

This page provides help in using WIT.com to carry out the responsibilities listed in the Desk Aid Titled Staffing Specialists

1. Assign jobs to yourself

- Go to your home page
- Click on "Your Center has ___ new job postings" or you may click on "Your Centers Job Postings" - You can sort this list by any of the 6 columns – (Employer, Job Posting ID, Job Title, Status, Assigned to, Created on)
- Click on the job title of each job that is your responsibility and currently marked "unassigned"
- Click on Edit/View (near top of page)
- Click on Update General Details
- Scroll down & click the "self assign" box
- Save

2. If State jobs are assigned to your office you must assign them to "Gulf Coast State Jobs"

- Go to System Administration
- Click on Workload Management
- Click "Search" on left hand side
- Click Unassigned box
- Click on Status and select "open"
- Click "Search"
- ___ results found
- Select one or more than 1 box by the state agency name for Job Postings that need to be assigned
- Go to "Assign to" (almost top of page)
- Scroll down and select staff name-Gulf Coast State Jobs
- Click "Assign"

3. **Sometimes the job is assigned to the wrong career office:**

- Before making changes to the work site location, clarify the correct work site location with the employer. Note the conversation in the job posting notepad.
 - If the work site location is wrong, correct the address and zip code on the job posting using Edit/View as noted above
 - In "Employer"/"Post Match Jobs" click on "add notes" and put a note in the job posting notepad that you transferred the assignment to correct career office by job site location
 - Go to System Administration to assign the job to the correct career office
 - Click "Search" on left hand side
 - Data Enter "Job Posting ID"
 - Click "Search"
 - When Job Posting comes up on WIT, select "Box," next to employer name
 - Transfer to Workforce Center
 - Use drop down menu
 - Scroll to appropriate center
 - Click "Transfer"
- Send an email or call the office that you assigned the job posting to let them know what you did.
- The supervisor or staff member in that office will assign the job posting to the appropriate staff member.

4. **Once job postings are assigned, Staffing Specialists must check for clarity, accuracy and thoroughness of their new assigned job postings**

- Go to your home page
- Click on "Your job postings", Sort by "Created On" date
- Click on the job title of each new job posting
- Click Edit/View (near top of page)
- View job posting information, job description, contact instructions- "how to apply", job site zip code, pay, # of maximum contacts. Make sure "how to apply" instructions are not on job description. Make sure occupational codes

match job (employer created postings often have incorrect occupational codes). Change Job Posting if necessary.

- Click "Save"
- Under "Action" Column you may view the posting in a clearer format, and add or view notes.

5. Check to see that contacts for the job are appropriate according to the listed requirements

- In the left column click on "Job Postings - Current". Click on the number of contacts made to show the list of job seeker contacts. Click on Printer Friendly View to see who (staff, job seeker, or employer) provided the contact
- Click on the job seeker ID to view application of a contact
- You may want to view "download resume" to see what the employer is likely to view
- Click on "Job Postings- Current" and possibly "Job Posting- Closed" to view previous information from/about this company before you call the employer. Be sure to ask employer about results of contacts on jobs that are in "closed pending" status.

6. Run batches and browse for applicants in wit.com

Run Match - required

- Under "Job Postings- Current," see action item "Run Match"
- Click "Run Match". You can sort list by 5 columns - Job Seeker ID, Job Seeker, Experience, Last Updated, and Rank. Most Staffing Specialists sort list by "Last Updated."
- Click on Job Seeker Name
- View "Preview Contact Instructions." Determine if job site is okay for job seeker. For example, you will not likely contact a person living in Galveston about a cashier position in Katy.
- Review job seeker application to determine if this customer is a good match for the employer.
- If you think it is a good match, click "Send Job Match Alert." In addition you may call or email possible candidate.

