# Gig Worker FAQ: Gig Eagle

## Contents

## Purpose

This document is intended to address frequently asked questions that Gig Workers may have on the functionality of Gig Eagle in order to become more comfortable with the user interface and Gig Worker Hub capacities.

## Getting Started

### How do I build my profile?

To build your profile, select the dropdown menu in the upper right corner next to your name, then select My Profile. You can personalize your profile using the pencil icons within each section. This includes your Military Info, Preferences, About me & Availability, Contact, Resume, & Links, Skills and Endorsements, Education, Gig Experience, Title, Awards, Patents, Publications, and Military Info.

### How do I upload my resume?

Select the dropdown menu in the upper right next to your name, then select My Profile. Do note that your dropdown will not have the Switch to Gig Manager option. When you have reached your profile page, locate the Contact, Resume & Links side panel to the right. Select the penic icon in the top right corner of that panel to upload a PDF version of your resume or of your LinkedIn profile. Your resume can be updated and changed at any time by repeating these steps.

## How do I update my skills?

To update your skills, go to My Profile and scroll down to Skills & Endorsements. From here, click on the pencil and you will see Edit Skills & Endorsements which will show you all of your current skills. Click the plus sign at the bottom then search for the skill you would like to add, then press save to add to your profile.



## Why is adding skills to my Profile important?

The skills that you list within My Profile are used to match you with the best Gig opportunities personalized for you. Enriching your profile with skills that you have and work experience will help the system match you with personalized Gigs that fit your experience.

**What does a Strong Match mean? Good Match?**

Based on your Skills, Title, Experience, and Similar Candidates, our deep learning AI algorithm is able to identify if you are a match for an open gig. If you are a Strong Match, denoted by a blue dot, your profile is in strong alignment with what the gig is asking for. If you are a Good Match, denoted by a yellow dot, you are in good alignment with what the gig is asking for. Strength of matches to a position may change as your profile is updated.

**Strong Match**

✓ Top 10 percent of applicants

✓ 0-5 years of relevant experience

✓ Industry
Information Services
Information Technology

✓ Previous Company
Amazon Web Services

✓ Education
Cornell University

**Skills you may have**

✓ SQL       ✓ Testing

Update Your Skills

# Gigs Marketplace, My Gigs, People

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## What is the Gigs Marketplace?

The Gigs Marketplace is the full library of Gigs that Gig Managers on the platform have available and are taking applications for. You can use filters - Skills, Title, Experience, Gig Duration, Military Branch, Military Service Component, Funding, and ADOS-AC or MPA - to find Gigs that you are interested in.

## How do I apply to a Gig?

Access Gigs through the Gig Marketplace on the navigation bar or return to a "saved" Gig by selecting My Gigs. As a best practice, we recommend that in selecting Gigs you consider the necessary timeframe, compensation, and whether you are a strong or good match. Select the Gig you would like to apply to, then select Apply Now.

A pop-up window will appear that prompts you to fill out your Supervisor's Name, Supervisor's Email, and confirm that you approve participating in this Gig. Click *Confirm* to submit your application.

**Submit Application**
**Software Developer**
Santa Clara, CA

*Required fields

Supervisor Name*

Supervisor Email*

I certify that I am able to accept the compensation offered for this gig or that my unit will fund my participation. Note: formal approval for your participation in this gig will still be processed through the applicable DoD channels*

