Australian Government

Department of Employment and Workplace Relations

Exploring Careers

AI and Online Job Applications

HOW AI IS TRANSFORMING THE HIRING PROCESS AND WHAT JOB SEEKERS NEED TO KNOW

SEPTEMBER 2024

Acknowledgment of Country

I would like to respectfully acknowledge the traditional owners and custodians of country through Australia and their continuing connections to land, waters and community. I pay my respects to them and their cultures and Elders past, present and emerging.

What is AI?

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Artificial Intelligence (AI) is an emerging technology that will play an increasingly influential role in the everyday life of Australians.

- AI is the theory and development of computer systems able to perform tasks normally requiring human intelligence, such as visual perception, speech recognition, decision-making and translation between languages.

- Modern AI is usually built using machine learning algorithms.

- These algorithms find complex patterns in data, which can be used to form rules.
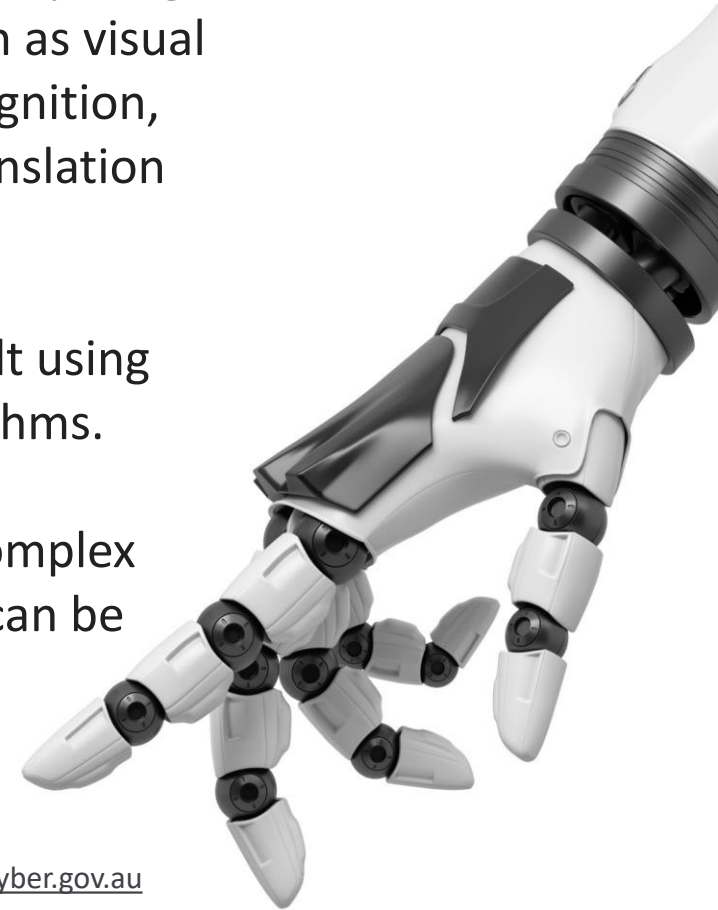
Over **70%** jobs are advertised online

More than **250** commercial AI recruitment tools are being used in Australia

More than **75%** of Australian recruiters are already making use of AI tools as part of their talent acquisition processes.

Why employers use AI:
- Reduced time-to-hire
- Improved candidate experience
- Improved performance
- Cost Savings
- Scalability
- Continuous Improvement
- Personalisation
- Accurate analytics

Survey - Next-Generation Technology for Hiring Without Boundaries, 2023

Barb Hyman
Founder & CEO
sapia ai
www.sapia.ai

sapia.ai

" **The beauty of using AI to interview is that it's always learning. We take everything we learn and use it to benefit everyone**

AI online applications

Your online application is your opportunity to express yourself, in your own words, to your prospective employer.

Mobile friendly

No cover letters

Often no resumes needed

Candidate feedback

- Generally 5-7 text-based questions
- Questions are mainly "behavioural interview questions" and they will generally ask you to provide an example from your personal experience of when you have demonstrated a particular work-based trait or behaviour.
- May include multiple-choice questions
- Often values screening- objectively assess, ranks and shortlist candidates objectively and equally
- Can also include a video Interviewer

Hints and tips for chat interviews

- Make sure you have a stable internet connection, and if you're using a handheld device like your phone or laptop, make sure it's fully charged.

- Find a quiet space where you won't be distracted. You should allow between 20-30 minutes

- Aim for your responses to be between 50 and 150 words per question asked

- Check your spelling and grammar. It's easy to make typos so reviewing your responses to each question before submitting is important.

