



MO Div. of Workforce Development
DWD Issuance 07-2012

Issued: September 21, 2012
Effective: September 21, 2012

Subject: Labor Exchange Policy Manual

1. Purpose: This Issuance is written to provide an updated policy manual for Missouri Career Center staff that provides guidelines for the placement process of taking applications for employment, taking employer orders for workers, and filling employer orders.
2. Background: It is the policy of the Division of Workforce Development (DWD) to provide service to all individuals legally seeking employment opportunities. It is the goal of DWD to maintain a quality job-placement system, to provide the maximum service possible for job-ready applicants. Missouri Career Center staff and their partner agencies will utilize their experience, expertise and judgment to provide labor exchange services for these applicants.

Placement activity will be delivered through the computer job matching system, resulting in a job referral of applicants to employers for their consideration.
3. Substance: The September 2012 edition of the Labor Exchange Manual reflects current practices and policies regarding labor exchange in the Missouri Career Centers.
4. Action: The effective date of this Labor Exchange Policy Manual is September 21, 2012. The Manual should be distributed to all personnel performing labor exchange duties in the Missouri Career Centers.
5. Contact: For more information, contact Kurtis “Ridge” Kennon, Labor Exchange Coordinator, at (573) 522-4981, or ridge.kennon@ded.mo.gov.
6. Reference: The Wagner Peyser Act as Amended by the Workforce Investment Act of 1998: www.doleta.gov/programs/w-pact_amended98.cfm. Wagner Peyser Labor Exchange: www.doleta.gov/programs/Wagner_Peyser.cfm.
7. Rescissions: This Issuance updates, supersedes, and rescinds DWD Issuance 08-2009 dated December 8, 2009.

8. Attachments: The Labor Exchange Policy Manual, September 2012.



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MISSOURI DIVISION OF WORKFORCE DEVELOPMENT



Labor Exchange Policy Manual

September 2012

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PLACEMENT PROCESS

Scope

The placement process includes taking applications for employment, taking employer orders for workers, and filling employer orders.

Definition

A placement is the hiring by a public or private employer of an individual referred by the Missouri Career Center (CC) staff for a job or an interview, providing that the CC staff completed all of the following steps:

- Enter a job order in the current job matching system prior to referral (except in the case of a job development contact on behalf of a specific applicant).
- Made prior arrangements with the employer for the referral of an individual or individuals.
- Referred an individual who had not been specifically designated by the employer (except for referrals on agricultural job orders for a specific crew-leader or worker).
- Verified from a reliable source, preferably the employer, that the individual had entered a Job.
- Recorded the placement.

Division of Workforce Development – Service Policy

It is the policy of the Division of Workforce Development (DWD) to provide service to all individuals legally seeking employment opportunities. It is the goal of DWD to maintain a quality job placement system, to provide the maximum service possible for job-ready applicants. DWD staff and their partner agencies will utilize their experience, expertise, and judgment to provide labor exchange services for these applicants. Additional supportive services will be provided to applicants who are not immediately job-ready. Supportive services may be referral to counseling, training, and other appropriate sources to assist clientele to obtain employment as quickly as possible.

Placement activity will be delivered through the computer job matching system, resulting in a job referral of applicants to employers for their consideration.

Policy

The following are policies of DWD:

- Accept an application from any applicant, legally eligible to work; without regard to place of residence, current employment status, or occupational qualifications.
- Obtain from an applicant only that information which is necessary to determine his or her qualifications for employment, and is required to carry out our legal responsibilities.
- Classify an applicant in terms of the Occupational Information Network (O*NET) and assign the appropriate skills found in the job matching system Toolbox (TB). Work experience, should be entered as skills in relation to the classification.
- Give priority in selection and referral to qualified veterans, and give disabled veterans priority over other veterans.
- Extend no preference in referral to any applicant or group of applicants (except in accordance with legal requirements).
- Utilize the applicant's skills, education, training, and interests when referring applicants to job openings.
- Make no referral that will aid, directly or indirectly, in filling a job that is vacant due to the following: the former occupant of the job is on strike, the former occupant of the job is being locked out in the course of a labor dispute, or where the filling of the job is an issue in a labor dispute. With respect to positions not covered by these examples, an individual may be referred to place of employment in which a labor dispute exists, provided he/she is given written notice of the dispute prior to or at the time of referral.
- Make no referral to a position where the job performed, or the terms or conditions of employment, are contrary to federal, state, or local law.
- Recruit no workers for employment if the wages, hours, or other conditions of work offered are substantially less favorable to the individual than those prevailing for similar work in the local area.
- Give equitable consideration, based on qualifications, to all registered applicants who have indicated their availability for employment, without regard to their presence in the office at the time of selection.

