Date: Updated 04/22/2019
To: All Career Source Pinellas Program Staff
Subject: Non-3rd Party Job Order Management Process – Employ Florida (EF)

Centralized Recruiter will be responsible for the initial processing of staff entered and employer entered job listings. This includes:

- Review of job order for EEO and Terms of Use compliance
- Formatting job in LWDB standardized format
- Outreach to the employers by way of telephone or email communication in a timely manner, as per the current local LWDB standard, and case noted in Employ Florida
- Set the "Last day to display" date to 10 days out for Account Executive follow up
- Notifying managing Account Executive of job listing for follow ups

Processing Time Requirement:

Job orders received by staff must be entered in Employ Florida within one business day of receipt from an employer or third-party agent. Job orders posted by employers or third-party agents in Employ Florida must be reviewed and verified within two business days of posting into Employ Florida. LWDB staff must case note their review and verification of the job order.

Processing staff and employer entered job listings for existing employers that have posted within 6 months:

- Review the job description and drop down selections to ensure the listing meets EEO and EF Terms of Use compliance and format according to region standard.
- Set the "Last day to display" date to 10 days out for Account Executive follow up
- Centralized Recruiter sends out the outreach email or performs the call to the posting employer contact.
    - If by **email**, the Centralized Recruiter is to **enter** the **AC/IC case note into all the job orders listed which includes** the email by way of copy / pasting the outreach email into the case note.
    - If the Centralized Recruiter **calls** the employer and receives confirmation on status, the job order numbers will be provided in an **AC/IC case note on all the job orders listed to include** the employer contact name and phone number called, confirmation on current status OR if a message was left into all the job orders referenced in the call.

    - ✓ If employer requests changes made during contact Centralized Recruiter will add employer response to case note of requested changes (if AC/IC not yet created or additional case note if AC/IC created) and the status in EF will be updated to reflect all status changes and placements received from employer where applicable.

- Email managing Account Executive of job listing AFTER initial process of job order is complete

Processing staff and employer entered job listings for <u>NEW</u> employers <u>or existing</u> employer that have <u>NOT posted within 6 months</u>:

- Same instructions as "Process employer entered job listings for existing employers that have posted within 6 months" except:
    - **Centralized case note** subject line will **be AC and <u>not</u> AC/IC**
    - **Managing Account Executive** will **contact employer within one business day** of notification of job order email from Centralized department for direct introduction, review services and programs available to employer and set expectations for follow up. An **IC case note** is to be **written within one business day of the AC case note**.

<u>Reformat according to LWDB standard</u>

- Must have the following in order to apply:
    - Required Screenings:
    - Job Description:
    - Work Environment:
        - Hiring Process: Apply by *<u>listed means to apply.</u>* In order to apply to this position, please click "How to apply for this job" located at the bottom of the job order page, and you will receive the employer contact information. Employer has indicated the means listed are the only means they will accept to apply.
    - Days & Hours:
    - Pay Rate**:**

<u>Case Note Templates:</u>

- Original info case note for employer entered job orders:
    - Subject: <u>AC IO XX job number XX</u>
    - Body: Original job order information received prior to EEO and EF Terms of Use compliance check.
    - _____
    - XXXX In the body of the case note, COPY and PASTE entire employer entered job order from top to bottom to include all original employer entered information, including date stamp and staff information below the completed case note before you make any changes. XXXXX

- AC/IC and AC Employer entered job order case note:
    - Subject: <u>AC IC XX job number XX or AC XX job number XX</u>
    - Body: Received job order information via XXXX job order report/EF alert XXXX. Verification has been made with the hiring entity, confirming that the wage rate for this listing is greater than or equal to the Florida Minimum Wage. Order has been reviewed and meets EEO and EF Terms of Use requirements and formatted in Regional standard. Emailed XXXX name and contact info XXXX contact information of XXXX name and contact info of managing Account Executive XXXXX who will be following up on job listing. Emailed XXXX managing Account Executive XXXX of job under their management.

        _____
        XXXX In the body of the case note, COPY and PASTE entire employer entered job order from top to bottom to include all original employer entered information, including date stamp and staff information below the completed case note. XXXXX

- AC/IC and AC Staff entered job order case note:
  - Subject: <u>AC IC XX job number XX or AC XX job number XX</u>
  - Body: Received job order information via XXXX employer email/Account Executive email/electronic submission XXXX. All information present for job entry. Verification has been made with the hiring entity, confirming that the wage rate for this listing is greater than or equal to the Florida Minimum Wage. Order meets EEO and EF Terms of Use requirements and formatted in LWDB standard. Emailed XXXX name and contact info XXXX contact information of XXXX name and contact info of managing Account Executive XXXXX who will be following up on job listing. Emailed XXXX managing Account Executive XXXX of job under their management.

    XXXX In the body of the case note, COPY and PASTE entire employer entered job order from top to bottom to include all original employer entered information, including date stamp and staff information below the completed case note. XXXXX

Account Executive will be responsible for the follow up management of all non-3rd Party job listings. This includes:

- Outreach to the employers by way of telephone or email communication for job listings of NEW employers or existing employers that have NOT posted within 6 months in a timely manner, within one business day of AC case note.
- Outreach to the employers in a timely manner as per the current, *14F* / *OF*, process in place, by way of telephone or email communication.
- Modifying job order information based on follow up outcome.

<u>Managing Job Orders:</u>

- The Account Executive will keep all the job orders listed on a calendar schedule and will follow up on the 14F/OF schedule
- Extend job order end dates, change listing status to include placement entry and change job order details according to follow up outcome
- Change the "date to be displayed" to the current date of follow up action
- Case note ALL job orders referenced in the job order follow up. Note that case note must be present on each individual job order, even if following up on multiple orders in one employer communication.

Follow up information:

- Email employer: Please review the list of jobs we currently have listed in Employ Florida for your company (below).
  1) Let us know which positions need to be removed from an open listing and which you are still seeking a hire.
  2) If any hires were made we will follow up with a referral list to review to let us know if the person hired was referred from your job listing.

107777111	[Maintenance Technician](#)
107777777	[Maintenance Technician](#)

1077772	[Maintenance Technician](#)

Job Order Case Note Templates:

Email follow up:

- o Subject: *14F xx job number xx OR OF xx job number xx*
- o Body: Emailed "*Employer Contact Name"* to verify if positions are legitimately still open and if anyone was hired that were referred through Employ Florida.
- o In the body of the case note, COPY and PASTE entire email sent to employer from top to bottom to include all information, including date stamp and staff information below the completed case note.

Phone follow up:

- o Subject: *14F xx job number xx OR OF xx job number xx*
- o Body: Called "*Employer Contact Name & phone number"* to verify current status of job listing.