

Oklahoma Employment Security Commission



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Representing Employees

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OKLAHOMA EMPLOYMENT AND TRAINING ISSUANCE # 11-2009

DATE: May 28, 2009

FROM: Richard Gilbertson, Director
Workforce Integrated Programs

TO: LO Managers, Area Managers, WIA Board Staff,
Workforce Quality

SUBJECT: Back to Basics

PURPOSE: Oklahoma Employment and Training Issuance # 11-2009 outlines the State's requirements for managing job orders and job referrals.

MESSAGE: In keeping with Oklahoma's service integration initiative it was determined initially that a streamlined process for handling job orders and job referrals was necessary. Those conditions are still true but the American Recovery and Reinvestment Act (ARRA) has increased the focus of working more closely with employers to get those who are unemployed back to work. Primarily the procedures previously required for Blind Job Orders now apply to All Information Job Orders. The slight changes that have been made are highlighted in yellow. These processes will ensure consistency across the State of Oklahoma.

ACTION: This policy is effective June 1, 2009 and is to become a part of your permanent records and shared with appropriate staff and sub recipients.

RESCISSION: This policy rescinds OETI #13-2008.

INQUIRIES: If you have any questions about this issuance, please contact Ann Pendergraft, Workforce Integrated Programs Division, ann.pendergraft@oesc.state.ok.us or (405)557-5317.

Back to Basics

Managing Job Orders

Revised 5/14/09

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Preface

In 2004, the Oklahoma Employment Security Commission launched a Back to Basics initiative regarding our labor exchange process. This initiative guided the standardization of job orders and referrals which resulted in improved employment outcomes. Since the inception of the Back to Basics policy, feedback from local employers indicates they are much more satisfied with the quality of job orders and referrals.

After directing staff towards the initial steps of integration, it was determined that we needed to refocus on our mission, which is providing quality labor exchange to our business customers. An additional goal was to assist job seekers to successfully showcase their employment skills in the labor market.

Let's fast forward to July 2007. With a year of integration under our belt, it was determined that we needed to update our current policy to reflect our new world of system integration, decreased staffing and our business customers' needs. A committee was nominated to serve with the goal of streamlining our current Back to Basics policy without diminishing the integrity of the process.

It is our hope these changes will be beneficial to staff, job seekers and employers.

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 customer 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** as necessary.

The **Employer Details Page** contains:

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

Updates to employer details for job order purposes will be entered in the **Employer Account Information** option. Always use proper capitalization and punctuation correcting any information in an existing account. Entries on this page include:

- Company or Agency
- Company Description
- Address
- Company Website
- Number of Current Employees *
- FEIN
- SEIN
- Federal Contractor
- Ownership
- Contact Name and Title
- Phone
- Fax
- E-Mail Address

** Appears as a text box when there is an existing employer account that hasn't been updated recently.*

It is imperative that the employer account information be completed correctly as OSL/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 OSL/OJL.

If you are entering new employer information, as soon as you click to start entering the job order, 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, even if you are still working on the job order.

When submitting employer information for Employer Accounts:

- 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 an Alien Labor Job Order, the "User ID" must start with AL so the information can be tracked.
- Be Aware that any submissions of Employer Accounts that do not follow proper procedures will be deleted. If you have a Job Order attached or are working on a Job Order attached to an Employer Account that is deleted your Job Order will also be deleted automatically.

There are five major areas of information contained in a job order: **Job Details, Job Description, Benefits, Talents and WorkKeys.**

- **Job Details Page**

This page contains the following:

Job Order Information

This section contains the following:

- Job Title (O*NET job classification)
- Preferred Education Level
- Salary Range and Type
- Company Description (from Employer Details page)
- Company Address (from the Employer Details page)
- Primary County(ies) for Display (up to 5 total)
- Company Web Site (from the Employer Details page)

** Note: 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 separately in the reply and expiration options field.

Contact Information

This section contains the following:

- Contact Name
- Contact Title
- Contact Phone
- Contact Fax
- Contact E-mail

** Note: All of the 'Contact Information' entries above are pre-filled from the Employer Details page. The entries can be changed to accommodate a special job order, but otherwise, should be correct as listed. If the information displayed is consistently incorrect, it needs to be updated on the Employer Details Page.