- Recruit agricultural workers who can commute to and from the job site; and recruit agricultural workers through intrastate and interstate clearance.

PLACEMENT PROCESS-APPLICATION TAKING

Who May File Applications for Work

An application for work may be accepted from any individual legally eligible to work in the United States, age 14 and above, without regard to place of residence, current employment status, or occupational qualifications.

jobs.mo.gov

Many job seekers are registering and doing their own job searches through jobs.mo.gov, which provides a simple and effective way of presenting needed job opening information directly to these applicants. By job seekers doing self-service searches, the CC staff is free to provide other services in other areas.

Registration Record

The registration record is the on-line application for labor exchange services that can be entered by the job seeker through jobs.mo.gov or by CC staff through TB. CC staff should follow the Job Seeker Registration Desk Aid posted in WorkSmart. Applicants are not considered to be registered, until the data has been entered into the job matching system (jobs.mo.gov/TB).

Registration of Applicants

An application should be entered into the system, for all individuals who contact a local CC for the following reasons:

- Seeking assistance in finding employment.
- Seeking employability development services.
- Complying with the federal laws or regulations.
- Complying with state Unemployment Insurance (UI) laws or regulations that require registration with the public labor exchange, as a condition for continued receipt or eligibility for program benefits.

A complete application registration will be entered for the following applicants:

- Applicants who are searching for employment.
- Applicants that are possible enrollments to the Workforce Investment Act (WIA) programs, Veteran's program (if being case managed), UI Worker Profiling program, Trade Act Assistance program, Missouri Employment and Training (METP) program, Missouri Re-entry Process, etc.
- All claimants on Extended Benefit claims, without exception.
- Claimants for federal and state UI Benefits.
- All Federal Supplemental Compensation claimants, at the time of initial filing, without exception.

Verifying Applicant Registration

When an applicant states that he/she is already registered, verification is made by accessing TB and performing a search for the job seeker's Social Security Number (SSN), name, date of birth, application identification (if known), web username (if known or registered through jobs.mo.gov), the email address, or the Departmental Client Number (DCN). If the SSN was used as identification and the applicant is registered, the application is displayed. If the application is not complete, the job seeker will be instructed to go through the membership process and complete the registration. If the applicant's phone number is used, all registered seekers using that phone number will appear in the dropdown. Staff will pick the correct record and double click on it. This will open the job seeker record. If the name was used as identification, a listing of one or more applicants with the same surname appears. Staff will select the correct record and double click on it. This will open the job seeker record.

Use of Employer's Application Forms by CC Staff

CC staff will review all employer applications for inquiries which may lead to discrimination. If discriminatory inquiries are found, the CC staff must:

- Verbally bring to the employer's attention any inquiry which federal or state guidelines, or courts, have indicated may lead to discrimination;
- Prepare a written follow-up email or letter to the employer to confirm the verbal discussion regarding the discriminatory application form;
- Document the discussion and follow-up in the notes section of the contact record in TB; and

- Provide the applicant with the employer's application at the time of referral only. The completed application must be delivered to the employer by mail or hand-delivered, whichever the employer prefers.
- If no discriminatory inquiries are found, the employer's application may be provided by the local office to the applicant at the point of referral, to be completed by the applicant and delivered or conveyed to the employer in the method agreed to by the employer and CC staff.

Use of DWD Application Form

CC staff must use DWD's generic application for employment form whenever the employer does not provide one, but asks CC staff to collect job applications. The form is found on WorkSmart and the number is DWD-5250. No other job applications will be used in lieu of this form.

