

# EMPLOYER FAQ

## GETTING STARTED

### ABOUT SELECTLEADERS

#### Talent Introduction

SelectLeaders is a Real estate Job Site and Network formed to provide one, industry-wide career destination to attract talent into careers in real estate. With our large Network of the industry's most prominent professional associations and trade organizations we have a unique alliance who controls or directs much of U.S. real estate allowing us to help our community in the space of jobs and professional development.

To learn more about how we can help you hire top talent please see our: [Media Kit](#)

#### Registration

Register your email address on our site in order to view our Real estate jobs. Full registration is free of charge and allows you to take advantage of our suite of services, such as applying to jobs or setting up email job alerts.

[Register here](#)

# ACCOUNT MANAGEMENT

## ACCOUNT ACCESS

### Logging In And Out

Once you have created an account you will be persistently logged in. In the case that you are not logged into your account you will be able to:

#### Log in by:

1. Clicking on the 'Login' button in the top right of your screen.
2. Add your username which is the email address used to create your account
3. Add your password created upon registration
4. Click Agree & Login

#### Log out by:

1. Clicking on the 'logout' button in the top right of your screen.

### Change Or Reset Password

To **change your password** login to your account. Next, click on the 'Manage your profile' link. On this screen you can edit your password in the 'CHANGE PASSWORD' section by inputting your current password and then your new one. Click 'Save' and your credentials will be updated. To reset your password please enter the email you have registered with us in the forgotten password link and we will send you an email to reset your password.

If you have **forgotten your password** please click the forgotten password link to follow.

If if you have **forgotten the email assigned** to the account or are trying to get into a former colleagues account please email [support@selectleaders.com](mailto:support@selectleaders.com) with your company name, the email on the account, the first and last name of the person on the account and we will be in contact as soon as we are able.

#### [Reset Password](#)

### Forgotten Password Not Working

If your forgotten password isn't working and you are not receiving an email from us please make sure to check you are using the correct email assigned to your account. You can do this by searching a SelectLeaders email within your email accounts. If you are sure this is the correct email we would encourage you to check your junk mail.

If you still don't see an email from us please email [support@selectleaders.com](mailto:support@selectleaders.com) from your company email address, provide us with the email assigned to your account, the first and last name on the account and we will be in contact as soon as we are able.

### Profile Page Changes

You can change the information within your profile by logging into your account, clicking 'Manage your profile', and then making the necessary alterations. Click 'Save' and your information will be updated.

## NOTIFICATIONS

### Marketing Email Notifications

Upon registration we give our users the option to opt into:

1. our biweekly Employer Brief
2. SelectLeaders news and information and

To sign up or unsubscribe from our Employer Brief or News and information notifications visit your 'My profile' page within your account, scroll to the bottom of the page, adjust to your preference and then click 'Save'.

### Setting Up Application Notifications

When you post a role you have 3 application notification options:

1. to include any email you want to receive your applications
2. opt out of notifications completely and manage applicants within your account or
3. redirect candidates to your own unique private career center by inputting a redirect link and the very bottom of the posting form.

We would encourage you to whitelist [applications@selectleaders.com](mailto:applications@selectleaders.com) by adding the email as a contact within the email account you've set to receive applications to ensure safe delivery of your applications.

Remember postings are completely editable within the allotted posting time. You can do this by visiting your 'Manage job posts' page within your account, clicking the edit button, making any adjustments you need and 'Save' to update.

## VISIBILITY & PRIVACY

### Can I Be Confidential

Employers can make their job posting confidential. Upon posting a role there is a checkmark which allows employers to make their role confidential, hiding your company name from the public. Just be careful not to mention your company name within your job description.

Do candidates receive the employers email address during the application stage? The answer is no they do not.

When candidates apply they will click an apply button and if you have selected email notifications you will receive emails from [applications@selectleaders.com](mailto:applications@selectleaders.com).

For more information on privacy please see: [Privacy Policy](#)

## UPLOAD COMPANY LOGO

### Add Company Logo To Posting

Once you log in to your account, click 'Manage your profile' page, scroll to the bottom of this page and upload your company's logo by clicking the 'Upload Logo' button, then select the appropriate file. Click 'Update Employer' and your logo will be saved.' Accepted image formats: GIF, JPG/JPEG, PNG, SVG. For best results, use images that are 160 pixels wide and 160 pixels high.

## RESUMES / COVER LETTERS

### Receiving Resumes

When you post a role you have 3 application notification options:

1. include any email you want to receive your applications
2. opt out of notifications and manage within your account or
3. redirect candidates to your own private application system by inputting a redirect link.

We would encourage you to whitelist [applications@selectleaders.com](mailto:applications@selectleaders.com) by adding the email as a contact within the email account you've set to safely receive applications. Remember postings are completely editable within the allotted posting time period. You can do this by visiting your 'Manage job posts' page within your account, clicking the edit button, making any adjustments you need and then 'Save' to update (same as 'Setting up Application notifications').

## APPLICATIONS

### Not Receiving Applications

We would first encourage you within your accounts 'Manage job postings' page to see if your posting is active and you are receiving resumes. If your role is not active please click on the eye icon within your 'Manage job postings' page to do so. If your role has been activated and it is collecting resumes please check you are sending applications to the correct email address. Still within your 'Manage job postings' page click on the job title or the 'edit button' to take you into the posting form you will have previously filled out. Once on this page, scroll to the bottom to check your email address has been input correctly. If it hasn't make the appropriate update and save. Please also note if you have set up your posting so candidates are redirected to your own private career center to apply you will not receive application notifications from us and you should from your own application tracking system (ATS).

