can be found on the WorkBC Extranet. Consent must be obtained for each employer to which you will submit a resume. You will not be able to proceed with your submission without checking the consent box on the Resume Bundler for each client.

Q10: *Can I upload more than one document (e.g., a cover letter)?*

A10: Yes. If an employer requires a cover letter in addition to a resume, this will be indicated in the job description. Please only include a cover letter if it is requested.

Q11: *Can I refer the same client to multiple job orders?*

A11: Yes. There is no limit on how many job orders you can refer a client to.

Q12: *When you add another client on the same submission form, do they have to be from the same WorkBC Centre storefront?*

A12: Service providers working in a catchment with multiple WorkBC Centres will have to complete separate submissions to refer clients from different WorkBC Centre storefronts to the same job (i.e., one submission per WorkBC Centre).

Q13: *I submitted the wrong resume for a client, what should I do?*

A13: You can use the 'Do Not Bundle' feature to change a submitted resume before the job closing date. Check off the 'Do Not Bundle' box on the incorrect resume that you want removed and then make a new submission for the client with the correct resume (see "Editing Referrals" on Page 15 for further details). For any other resume-related inquiries, please contact EOD at Employer.Support@workbc.ca.

Q14: *I need to make a change to a client's resume. Why is there no option to edit resumes?*

A14: It is not possible to edit a resume once it has been submitted, because the resume may be in the process of being reviewed, or it may have already been approved for

bundling to the employer. Please see the above answer and “Editing Referrals” on Page 15 for further details on how to change a resume.

Q15: *A client I’ve referred no longer wishes to be considered for the job. How can I cancel their referral?*

A15: On the “My Submissions” page, locate your client’s submission under the respective employer. Click on the “Edit” button (pencil icon) and click the “Do Not Bundle” box. Note that you may only do this if the job posting is still open.

Q16: *When will bundles be sent to the employer?*

A16: Resume bundles will be sent to the employer once a posting closes to simplify and streamline the employers’ experience with WorkBC. If an employer wants to receive the resume bundles on a different schedule, EOD will address these requests on a case-by-case basis. In such cases, the branch will clearly communicate when resume bundles will be sent to the employer.

Q17: *How will I know if my client’s resume has been sent to the employer?*

A17: You will receive an automatic email notifying you whether your client’s resume has been declined because it does not meet the minimum requirements, or if it has been approved and will be sent to the employer. You can also check the status on the Resume Bundler under “My Submissions”. If a resume is marked as ‘Bundled’, it has been sent to the employer. Please see “Reviewing Your Submissions” on Page 11 for a complete status list.

Q18: *Will the vacancies field be updated if some of the positions are filled?*

A18: No, vacancies will not be filled until EOD has sent the resume bundle to the employer.

Q19: *Will I be able to see submissions from my entire catchment on the My Submissions page?*

A19: Organizations set their own user permissions through the SAM. Users will only be able to see their own submissions, while Administrators can see all their catchment’s submissions (intended for WorkBC Managers, etc.).

Q20: *Will referrals be linked to the client's OES account/app so that the submission can be tracked?*

A20: No, submissions made through the Resume Bundler can only be tracked through the Resume Bundler site. Please log into the site to view the status of your client's submission under "My Submissions".

Q21: *What should be done if a service provider leaves their position and is no longer referring clients?*

A21: Please contact your organization's Security Delegate to update the permissions through SAM.

Referrals and Feedback

Q22: *Why are referrals being screened before they are sent to the employer?*

A22: EOD is providing the Resume Bundler service to help support employers' recruitment. By pre-screening resumes, the employer will be able to focus on the bundle of referrals they receive instead of filtering out candidates who don't meet minimum job requirements. EOD only screens for the mandatory qualifications requested by the employer that are needed to perform the job. This service is meant to highlight WorkBC clients, not prevent them from being referred.

Q23: *Why has my referral been declined?*

A23: A referral is declined when it does not meet the minimum requirements listed for the job. EOD works closely with the employer to get a clear list of minimum requirements that are necessary for the job. These minimum requirements will be clearly identified in the job order information and EOD will be screening based on these identified requirements.

Q24: *Can I receive feedback from the employer on why my client was not hired?*

A24: Due to the high number of referrals, it is unlikely that employers will have the capacity to provide feedback on individual clients. However, in cases where employers

are willing to provide feedback, EOD will collect this feedback to share with service providers about their referrals.

Q25: *Will EOD provide information on clients that have been hired?*

A25: EOD will share this information from employers if available, but it is also up to service providers to follow up with their client as they normally would.

Appendix B: Troubleshooting

Browser

The Resume Bundler will **not** work on Internet Explorer. Please use a different browser: Microsoft Edge, Google Chrome, Firefox, Safari, etc.

Site Errors

The following errors may occur during periods of high traffic on the site:

- “The server didn’t respond in time”
- “HTTP Status 400 – Bad Request”

Refresh the page. If the errors persist, please try logging into the site at a later time.