Self-Registration

Job Seekers can register themselves through jobs.mo.gov, which will establish a web account. The web account can then be used to conduct self-job searches, self-job referrals, and updates to the job seeker's work history, education, veteran status, etc. The CC staff conducting an initial assessment should review, correct, and supplement the entries made by the applicant as necessary.

Social Security Number(SSN)

The SSN, or pseudo, must be entered during the welcome process to establish a new job seeker record. The SSN, or a pseudo, must be entered through jobs.mo.gov or TB when updating or job matching, the labor exchange record on a job seeker. The SSN is the key control field for the processing of all applicant information pertaining to wage for entered employment, retention, and average earnings on the 9002 Labor Exchange Report and the WIA quarterly and annual reports. Any Labor Exchange or WIA participant that is not willing to give the SSN will not be included in the performance outcomes on the 9002 or the WIASRD.

If the situation should occur, where an applicant claims an SSN which is already in the automated system but assigned to another applicant, the following procedure must be followed:

- The new applicant's SSN must be verified for accuracy. To verify the SSN staff must view the applicant's actual Social Security card.
- If the new applicant can substantiate that the SSN is correct, the CC that registered the applicant, showing a duplicate SSN, must submit a TB Data Change Request Form DWD-5, to the functional leader, and fax the form to Central Office at 573-751-9528. If the form cannot be faxed, then sign and scan the form and send it in an emailed to tbchangerequest@ded.mo.gov, for approval and correction.
- If a correct SSN cannot be determined, staff needs to fax a TB Data Change Request Form DWD-5 requesting that the invalid SSN to be deleted and a pseudo number be assigned. Do not send the SSN via email or US mail to Central Office.

Send the TB Data Change Request in as soon as possible after finding the SSN discrepancy. To establish a pseudo Social Security number, see the desk aid pertaining to job seeker entry into TB for instructions.

PLACEMENT PROCESS-ORDER TAKING

Order Taking

Order taking is part of the placement process where the CC staff obtains, records, and classifies all the information essential to the selection and referral of a qualified applicant to an employer's job opening. Four types of information are required:

- The content of the job to determine the qualifications a worker must possess in order to perform the job satisfactorily.
- The hiring requirements which have been established by the employer.
- Information that may influence an applicant's acceptance of the job offer, such as salary, hours of work, location, and working conditions.
- Information that is necessary for the referral of an applicant to an employer for the job interview.

Policy

All job orders received in the morning must be entered into the automated system no later than the close of business on that same day. Job orders received in the afternoon must be entered into the system no later than the close of business on the following day.

Responsibility to Specific Employers

CCs can assign job order responsibility by NAICS, O*NET, or alphabetically to specific staff. This job order responsibility does not mean that only these designated interviewers will make referrals to these employers, but primarily they will be a point of contact for these employers and will be responsible for insuring and maintaining appropriate contact with the assigned employer.

Conducting the Order Taking Interview

When an employer calls with a job order, open the employer's closed order history file in the computer system first, for any appropriate job order in this file.

If a previous order is found, carefully review the job order with the employer to assure that specifications on the order accurately describe the requirements of the new job opening. Necessary corrections and required entries are made immediately online, and the order is open in the online system.

Initial Job Order Information Obtained From the Employer

If a previous job order is not found for the employer in the closed order history file, CC staff will obtain a description of the basic structure of the job. The employer should provide information about the significant tasks of the job and for each job listing:

- The job title and job description;
- The method, including the equipment and materials used;
- The qualification and hiring requirements;
- The degree of speed, accuracy, and tolerance (if applicable) involved; and
- Other significant occupational information, or details, necessary to select and refer applicants.

CC staff should ask general questions about the structure common to all jobs, or develop specific questions about how a specific job may vary. CC staff should avoid questions which may lead the employer to make requirements that are not specific to the performance of the job. Please use the Desk Aid about the job order writing process and the TB Manual, posted on WorkSmart.

Orders in Violation of the Law

When an order is received for a job where the services to be performed, or the terms or conditions of employment are contrary to federal, state, or local law, CC staff should explain to the person who placed the order why the order is contrary to the law. CC staff should inform the employer that the job order could not be acted upon by the local CC. If the employer modifies the job where the services to be performed and the terms or conditions of employment meet all legal requirements, the order is accepted. If there is no such modification, the order is voided.

