Questions and Answers broken out by topic:

General Questions

- Why do I want to work for J.B. Hunt?
  - Fortune 500
  - S&P 500
  - 7th on GI Jobs list of top 100 military friendly employers
  - Competitive wages and benefits
  - 21,000 employees nationwide
  - 600 overall field locations and growing!

- Your corporate headquarters is in Lowell, Arkansas. What is that like?
  - In the heart of the Northwest Arkansas community, our corporate headquarters sits just off I-49. With Fayetteville, Arkansas to the south and Bentonville, Arkansas to the north, both sides have ample opportunities for things to do. The area is home to the University of Arkansas, the nationally known Crystal Bridges Museum of American Art, and much more. Check out the “Why Move to Northwest Arkansas” video, posted on our Office Careers page.

- What kind of people do you hire?
  - Certain positions within the company will naturally require certain types of personalities; however, in general, we look for hardworking, team players with an entrepreneur’s spirit to join our company.

- How do I know what positions are open at J.B. Hunt currently?
  - Visiting the www.jbhunt.jobs website is a great start. From there, hover over the type of job you are looking for (Driving, Office or Maintenance), and click on Search/Apply for jobs. Search to view all of the current positions open in that category, or you can also modify your search to only include certain locations, key words, or search by the Job Opening ID.

- Do you have relocation opportunities?
  - With approximately 600 field locations, there are plenty of relocation opportunities available. As part of the interview process, we can discuss this topic and talk to you about location openings and future preferences if relocation is something you are interested in.

- How do I apply for a job opening at J.B. Hunt?
  - All applications should be submitted online. Select the position title from the job listings on the www.jbhunt.jobs website by clicking its title. Read over the job description and then click the “Apply Now” link. On the next screen, returning candidates should login to the career center by entering in their login information on the right. New candidates should create a new account and profile. Please complete the required information fields and upload the documents required in the listing, such as your resume and cover letter.

- Do I need to create a profile to apply for a job?
Can I apply for a job opening in-person?
- Unfortunately, we are not able to take in-person applications; however we do offer paper applications, upon request, for driver positions. Please apply online using the www.jbhunt.jobs website.

Can I apply for more than one position at a time?
- Yes, you can apply for more than one position at a time.

What do I do if I do not have an email address?
- If you do not have an email address, now may be a good time to establish one. For example, Gmail (www.gmail.com), Yahoo (www.yahoo.com), and Hotmail (www.hotmail.com), all offer free email accounts. Much of our communication to you is via email, so it is a good idea to create one as you conduct your job search.

I have forgotten my log-in credentials – what should I do?
- If you have forgotten your username, try to remember recent email addresses you have used that could have been used for your log-in information. If you cannot remember this, please contact the J.B. Hunt Help Desk at (479) 820-8464. They can look up the email address that you used to create your account.
- If you have forgotten your password, click on the “Forgot your password?” link and retrieve your password by entering in the email address you used to create your account and the captcha required. If your account has been locked due to too many log-in attempts with the wrong username/password combination, please contact the J.B. Hunt Help Desk at (479) 820-8464.

How do I update my personal information or modify my profile?
- From the www.jbhunt.jobs page, login with your credentials. Once you are logged in, you will first be brought to your entire profile. You can edit or modify anything on this page, including your personal information and resume. We encourage you to import your resume, or copy and paste your resume into the resume box, as well as attach a resume in document form, just below that. You can revert back to modify your profile by clicking the “Edit Profile” link at the top, as long as you are logged in.

I received an error message while applying online. What should I do now?
- Please read the error message and follow the instructions on the page, if applicable. If you cannot proceed further, please call our HR Solution Center at 1-800-777-4968 for assistance. In addition, please make note of all error messages so your problem can be resolved as quickly as possible.

