

Business Services Manual Area II

Business Services Team functional responsibilities may include:

- As per Team Leader's direction, coordinate all business contacts to prevent duplication of contacts
- Inform local businesses of all WFC services
- Refer business to Team SME for specific services such as training assistance, employee workshops, and skill assessments
- Organize and/or conduct business seminars
- With the assistance of Skills Development/Employment team member, coordinate applicant management processes
- Attend local business Services Team meetings to share job vacancies, business training needs, and other business HR related issues
- Provide guidance to employers on how to enter job vacancies into **KANSASWORKS.com**
- Follow-up on job vacancies and record hires in a timely manner
- Recommend tools to Functional Manager (FM) which address local HR issues
- Recommend training solutions to FM which address HR issues
- Coordinate referrals to employers of registered career ready customers with Welcome and Skills Development/Employment Teams
- Attend local workforce center staff meetings
- Complete data collection as, directed

Staff serving on the Business Services (BS) Team will be responsible for working with area employers in order to assist them with recruiting and retaining a qualified workforce.

Business Consultants and Local Veterans Employment Representatives (LVER) will visit employers at their place of business to determine what kinds of assistance we can provide them regarding their workforce needs.

The LVERs will focus on helping employers understand the benefits of hiring veterans and developing job opportunities for veteran customers. They will also work closely with federal contractors, Veteran organizations, and local military institutions.

The Business Consultants will work closely with local educational institutions, community organizations, Chambers of Commerce, and other economic development organizations to address area workforce needs.

Business Services staff will also provide assistance to employers in the WFC. This assistance will include helping employers prepare and post job openings; hosting Job Fairs; recruiting qualified job candidates for job openings; screening applications; referring job applicants to the

SDE team for resume assistance and testing and assessment services; and other services as needed by employers to fill their job openings.

Employer Contacts

If an employer calls or comes into the WFC, they should be referred to the appropriate BST member.

The Heartland Works Business Consultants and the LVER make regular appointments to meet with employers at their place of business. The purpose of the employer visit is to inform them of the services and resources available at the WFC, establish a relationship with the employer, and assist them with their employment and human resource needs.

A member of the Business Services Team will always serve as the primary contact for an employer and will troubleshoot any issues that may arise.

Job Openings

When job openings are identified through an employer contact, a member of the Business Services Team will work with the employer to develop a Recruitment Plan customized to the needs of the Employer, and enter a job posting in **KANSASWORKS.com**. The job posting will clearly identify the basic skills and hiring criteria required to meet minimum qualifications for the position. The recruitment plan will detail the application process that applicants need to follow to apply for the open position, screening criteria for applicants, and strategies for recruiting qualified candidates.

The recruitment plan will determine whether the job order can be handled as 1) a Self Referral job order or 2) whether it requires Applicant Management. (See Applicant Management Process below.)

When the Job Order has been entered in **KANSASWORKS.com**, the BS team will notify staff in the Skills Development/Employment (SDE) team and other internal and external partners that the job opening has been posted. (See the distribution list in Attachment A.)

For all job orders, the DVOP or LVER will conduct a resume search for **qualified veterans** within 4 hours after the job has been posted. (This is a federal and state requirement.) If a Veteran's Representative is not available to conduct the resume search, another SDE staff member will conduct a search for qualified veteran job candidates within the four-hour time frame.

For Applicant Management job orders, BS and SDE Staff will also identify non-veteran qualified job candidates with whom they have worked or through resume searches in **KANSASWORKS.com**, and notify them of the job opening. All search results will be shared with the BS primary contact.

For **Self Referral job orders**, the BS team will determine the amount of time and resources to be spent on resume searches and other recruitment activities. Priority should be given to quality jobs, with higher wages and benefits and/or jobs in targeted industries.

When the job opening has been posted, staff will work with interested, qualified candidates to assist them in applying for the position. Job Candidates who need assistance with resume preparation and application materials will be referred to the SDE team prior to submitting their application. If the Recruitment Plan requires job candidates be tested or assessed, applicants will be referred to the SDE team to schedule the activity prior to submitting an application packet.

For **Applicant Management job orders**, staff will refer interested candidates who meet minimum qualifications to the BS team. The BS team will conduct a final screening and refer qualified candidates to the Employer for further screening and/or interviews for the position, depending on what was decided in the Applicant Management Process and/or Recruitment Plan.

The BS team will follow up with the Employer to find out who they hired for the open position/s. Unsuccessful candidates will be referred back to the SDE team for additional assistance.

If the Employer did not hire any of the job candidates, the Business Consultant will meet with the Employer to discuss additional recruitment strategies.

Applicant Management Process

A BS team member (coordinator) will be responsible for establishing the Applicant Management process and maintaining contact with an employer who chooses to take advantage of this service.

The Coordinator will meet with the employer and discuss the options available for applicant management and determine what will work best for the employer. The Coordinator will use the Applicant Management form (Attachment B) to document the plan. A master notebook of Applicant Management forms will be maintained in the Business Services office adjacent to the Workforce Center Director's office.

See the "Job Openings" section of this manual for guidelines on creating a **KANSASWORKS** job posting.

