

# **LABOR EXCHANGE PROCEDURES**



***OKLAHOMA EMPLOYMENT  
SECURITY COMMISSION***

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***A Proud Partner of  
Workforce Oklahoma***

# Oklahoma Employment Security Commission Labor Exchange Procedures

## Table of Contents

<b>The Goals of Oklahoma’s Labor Exchange.....</b>	<b>3</b>
<b>Part I. Introduction to Job Orders.....</b>	<b>4</b>
• Employer Details .....	4
• Employer Account Information .....	4
• Creating a New Employer Account.....	5
• Steps to Creating a Job Order.....	7
• Job Order Completion – Current/Past Employer .....	12
• Job Order Completion – New Employer .....	13
• Job Order Quality Control and Review .....	15
<b>Part II. Job Order Service Levels Available to Employers.....</b>	<b>17</b>
• Staff-Assisted Job Orders – Public Limited .....	17
• Staff-Assisted Job Orders – Public.....	17
• Self-Service Job Orders .....	17
<b>Part III. Management and Documentation of Job Orders .....</b>	<b>18</b>
• Public-Limited Job Orders .....	18
• Public Job Orders.....	21
<b>Part IV. Job Referral Process .....</b>	<b>23</b>
• Step 1: Search List Procedures.....	23
• Step 2: Ensuring Accurate Registration .....	23
• Step 3: Match Qualifications.....	24
• Step 4: Making the Referral .....	26

- Step 5: Method of Employer Contact .....27
- Step 6: Self-Referrals.....28
- Part V. Extraordinary Job Order and Referral Situations .....30**
  - Bona-Fide Occupational Qualifications .....30
  - Substandard Job Order .....30
  - Affirmative Action Job Order .....31
  - Discriminatory Job Order.....31
  - Referrals on Discriminatory Specifications.....32
  - Americans with Disabilities Act (ADA).....32
  - Referrals to Employers with Labor Disputes.....33
  - Referrals to Private Employment Agencies.....33
  - Referrals to Questionable Job Orders.....33
- Part VI. Quality Control and Review**
  - Job Orders.....34
  - Referrals .....35
- Part VII. Attachments .....37**
  - Attachment A: Employer Public-Limited Job Order Verification.....38
  - Attachment B: Employer Public Job Order Verification .....39
  - Attachment C: Request for Referral Form.....40
  - Attachment D: Referral Letter of Introduction .....41
  - Attachment E: Labor Dispute Letter .....42

## **The Goals of Oklahoma's Labor Exchange**

- Serve job seekers and employers even better and to efficiently and effectively bring together the supply and demand of the labor market.
- Increase outreach to employers and assist employers in recruiting candidates.
- Clearly define the job order service levels and provide standardized, quality services to employers that reflect the service level they specify.
- Assist job seekers in entering employment through identifying jobs for which they are qualified.
- Increase the number of quality referrals by staff to help job seekers find jobs and employers find quality employees.

## **Part I. Introduction to Job Orders**

The process for writing a job order requires that staff obtains, records and classifies information essential to the selection and referral of a qualified job seeker to an employer's job opening.

Before specific information for each job order is entered, staff must first obtain and/or verify employer information and update the Employer Details Page in Oklahoma JobLink (OJL) as necessary.

- **Employer Details**

The Employer Details page contains:

- Employer Account Information
- NAICS
- Job List
- Contact Tracking
- Job Development
- EEO Auditing
- Job Seeker Preferred Employer
- Employer Notes

- **Employer Account Information**

Updates to employer details for job order purposes will be entered in the Employer Account Information option.

The Employer Account Information page contains:

- Company Name
- Company Description
- Address
- Company Website
- Number of Current Employees
- FEIN
- SEIN
- Federal Contractor
- Ownership

- Contact Name and Title
- E-Mail Address
- Phone
- Fax
- Green Industry

*If the company identifies itself or has been identified as part of a recognized Green Industry sector or cluster, indicate the sector that best identifies the company's area of participation, otherwise do not indicate a green industry sector.*

It is imperative that the employer account information be completed correctly as OJL pre-fills portions of job orders with fields from this page.

Once the employer's information has been verified and updated, the job order can be entered into OJL.

When new employer information is entered, the "Employer Account Information" is automatically sent to the state office queue for the employer information to be verified and the account approved or deleted, while the job order is being entered.

When entering Employer Account Information:

- Always use proper capitalization and punctuation.
- Do not enter any information if you do not have ALL of the information needed to complete the Employer Accounts Screen.
- Job orders will not be placed on hold to await finalization of the Employer Account information.
- Do not enter all zeroes (000000000) for the FEIN/SEIN.
- Do not create fictitious/fabricated numbers for the FEIN/SEIN.
- If you are putting in a Foreign Labor Job Order, the "User ID" must start with FLC so the information can be tracked.

- **Creating a New Employer Account**

Follow these steps when creating a New Employer Account:

- Search employer information.
- Search Micro 202.
- Select “Add Employer” from Results page.
- Complete “Add Employer” screen.
  - Enter employer information using proper punctuation and capitalization and correct any pre-filled information as necessary
  - Assign User Name and add OJL cost center location number
  - Password
  - Confirm Password
  - Email address
  - Security question
  - Answer to security question
  - Company Name
  - Company Description
  - Address
  - City
  - State
  - Zip
  - Company website
  - Number of Current Employees
  - FEIN
  - SEIN
  - Federal Contractor
  - Ownership
  - Contact First Name
  - Contact Middle Name
  - Contact Last Name
  - Contact Job Title
  - Phone
  - Fax
  - Green Industry

Public from this point forward pre-fills to the Employer Account Information page.
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*If the company identifies itself or has been identified as part of a recognized Green Industry sector or cluster, indicate the*

*sector that best identifies the company's area of participation, otherwise do not indicate a green industry sector.*

At the bottom of the page, select “ADD EMPLOYER” in order to submit the employer's account information. Workforce Services Division will approve employer's account. Upon approval, the status of the employer on the Employer Search queue will change from “Unknown” to “Approved” and the employer account will be accessible.

