

Questions and Answers

Talent Flow – Viewing and applying

Q1: Do I need to register and set up a user profile if I want to view the current job opportunities?

A: No. No one needs to register in order to view the current job opportunities for the Toronto Public Service. If employees want to view internal current job opportunities through the Internet (for example, home, library, etc.) they will have to validate their employee number and last name.

Q2: Do I need to register and set up a user profile if I want to apply to any current job opportunity using TalentFlow?

A: Yes. Applicants applying online using TalentFlow are required to create their personal and confidential user identification, password and user profile. However, you only have to register once, and from that point on, you only have to login to apply.

Q3: If I registered and created a profile, do I need to log in to view new job opportunities?

A: No. Employees can view the external and internal job opportunities without being registered or logged in. External applicants will only be able to view externally posted opportunities. If you are an employee and you are viewing and applying to internal opportunities through the Internet (for example, home, library, etc.) you will need to validate your employee number and last name in order to access the internal site.

Q4: When I tried to register for an internal job opportunity, why wasn't I able to have my employee number validated?

A: Your employee number and employee name should be input exactly as it appears in the City's SAP system. You can find your employee number on your pay stub. If you are not sure how it appears or are having problems validating your employee number, check with your administrative support staff or send an e-mail to jobshelp@toronto.ca and a customer service representative will verify that information.

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Talent Flow – "How to" tools and techniques

Q1: What do I need to do to register and set up my user profile?

A: A list of step-by-step procedures will be available online at TalentFlow's "Help" when the system is launched.

Q2: Where do I find my employee number?

A: You can find your employee number on your pay stub.

Q3: What is "Job Seeker Desktop"?

A: The Job Seeker Desktop is your own TalentFlow "Inbox" that contains your personal and secure employment information entered on your Personal Profile. You can edit and delete any of the information at any time. See TalentFlow's "Career Help" for more information when the system is launched.

Q4: What is an "Application History"?

A: When you click on this link, a list of jobs that you previously applied for on the TalentFlow system is available for you to review.

Q5: What is a "Job List"?

A: When you click on this link, you will be able to view the main job board and apply for jobs.

Q6: What is "Personal Data"?

A: Personal Data is your contact information required in order for HR staff to contact you regarding your application(s) to job opportunities (for example, your phone number and address).

Q7: What if I do not want to store my resume and cover letter?

A: You are not obligated to use this convenient feature of the new TalentFlow application. You can copy and paste your resume and cover letter each time you want to apply for a job

If you do not want to store a resume, input "no resume" in the text box where a resume should be input and that will allow you to complete the registration process. You will be required to provide a resume when you apply to a job.

Q8: What is a "Profile"?

A: Your "Profile" where you store your contact information, cover letter and resume(s), it becomes your application form when you apply for a job..

Q9: What is a "Cover Letter" on TalentFlow?

A: A cover letter provides you with an opportunity to introduce yourself to a potential employer and to demonstrate why you are a suitable candidate for a particular position. A well written cover letter can create a positive first impression, it is also an opportunity to share anything extraordinary that you feel will set you apart from your competition. If you claim a skill or accomplishment in your letter, make sure that it is substantiated in your resume. You can create up to five different cover letters which can be attached to your application for a specific job.

Q10: What is a "Job Stream?"

A: A job stream is a way of categorizing your profile – all jobs posted are assigned a job stream i.e. Information Technology. When registering (you can have up to three profiles), each will have a job stream that best represents the different jobs that you may want to apply for. Please note that the Job Stream is used only as a way to categorize your profile. It does not limit what jobs you can view or what jobs you can apply for. It is not used for screening purposes.

Q11: What happens if I incorrectly answer a question on the application?

A: You can make changes or deletions at any time throughout the registration process. However, once you have submitted your application, you cannot go back and change your responses to any questions that have been asked. Please ensure that you read all of the questions carefully and respond correctly prior to "submitting" your application. You can change your master profile at any time.

Q12: I have submitted my application for a job posting competition, but realize I made an error in the information I provided. What should I do?

A: Once you have submitted your application you cannot edit your profile/resume be sure to proof read carefully before you submit. You can change your master registration profile at any point.

Q13: I would like to remove all my data that I entered when I registered back in November. How can I do this?

A: You can remove your registration and profile by logging in, then click on "Edit Username and Password" and then click on "Delete Account".

Q14: What is the best file format to submit my resume and cover letter?