Orders with Union or Non-Union Specifications

Under the National Labor Relations Act, it is an unfair labor practice for an employer to refuse to hire an applicant, if the refusal is motivated by the membership of an applicant in a labor organization.

Job orders specifying membership or non-membership in a labor organization as a condition of employment are in violation of the law, and are not accepted by CCs. This should be explained to applicants prior to referral when a job order has a requirement of union membership after obtaining employment. A referral is made only with the concurrence of the applicants. Further, an applicant's union or nonunion affiliation is regarded as confidential information and is not disclosed to employers.

Orders from Labor Organizations

CC staff will ascertain the following:

- The labor organization has specific job openings with the employer corresponding to the openings on the order;
- The specifications on the order correspond to the employer's specification for filling the opening; and
- The information on the order is adequate for selection and referral.

When the order is acted upon, workers are directed to the labor organization or to the employer in accordance with the referral arrangements that have been worked out between the labor organization and the CC.

Orders Predesignating the Applicants to be Referred

When an employer requests that certain workers be referred on any basis except occupational specifications, such as specifying all former employees, CC staff should inform the employer that action could not be taken on the order. However, the local office may contact the former employee on behalf of the employer, if the request does not present any significant workload increase.

Orders from Employers with a Work Site Located in Another CC's Administrative Area

These orders will be handled as follows:

- A job order will be accepted by the CC that receives the job order and entered into TB. The staff person can then: (1) direct the system to transfer the job order to the CC responsible for the employer's job orders; or (2) the staff person who took the employer's job order can claim it as his or her own, and be responsible for that particular job order.
- The CC responsible for the employer's job order will have the job order held in their CC even though the author of the job order may be at another CC.
- When it is more convenient for the employer, the CC may encourage the employer to feel free to contact a CC in the administrative area where a work site is located.
- When the employer work site is separate from the area where recruitment and/or interviewing is to be accomplished, the CCs involved will coordinate activities appropriately.
- When an employer from another area places a job order, with interviewing and the work site to be at the employer's place of business, the CC receiving the order will contact and coordinate recruitment activity with the CC having administrative responsibility. Recruitment, follow-up and verification are to be coordinated between both or all CCs involved.

Order from Employers Requesting Confidentiality

An employer may request confidentiality when placing a job order. Job order confidentiality should not be solicited, however, if the employer requests that company name, address and telephone number be withheld from the applicant, the confidentiality of that employer must be maintained. Under no circumstances will the employer name, address or telephone number be given to an applicant when the employer requests confidentiality. Through discussion with the employer, the staff person taking the order determines the need for confidentiality, and that an opening does in fact exist. These orders must be handled as follows:

- The order should be accepted. The order holding CC should complete the job order and enter it in TB in the normal manner, including the employer's name, address and telephone number. On the Job Misc. screen, check the box "Suppress Employer Name on Web."
- Referrals to this order must be coordinated through the order holding CC by the individual having job order responsibility for this employer. All potential referrals from other CCs must be coordinated with the order holding CC in the same manner. Only the individual having job order responsibility should make contact with the employer. Referrals are to be made by use of the "Print Transcript" or Print Resume" found under Seeker Info and Options.
- The employer will then contact the applicant directly for interview procedures.
- Follow-up with the employer is the responsibility of the order holding CC by the staff person responsible for the job order.

NOTE: This procedure is to be strictly implemented in order to maintain DWD's integrity when accepting and referring on all orders where the employer has requested confidentiality. Any deviation from these procedures without prior approval of the regional coordinator will be referred to Workforce Services for appropriate disciplinary action.

Discriminatory Orders

This section of the Manual contains the requirements imposed upon CCs with respect to discriminatory orders and to orders which do not contain discriminatory

specifications from employers who have been known to discriminate. CCs are prohibited from providing any employment services to employers who are known by DWD to discriminate in employment on the basis of race, creed, color, national origin, gender, age (applicable to the age group 40 or older), and disability.

