

# HIRE VERIFICATION GUIDELINES

## Desk Aid

### The Placement Verification Process

- Complete a Placement Verification form when you receive notification of a hire. Download the form in Microsoft Word from <http://wrksolutions.com/staff/employerserviceosg.html>.
- Complete a separate form for each hire. Please avoid multiple submissions of the same request.
- Submit the completed forms to the Staffing Specialist assigned to the job posting.
- To view status for a particular customer, check the WorkInTexas.com job seeker service screen. When a hire is posted, WorkInTexas.com will show who made the last update. Hire credit goes to the original referral and can be viewed by going to the staff productivity report in the Reports tab.
- Some employers only verify employment in writing or by use of an online verification resource such as [theworknumber.com](http://theworknumber.com). Staffing Specialists attempt to verify all hires on a posting, not just an individual hire.
- Staffing Specialists will contact the employer or the job seeker to verify contacts on a posting. If we can't verify, credit for the hire is captured in the wage record sweep.
- Workforce Solutions is committed to maintaining the highest integrity in everything we do. Staff who knowingly submits verification requests that are not true are subject to disciplinary action including termination.

### Direct Hires

#### Direct Placements

- Hire credit goes to the referral that resulted in the hire. When there are multiple referrals to the same employer for the same opening, credit goes to the most recent referral unless the Staffing Specialist knows enough about the situation to determine where credit is due.
- Hires resulting from self-referral are credited to the assigned career office.
- A referral posted after a customer tells you she has already interviewed with the employer or has obtained the job on her own does not constitute a valid direct placement. Workforce Solutions considers this to be dishonest behavior. Instead, record "obtained employment" on the customer's Services screen in WorkInTexas.com.

#### Job Developments

- A "job development" occurs when a staff member initiates direct contact with an employer on behalf of an individual customer. At the time of the contact, make sure there is no open posting with that employer matching your customer's qualifications.
- Job developments with priority employers must be approved by the responsible Business Consultant before making contact with the employer.

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- Complete a job development transaction in WorkInTexas.com at the time of referral. Retrieve the customer's record. Click "Services" and then "Services-add". Follow the prompts to record the job development. The information will appear on the customer's Services-Current screen.
- If the job development results in a hire, complete and submit a Placement Verification form to the office Staffing Specialist. Include the name and telephone number of the employer contact and the customer's job title.

### Pre-Filled Job Postings

- This occurs when an employer initiates contact with staff requesting immediate fill for a job opening.
- Please submit pre-filled job posting requests at time of referral. They are data-entered by the Business Consultant in the career office or a Business Representative at Employer Service.
- If an employer comes to the office and an immediate hire occurs, submit both the job posting form and the Placement Verification form to the office Staffing Specialist.

### Tips to Increase Hires

- Screen closely for quality job matching. Check to make sure the customer meets every qualification. Make sure the customer understands what the job entails. Ask the customer to communicate her qualifications for the job to you. If possible, check her application for thoroughness and neatness. Make sure she is prepared to start work immediately.
- Advise customers to tailor their resumes for a particular referral or employer whenever possible. Many employers quickly scan a resume for key words, and when they don't see them, eliminate that customer – who may actually be a good fit – from consideration.
- Limit referrals to a customer. Research shows large numbers of referrals or multiple referrals to the same employer are ineffective. The number of referrals depends on the customer, the kinds of postings and the customer's ability to follow through.
  - Ask the customer to give you feedback on her interviews.
  - When a customer fails to act on a referral, you should address the problem. Don't ask why, instead, state the facts and let the customer explain. Example: "I noticed you missed your interview with ABC Hardware on August 1 at 2:00. Did something happen?" Listen to her response to determine if she needs additional job search assistance and to make sure you're finding good matches for her.
  - Do not give referrals to customers who have no intention of acting on them.
- Keep the customer's WorkInTexas.com application and contact information updated.
- Post a referral or a job development in WorkInTexas.com at the time you provide the service. If the referral is not in WorkInTexas.com, hire credit can not be recorded.
- Maintain a list of job ready customers for referral on future job postings.
- Use Workforce Solutions referral cards to refer customers to prospective employers. If the referral is a result of a job development, make the notation, "Job Development" in the space reserved for the posting number.