Internal Information

This section contains the following:

- Affirmative Action (Supervisor must approve use of this option)
- Number of Positions
- Disaster Recovery Job Order? (Supervisor must approve)
- Notes to Yourself (also called Staff Notes)
- Disclosure Level
- OJL Job Order ID Number (OSL/OJL assigns)
- Holding Office (OSL/OJL assigns)

Reply and Expiration Options

This section contains the following:

- Number of Referrals Requested (ask employer)
- Job Category
- Web address for applying On-line:
Any web site address entered here will appear to the customer in the 'How to Apply' section (even on a Blind Job Order) regardless of whether the entry "Allow Customers to Self Refer" is marked 'Yes' or 'No'.
- How would you like to receive information from applicants?
** Note: Any option chosen here will display to the customer in the 'How to Apply' section of an All Information job order and to the staff member in the 'Method of Contact' section of a Blind job order.
- If you checked E-mail, which format do you prefer for attachments? (defaults to 'No Attachments')
- This job order should automatically expire in how many days?
- Absolute Expiration Date
- Allow Job Seekers to self refer to this job opening?
** Note: This applies to Blind Ads; For 'Yes', the customer sees a button labeled 'Apply for This Position' on the job order. When the customer clicks the button, the request for referral is sent to the self referral queue for that Holding Office. For 'No', the customer sees a message on the job order which advises them to contact a local Workforce Office for information on how to apply for that position.
- Index this job on JOBcentral? (ensure 'Yes' is chosen for All Information job orders)
- Send this job to state educational institutions? (Defaults to 'Do Not Send.')

Note: O*NET classification codes: If job detail information is being entered for a new job order, staff must click 'Continue' at the bottom of the page to enter a job title and choose an O*NET classification code for the job order. If job detail information is being changed for an existing job order, staff will have the option to bypass the O*NET classification step by clicking 'Save'. Care should be taken before bypassing this step.

- **Job Description Page**

This page contains the following:

- OJL Job Order ID Number (OSL/OJL assigns)
- Typical Duties (pre-filled according to the O*NET classification code)
- Description and Duties of the Job
 - ** Note: This section must contain the O*NET job description and at least 3 tasks listed on the O*NET web site; **or**, a job description specifically requested for use by the employer. This section may also contain special referral instructions if needed.
- Specific Talent (skill) Requirements, Essential Job Functions, and Bona Fide Occupational Qualifications
 - ** Note: Staff will inquire if the employer has additional hiring requirements such as tests and assessments, multiple interviews, panel interviews, etc. If so, state those requirements in this section.
 - ** Note: List employer's specific requirements; duplication of information contained elsewhere in the job order should be avoided, i.e. education and years of experience (unless experience is required in a specific area, industry, type of equipment, etc).
 - ** Note: When requested, '*Career Readiness Certificate holders are encouraged to apply*' is a permissible statement for employers not profiled by WorkKeys. No other WorkKeys or CRC statements are permissible UNLESS the employer's occupation has, in fact, been profiled.
- Driver's License Requirements
- Required Years of Experience
- Required Months of Experience
- Commission/Tips
- Select Shifts
- Shift Start and End Times
- Other Shift Schedules
- Employment Type
- Number of Hours per Week
- Explanation of Hours per Week, if other options
- Available Starting
- Travel Required?
- Accessible by Public Transportation?
- Relocation Required?
- On-the-Job Training?

- **Benefits**

This page contains the following:

- OJL Job Order ID Number (OSL/OJL assigns)
- Medical Plan
- Medical Coverage
- Dental Plan
- Dental Coverage
- Child Care
- Other Benefits
- Miscellaneous Benefits

- **Talents**

This page contains the following:

- OJL Job Order ID Number (OSL/OJL assigns)
- List of tasks
 - ** Note: Contains a list of talents as determined by O*NET. Any talent selected will appear on the job order under Preferred Talents. Customers wishing to enter 'skills' in the personal preference when creating their resumes can search for job orders that contain 'talents' which match their 'skills'.