- **Steps to Completing a Job Order**

The following five steps must be followed and all required information entered when completing a job order.

1. Basic Job Order Information

- Job Posting Preferences

- Disclosure
- Date this job should be posted
- Number of days before expiration
- Absolute Expiration Date
- Would you like to receive resume matches by email?
- Contact email

- Internal Information

- Is this an Affirmative Action job?  
*Supervisor must approve use of this option.*
- Was this job created with stimulus funding?  
*Supervisor must approve.*
- Is this a green job?
- Disaster recovery job?  
*Supervisor must approve. This field will only appear if a disaster recovery incident has been declared for the nation or Oklahoma.*
- Notes to yourself (Staff Notes)

- Job Location Information

- Company Name
- Address
- Company Web Site

*A website entry on the Employer Details page will transfer here to the job details portion of the job order, but not to the reply and expiration options portion below. If the employer wishes their website to be a method of application, the website must be entered in the “website” field.*

- Company Description

– Job Details

- Number of Jobs
- Preferred Education Level
- Minimum Salary
- Maximum Salary
- Salary Period
- If Other, Please Explain
- Commission/Tips
- Display Salary Information
- Description of Job

*Provides a high-level overview and/or general description of responsibilities for this position. Must contain the O\*NET job summary listed on the O\*NET website or a job description specifically requested for use by the employer. If the job description is provided by the employer, staff must document this in the Staff Notes field of the job order.*

- Duties of Job

*This is a detailed list of tasks required for this position. At least three to five O\*NET tasks written in sentence structure form from the O\*NET website or tasks specifically requested for use by the employer must be entered in this field. If the job tasks are provided by the employer, staff must document this in the Staff Notes field of the job order.*

**NOTE:** When an employer provides his/her own Description and Duties of Job, only **one staff note** is required explaining that both of these items were provided by the employer.

- Requirements of Job

*Any specific certifications, qualifications, and/or additional educational or job requirements not covered elsewhere are to*

*be entered in this field.*

- Driver's License Requirements
- Years of Experience Required
- Shift Available
- Day Shift Starting Time
- Evening Shift Starting Time
- Night Shift Starting Time
- Employment Type
- Hours Per Week
- Overtime Available
- Overtime Mandatory
- Date Job Begins
- Travel Required
- Accessible to Public Transportation
- Relocation required
- On the Job Training
- Is your company a Registered Apprenticeship sponsor?

*A Registered Apprenticeship program is one that has been approved and registered by both the OESC and Oklahoma Apprenticeship Council.*

– Benefits Information

- Medical Plan
- Medical Coverage
- Other Benefits:
- Dental Plan
- Life Insurance
- Paid Vacation
- Retirement Plan Disability
- Incentive Pay
- Tuition Reimbursement
- Company Vehicle
- 401K
- Child Care
- Miscellaneous Benefits

– Oklahoma Career Readiness Certificate

- Yes, please identify which job candidates have an Oklahoma

Career Readiness Certificate.

- Job Profile Work Keys Scores  
*Company attests a certified ACT Job Profile is in place.*
- Applied Mathematics
- Applied Technology
- Listening
- Locating Information
- Reading for Information
- Writing

## 2. Job Matching

- Job Title
  - O\*NET Job Category must be entered.

## 3. Talents

- Talents are based on the O\*NET classification category selected in Step 2 – Job Matching. Talents are the skills or tasks commonly associated with the occupation.
- Talents are defaulted to “No,” but should be changed to “Yes” if they match on the employer's job description or if indicated by the employer.
- When job seekers and employers list talents on resumes and job orders, any talents that match will be displayed to the job seeker and employer.

## 4. Reply Options

- Email
- Online (URL must be entered for the website address to display on the job order.)  
*If the employer provides a website address as a method of contact in the job order, customers will see and be able to access this website, regardless of whether the “allow job seekers to self-refer to this job opening” option is checked “Yes” or “No”.*
- Phone

- Fax
- Mail
- In Person
- Through Oklahoma Workforce Centers
  - If the job order will be a Public-Limited job order, staff must mark only this reply option. Specific instructions for applying must be entered in both the Instructions How to Apply and Staff Notes sections.*

*If this job order will be a Public job order, do not mark the “Through Oklahoma Workforce Centers,” option since this method does not display information needed to apply for the job. It is essential to enter the appropriate method of contact to ensure job seekers have the information necessary to self-refer and apply for the job.*

- Instructions How to Apply
  - This field must be completed for job orders in which “Through Oklahoma Workforce Centers” is selected as a reply option. This field is not visible to job seekers.*

- Staff Options

- Holding Office
- Number of Referrals Requested
- Allow Job Seekers to self-refer to this job opening

*When discussing this option with employers, it is important that careful consideration be given whether to check “yes” or “no.”*

*If it is a Public-Limited job order, staff should check “yes” since this allows interested job seekers the ability to request a referral to a specific job order. By checking this option, staff is able to expand the potential candidate pool of qualified candidates to be referred.*

*If this option is marked “no” the job seeker view will display “You must contact a local career center to apply for this order.”*

- Job Category
- Contact Information
  - Contact Name
  - Contact title
  - Contact address
  - Contact city
  - Contact state
  - Company Zip Code
  - Contact Phone
  - Contact Fax
  - Email Address
- Index this Job
  - Index this job on Job Central

## 5. Review and Edit

- After initially creating a new job order, the information may be edited by clicking on the Edit button in any of the sections.
- **Job Order Completion – Current/Past Employer**
  - Update “Employer Account Information” screen to include proper punctuation and capitalization.
  - Determine if employer has previously listed this or similar job title and duties. Follow these instructions if it is determined that the employer has previously posted the same or similar job:
    - View Job List screen
    - Review Inactive/Closed or Archive Tabs for previous job title
    - Make Copy of the selected job title
      - Job Order has now been recreated in the Active Job Postings.*
    - Open the new job order
    - Review and modify all job order screens: Details, Classification, Description, Benefits, Talents, WorkKeys, as needed
    - View Job Order

- Spell Check each section
- Make Job Posting active
- View Full Job Order Display
- Print job seeker view of the job order
- Complete Verification Letter to employer.

