



*Special Edition –*  
*“RESUMIX Frequently Asked Questions”*

# THE TWISTER

SOUTH CENTRAL CIVILIAN PERSONNEL OPERATIONS CENTER  
REDSTONE ARSENAL, HUNTSVILLE, ALABAMA

October 2001

## *Managers Quick Reference Guide to RESUMIX FAQ's*

- 1. What is RESUMIX and how does it work?** RESUMIX is an automated resume storage and referral system that uses artificial intelligence to capture job requirements from the official job description and then pull job-related skills from experience, education and training in an applicant's resume to match against the official job description requirements. Resumes sent to the South Central Region are stored electronically in our RESUMIX database.
- 2. What is STAIRS?** STAIRS stands for “Standard Automated Inventory and Referral System” and the term was adopted for Army's use. The terms, RESUMIX and STAIRS are used interchangeably.
- 3. Are all jobs in the South Central Region filled using RESUMIX?** The majority of positions are filled using RESUMIX procedures. However, positions announced through the Delegated Examining Unit and the South Central Expedited Recruiting Process (SCERP) are not filled using RESUMIX. STAIRS/RESUMIX positions are designated with an “S” as the first letter of the vacancy announcement. Applicants should pay close attention to the “How to Apply” instructions in each vacancy announcement.
- 4. Does RESUMIX change the way I apply for positions?** Yes. If the position is being filled using RESUMIX procedures, you must submit a resume and a self-nomination form. The resume should not exceed 3 pages.
- 5. How do I prepare a resume?** The Army's Resume Builder is the preferred method for preparing your resume and supplemental data sheet. (Please refer to question # 12 below regarding the submission of supplemental data.) The Resume Builder is available on the World Wide Web at <http://cpol.army.mil/index.html> (Click on Employment). It may also be accessed from any Army RESUMIX vacancy announcement. You can prepare a resume and supplemental data sheet directly from the vacancy announcement.
- 6. Is the Army's Resume Builder the only way to prepare a resume?** No. You may prepare your resume using the sample formats in our Job Kits. Our Job Kits, located at <http://cpolrhp.belvoir.army.mil/scr>, (Click on Employment) provide instructions for completing the resume and supplemental data sheet.
- 7. How do I prepare a resume if I don't have access to the World Wide Web or email?** If you do not have access to the World Wide Web or email, you may prepare a resume and supplemental data on a typewriter or word processor following the format addressed in our Job Kits.

**8. How do I submit my resume?** The preferred way to submit your resume with supplemental data is through the Army's Resume Builder. However, resumes prepared using the Army's Resume Builder **are not** automatically sent to the South Central CPOC. After you prepare your resume, return to the first page of the Resume Builder. Scroll to the bottom of the page and click on "**SEND OUT EXISTING RESUME**".

- Step 1: Enter your userid, password and your Social Security Number. DO NOT HIT ENTER!
- Step 2: Scroll down and click on "**SOUTH CENTRAL**"
- Step 3: Scroll down. Click on "**United States Supplemental Data**".
- Step 4: Scroll down and click "**SUBMIT**".

You may also send your resume with supplemental data via email. Our email address is [Resume@cpocscr.army.mil](mailto:Resume@cpocscr.army.mil). The resume and supplemental data must be in the same email message. Place the word Resume in the subject line of your email message. Due to increasing virus threats we cannot accept resumes as attachments to an email message. You must cut and paste the text of the resume into the body of the email message.

You may also submit your resume through regular mail to:

South Central Civilian Personnel Operations Center  
Sparkman Complex, Bldg 5304  
Customer Focused Division  
ATTN: SFCP-SC-B-R STAIRS Team  
Redstone Arsenal, AL 35898

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**9. Is it better to submit a resume and supplemental data electronically or by regular mail?** Submitting your resume via the Army's Resume Builder or email is best. Hard copy resumes submitted by regular mail have a higher rejection rate.