Browse job seekers – Optional (may provide better matches for job postings)

- Browse for applicants by job title- Go to Employer Search (tool bar at top of page)
- Click “Browse Job Seekers”
- Fill in search criteria
 - Best to use same occupational code in Job posting
 - Staffing Specialist can create a specific/detail search by data entering: education, pay (if listed), work week, FT/PT, shift, etc.
 - Search can be narrowed down by WDA and center or zip code
- Click Search

7. Keeping up with your work

- From your Home Page click on “Your Job Postings”
- Sort by “Status”
- Select the status for the jobs you want to review and click “Search”. You may have a better chance matching customers to job postings that are “Open” or have “Maximum Contacts” than jobs that are closed pending or on hold.
- Click on Job Title
- On left toolbar, click on “Job Postings – Current”
- You will see a list of this employer’s jobs and the status and number of contacts made for each job.
- Under the column “Action” click on “view” to see the job posting and notes (always look at job postings notes and customer management tab before calling the employer)
- Click on the number under “contacts made” to show names of people sent to this company. You may want to review contacts for appropriateness or sort them (referral date, name, referring staff, etc.) to be prepared to discuss the employer’s satisfaction with the contacts.
- Take appropriate action by calling the employer to discuss job requirements and/or satisfaction with candidates, update information and verify results of candidates sent on the job. If the employer wants to see more candidates, increase contacts, change status if necessary. Always notepad the conversation and changes you make.
- Make your way through jobs postings assigned to you that are not closed.

8. Viewing open jobs without contacts

- Go to "Employer" on top menu bar
- Click on "Job Posting Search" on the left menu bar
- Choose "1328 Gulf Coast Workforce Board"
- Choose your office
- Check "no contacts last 7 days"
- Choose your name
- Status – "Open"
- Click "Search"
- Determine how to best help this employer find qualified candidates. You may want to call the employer to suggest changes in the posting to generate candidates, search the data base again, or contact ESD Central office and ask for help in recruiting candidates for the job.

Supervisor Responsibility

1. Check for office postings not assigned to a staff member (Unassigned)

- On Home Page click on Your Centers Job Postings
- Sort by "Assigned To"
- Choose a page near the end of the list and scroll to "Unassigned"

Or

- Go to System Administration
- Click on Workload Management
- Click "Search" on left hand side
- Click "Unassigned" box
- Click on Status – (does not allow you to view all unassigned postings in any status)
- Click "Search"

- ____ results found
- Select “one” or “more than 1” box by employer name for Job Postings that need to be assigned
- Go to “Assign to” (almost top of page)
- Scroll to staff name
- Click “Assign”
- Continue through all statuses until all unassigned Job Postings are assigned.

2. Workload - Total # of Job Postings assigned to your office

- Go to Home Page
- Click on “Your Center Job Postings”
- ____ results found.

3. Workload - Total # of Job Postings assigned to your office by status (Open, Hold, Static, Maximum Contacts, Closed Pending)

- Go to Home Page
- Click on “Your Center Job Postings”
- In “Status” Box, select “Status”
- In “User” Box, select “-Choose One-”
- Search
- ____ results found

4. Workload - Total # of Job Postings by Staff member

- Repeat steps above but choose the staff members name under the “User” drop-down box.

5. Workload - Total # of Job Postings assigned during a period of time

- Click on Employer tab

- In far left column click on the Job Posting Search tab
- On “Job Posting Search” screen, choose the following
 - Location of Workforce Area, choose 1328 Gulf Coast WDB
 - Workforce Center, choose your career office
 - Select staff name under “Optional Criteria for Staff” to get the same information for each individual assigned postings in all statuses (Open, Hold, Closed- Pending, Incomplete, Static, Maximum Contacts, and Closed)
 - Sort by “Creation date”- count postings according to creation date for the period you are checking *Note: There are 25 postings per page*

6. Check Service on Job Postings assigned to Staffing Specialist

- While viewing a list of jobs assigned to your office, or a particular Staffing Specialist, you may review activity on the job postings, follow-up with the employer and the quality of referrals.
- You may sort by any of the column titles in this view
- Click on the job title to view a specific job posting
- Choose and click on “Job Posting Current” to the left of the screen. This will bring you to the Employer/Post/Match Jobs Page and a list of this employer’s openings.
 - From this view you can click on the number of contacts. Click on Printer Friendly View, sort by “updated by” and look at the applications of staff assisted contacts
 - You can choose “notes” to look at the follow up information posted by staff
 - At the bottom of the notes page choose “Transaction Log” to see more activity on changes in the number of contacts or job status.
- Choose “Employer Home” at the top of the page to see more information on this employer’s history with Workforce Solutions.

