

## Frequently Asked Questions – External Candidates

### **1. How can I check my status on job and/or see if a job is filled?**

In your candidate profile, you will see a list of current positions on which you are still an active candidate and can see your status. You will also see a list of archived positions in your candidate profile. Archived positions include jobs that are filled, cancelled, jobs that you withdrew from consideration on and those that you are no longer being considered for.

### **2. I accidentally answered a pre-screening question incorrectly. How do I update my answer?**

Unfortunately, answers to questions cannot be updated once your posting is complete. We recommend setting up a job agent to notify you of future job openings so that you may apply to the next position of interest.

### **3. How do I update my resume once I submitted it for job opening?**

Like answers to prescreening questions, resume submittals represent a snapshot in time and therefore cannot be updated once your submittal to a position is complete.

### **4. What are the steps in the hiring process? How long does the hiring process take?**

Delta Air Lines is committed to selecting the best talent which requires several steps that are designed to help us learn more about each candidate's experience and for candidates to learn more about us. This process may take several weeks to several months depending on the position, location and volume of candidates. At a high level, below are some of the steps in our hiring process. Keep in mind the process will vary based on the position – some steps will not be applicable dependent on the position – but we hope this provides you an idea of what you may expect.



### **5. If I am offered a position with Delta, how soon can I start?**

Offer to start time can vary greatly depending on several factors including things such as the pre-employment testing required for the role, notice you may need to give to your current employer, new hire training class schedules, etc. Some new hires are cleared to start in just a few days while others are offered jobs and have a few weeks wait before training starts.

### **6. I recently submitted my resume for a job but don't see the job in the list of "Current" job postings when I'm in my candidate profile.**

Check the "Archive" section. If a job filled or you are no longer in consideration for the position, the record moves from "Current" to "Archived".

### **7. Why wasn't I selected for the job?**

Each year, we receive hundreds of thousands of candidates for a limited number of job openings. We would love to personally talk to each candidate and extend job offers to many candidates we do speak with; however, the competition is steep. We are humbled by the outpouring of interested candidates and encourage you to continue to fly...and apply.

**8. Sounds like the competition for jobs is fierce. How can I be better prepared to compete next time I see a job I'm interested in?**

Yes, competition is steep; however, remember that the pool of candidates for job openings is different each time we post a job. Continue to put your best foot forward and the next time may be your opportunity to advance further in our selection process. There are a myriad of resources available online. Take a moment to think of how far you are getting in the hiring process. If you are being invited for interviews but not receiving job offers, perhaps you could brush up on your interview skills; if you are submitting resumes but not being contacted thereafter, considering giving your resume a refresh. Good luck!

**9. Who do I contact for technical assistance with the careers site?**

Please email a detailed description of your issue to [delta-airlines@nationalrecruitmentcenter.com](mailto:delta-airlines@nationalrecruitmentcenter.com)

**10. I accidentally withdrew from consideration for a position. I am not able to re-apply. How do I re-activate my posting for the job?**

Please email [delta-airlines@nationalrecruitmentcenter.com](mailto:delta-airlines@nationalrecruitmentcenter.com) advising that you'd like to reengage in the process. Be sure to include the job requisition number and your candidate reference number unique to that posting.

**11. How do I set up a job agent to email me when jobs I'm interested in are posted?**

We are excited you are interested in a career with Delta! Once you apply to a position with Delta, you will see the ability to set up a "Job Agent" to notify you of future job openings that may be of interest to you.

**12. What are the benefits like?**

Delta cares about the health and well-being of our employees. Take a look at the Benefits tab (accessible from the careers homepage) for more details regarding benefits such as health, travel, and financial.

**13. I accidentally locked myself out of my account. What do I do?**

Please email [delta-airlines@nationalrecruitmentcenter.com](mailto:delta-airlines@nationalrecruitmentcenter.com) advising that you have been locked out of your account. We will reset your account and advise you upon completion.