

EMPLOYER'S FAQ

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SECTION 1: TOP FAQ

❖ How Can I Post My Job Ad??

There are two options that you can choose to proceed to submit your Job Ad on SarawakJobs.com

Option 1 (Self Listing): You can first create an account on SarawakJobs.com

- Login into your SarawakJobs account and Enter all the Job details via "Submit a Job"
<http://www.sarawakjobs.com/submit/>
- Upon submitting your Job, please click on Bank Transfer to Submit the Job.
- Our team will check your job before approving and publishing the Job(s).

Option 2 (Service Account): Our Talent Specialist Team will assist you to post

- Email us at info@SarawakJobs.com or contact us at +6010-977 0088 and provide us with the Job vacancy information (preferably in MS Word softcopy) & Company Logo (jpeg or png)
- Our team will assist to publish the Job Ad(s) on your behalf.

❖ Do I Need To Register My Account In Order To Publish My Job Ad?

Yes, you are required to register as an Employer on SarawakJobs.com to publish your Job Ad and to receive the resumes from the Job Applicants.

Register for FREE

1. Go to <https://www.sarawakjobs.com/login/?register> to register your account as Employer
2. Register yourself by creating your own Username and valid Company Email Address.
(NOTE: Invalid Email addresses will result in Automatic Disqualification)
3. Create your Account Password and ensure to re-confirm your Password
4. Select as 'Employer'
5. Verify the reCAPTCHA
6. Click select on the checkbox to confirm on our Terms & Conditions
7. Click 'Register'.
8. Your Employer Account is now ready!

❖ Our Company Is Registered Or Based Outside Of Malaysia. Can I Register As An Employer?

Yes, you can. Please refer to the Sales Agreement form that indicates the job advertising rates applicable for "Non-Malaysian Company (Pay in Singapore Dollars)".

Promo Job Packages: suitable for advertising any vacancies and will be covered with Successful Hiring Guarantee! **Click to Download:** <https://www.sarawakjobs.com/download/sales-agreement-form.pdf>

Short-Term Job Packages: suitable for advertising short-term vacancies such as Part-time / Contract / Freelance hires for one (1) to six (6) months period only.

Click to Download: https://www.sarawakjobs.com/download/sales-agreement-form_shortterm-job.pdf

❖ Our Company Is In Sabah, Can I Advertise My Vacancy On Sarawakjobs.Com?

Absolutely Yes. If you are looking for local Sarawak talents to join your team in Sabah, SarawakJobs.com is the best platform for you. Please refer to the Sales Agreement form that indicates the job advertising rates applicable for "Malaysian Company (Pay in Malaysian Ringgit)".

Promo Job Packages: suitable for advertising any vacancies and will be covered with Successful Hiring Guarantee! **Click to Download:** <https://www.sarawakjobs.com/download/sales-agreement-form.pdf>

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Short-Term Job Packages: suitable for advertising short-term vacancies such as Part-time / Contract / Freelance hires for one (1) to six (6) months period only.

Click to Download: https://www.sarawakjobs.com/download/sales-agreement-form_shortterm-job.pdf

❖ Do You Offer Customised Job Ad Package That Will Suit My Unique Hiring Needs?

Yes, we do provide personalized consultation to help create a job advertisement package that suits your unique hiring needs and requirements. Get in touch with our Talent Specialist Team at info@SarawakJobs.com or contact us at +6010-977 0088 a customized package that suits your hiring requirements.

Write to Us! Provide your requirements and we will revert to you within 1 (one) business day.

Subject Title:	Request for Quotation on Bulk/Mass Hiring
Email:	info@SarawakJobs.com
Your Details:	Company Name: _____ Contact Person's Name & Designation: _____ Phone/Mobile: _____
Requirements:	Job Title/Position: _____ Number of Openings: _____ Duration of Hire/Employment: _____ Full-time/Part-time/Contract: _____ Job Description (Requirements and Responsibilities): _____ Work Location: _____ Benefits & Remuneration: _____ Do you require Venue for Walk-in-Interview? _____ Describe briefly about your Hiring Process? _____ Others (Please Specify): _____

For further inquiries, please feel free to get in touch with SarawakJobs Talent Specialist Team at info@SarawakJobs.com

SECTION 2: JOB AD PACKAGES

❖ What is the difference between a Standard Job Ad Package and a Short Term Job Ad Package?