7. Other methods of reviewing activity and follow-up

- Click on Employer tab
- In far left column click on the Job Posting Search tab
- On Job Posting Search screen, choose the following

- Location of Workforce Area, choose 1328 Gulf Coast WDB
- Workforce Center, choose your career office
- Select staff name under “Optional Criteria for Staff” to get the same information for each individual assigned postings
- Select “Status”
- Click “Search”
- Sort
- Click on “Job Title”
- From the Employer Home Page you may click on the job title and then choose either “Notes” or “Transaction Log” on the left
- Then click on “Job Posting Current” on the left and click on the number of contacts, sort by “updated by” and view the contacts referred by staff to determine the quality of those referrals.

8. Check Reports for the office “Job Postings Filled” Report in TWIST Web Reports.

- Select REEMS Reports
 - Select Report #243 Job Postings Filled Report
 - Click on New, then Add on the next screen.
 - Year Type is BCY
 - Select Mature Data.
 - Data Through is the last date available in the drop down box.
 - you can select Extract if you want an Excel spreadsheet.
 - Total By is WDA 28 and your office; Save, then click Back.
 - Select Save/Submit.
- This provides you the Report that TWC is using for the Job Postings Filled Performance Measure.

9. Determining Job Fill Rate for Staffing Specialists

The available Job Openings and Postings Report in WorkInTexas identifies the staff or employer who created the Job Posting, not the staff person to whom it was assigned. To get a report showing Job Postings Filled by assigned staff, you will have to run this WorkInTexas Ad Hoc report.

- In WorkInTexas.com, click the Reports button on the top Navigation Bar
- Select Ad Hoc Query Builder
- **Step 1** - Select VPOSTG_MTCH_REPORT and click Next
- **Step 2** - Check the following boxes and then click Next
 - ASGND_STF_FRST_NM

- ASGND_STF_LAST_NM
- BSNS_UNIT_ID
- CRTN_DT
- JOB_POSTG_ID
- LWDA_ID
- OFFC_ID
- OPENG_QY
- OPENG_FILLLD_QY
- STS_CD
- Your Query will be displayed at the top of the page as noted below

Table Name: VPOSTG_MTCH_RPT

Fields: ASGND_STF_FRST_NM, ASGND_STF_LAST_NM, BSNS_UNIT_ID, JOB_POSTG_ID, LWDA_ID, OFFC_ID, OPENG_FILLLD_QY, OPENG_QY

Step 3 - On this page select the Gulf Coast Workforce area, your office, and the dates covered by this report. For Contract Year 2012, the Created On or After date is always 04/01/11 and the Created On or Before date is the last day of the report month available in the TWIST Job Openings Filled Report #243 when the Mature Data box is checked.

- **Step 4** – Your Query will appear. You must complete the query name and description boxes and save (see example below).

The screenshot shows a web form titled "Add Query Details - Step 3". On the left is a blue sidebar with "Query Summary" and "Add Query" buttons. The main content area has a header "Add Query Details - Step 3" and a "Help" link. Below the header, the "Table Name" is "VPOSTG_MTCH_RPT" and "Fields" are listed: ASGND_STF_FRST_NM, ASGND_STF_LAST_NM, BSNS_UNIT_ID, CRTN_DT, JOB_POSTG_ID, LWDA_ID, OFFC_ID, OPENG_FILLLD_QY, OPENG_QY, STS_CD. A note states "* indicates required information". The "Extraction Criteria" section includes:

- Job Posting ID: [text box]
- Workforce Area: 1328 - GULF COAST WDB [dropdown]
- Workforce Center: 0456 - WF SOLUTIONS - NORTHLINE [dropdown]
- Service Level: Choose One [dropdown]
- Federal Contractor:
- Veterans Only:
- Unassigned Jobs:
- Created On or Before: June 30 2011 (yyy)
- Created On or After: April 01 2011 (yyy)
- Closed On or Before: - Month - - Day - (yyy)
- Closed On or After: - Month - - Day - (yyy)
- Occupational Category: Choose One [dropdown]
- Occupation: [text box]
- Certification: Yes No
- Experience: [text box] yrs [text box] mos
- Education: Choose One [dropdown]
- Minimum Pay: [text box] Per: Choose One [dropdown]
- Job Posting Status: Choose One [dropdown]
- Created By Staff:

 A "Next" button is at the bottom right.