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**10. May I send my resume BOTH ways so I am sure it's processed?** We prefer that you do not. Electronic resumes are received and processed quickly. The hard copy resume is normally received after the electronic resume has already been processed. The hard copy resume then replaces the electronic resume previously received. Sending duplicate resumes creates a heavy workload in the RESUMIX Office and slows down processing of new resumes. Additionally, the last resume received is the official resume stored in our database.

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**11. What if email is down, or the web site is unavailable?** There are times when the Army's Resume Builder or the South Central CPOC web site may be unavailable. However, this should not preclude you from preparing and submitting a resume with supplemental data. (See question 8). We encourage you to "preposition" your resume. Do not wait until a position is announced. Prepare and submit your resume with supplemental data IN ADVANCE of a position being announced.

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**12. Is it necessary to send Supplemental Data with my resume?** Yes, it is required if you are an External candidate. (External candidates include Department of the Army employees not serviced by this CPOC and applicants eligible for competitive status or noncompetitive status appointments.) If you do not submit Supplemental Data, or the supplemental data is incomplete, your resume will not be processed. Submission of supplemental data is optional for Internal candidates (current, competitive service, permanent Department of the Army (DA) employees or a current, permanent VRA DA employees in an office serviced by the SC-CPOC.)

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**13. Is Supplemental Data included in the three-page maximum limit on my resume?** No. The Supplemental Data is in addition to your three-page resume.

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**14. Should I submit my DD214 or college transcripts with my resume?** No. Supporting documentation is not needed. If you are selected for a position and any supporting documentation is needed, you will be asked to provide it within 5 working days of notification of selection.

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**15. How do you determine my qualifications for a position without supporting documentation?** We use the information in your resume and supplemental data to determine whether your resume will be forwarded to the selecting official for consideration. Your resume should include the necessary experience, education, or training that will qualify you for positions that you have self-nominated for.

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**16. When I submit my resume, will I automatically be considered for positions that I qualify for?** No. Submission of a resume does not automatically entitle you to consideration for positions. In order to be considered for positions, you must submit a self-nomination form for positions you are interested in. When you see an announcement posted on <http://cpol.army.mil/index.html> and you are interested in applying for it, simply complete the self-nomination form and send it in. You must complete one self-nomination form for each position you are interested in. In order to be considered for the position, the South Central CPOC must have RECEIVED your properly prepared resume with supplemental data AND a self-nomination form on or before the closing or cut-off date of the announcement.

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**17. So I don't need to submit a resume each time I want to apply for a position?** No. You submit ONE resume with supplemental data. When you self-nominate for a position, this ONE resume will be used to determine your qualifications and eligibility for the position you self-nominated for.

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**18. What is a self-nomination?** A self-nomination is used to indicate your interest and availability in an announced position. Each time you wish to "apply" for a position, you submit a self-nomination form. The self-nomination is a one-page document that contains information pertinent to the position you are applying for (announcement number, position title, series, and grade). In addition, it contains your name and Social Security Number, which are used to match the self-nomination to your resume.

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**19. How do I prepare a self-nomination?** The preferred method for preparing your self-nomination is on-line by clicking on the self-nomination button on the vacancy announcement. A self-nomination form, along with instructions for downloading it, is available on our web site at <http://cpolrhp.belvoir.army.mil/scr> (Click on Employment Information). After downloading and completing the self-nomination form, you may cut and paste the text into the body of an email message and send to [selfnom@cpocscr.army.mil](mailto:selfnom@cpocscr.army.mil)

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**20. How do I self-nominate if I don't have access to email or the World Wide Web?** You may prepare a self-nomination on a typewriter or word processor following the format of the sample self-nomination in the South Central Region Job Kits. The Job Kit is available on our web site or at any South Central Region Civilian Personnel Advisory Center. Mail the self-nomination to:

South Central Civilian Personnel Operations Center  
Sparkman Complex, Bldg 5304  
Customer Focused Division  
ATTN: SFCP-SC-B-R STAIRS Team  
Redstone Arsenal, AL 35898

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**21. How will I know if my resume or self-nomination has been received?** Resumes and self-nominations sent by email with the word "Resume" or Self Nomination" in the subject line will trigger an automatic acknowledgment to the sender of the email. The acknowledgment lets the sender know the resume or self-

nomination has been received at the South Central CPOC. If you send your resume or self-nomination through the mail, you will receive an acknowledgment through the mail.