*Attach an employer copy of the job order view and mail, e-mail, or fax to employer for approval. Reference Attachments A and B.*

*If the employer has indicated they do not wish to receive a Verification Letter, this must be recorded in the Staff Notes section.*

- **Job Order Completion – New Employer**

- Search employer information
- Search Micro 202
- Complete “Add Employer” screen to include proper punctuation and capitalization.
  - OJL cost center number must be entered at the end of the User Name. Workforce Services Division will then know whom to contact if there are questions.*
- Submit New Employer information.
  - Workforce Services Division will approve employer's account.*
- Complete Job Details Page
  - Employer/company information, including contact information, will be extracted directly from the "Employer Account Information" screen and pre-filled to the Job Details screen. Review and complete fields as needed.*
- Complete Job Order Information
- Contact Information
  - For specific orders, contact information may be changed on this page while the Employer Account Information remains intact.*

- Internal Information
- Reply and Expiration Options
- Classification Screen and Process
  - Keyword: Staff enters a key word in this field and then chooses from the O\*NET list provided based on that entry. The classification and a generic job description are then attached to the job order.*
- Complete Job Description Page
  - Description of Job
    - Provides a high-level overview and/or general description of responsibilities for this position. Must contain the O\*NET job summary listed on the O\*NET website or a job description specifically requested for use by the employer. If the job description is provided by the employer, staff must document this in the Staff Notes field of the job order.*
  - Duties of Job
    - This is a detailed list of tasks required for this position. At least three to five O\*NET tasks from the O\*NET website or tasks specifically requested for use by the employer must be entered in this field. If the job tasks are provided by the employer, staff must document this in the Staff Notes field of the job order.*

**NOTE:** When an employer provides his/her own Description and Duties of Job, only **one staff note** is required explaining that both of these items were provided by the employer.
- Specific Talent (skill) Requirements, Essential Job Functions and Bona-Fide Occupational Qualifications
  - Additional hiring requirements and/or selection process steps are stated in this section, such as tests and assessments, multiple interviews, and panel interviews.*
- Complete Benefits Page
  - Complete all fields as provided by the employer.*
- Complete Talents Page

*Complete all fields as provided by the employer.*

- Complete WorkKeys Page  
*Complete all fields as provided by the employer.*
- Once all job order pages above have been completed, the following steps are taken to finalize creation and publication of the job order:
  - View Job Order
  - Activate Spell Check for each section
  - Activate Job Order
  - View Full Job Order Display
  - Print a job seeker view of the job order
  - Complete Verification Letter to employer. Attach the employer copy of the job order view and mail, e-mail, or fax to employer for approval.

*Attach an employer copy of the job order view and mail, e-mail, or fax to employer for approval. Reference Attachments A and B.*

*If the employer has indicated they do not wish to receive a Verification Letter, this must be recorded in the Staff Notes section.*

When these steps are completed, the employer's account status will be updated in OJL from “Unknown” to “Approved.” At this time, the employer's account is accessible and the job order will be displayed. Staff should regularly check employer account status for approval to ensure this happens.

## **Part II. Job Order Service Levels Available to Employers**

There are two types of employer accounts: Staff-Assisted and Self-Service. In addition, there are two types of disclosure levels for job orders available to employers: Public-Limited and Public. Center staff should never use the Private disclosure level. Center staff are required to provide a thorough explanation to the employer of how the job order will be displayed to job seekers based on the disclosure level selected so that the employer may choose the type of account and the disclosure listing which best serves the employer’s needs.

- **Staff-Assisted Job Orders – Public-Limited**

- Definition:

- Job seekers will be able to see all job information (except company contact information) and staff will refer only job seekers who meet at least the minimum qualifications.

- **Staff-Assisted Job Orders – Public**

- Definition:

- Job seekers will be able to see all job information (including all contact information) and may contact the employer directly.

- **Self-Service Job Orders**

- Oklahoma JobLink is a self-service system and can be utilized by the employer directly. Center staff are not responsible for the input or maintenance of these job orders. However, staff may (upon the request of an employer) train the employer in the effective use of OJL.

## **Part III. Management and Documentation of Job Orders**

Center staff manages the job orders for the employer according to the type of disclosure level chosen using the required protocols for each level. In addition, Center staff are required to document activities in the job order's "Notes to yourself" (Staff Notes) section on the Job Details page. Documentation entries must include date, time and station desk ID followed by the specific activity.

- **Public-Limited Job Orders**

- Management

- A specific staff person will be identified and assigned to manage and fulfill the job order.
    - Every effort should be made to enter and activate the job order by Center staff in OJL the same day it is received.
    - Staff will create the job order using the correct O\*NET classification code, summary, and 3-5 tasks from the O\*NET website. The employer may request to use their own job description or tasks in lieu of the O\*NET summary or tasks. If the employer provides staff with their own job description or tasks, a corresponding Staff Note must be entered.
    - The job order is to be free of spelling and grammatical errors and discriminatory language.
    - A verification letter is mailed, e-mailed or faxed within 24 hours to the employer with a copy of the job order. This contact must be recorded in Staff Notes and is to ensure that the information in the job order meets the employer's expectations and approval. *Refer to Attachment A.*

*If the employer has indicated they do not wish to receive a Verification Letter, this must be recorded in the Staff Notes section.*

- Center staff will generate a search list within 24 hours of activating

the job order to meet veteran priority of service requirements. Center Managers will have the discretion of assigning this task.