Standard Job Ad Package: suitable for advertising any vacancies and will be covered with Successful Hiring Guarantee!

- All kinds of vacancy (Full Time Job/ Part Time Job/ Internship Job/ Contract Job/ Freelance / Gig Job / etc...)
- Each Job Ad is for 30 days; except Internship job ad is for 60 days
- Each job Ad comes with 'Successful Hiring Guarantee'

Short Term Job Ad Package: suitable for advertising short-term vacancies such as Part-time / Contract / Freelance hires for one (1) to six (6) months period only.

- Applicable for Short-term vacancy only (such as Part Time/ Freelance/ Contract hires for one (1) to six (6) months employment period only)
- Each Short-term Job Ad is for 15 days

Download the [Standard Job Ad Sales Agreement Form](#) and the [Short Term Job Ad Sales Agreement Form](#) to learn more.

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❖ How can I increase the number of applicants on my Job Ad?

Consider taking up 'Optional Add-ons' to increase the exposure of your Job Ad, such as:

- **Featured Job:** Your Job Ad will be listed on "Top" of every page on SarawakJobs.com throughout the advertising period
- **Boost Job:** Feature and "Push Up" your Job Ad to be on "Top" of the Latest Job Listing for every day for 5 consecutive days to gain 3x more views
- **Extra 30 Days:** Increase the number of applicants by extending your job advertisement period to extra 30 days

Refer to our Sales Agreement Form for the rates on 'Optional Add-ons'.

❖ What are the necessary documents to provide when purchasing a job ad?

Please provide us with below documents;

- Upfront Payment Advice Slip
- Filled and Signed Sales Agreement Form
- Job Details (preferably in MS Word): Job Description, Roles/Scope, Key Requirements, Benefits and Remunerations
- Company Details: Company logo, banner image (presentable image that portrays your branding), company key details and brief write-up of your company

Note: Kindly inform us should you require a quotation or invoice to arrange your payment process.

❖ Do I need to provide my payment receipt to publish my Job Ad?

Yes, please provide us with the proof of payment via WhatsApp at +6010-977 0088 or email to info@SarawakJobs.com or notify SarawakJobs Talent Specialist Team.

❖ How can I make payment for a Job Ad?

Our Mode of Payment are as follows:

● Cheque/Bank Transfer/Duit Now

Duit Now BRN: 201134956G	Bank Name: OCBC Bank Malaysia Account Name: KOSSLE PTE LTD Account Number: 760-112417-8 Swift Code: OCBCMYKLXXX	Bank Name: UOB Bank Malaysia Account Name: KOSSLE PTE LTD Account Number: 2383031755 Swift Code: UOVBMXYKL
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● Credit Card

Receive invoice via email (Click on link to make payment with Credit Card via Paypal)

Additional 5% Processing Fee

Note: Please provide your payment slip along with the signed Sales Agreement form via WhatsApp at +6010-977 0088 or email to info@SarawakJobs.com and our SarawakJobs Talent Specialist Team will get in touch with you to publish your job advertisement.

❖ If I purchase one job credit, how many job ads or job vacancy can I publish?

Each Job posting should contain one vacancy position only; no combination of other job titles and positions will be allowed in a single job post. Therefore, one (1) job credit is meant for one job vacancy.

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❖ How can I know the validity period for the job credit that I have purchased?

- Promo A (1 Job Posting) contains 1 credit valid for use within 1 month
- Promo B (5 Job Postings) contains 5 credits valid for use within 6 months
- Promo C (10 Job Postings) contains 10 credits valid for use within 6 months
- The start date of your credit validity commences on the date of your purchase
- Each Job Posting is for a 30 days period, except internship posting will be for 60 days period

❖ How can I check the number of job credits available for my company?

Contact SarawakJobs Talent Specialist Team at info@SarawakJobs.com or WhatsApp us at +6010-977 0088

❖ Do I need to pay extra to access the Talent Management System (TMS)?

When you purchased a job ad and have published it, you will have unlimited access to the Talent Management System (TMS) to view all applicants that applied to that specific position.

SECTION 3: JOB AD POSTING

❖ How long is the Job Ad published for?

- All Standard Job Ads will be published for a 30 days period.
- Internship posting will be for 60 days period.
- Short-Term Job Ads will be for 15 days period.