Legal Basis

Various laws prohibit DWD from accepting discriminatory job orders. Some of these laws are the Civil Rights Act of 1964 as Amended, Age Discrimination Act of 1967 as Amended, Rehabilitation Act of 1973, Vietnam Era Veterans Readjustment Assistance Act of 1974, Missouri Fair Employment Practices Act, and The Americans with Disabilities Act OF 1990.

Suspected Discriminatory Practices

When information is received in the CC that an employer has or may have engaged in discriminatory employment practices, such information is brought to the attention of the CC functional leader, manager or supervisor, who determines if the CC has an active order from the employer in question. If an active order is on file, the functional leader follows instructions detailed in the paragraph entitled "Discriminatory Specifications" of this Section of the Manual.

Discriminatory or Non-Discriminatory

A discriminatory specification is one in which an employer indicates that they do not want, or prefer, applicants of a particular race, color, national origin, religion, age, or gender. An order specifying that applicants be American citizens is not considered discriminatory, if the specification is based upon a legal requirement of citizenship for workers in certain jobs, or situations. A legal requirement is defined and imposed in the interest of national security pursuant to any statute of the United States or any Executive Order of the President.

If a specification is designed to exclude, or results in the exclusion of, applicants of a particular race, color, creed, national origin, religion, gender or age, it also is a specification discriminating on the basis of these factors even though the factors are not expressed.

Discriminatory Specifications

When the order taker initially realizes that the employer or the employer's representative is attempting to enter a discriminatory requirement into the job specifications, the order taker must contact the employer and stop the order taking process immediately. He/she then informs the employer or the employer's representative of the particular federal or Missouri law which prohibits such discriminatory requirements. The order taker attempts to persuade the employer to withdraw the discriminatory specification, and to hire applicants solely based on their qualifications to perform the job.

If the employer or the representative refuses to remove the discriminatory requirement in the order after being informed of its illegality, the order taker stops taking the order. Then the order taker informs the employer that the CC cannot make referrals on that or any other order placed by the employer until the discriminatory specification is withdrawn and that the local office is required to report the discriminatory order to appropriate fair employment practice authorities, if subject to such laws or regulations. The order taker immediately brings the discriminatory order to the attention of the functional leader, manager or supervisor. The order is not entered into the job bank system.

Orders Requiring a Criminal Record Exclusion

Under the direction of the U.S. Department of Labor (USDOL), Training and Employment Guidance Letter (TEGL) 31-11, the employer, upon registering either through jobs.mo.gov or staff entering a new employer through TB, must be given Notice #1 for Employers Regarding Job Bank Nondiscrimination and Criminal Record Exclusions. This notification will be provided through (1) jobs.mo.gov or (2) TB. When new employers register using jobs.mo.gov, Notice #1 Code of Conduct will pop-up. If the employer is a repeat customer, upon login, a pop-up will appear with Notice #1 and the employer must click to “agree” in order to continue using jobs.mo.gov. If staff enters a new employer in TB, the staff must print and email, fax, or mail through U.S. Postal Service (USPS) the-Notice #1 document. An automated service note will be entered in TB whenever Notice #1 is printed by staff.

Employer job orders requiring a criminal background check are allowable. Notice #2 for Employers Regarding Job Posting Containing Criminal Record Exclusion must be given to employers when the criminal record check indicator is “Yes” in TB. Employers using jobs.mo.gov checking “Y” to the criminal background check requirement will see the Notice #2 pop-up. When CC staff select “Y” in TB indicating the job order criminal background check is required,” staff must print Notice #2 and email, fax, or mail through USPS the document to the employer. An automated employer service note will be entered in TB when Notice #2 is printed. Job seekers must be given Notice #3 when a referral is indicated for a job order requiring a criminal background check. Notice #3 will be provided in jobs.mo.gov when the job seeker selects “How to Apply” after a job search. In TB, when CC staff enter a job referral staff must email, fax, or mail through US Postal Service (USPS) Notice #3 to the job seeker. An automated job seeker Service Note will be entered in TB when a referral occurs on a job order requiring a criminal background check.