- Draw upon your personal and professional experiences when providing examples in your responses. These don't need to be work experiences.

- Take your time. Chat Interview is not timed, and you are not penalised for how long it takes.

- Feel free to save and come back to your Chat Interview if you need to. When you start your Chat Interview, you'll receive an email with a link to go back to your saved answers, so you don't need to start again, and you won't lose your submission.

- Don't copy answers! Chat Interview checks for plagiarism from various internet sources and can detect if answers come from content generators like ChatGPT.

- Most importantly, be yourself! Be sure to show your personality and who you are in your responses, as this is what is counts.

Michael Eichler
General Manager, People Strategy
Anglicare NSW
www.anglicare.org.au

Anglicare

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People really like it – we have a high satisfaction rate of 90%

Candidate experience

- Generally simple, quick and easy to use
- Easy to do on your phone
- Often reduces bias – no name bias!
- Faster times from application to offer
- Qualifies minimum requirements and looks for cultural fit – attitude and aptitude
- Very simple questions
- Suitable for people where English is a second language.
- Job offers can be made after viewing the results and video – face to face interviews are not always needed.
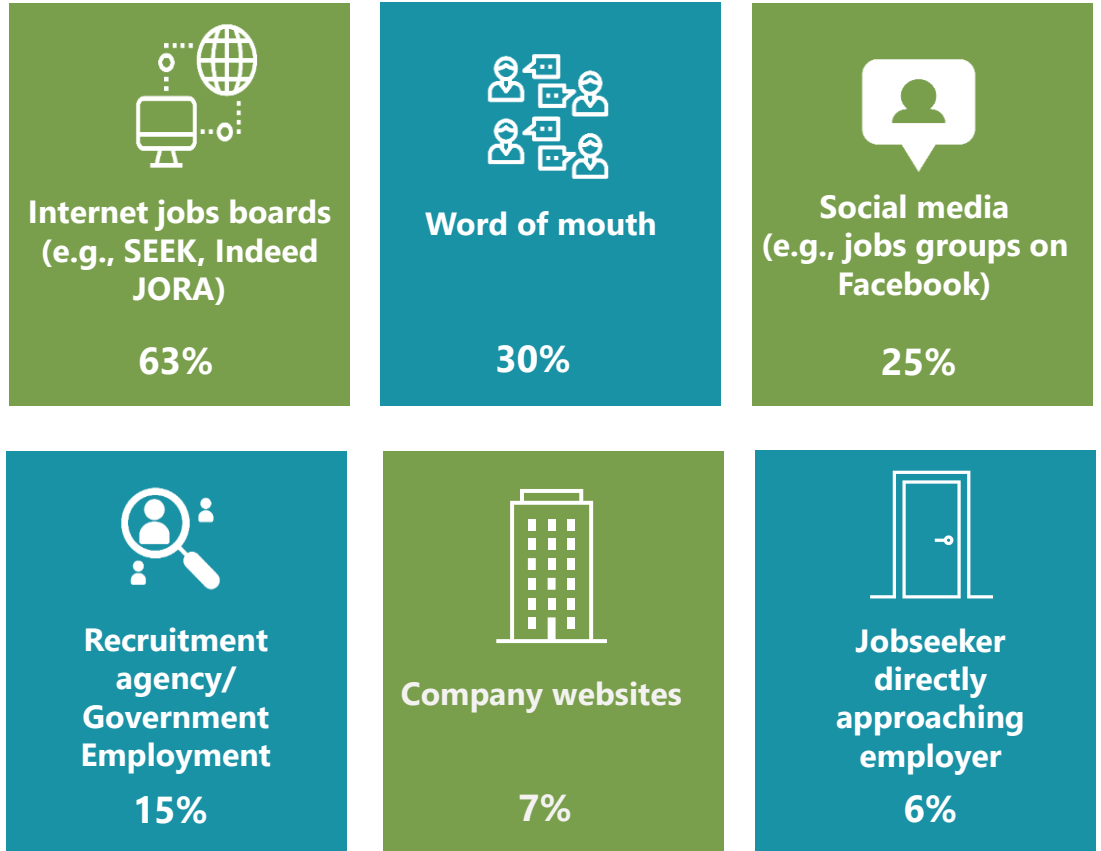- Personalised feedback provided including insights and coaching tips

www.anglicare.org.au/careers/

Applicant tracking systems (ATS)

Automated screening tools are often used by companies as part of their recruitment process

- ATS Screening tools mostly search for key words in a résumé
  - Some are more complex than others
  - Some also use AI
- Some ATS show percentage matches based on résumé vs "job description"
- Scores may take into account qualifications, education, job titles, location & skill (experience)
- The résumé is scored. The higher the score, the better the chance of an actual person reviewing it
- You can't pre-empt every ATS used for every company that you're applying to
  - To score well, focus on showing how well you suit the advertised job, don't try to game the system (keyword matches).