- The Query Summary report page will display as below – You must select the Board name. You may view the query by clicking on the Query name. Click Add report

My Home Page | Employer | Job Seeker | System Administration | **Reports** | Messages & Alerts | Site Help

Standard Reports | Ad Hoc Reports | Ad Hoc Query Builder

Query Summary

Add Query Details - Step 4 [Help](#)

Table Name: VPOSTG_MTCH_RPT

Fields: ASGND_STF_FRST_NM, ASGND_STF_LAST_NM, BSNS_UNIT_ID, CRTN_DT, JOB_POSTG_ID, LWDA_ID, OFFC_ID, OPENG_FILLD_QY, OPENG_QY, STS_CD

Extraction Criteria: Workforce Area: 1328 - GULF COAST WDB, Workforce Center: 0456 - WF SOLUTIONS - NORTHLINE, Created On or Before: Jun 30, 2011, Created On or After: Apr 01, 2011

* indicates required information

Query Information

Creation Date: Nov 07, 2011

Query Name: *


Query Description: *
Limit 250 characters

Query Summary [Help](#)

Board: Only Display My Queries

Query ID	Query Name	Query Description	Action
6466	JOB POSTINGS FILLED	Job postings filled	Delete Add Report

- On Report Details Select Status – Draft or Final – (your choice does not affect the outcome)
- Add a report name and description and select Excel – Click Generate
- Report Schedule will appear showing your report scheduled, running then complete. It is usually completed very quickly.
- Select Scheduled Reports on the left – you may click on the schedule ID number to schedule future reports.
- Select Completed Reports on the left. When you see your report, select View.
- If you get a message that the computer can't open the file, click OK and then click View again. Save the excel spread sheet to your computer.

Completed Report Run Summary			 Help
Tips			
<ul style="list-style-type: none"> ■ Select View to download the completed report or extract. ■ Select Delete to remove the completed report or extract. ■ Select Error to view the error of the completed report or extract. ■ For field descriptions, see the Data Dictionary. ■ To view how ad hoc data is represented and accessed, see the Data Model. 			
Schedule ID - Run ID	Report Title	Completed Date	Actions
16447 - Run 001	JOB POSTINGS FILLED	Sep 28, 2011 03:08 PM	View Delete

To Select the Same Report each Month

- Select Ad Hoc Reports
- Select Add Report.
- Select Status—Draft or Final (your choice—does not affect the outcome)
- Report Name—enter a name
- Descriptions—enter a short description of the report. This can be a repeat of the report title, if you like.
- Output Type: Excel
- Query Template: Select your earlier fill rate report

Change the dates of the report to the ones you noted from the regular openings filled report.

- Click Generate. The computer will move to the Report—Schedule Summary. Your report will be listed at the top, first as Scheduled, then Running, then Completed. When your report is listed as Completed, click Completed Reports on the left.
- On the line with your report, click View. (If you get a message that the computer can't open the file, click OK and then click View again.)
- Review your report in Excel format.

How to determine the individual fill rate using the Excel report

Open your report in Excel

Delete Column E (LWDA_ID) and Column F (OFFC_ID) and insert a column in its place. In Line E2, enter a 1 and copy it all the way down. This allows you to count the number of job postings.

Insert a column between Column F Openings Filled (OPENG_FILLD_QY) and Column G Openings Quantity (OPENG_QY).

- a. Put the following formula in each cell on the newly created Column G for openings
=If(F3>0,1,0)
- b. This formula tells excel to make each posting that has 1 or more positions filled to show those hires as one. Remember the standard is to count job postings that have a hire, not how many actual hires occurred.