- **WorkKeys**

This page contains the following:

- OJL Job Order ID Number (OSL/OJL assigns)
- I certify that the scores selected below were provided by an ACT job profiler after the completion of a Job Profile for this occupation.
- Applied Mathematics
- Applied Technology
- Listening
- Locating Information
- Reading for Information
- Writing

Part II. Types of Job Orders Available to Employers

Center staff must inform employers of the three different types of Job Orders and the level of services related to each type. The center staff person must provide the employer a thorough explanation of the types of job order disclosure levels available to the public and how the job order will be displayed. Once properly informed, employers choose the type of listing which best serves their needs. The three types of Job Orders offered include:

- Blind Ad
- All Information
- Self Service

Blind Ad

The center staff manages the job order. The employer name, address and referral information are not displayed to the customer. The center staff will generate a search list, ensure veteran priority of service compliance, make and document appropriate referrals and make the necessary follow-up contact with the employer. Any registered customer who has received a staff assisted service and is subsequently hired will match with the UI Wage Record and an entered employment outcome or a direct placement will be documented in OSL/OJL.

All Information

This type of job order is entered by center staff. The job order is displayed on OSL/OJL along with the employer's name, address and "How to Apply" instructions.

Center staff will generate a search list, ensure veteran priority of service compliance, make and document appropriate referrals and make the necessary follow-up contact with the employer. Any registered customer who has received a staff assisted service and is subsequently hired will match with the UI Wage Record and an entered employment outcome or a direct placement will be documented in OSL/OJL.

Self Service

OSL/OJL is a self-service system and can be utilized by the employer directly. Center staff is not responsible for the input or maintenance of these job orders.

Advantages by Order Type

Advantages of each disclosure level should be discussed with the employer so that no misunderstanding will occur. The advantages of each disclosure level are:

Blind Ad

With a Blind Ad disclosure listing, the center staff person will refer customers based on the employer's requirements and customer's qualifications. Two advantages in placing this type of listing include: only qualified customers are referred saving employers time in the interviewing process and excessive traffic to the employer's business is prevented. Customers apply for the position in the method(s) desired by the employer.

All Information

With an All Information disclosure listing, center staff enters the job opening on OSL/OJL. An advantage of this method is that employers potentially receive a large quantity of customers applying for the job opening in a short time period. An additional advantage of this type of job order is that the customer has unrestricted access to the employer.

Self Service

The advantage to this type of job order is that the employer has the ability to enter and manage their job order.

An additional advantage of this type of job order is that the customer has unrestricted access to the employer.

Part III. Levels of Service Available to Employers

Our commitment to employers is that we process their job orders according to the disclosure level requested. The center staff must understand what they are committing to in terms of job order ownership when taking and processing an employer's job order. Once the job order is taken the following commitments become the staff's responsibility:

Blind Ad

This level of service to the employer ensures:

- The job order is entered and activated in OSL/OJL the same day received.
- No job orders will be placed in Hold status to complete veteran priority of service.
- Staff will create the job order using O*NET job descriptions and job classification codes. Staff will compose job description and tasks from the O*NET on line occupational network; <http://online.onetcenter.org>, unless the employer provides staff with a detailed job description. The O*NET description, when used, must include the occupational summary description and 3-5 tasks associated with that occupation.
- The job order is free of spelling and grammatical errors.
- A Verification Letter is mailed, e-mailed or faxed to the employer with a copy of the job order. This contact is to ensure that the information in the job order meets the employer's expectations and approval. *Attachment 1*
- A Customer search list for veterans, other eligible persons and non-veterans is generated.
- Quality referrals are made according to the minimum qualifications set forth by the employer.
- At minimum, a one-week follow-up contact is performed to assure quality service and verification of referrals.
- Job order **status** is reviewed at least every 30 days, at which time, staff will contact employer to determine if job order should be put on hold, rewritten or closed.
- All job orders, regardless of status, will be closed at 60 day review. Recreate job orders as needed and follow procedures for a new job order.