Optimising résumés for applicant tracking systems

Key tips to help ensure a résumé will score well

- Font, formatting and stylistic choice should be as simple as possible

- Don't use graphs, tables or pictures

- File type – Word or text document. Most systems will accept pdf but not all

- Do not use a scanned photocopy of your résumé as it won't be able to be read it

- Tailor the résumé to the job description. The skills they ask for in the job ad should be in the résumé. Use the same words as the ad

- Don't use abbreviations and proofread carefully

- Use bullet points so it's easy for the tool to scan your résumé and identify skills and experience

- Focus on measurable accomplishments to highlight your achievements. E.g., instead of listing "increased sales," provide specific numbers such as "increased sales by 20% in six months"

- Use action verbs to describe experience and accomplishments. For example, instead of writing "responsible for managing a team," write "managed a team of 10 employees."
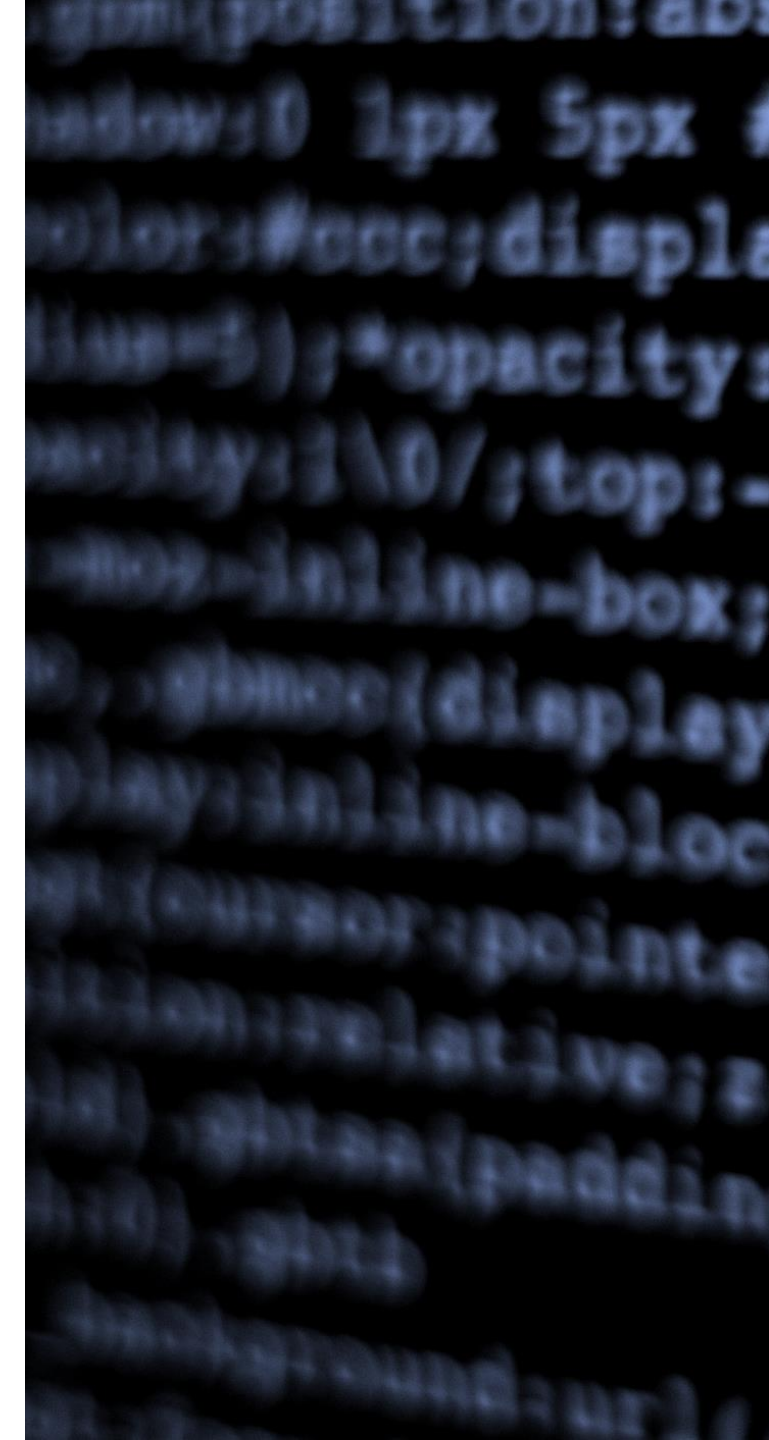
A good résumé and application is essential