- Staff will review job seeker qualifications and refer only those job seekers who meet minimum qualifications established by the employer.
- Center staff will match job seekers who come to the Center to job(s) for which they are qualified and refer only qualified job seekers to these Public-Limited job orders and record the referral.
- The assigned staff will make and record appropriate referrals and will monitor job order referral activity and the quality of referrals.
- The assigned staff will contact the employer within 72 hours of job order listing and then on a weekly basis to ensure quality service is being delivered and to verify referral activity and the quality of referrals. This contact will be recorded in Staff Notes.

*If the employer has indicated they do not wish to be contacted on a weekly basis, this must be recorded in the Staff Notes section.*

- Employers with Public-Limited job orders will be contacted the week before the job order is scheduled to close to determine if the job order should be rewritten or closed. This contact will be recorded in Staff Notes.

*Staff must enter an **absolute expiration date** (for example, 07/05/12) for all job orders. All job orders must be scheduled to expire no later than the 46th day from the creation date. If at any time during the required weekly contacts the employer indicates that they would like the job order to remain open past the absolute expiration date, staff must close the job order and rewrite it.*

*Job orders that have pending referrals will automatically go to hold status after the absolute expiration date. Center staff should review these job orders and close them after determining the status of the referrals.*

- Assigned staff will verify the hiring of referred job seekers with the employer and record such hires.

– Documentation

- Record any special referral instructions from the employer (i.e., “Apply directly with Sally between 9 am and noon Mondays and Wednesdays”) in the “Instructions how to apply” field of the *Reply Options* section of the job order and in Staff Notes.
- Record any job order activity in the Staff Notes section of the job order. The most recent activity conducted should always be the first note listed.
- If the employer provides staff with their own job description or tasks in lieu of the O\*NET summary or tasks, staff must record a corresponding note in Staff Notes.
- Record that the verification letter was sent, any requested changes were made, and the employer approved the job order in the Staff Notes section of the job order. *Refer to Attachment A.*

*If the employer has indicated they do not wish to receive a Verification Letter, this must be recorded in the Staff Notes section.*

- Record that a search list was generated for qualified veterans and other eligibles in the Staff Notes section. Center staff will record the number of qualified veterans and other eligibles as well as the number of non-veteran job seekers found and contacted.

**Non-compliance with generating and recording the required search list will result in an automatic failure on a Job Order Review.**

*NOTE: Additional search lists must be generated and recorded on at least a biweekly basis.*

- Record in Staff Notes the 72 hour contact with the employer and

the results.

- Record in Staff Notes each weekly contact made with the employer for the first 45 days the job is listed. The contact made with the employer the week before the job is scheduled to close should determine if the job order should be put on hold, remain open, be rewritten, or be closed. Record the results of this contact in Staff Notes.

*If the employer has indicated they do not wish to be contacted on a weekly basis, this must be recorded in the Staff Notes section.*

- Enter the hiring of referred job seekers by the employer.

- **Public Job Orders**

- Management

- A specific staff person will be identified and assigned to data enter the job order.
    - Every effort should be made to enter and activate the job order by Center staff in OJL the same day it is received.
    - Staff will create the job order using the correct O\*NET classification code, summary, and 3-5 tasks from the O\*NET website. The employer may request to use their own job description or tasks in lieu of the O\*NET summary or tasks. If the employer provides staff with their own job description or tasks, a corresponding Staff Note must be entered.
    - The job order is to be free of spelling and grammatical errors and discriminatory language.
    - A verification letter is mailed, e-mailed or faxed within 24 hours to the employer with a copy of the job order. This contact must be recorded in Staff Notes and is to ensure that the information in the

job order meets the employer's expectations and approval. *Refer to Attachment B.*

*If the employer has indicated they do not wish to receive a Verification Letter, this must be recorded in the Staff Notes section.*

- The job order must be set to expire automatically on an absolute expiration date (for example, 07/05/12) no later than the 46<sup>th</sup> day from the creation date.

*Job orders that have pending referrals will automatically go to hold status after the absolute expiration date. Center staff should review these job orders and close them after determining the status of the referrals.*

– Documentation

- If the employer provides staff with their own job description or tasks in lieu of the O\*NET summary or tasks, a corresponding Staff Note must be entered.
- Record that the verification letter was sent, any requested changes were made, and the employer approved the job order in the Staff Notes section of the job order. *Refer to Attachment B.*

*If the employer has indicated they do not wish to receive a Verification Letter, this must be recorded in the Staff Notes section.*

## **Part IV. Job Referral Process**

Referral is the process used to arrange a contact between an employer and job seeker selected for a job opening based on the appraisal of the job seeker's knowledge, skills, abilities, education, training, licenses, certifications, tools, equipment, and the capacity to meet the physical requirements of the job opening.

This appraisal must be completed without regard to race, creed, color, national origin or disability. Any comments entered in Staff Notes about the job seeker's appearance, temperament, attitude, or manner are highly subjective and may be prejudicial or discriminatory. Comments of this nature must not be entered in OJL.

The referral process may vary depending on how the customers are identified, search lists generated from job classification codes, internet referral requests, or walk-in referral requests.

The basic referral process can be broken down into the following steps:

- **Step 1: Public-Limited Search List Procedures**

Generate and process a job order search list using the following steps in OJL:

- Run the search list. If matching candidates are not found, you will be given the option of levels 6 through 1, with 6 representing the strongest occupational match. You should only evaluate job seeker qualifications for candidates matching levels 6 or 5.
- Evaluate the job seeker's qualifications in the following order: Veterans and other eligibles, Unemployment Insurance claimants, and all others.
- If previous actions fail to generate qualified job seekers, the list may be re-run with a change in location. Key words may also be changed.

