

- What is Mercury e-Recruit?**
Mercury e-Recruit is a best practice software solution that supports the entire recruitment lifecycle. Cairns Regional Council launched a Mercury e-Recruit system in October 2016.
- Why the change to Mercury e-Recruit?**
Cairns Regional Council's previous recruitment process involved a series of manual, paper-based activities which could take considerable time to complete, resulting in delays before candidates were contacted and causing issues for both parties – the candidate, because they didn't know what was going on with their application and the Council, because such delays could result in the best candidate finding another role.
- Can I send my resume in so that you have it for when something suitable comes along?**
By registering for a 'Job alert' you will know when a suitable vacancy is being advertised. Cairns Regional Council does not consider applications that are not received via the Mercury e-Recruit system.
- Can I submit a hard copy application?**
Cairns Regional Council no longer accepts applications that are not submitted via the Mercury e-Recruit system.
- I don't have access to a computer – where can I submit my application?**
Most Cairns Regional Council libraries have public access computers with internet access and staff trained in how to use Mercury e-Recruit, who will be happy to assist you.
Please check the opening times of our Libraries via the following link - <http://www.cairns.qld.gov.au/library>
- I don't have an email address – What should I do?**
The Applicant Guide contains instructions on how to set up a free email account. You will need to establish your new email account before you can register in Mercury e-Recruit.
- What do I do if I need help accessing the information on Mercury e-Recruit?**
Our [Contact page](#) has information on contact options, including language assistance if you need an interpreter and the National Relay Service for people who are deaf or have a hearing or speech impairment.
- What do I do if I need help using Mercury e-Recruit?**
There is an Application Guide available to assist you with the application process.
If you require further assistance after reading through our Frequently Asked Questions below, please call the Cairns Regional Council's Recruitment Hotline on 07 4044 3310 from 0800hrs-1600hrs Australian Eastern Standard Time (AEST).
If you require assistance after hours, please send an email to jobs@cairns.qld.gov.au and our first available representative will respond on the next business day. Please include your contact details, reference number of the position, and a full description of your enquiry.
- My computer skills are limited and I need some assistance to apply via Mercury e-Recruit. Who can help me?**
All Cairns Regional Council libraries have public access computers with free internet and staff trained in how to use Mercury e-Recruit who will be happy to assist you. Please check the opening times on our [Libraries website – Library Opening Times](#).
- I can't get past the screen I'm on?**
This may be because you have not completed one or more of the mandatory fields, identified by a red asterisk (*). You must provide a response to these questions before you can proceed to the next screen.
- How do I get help if the system isn't working?**
Click on the "?" on the top right hand side of the page and follow the prompts. You will be invited to review our Frequently Asked Questions (FAQs), phone for support or lodge an email request if the matter is not urgent or occurs outside of office hours.
- How do I find out more about a position I am interested in?**
Each job advertisement includes contact details for a nominated contact officer. This is the person to speak to for more information about the position.
- I can see a closing date on the job advertisement but what is the closing time?**
All job advertisements close at 10.30pm Australian Eastern Standard Time (AEST) on the date indicated.
- Can I submit a late application?**
Once a job has closed it is not possible for an applicant to address the selection criteria on line. Therefore we will no longer be accepting late applications. We recommend that you subscribe to our job alerts, to ensure you receive notification as soon as any new jobs are published, to give you plenty of time to apply before the closing date.
- I am halfway through my application but need to go out. What do I do because I don't really want to enter everything again?**
At any stage of the application after you have entered your address details you will be able to save the information you have entered. Simply click on the 'Save and exit' button. When you are ready to complete your application, sign into your account and click on 'My profile'. Click on 'My application history'. This will bring up a screen that shows all the jobs you have applied for and their status. Simply find the one you need to complete (its status will be 'Incomplete'), click on 'Go' next to the drop down box containing the word 'Complete' and continue your application.
- I have applied for a job but now I realise I didn't add one of my certificates. What can I do?**
You can update your application any time before the job advertisement closes. Click on 'My profile', then in the left hand navigation click on 'My application history'. In the 'Action' list select 'Update' next to the application you wish to change and then click 'Go'. Your application will be updated. If you gain a Licence or Qualification relevant to the position you have applied for after the position has closed you will need to call the contact for the position and advise them of any changes to your application.
- How do I attach documents to my resume (e.g. education certificate)?**

Make sure that the file you want to attach is not too big. The file should be less than 2mb. Make sure the file is in an acceptable format. The e-recruitment system accepts Microsoft Word (.doc or .docx) or Adobe Acrobat (PDF) files. The document name should only include up to 15 characters and can only contain letters (A-Z) and numbers (0-9).

- **I have changed my mind about applying for a job. How do I delete my application?**
Click on 'My profile', then in the left hand navigation click on 'My application history'. In the 'Action' list select 'Withdraw' and then click on 'Go'. You will receive an email confirming that you have withdrawn your application.
- **How will I know if my application has been received?**
You will receive an automated email on receipt of your application.
- **Who will see my application? Is it confidential?**
Your application will be treated with utmost respect and confidentiality. The only person(s) to see your details will be members of our recruitment team, the hiring manager and the selection panel members involved in the role(s) you have applied for. All details entered into the system are confidential and cannot be accessed by unauthorised people. All Cairns Regional Council employees commit to protecting personal information through our Code of Conduct Policy and Information Management and Information Privacy Policy.
- **Will you tell me if I am not successful?**
With the introduction of Mercury e-Recruit you will be notified at various milestones in the recruitment process, e.g. if you are invited to attend an interview, or when we would like to make you an offer of employment, or if you are unsuccessful.
- **How do I register for job alerts?**
When you access Mercury e-Recruit, you will see the words "Login" on the main screen. Please enter your information or complete the registration under "Sign up" and the 'Registration' page will open.
Enter the required data in the fields. All fields marked with a red asterisk must be completed. Click on 'Create account'.
You will receive an email from *no-reply@mercury.com.au* asking you to activate your account. Click on this link. A page will open titled 'Account activation'. Go to the heading 'Email alerts' and choose the job types that you would like to know about if a job becomes vacant. Click on 'Continue'.
- **How often will the job alerts be sent?**
As soon as a job that relates to one of your preferred job categories is advertised an email will be sent to you. The email will contain a link that will take you directly to the job vacancy so that you can apply if you wish to.
Simply click on the 'Apply now' button at the bottom of the page and follow the instructions. All fields marked with a red asterisk must be completed.
- **What if I don't have an alert set up?**
If you don't have an alert set up, it's simply a matter of checking the website, finding a suitable job and following the link in order to apply. This will open an application process for you to complete and submit online.
- **I no longer wish to use the Cairns Regional Council Mercury e-Recruit System. What do I do?**
Sign into your account and click on 'My profile'. In the left hand navigation click 'Account settings', deselect any email alerts that you have from the list and then click 'Save'. Then click on 'Deactivate account'. You will be automatically signed out and the 'Search vacancies' screen will appear. Should you wish to apply for a job in the future you will need to sign up again as a different user.