All Information

This level of service to the employer ensures:

- The job order is entered and activated in OSL/OJL the same day received.
- No job orders will be placed in Hold status to complete veteran priority of service.
- Staff will create the job order using O*NET job descriptions and job classification codes. Staff will compose job description and tasks from the O*NET on line occupational network; <http://online.onetcenter.org>, unless the employer provides staff with a detailed job description. The O*NET description, when used, must include the occupational summary description and 3-5 tasks associated with that occupation. **Special referral instructions are listed at the end of the job description.**
- The job order is free of spelling and grammatical errors.
- A Verification Letter is mailed, e-mailed or faxed to the employer with a copy of the job order. This contact is to ensure that the information in the job order meets the employer's expectations and approval. *Attachment 1*
- **A customer search list for veterans, other eligible persons and non-veterans is generated.**
- **Quality referrals are made according to the minimum qualifications set forth by the employer.**
- **Job order status is reviewed at least every 30 days, at which time, staff will contact employer to determine if job order should be put on hold, rewritten or closed.**
- **All job orders, regardless of status, will be closed at 60 day review. Recreate job orders as needed and follow procedures for a new job order.**

Self Service

This level of service to the employer allows:

- The employer access to OSL/OJL to post their job orders
- The employer access to a large database of potential customers.

Part IV. Documentation Activities

Center staff is required to document the following activities in the Job Order Notes to Self (Staff Notes) on the Job Details page. Documentation entries must include date, time and station desk ID followed by the specific activity.

Blind Ad

- Step #1: Document any special referral instructions from the employer, e.g.; “Apply directly with Sally between 9 am and noon Mondays and Wednesdays”.
- Step #2: If employer’s job description is used in lieu of O*NET summary and tasks, staff must document this option was used.
- Step #3: Document verification letter was sent, any requested changes were made and job order was approved by employer.
- Step #4: Document a search list was generated for qualified veterans, other eligible persons and non-veterans. Document number of customers found and contacted.
- Step #5: Document, at minimum, one-week contact with the employer
- Step #6: Document, at minimum, 30-day contact with the employer.
- Step #7: Document, at minimum, 60-day contact with the employer.

All information

- Step #1: Document any special referral instructions from the employer, e.g.; “Apply directly with Sally between 9 am and noon Mondays and Wednesdays”.
- Step #2: If employer’s job description is used in lieu of O*NET summary and tasks, staff must document this option was used.
- Step #3: Document verification letter was sent, any requested changes were made and job order was approved by employer.
- Step #4: Document a search list was generated for qualified veterans, other eligible persons and non-veterans. Document number of customers found and contacted
- Step #5: Document, at minimum, 30-day contact with the employer.

- Step #6: Document, at minimum, 60-day contact with the employer.

Self Service

None required

Part V. Extraordinary Job Order Situations

Staff must be alert to recognize:

- Bona-fide Occupational Qualifications
- Substandard job orders
- Affirmative action job orders
- Discriminatory job orders

**** NOTE:** Staff encountering any of the following situations when receiving employer's job order information will notify center manager 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 on the hiring and retention of employees; qualities that would otherwise be considered discriminatory and thus violating civil rights employment law. A bona-fide occupational qualification must always be related to the required qualifications needed to actually perform the job effectively. One example of a bona-fide occupational requirement is that a liquor store clerk be at least 21 years old to satisfy the employer's legal and insurance restrictions. A second example is the requirement for a truck driver to be 21 years old in order to attain a Commercial Driver's License. An employer requesting "only females apply" for a secretarial position is **not** a bona fide-occupational qualification necessary to perform the job.

