

Staffing Specialists Guide

Your primary function is to outreach, screen, and refer quality job candidates to help employers fill job postings.

- Use your knowledge of occupations, WorkInTexas, your relationships with office staff, and your professional networking ability to find good candidates and quickly refer them to the employer.
- Do more active recruiting instead of chasing employers and status updates. Work with the Business Consultant in your office to follow-up on fully referred (Max Contacts) and Closed-Pending job postings.
- Your customer is the employer – do your best for him or her.

Staffing Specialist's Daily Routine

New Job Postings (those entered into WorkInTexas the previous day)

1. Look at the new jobs assigned to your office(s).
2. Assign those for which you have responsibility to yourself, if appropriate.
3. Review the information on each new job posting to ensure it has enough information to attract qualified candidates and clear contact instructions. Check to see if there is any activity on the posting from the day before. Enter any actions taken in the job posting notes. If the job posting is a hiring event, make sure it's assigned to the correct career office.
4. Review the Customer Management notes to read the history of the employer; then check the job posting notes. The information contained in the Customer Management notes and the job posting notes will help drive your decision to work the job posting or not. Note: If the

Customer Management note is more than a year old, update it with the most current information.

5. Decide whether to recruit/work the posting using [When to Recruit](#) desk aid.

YES, I'm Going to Recruit

- Proceed to Step #6 below.

NO, I'm Not Going to Actively Recruit

- Check the Customer Management notes to read the history of services provided to the employer to see if any additional action is required.
 - Enter a job posting note indicating you reviewed the posting and will let applicants self-refer.
 - It is allowable to defer acting on the posting. It will soft close 30 days from the enter date.
6. Within 1-2 business days of receipt of the job posting, start outreaching qualified candidates via telephone and email. The best way to build a relationship with employers is to send them qualified job candidates. Always include the Job Posting ID when sending emails and leaving voice messages. Or use the Match Alert function in WorkInTexas to leave a record of attempt to contact.
 7. Communicate with office staff about new listings. Let other offices know if you think they may have potential candidates.
 8. Continue outreaching, screening, and referring until you are satisfied the number of contacts is sufficient. Update the WorkInTexas applications before referring when necessary, and be sure each referral

meets all of the requirements for a quality referral. ([Quality WorkInTexas Application/Resume Checklist](#))

9. Contact or leave a message (email or voice) with the employer. Introduce yourself and outline what has taken place so far. For example,
 - “I was able to locate several qualified candidates today. I am forwarding resumes for three individuals for your review. If there is anything else I can do for you or if you don’t get what you need, please let me know, and I will take another look. Thank you for using our services.”
 - “I have reached out to the welder candidates in my office looking for part time work and provided them with your contact information. I’ll check in with you tomorrow afternoon to see if you’ve had an increase in applications. In the meantime, let me know if there is anything else I can do for you.”
 - “Your job posting is not resulting in a good pool of qualified candidates. Can we discuss matching options to improve your applicant pool?”

Enter a job posting note to document what you said and did for the employer.

10. If the employer asks for more referrals or to change the requirements, clarify what he/she wants and ask about the first set of referrals made. Tell employer you are going to try again. Then, run a subsequent match and/or query and make additional contacts. If appropriate, discuss with the employer the opportunity to change the level of assistance on the posting to help the employer fill his or her job opening. Enter a job posting note to document what you said and did for the employer.

11. If you don't hear back from the employer, it's not necessary to take any further action on the posting. Document your actions in the job posting notes, and let the job posting close as scheduled.

When Quality Candidates are Hard to Find

- Change things up a little, and move away from relying so much on the automated run match function. Use the live Applicant Browse (query) function, and get creative in your choice of search words and phrases, occupations, keywords, and other characteristics to match against. Narrow or expand geographical choices. Use specific and unique words to narrow your results. For example, don't rely on truck driving only when you're searching for a concrete mixing truck driver. Try just entering "concrete" or "concrete + transportation."

Using a lot of criteria can result in no or few matches. Using less and more targeted criteria may result in more matches. You have to play around with it, and no method guarantees a quality referral. You make that call; not the computer.

- Reference the [*Search for Qualified Candidates*](#) infographic for more tips on live browsing.
- Walk around the resource room to talk to people who are actively looking for work. They may be qualified or they may know someone who is.
- Look at the contacts made on similar current and previous job postings to find potential candidates.
- Engage your professional networking skills to identify other resources for potential candidates.
- Ask co-workers if they have any ideas. Send out engaging emails or flyers to pique their interest and remind them what you need.
- Keep a list of customers you've previously screened for other jobs (on an excel spreadsheet) – people you know are ready to work and have good job qualifications.

- Run a WorkInTexas [ad hoc Report](#). Reference the [Search for Qualified Candidates](#) infographic for more details.
- Run the Unemployment Insurance Claimant List Report found under the Reports tab in WORKINTEXAS. Click on Job Seekers to see if there are any matches for the job posting.
- Consider other occupations that require similar skills. Use the [O*NET crosswalk tool](#).

Stay Organized

- Call any employers you promised to contact that day. **Note:** keeping a spreadsheet of your recruitment efforts will help you stay organized.
- Run subsequent matches on the second day or when the employer requests additional referrals. Do another Applicant Browse if you think it will help the employer. Don't forget to enter job posting notes describing what you did.
- Don't increase contacts until you know what happened to the current ones! Of course, an increase in the initial contacts from "10" to "25" is permitted.
- Consider moving job postings from Level One to Level Two if you want to maintain more control of the order or when the employer complains about too much traffic or bad referrals.
- Limit the amount of time you spend "chasing" contacts, looking for hires, updating statuses and other minor functions. Spend the majority of your time actively outreaching, screening, and referring qualified job candidates.
- This job requires good organization and time management skills. Ask your supervisor for help if you struggle with either of these.

Taking Job Opening Information from Employers

Job postings may come to you when employers call the office or when you contact the employer to talk about ongoing business.

1. Take the information you need to find qualified candidates for the employer. Always ask how the employer wants candidates to apply, when interviews will begin, and what the deadline is to fill the position.
2. Let the employer know what to expect – who will call and when. Confirm the best way to find out who was hired.
3. Complete the [Job Posting Request Form](#) and email it to the Employer Service Central Office order-taking team at jobs@wrksolutions.com. If it's a new employer, the Employer Service Division will have to get the employer registered in WorkInTexas before completing the Job Posting Request.

Note: Occasionally you may determine some employers are best served by entering the job posting into WorkInTexas.com themselves.