

DESK AID

PHONE SCRIPT DISCLOSURE LEVEL

Center staff must inform employers of the capabilities and features of OSL/OJL, the three different disclosure levels and the services related to each. OSL/OJL is a web-based electronic labor exchange system. These services are provided at no cost. OSL/OJL provides automated electronic matching of customers' qualifications with employers' requirements. Center staff provides the employer a thorough explanation of the job order disclosure levels and how the job order will be displayed. Once properly informed, **employers choose** the type of disclosure level which best serves their needs. Staff must be prepared to assist employers in selecting a disclosure level. The three disclosure levels are:

Blind Ad

- A professional staff person will manage the job order.
- Staff will review applicant qualifications and refer only those customers who meet minimum qualifications established by the employer.
- Company name and contact information will not be visible on OSL/OJL and job order instructions will direct applicant to contact Workforce Center.
- Center staff will generate a search list from OJL database and refer only those customers who meet minimum qualifications established by the employer.
- Contact will be made with the employer at a minimum of one week, 30 and 60 day intervals in order to update job order and close if necessary.
- Eliminates excessive traffic to employer.

All Information

- A professional staff person will **manage** the job order.
- Job seekers evaluate their own qualifications and self refer.
- All information, including company name and contact information, is visible to applicant.
- **Center staff will generate a search list from OJL database and refer only those customers who meet minimum qualifications established by the employer.**
- Employer is advised to call and update job order, or job order will automatically close at 60 days.
- A large number of customers in a very short time period are generated to apply for a job opening.

Self Service

- Employer data enters and manages his own job order.
- A professional staff person can train employer in the self service process.
- Employer has access to the large OJL/OSL database and may search resumes.

For all job orders

- Employer is free to choose a level of service and disclosure based on individual needs.
- Employer may mix and match according to individual jobs. For example, three jobs can be listed as All Information and one listed as Blind Ad.
- Employer may at any time, contact the center staff to change the disclosure level on a position that is currently posted. For example, job orders can be changed from Blind Ad to All Information.

Possible Talking Points between Staff and Employers:

Is the employer having difficulty finding highly qualified applicants?

- Blind Ad would be the most effective disclosure level since staff can match applicant's qualifications according to employer's minimum requirements.

Does the employer want to enter his own job order or have staff enter and maintain?

- If the employer states he would like to enter his own job order he should be directed to Self Service. Offer on-site assistance if the employer does not know how to data enter a Self Service JO.
- If employer prefers staff to enter and maintain, staff should be prepared to provide a thorough explanation of blind ad and all information disclosure levels.

Has the employer previously listed jobs with any Workforce Oklahoma Center?

- Staff should review previous JO disclosure level and then discuss the advantages and disadvantages of Blind Ad, All Information and Self Service JO and then allow the employer to choose the most effective disclosure level.

Does the employer want applicants to contact him or the Workforce Center?

- If the employer states they want applicants to contact them directly, the JO could be Self Service or All Information.
- If the employer indicates they want applicants to contact the workforce center, the correct disclosure level is Blind Ad.

Does the employer also advertise in the local newspaper?

- The job order could be a Blind Ad or All Information.
- If not already published, advise employer to include the JO number in the newspaper article according to WIP policy.

Does the employer have a company website that accepts on-line applications?

- The most effective method would be Self Service or All Information JO since job information is already available to the public.
- Remind self-service employers to include website in referral field.

Does the employer prefer a limited number or a large volume of applicants?

- If the employer desires a limited number of applicants, Blind Ad would be the most effective disclosure level.
- If the employer desires a large number of applicants, All Information or Self Service would be the correct disclosure level.

How soon does the employer want to receive applications?

- If the employer wishes to receive applications quickly, Self-Service or All Information would be the most effective disclosure level.

Note: Talking points are not all inclusive, nor are they intended to be read to the employer or followed in any sequence. They are simply examples of possible conversations between staff and employers.

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