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**22. How long does it take to process a resume?** Resumes are normally processed within 3-5 working days following receipt in the South Central.

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**23. How long does it take to process a self-nomination?** Provided a properly prepared resume has been received in the South Central CPOC on or before the cutoff or closing date of the announcement, your self-nomination form will be processed upon the cutoff or closing date of the announcement.

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**24. How will I know if there is a problem with my resume or self-nomination?** You will receive additional notification only if your resume or self-nomination is unable to be processed. The notification will tell you we cannot process your resume or self-nomination and the reason why. The importance of having a pre-positioned resume cannot be overemphasized, as a rejected resume sent on the last day of an announcement will result in non-consideration for the job vacancy. If you receive an acknowledgment of receipt of your resume or self-nomination and receive no further notifications from the RESUMIX Cell at the South Central CPOC, you may assume your resume or self-nomination has been processed.

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**25. How will I know if my resume was processed?** You will be mailed a postcard from our office informing you that it has been received AND processed. You may view the status of your self-nomination and/or resume by checking our "ROAR" - RESUMIX On-line Applicant Response system. Go to the Internet address <http://cpolrhp.belvoir.army.mil/scr>, click on "ROAR." If you are a first time user, you will need to establish a user ID and password. Please note that the user ID and password may be different than the one established in Army's Resume Builder.

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**26. What is ROAR?** ROAR is designed to allow you to view the resume you have on file in the South Central CPOC database, and to notify you of whether or not your resume was sent to the selecting official for consideration for positions for which you self-nominated. ROAR is not a receipt notification system. When you submit your resume with supplemental data or a self-nomination, you will receive specific notice informing you that the information was received.

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**27. When is ROAR updated?** Your resume is viewable through ROAR as soon as it's processed into the South Central CPOC RESUMIX database. You will not be able to view the status of a self-nomination in ROAR until about two weeks after the closing or cutoff date of the announcement you applied for. We will post the status of your self-nomination once a referral list has been issued. If you do not see a self-nomination listed, it does not mean the self-nomination wasn't received. If the self-nomination isn't listed, it has not yet been determined whether or not your resume will be forwarded to the selecting official for consideration for the position. Continue to check ROAR for updated information.

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**28. Can I view supplemental data in ROAR?** No. Because of the sensitive nature of the information on supplemental data (social security number, Race and National Origin, and gender) it is not placed on the web for viewing.

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**29. I created my user ID and password in ROAR but I have lost it. How can I retrieve it?**

It is always a good idea to write down and secure your user ID and password. Contact the South Central Helpdesk ([Helpdesk@cpocscr.army.mil](mailto:Helpdesk@cpocscr.army.mil)) via email and explain your problem. Normally, your present ROAR account will have to be deleted and then you can create a new user ID and password.

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**30. How long is my resume kept on file?** If you are an employee serviced by the South Central CPOC, your resume will be kept on file until you retire, resign, provide false information, or request that we remove it from the database.

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**31. When should I update my resume?** It is recommended that you only submit a new resume when there are significant changes in your experience or education. You may want to submit a new resume when you have a change in position or duties such as a promotion, reassignment or detail. When any personal information changes (i.e., name, address, or phone number) you should submit an updated resume.

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**32. How many resumes may I have on file at one time?** There will only be one resume on file per person at any given time. When you submit an updated resume, your previous resume will be overwritten. The new resume does not delete any history, notes, or self-nominations you may have on file.

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**33. Does the RESUMIX system actually do all the rating, ranking and referral?**

RESUMIX does a skills match and provides a list of names in score order of those applicants who self-nominated for a position. This score may be used as a tool by a staffing specialist in the CPOC to determine which applicants may or may not be referred. RESUMIX is simply a software tool used to assist in the recruitment and referral processes. Managers, CPACs, and CPOC personnelists all work together to establish sound recruitment strategy and criteria to produce the best list of qualified candidates. The staffing specialist at the CPOC is still responsible for determining the qualifications of the selected candidate.