☐ I accept

Cancel   Confirm

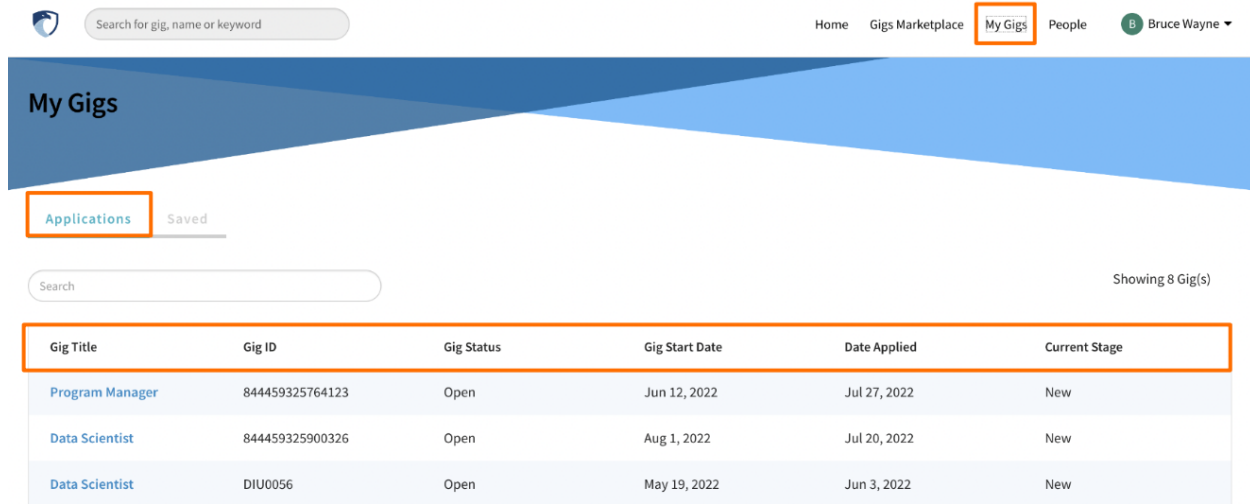**What are the next steps after I have applied to a Gig?**

If a Gig Manager is interested in moving forward with your application, they may contact you with next steps. To ensure you are kept informed on any pending applications, we recommend ensuring your mobile number and email provided in your profile is up-to-date. You can also manage the Gig's status by going to My Gigs, and Applications.

## Where can I find the status of Gigs I have applied to?

Select My Gigs, then Applications. This will display every Gig that you have applied to. You can view the Gig Title, Gig ID, Gig Status, Gig Start Date, Date Applied, and Current Stage. You may also return to the Gig Description by clicking on the listed Gig Title.
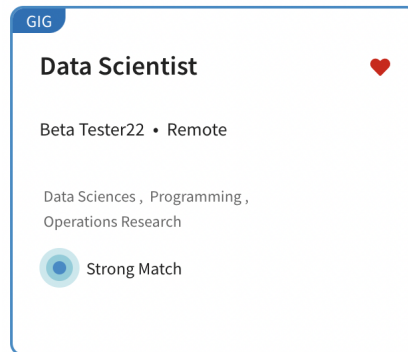


## How do I save and unsave a Gig?

If you would like to come back to a Gig at a later time, you can save a Gig by pressing the heart icon in the upper right corner. You will have done this successfully if the heart is shaded red. When you go under *My Gigs*, then select saved, your saved Gigs will filter onto that page, in addition to being located under *Gigs Marketplace*.

You can unsave a Gig by pressing the red heart in the upper right corner. The heart will turn from a red fill to a white fill. You can then refresh your screen to proceed. You can also do this by going to My Gigs, Saved, and pressing the "X" in the rightmost column.

## Where can I locate previously saved Gigs?

Navigate to *My Gigs*, then select *Saved*. You will be able to view the Gig Title, Gig ID, Gig Status, Total Applicants, and see if you have applied. You can return to the more detailed Gig Description by selecting the appropriate Gig Title. If you decide that you want to apply to a Gig, you can select *Apply Now.* This will say *Applied* if you have already applied. To remove a Gig from saved, you can remove the red heart once you are in the Gig description, or by pressing the "X" to the right.



## What is the purpose of the People tab?

The *People* tab shows other GigEagle users within the platform. You can use the *People* tab to look up specific users by writing in the search bar. Additionally, you can filter the users shown to you by Skills, Title, Work Experience, and Location. If you've worked with another user and want to endorse their skills, you can click into their profile to endorse their skills

## Can I apply to a Gig I am not a Strong Match for?

Yes, you can apply to any Gigs available to you on the platform, although you are likely better matched to jobs that you are a Strong Match or Good Match for. The only exception is if there are Gigs you are not authorized to apply for. For example, National Guardsmen are only authorized to apply for Gigs that are created by the National Guard branch or provide ADOS-AC or MPA funding. If you feel that there is a Gig that you are qualified for that is not listed as a Strong Match, we recommend you make sure your profile is fully updated. Updating your profile is important in order to be matched with jobs that are appropriate for your skills and experience.

