



WS 10-03

February 8, 2010

To: All Contractors

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Date: February 8, 2010

Subject: Update Supervisor Review Instruments

Purpose

Update review instruments supervisors use to evaluate staffing specialists and personal service representatives.

Background

A workgroup with members from career office contractors and Board staff continues to develop revised versions of the review instruments supervisors use when they assess staff performance.

Latest Revisions

The following changes will be effective February 15, 2010.

1. Required number of Personal Service Representative/Customer interactions a supervisor must observe and document each month.

Supervisors must document their observations of two PSR/customer interactions each month. We previously published an incorrect number. The PSR job description and performance expectations is correct on the web at

<http://www.wrksolutions.com/staff/expandedservices/Attachments/2%20PSR%20job%20description.pdf>

2. Performance expectations for Staffing Specialists

- *We changed the performance expectations for Staffing Specialists by adding a quality customer service expectation measured by supervisor's observation of*

staff/employer interaction. We clarified that the expectation for follow up with employers posting in WorkInTexas is a records review, and we deleted the One-on-One supervisor review.

- *We have attached a new form supervisors must use to record Staffing Specialist work quality. The new Supervisory Review Form for Staffing Specialists replaces the (1) Staffing Specialist Guide to One-on-One Sessions, (2) Staffing Specialist Follow-up Form, and (3) Quality of Referrals Form.*
 - ✓ Supervisors document the quality of the service they observe staff deliver to an employer, the quality of records in WorkInTexas, and the quality of referrals (contacts) on the same form. When possible, the supervisor should review records related to the customer service interaction that she observed and documented on the Supervisory Review Form.
 - ✓ Supervisors must describe in writing what they observe, if the service is good or needs improvement, and why.
 - ✓ A supervisor does not have to observe the entire interaction between the staff member and the customer when documenting the quality of the staff service.

Action

- Career office management must implement the changes listed in this issuance on February 15, 2010.
- Career office administrative staff must make sure that supervisors and managers follow TWC personnel policies when they implement these changes for TWC-paid staff.
- The Regional Quality Assurance team will check office records in all office reviews after February 15, 2010 to assure changes are implemented timely and correctly.

Questions

Direct questions to the electronic staff Q&A for this issuance at <http://wrksolutions.com>

Attachments

1. Supervisory Review Form for Staffing Specialists
2. Staffing Specialist Job Description – Revised February 15, 2010