

WORKFORCE SOLUTIONS STAFFING SPECIALISTS

- This job is important.
- Your customer is the employer – do your best for him or her.
- Use the database, your relationships with office staff, and your own contacts to find good candidates and get them to the employer.
- Don't waste your customer's time with bad referrals.
- Always, always follow-up with your customer timely.

Staffing Specialist Daily Routine

- **New Job Postings (those entered into WIT.com the previous day)**
 1. Look at jobs entered the previous day assigned to your office(s).
 2. Assign those for which you have responsibility to yourself in WIT.com.
 3. Check the information on each new job posting to ensure it has enough information to attract qualified candidates and has clear referral instructions. Check activity on the posting from the day before. Are contacts appropriate?
 4. Call the employer if you need additional information or believe it will help to review Workforce Solutions service – notepad your conversation with the employer and actions taken on the posting such as changes in requirements, referral results, etc.
 5. Communicate with office staff about new listings.
 6. Work to find and contact qualified candidates to fill the job.
 7. Update WorkInTexas.com candidate applications with information candidates give you .

WORKFORCE SOLUTIONS STAFFING SPECIALISTS

● Keeping Up With Your Work

Before contacting a company be aware of all postings for the company, activity on those postings, and other staff contacts with the company

1. Call any employers you promised to contact that day
2. Look at your assigned “open” postings to determine if any do not have activity and need your attention – either to search further for candidates or talk to the employer about what may help you find acceptable candidates
3. Check jobs that are not open in WIT.com due to maximum contacts. Call employers to determine satisfaction with service, status of posting, desire to interview additional contacts, and results on Workforce Solutions candidates. –Notepad conversation, make adjustments and enter results
4. Follow up on other postings to make changes in status or requirements, verify results, and send additional candidates.

● 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.
2. Let the employer know what to expect -- who will call and when. Tell her/him we ask whether any of our candidates go to work. Confirm the best way to get that information.
3. Use the Job Order Request Form to send the information to the Employer Service Central Office order-taking team for data entry into WorkInTexas.com.
Email the form to: houstonjobs@twc.state.tx.us.

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

WORKFORCE SOLUTIONS STAFFING SPECIALISTS

Supervisor Responsibility

- Keep up with workload – check daily or weekly to ensure workload levels for Staffing Specialists are acceptable.
- Make (or suggest to manager) changes in work or staff assignments if you determine workloads are too low or high over a period of a one-two months.
- Ensure there are no unassigned job postings for your office zip codes in WorkInTexas.com
- Check some work from the day before daily to ensure Staffing Specialists are providing quality and timely service to employers who post job openings with Workforce Solutions. Check timeliness and quality of referrals and timeliness and quality of follow-up with the employers.
 - Check the new jobs assigned yesterday for activity. Did the Staffing Specialist or others make good referrals? Did the Staffing Specialist note an appropriate, thorough conversation with the employer to help us fill the request? Did she make changes based on that conversation?
 - Check jobs in open, maximum contact, hold, closed pending and closed status to be sure the Staffing Specialists is current and thorough in follow-up with employer. Follow-up includes verification of hires and other results for our candidates.
- Talk to Staffing Specialists immediately when you find any of the above lacking.
- Conduct formal quarterly performance conferences with each Staffing Specialist you supervise.
- Document measured performance using the Quality of Referral and Quality of Follow-up forms. It's best to sample and document activity on one or more job postings each day as you review workload. Use the documented work sample as a coaching tool in conversations with the Staffing Specialist.

WORKFORCE SOLUTIONS STAFFING SPECIALISTS

- Address any issues brought to your attention by the Employer Service Central Office staff or the Business Consultants. Issues may include direct placements found to be invalid by the Central Office audit team or manager, employer requests or complaints concerning service on job postings, the need to adjust or improve referrals on job postings, etc.
- Cooperate with the Business Consultant by allowing your Staffing Specialist to visit area employers or organizations to help provide good service to our employer customers.

Manager Responsibility

- Share “do not call list” updates from the Employer Service Central Office.
- Look in WorkInTexas.com at the same work your supervisor is checking. Form an opinion about what is good work and what is an acceptable average workload for a Staffing Specialist in your office
- Look at your supervisors work samples for Staffing Specialists. Talk to your supervisors about workload and work quality to ensure you are in agreement about expectations.
- Make sure the same expectations are understood by all your office staff.

Staffing Specialist Performance Expectations

1. The individual and the office maintain a job postings filled rate equal to the system rate.
2. Follows up with employers with job postings in WorkInTexas.com to ensure good customer service and to verify hires. Documents follow up information clearly in WorkInTexas.com.
3. Provides quality referrals to employers with job postings in WorkInTexas.com
4. Demonstrates mastery of job-related skills and abilities as listed in the Staffing Specialist job description.