

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 and résumé, and enter your work experience and education details. We highly recommend including a link to your LinkedIn/X or any other professional profile to provide additional insight into your professional background.

Some positions may require additional documents, such as a writing sample or portfolio. Please ensure that you attach all documents requested in the job announcement. Once you have completed the required fields, answered the application questions, and uploaded the necessary documents, submit your application for consideration.

What 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 often are the open positions on your website updated?

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

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 my application status?

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.

What kind of people are you looking for?

While experience is important, at Descartes we place equal emphasis on key aptitudes — Smarts, Curiosity, Coachability, Work Ethic, Track Record, Responsibility, and Honesty. We look for individuals who are collaborative, innovative, and eager to learn, and who bring integrity, accountability, and a growth mindset to everything they do.

How can I prepare for my interview with Descartes?

Take time to learn about Descartes, what we do, and how our mission connects with your own goals. Be authentic, open, and thoughtful in your responses. Reflect on your long-term goals, how you learn and adapt, and how you can contribute to Descartes' continued success.

Can I remove my application from your database?

Yes. In accordance with applicable data protection and privacy regulations in your region, you have the right to request the removal of your personal information from our database.

If you no longer wish to be considered for current or future opportunities at Descartes, please send an [email](#) to requesting that your data be removed. For security and verification purposes, we may ask for limited additional information to confirm your identity before processing your request.

Once your request is verified, we will delete your data from our recruitment system in compliance with regional data retention requirements and send you a confirmation once the process is complete.

How many interviews will I go through, and why are there multiple steps?

At Descartes, we believe that the interview process is a mutual investment — an opportunity for both you and our team to determine long-term alignment. In general, the interview process spans approximately 4 to 6 hours in total, and on occasion, may take longer. This time provides an opportunity to engage in meaningful conversations, build trust, and ensure that all of your questions are fully answered.

The desired outcome is for both to determine that there is a great mutual fit that evolves into a long and successful career at Descartes. We approach hiring with the intention of a 5- to 10-year commitment, fostering growth, collaboration, and shared success over the long term.

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](#). 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), hrrsa@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.



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: Interviews are conducted virtually via Microsoft Teams, recorded, and transcribed. We may utilize AI tools to support our hiring team in notetaking, summarization, and internal training. AI tools are not used in our recruitment process for decision-making purposes. Recordings, transcripts, and notes are used for recruitment, including improvement of our process, and record-keeping purposes. Should you have any questions or concerns about our process, please connect with our hiring team in advance of scheduled interviews.



STEP 2: Interview with a Talent Acquisition Specialist

The first interview is conducted by a Talent Acquisition Specialist from our HR team. After the interview, your application and results will be shared with the hiring manager for further review. If you meet the qualifications and experience required, you'll be invited to the next stage of 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 interviews, qualified and selected candidates may be scheduled for additional interviews or assessments.



STEP 5: Background Checks & References

The successful candidate will need to complete background checks, which may include criminal record, reference, employment, and education verification, as well as confirmation of legal eligibility to work in their country of residence. These requirements vary by region/country and may be conducted either before or after a written offer is issued.



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.