- **Step 2: Ensuring Accurate Registration**

- The Oklahoma Employment Security Commission expects that every new job seeker receiving a staff-assisted service will have a quality registration and resume developed at the first visit. The registration and resume will be updated any time a customer returns for a staff-assisted service. Prior to referral, Center staff will review the job seeker's OJL

account for quality and completion. Center staff will complete the following steps in reviewing the job seeker's OJL account in *Case Details*:

- Click *Work Experience*. Check and update work history to include the last 2 years and explain any gaps in employment in *Client Notes*.

*A gap is defined as a six-month period.*

- Click *Client Notes*. Ensure data validation related to date of birth is recorded.

*Data validation does not apply to referrals made outside the Workforce Center.*

- Click *Job Referrals*. Review the job seeker's number of referrals. If the job seeker has recently requested or received an excessive number of referrals, Center staff should discuss this issue with the job seeker and refer to the Skills Unit as necessary.
- Review *Program Registrations*. Ensure the job seeker has an open Job Service/Labor Exchange and WIA enrollment.
- Use the left-side menu to select the client's *Resume*. Click "Resume Title" for the resume that needs to be reviewed. Ensure that there is an appropriate Objective Statement, and create or update the job seeker's Objective Statement as necessary. Ensure that information contained in the resume is up-to-date and the resume is not expired.

*NOTE: Job seeker resumes that have been uploaded will not have an Objective Statement.*

- **Step 3: Match Qualifications**

- Match qualifications of potential job seekers to job order requirements.
  - Click on the *Resume Title* of the job seeker with strongest

occupational match following priority of service requirements.

- Center staff will contact the qualified applicant to conduct a pre-referral interview with the job seeker. The interview may be accomplished in person or over the phone. For in-person pre-referral interviews, the job seeker's Data Validation, Initial Assessment, Initial Skills Assessment, and Basic Employability Plan must be completed before a referral is made.

*Referrals taking place outside of the Workforce Center do not require the Welcome Function Protocols.*

The job seeker reporting to the Workforce Center should complete and present to Center staff a Request for Referral Form at the pre-referral interview. This form will assist the job seeker in pre-screening against the requirements and qualifications of the job opening. In many cases, it will help reduce the time or eliminate the need for staff to inform the job seeker that they do not possess required qualifications or skills to be referred to the opening. *Refer to Attachment C.*

After receipt of the Request for Referral Form, Center staff will match the selected job seeker's qualifications with the job requirements. The match information will include the job seeker's:

- Possession of knowledge, skills and abilities to perform the essential tasks indicated in the job order; and
- Possession of education, training, licenses, certifications, tools, and equipment required to perform the job.

In addition to the above criteria, proper evaluation of a job seeker's qualifications requires assessing previous work experience, its duration, and relevance to the job order requirements. In addition, it is important for Center staff to consider when the job seeker held the previous position(s) since worker skills become less proficient when not used for an extended period of time.

Center staff should evaluate training and/or education by reviewing the specific content of the training/education, its duration, any certificates, licenses, or diplomas received. Training and/or

education may be considered in relation to work experience when the job order specifies that training/education may substitute for work experience or vice versa.

Center staff should also inform the job seeker of any employer requirement prior to hire, such as employer-administered assessments, testing, background checks, credit checks, drug screening, etc. Employers with properly profiled positions have the option to request that the job seeker have a certain WorkKeys (CRC) score as well.

- After ensuring the job seeker meets the minimum qualification listed in the job order, Center staff will then compare the job position with job seeker preferences. Preferences to discuss with the job seeker include:
  - Rate of pay;
  - Method of wage payment;
  - Location of work;
  - Hours of work;
  - Additional compensation and benefits;
  - Working conditions;
  - Expected duration of employment;
  - Skills, knowledge and ability required or developed through work on the job; and
  - Opportunity for advancement.
  
- It is Center staff's responsibility to not refer customers who do not meet the job order requirements. Staff should also decline or delay referrals when customers are obviously unprepared to contact the employer.

- **Step 4: Making the Referral**

In order to refer a qualified job seeker to an employer, Center staff must complete the following steps:

- Scroll to the bottom of the job order page and click *How to Apply for This Position*.
  
- Provide the job seeker with the employer's referral instructions. Any special instructions for applying will be listed in the Staff Notes section

of the job order.

- Click on *Make Referral*.
- Confirm that the Participant ID number is correct on screen, then select if the referral is an “O\*NET” match or “Other Referral.” Click “Enter Referral.”

- **Step 5: Method of Employer Contact**

All Public Limited job orders must be marked with the “Through Oklahoma Workforce Centers” reply option. **No other reply option can be marked.** Staff must enter specific instructions for applying in both the Instructions How to Apply and Staff Notes sections so that those instructions are accessible to other staff that did not create the job order.

If a job order will be a Public job order, staff must mark the appropriate method of employer contact for referral. Referrals are completed based on the Reply Options section of the job order. The Reply Options allowed for Public job orders are: e-mail, online, phone, fax, mail, and in-person.

- E-Mail
  - When the employer’s preferred method is e-mail, provide the job seeker with the contact person’s name, e-mail address, attachment options, and any special instructions from the employer.
- Online
  - When this option is indicated, the website address will be entered in the URL field. This is usually the employer’s website address and any special instructions from the employer should be entered in the Staff Notes section of the job order. Center staff will assist the job seeker, as necessary, in navigating the employer’s website.
- Phone Contact
  - When the employer’s preferred method of contact is phone contact, provide the job seeker with the employer’s telephone number,

name of the person to contact, and any special instructions from the employer.

– Fax

- When the employer's preferred method of contact is fax, provide the job seeker with the employer's fax number, name of the person to contact, list of required documents to be faxed, and any special instructions from the employer. Center staff will offer use of the fax machine in the Workforce Center to the job seeker.

– Mail

- When the employer's preferred method of contact is mail, provide the job seeker with the employer's mailing address, name of the person to contact, list of required documents to be mailed, and any special instructions from the employer. Center staff may mail documents for the job seeker upon request.