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**34. Will you provide us with a list of "buzzwords" to put in our resumes?**

There are no "buzzwords" or a secret list of key words an applicant should use in their resume. When a request to fill a position is received at the CPOC, the position description is loaded into the RESUMIX database. The RESUMIX software extracts skills from the position description. The manager, CPAC, and CPOC personnelists refine the list of skills. These skills are matched against the skills of the applicants who self-nominated for the position. The skills a manager is looking for must be supported by the job description. It will vary depending on the selecting supervisor.

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**35. Does RESUMIX replace the ACCESS system or Career Program?** No. RESUMIX does not relieve an employee of their responsibilities under the ACCESS or Career Programs. However, career program referrals are generally done for PERMANENT job fills. If a career program position is going to be filled temporarily, it may be announced under RESUMIX procedures. Interested candidates may have to prepare and submit a resume and self-nomination form to be considered for the position.

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**36. If I submit my resume to the South Central, will I be considered for positions at other Army Regions?** No. If you are interested in positions at other Army Regions, you need to prepare a resume and self-nomination in the format required for that region and submit both to them. Each Region may have different procedures for preparing and submitting resumes and self-nominations. You may visit each region's web site at <http://cpol.army.mil/index.html> (Click on Regional Homepages). Follow the "How to Apply" instructions in the vacancy announcements. Army is working on standardizing RESUMIX procedures throughout the Regions and is developing a central site location for all resumes to be submitted.

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**37. How do I fit 20 years of employment on a three-page resume?** In the past, employees were encouraged to list every bit of their work experience on a SF 171. A resume does not have to include your entire work history. Concentrate on your career goals and list only experience that will qualify you for positions in your desired career path. If you are a Budget Analyst, GS-9, and you want to be promoted to GS-11, you may not want to include experience as a Clerk-Typist, GS-3 as it will not qualify you for the GS-11 position you desire.

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**38. May I get a copy of the skills extracted from my resume?** No. In the past, when a personnelist rated your SF 171, OF 612, or SCERP form, you were not provided notification of what skills were used to qualify you for the position. The implementation of RESUMIX will not change this process.

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**39. May I get a copy of the grammar in the RESUMIX database?** No. RESUMIX is a commercial software program. Due to copyright laws, it is not releasable for public use.

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**40. May I get a copy of my resume after I submit it?** No. Applicants should keep a copy of their resume for their personal use. You may retrieve a copy of the resume from ROAR. Future changes to the Army RESUMIX system may provide this capability.

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**41. What if a job announcement is opened while I'm TDY or on leave?** This process does not change with the implementation of RESUMIX. As in the past, you may designate your supervisor to apply for positions that may come available while you are out of the office on TDY, leave or other reasons. We encourage you to preposition your resume. Your supervisor then only needs to submit a self-nomination form to indicate your interest in positions. Additionally, if you have access to a computer and access to the Internet you can logon to the Army CPOL web site and initiate the self-nomination form.

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**42. May I still submit a SF 171 or OF 612 to apply for jobs?** Not if the position is being filled through RESUMIX procedures.

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**43. I can't send a SF 171, OF 612, SCERP Form, or resume in a government-franked envelope so is it legal to send my resume or self-nomination through the government email system?** Postal regulations prohibit the use of government franked envelopes for personal use such as mailing your application. However, the prohibition does not apply to electronic transmissions. Employees may use the Internet or your office email to send resumes and self-nominations. However, questions on use of government time in order to prepare your resume or self-nomination form should be directed to your supervisor or your servicing Civilian Personnel Advisory Center.

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**44. Who should I contact when I have questions about RESUMIX?**

You may send an email to [STAIRS@cpocscr.army.mil](mailto:STAIRS@cpocscr.army.mil) (subject line should be Inquiry or Question). You may also contact your servicing Civilian Personnel Advisory Center.

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