



## USAA CAREER SEEKERS GUIDE



Thank you for your interest in a career at USAA. We hope you find this document useful in the application process.

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## HOW DO I FIND A CAREER AT USAA?

Visit our career site at <https://search.usaajobs.com>. Once you are on the Search Jobs page, you have several options. You can use navigation on the left to search by job category. You can use the search functionality in the middle of the page to search by location, job category, keyword or requisition number. Another option is to use the map to search with an interactive map. Once you find a job that interests you, review the responsibilities and requirements to determine if you are a good fit. If you are ready to apply, click the “Apply Now” button and follow the instructions on that page. If you have applied previously, you can log in and continue. If you are new to our system, you will need to create a new user account.

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## WHAT KINDS OF CAREERS DOES USAA OFFER?

USAA is a dynamic organization with ever-changing needs. USAA routinely hires Claims Adjusters, Mortgage Servicing Representatives, Customer Service Representatives, Life Health Representatives and other professionals who support our core businesses.

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## DO I NEED TO BE A VETERAN TO GET A JOB AT USAA?

No, you don't have to be a veteran to work at USAA. We are proud of our diverse workforce. Equal Employment Opportunity is not just a matter of law or compliance — it's the right thing to do. Making employment decisions based upon merit, qualifications and abilities related to business needs is consistent with our core values of service, loyalty, honesty and integrity. The military community USAA serves is stronger for its diversity, and so is our organization.

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## HOW DO I CONTACT A RECRUITER?

The high volume of applicants to our positions prevent our recruiters from being available for general inquiries. As candidates move forward in the hiring process, they will be contacted by a recruiter.

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## OUT OF ALL THE POSITIONS, WHICH ONES SHOULD I APPLY FOR?

You are the one that knows your skills, training, experience and aspirations. If you meet the “minimum requirements” and are interested in the position, apply!

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## I AM WILLING TO START A NEW CAREER. WHERE SHOULD I LOOK?

USAA provides several options for starting a new career where USAA will provide you training “from the ground up.” These positions are in Claims Adjusting, Mortgage Servicing and Customer Service. If you are new to the workforce or are considering starting a new career, watch for USAA's key words: “Total Loss” (Claims), “Mortgage Originations” (Mortgage), and “Banking & Insurance Solutions” (Customer Service). Each of these careers has exciting career progression opportunities and includes paid training. When searching, consider placing your search item in quotation marks. Otherwise, you may receive too many results.

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## I'VE APPLIED TO A POSITION. HOW DO I FIND THE STATUS OF MY APPLICATION?

If you have applied to a position in the past, log into the career page, <https://www.usaa.apply2jobs.com/ProfExt/index.cfm?fuseaction=mExternal.showLogin>. Click, "Jobs I've applied to" to check your status of your application/s.

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## WHAT IS TAKING SO LONG ON MY APPLICATION?

Some positions require a high level of skills, abilities and/or experience. If you have applied to a position of this nature, the position may take a considerable period of time to fill. Some postings have multiple hire dates within them. You may be hired on a subsequent hire date.

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## I CAN'T LOG IN. WHAT DO I DO?

Step 1: Wait 24 hours.

Step 2: After 24 hours, do NOT try your old password. Click "Password Reset." Follow the instructions.

Step 3: In the event you have missed a step and are told your account is locked, email [humanresources@usaa.com](mailto:humanresources@usaa.com). Follow the instructions. Include your name, username and email address. You will receive a reply within 72 hours.

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## WHY AREN'T I GETTING A CALL ON MY APPLICATION? WHAT HAPPENED?

There are instances when the hiring process does not move quickly. To ensure that your application was submitted properly, there are a few things you can check:

- **Did you meet all the minimum requirements for the position?** If you did, did you indicate so in the application? Many job seekers inadvertently answer "No" to one of our minimum qualifications in the system and are no longer considered for the position.
- **Did you apply early enough in the advertisement process?** If you entered the process a little late in the game, it could be possible there were enough candidates in process and the position was filled before you applied, which means you will not be reviewed for this role. Actively review our career site to ensure you are aware of job opportunities early. Join our talent network for positions you are interested in to ensure you are notified when a particular position comes available.
- **Did you clearly state exactly how you demonstrated the necessary skills and experience of THAT position in the resume you have loaded with us?** Many job seekers develop a single "shotgun blast" resume that does not highlight the applicable skills and experience required on specific applications. Review the resume you have loaded on your profile. Ask yourself, "Can an everyday individual see how I met EVERY SINGLE ITEM I CHECKED YES TO on the applications within 30 seconds or less?" If not, revise your resume, ensure these items are listed first in your resume and upload the revised version.
- **Are your skills and experience hard to translate?** (Veterans, this means you!) Perhaps it is difficult to see how your skills and experience relate to the required items. To eliminate this obstacle, introduce all applicable skills and experience with the very requirement phrases used in the job description and application. If the position requires skill "X" and you have it, introduce your skill/experience with such a phrase as, "Demonstrated X skill/experience doing...." If the recruiter wants more details, s/he can call.