– In-Person

- When the employer's preferred method of contact is in-person, staff must use Attachment D, Referral Letter of Introduction.
- When no appointment is required, provide the job seeker with the referral letter of introduction, address and directions to the employer's location, and the name of the person to contact. *Refer to Attachment D.*
- When the employer requires Center staff to schedule an appointment, provide the employer details about the job seeker in advance of the interview which introduce the job seeker to the employer, provide his/her minimum qualifications and answer occupationally significant questions. Provide the job seeker with the referral letter of introduction, address and directions to the employer's location, and the name of the person to contact. *Refer to Attachment D.*

NOTE: Attachment D must be used for all referrals requiring in-person contact

- **Step 6: Self-Referrals**

Individuals may request a job referral to a Public-Limited job order by clicking the button labeled *Apply for This Job*. This button does not allow the job seeker to apply directly to the job. It will populate a list or queue that Center staff will review to determine if the job seeker meets the minimum qualifications of the job order.

Center staff will contact the job seeker in a timely manner to either 1) establish a referral, if the job seeker is qualified for the job; or 2) notify the job seeker that they currently cannot make a referral as the job seeker does not appear to meet the established qualifications.

In all cases, Center staff should adhere to the referral instructions established by the employer, and only qualified candidates should be referred.

## **Part V. Extraordinary Job Order and Referral Situations**

Staff must be alert to recognize:

- Bona-Fide Occupational Qualifications;
- Substandard Job Orders;
- Affirmative Action Job Orders; and
- Discriminatory Job Orders.

Staff encountering any of the following situations when receiving an employer's job order information will notify the supervisor before completing any action.

- **Bona-Fide Occupational Qualifications**

A bona-fide occupational qualification is a quality or an attribute that employers are allowed to consider when making decisions in the hiring and retention of employees. These qualities would otherwise be considered discriminatory and in violation of civil rights employment law. A bona-fide occupational qualification must always be related to the required qualifications needed to actually perform the job effectively. Examples include:

- A liquor store clerk must be at least 21 years old to satisfy the employer's legal and insurance restrictions;
- A truck driver must be at least 21 years old in order to attain a Commercial Driver's License;
- The requirement that emergency personnel must be bilingual as judged by language competency, national origin; and
- The requirement of mandatory retirement ages for bus drivers and airline pilots for safety reasons.

An employer requesting "Only females apply" for a secretarial position is not a bona-fide qualification necessary to perform the job.

- **Substandard Job Order**

Center staff receiving job orders offering wages, hours, or working conditions that appear to be below the standard in the community for the type of work offered should review the past records of wages, hours, and working conditions of similar jobs within the community to determine if the job order is

substandard. If the job order is determined to be substandard, Center staff should then tactfully indicate to the employer how the order falls below the community standard.

If the employer fails to correct the substandard component(s) of the job order, Center staff will inform the employer that the job order will not be activated. Center staff must then enter the job order into OSL/OJL with the words “substandard order” documented in Staff Notes, but the job order must not be activated. Additionally, Center staff will post in the Staff Notes that the employer has been advised of the reasons the order is considered substandard.

- **Affirmative Action Job Order**

An affirmative action job order is one that seeks qualified job seekers who are members of specified groups, who for reasons of past customs, historical practice, or other non-occupationally valid purpose, have been discouraged from entering occupational fields. Members of these groups typically include minority men and women of all races.

If an employer requests to list an affirmative action job order, Center staff must contact a program manager in OESC’s Workforce Services Division before the job order is listed. The program manager will consult with OESC’s Civil Rights Administrator and the Legal Division to determine whether the job order complies with the EEOC regulations that govern affirmative action plans (29 CFR Part 1608).

- **Discriminatory Job Order**

Center staff receiving job orders from employers who specify they do or do not prefer job seekers of a particular race, color, religion, sex, national origin, age, or disability should immediately advise the employer that Civil rights laws and OESC policy prohibit the selection and referral of job seekers on the basis of the above named factors. Center staff will attempt to persuade the employer to withdraw the discriminatory specification(s) and to hire workers solely on the basis of their qualifications to perform the minimum requirements of the job. An exception exists if the factor listed is a bona-fide occupational qualification.

If the employer refuses to change the discriminatory requirements, Center staff must enter the job order into OSL/OJL with the words “discriminatory order” documented in Staff Notes, but the job order must not be activated.

Additionally, Center staff will post in the Staff Notes that the employer has been advised of the reasons the order is considered discriminatory.

- **Referrals on Discriminatory Specifications**

If it appears a job order eliminates or treats applicants differently based on age, sex, race, religion, national origin, or disability, Center staff must contact a program manager in OESC's Workforce Services Division. The program manager will discuss the issue with the OESC Civil Rights Administrator.

If Center staff finds that a job order contains discriminatory specifications, no referrals should be made unless:

- Such specifications are bona-fide occupational qualifications; or
- The job order is an approved affirmative action job order.

- **Americans with Disabilities Act (ADA)**

In order to comply with the ADA, each job order's requirements are to be matched with the job seeker's knowledge, skills, and ability to do the job "with or without reasonable accommodation."

The ADA greatly simplifies referral of a job seeker with a disability because the law requires that each employment decision and referral is one based solely on the individual's ability to perform the job duties. The focus must be on the job seeker's ability to carry out the essential functions of the job. The reasonable accommodation provision of the ADA increases Center staff's ability to refer a job seeker with a disability. It requires an employer to make a change in the way the job is done or in the work environment to allow a qualified person with a known disability to perform the essential duties of the job without causing the employer undue hardship as defined under the ADA. If the job seeker is qualified to perform the job, with or without reasonable accommodation, Center staff should refer the job seeker. The employer, in conjunction with the job seeker with a disability, makes any decision regarding accommodation and employment. The task is to refer based on the job seeker's ability.

