

DESK AID
REFERRALS TO BLIND ADS AND ALL INFORMATION
JOB ORDER SEARCH LIST CUSTOMERS

Process job order search list

- Print the search list. An American Flag icon to the left of the name designates customer as a veteran. Customers' search results are displayed by levels 6-1, with 6 representing the strongest occupational match.
Click on the Resume Objective Title of the first level 6 customer on the list. *For a list of icons and their explanations, see reverse.*
- Evaluate customers' qualifications in the following order:
 - Level 6 – Veterans
 - Level 6 – Non-veterans
 - Level 5 – Veterans
 - Level 5 – Non-veterans, and so on.

Review customer OJL account for completion

- Click Work History. Check and update work history to include last 5 years. Explain gaps in client notes.
- Click Client Notes. Ensure data validation related to legal age, eligibility to work in the US and selective service registration is documented. Data validation does not apply to internet referrals.
- Click Job Referrals. Review number of referrals. If excessive, discuss with client and refer to Skills Unit.
- Click Objective under Client Resume section to ensure a searchable objective is present. Create or update as needed.
- Review Program Registrations to ensure an Open Enrollment exists.
- Determine if the customer meets the minimum requirements set forth by the employer. If minimum requirements are not met, do not contact.

Contact customer

- Ensure completion of items above
- Update with client as needed.
- Enter in the client notes of any unavailable customers that contact was attempted. Include the result of the contact attempt and job order number to aid in future contact attempts. An e-mail or letter may also be used to inform customer of the job.

Review job order with customer

- Review Job Title
- Review Description and Duties of Job
- Review Specific Skill Requirements and Essential Job Functions
- Inform applicant of Job Information:
 - Salary
 - Job Location
 - Type of Employment
 - Shift
 - Hours per week
 - When position will be available
 - Education Requirement
 - Experience Required
 - Licensing or certification requirements

Refer customer

- Scroll to bottom of job order page to “**How to Apply for This Position**”.
- Provide the customer with the employer's contact information.
- Click on “**Make Referral**” button.
- Confirm Social Security Number and applicant name are correct on screen.

Icons used to identify customers on Search Lists

	Unemployment Insurance Claimant
	Reemployment Services Participant
	Veteran
BRONZE	WorkKeys CRC Bronze Certified
SILVER	WorkKeys CRC Silver Certified
GOLD	WorkKeys CRC Gold Certified
	State-Supported Institution of Higher Learning Attendee/Graduate
	State-Supported Vocational Training Program Attendee/Graduate

5/14/09