Orders Involving Charge

When a job order is placed which would result in a charge being made to the applicant for bringing the worker and the employer together, CC staff will inform the employer or the agent recruiting for an employer that no action may be taken by the CC to select or refer workers to the job opening. No action may be taken on orders which require the purchase of demonstration kits or products in order to be offered employment. Orders requiring a license, safety equipment, police reports, physicals, etc., prior to hire, may be taken and served.

Orders Involving Youth

CC staff will inform the employer that such referrals of Youth are made only in accordance with local, state, and federal laws concerning school attendance and child labor standards.

Substandard Orders

If an order is received that specifies wages that are below the minimum established by federal or state law, and the order is subject to the minimum wage law; CC staff will explain to the employer placing the order that the order cannot be entered in

TB or jobs.mo.gov because the wages specified are below the legal minimum. If the employer does not change the order, CC staff will call the order to the attention of his or her supervisor, manager, or functional leader, for a decision on the proper course of action.

Employer Request for Workers without Placing Bona Fide Job Orders

CCs must exercise care to ensure that applicants are provided legitimate placement service. When an employer requests referral of applicants, under circumstances that do not constitute a bona fide job order, referral services are withheld on the request. The agency's order-taking and applicant-referral procedures are explained to the employer. Such employer requests may include:

- **Spurious offers:** When requests for workers, are received from employers who are unknown to the CC, reasonable care should be exercised to insure that these requests are from genuine employers and represent actual job opportunities. For example, referrals to domestic jobs, interviews to motel rooms, or orders from unknown employers, must be received with caution.
- **Self-Employment Opportunities (Independent Contractor):** When job order information is obtained for a self-employment opportunity (a job opening in which the employee functions independently from the employer), the information obtained will not be entered into jobs.mo.gov and TB as a job order. The firm requesting applicants is informed that the CC will assist in every way possible through the following procedures:
 - Information provided by the firm describing the job duties, specifications, requirements, contracting information, and other pertinent details will be posted in or near the applicant waiting area in the CC for up to sixty (60) days. The information posted must be occupationally specific, to the extent possible, so as not to mislead job seekers who may wish to apply.
 - It is important that any potential applicant understand self-employment (independent contractor) responsibilities are different from one working for wages or salary. Accordingly, a self-employment (independent contractor) notice will be posted either on the solicitation itself or near the job postings. At minimum, the self-employment (independent contractor) must clearly state the following:

Earnings and wages are subject to taxes. As a self-employed individual (independent contractor), certain benefits, and tax payments normally handled through withholding and/or employer payments may not be paid by companies offering self-employment. As a self-employed (independent contractor) individual, you may be liable for your own payment of certain federal, state, and local taxes; and so forth. Be sure you understand how all taxes, contributions, and benefits will be paid.

- All self-employment (independent contractors) notices posted by the CC supervisor, manager, or functional leader must be initialed and dated prior to posting.
- Applicants expressing an interest in self-employment (independent contractor) will be provided information necessary to contact the firm for additional information or to schedule an interview.
- Any activity generated by this type of solicitation, will not be recorded as a referral or placement, by CCs, but will be considered as a public service to firms seeking individuals and to applicants interested in such opportunities.

JOB ORDER TAKING

Desk Aid for Writing Job Orders

Follow the desk aid and the TB manual in WorkSmart, for writing a job order. This Manual contains the policy that applies to writing job orders.

Job Order Main

DWD and partner staff, to ensure consistency in job order writing, should use the following DWD guidelines.

- **Title and O*Net:** CC and partner staff classifies the employer's order in terms of a specific title and O*NET code. Staff must ensure the O*NET chosen matches the job description of the job performed. Staff must check employer written and their own job orders for the correct title and O*NET to ensure the best matches possible for the job opening.