Substandard Job Order

Staff receiving job orders offering wages, hours, or working conditions which 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 or positions within the community to determine if the job order is substandard. If the job order is determined to be substandard, 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, staff will inform the employer that the job order will not be activated. Staff must then enter the job order into

OSL/OJL with the words “substandard order” documented in staff notes, but the job order should never be activated. Additionally, staff will post in the staff notes that the employer has been advised that the order is substandard and why.

Affirmative Action Job Order

An affirmative action job order is one which seeks qualified customers who are members of specified groups, which 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 a local office receives a request to list an affirmative action job order the Center Manager/Supervisor/designee must contact a program manager in OESC’s Workforce Integrated Programs 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

Staff receiving job orders from employers who specify they do or do not prefer customers 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 customers on the basis of the above named factors. 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.

If the employer refuses to change the discriminatory requirements, staff must enter the job order into OSL/OJL with the words “discriminatory order” documented in staff notes, but the job order should never be activated. Additionally, staff will post in the staff notes that the employer has been advised that the order is discriminatory and why.

Part VI. The Referral Process

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 referral process can be broken down into the following:

- Match customers' qualifications against job order requirements
- Compare customers' preferences to job order requirements
- Eliminate customers who do not meet requirements
- Contact qualified customers according to priority of service to veterans (applies only to generated search lists)
- Conduct a pre-referral interview
- Referral of customers

Match customers' qualifications against job order requirements

Workforce Center staff will match selected customer's qualifications with the requirements of the job. Match information regarding a customer's:

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

In addition to the above, proper evaluation of a customer's qualifications requires determining work experience, its duration and how recent the work experience. How recently the work experience occurred is often a significant factor for referral consideration since worker skills become less proficient when not used. Speed of performance may also decrease with time. Center staff must exercise caution in evaluating work experience.

Evaluate training/education by reviewing the specific content of the training/education, its duration and how long ago it occurred. Training/education may be considered in relation to work experience since it may be possible to substitute training/education for work experience or vice versa. Staff should advise customers of any employer-administered assessments, testing, and/or background checks, such as OSBI, credit, drug screening, etc. Employers who **have positions** properly profiled have the option to request customers with specific WorkKeys (CRC) scores, Key Train scores will not be used as conditions of referrals.

In order to comply with the ADA (Americans with Disabilities Act), each job order's requirements are to be matched with the applicant's knowledge, skills, and ability to do the job "with or without reasonable accommodation."

ADA greatly simplifies referral of a customer with a disability because the law requires that each employment decision, and referral, is one based solely on the person's ability to do the job. The focus must be on the customer's ability to perform the essential functions of the job. The reasonable accommodation provision of the ADA increases staff's ability to refer a customer 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. If the customer is qualified to perform the job, with or without reasonable accommodation, refer that customer. The employer, in conjunction with the customer with a disability, makes any decision regarding accommodation and employment. The task is to refer based on ability.

Staff CAN

1. Make referrals based on the match between employer requirements and customer's knowledge, skills and abilities.
2. If requested, provide resource information regarding reasonable accommodation.

Job Accommodation Network at www.jan.wvu.edu

Or

1-800-526-7234

Staff CANNOT

1. Discuss a customer's disability with the employer.
2. Make or deny a referral based on disability.

Compare customers' preferences to job order requirements

Customer preferences are the aspects of the job order that make the job desirable to a customer. Carefully study the worker preferences. These preferences usually include:

- Rate of pay
- Method of wage payment
- Location of work
- Additional compensation and benefits
- Hours of work
- Working conditions
- Duration of employment
- Skills, knowledge and ability required or developed through work on the job
- Opportunity for advancement

When customer's preferences are met, the likelihood of job satisfaction and retention is greater.

Eliminate customers who do not meet requirements

It is staff's responsibility to eliminate 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.

Contact qualified customers according to priority of service to veterans (applies only to generated search lists)

It is center staff's responsibility to contact qualified customers using priority of service to veterans when selecting customers for referral. Generated search lists automatically display the identified veterans in order of priority, for example, special disabled before disabled.

