

Frequently Asked Questions

Who is Sodexo?

Sodexo contracts with FHN to hire and manage all food and nutrition, environmental services and maintenance positions.

I do not have an email account. Can I still apply with FHN?

Yes, you can still apply with FHN; however, you must create an email account in order to do so. If you do not have an email address, sign up for free at www.hotmail.com, www.yahoo.com, or www.msn.com. Make sure to remember email address and password to access the website as this is how we will communicate with you throughout the applicant process.

I do not have internet access. How can I apply?

There are several options:

- Nearly all public libraries offer free internet access.
- The Health Resource Library at FHN Memorial Hospital, open Monday through Friday, 8:30am-4:30pm, offers free internet access.
- Many college and university campuses may also offer internet access.

I forgot my password. What do I do?

At the SEARCH page, click **CLICK HERE** next to the statement **IF YOU DO NOT REMEMBER YOUR PASSWORD**. Follow the instructions. You will receive an email resetting your password.

I forgot my email address. What do I do?

Due to security features, FHN is not able access or provide your email address if you forgot it. You will need to re-apply with a new or current email address.

Can I be notified when positions become available?

Yes, you can subscribe to the **FHN JOB FEED**. When you subscribe to this feed, new positions are automatically downloaded from the website, so the feed is always up to date. To subscribe, log in to the website with your email address and password. Choose a location that interests you and click **SEARCH**. You will notice an orange square above the search results. Click on this box. This will open a new page. Read the instructions and click **SUBSCRIBE TO THIS FEED**.

Can I be notified when a particular position becomes available?

You will not be able to receive individual notification when a particular position becomes available. You can subscribe to the **FHN JOB FEED**, however, which allows you to quickly view the up-to-date listing of positions.

Frequently Asked Questions (con't.)

How can I check the status of my application?

Log into the website and click **VIEW STATUS**. From here you can view the positions to which you have applied. These are the positions for which you are currently under review. Click on the **POSITION TITLE** to view details of the job. You are also able to remove yourself from consideration for the position from this screen by clicking **REMOVE ME**.

Once I submit an online application, when will I hear from you?

When you submit an online application, you will receive an email acknowledging that it was received. Our recruitment and interview process can take some time as we put a great deal of thought and time into hiring the most qualified candidate for each and every position. We commit to responding to your inquiry and you can expect either a call or email regarding your application. You can check the status of your application at any time in the **VIEW STATUS** menu.

What is LinkedIn?

LinkedIn is a social networking website designed for business professionals. It allows you to share work-related information with other users and keep an online list of professional contacts. Like Facebook and MySpace, LinkedIn allows you to create a custom profile. However, profiles created within LinkedIn are business-oriented rather than personal. For example, a LinkedIn profile highlights education and past work experience, which makes it appear similar to a resume. Profiles also list your connections to other LinkedIn users, as well as recommendations you make or receive from other users. (Source: Tech Terms.com)

Do I have to upload a resume?

No. A resume is not required in order to apply.

If I have trouble with the application or receive error messages, whom can I contact?

Please call FHN's Human Resource Response Center at 815-599-6336 between 8:00am-4:30pm, Monday through Friday.

After I click the SUBMIT button, I receive an error message. What happened?

If you did not complete all of the application fields or fill them out in an acceptable format, you will receive a red error message. **Do not navigate away from this page**. Scroll down the page. The fields requiring attention will be identified by a red exclamation point. Complete the fields as indicated and click the **SUBMIT** button again. You will receive an instant message and an email indicating your application was successfully submitted.



Experience FHN

How to Apply for a Career Online



We're here, for you.

FHN

Human Resources

1045 W. Stephenson Street

Freeport, IL 61032

FHN: 815-599-6336

Sodexo: 815-599-6918

FHN and Sodexo are Equal Opportunity Employers

www.fhn.org

Thank you for your interest in a career at FHN.

For available career opportunities visit our website at www.fhn.org.



To complete an application, visit our website at www.fhn.org and follow these steps.

1. Click on **ABOUT US** in the horizontal navigation bar.



2. Choose **CAREERS**, then click on **CAREER OPPORTUNITIES**.

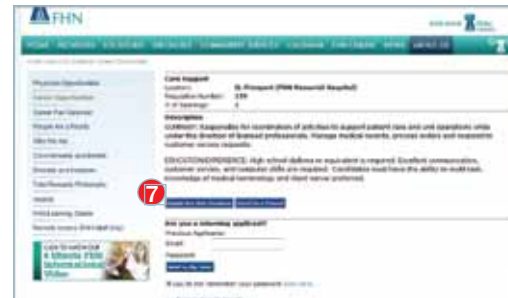
3. Choose how you heard about FHN.

4. After reading the “**BEFORE YOU APPLY**” information, check the “**I HAVE READ**” box and click **PROCEED TO CAREER OPPORTUNITIES**.

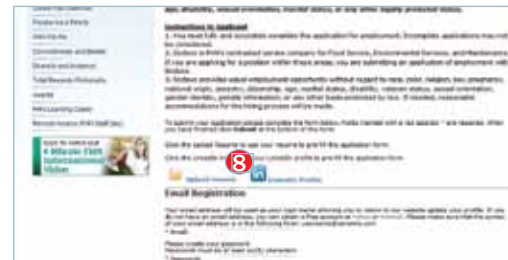
5. Choose a location that interests you and click **SEARCH**.

6. If you are interested in any of the positions shown in the search, click the **JOB TITLE** of the job you are interested in. Job Title details will appear on the next screen.

7. If you are interested in applying, click **APPLY FOR THIS POSITION** if you are a first time applicant since July 1, 2011.



8. Read the directions and follow the instructions provided. To upload your resume and pre-fill portions of the application form, click on the **UPLOAD RESUME** icon. If you have a LinkedIn profile you may also choose to use that profile to pre-fill portions of your application by clicking on **LINKEDIN PROFILE**.



9. If you are a returning applicant and have applied with us previously (since July 1, 2011), you may enter your email and password and click **ADD TO MY JOBS** if you have no changes to make to your existing application.

10. Once you are logged in as an existing applicant there are several menu options:

a. **VIEW STATUS:** View the positions to which you have applied. These are the positions for which you are currently under review. Click on the **POSITION TITLE** to view details of the job. You are also able to remove yourself from consideration for the position from this screen by clicking **REMOVE ME**.

b. **SEARCH OPENINGS:** This will allow you to search openings you are interested in. Follow steps 5 and 6 to complete a search and click **ADD TO MY JOBS** to apply for a position.

c. **UPDATE MY INFORMATION:** This will allow you to update your application information including demographic information such as email and telephone number.

d. **LOGOUT:** This will log you off the website.