Center staff can:

- Make referrals based on the match between employer requirements and

job seeker's knowledge, skills and abilities; and

- If requested, provide resource information regarding reasonable accommodation at: Job Accommodation Network at <http://askjan.org/> or by calling 1-800-526-7234.

Center staff cannot:

- Discuss a job seeker's disability with the employer; or
- Make or deny a referral based on disability.

- **Referrals to Employers with Labor Disputes**

Center staff may refer to positions not vacant due to a labor dispute, even if other positions at the job site are in dispute, provided that Center staff gives the job seeker a Labor Dispute Referral Letter signed by the interviewer that a labor dispute exists but the job to which he/she is being referred is not in dispute. Caution should be exercised to verify that such referrals are not made to a disputed position. *Refer to Attachment E.*

- **Referrals to Private Employment Agencies**

Temporary help agencies and payroll services are common in today's business environment. These firms actually employ the workers and are entitled to the same service given to other employers. They do not charge a fee to the job seeker.

Referrals to fee-charging agencies are permissible if no fee is charged to the job seeker. Such agencies must be asked to provide the referring Workforce Center a letter stating that the employer will pay the fee and that no fee will be charged to the job seeker. This letter should provide further assurance that no job seeker will be referred to a job that is vacant because of a labor dispute and that the agency is an Equal Opportunity Employer.

- **Referrals to Questionable Job Orders**

Care should be taken when making a referral to a questionable job order. Center staff should be alert for orders that may not be bona fide. Examples include, but are not limited to:

- Orders for workers who will be interviewed at odd hours in motel rooms;
- Orders requiring job seekers to furnish funds or make purchases;
- Orders that require job seekers to furnish their bank account information;  
and
- Orders for job seekers when the employer's intent is to build a pool of applicants for future, not current, job openings.

Center staff may refuse to service job orders when investigation reveals the order is probably questionable. Any questions regarding special referral situations should be directed to a supervisor.

## **Part VI: Quality Control and Review**

When reviewing job orders and referrals, it is important to note that no partial credit can be given for any item. Items on the Job Order and Referral Review worksheets are either correct or incorrect. If reviewers deduct points for any incorrect item on either the Job Order or Referral Review forms, they must deduct the entire point allotment for the incorrect item.

### **• Job Orders**

The following criteria will be used to determine if job orders meet the quality standards of the Oklahoma Labor Exchange Procedures:

#### 1. Job Description

- Correct O\*NET classification code is listed.
- The O\*NET job description listed on the O\*NET website is used in the Description of Job field or a job description from the employer is used with a corresponding Staff Note entered.
- At least three to five O\*NET tasks from the O\*NET website are listed in the Duties of Job field or specific tasks from the employer are listed with a corresponding Staff Note entered.

#### 2. Specific Skills/Essential Functions

Education, license/certifications, experience, benefits, etc. are listed properly on the Job Order. Information listed meets labor laws and agency policies. Discriminatory remarks or subjective terminology, etc. are not listed on the job order. All skills, knowledge, abilities and experience required meet stated bona-fide occupational qualifications.

#### 3. Referral Instructions

The instructions for referring or applying are clear to both the job seeker and staff.

#### 4. Employer Information

All form fields of Employer Account Information are complete including e-mail address and employer information listed on the OJL screen. The description of the of the employer's business is listed correctly on the job order.

5. Spelling, Punctuation, Grammar and Capitalization

Ensure that all information in the job order listing has been checked for any spelling, punctuation, grammatical and/or capitalization errors.

6. Documentation

- Date, time and station/desk are completed.
- Meets all documentation requirements as listed in Part III of this policy.

• **Referrals**

The following criteria will be used to determine if referrals meet the quality standards of the Oklahoma Labor Exchange Procedures:

1. Is the work history complete?

- Job Title and Detail of Job Duties sections are complete
- Last two years of work experience is recorded and/or there is a Client Note explaining gaps (6 month period) in work history

2. Does the customer have the required experience?

Ensure that the customer has the required number of years' experience according to the job order specifications.

3. Does the customer have the required training, education and/or special requirements or skills?

Ensure that the customer has the required training, education and/or special requirements or skills according to the job order specifications.

4. Does the customer have the required licenses and/or other requirements?

Ensure that the customer has the required licenses and/or other requirements according to the job order specifications.

## **Part VII: Attachments**

The following attachments are included as part of this policy. As such, only the identified form-fill sections may be modified when using each attachment.

- Attachment A: Employer Public-Limited Job Order Verification Letter
- Attachment B: Employer Public Job Order Verification Letter
- Attachment C: Request for Referral
- Attachment D: Referral Letter of Introduction
- Attachment E: Labor Dispute Letter



**OKLAHOMA EMPLOYMENT  
SECURITY COMMISSION**

*A Proud Partner of Workforce Oklahoma*

**Employer Public-Limited Job Order Verification**

April 22, 2013

To: Name of Company  
Attn: Name of Company Contact  
Company Address  
Company City, State Zip

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Dear Name of Company Contact:

Thank you for placing your job order #XXXXXX with us. We will make every effort to help you find the worker(s) you need as quickly as possible. We have enclosed a copy of your job order as the job seekers using our Oklahoma JobLink see it. If there are any changes that need to be made, please contact us immediately so that we may provide accurate listing information.

In addition, we would like to provide you with a list of resources available to all of our valued employers. You can access these resources by visiting [www.oesc.ok.gov](http://www.oesc.ok.gov) and clicking on *Employer Resources*.

- Employer Resources Video
- Oklahoma Unemployment Tax Filing (EZ Tax Express) Video
- OKJobMatch.com Online Resume and Job Bank
- Labor Market Information
- Work Opportunity Tax Credit -WOTC (tax credit for employers)
- Employment Labor Law Posters
- Oklahoma Employer Councils/Business Seminars

We are committed to assisting you in filling your employment needs.