- **How many preferred requirements did you meet?** Our positions have very competitive candidates. The more of the preferred requirements you meet, the more likely you will be considered. To ensure this does not stop your journey, consider applying for a more developmental position where you meet the majority or all of the preferred requirements.

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## **I USED TO WORK FOR USAA. WHERE DO I INQUIRE ABOUT MY REHIRE STATUS?**

If you would like to inquire about your rehire status, you may email [humanresources@usaa.com](mailto:humanresources@usaa.com).

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## **HOW CAN I CONNECT WITH USAA THROUGH SOCIAL MEDIA?**

Facebook: <https://www.facebook.com/usaacareers>

LinkedIn: <https://www.linkedin.com/company/usaa>

Twitter: <https://twitter.com/USAA>

Instagram: <https://instagram.com/usaa/>

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## **DO YOU HAVE TO KNOW SOMEONE TO GET A JOB AT USAA?**

No, you don't have to know someone to get a job at USAA. However, using your "network," either inside or outside of USAA, is a powerful tool. Many hires come through referrals. We recommend keeping your networks fresh and increasing them as much as possible. If you know someone within USAA, ask if you can use them as a referral and ensure you put their name in your profile. Use LinkedIn and Facebook to your advantage, but remember to be professional and keep your personal links private and separate from your professional links.

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## **RESUMES**

### **HOW MANY RESUMES CAN I UPLOAD?**

One version, but our applicant tracking system allows you to update your resume/profile at any time. Your most current resume is displayed when your profile is accessed by the recruiting team.

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### **WHAT SHOULD MY RESUME LOOK LIKE?**

Your resume can be in any format. No matter the format, it is essential you demonstrate how you meet the minimum and preferred requirements on your resume. Even if you answered yes to all of the minimum qualifications in the system, if the recruiter cannot find a minimum required skill on your resume, you will not be considered for the position.

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## **I WOULD LIKE TO GIVE MY RESUME TO SOMEONE AT USAA. WHO SHOULD I SEND IT TO?**

The best way to “give your resume” to someone to USAA is to build a profile on our career site. <https://www.usaa.apply2jobs.com/ProfExt/index.cfm?fuseaction=mExternal.showLogin>. We use our applicant tracking system via the career site as our repository for resumes. Please note, you will not be considered for positions by just uploading a resume. You need to apply for specific positions.

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## **UNIVERSITY RELATIONS (RECENT COLLEGE GRADUATES AND INTERNS)**

### **WHAT POSITIONS DOES USAA HIRE COLLEGE STUDENTS AND COLLEGE GRADUATES FOR?**

USAA has an enterprise-wide summer internship program in most areas of the company. The internship serves as a hiring pipeline for entry-level positions into the enterprise.

Outside of the intern program and intern conversions to regular employees, we hire college graduates for IT as well as some customer service positions. Based on business need, we may have entry-level positions in other areas available directly on [www.usaajobs.com](http://www.usaajobs.com). College graduates with other work experience may qualify for additional positions based on their skills and experience.

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### **ARE THERE PARTICULAR DEGREES AND/OR MAJORS USAA TARGETS?**

The degree depends on the position. The most common degrees we see for internships are in the following three categories:

- For IT jobs: Computer Science, Engineering, Information Systems or a related field of study.
- For Business jobs: Accounting, Finance, Human Resources, Marketing, Management or a related field of study.
- For quantitative jobs: Statistics, Mathematics, Actuarial Science, Economics, Data/Analytics or a related field of study.