Conduct a pre-referral interview

The pre-referral interview is conducted with a customer prior to reaching a final decision to offer the customer referral to a job opening. This interview may be accomplished in person or over the phone. Data validation, Initial Assessment and Basic Employability Plan must be completed before a referral is made. Internet referrals may not require a pre-referral interview or data validation since internet referrals do not report to the Workforce Center.

Customers reporting to the Workforce Center are required to complete and present to the staff a “*Request for Referral Form*” (*Attachment 2*) at the pre-referral interview. Use of the *Request for Referral Form* will assist customers in pre-screening themselves against the requirements and qualifications of the job opening. It will also provide the staff with better information to determine whether or not the customer meets the qualifications of the opening. In many cases, it will help reduce the time or eliminate the need for the staff to tell customers they do not possess the required qualifications or skills to be referred to the opening. Completing the *Request for Referral Form* will also assist the staff in updating the customer’s work history in Oklahoma Job Link.

During the pre-referral interview, staff will:

- Review walk-in customers’ OSL/OJL work history and resume against the *Request for Referral Form* to ensure the information matches. If the information does not match, question the customer to verify listed qualifications. Update OSL/OJL as necessary to include contact information, demographic entries, work history (last 5 years) and resume section. The resume section will include objective statement, education, work history, licenses and certificates, training, special abilities, etc.
- Interview phone customers to ensure their job qualifications match the job requirements. Update OSL/OJL as needed to include contact information, demographic entries, work history (last 5 years) and resume section. The resume section will include objective statement, education, work history, licenses and certificates, training, special abilities, etc.
- Provide the customer with a thorough description of the job, the job order requirements, advancement opportunities, benefits etc.

Do not release the employer’s name or contact information during this phase until you are sure you will refer the customer.

Referral of Customers

Referral is the process used to arrange a contact between an employer and customer selected for a job opening based on the appraisal of the customer's knowledge, skills, abilities, education, training, licenses, certifications, tools, equipment and the capacity to meet the physical requirements. This appraisal is completed without regard to race, creed, color, national origin or disability. Any comments entered in staff notes about the customer's appearance, temperament; attitude and manner are highly subjective and may be prejudicial or discriminatory. Comments of this nature are not to be entered in OSL/OJL.

Blind Ad and All Information

Employers determine the methods of contact for referral. Referrals are completed based on the "Methods of Contact" listed in the "How to Apply" section of the job details page of the job order. The "Methods of Contact" are: web site, e-mail, fax, mail, in person, through recruiter, and phone contact.

Web site

This option is located above the "Methods of Contact" box on the job details page of the job order. The option is labeled "Web Address For Applying On Line."

When the employer's preferred method of contact is "web site", provide the customer with the employer's web site address and any special instructions from the employer. This is explained in Notes to Self (Staff Notes) on the job order. Staff will assist customers, as needed, with navigating the employer's web site.

E-Mail

When the employer's preferred method of contact is "e-mail", provide the customer with the contact person's name, e-mail address, attachment options, and any special instructions from the employer.

Fax

When the employer's preferred method of contact is "fax", provide the customer with the employer's fax number, name of the person to contact, required documents, and any special instructions from the employer. Staff may offer the use of the fax machine in the Workforce Center.

Mail

When the employer's preferred method of contact is "mail", provide the customer with the employer's mailing address, name of the person to contact, required documents, and any special instructions from the employer. Staff may mail documents for customer upon request.

In Person

When no appointment is required, provide customer with letter of introduction, address and or directions to the employer's location, and the name of the person to contact.

When the employer requires staff to schedule an appointment, provide the employer details about the customer in advance of the interview. Give the employer details which:

- Introduce the customer to the employer and inform the employer of his or her minimum qualifications.
- Answer occupationally significant questions.

Provide customer with letter of introduction, address and/or directions to the employer's location, date and time of the interview and the name of the person to contact

Tell the customer to be sure to give the letter to the employer.

