



Workforce Solutions
STAFFING SPECIALIST

Position Description

Works with employers and Workforce Solutions system to pre-screen and refer qualified candidates to fill job openings. Assesses employers' needs and follows up to ensure those needs are met.

Reporting Requirements

Reports to Career Office Supervisor.

External Relationships

Employers, Business/Trade Associations, Community Colleges, Universities, Technical Schools, Resident and Candidate Customers

Internal Relationships

Career Offices: Office Managers and Supervisors, Staffing Specialists, Employment Counselors, Personal Service Representatives, Financial Counselor, Greeter

Employer Service Division: Business Consultants, Regional Managers, ESD Central Staff & Management

Qualifications

- BA or BS in Business Administration, Marketing, Human Resources, Psychology or related field OR at least 8 years direct experience in business administration, marketing, human resources
- One or more years recruiting experience with a large, complex organization or high volume, fast-paced working environment
- Knowledge of general human resource topics (recruiting, application process, interviewing, hiring) required
- Knowledge of specialized human resource topics (benefits, turnover analysis, job skills analysis, staff development) preferred
- General knowledge of the world of work and occupational requirements in a wide range of industries required
- Able to listen to business customers and understand specific candidate qualifications required to meet employers' needs
- Able to listen to candidates and assess suitability and interest in employer positions
- Works well in teams and with business customers and other staff (flexible, congenial and adaptable)
- Able to communicate effectively to others orally and in writing

- Ability to use Workforce Solutions assessment tools, such as typing tests, spelling tests, etc. to effectively screen candidates
- Proficient in Microsoft Windows and Office, familiar with and able to use computers, able to learn new software
- Comfortable with the majority of the job being conducted on telephone, with computer, and during face to face meetings with candidates in a single location
- Self-motivated and self-directed
- Organized, able to work in a high-volume, fast-paced working environment
- Results-oriented

Duties and Responsibilities

- Takes job posting information from the employer and sends it to the central order taking unit for data entry into WorkInTexas.com. May occasionally directly enter job postings into WorkInTexas.com
- Provides quality customer service to employers seeking assistance in recruiting employees for positions they have listed with Workforce Solutions using Workforce Solutions and other resources.
- Refers qualified candidates
- Follows up regularly to determine whether we are meeting the employer's expectations and makes adjustments to provide better services. Verifies results of Workforce Solutions staff assisted contacts. Documents information in WorkInTexas.com
- Maintains job postings in WorkInTexas.com and assures adequate activity for good customer service. Continues to search for candidates on job postings until employer requests it closed. Documents progress, changes, new information, and contact results for job postings in WorkInTexas.com
- Communicates employer feedback to career office staff so they can do a better job for Workforce Solutions customers – employers and people looking for work
- Updates WorkInTexas.com matching applications with information from people looking for work through our matching system
- Communicates employer requests throughout the Workforce Solutions system to make sure all employer service requests get to the staff that can help meet each customer's human resource needs
- May monitor the scheduling and logistics of onsite and jobsite events

Performance Expectations

1. Fill rate on assigned staff created job openings is at least equal to the Board's contracted fill rate.
 - ✓ Exceeds expectations – the fill rate for this performance period is higher than the Gulf Coast Region's expected fill rate for the program year.
 - ✓ Meets Expectations – The fill rate for this performance period equals or is within one percentage point of the regions expected rate.
 - ✓ Does not meet expectations – The fill rate for the performance period is more than one percent below the regions expected fill rate.

2. Provides Workforce Solutions employers good customer service

Supervisors measure this expectation by observing at least two customer interactions a month, noting a description of the interaction and explaining why the staff did a good job and/or how she/he can improve. The following lists some items the supervisor may observe and describe.

Communication with Employer

- You greeted the customer professionally whether the contact is in person, on the telephone, by email or otherwise.
- You listened to understand what the customer wanted from Workforce Solutions and/or clearly explained why you were contacting the customer
- You gave good advice and/or the appropriate service to help the customer meet her/his human resource needs (this includes advice about the level of a WorkInTexas listing)
- You spent the time needed to give good service but did not spend excessive time
- You explained or confirmed the “next step” in Workforce Solutions’ service to the customer.

Communication with Workforce Solutions staff

- Took appropriate action to inform career office staff of employer requests
- Coordinated with ESD recruiters, Business Consultants or other RSD staff

Responsiveness to requests

- You took appropriate action to find qualified candidates, assured that we sent the appropriate number of candidates or explained why not
 - ✓ Exceeds expectations when 90% to 100% of observed customer interactions meet expectations
 - ✓ Meets expectations when 80% to 89% of observed customer interactions meet expectations
 - ✓ Does not meet expectations when fewer than 80% of observed customer interactions meet expectations

3. Documents follow up information in WorkInTexas

Supervisors measure this expectation by reviewing at least five (5) posting follow up records a month. The following lists some items the supervisor may note:

- Job posting and Note Pad information you enter is clear, up-to-date, and easily understood
- Your Note Pad and the Transaction Log complement each other
- Your WorkInTexas note pads document ongoing communication with the employer to check her/his satisfaction with Workforce Solutions services.
- When following up with the employer you made changes to the WorkInTexas posting as appropriate in response to employer contact.
- You documented results of Workforce Solutions staff referrals in WorkInTexas or explained why not

- ✓ Exceeds expectations when 90% to 100% of observed customer interactions meet expectations
- ✓ Meets expectations when 80% to 89% of observed customer interactions meet expectations
- ✓ Does not meet expectations when fewer than 80% of observed customer interactions meet expectations

4. Provides quality customer contacts to employer job postings in WorkInTexas

WorkInTexas records clearly document that the customer referred to an interview has all qualifications required in the posting. A supervisor will select a sample of at least five (5) referrals a month and rate the referrals.

- ✓ Exceeds expectations when 90% to 100% of referrals reviewed meet standard
- ✓ Meets expectations when 80% to 89% of referrals reviewed meet standard,
- ✓ Does not meet expectations when fewer than 80% of referrals reviewed meet standard

Overall Performance Rating

Exceeds Expectations – Rated outstanding on at least 2 performance expectations and is not unacceptable in either of the others.

Meets Expectations – Not rated either Outstanding or Unacceptable

Does Not Meet Expectations – Rated unacceptable in one or more of the four performance expectations