❖ When will the Job Ad be published upon payment made?

You Job Ad can be posted almost immediately within the same business day upon receipt of all necessary documents and/or at a specific date upon your consent;

- Upfront Payment Advice Slip
- Filled & Signed Sales Agreement Form
- Job Details (preferably in MS Word): Job Description, Roles/Scope, Key Requirements, Benefits and Remunerations
- Company Details: Company logo, banner image (presentable image that portrays your branding), company key details and brief write-up of your company

Note: All Job Ads on SarawakJobs.com are written and displayed in accordance to our standard display format, thus your Job Ads will be edited and vetted thoroughly by SarawakJobs Talent Specialist Team.

❖ What is a 'Company Profile' page?

Company Profile page basically promotes your company branding, and to provide an insight to Job Applicants of your business background.

Your Company Profile page will include;

- Company logo
- Banner image (presentable image that portrays your branding)
- Company write-up (brief description of your company)
- Company key details (Address, Telephone & Fax numbers, Website address, Social media addresses, Sector & Industry, etc)
- Preview of your current Job Ad listings

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❖ I've submitted a job but it has yet to appear on the jobsite, what should I do?

After you have **Post A Job** on SarawakJobs.com, please proceed to make payment and provide us with your payment advice slip via WhatsApp at +6010-977 0088 or email to info@SarawakJobs.com; and our SarawakJobs Talent Specialist Team will get in touch with you to publish your job advertisement.

❖ I've provided my Job Ad details, can I request to review the Job Ad prior to publishing?

Feel free to request for a draft copy of your Job Ad for your review; and our SarawakJobs Talent Specialist Team will assist to provide a screenshot for your approval before publishing at a specific date of your consent.

❖ Can I edit or change my Job Ad after being published?

Please inform our SarawakJobs Talent Specialist Team about your new requirements at your earliest convenience; and we will advise accordingly.

❖ What should I do if I wish to edit/add more details on my Job Ad?

Please inform our SarawakJobs Talent Specialist Team about your new amendments so we can assist to edit for you.

❖ Can I close my Job Ad before the 30 days period ends?

It is advisable that you inform our SarawakJobs Talent Specialist Team about the status of your hiring outcome should you wish to end your job advertisement early; and our SarawakJobs Talent Specialist Team can assist you promptly.

SECTION 4: APPLICANTS MANAGEMENT

❖ What is an 'Online Resume'?

An Online Resume contains the details submitted by a registered Job Seeker who have applied for your job:

- Personal Summary, Career History, Skills, Education Qualification, etc.
- Optional: Supporting document / CV as file attachment (in Word doc or PDF format)

Note: You can view an Applicant's Online Resume (by clicking on the Online Resume URL link) whenever you receive an Application Notification in your registered email. Alternatively, Login to your Dashboard to manage applications.

❖ How can I view and manage applicants' resumes that applied to my Job Ads?

Whenever a job seeker applies to your job, you will receive the Job Applications via Email Notifications from info@SarawakJobs.com to your registered email (ie: Gmail, Yahoo, Hotmail, Outlook, etc.). And as well, you can access and manage the Applicants' Online Resumes through your Dashboard. To Learn More, Contact our SarawakJobs Talent Specialist Team via WhatsApp at +6010-977 0088 or email to info@SarawakJobs.com

❖ I can't view the applicant's Online Resume

To View an Applicant's Online Resume, please ensure that you remain on the same web browser throughout the following steps. The use of multiple tabs is fine as long you remain on the same web browser.

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Step 1: Login to your SarawakJobs.com account

Step 2: Go to your inbox to access the Job Application Email, and click on the "Online Resume URL Link" available under the 'APPLICATION SUMMARY' section.

OR Refer to [Employer's Guide](#) for a detailed step-by-step instruction on how to view Applicant's Online Resume.

❖ **I did not receive any Job Applications via Email notification**

Please notify our SarawakJobs Talent Specialist Team immediately of via WhatsApp at +6010-977 0088 or email to info@SarawakJobs.com

❖ **Is there a limit in the number of applications that I can receive?**

You will receive all applications for your Job Advertisement period.