The Coordinator will create and attach a copy of the Applicant Management form to the front of a file folder containing all the relevant documents including but not limited to: a **Master copy of the Job Order** and a **Master copy of the employer's application form**, along with several copies of each form to give to applicants. The Coordinator will e-mail the basic information regarding the process as well as the location of the file to all members of the Welcome, SDE, and BS teams. A copy of the Applicant Management form will also be placed with the Switchboard Operator and the Receptionist.

The inside front cover of the file folder will contain the **Applicant Management Checklist** (Attachment C).

The Welcome Team will initiate the application process with the job seeker and record the job seeker's name on the Applicant Management checklist. The Welcome Team member will ensure that the job seeker is fully registered in **KANSASWORKS** and refer them to the SDE team.

The SDE Team will assist the job seeker with the application, resume, and/or testing process if necessary. They will then initial any appropriate steps on the Applicant Management checklist. This checklist will be maintained throughout the application process. The referral will be made by the last person to work with the jobseeker once the application process is complete. The **Applicant Summary** (Attachment D) will be completed by this person and attached to the application package and given to the Coordinator.

The Coordinator will review the application package for accuracy and deliver it by the designated means to the employer.

The Coordinator will maintain appropriate contact with the employer to insure the employer is satisfied with the applicant pool and the services provided by the staff of the WFC.

The Coordinator will be responsible for assisting the employer with identifying additional methods for recruiting candidates depending on the type of position that is available (i.e. revising the job order, hosting a job fair, or recommending a spotlight).

The Coordinator will also be responsible for closing the job order by identifying the candidate that was hired and reporting it in **KANSASWORKS**.

Internal and External Distribution List for Job Postings
10/27/08

positivePSsteps@cox.net
kentschumaker@netzero.net
Sandra.Beninga@va.gov
Angela.Roberson@srs.ks.gov
Elizabeth.VanVleck@srs.ks.gov
schoenfeld.carla@jobcorps.org
dglass@ksbor.org
KelliM@kdoc.dc.state.ks.us
kbacon@kansascommerce.com
wrightconsulting@embarqmail.com
kfarley@valeotopeka.org
Mark.Harris@srs.ks.gov
ashmore.marla@jobcorps.org
ola.drake@bi.com
pams@letshelpinc.org
nerxs@srs.ks.gov
sandee_munson@ksp.uscourts.gov
diane.jenkins@srs.ks.gov
ytaylor@KansasWorks.com
bbartron@KansasWorks.com
ccorona@KansasWorks.com
cwhite@KansasWorks.com
epruitt@KansasWorks.com
eflowers@KansasWorks.com
MRedick@KansasWorks.com
rcostello@KansasWorks.com
rmg7974@yahoo.com
terryf@kdoc.dc.state.ks.us
leag@kdoc.dc.state.ks.us
millerd@klsinc.org
swinneyk@klsinc.org
tuttlea@klsinc.org
bushc@klsinc.org
schristey@heartlandworks.org
msann@heartlandworks.org
danderson@heartlandworks.org
dixiem@heartlandworks.org
colleend@heartlandworks.org
amtetuan@heartlandworks.org
dfasse@heartlandworks.org
pgish@heartlandworks.org

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Application Management Form

Application deadline: _____

Company _____

Job Title _____

Job Order # _____

Application Process:

- Applicant receives job order to confirm interest.
- Applicant completes **KANSASWORKS** registration.
- Applicant completes employer application.
 - On-site at WFC only
 - Can take offsite and return completed application to WFC
 - Applicant delivers completed application to company

Applicant must complete the following assessments

- JobFit Assessment
 - On-site at TWC only
 - Can take offsite
- TapDance Clerical Proficiency testing
 - Typing 1
 - Typing 2
 - Data Entry
 - 10-Key
- WORKReady! Assessment
- Other _____

Initial Pre-screening required by SDE team (final review by BS team before forwarding to employer):

- Review application for completeness and minimal qualifications only
Minimal qualifications: _____
- Review application for employer determined prescreening criteria
Employer designated criteria: _____

Delivery Method:

- WFC mails/delivers application to company
 - Fax application to company, Fax # _____
 - Original application returned to employer file at front desk.
 - After faxing, give completed application to _____
- Other _____

- KANSASWORKS** entry
 - Referral on job order # _____
 - Referral to employment

Special instructions

Completed by: _____ Date JO Created: _____ Date JO Revised(changes only) _____

Applicant Summary
(to be attached to application packet for BS Coordinator)

Applicant Name _____

Company _____

Job Title _____

Job Order # _____

- Applicant receives job order to confirm interest.
- Applicant completes **KANSASWORKS** registration.
- Applicant completes employer application.
- JobFit Assessment
- TapDance Clerical Proficiency testing
- WORKReady!** Assessment
- Documentation received: DL_____SS_____diploma_____other_____
- Other _____

Minimal qualifications: Met_____Not Met_____
Comments_____

Employer designated criteria: Met_____Not Met_____
Comments_____

- KANSASWORKS** entry
 - Referral on job order # _____
 - or
 - Referral to employment

Notes