



My AmeriCorps Technical Assistance Questions & Answers from Recent Inquiries to ServeNebraska Personnel (Updated 10-01-09)



Q: How do service locations and member enrollments correspond with one another? For instance, if a member applies for a specific “Opportunity Listing” through the AmeriCorps online application, can the program enroll them into a different listing? Do programs have to have separate “Opportunity Listings” for each position in their program, or can they just post one generic position description for multiple available positions?

A: When they apply to a specific listing, they are agreeing to those specific duties. When they click “accept this offer,” they are agreeing to that specific job description. Better safe than sorry in case this comes up later (imagine agreeing to a different job description in your own position.)

Tim Woods, CNCS Recruitment Assistant, can assist you with placing the members in the correct listing. Please email Tim Woods (twoods@cns.gov). Please be sure to copy Peter (peter.cales@nebraska.gov) and Greg (Greg.donovan@nebraska.gov) on the message.

Q: We noticed that there is no obvious way to view a currently enrolled member’s initial enrollment date (we had to refer back to WBRs for this information). Is there a place in the eGrants Portal to view a member’s enrollment date?

A: You can view their original date by checking your recruitment workbasket, and clicking “view members”.

Q: If a program has to re-fill a slot, can they choose which slot to re-fill in the eGrants portal, or does it re-fill a particular slot automatically?

A: Yes, they choose which slot to re-fill.

Q: Is there a way to delete or somehow move or “hide” old applicants in the “Recruitment Workbasket” area? It seems as though even if an applicant is rejected or selected, they still show up in the “S&N Workbasket” and “Recruitment Workbasket”.

A: No, there is no way to delete, remove or “hide” old applicants in the Recruitment Workbasket. However, grantees can change the status of the application to “Rejected”, but it will still be visible.

Q: Is an “Opportunity Listing” on the AmeriCorps website removed once the position is filled?

A: ServeNebraska staff have been advised that the listing will be removed from the site once the position has been filled. Since the coordinating function between the My AmeriCorps Recruitment system and eGrants is new, we suggest checking back on the listings you fill in order to confirm that they are removed from the site.

Q: Several sub-grantees are unable to see applicants in their “Pending Applications” tab in their “Recruitment Workbasket”. They can sometimes find the applicant if they know they have submitted an application by searching for their name in the “Search Submitted Applications” area, but having to do so is problematic. This could create issues if this problem also occurs with qualified applicants who the program doesn’t know have applied.

A: Ensure that you have the recruitment role assigned to your account in eGrants. An eGrants administrator at your organization can assign the “Recruiter” role to you by clicking on “my account” and choosing “Edit User Role/Permissions”. If the account holder has this role/permission assigned, they should be able to see all of their specific applicants.

Q: Similarly, is an “Opportunity Listing” on the AmeriCorps website removed once the position is filled?

A: You can remove a service opportunity from being seen by potential applicants once it's filled. Please call (202) 606-3612 for help editing a program listing.

Here is a further resource of Frequently Asked Questions:

<http://www.nationalservicerresources.org/files/frequently-asked-questions-090409.pdf>

Also, the CNCS Recruitment helpdesk may be contacted at admin@americorps.org or by phone at 202-606-6700.
