

Fresno Regional Workforce Investment Board

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OPERATIONAL DIRECTIVE

FRWIB OD # 14-11, Revision B **Date Released: September 26, 2012**

To: All Fresno Regional Workforce Investment Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: September 26, 2012

Subject: BSC Recruitment and Follow-up Process

Applicable Program: Adult and Dislocated Workers

This Revision B updates the process flow, obsoletes Form BSC-009, Employers' Guide, and updates BSC-012, BSC Follow-up Form and Form BSC-008, BSC and Conference Room Reservation Form.

Effective immediately, the Business Services Center (BSC) and Business Account Specialists (BAS) will adhere to the following recruitment and follow-up processes.

Targeted Recruitment services are available and encouraged for any Fresno County employer seeking to fill any number of full-time, regular, benefited positions. The FRWIB does not provide recruitment services for commission-only, part-time, or seasonal jobs. However, if there is a specific opportunity that may fit outside of these guidelines that would have a positive impact on your targeted job seekers, some considerations may be made.

Targeted recruitment is done when there is a need by an employer to fill multiple positions, and there is a high level of confidence that there are enough job ready candidates available in our system to meet the majority of the employer's hiring needs. Before committing to an employer that the BAS will set up recruitment and interviews, the BAS should review the number of requested positions to fill, review current available Code 11's that they would be able to provide, and determine the gap that would need to be supplied by other providers. Appropriate expectations of how many interviews the employer can expect to have should be set prior to the recruitment.

Recruitment Activities will typically be scheduled at a One-Stop facility, in a space most appropriate for the employer needs. The BSC will not be used for employer recruitments. As there are limited conference and meeting rooms, larger, and multiple rooms, should only be provided when multiple interviews are being conducted at the same time in the same space, and a smaller conference room will not accommodate the size. Also, given the multiple steps that need to occur for the recruitment to be successful, a reasonable expectation of the length of the process should be provided to the employer.

The BAS and BSC staff should coordinate efforts to provide seamless service to the employer and job seekers throughout the entire recruitment process. The Deputy Director of Business Services will approve all recruitment services and provide follow up surveying of the employer. The initiating BAS will be responsible for being the point of contact to the employer even if multiple providers are involved, room reservations, interview scheduling, screening requests, and material needs for the recruitment, and

signage and facilitation on the day of the recruitment. The initiating BAS should be prepared to arrive at the recruitment at least 30 minutes prior to set up as requested for the recruitment and make the first point of contact with the employer. Upon completion of the recruitment the initiating BAS is to ensure room is returned to previous set up, or contact FRWIB facilities representative to reset the room.

Within a two to four week period after the recruitment, the BSC will conduct a follow-up call with the employer to measure customer satisfaction with the recruitment process.

The process flow and individual responsibilities are on page 3.

If there are any questions, please contact the FRWIB Business Services Deputy Director

Forms:

- [BSC-001](#), Employer Rating Matrix
- [BSC-008](#), Recruitment Overview and Approval Form
- [BSC-012](#), BSC Follow-up Form