Respectfully,

Center Staff Name  
Center Staff Title

Encl: Oklahoma JobLink Job Order #XXXXXX

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## **OKLAHOMA EMPLOYMENT SECURITY COMMISSION**

*A Proud Partner of Workforce Oklahoma*

### **Employer Public Job Order Verification**

April 22, 2013

To: Name of Company  
Attn: Name of Company Contact  
Company Address  
Company City, State Zip

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Dear Name of Company Contact:

Thank you for placing your job order #XXXXXX with us. We have enclosed a copy of your job order as the job seekers using our Oklahoma JobLink see it. If there are any changes that need to be made, please contact us immediately so that we may provide accurate listing information. Please be aware that this job posting will close automatically on the 46<sup>th</sup> day after it was created. If you wish for the job posting to remain open longer than this period, please contact Insert Staff Name at Phone Number.

Many employers find that by having our staff help with your recruitment efforts, they save time by not having to pre-screen applicants and realize a higher return of qualified candidates. In addition to pre-screening applicants, we will also enter and manage your job openings. These services are offered at no cost to all employers.

In addition, we would like to provide you with a list of resources available to all of our valued employers. You can access these resources by visiting [www.oesc.ok.gov](http://www.oesc.ok.gov) and clicking on *Employer Resources*.

- Employer Resources Video
- Oklahoma Unemployment Tax Filing (EZ Tax Express) Video
- OKJobMatch.com Online Resume and Job Bank
- Labor Market Information
- Work Opportunity Tax Credit -WOTC (tax credit for employers)
- Employment Labor Law Posters
- Oklahoma Employer Councils/Business Seminars

Please contact me for further information or if I can assist you in any way.

Respectfully,

Center Staff Name  
Center Staff Title

Encl: Oklahoma JobLink Job Order #

### Request for Referral Form

Customer Name: \_\_\_\_\_ Participant ID Number: \_\_\_\_\_ Date: \_\_\_\_\_  
Military Veteran:  Yes  No Job Title: \_\_\_\_\_ Job Order Number: \_\_\_\_\_

#### Employer Requirements

#### Applicant Qualifications

Education/Degree: \_\_\_\_\_ Education/Degree: \_\_\_\_\_  
License/Certificate: \_\_\_\_\_ License/Certificate: \_\_\_\_\_  
Resume Required:  Yes  No Resume Available:  Yes  No  
Wage/Salary Listed: \$ \_\_\_\_\_ Wage/Salary Desired: \$ \_\_\_\_\_  
Specific Experience Required: \_\_\_\_\_ Specific Experience: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Request for Referral Form

Customer Name: \_\_\_\_\_ Participant ID Number: \_\_\_\_\_ Date: \_\_\_\_\_  
Military Veteran:  Yes  No Job Title: \_\_\_\_\_ Job Order Number: \_\_\_\_\_

#### Employer Requirements

#### Applicant Qualifications

Education/Degree: \_\_\_\_\_ Education/Degree: \_\_\_\_\_  
License/Certificate: \_\_\_\_\_ License/Certificate: \_\_\_\_\_  
Resume Required:  Yes  No Resume Available:  Yes  No  
Wage/Salary Listed: \$ \_\_\_\_\_ Wage/Salary Desired: \$ \_\_\_\_\_  
Specific Experience Required: \_\_\_\_\_ Specific Experience: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Request for Referral Form

Customer Name: \_\_\_\_\_ Participant ID Number: \_\_\_\_\_ Date: \_\_\_\_\_  
Military Veteran:  Yes  No Job Title: \_\_\_\_\_ Job Order Number: \_\_\_\_\_

#### Employer Requirements

#### Applicant Qualifications

Education/Degree: \_\_\_\_\_ Education/Degree: \_\_\_\_\_  
License/Certificate: \_\_\_\_\_ License/Certificate: \_\_\_\_\_  
Resume Required:  Yes  No Resume Available:  Yes  No  
Wage/Salary Listed: \$ \_\_\_\_\_ Wage/Salary Desired: \$ \_\_\_\_\_  
Specific Experience Required: \_\_\_\_\_ Specific Experience: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



***OKLAHOMA EMPLOYMENT  
SECURITY COMMISSION***

***A Proud Partner of Workforce Oklahoma***

**Referral Letter of Introduction**

Name of Workforce Center  
Address  
City, State Zip  
Telephone Number

April 22, 2013

Name of Company  
Attn: Name of Company Contact  
Company Address  
Company City, State Zip

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Dear Name of Company Contact:

This is to introduce First and Last Name of Applicant in consideration for the open position of Title of Position that your company currently has listed on Oklahoma JobLink. Our Workforce Services Specialists have determined that the applicant's skills and experience meet the minimum qualifications you have listed for this position.

If you have any questions regarding this applicant, please contact Center Staff Name by e-mail at Center Staff E-mail Address or by phone at Center Staff Phone. Additionally, we request that you please notify the Location Workforce Center if your company chooses to hire this individual.

Thank you for your time and consideration.

Sincerely,

Center Staff Name  
Center Staff Title



**OKLAHOMA EMPLOYMENT  
SECURITY COMMISSION**

*A Proud Partner of Workforce Oklahoma*

**Labor Dispute Letter**

Applicant's Name: \_\_\_\_\_

Date: \_\_\_\_\_

Dear Applicant's Name:

In accordance with 20 CFR Section 652.9, the Oklahoma Employment Security Commission shall make no job referral on job orders which will aid directly or indirectly in the filling of a job opening which is vacant because the former occupant is on strike, or is locked out in the course of the labor dispute, or the filling of which is otherwise an issue in a labor dispute involving a work stoppage.

Currently, a labor dispute exists with the former employer: Name of Company.

However, the position of Title of Position that you are being referred to is not at issue in this dispute.

Sincerely,

Center Staff Name

Center Staff Title