Is it possible to be notified when jobs become open at J.B. Hunt?
- We recommend creating a job search agent so that you will be notified as new positions are posted that meet your search criteria. To create a job agent, log in to your profile. Then, at the top, click on the “myJobAgent” link. On the next page, click on the “Add Job Agent” link and modify your agent for your specific needs. Every time a new job gets posted that meets your criteria, you will receive an email via the email that is attached to your profile.
- How do I change or manage a job search agent that I've already established?
  - To manage a pre-existing job search agent, simply log in to your careers account and click on “myJobAgent.” From there, view your active job search agents. You can edit or delete the job agent from there.
- How can I refer a friend or relative to a position at J.B. Hunt?
  - You may use the career center to refer your acquaintance to a specific position. Search and identify the position, click the job title to view the position's description, and then click the “Email a Friend” link. Enter in the necessary information and any comments you would like to add. Click “Submit.” A confirmation message will be displayed once complete.
- Where is a particular position located?
  - Our positions are primarily located at our Corporate Headquarters in Lowell, Arkansas; however we have offices and J.B. Hunt employees at about 600 locations nationwide. The job listings identify the locations of specific positions.
- What is the salary range for the position I'm interested in?
  - We do not post salary ranges. However, you'll find that J.B. Hunt pays competitive market rates and offers excellent benefits.
- I would like to work in a certain department or program, but there are no openings currently. May I send in my materials for you to keep on file?
  - We encourage people interested in J.B. Hunt to apply for specific openings and, if none are available, to keep checking our website. We post new positions daily. We also recommend creating a job search agent so that you will be notified as new positions are posted that meet your search criteria. See more above on creating job search agents.
- May I speak with someone to learn more about employment at J.B. Hunt?
  - We make every effort to ensure our website and job descriptions are as clear and comprehensive as possible. If you thoroughly review the job description for the position in which you’re interested, you should find that it addresses most of your questions. To learn more about the organization and other areas of the company, visit our main website, www.jbhunt.com, which details our business segments, current initiatives, and more. Our staff members are unable to respond to general employment inquiries or discuss positions that are not available.
- May I schedule an informational interview?
  - We regret that our Human Resources staff cannot accommodate requests for informational interviews. However, if you visit our website, you'll find a wealth of information about J.B. Hunt, including our history, organizational structure, current news and features about our work.
- Do you provide sponsorship for those who are not U.S. citizens?
  - During the recruiting process, we give preference to those that do not require sponsorship. That should not hinder you from applying to positions with our company, however, should you feel you are a good candidate for the position you see posted.

Recruitment Process
• How do you know if you have received my online application for a position?
  o When you submit your online application you will receive an automatic email message
    confirming the receipt of your information. You can also log in to your account and click
    on the “Jobs I’ve Applied To” link, which has a list of all positions for which you have
    submitted your application.
• I've submitted my online application and I haven't received a confirmation email. What do I do
  now?
  o If you haven't received a confirmation email and you've applied online via our career
    center, please check your spam folder. Sometimes our emails are misrouted and
    confused as spam. Please follow your email provider's instructions for allowing emails
    from J.B. Hunt to avoid this happening in the future.
• I have submitted my online application. Can I mail or fax it to ensure you have received it?
  o If you received our automatic email message, you can be assured that we have received
    your online application. Only online applications will be considered.
• I no longer want to be considered for a job for which I’ve submitted my online application. Is it
  possible to withdraw from a position to which I’ve already applied?
  o Yes, you may opt out/withdraw from a position after you’ve applied. To do that, please
    contact our HR Solution Center at 1-800-777-4968.
• What is the deadline for submitting my materials on a specific position?
  o Positions are open until they are filled; we do not have deadlines for our postings. We
    encourage those interested in opportunities at J.B. Hunt to submit their materials as
    soon as possible after learning of the opening.
• The posting I am interested in was posted several weeks/months ago. Is the position still open?
  o Job postings are posted as soon as the position becomes available and removed from
    our website once they are filled. Sometimes our search process can take several
    months. If a position is listed on our website, we are still accepting applications.
• How does your interview process work?
  o A typical interview follows a two step process; the first step will consist of a phone
    interview with one of our HR recruitment staff during which time you will be asked
    about relevant work experience and discuss your goals and expectations. A successful
    phone interview will lead to a one-on-one interview with a J.B. Hunt associate. Do keep
    in mind that while many of our interviews follow this process, there are a select few
    which do not.
• How long will it take before I can expect to hear from you?
  o Applicants will receive an automated email message when applications are submitted
    via our online career center. We review applications carefully. If you are selected for
    further consideration, the exact timing of our follow-up will depend on the volume of
    online applications received.
• How do I check the status of the Recruitment/Interview status?
- This will vary by search and date. You will be contacted by a J.B. Hunt employee with more details on the recruitment process if your skills and experience appear to be a match for the open position.
- If I live out of state, will I still be considered?
  - Yes, for professional staff positions. For administrative and entry level openings, however, we typically recruit within local markets.
- If my background is a match, what will happen next?
  - Next steps in the recruitment process depend on the position for which you have applied. Such steps could include phone conversations or in-person interviews.
- Do you require references? If so, how many?
  - References are not required with your initial submission of interest. Only some finalist candidates are required to supply references as a part of J.B. Hunt’s online application for employment.
- I applied for a position. Why wasn’t I called in for an interview?
  - Our searches are usually quite competitive. We carefully screen the information we receive and select the candidates who most closely meet our requirements for interviews.
- Will I be notified once the position is filled?
  - We make every effort to notify candidates who have applied or were interviewed for an open position once it has been filled. Job postings will be removed from our website once they have been filled or are closed.
- If I am not the successful candidate for a position, will J.B. Hunt keep my online application on file?
  - Yes, we keep applicant online applications on file, but you must reapply if a new position for which you would like to be considered is opened.
- When can I reapply?
  - You may apply for another position with J.B. Hunt at any time.

