



FREQUENTLY ASKED QUESTIONS

How do I search for a job at pOpshelf?

Go to the pOpshelf careers homepage (www.careers.popshelf.com/), then click “search jobs”. Use search instructions on that page to search for a specific job at pOpshelf.

I don’t have computer access; how do I fill out an employment application?

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

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

pOpshelf retail positions are always posted on our website. This allows for an applicant’s information to be readily available to our store managers when a job opening becomes available.

How do I apply for a position at pOpshelf?

Go to the pOpshelf careers homepage (www.careers.popshelf.com/), then click “search jobs”. For further information you may click [here](#) to view step-by-step instructions to apply online.

*Please ensure that your legal name, social security number, and email address are accurate and easily accessible (your background check is sent to you based on this information).

How do I know my application has been received?

Once you have completed the application, 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.

What if my information is incorrect on my application when I am sent through background?

If you have sent your information incorrectly and you are an hourly applicant, please notify the hiring manager so they can cancel your packet. You will need to reapply to the position.

If you have sent your information incorrectly and you are a Store Team Leader or Store Team Leader in Training, please notify the HR Generalist so they can cancel your packet. You must update your candidate profile so they can resend you the packet.

What if I don't see instructions to fill out my hiring packet in my email?

First, verify that you entered the correct email address. If the email address is correct, then check your spam folder. If you are still experiencing issues, then please call the HR Shared Services (HRSS) line at 855-275-3447.

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

Please contact 1-800-889-4422 option 1 or email helpdesk@icims.com.