Purpose

Our Staffing Solutions process for job seekers is designed to prepare job ready customers to conduct a successful job search, and to provide employers with qualified job candidates.

Major Functions of the Staffing Solutions Group – Job Seeker

- Enter and/or update work application
- Determine customer job readiness
- Provide job leads
- Prepare customer for job interviews
- Follow up
Customer Wants Job

1. Select Customer from Queue

2. Update/Register in WIT

3. Job Ready?
   - No: Skills Solutions Workshop
   - Yes: Run a Job Match

4. Run a Job Match
   - Job Matches?
     - No: Provide Other Services
     - Yes: Make Referral

5. Make Referral

6. Follow Up

7. Record Employment Information

Customer Employed

Provide Other Services
- Job development
- Review WIT
- Targeted resources/contacts
STAFFING SOLUTIONS
Job Seeker

Process

Trigger Event: Customer wants a job.

1. Refresh the queue and select the next customer to call.

2. Determine if the customer is registered in WIT; if yes, validate and update the information. If no, begin registering.

3. Determine if the customer is job ready. If not, refer customer to a Skills Solutions workshop.

4. If yes, run a job match.

4a. If there are no matches, try alternative actions.

5. If there are matches, make the referral if appropriate.

6. Follow-up with the customer. If he/she is still unemployed, begin the process again.

7. If customer found a job, record the employment information.

Result: Customer is employed.
STAFFING SOLUTIONS
Job Seeker

Standard Operating Procedures

1. Refresh the queue and select the next customer to call.

   Note: Select veterans first; then foster youth. Make sure Migrant Seasonal Farm Workers receive a first-day service.

   • Invite the customer to your desk. If the customer is a veteran, be sure to provide him/her with the Veteran’s Support Service List.

   • Remove the customer’s name from the queue.
     – Refresh the queue.
     – Scroll down to the customer’s name.
     – Click “pick up” next to the customer’s name.
     – Select name or program from the Staff dropdown menu.
     – Click “update.”

   • Introduce yourself to the customer and ask the reason for the visit.

2. Determine if the customer is registered in WIT.

   • Enter Social Security number into WorkInTexas.com (WIT) to determine if the customer is registered. Reference the WIT Training Guide for help.

   • If the customer is registered, validate and update the information in WIT. Check and update (if necessary) all fields under:
     – Contact Information
     – Work History
     – Education
     – Matching Options
     – Occupations

   If the customer is not registered, complete the application in WIT. Reference the WIT Training Guide for help. Use the application template in WIT to guide your questioning:

     – What kind of work are you looking for?
     – What are your interests?
     – What kind of experience do you have?
     – How much money do you need to make?
— How far can you travel to work?
— Do you need part-time work, full-time work?
— Can you work any shift?

3. Determine if the customer is job ready. Ask questions such as:

- Are you ready, willing and able to work?
- Do you have a resume?
- Do you need assistance with brushing up on interviewing skills?
- How soon can you start working?

If you determine a customer is not job ready, refer the customer to another service such as Skills Solutions, Customer Solutions, or outside resources.

4. If the customer is job ready, run job matches in WIT based on customer’s interests. Reference the WIT Training Guide for help.

4a. If there are no matches, try one or more of the following options:

- Browse jobs in WIT.
- Check the keywords on the application.
- Review and/or readjust the search criteria.
- Conduct a job development using WFS procedures.
- If customer is a good candidate but doesn’t quite meet all the criteria, consider calling the Employer Service Representative (ESR) to contact the employer to discuss.
- Explore other career options that may require training. Note: If the customer is interested, refer him/her to Skills Solutions.
- Refer to community resources. NEED MORE HERE.

5. If there are job matches, make a referral.

- Prioritize the top three matches and review them with the customer.

Note: If the job posting is an H-2A or H-2B order, you must follow the H-2A or H-2B guidelines.
Get the job seeker’s commitment to apply for the position and communicate the results back to you.

Enter the referral and other services into WIT.

Give customer the referral and Employment Verification Form.

Coach for the interview.

6. Follow up.

Ask the customer, “Is there anything else we can do for you?” (e.g., child care, additional services).

If the customer is not hired, invite him/her back to the center for further assistance.

**Note:** If the customer is receiving Unemployment Insurance (UI) and turned down a job, you may need to notify the UI Claimant Workforce Coordinator.

If a veteran is not interested in a job, click the “Not Interested” button on the job match page; then, note the rejection in the Notepad of the Job Posting.

7. Record employment information.

If the customer is hired, get the necessary information from the customer and complete the Employment Verification Form.

Enter the employment information into WIT and TWIST (Add info from Marivel Mata) *Very important, affects measure*
Support Functions

To identify customer needs, you will need to:

- Find an appropriate location for customer interviews. The location should be as quiet and private as possible to minimize distractions and encourage rapport.
- Ensure access to a computer with Internet connection for access to WIT.
- Be familiar with navigating in WIT.
- Ask targeted questions to determine level of skills, abilities, knowledge, education, and interests.
- Identify occupations in which a job seeker’s skills can be used/transferred.