## How do I apply to a job from a specific military branch?

Within the Gigs Marketplace, you will find that you can filter the Gigs shown to you based on Skills, Titles, Experience, Duration, Military Branch, and more. To specify which military branch Gigs you would like to see, click on Military Branch and then select the specific branch.
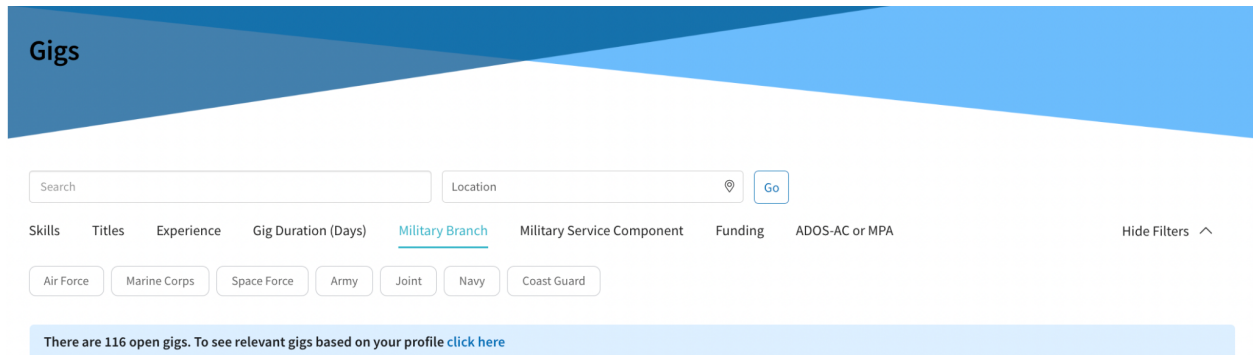


## How do I manage my email notifications on Recommended Gigs?

Navigate to the upper right corner of your display. Click the dropdown menu next to your profile name to select Settings.
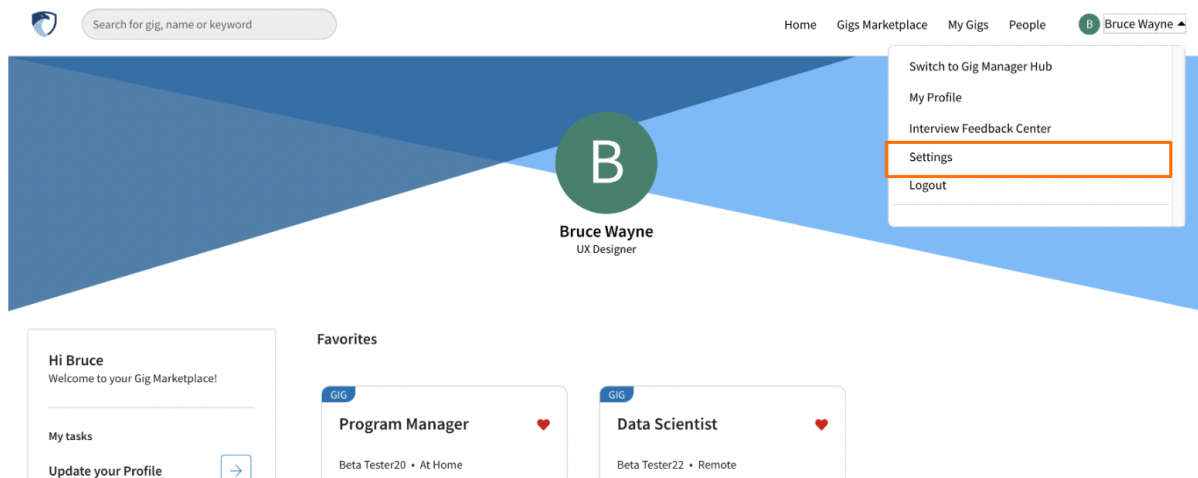
Under Recommended Gigs, you can adjust the frequency in which you would like to receive email notifications about new Gigs that would be a strong match for you. Consider increasing this frequency if you are actively looking for a Gig. You can select notifications to be: Off, Daily, Weekly, or Monthly, and can change these at any time.

## Scheduling and Correspondence

**What if I have applied to a Gig and have not heard back?**

Begin by checking the status of the Gig. You can do this by going to My Gigs and under Applications, there will be a column identifying the Gig's Current Stage.

**How do I give feedback on a Gig?**

Once the Gig manager has marked the Gig as complete, you will receive an email that will reroute you to a survey that will ask for your feedback on your Gig experience

## Support

**What if I do not see the answer to my question in this FAQ?**

If you have exhausted looking through this FAQ, you can access Get Help in the bottom left-hand corner of your browser. Add any details regarding your issue/question, and the Gig Eagle support team will respond as promptly as possible.