

APPLYING TO WORK AT DESCARTES

FREQUENTLY ASKED QUESTIONS

Where can I learn more about opportunities with Descartes and how should I apply?

You've come to the right place! Just head to <https://careers.descartes.com/join-our-team> where you will find our current global opportunities.

How do I submit my application?

Select the opportunity for which you would like to apply and click on "Apply Now." Register for an account using your email address and create a password. After creating your account, you will be able to upload your cover letter, resume, and enter your work experience and education information. Some jobs may require additional documents such as a writing sample or portfolio. Please make sure you attach the documents that are requested in the job announcement. Once you have answered the questions and uploaded documents, submit your application.

What do I do if I'm having problems submitting my profile online?

If you are having problems submitting your profile online, please test your browser and make sure you have read and accepted the Privacy Policy before you clicked on Submit. If you were still not able to submit, please email us at info@descartes.com

How will I know if my application has been received?

After submitting your resume, you will receive a "Thank You" message advising your application will be processed. You will also receive a system-generated e-mail to confirm receipt of your application. If your profile and application meet the qualifications for a selected position, a recruiter will be in contact with you as soon as possible.

Occasionally, those candidates who create a general profile will be matched to open positions based on their qualifications. A recruiter may contact you as a new position becomes available.

Will you contact me regarding the status of my application?

We're sorry but due to the number of applications we receive each day, we can't always give individual feedback in the first stages of our application process. Your application will be reviewed, and someone on the recruiting team will reach out directly if they would like to schedule an interview. If there is no follow-up on your application for the time being, we will contact you should an opening that fits your expertise appear within a year, after that a new application will have to be made for an open position.

How often do you update the open positions on your website?

The careers site is updated in real-time as positions become available. All positions listed are open to applications.

What kind of people are you looking for?

We are looking for innovators, collaborators, people who are passionate about our values, who have professional attitude, creativity, thinking outside the box, and always willing to learn and grow.

How can I prepare for my interview with Descartes?

Do your homework and make sure you know what Descartes does, its core values, and do those values resonate with yours. Be honest and be authentic. Consider your long-term goals and evaluate your qualifications against the position you're interviewing for.

WHAT ARE THE STEPS IN DESCARTES' HIRING PROCESS?



STEP 1: Online Application

To apply for a position at Descartes, complete the online application/profile form. This will provide us with details of your relevant skills and experience. As part of the online application process, you will also be asked to attach a copy of your resume. It is important to complete the application form correctly to ensure it can be submitted successfully. Once your application and resume are submitted, a member of our Recruitment Team will review your qualifications. If we feel that your skills and experience meet the qualifications of the job, we may contact you for an interview.

Note: Through COVID-19, we implemented a virtual hiring process and continue to interview and onboard candidates by video using Microsoft Teams. We record interviews and use them strictly for quality assurance, training, and general record-keeping purposes. Should you have any questions about this process, please connect with our hiring team in advance of scheduled interviews.



STEP 2: Interview with a Recruiter

Typically, the first interviews with applicants are conducted by an HR recruiter. This initial conversation will determine your suitability and availability for employment at Descartes. Other details such as your eligibility to work in the selected country will also be discussed.

On the other side, this interview will be your opportunity to ask questions about working at Descartes. Your application and initial interview results are provided to the hiring manager for review and should you meet the qualifications and experience required for the position, you will be invited for further interviews or Assessments.



STEP 3: Technical Assessment or Sales DNA Assessment

To evaluate talent and skills beyond what resumes state, we conduct certain assessments such as Sales DNA Test (Objective Management Group), Technical challenges (HackerRank). On occasion, this step may vary according to the employment standards and practices in different regions.



STEP 4: Interviews with Hiring Manager and Team Members

Shortlisted candidates will be invited for an interview with the hiring manager. This interview format can vary. Upon completion of the interview, qualified and selected candidates may be scheduled for additional interviews or assessments.



STEP 5 Background Checks & References

We will require the successful candidate to undergo criminal background checks, references, employment & education verification, or your legal eligibility to work for the country in which you reside. This requirement will vary according to the employment standards, practices, and laws in different regions and could be completed prior or after the written offer is given.



STEP 6: Offer Letter / Employment Agreement

The local HR Group will prepare an offer package that includes the offer letter, as well as an NDA and information on the local benefits. Offer letters are conditional up on satisfactory completion of the requirements stated on Step 5.



STEP 7: Onboarding at Descartes

At Descartes, we have an Induction program for all new employees which aims to welcome them and help them feel like part of our team from the very first day of employment. We provide on the job training and will continue to offer you support to set you up for success.

We are an Equal Employment employer. We do not discriminate in hiring on the basis of sex, gender identity, sexual orientation, race, color, religious creed, national origin, physical or mental disability, protected status, or any other characteristic protected by federal, provincial, or local law. For more information about our commitment to equal employment opportunity, please review our Code of Business Conduct and Ethics at [Descartes.com](https://www.descartes.com). Descartes is committed to working with and providing reasonable accommodations to job applicants with disabilities. Applicants with a disability who require a reasonable accommodation for any part of the application or hiring process can email us at us at hna@descartes.com (North America), hremea@descartes.com (EMEA & Asia), hrsa@descartes.com (South America). Provide your name and contact information along with the accommodation needed to assist you with the application process. Your request will be responded to as soon as possible. Reasonable accommodations will be determined on a case-by-case basis.