To provide good information to customers, you should:

- Research occupation and industries to better understand them.
- Answer questions about the local labor market, i.e., who’s hiring? Where are the hot jobs? How much do certain jobs pay? What industries are growing?
- Evaluate various job search/assessment/career exploration resources and tools to determine which ones are the best fits for the customer.
- Help them make career development decisions using your knowledge about the experience, knowledge, skills, and education a particular career requires.

Before you give job leads to a customers:

- Ensure they meet all of the qualifications listed on the job posting.
- Take the employer’s perspective before making the referral.
- Review and revise (if necessary) a resume and a work application.
- Assess their understanding of a particular job and the ability to communicate their skills in an interview.
To motivate job seekers:

- Encourage them to use networking as a primary method of work search and to follow a job search plan.
- Teach a job seeker how to use professional and social networking to look for work.
- Recognize the signs of an unsuccessful job search and redirect a job seeker toward more productive job search activities.
- Use your interpersonal communication skills to listen, advise, encourage, and follow through.

**Tools**

- Paper and pen
- Computer with Internet connection for access to WIT and TWIST
- WIT New Job Seeker Registration Guide
- Resource information on:
  - Resume writing
  - Application completion
  - Interviewing techniques
  - Job search methodology
  - Networking
- Veteran’s Support Service List
- WIT Training Guide
- Employment Verification form
- H2-A/B Instructions
- ESR Contact Information

**Audit Tool**
Purpose

Our Staffing Solutions process for employers is designed to 1) ensure employers have clearly written job postings that will produce good matches and qualified job candidates, and 2) ensure employers have the facilities, resources and information they need to start and grow their business.

Major Functions of Staffing Solutions – Employer

- Enter and update job postings
- Run matches and refer job candidates
- Provide employment-related services, information, and resources to employers
- Follow-Up
**Process**

**Trigger Event:** Employer needs help.

1. Determine employer needs.

2. Does the employer need employees? If no, proceed to Step 2a.

2a. Determine other employer needs (space, equipment, LMI, etc.)

3. If yes, enter a job posting.

4. Run a job match.

5. Determine if the matches are appropriate.


7. Follow-up.

**Result:** Employer customer is satisfied.
STAFFING SOLUTIONS
EMPLOYER

Standard Operating Procedures

1. Determine employer status and needs.

- Greet the employer.
- Ask if employer has used our services before.
  - If employer is existing customer, ask “How can I help?”
  - If employer is new, provide a list of WFS employer services.
    - Ask, “How can I help you today??

2. Determine whether employer needs employees. If no, refer employer to other services and resources. If yes, ask:

- Would you like to post it yourself?
- Would you like for me to enter it?

2a. Provide employer with other services/resources.

- Facilities
  - Identify criteria/needs
    - Determine purpose of the facility
      - Job fair – must have job posting in system
      - Interview rooms – must have job posting in system
      - Space – background check, drug test, orientation
    - Size
    - Equipment needs
    - Date/times
    - Location
    - Advise employer on follow up
      - Contact respective center for availability
    - Book room, if available
    - If not, check other community resources
    - Contact employer with outcome
3. **Enter the job posting in WIT.**

For employer created:

- Check to see if employer is already registered in WIT.
  - If yes, ask employer for user ID and password
    - If no ID and password, reset or create new password
    - If yes, tell employer to proceed
- If no, create an account for the employer. Use the WIT Desk Aid if necessary.
- Provide WIT Orientation to new employer (Guidelines?)
- Review data for quality and EEOC on all assigned job postings; enter note in note pad.
For staff created:

- Check to see if employer is already registered in WIT.
  - If no, create an account using the desk aid.
  - If yes, gather information using the job posting sheet
- Enter information into WIT, including service level
- Review data for quality and EEOC and enter note in note pad.
- Enter customer Management task in employer home page.

4. **Run a job match.**

- Run a veteran’s job match in the first two days of posting.
- Review the veteran’s match.
- After two days, run a universal job match.
- Review the match.

5. **Determine whether there are any job matches.**

- If no, review the job posting for all matching criteria (e.g., wages, occupations, location).
  - Make adjustments as necessary.
  - For major changes, call the employer (e.g., wage change).
- Continue to run matches.
- Begin job development.
- Go to outside resources to find alternate labor pools.
- Run ads on hot jobs.
- Follow up.
- If yes, move to Step 6.
6. **Refer job candidates to employer.**

- **Veteran matches**
  - Contact the most qualified job seekers (see Quality of Job Posting Referrals Checklist)
  - Screen and refer according to the contact instructions in the job posting
  - Enter note into note pad.

- **Universal job matches**
  - Contact the most qualified job seekers (see Quality of Job Posting Referrals Checklist)
  - Screen and refer according to the contact instructions in the job posting
  - Enter note into note pad.

7. **Follow up**

- **Contact employer at least bi-weekly:**
  - Check on status of the job opening
    - Check to see if job has been filled
    - Determine if posting needs to be modified
    - Check to see if employer is interviewing yet
    - Ask employer if he/she is satisfied with applicants
    - Ask employer if he/she wants us to continue sending applicants

- **Update the status of job posting (using Desk Aid)**
  - Hired
  - Hold
  - Open
  - Closed

- **Enter the information on employer service** WHERE each time you make contact.
Support Functions
ADD

Tools
ADD

Audit Tool
ADD