❖ **Will the applicants be notified whenever I view, sort, comment or edit on their application status?**

Generally speaking, you are responsible to make contact with the shortlisted applicant directly to arrange for phone or face-to-face interview sessions or any sort of arrangements that may satisfy your recruitment process. No applicants will be able to tell who exactly are viewing their online resumes; nor will they be able to view the comments/notes and/or status of their applications.

❖ **Can I download Applicant's Online Resumes?**

Applicants' Online Resumes are viewable online, it ain't intended to be downloaded. That said, you can still print or save it as PDF. You can definitely download their supporting documents / CV (in Word doc or PDF format) as well as their Personal details (in Excel format).

To download the applicants' information, you can refer to [Employer's Guide](#).

❖ **How can I contact the applicants that applied to my Job Ad?**

Applicant's email and/or contact number are made available on:

- @ Your Inbox: Job Application via Email notification - Look under "Applicant's Summary Section"
- @ Your Dashboard: Talent Management System (TMS) - Look under "Applicant's Details"

To learn more on how you can view applicants' details, you can refer to [Employer's Guide](#).

SECTION 5: EMPLOYER'S ACCOUNT

❖ **Who can view my Company Profile page?**

Anyone that visits SarawakJobs.com and/or searches for your company name online may view your Company Profile page.

❖ **How do I update my email address or password?**

On your DASHBOARD, go to "Account Settings", you will be able to update your email address or password under the Email and Password section respectively. However, should you have a job advertisement running concurrently, please kindly notify our SarawakJobs Talent Specialist Team of your new email to maximise the exposure of your job advertisement. WhatsApp: +6010-977 0088 or email to info@SarawakJobs.com

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❖ What should I do if I forget both my username and password?

Please contact our SarawakJobs Talent Specialist Team and provide the following necessary details;

- Mention "Request username and reset password"
- Provide your Company name, Your Name, Your Contact details, Registered email address
- Send via WhatsApp: +6010-977 0088 or email to info@SarawakJobs.com

Forgot your password only? Visit www.sarawakjobs.com/login, Click "Forgot your password", Key in your registered email address, You will receive the Reset Password link at your registered email. If the reset password link is not clickable, manually copy the entire URL link and paste it on your web browser (*i.e. Mozilla Firefox, Internet Explorer, Google Chrome, etc*). From there, proceed to reset your password.

❖ I mistakenly registered as a Job Seeker. How do I change my account role?

Upon login, on your DASHBOARD, click 'Change Role'. Alternatively contact our SarawakJobs Talent Specialist Team and provide the following necessary details;

- Mention "Request to change role to Employer"
- Provide your Company name, Your Name, Your Contact details, Registered email address or Username
- Send via WhatsApp: +6010-977 0088 or email to info@SarawakJobs.com

❖ I have two registered accounts. How do I delete one of them? Or how to deactivate my account?

Please contact our SarawakJobs Talent Specialist Team and provide the following necessary details;

- Mention "Request to delete duplicate account" or "Request to deactivate account"
- Provide your Company name, Your Name, Your Contact details, Username/Registered email to delete
- Send via WhatsApp: +6010-977 0088 or email to info@SarawakJobs.com

Note: By deleting or deactivating your account, take note that your information submitted under the account (this includes your company profile, information, job listings including active and expired job ads, applicants information and etc...) will be fully erased. Once your account deactivated, you will lose all the information permanently as they will be removed from our system. On a side note, you will be required to create a new account should you wish to post/submit a job ad thereafter.

SECTION 6: TECHNICAL ISSUES

❖ Why I can't access SarawakJobs.com

Please conduct the troubleshooting steps as follows:

1. Please ensure that your Desktop and/or Phone Internet connection is stable
2. Ensure your Desktop and/or Phone web browser has the latest necessary updates
3. Try again using a different browser on your Desktop and/or Phone
4. Clear your Internet browser cookies and caches on your Desktop and/or Phone, please find the instruction below on how to configure your browser;

Google Chrome ([instruction](#)) | Mozilla Firefox ([instruction](#)) | Safari Mac ([instruction](#)) | Microsoft Edge ([instruction](#)) | Opera ([instruction](#))

If you are experiencing the same issues after attempting on all of the above steps, please kindly contact us via WhatsApp: +6010-977 0088 or email to info@SarawakJobs.com, do provide along the screenshot and explanation of the issue faced by you and our SarawakJobs Talent Specialist Team will assist to help you.