- ✓ Use the key words from the job ad
- ✓ Keep your résumé simple and short (2-3 pages)
- ✓ Make sure it's up-to-date with recent work experience
- ✓ Double and triple-check spelling and grammar
- ✓ Ensure contact details are correct!
- ✓ Manage your digital identity– this is your brand. – how are you portrayed on social media?
  - Make social media private or delete unused accounts.
  - Have a professional email address

Hints for online job applications:

- Research the job and the business beforehand
- Make your résumé software friendly by using a simple format and including key words
- Read instructions carefully and don't miss any steps
- Check that responses for online applications are well thought out and don't include any errors
- Emphasise your experience and skills – target your application and résumé to every job you are applying for
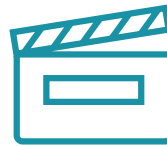
Jimmy Morrison
Director
RechTech Consulting
jimmy@rectechconsulting.com.au

RTC
RECTECH CONSULTING

" **Be authentic and show who you are!**

Online interviews

There are two main types of online interviews:

Recorded responses to pre-defined questions
- Can be part of the online application
- May be sent a link to complete after the initial application
- Sometimes you can pre-record and upload

Remote online interviews (virtual interview)
- Generally one-on-one
- Just like a face-to-face interview but virtual
- i.e. Zoom or Teams

Video interviews

ON AIR

During your job search, you may be invited to do a virtual job interview.

You will be asked to record answers to each question. The employer will then review the recording later. There is often a time limit for your answers, and you may be given more than one chance to record each answer.

Practise and prepare answers to _commonly asked interview questions_ before your interview.

Preparation is key!

- ✓ Do your research on the business
- ✓ Be authentic - use examples
- ✓ Show your personality and brand
- ✓ Be honest, tactful and brief.
- ✓ Prep your tech
  - – smart phone or computer
  - – Test beforehand
  - – Download the app or program
- ✓ Prepare your outfit – Wear professional attire
- ✓ Limit distractions
  - – Find a quite area
  - – Remember what is behind you!
- ✓ Use professional body language
- ✓ Do a trial run (practice!)
- ✓ Don't panic! - Take a deep breath

AI and your job search

While AI can assist you when looking for a job, you should only use it to assist, not do the work for you!

- Could be used to research and help draft content but ALWAYS change it into your own words
- Don't Plagiarise. Systems and employers can tell it isn't your own work
- Be careful of your privacy – you don't know who can see your information – make sure you protect your confidentiality

Take care when using Generative AI tools, while they can be helpful, there are risks you need to be aware of

ALWAYS CHECK AI RESULTS THOROUGHLY
Sometimes, generative AI models give confident but inaccurate, misleading, or harmful answers.

Privacy and using AI for job search

When an AI service generates content, it may use data drawn from the open web. This could include information about you or from your digital footprint, such as your chat history or 'conversations' with generative AI tools.

Important Considerations

- Do you understand the risks and benefits of using generative AI applications
- Does this AI system have a good reputation?
- How will the AI system use my information?
- Guard your privacy - What does its privacy policy say?
- Do I need to share this information with the AI system?
- What can I do to ensure the output of the AI system is accurate and appropriate for use?

Treat with care any links provided or generated by public generative AI tools or bots
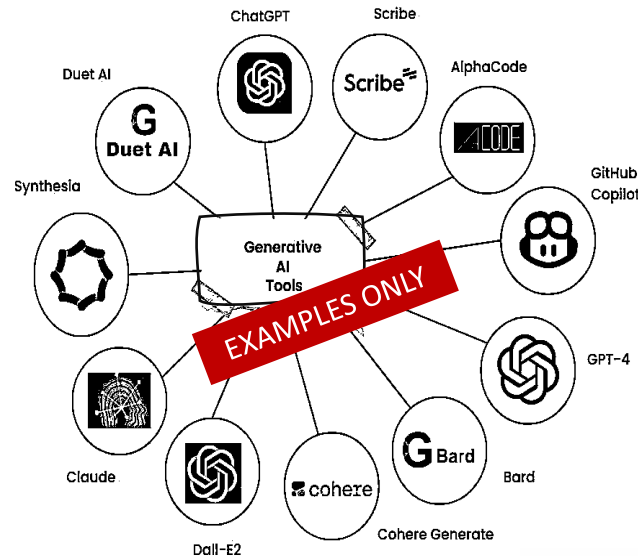
"Your Privacy is important.

