

QUALITY JOB ORDER TAKING CHECKLIST

Validity

- Ask if Employer has immediate openings. (View **Procedures for Limiting Access to Employers...**)
- If employer is a third party recruiter, ask the employer if he/she has permission to use the employing unit's tax account in WorkInTexas

Expectations

- Explain Workforce Solutions job posting process with new, or returning customers who have not received services within the last 6 months
- Staff Responsibility
 - Turnaround time once received
 - Monitor and maintenance for quality
 - Job matching and referral
 - Follow up procedures
- Employer Responsibility
 - Provide job posting update information
 - Provide hire information
 - Provide other feedback, including customer service satisfaction survey

Job Posting Information

- Get Valid Tax Account or research later, if unknown (*this is not a requirement to post jobs*)
- Company Information
 - Descriptive background
 - Address, phone number, fax, etc.
 - Contact name and title – for routine follow up
 - Contact name and title – for application instructions (if different)
 - Job site address including zip code, phone, etc.
- Job Information
 - Position title
 - Number of openings
 - Duration
 - Work hours/schedule
 - Salary
 - Employer's posting/reference number, if applicable
 - Job description – essential job duties and/or performance expectations
 - Minimum requirements
 - Education
 - Experience, skills and knowledge
 - Certifications/licenses
 - Language – must explain reason
 - Age, gender – must explain reason

QUALITY JOB ORDER TAKING CHECKLIST

- Additional Information Inquiry
 - Benefits
 - Bus route accessible
 - Drug screen
 - Physical – must not be a requirement for job application process; only on conditional job offer
 - Background check
 - Convictions
 - Case-by-case
 - Will accept
 - No convictions
 - Age of conviction
 - Screening process
 - Level one – view all
 - Level two – staff screening
 - Level three – staff only
- Document in WorkInTexas order’s origin – who submitted and how

Order Follow up

- Send copy/notification of job posting once entered*
- Thank employer, with summary of expectations discussed
- Conclude with offer of further assistance

**Example: Dear Employer:
Thank you for using our services at Workforce Solutions. It was a pleasure talking to you. I’ve attached a copy of your job posting as it appears on our website. Take a moment to view it to see if the information is accurate or if we need to make changes.*

As discussed, we will screen and run job matches to refer qualified candidates to your job posting. Someone from our recruiting team will be contacting you shortly to check the status of your job posting and in return, you will tell us if we need to update the job posting or if you hired any of our applicants.

Please let me know if I can be of further service or if you have additional questions, you may reach me at the number listed below. I appreciate your business and look forward to working with you in meeting your workforce needs.

*Sincerely,
Workforce Solutions Staff*