### Draft Job Activation

If you have created a draft job and want to activate it this is how. Firstly, you will need to purchase a job posting credit via the purchase page. If you have already done so and you have posting credits within the inventory section of your account, click on 'Manage job postings' within your account. Here you will see an eye icon. Click on the icon and you will be able to activate your job throughout our entire network.

[Purchase Page](#)

### Job Description Success

Your job description is a true representation of your company and we want for you to be happy and successful with your posting so to increase your views and resumes we would recommend breaking it up into certain headers such as:

- **About the Company:** what your company does, company size, where you are based, where the position is held, achievements and ethos
- **About the Company Culture:** what's the personality of the company, the environment in which employees work, company mission, values, ethics, expectations, and goals
- **About the Team:** is the team departmental, problem solving, virtual, cross functional or self managed
- **About the Job:** primary responsibilities and objectives
- **About the Candidate:** qualifications, skills, attributes
- **Additional Information:** benefits, traveling % for example

### Formatting Issue

Make sure you have not included a table in the posting, as this will cause the posting to render incorrectly.... If you could please login, hit 'Manage your job posting', click the edit button and input your job description as text only and 'Save' that will resolve this.

### Internship Postings

There is no charge for posting internships on the SelectLeaders Job Network and throughout our network. All you need to do is post a job and make sure to check off the internship button within the posting form and there will be no charge.

### Reposting / Duplicating A Job

To save yourself time you are able to duplicate active or inactive job postings starting your candidate views/impressions and your resumes from 0. To do this navigate to your 'Manage job postings' page and click the icon which looks like two pieces of paper, one on-top of the other. This will automatically duplicate the role you clicked. Click the job title or edit button to make any changes you need. Please note you will need to take out 'Copy of' from the job title and the location to avoid it showing this within your postings job title. Once you have made your edits click 'Save' and post your job.

## Activating / Deactivating Jobs

To post a job on SelectLeaders and throughout our network firstly you will need to have registered. From your account you will then need to navigate to our purchase page to buy products and services. Once this has been completed go to 'Post job' within your account, fill out the posting form step-by-step, click 'Save and preview' and then post your job. To deactivate simply go to your 'Manage job posting' page and click deactivate.

Note: there is no posting pause button and once you deactivate your role it will utilize this posting credit.

## Deactivated Posting Prematurely

If you have deactivated your posting prematurely it will have utilized your allotted time on this posting credit. If this has happened to you please contact [support@selectleaders.com](mailto:support@selectleaders.com) and we will be happy to assist.

## Transferring Posting Credits

Unfortunately we currently don't have the functionality for you to personally transfer inventory from one account to another however if this is something you are wanting to do please contact [support@selectleaders.com](mailto:support@selectleaders.com) and we will be happy to discuss this with you.

## Geographical Locations

For single job postings you must select a State and have the option to input a City for talent to search from. We currently don't have the functionality for employers to create a National posting.

## Job Reference

The job reference within the posting form is for your own use and can be used to keep track of your jobs. You may be hiring for multiple positions of the same job title.

## Confidential Job Postings

Within each job posting you will have the option to make your company confidential. Where it asks 'Is this posting confidential?', you can click on 'Yes'. This will post the position without the company name. You may also wish to post the position without a zip code, to further protect your anonymity.

## View Your Job Posting Like A Candidate

After you have created your job posting and it is now live on SelectLeaders and throughout our network you can click 'Find jobs' within your account to search for your active posting. If your job isn't presenting how you would like you can navigate to the 'Manage job postings' page within your account, click the edit button and make any changes you need during your allotted posting time and click 'Save'.

## Editing Job Posting

You are always able to edit a job after you have posted it by logging into your account, selecting 'Manage job postings', clicking the job title or edit icon, making any adjustments you need, clicking 'Save' and your role will be updated.

## RESUME DATABASE SEARCH

### Searching Candidates / Resume Database Search

When searching within the resume database we would encourage you to keep your search simple at first to get a feel for our system and the talent who have opted to include their Resume. Start with 'Keyword', adding location and then becoming more granular with the various elements, such as location and miles radius. However please see our Resume Database training guide.

SelectLeaders has an incredibly sophisticated elastic search mechanism set up for both our job board and resume database search, allowing impressive matching between candidates and employers. Benefits allow searches to perform incredibly quickly, with large volumes of data weighted so that favorable results appear first.

[Resume Database Training](#)

# BILLING & PAYMENTS

## PURCHASES

### Didn't Receive Receipt

Upon purchasing products from our 'Purchase page' you will receive a receipt to the email address on your 'My Profile Page.' If you are in need of a receipt for one of our more tailored products such as our SelectLeaders Executive Search service please contact your account manager or [support@selectleaders.com](mailto:support@selectleaders.com).

### Purchase History

You are currently unable to view your purchase page history within your selectleaders or association career center account but we will be happy to help.

Please email [support@selectleaders.com](mailto:support@selectleaders.com).

### Accidental Purchase

If you have purchased a product or service in fault please contact [support@selectleaders.com](mailto:support@selectleaders.com)

### Being Billed

Apart from the products unable to be purchased online (advertising / executive search services) we prefer our users to complete purchase transactions by using a credit card online. We will be happy to discuss this with you.

Please email us on [support@selectleaders.com](mailto:support@selectleaders.com).



# ASSOCIATION NETWORK

## ASSOCIATION PARTNERS / MEMBERS

### Become An Association Partner

If you would like us to power your career center and become one of our association partners helping your members in the space of Real estate jobs and professional development please contact [support@selectleaders.com](mailto:support@selectleaders.com).

### Registering Through An Association

If you are an employer and would like to register through one of our association partners please navigate to our [homepage](#). Here you will see our entire network of associations.

If you are a member of one of these associations click the appropriate logo and you will be directed to that particular career center. From here you will want to register as an employer in the top right hand side of your screen.