Through Recruiter

When the employer's preferred method of contact is "via recruiter", provide the customer with the employer's contact information and any special instructions from the employer. This is explained in Notes to Self (Staff Notes) on the job order. Staff should assist customers by providing employer's application and/or any other assistance needed.

Phone Contact

When the employer's preferred method of contact is "phone contact", provide the customer with the employer's telephone number, name of the person to contact, and any special instructions from the employer.

NOTE: Failure to select a specific method of contact will result in a default method. The job seeker view will display "*This employer has provided instructions on how to apply as a part of the job description and/or contact information*".

NOTE: It is essential to enter the appropriate method of contact to ensure customers have the information necessary to apply for the job. Method of contact information is obtained from the Employer Account Information screen; therefore, staff must complete and/or update all fields.

Allowing customers to self-refer to Blind Ads

If the option labeled “Allow job seekers to self refer to this job opening” on the job details page is marked “Yes”, customers viewing the job order will see an “Apply for This Job” button. Selecting this option generates a self referral request to the Workforce Center’s internet referral queue. Staff are then required to process internet self referrals.

If this option is marked “No”, the job seeker view will display “*You must contact a local career center to apply for this order. Visit the links under ‘Need Help?’ block below*”. Customers are then required to make direct contact with the center and be processed as a new customer.

NOTE: If the employer provides web site address as a method of contact in the job order, customers will see and be able to access this website, regardless of whether the above option is checked “Yes’ or ‘No’.

Self Service

No action required.

Part VII. Extraordinary Referral Situations

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 you must contact a staff person in the Workforce Integrated Programs Director's office or the OESC Civil Rights Administrator.

If you find 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.

Referrals to Firms with Labor Disputes

You may refer to positions not vacant because of a labor dispute, even if other positions at the job site are in dispute, provided that you give the customer 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. Care should be taken to verify that such referrals are not made to the disputed position. *Attachment 3*

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 applicant.

Referrals to fee charging agencies are permissible if no fee is charged to the customer. Such agencies should be asked to furnish the referring local office a letter stating that the employer will pay the fee and that no fee will be charged to the customer. This letter should further provide assurance that no customer will be referred to a job that is vacant because of a labor dispute and that they are an Equal Opportunity Employer.

Referrals to Questionable Job Orders

Care should be taken when making a referral to a questionable job order. Be alert for orders that may not be bona fide. These include:

- Orders for workers who will be interviewed at odd hours in motel rooms.
- Orders requiring customers to furnish funds or make purchases
- Orders that require customers to furnish their bank account information.
- Orders for customers when the intent is to build a pool of workers. In this instance, a job opening does not actually exist at the present time. We refer to jobs, not labor pools.

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

Part VIII. Attachments

Lawton Fort Sill Workforce Center



1711 SW 11th St
Lawton, Ok 73501

Telephone (580) 357-3500 * Fax (580) 357-9629

To: Name of Company
Re: Job order # XXXXXX
Job Title: Laborer

Dear Employer:

Thank you for placing your job order #XXXXX 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 Job Link see it. If there are any changes that need to be made, please contact us immediately so that we may provide accurate listing information.

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

Respectfully,

XXXXXXXXX



Request for Referral Form

Date: _____

Customer Name: _____

Social

Security Number: _____

Military Veteran: Yes ___ No ___

New Address?

Job Order Number: _____

Job Title:

Employer Requirements

Oklahoma Employment Security Commission

Jon Brod, Executive Director



Brad Henry, Governor

Representing Employers
Julius Pittman, Commissioner
Gayle Harris, Commissioner

Representing the Public
Pete V. B. Plattin, Chairman

Representing Employees
Mike Vester, Commissioner
Susan Skott, Commissioner

Applicant's Name: _____

Date _____

Bill Rogers Memorial Office Building • 2401 North Lincoln Boulevard • Post Office Box 52003 • Oklahoma City, Oklahoma 73152-2003 • Telephone (405) 505-0000 • Fax (405) 505-0200

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:

_____.

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

Manager or Staff signature

Attachment 3 – Labor Dispute Letter

Notes

5/14/09 ^a