- c. Select "Data" on the top of Excel.
- d. Click on the Subtotal function. At each change in Assigned Staff Last Name, use the Sum Function. Add subtotal to Column E and Column G. Replace current subtotals and summary below data. Click ok.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	ASGND_STF	ASGND_ST	BSNS_UNIT_ID	CRTN_DT	JOB_CLOS_D	JOB_POSTG_ID		OFFC_ID	OPENG_FILLD_QY							
2	ANDRE	AZARD	1015547	9/26/2011	9/28/2011	6816479	1	456	0	0						
3	ANDRE	AZARD	1031683	8/29/2011	9/28/2011	6166890	1	456	0	0						
4	ANDRE	AZARD	1035174	8/15/2011	9/14/2011	6812216	1	456	0	0						
5	ANDRE	AZARD	1066485	7/25/2011	9/22/2011	4841254	1	456	0	0						
6	ANDRE	AZARD	1066485	7/26/2011	9/23/2011	8151702	1	456	0	0						
7	ANDRE	AZARD	1066485	9/1/2011	10/1/2011	2622621	1	456	0	0						
8	ANDRE	AZARD	1075411	9/1/2011	9/8/2011	8155745	1	456	0	0						
9	ANDRE	AZARD	1075411	9/20/2011	9/27/2011	6815887	1	456	0	0						
10	ANDRE	AZARD	1091119	8/9/2011	9/15/2011	6811599	1	456	0	0						
11	ANDRE	AZARD	1093680	8/26/2011	9/25/2011	4844723	1	456	0	0						
12	ANDRE	AZARD	1094717	6/3/2011	9/1/2011	6805325	1	456	0	0						
13	ANDRE	AZARD	1094717	8/29/2011	9/28/2011	8155182	1	456	0	0						
14	ANDRE	AZARD	1103706	9/15/2011	9/29/2011	4846724	1	456	0	0						
15	ANDRE	AZARD	1147151	9/22/2011	9/28/2011	6169359	1	456	0	0						
16	ANDRE	AZARD	1147151	9/23/2011	9/30/2011	4847624	1	456	0	0						
17	ANDRE	AZARD	1160306	8/19/2011	9/18/2011	3099343	1	456	0	0						
18	ANDRE	AZARD	1207698	9/9/2011	9/23/2011	2623337	1	456	0	0						
19	ANDRE	AZARD	1210668	7/6/2011	9/30/2011	2616797	1	456	0	0						
20	ANDRE	AZARD	1231050	8/10/2011	9/9/2011	6811663	1	456	0	0						
21	ANDRE	AZARD	1233838	8/31/2011	9/18/2011	3100568	1	456	1	1						
22	ANDRE	AZARD	1242363	8/10/2011	9/9/2011	6811679	1	456	0	0						
23	ANDRE	AZARD	1246977	8/16/2011	9/13/2011	3098939	1	456	0	0						
24	ANDRE	AZARD	1268262	6/27/2011	9/4/2011	4838655	1	456	0	0						
25	ANDRE	AZARD	1268262	8/24/2011	9/23/2011	2621658	1	456	0	0						
26	ANDRE	AZARD	1274978	6/21/2011	9/21/2011	8148419	1	456	0	0						
27	ANDRE	AZARD	1299982	7/27/2011	9/21/2011	4841637	1	456	0	0						
28	ANDRE	AZARD	1299982	9/2/2011	9/8/2011	6167423	1	456	0	0						
29	ANDRE	AZARD	1315905	6/6/2011	9/15/2011	2614020	1	456	0	0						
30	ANDRE	AZARD	1315905	8/25/2011	9/8/2011	4844634	1	456	0	0						
31	ANDRE	AZARD	1319049	7/29/2011	9/15/2011	6810580	1	456	0	0						
32	ANDRE	AZARD	1330930	9/19/2011	10/3/2011	6815746	1	456	0	0						
33	ANDRE	AZARD	1333512	9/12/2011	9/15/2011	6168210	1	456	0	0						
34	ANDRE	AZARD	1344750	9/15/2011	9/29/2011	3102144	1	456	0	0						
35	ANDRE	AZARD	1381899	8/17/2011	10/1/2011	2620968	1	456	0	0						
36	ANDRE	AZARD	1400357	9/12/2011	9/26/2011	6168144	1	456	0	0						
37	ANDRE	AZARD	1404012	8/10/2011	9/9/2011	2620247	1	456	0	0						
38	ANDRE	AZARD	1409400	8/11/2011	9/11/2011	6811897	1	456	0	0						
39	ANDRE	AZARD	1409400	8/12/2011	9/11/2011	6811956	1	456	0	0						
40	ANDRE	AZARD	1409400	8/15/2011	9/14/2011	4843472	1	456	0	0						