Understand the risks of using free online platforms that aren't always FREE!"

www.esafety.gov.au/industry/tech-trends-and-challenges/generative-ai

Resources

Workforce Australia for Individuals

www.workforceaustralia.gov.au/

E Safety

www.esafety.gov.au/industry/tech-trends-and-challenges/generative-ai

Job Jumpstart - Tips to stay safe on your job search

www.jobjumpstart.gov.au/article/tips-stay-safe-your-job-search

Your Career

www.yourcareer.gov.au/learn-and-train/myskills

DEWR Jobs Hub

www.dewr.gov.au/resources/jobs-hub

Jobs Community

www.dewr.gov.au/jobs-hub/jobs-community
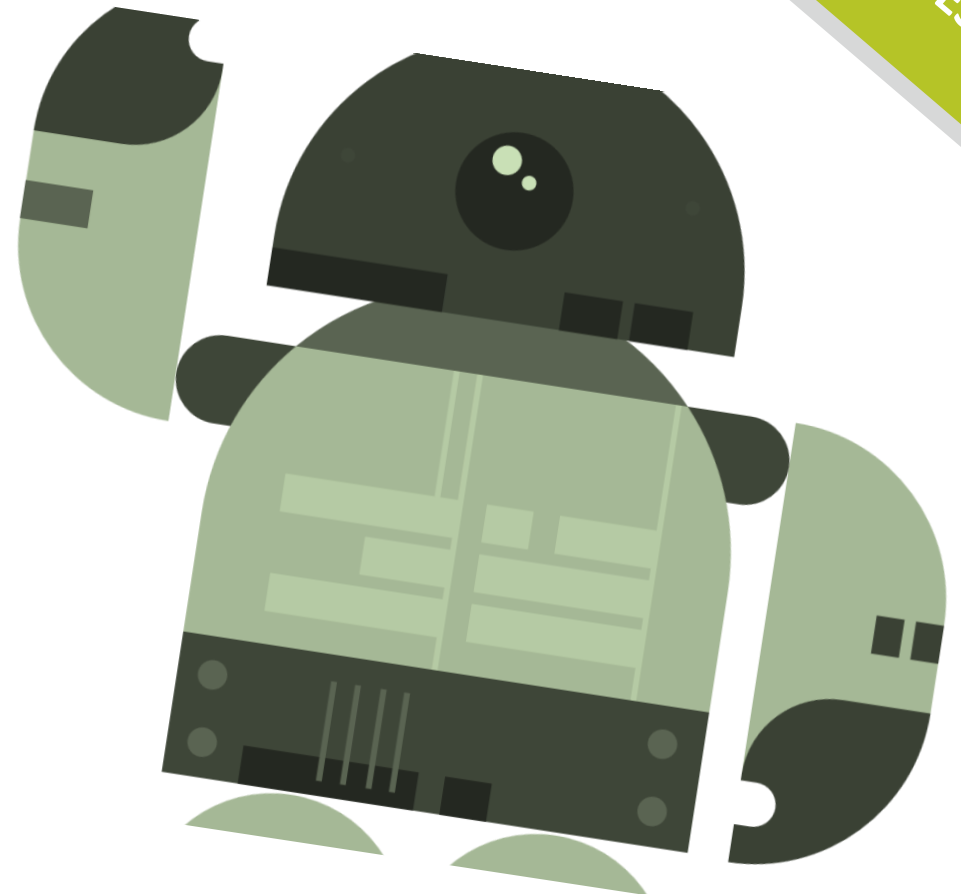
THANK YOU

Next steps:
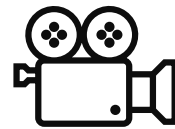
A recording of this webinar will be available on the Jobs Community page in DEWR's website - a link will be sent shortly

For feedback, further information or questions, please don't hesitate to contact us at **jobscommunity@dewr.gov.au**