A: You can upload/submit your resume in PDF, Word (Version 97-2003) or Rich Text File formats. At this time, the system does not recognize the latest version of MSWord. In this case, submit in either Rich Text format or save your document as an earlier version of Word (97-2003). If you do not want to upload your resume, you can copy and paste your resume/cover letter into the text box provided and re-format accordingly avoiding the use of unusual symbols or formats or you can create a resume using the "Resume Builder" tool provided.

Q15: How do I know if my application has been received?

A: When you apply online, you will receive an "on-screen" confirmation and you will receive a confirmation via email acknowledging receipt of your application.

Q16a: I am an external candidate. Can I submit my resume/application by fax/mail?

A: External applicants can only apply online. The City of Toronto does not accept mailed in or faxed applications or resumes from non-employees. You can apply anywhere from any computer that has Internet access. If you do not have a computer or access to a computer, visit one of the 99 Toronto Public Library branches or other municipality libraries, ask a family member or friend who has Internet access, or visit an Internet café.

Q16b: I am an internal Toronto Public Service candidate. Can I submit my resume/applications by fax/mail?

A: It is strongly recommended that current employees submit their application/resume through the on-line TalentFlow system. You can apply anywhere from any computer that has Internet access. If you do not have a computer or access to a computer, visit one of the City of Toronto learning kiosks (City Hall, Etobicoke and Scarborough Civic Centres or the St. Lawrence Training Centre), or one of the 95 Toronto Public Library branches, or ask a family member or friend, or visit other local libraries or an Internet café. However, if you are a current employee, you can submit an application/resume by fax or mail. Be sure to read the posting carefully as the fax and mailing address is different for each posting. If you submit by fax or mail, you will not receive a confirmation or receipt of your applications. Nor will you have the convenience of setting up a profile or storing your various resumes and cover letters for ease of retrieval and applying for future postings. Again, we strongly recommend that you submit your application/resume through the new online TalentFlow system. The City no longer accepts hand-delivered applications.

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Q1: Who can apply for City of Toronto Public Service jobs?

A: Current employees or external candidates can apply, as long as you are eligible to work in Canada. City of Toronto employees can apply for any job opportunities and external applicants can apply only for external, ongoing or summer employment opportunities.

The City of Toronto is an equal opportunity employer and encourages applications from qualified Aboriginal people, people with disabilities, members of visible minority groups and women.

Q2: I have difficulty using the system because of a disability, can I get some assistance or help?

A: Absolutely. The City of Toronto is committed to building an inclusive society and providing an accessible environment in which all individuals have access to the City's services and programs in a way that respects the dignity and independence of people with disabilities. If you encounter a problem registering or applying on line, please call 416 392-9336 (accessibility issues only) or email jobshelp@toronto.ca for assistance. The new TalentFlow system is compatible with current optical character recognition (OCR) assistive technology.

Q3: Who can I contact if I am having difficulty with the registration or application process?

A20: If you are having technical difficulties with the registration process, log-in, or the application process, e-mail support@talentflow.com or call 1-877-223-1833 to speak with a Customer Service Representative. Technical support service is handled by Zylog Systems (Canada) Ltd. between 8:30 a.m. and 8 p.m. EST, Monday to Friday.

Q4: Who can I contact if I have another question that needs to be answered or if I have a concern about the new TalentFlow system?

A: The City of Toronto welcomes any additional comments, questions or concerns to help improve this new system. You can send an email to jobshelp@toronto.ca, it will be reviewed by a customer service representative and a response will be provided as soon as possible.

Q5: What if resume, qualifications or address changes?

A: You can update your personal profile and upload/edit your resume at any time.

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Talent Flow – Privacy

Q1. Who is responsible for protecting my information in TalentFlow?

A. The City Clerk's Office is responsible for ensuring that privacy is protected throughout the City. The Executive Director of Human Resources works closely with the City Clerk and the TalentFlow service provider (Zylog Systems Canada Ltd.), to make sure that privacy best practices are met to protect the information in TalentFlow.

Q2. Who has access to my information in TalentFlow?

A. The information in TalentFlow will be used by Human Resources staff involved in recruitment and selection. Hiring managers will not have access to TalentFlow, though your information may be shared with them to assess your job application. Employees at Zylog will not have access to your information, with rare exceptions for authorized users to perform quality assurance and troubleshooting.

Q3. Where can I obtain more information about the privacy practices around TalentFlow?

A. Questions or concerns about the handling of information in TalentFlow should be directed to the City Clerk's Office, John Searle, Senior Policy and Compliance Analyst, Corporate Information Management Services, 416-397-5215.