- e. Click on the 2 on the far left. Scroll down until you see the Grand Total and then delete the spaces between the Grand total and the last name on the list.

1	2	3	A	B	C	D	E	F	G	H	I	J	K
			1	ASGND_STF_F	ASGND_S'	BSNS_UNIT_ID	CRTN_DT	JOB_CLOSG_D	JOB_POSTG_ID	OFFC_ID	OPENG_FILLD_QY		
			77	AZARD	Total					75		1	
			92	EDENS	Total					14		0	
			198	WILLIAMS	Total					105		5	
			627	ORIHUELA	Total					428		98	
			629	RILEY	Total					1		1	
			633	KEY	Total					3		0	
			641	ALLEN	Total					7		1	
			651	ERVIN	Total					9		2	
			699	STATE JOBS	Total					47		6	
			713	VOLUNTEER	Total					13		6	
			717	GOMEZ	Total					3		0	
			732	JEHOVICS	Total					14		0	
			990	CHAVEZ	Total					257		21	
			1206	TRAN	Total					215		10	
			1481	JOHNSON	Total					274		9	
			1499	JONES	Total					17		1	
			1501	RODRIGUEZ	Total					1		0	
			1525	FORTUNE	Total					23		0	
			1898	RIOS	Total					372		80	
			1932	WORLEY	Total					33		8	
			1936	THOMAS	Total					3		1	
			1975	null	Total					38		0	
			1976	Grand Total						1952		250	
			1977	Grand Total						1952		250	
			1978										

The null Total is for the jobs opened and closed by employers on the same day before a Staffing Specialist could assign the job to herself.

- f. In Column H, enter “=” then the first subtotal in Column J divided by the first subtotal in Column G (J77/G77) and enter. Drag the result in Column H down the column to get all the percentages.

1	2	3	A	B	C	D	E	F	G
			1	Assigned Staff		Total Jobs Assigned		Total Hires	Percent
			77	AZARD	Total	75		1	1.33%
			92	EDENS	Total	14		0	0.00%
			198	WILLIAMS	Total	105		5	4.76%
			627	ORIHUELA	Total	428		98	22.90%
			629	RILEY	Total	1		1	100.00%
			633	KEY	Total	3		0	0.00%
			641	ALLEN	Total	7		1	14.29%
			651	ERVIN	Total	9		2	22.22%
			699	STATE JOBS	Total	47		6	12.77%
			713	VOLUNTEER	Total	13		6	46.15%
			717	GOMEZ	Total	3		0	0.00%
			732	JEHOVICS	Total	14		0	0.00%
			990	CHAVEZ	Total	257		21	8.17%
			1206	TRAN	Total	215		10	4.65%
			1481	JOHNSON	Total	274		9	3.28%
			1499	JONES	Total	17		1	5.88%
			1501	RODRIGUEZ	Total	1		0	0.00%
			1525	FORTUNE	Total	23		0	0.00%
			1898	RIOS	Total	372		80	21.51%
			1932	WORLEY	Total	33		8	24.24%
			1936	THOMAS	Total	3		1	33.33%
			1975	null	Total	38		0	0.00%
			1976	Grand Total		1952		250	12.81%
			1977						

- g. Change from the Data view to the Home view in Excel. Click on the third cell in Column H, then click on the drop down by General and select Percentage. Then drag the cursor down the column to have the result shown with the percentage sign.
- h. Each office is expected to fill 32.2 % of all job postings by the end of the Board’s program year. A new Staffing Specialist will not likely have a large number of assigned

jobs until later in the program year and the % of jobs filled will likely increase as information on fills lags the openings assigned.