Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 01-19, Revision B	**Date Released: April 11, 2019**

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: April 11, 2019

Subject: Provider Job Placement Staff Recruitment Procedures

Applicable Program: Adult, Dislocated Worker

Revision History: Initial Release – 1/22/19

This Revision B obsoletes OD 07-10, BAS Employer Support Process, expands Business Services Coordinator Interactions section, updates references, and updates Egnyte instructions.

This OD references OD 23-18, On the Job Training Process, and OD 03-18, Transitional Jobs Process, and OD 16-10, Fresno AJCC Employer Outreach Boundaries.

The Providers of Services' Job Placement Staff (JS Staff) are the conduit between employers and job seekers. Their main responsibility is to identify employment opportunities for participants who are identified as Job Ready and provide appropriate job referrals that match their skills and career goals.

I. Job Seekers Services

The Providers of Services must assign their respective JS Staff a pool of job ready participants. Those JS Staff will be responsible for managing their pool of job seekers and identifying employment opportunities that match the skills and career goals of said job seekers.

JS Staff will:

A. Conduct job readiness interviews {with an Employment Readiness Specialist (ERS)} to verify that the participant is job ready and meets the work readiness requirements and expectations for their chosen occupation path.

B. Be responsible for working directly with each of their assigned participants to verify and understand the participant's skills and career goals. To also prepare participants for interviews and provide appropriate job referrals. All job referrals and interview date(s), if applicable, must be entered into case notes.

C. Direct job ready participants to the Sector Orientations, as appropriate.

D. Locate appropriate jobs for all job seekers to ensure job placement, per their employment goals.

E. Work with their assigned job seekers and employers, will identify and develop appropriate On-the-Job training (OJT), or Transitional Job opportunities for high demand jobs in locally defined industry sectors.

II. Employer Services

JS Staff are responsible for identifying and maintaining contact with employers to market WIOA employer services, such as OJT, Transitional Jobs and Incumbent Worker Training.

The JS Staff will:

A. Conduct specific employer outreach to identify employment opportunities for job seekers in the Job Ready pool.

   1. All employer information must be entered into the I-Train Employer Profile
   2. Employer services provided must be documented in the Employer Profile. {reference employer user guide}
   3. Job Order information must be entered into the Job Order section in the Employer Profile on I-Train.
   4. The employer record must be created in CalJOBS and the user name documented in the Employer Profile in I-Train.
      i. If staff is unable to obtain the EDD number to create a recruiting services employer record, then a marketing lead employer record shall be created.

B. Review their Job Ready pool to identify appropriate candidates for the employment opportunities. If they are unable to fill the position within **24 hours**, the JS Staff will release a system-wide job announcement via email using the public staff email distribution list (Job Placement Staff Contacts List) located in the Outlook Public Folders. This list will be maintained by the BSC staff. Provider management is required to communicate personnel changes within 24 hours to the BSC Office Administrator.

   The following method is used to send e-mail to the list:

   1. In Outlook access the "Folders List" by clicking on the folder icon at the bottom of the "Folder List" pane on the left side of the Outlook window.
   2. The "Public Folders" list will appear at the bottom of the list of Outlook folders.
   3. Drill down in the Public Folders by clicking on the plus signs for the "Public Folders", "All Public Folders", and "Business Service Center."
   4. Click on the "Job Placement Staff Contacts List" contact item.
   5. The "Job Placement Staff Contacts List" group will appear in the main Outlook window. Double click the group.
   6. This opens the Staff Group list and provides functions at the top. Look for the "E-mail" function and click it.

   7. A blank e-mail message will appear with the Job Placement Staff Contacts List as the recipient.

The initiating JS Staff person must include employer hiring timeframe(s) and any hiring requirements in the e-mail.

C. Upon receipt of a job announcement (system referral), all JS Staffs will review their Job Ready pool and identify appropriate candidates for the position to ensure that the most qualified job seekers are referred to the employer for consideration. The JS Staff member that originated the job order will be the primary staff member (single point of contact) for that employer and will maintain employer contact and coordinate job interviews for all referred job seekers.

D. Make contact with new employers each month.

E. Meet with employers (new and existing) to promote all business and One Stop and BSC services; e.g., Fresno4Biz, HR Hotline, Workshops OJT, Transitional JOBS, IWT.

F. The JS Staff must use the Employer Profile screens in I-Train to document company information. All employer services must be documented in the employer services section of the I-Train Employer Services Profile and CalJOBS.

III. Business Service Coordinator (BSC) Interactions

A. Coordinating with FRWDB Business Services Consultants (BSC) for the following Sectors

- o Government
- o Health/Medical
- o Logistics/Distribution
- o Manufacturing/Water Technology

The locally defined high demand sectors of Trades, Information Technology and other non-demand occupations/industries are the responsibility of the Job Placement Specialists.

B. Provider JS Staff will respond to Job Announcements submitted by BSC staff within 24 hours, in order to assist the BSC in identifying Job Ready participants to complete Job Order requests. If Provider Staff has no eligible participants to refer, a response to notify the BSC will still be required.

C. In order to ensure candidates meet the pre-employment requirements found within the Job Announcement, Provider JS Staff should thoroughly pre-screen and qualify participants for matching skill sets and review of job readiness prior to referring participants to the BSC.

D. Provider JS Staff will ensure that résumés submitted to the BSC, via Egnyte, matches the pre-screen requirements found within the Job Announcement in order to support the qualifications of the participant for the position.

E. The FRWDB subscribes to the Egnyte cloud storage and collaboration application. This application will be used to share résumés with the Business Services staff. Appropriate provider staff will be sent a link via email to access the application to upload résumés into folders created by Business Services staff. The instructions for uploading résumés are as follows:

1. JS staff will be sent a link to the appropriate recruitment folder on Egnyte.

<ol type="a">
Each link will have an expiration date that will be noted to JS staff in the email.

2. JS staff will click on the link and follow the instructions to upload the resume
<ol type="a">
JS staff must input their name, email address, and organization in order to access the folder.
Resumes can be placed either by uploading or dragging and dropping the document directly into the page.

3. Once noted, BS staff will receive automated notification that a document has been uploaded.
4. Notify BS staff if any problems arise or an incorrect document is uploaded.
5. Links are automatically generated and does not include the name of the folder. It is highly recommended that BS staff save the link in a document noting what employer recruitment the link is for.

Business Services staff will retain the résumés until such time they are no longer needed, at which time they will delete the résumé.

IV. <u>Mass Recruitments Services</u>

All employers that utilize the AJCC facilities for large recruitments, whether BSC or Provider staff, will have a dedicated business staff member assigned to them to assist in coordinating recruitment activities and referring WIOA candidates for employment opportunities.

Provider JS Staff must meet with the employer prior to the recruitment to determine the best use of facilities. Provider JS Staff are to contact the appropriate BWC for any employer in the following demand sectors: Healthcare, Manufacturing, Logistics, and Government.

When contacted by an employer for recruitment events or WIOA services, the following guidelines will be used:

A. JS Staff will verify the employer is in CalJOBS and I-Train. (If the employer is not listed, the JS Staff must enter the employer information into both databases. It will take 72 hours to process.)

B. JS Staff must ensure that recruitments are managed and organized to ensure that activities do not disrupt day to day operations or cause safety concerns at the AJCC.

C. Facilities should only be used for the recruitment of full-time, regular employment.

If you have questions, please contact the FRWDB Business Services Manager.

Work Instruction: TRN-BSC-001, Employer Services Module User Assistance Guide