- **Job Description:** The job description contains pertinent information for the job opening. No information about the employer shall be contained in the job description. Contact information is added in the “Referral Instructions/Self Assisted Contact Methods” area explained below. If the job order is a “Qualified” job order, any skills, education, driver’s license, etc., must be indicated, in the appropriate areas of the job order to perform a better match.
- **Job Requirements:** Not all items are required, but as much information as possible should be entered to ensure better job matching for the employer and job seekers. If this is a “Qualified” job order more information may need to be obtained to retrieve a smaller applicant pool for call-in, email, and/or referral to the employer.
- **Education:** Enter the minimum education level the employer will accept. If the employer states they will accept four years of experience in lieu of a Bachelor’s degree do not enter a Bachelor’s degree in the education field.
- **Skills:** Enter only skills mentioned by the employer during the job order taking process. Remember, the more required skills, the lower number in the possible referral pool for the employer. It is the employer’s choice to add as many skills as needed to describe the abilities required to perform the job.
- **Referral Instructions/Self Assisted Contact Methods:** Only enter information in the text area that cannot be listed through the use of the check boxes below the text box such items as “apply between the hours of...”, “call between the hours of...”, “call first before applying in person”, etc. Do not enter any employer identifiers in this text box, just as with the “Job Description” text box. Before checking one of the check boxes, make sure the item is entered in the correct location of the job order. CC staff should not enter themselves as a contact on the job order. If the employer requests the business name not be listed on the job order, the check box next to the “Suppress Employer Name on Web” must be checked and can be found under “Job Misc.” When using the URL check box, make sure to go to the “Job Misc” tab and enter the URL in the “Employer’s URL” section. This will be explained in the “Job Misc” section below. In order for the job seeker to view the referral instructions, the “Ref Inst” box must be checked. Unless an employer specifies, do not enter that job seekers must go through certain staff for screening. This is not to be used to screen for WIA possible

candidates unless it is an On-the-Job Training (OJT) or otherwise WIA subsidized position.

- Employer URL: Enter the employer's Website address whenever the job seeker is instructed to use this through the referral instructions.
- Employer Job Site Info: If the job is not located at the worksite address, staff should enter the location where the job will be performed. This information is entered in this portion of the job order process. Make sure it is not a Post Office Box. It needs to be a physical address.
- Employment Counselor Instructions: This is where the number of job openings, referrals, and close date are entered. If no close date is entered, the job order will close in 90 days from the date of the job order. All job orders are only available for 90 days, but can be dated prior to the 90-day limit. The employment counselor section is where staff or the employer, from the jobs.mo.gov site, can enter instructions for handling job seeker requests for a referral to the job. The FLC is for Foreign Labor Certification staff and should be used only when following the desk aid for FLC.

Job Miscellaneous

These sections must be filled out to complete the job order writing process:

- Other Job Requirements: Indicate whether this job is an Federal Contractor Job Listing (FCJL) job order, an OJT job order, Live In Assistant, if public transportation is available, add the register (not currently being used), auto remove (leave as N), the employer tracking number, and the suppress employer name on web indicator.
- Recovery Job Information: Indicate a "Y" for yes if it is a Recovery or Green Job and an "N" if it is not. If the employer is unsure if the job is a Recovery or Green Job, it probably is not so indicate "N" for both categories.
- Criminal Background Check: Indicate a "Y" for yes if the employer requires a criminal background check and "N" if it is not. The date notice was printed will auto-populate when the notice is printed by CC staff.
- Typing: The typing test is recorded under the  icon and populated in the typing area. If the job seeker has taken a test elsewhere or has a previous typing score not entered into TB, staff can enter the scores in the "Typing" area of the Job Miscellaneous tab.

- Employer URL: Staff should enter the URL Type, Description, Web Address, and indicate JO in order for the job seeker to be able to click the employer URL from jobs.mo.gov, if that is the employer's means of referral. The URL Type and Description may be found by double clicking on the URL Type. The categories are H (Home Page), C (Career), and A (Application). This will be determined by the employer requesting the job order, and be placed in the matching system.
- Referral Contact: Enter the employer contact for this particular job order. Entering this information will ensure the job seeker's referral instruction indicators are viewable by the job seeker when he or she clicks the <How to Apply> button in jobs.mo.gov.
- Employer Contact for CC staff: The contact is a staff member responsible for the particular employer or assigned by the supervisor, manager, or functional leader. The contact may not necessarily be the staff member that wrote the job order, depending on how CC staff is assigned job order responsibility.
- Job Benefits: Enter the benefits the employer will provide to employees hired to fill this position.