Technical Issues

- I have forgotten my log-in credentials—what should I do?
  - If you have forgotten your username, try to remember recent email addresses you have used that could have been used for your log-in information. If you cannot remember this, please contact the J.B. Hunt Help Desk at (479) 820-8464. They can look up the email address that you used to create your account.
  - If you have forgotten your password, you can click on the “Forgot your password?” link and retrieve your password by entering in the email address you used to create your account and the captcha required.
- I received an error message while applying online. What should I do now?
  - Please read the error message and follow the instructions on the page, if applicable. If you cannot proceed further, call our HR Solution Center at 1-800-777-4968 for
assistance. In addition, please make note of all error messages so your problem can be resolved as quickly as possible.

Driver Questions

- Does J.B. Hunt offer CDL (Commercial Driver’s License) classes?
  - At this time, we do not offer classes for CDL licenses. However, we do offer a program, Hunt’s Heroes, for separating or separated military veterans who are interested in pursuing truck driving as their civilian career.
- Does J.B. Hunt offer sign-on bonuses for drivers?
  - Throughout the year, we will offer transition assistance pay for drivers with select accounts. This assistance pay is intended to help a driver during their transition into the company and their new driving job. For more information on transition assistance pay, please contact our Driver Personnel department at 1-800-2JB-HUNT.
- Do you train new drivers that have just received their CDL license?
  - At this time, we do not offer training for new drivers outside of our Hunt’s Heroes program for separating and separated military veterans.
- Do you reimburse drivers from their attendance to CDL School?
  - Unfortunately at this time, we do not reimburse drivers for their CDL school experience.
- Does your company have automatic trucks?
  - The majority of trucks in our fleet are 10-speed manual engines.

College Questions

- Are you coming to my school?
  - We visit universities all over the United States. View our recruitment calendar to see when we will be at a school near you.
- Do you have any internships?
  - We are fortunate to have a unique program that offers year-round internships throughout the school year across all departments and our Corporate offices and in the field, as well. Applications are continually being taken for these. We are also happy to offer summer internships. The application process for many of these summer positions begins in January. Whether your interest is year round or seasonal, stay updated on www.jbhunt.jobs.
- Are your internships paid?
  - Yes. All of our internships are paid; however, pay is dependent upon current market values.
- Can I shadow?
  - We love to have talented, college students come observe what we do. We often set up shadow sessions for students across many disciplines. If you would like to take part in learning more about our company, email collegeposting@jbhunt.com.
Internal Questions

- I am looking to make a job change within the company. How should I go about doing this?
  - The first step in making any career change within the company is to talk with your manager. Your manager will receive a notification when you have used your internal career center profile to apply to a position, so it is best to have this conversation prior to applying. Next steps would be to visit the Internal Career Center to begin your search.

- How do I apply internally?
  - When you are hired on as an employee with J.B. Hunt, an internal career center profile is automatically created for you. To access this, visit the myJBHunt homepage and hover over the “People” tab, and then click on “Internal Career Center.” You can search for current job postings there.

- How do I edit my internal applicant profile?
  - First, visit the Internal Career Center (found under the People tab from the myJBHunt homepage. From there, click on the gray “Edit Profile” button at the top. There, you can edit all information on your profile, including attaching a new resume with your most up-to-date J.B. Hunt experience.

- Can I see the original resume I used when I first applied to J.B. Hunt?
  - We have had multiple system changes that could impact the ability to pull up your original resume. You may be able to see your original profile and resume if you have recently been hired with the company. To check, visit the Internal Career Center and click on “Edit Profile.” Here, you can view/update all current information that is on file.

- Can I shadow with a different position within the company that is currently open to see if this position is something I would be interested in applying or interviewing for?
  - Absolutely. To do so, please contact your current supervisor. They will be able to facilitate this with the hiring manager and your Human Resources Client Manager.

- What do I do if I’m not contacted?
  - The Human Resources Recruiting team receives a high volume of applications daily. We carefully screen the information we receive and select the candidates who most closely meet the requirements of the position for interviews, sometimes both internally and externally. We make every effort to notify candidates who have applied or were interviewed for an open position once it has been filled. Job postings will be removed from our website once filled or when they have been closed.

- I have a friend that is interested in a job with J.B. Hunt. What can I do to help them out?
  - The best way for an employee to assist their friend or family member is to submit them using the “refer a friend” option within the desired job posting.

- Does J.B. Hunt offer a referral bonus for internal employees that refer a candidate that ultimately gets hired?
  - Dependent on the position and immediate need, some departments do offer referral bonuses. When a referral bonus is offered, an email notification is sent to all employees with more information.