Workforce Solutions

Supervisor Review Guide for Recruiters

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| Actively Recruits | Able to choose (1) which new postings on which to personally recruit (2) which postings to request offices work (3) which postings to leave to system | Follows the guidelines established in the “When to Recruit” desk aid |
| Notifies the offices of which postings to work |
| Demonstrates active recruiting | Runs match and/or browses for applicants; selects potential candidates appropriately; personally contacts potential candidates; screens; refers suitable candidates; contacts employer to transmit names of candidates referred |
| When WorkInTexas browse/match does not provide potential candidates, sources candidates from outside |
| When appropriate, contacts career office(s) or Employer Service for assistance in sourcing candidates |
| Understands and demonstrates how to browse new claimants to find suitable candidates |
| Relates to Employers | Makes contact with employer after initial posting within reasonable time (first contact may be to refer potential candidates) | Understands and is able to discuss occupations and industries, skill sets, salaries/wages, working conditions/environment, tools and equipment, products and services, and job/career paths |
| Understands and acknowledges the challenges of being understaffed, finding, training, and retaining good job candidates |
| Fills Postings | Able to fill WorkInTexas postings with qualified candidates | Running placement count (over 6, 9, and 12 month periods) |
| Quality Customer Service | Demonstrates professional attitudes | Courteous when speaking to candidates, employers; introduces self and identifies Workforce Solutions; converses in clear concise manner |
| Listens to identify employer needs; provides advice to increase potential for finding the right candidate |
| Makes good use of the employer’s time, contacts only when necessary |
| Acceptable Data Entry | Updates WorkInTexas  | Enters appropriate job posting notes for actions timely; updates candidate applications when necessary to ensure quality referrals; explains next step and updates postings when appropriate |

**Discussion**

A good recruiter will be able to

* Understand and discuss occupations and industries, skill sets, salaries/wages, working conditions/environment, tools and equipment needed for specific jobs, products and services, and job/career paths
* Use good judgment in selecting which postings to actively work, which postings to request an office work, and which postings to let the system work – and explain to a supervisor the reasons for the selections
* Browse candidates in WorkInTexas, including new claimants, rather than simply using the job match function to identify potential matches
* Personally contacts candidates, screens them, selects good candidates, lets employer know which candidates have been referred
* Speak courteously and professionally with employers, candidates, and colleagues

A good recruiter does NOT:

* Wait to receive a list of postings to work from a supervisor or other staff member
* Waste time by requesting hire lists from employers
* Waste time by entering placement data for other office staff