

Script Guideline for Asking Employers about Their Open Positions and Hiring Events

Employer: *I have some positions I would like to list on your website. I've never done this before. Can you tell how this works?*

WS: *Sure, I'd be glad to. First as part of our use agreement policy, we ask employers that they only list positions with immediate openings. Do you have immediate openings, and if so what are the positions?*

Employer: *We are in need of 5 welders and 2 CNC machinists, and I'm expecting to close on this contract with our client pretty soon, which is why I need to start looking now.*

WS: *I'm very sorry, but we won't be able to accommodate you at this time; We can only post jobs with immediate openings. We want ensure we are providing quality service to all our customers, including the ones who looking for work. I can give you data on how many job seekers we have in our database that fit your requirements. We can take the next step in posting your jobs once your contract is confirmed.*

Employer: *I understand; I'll call back.*

WS: *Thank you; I look forward to talking to you soon! Good-bye.*

■ *Employer want to make a customer service complaint*

Employer: *This is ridiculous! It takes too long to find qualified people, and I need to have workers in place in case our company is awarded this major contact. I want to talk to your boss!*

WS: *Yes sir/ma'am; please hold while I transfer you/You need to call the manager at our Central Office. The number is 713-688-6890.*

■ **Employer is a repeat customer**

Employer: *I have some positions I need to list with you again.*

WS: *Let me take a moment to review your previous postings. [Staff views and assesses open and closed job postings in WIT.] I see that you've listed with us recently for the same position __ times, and we referred __ people. Did you hire anyone we sent you?*

Employer: *No, we didn't hire any of them. I can't remember the names, but they didn't qualify.*

WS: *I'm sorry, but it appears you don't have any immediate openings. According to our use agreement policy, we can only post jobs with immediate openings. We want to ensure we are providing quality service to all our customers. Perhaps, you can revisit the ones that we referred on your previous job postings.*

Employer: *Oh, I see. Thanks – [hangs up]*

■ *Employer is a staffing agency and is requesting a hiring event at a Career Office*

Employer: *We have several openings for assemblers we need to fill and would like to hold a job fair at your office.*

WS: *Let me go over our policy guidelines for holding hiring events in our career offices. First, you must have immediate openings at the time of the event, and second, you must provide us with hire information on the people that attended the event. Who is the client employer?*

Employer: *Oh we have jobs coming in all the time, but it is against our company to give out the information about our clients. It's confidential.*

WS: *I understand; we will respect your company policy and will not give out any confidential information to applicants. Can you at least provide us with the zip code of the job site so that we can pre-screen and refer appropriately?*

Employer: *No, I can't give out that information either.*

WS: *I do apologize, but we will not be able to accommodate you for a hiring event in our office. We need adequate and accurate information when posting jobs in WorkInTexas, and we want to ensure we're providing quality service to all our customers.*

Employer: *Just because I can't give out certain information? Our agency has always worked with Workforce Solutions to have job fairs; we provide hundreds of jobs for applicants, and we never had to provide this information!*

WS: *Let me take a moment to review your previous postings in WorkInTexas. [Staff reviews and assesses open and closed job postings] I see you've had __ hiring events for the same position and __ job postings, but only __ hires were reported.*

Employer: *Let me talk to your supervisor!*

WS: *Yes ma'am/sir; the number to our Central Office management is 713-688-6890.*