



## FREQUENTLY ASKED QUESTIONS

### **Q. How do I apply for a position at Popshelf?**

A. Go to the Popshelf careers homepage and click search jobs. For further information you may click [here](#) to view step-by-step instructions.

### **Q. How do I search for a job at Popshelf?**

A. Go to the Popshelf careers home and click search jobs. Use search instructions on that page to search for a specific job at Popshelf.

### **Q. I don't have computer access; how do I fill out an employment application?**

A. Applicants are required to apply online; however most public libraries provide free access to PCs and the internet, as do state job service offices. Applicants may also apply by smartphone or tablet.

### **Q. The store manager told me there were no positions available at the store. Why is it posted on the website?**

A. Popshelf's retail positions are always posted on our website so that an applicant's information is immediately available to our store managers when a job opening becomes available.

### **Q. I heard about a store management position that I do not see posted on your site. Does this opportunity exist?**

A. All store management positions for which we are seeking external applicants are posted in the Popshelf careers [job listings](#).

**Q. Can I take the assessment on a smartphone or tablet?**

A. Yes, you may take the assessment on a laptop, desktop, smartphone, or tablet.

**Q. Who do I contact if while applying for a job I experience technical difficulties?**

A. Please contact 1-800-889-4422 option 1 or email [helpdesk@icims.com](mailto:helpdesk@icims.com).

**Q. Do I have to complete an assessment every time I apply for a new position/requisition?**

A. If you are applying for different positions then an assessment must be completed for each position (i.e., store manager and hourly associate). If you are applying for the same position but different locations, then you only have to take the assessment once.

**Q. How do I know my application has been received?**

A. Once you have completed the application and any required assessments, you will receive an email confirmation at the email address you provided on the application. Please check spam folders or other email security alert folders if you do not see the email.

Unfortunately, due to the large volume of applications we receive, we are unable to respond personally to all applicants. Should your qualifications match our staffing needs, we will contact you directly.