

HOW CAN WE HELP?

Contact Us and FAQs

You are new to MCB Recruitment website. You want to search for job opportunities which match your own profile. You would like to find out how to apply for a job, please find below some relevant questions which might help you to navigate through the MCB Recruitment website.

If you prefer to speak with us, please call our HR Service Desk on + (230) 202 6040.

I. How do I register myself on the MCB Recruitment?

First of all you have to register on the MCB Recruitment website. Please find below the instructions for Non-Registered users (Candidates who DO NOT already have an account with MCB Recruitment site):

1. Go to Home Page, Click on "Register Today".
2. Enter your email address, Family Name and First Name.
3. You will have to create a password which should be entered twice.
4. Click on Submit.
5. Once you click on Submit, you will be directed to "Create an account".
6. You will have to enter your personal information, Employment History & Qualifications, Preferences and Login Information.
7. Note that there are some fields which are mandatory.

All your details will be recorded in the MCB Recruitment database and the Talent Management team will have access to this information.

II. How do I Login if I am a Registered User on MCB Recruitment web site?

You enter your email address and password on 'Registered Member' corner on the Home Page of MCB Recruitment Web Site.

III. How do I apply for a job?

1. Go to Home Page under Current Job Openings, a list of available jobs will be listed.
2. You will be able to read the Name, job title, Organisation, Professional Area and Closing Date.
3. To view the job description click on Name (e.g. HR-TMS-20062012).
4. The job title, job purpose, key responsibilities, competencies will be displayed.
5. To apply click on "Apply Now".
6. Once you click on "Apply Now", you will have the possibility to review your account or if you have not yet created an account you will have to go through the steps listed in 1.
7. You have the possibility to upload a Resume which is displayed on the first page of 'My Account'.
8. Once your account has been reviewed or created, please click on Next.
9. You will be asked to enter 'Application Details' such as 'Job Posting Source' where a drop down list is available for different options. Upon completion of all steps click on "Next".
10. The next step is to answer the application assessment questions which are mandatory.
11. Click on Finish once the questions are answered.
12. Click Finish to complete your application for a particular job.
13. You will receive a confirmation stating that your application has been submitted successfully.

IV. What is the use of the Job Basket?

You have the list of Current Openings on the Home Page of MCB Recruitment Web Site.

You are interested by a job vacancy but you want to view it later.

1. You can click on the Name (e.g. HR-TMS-20062012).
2. You will be directed to the job advert and you have the possibility to click on 'Add to Basket'.
3. Once you have clicked on 'Add to Basket', the job vacancy you selected will be added to the Job Basket.
4. You may have access to the "Job Basket" by going to your Home Page. At top of the page you will find Job Basket.
5. Click on this button and you will view the job you added in your basket.
6. If you are still interested in applying for this job you click Apply Now and follow the steps as listed above.

V. How can I check on the progress of my applications?

If you require personal feedback on any of your applications already submitted:

1. Go to "Home Page", Click on "General", you will be able to view the 'Jobs Applied' and have the Status for each job application.
2. You may click on Application Details to view the job advert and the status of your application will be displayed.
3. Once you submit your Application, the status is "Active Application".

VI. My application status is listed as "Knowledge Test". What does this mean?

It means that you have been shortlisted to attend a knowledge test for this particular job and you will be contacted by the Talent Management Team to confirm the date, time and venue.

- **How do I upload my CV?**

You will first need to create your CV on your PC which can be of any type as per list below.

1. DOC Word Document
2. DOCX Docx Document
3. HTM HTM Document
4. HTML HTML Document
5. PDF PDF Document
6. PDT PDT Document
7. RTF RTF Document
8. TXT Text Document
9. XLS Excel Sheet

Once you have created your CV, you will then click on Upload Resume in “My Account”

1. Scroll to the 'browse' section, click onto the browse button - you will be prompted to search your PC or Disk for your CV.
2. You will be asked to enter a Description of your CV.
3. Once selected, click ‘Continue’, then Save on the ‘My Account’ Page.

- **How do I edit my CV?**

To modify a CV you have stored on your Account, you must edit the CV document saved on your own PC. Alternatively, you may wish to create a new document. Once the changes are done, you can upload the new CV. Any previously stored CV will be overwritten as a result.

- **I would like to change my registered details.**

To change your details such as your email address or your password, you will need to login to your “My account” page:

- Click on any tab that needs to be changed such as Personal Information, Employment History & Qualification, Preferences and Login Information.
- Make the changes on the required page.
- Select the “save” button.

Your details will be altered. If you have changed your email address and password, you will need to use this new information the next time you wish to login to your account.

- **I have forgotten my password - how can I access my account?**

If you forget your password, you can have a reminder sent to your email address. There is a link on the Home Page ‘Did you forget your password’. Click on this link where you will have to enter your email address you first used when you registered. A new password will be sent to you at this address.

- **How can I obtain more information about any available vacancy?**

1. You click on ‘Jobs’ tab where you can search for a particular job by typing in a keyword (e.g Sales) and click on Date Posted to choose from the drop down list and then click on Search.
2. You may choose the ‘Advanced Search’ to refine your search.

- **I want to withdraw my application for a particular job, How do I proceed?**

1. You login to Your Account with MCB Recruitment Web Site by entering your email address and password in 'Registered Member'.
2. Once you have logged in the "Job Applied" For page will be displayed and the list of your job applications will be available.
3. Click on "Application Details" next to the job for which you want to withdraw your application.
4. Click on 'Withdraw Application' tab on the top of the page.
5. Once you click on 'Withdraw Application' you will no longer be able to apply for this particular job and the status will change to 'Terminate Application' on the Jobs Applied For Page.

- **Can I send my CV by mail or email?**

No. We strongly recommend that all applicants file their personal, academic and professional details and submit their application electronically via our MCB Recruitment website.