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### **OTHER THAN MAJORS/DEGREES, WHAT DO YOU LOOK FOR IN SUMMER INTERNS AND COLLEGE HIRES?**

We evaluate students and graduates based on three main areas that help us get a feel for your background, career-specific knowledge and leadership skills:

- Education, including relevant coursework and your GPA
- Work experience, such as internships and employment history
- Extracurricular activities, including student organizations and volunteering

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## **WHAT IS YOUR RECRUITMENT PROCESS? HOW DO I APPLY FOR INTERNSHIPS AND/OR ENTRY-LEVEL POSITIONS?**

At USAA, our commitment to new talent is a big part of our organization. We recruit at universities, conferences, through our website and other recruiting channels for students and new graduates from a wide variety of majors.

For summer internships and our IT college hire positions, we have two main recruiting cycles a year: fall (early September – early December) and spring (early January – early April). For other entry-level positions, it is just-in-time hiring where we post positions year round, based on business need.

You can apply for internships and/or entry-level positions directly through our website at [www.usaajobs.com](http://www.usaajobs.com). We will also recruit on-campus at our partner universities depending on the position. If we are visiting your university, please see us at campus events and apply/register through your university career services office in addition to our website.

Our positions are competitive, so applying early (September for fall recruiting and January for spring recruiting) is recommended, since we may be deep into the recruiting process or have positions filled if you apply later.

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## **TELL ME ABOUT USAA'S INTERNSHIP PROGRAM. WHAT ARE THE MINIMUM REQUIREMENTS?**

USAA's summer internship program is a 10-week program that is meant to give students an in-depth look into the USAA workspace and how different lines of business operate, and help them gain experience for a possible future career at USAA. All interns are given a role on a team and are treated like full-time employees with responsibilities and projects. Interns get the chance to meet with managers, directors and other employees to learn more about how the business operates and the different roles of colleagues throughout the company.

But, it's not all work. The interns are also given many different ways to have fun throughout the summer, as well. There are social events and a community service project to participate in. Each intern is given a mentor, who is a full-time employee, with whom they can meet over the summer to help them feel more at home. For intern housing, USAA provides some recommendations. The interns are given the chance to live in a community with each other so they can network and socialize.

Our summer internships are located primarily in San Antonio, TX. Depending on your area of interest, we also have a limited number of internships in Plano, TX and our Regional Offices (Tampa, FL; Phoenix, AZ; Chesapeake, VA; and Colorado Springs, CO).

For minimum requirements to qualify for the internship, you must be currently pursuing a degree from an accredited college or university, have an anticipated graduation after the final day of the internship and be a U.S. citizen, legal permanent resident, legal temporary resident, asylee or refugee in the United States.

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## MILITARY SPECIFIC:

### I'M TRANSITIONING FROM THE MILITARY. WHERE SHOULD I LOOK?

You are always encouraged to leverage your military experience at USAA. Take a look at the information on the Military and Spouses tab of our career site, <https://www.usaajobs.com/military/index.html> for ideas and starting points. We cannot give specific recommendations, as each veteran's skills, knowledge, training, ability and aspirations are different.

Our corporate website has tools that can assist you with your military transition. [https://www.usaa.com/inet/wc/advice\\_leaving\\_the\\_military\\_menu?2](https://www.usaa.com/inet/wc/advice_leaving_the_military_menu?2). These tools include a Military Separation Assessment, a Military Separation Checklist and Job Finder, which includes a skills translator and a job search tool.

We also recommend the Hiring our Heroes website of the US Chamber of Commerce Foundation, <http://www.uschamberfoundation.org/hiring-our-heroes>. This site has great resources for transitioning veterans.

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### I AM A VETERAN WITH EXTENSIVE MANAGEMENT AND LEADERSHIP EXPERIENCE. ADVANCED-LEVEL POSITIONS AT USAA ALL SEEM TO REQUIRE INDUSTRY EXPERIENCE, WHICH IS DIFFICULT FOR VETERANS TO ACQUIRE. HOW DO I COMPETE?

At USAA, we understand this is the challenge for veterans who want to leverage their military experience. It is well known that veteran leaders have many soft skills, but not always the business acumen. Consider positions that will develop your business acumen first.

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### I AM A VETERAN AND LOOKING TO CAPITALIZE ON MY MILITARY EXPERIENCE AT USAA. CAN YOU SUGGEST A DIRECTION FOR ME TO LOOK AT USAA?

We cannot give specific recommendations, as each veteran's skills, knowledge, training, ability and aspirations are different.

We post our roles with a skills-based focus. There are some roles that require specific experience, as well. Search jobs that interest you and look at the minimum requirements. If you meet the minimum requirements, you should apply.

