



Job Order Training

Part 2: Guidelines for Writing Job Orders

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Job Order Entry

- Can be self – entered by employers
 - An alert is sent to staff for review once an employer enters a job order in the system
 - Staff must review ALL new employer accounts
- All job orders must comply with federal and state laws, as well as the terms of use policy
- Requests received by staff must be reviewed for compliance prior to entry into EFM

Job Order Form and Requirements

- Fields marked by an asterisk must be completed
- Employers are not required to list actual salary information
 - An actual wage or wage range should be listed as expressed by the employer
- Other hiring requirements may be listed if they are required for all applicants
 - For example: drug testing, credit or background checks

Special Requirements

- Polygraph examinations may be requested by certain employers
 - Governmental Agencies (Federal, State, County, etc.)
 - Security Service Companies (Armored car personnel, security system design, installation and maintenance)
 - Pharmaceutical Sales
- Private employers may require job seekers to pay for pre-employment tests
 - Reimbursement is not required

Job Order Language

- Information provided should be clear and concise
- Language should be objective and relative to the position or company, not the applicant
- Use specific language and avoid generalities
- Fields requiring free text should be carefully screened to comply with Equal Employment Opportunity and Affirmative Action clauses



Subjective	Reason	Objective
Must be neat and clean	Subjective	Employer has a dress code
College students needing flexible schedule	Age	Suitable for persons needing flexible schedule
Waitress	Sex	Server, Waiter or Waitress
Non-smokers only	Focuses on applicant	Non-smoking environment
No criminal record	Focuses on applicant	Employer conducts background check
Must have a car	Unnecessary barrier	Must have transportation

Orders in Violation of the Law

- Job orders that don't comply with laws and policies should not be displayed to the public
- Staff should contact the employer to discuss the perceived violations
 - Failure to change the illegal specifications should result in a voided order
- Restricting or preferential specifications must be bona fide occupational qualifications (BFOQ)

Equal Employment Opportunity Commission

- Enforces federal laws that make it illegal to discriminate against applicants based on race, color, religion, sex, national origin, age, disability, or genetic information
- Covers most employers with 15 or more employees
 - Labor unions and employment agencies
- Investigate and attempt to settle any discrimination case

- Title VII of the Civil Rights Act of 1964
 - Illegal to discriminate on the basis of race, color, religion, national origin, or sex
 - The Pregnancy Discrimination Act amended title VII making it illegal to discriminate against a woman because of pregnancy, childbirth, or a medical condition related to pregnancy or childbirth

EEO Laws

- The Equal Pay Act (EPA) of 1963
 - Illegal to pay different wages to men and women if they perform equal work in the same workplace
- The Age Discrimination in Employment Act (ADEA) of 1967
 - Protects people age 40 or older from discrimination based on age
- The Genetic Information Nondiscrimination Act of 2008
 - Illegal to discriminate based on genetic information

EEO Laws

- Title I of the Americans with Disabilities Act (ADA) of 1990
 - Illegal to discriminate against a qualified person with a disability;
 - Employer must reasonably accommodate the known mental or physical limitations
- Sections 102 and 103 of the Civil Rights Act of 1991
 - Permits jury trials and compensatory and punitive damage awards

Requests that may not be Genuine

- Staff should obtain as much information as possible about an employer and a job
 - [Employer Verification In the Employ Florida Marketplace](#)
- Determine the legitimacy of the job order prior to posting online
 - Ensure compliance with the terms of use policy and federal and state laws
- Make referrals only to valid job orders

Orders Falling Below Minimum Wage

- One-Stop Career Centers should not actively recruit orders falling below Florida's Minimum Wage Law
- If an employer lists a position below minimum wage:
 - Contact them to inform them of the current minimum wage
 - Inform the employer of probable difficulty filling such an order
 - If the employer does not modify the order, proceed with taking the order

Referral to Private and Temporary Staffing Agencies

- Job orders entered by staffing agencies are permitted
- Job seekers must be advised of the referral to a temporary agency and there is no fee
- All job summaries should begin with the phrase “Position offered by a no fee agency”

Independent Contractors

- Employers recruiting independent contractors may submit job orders to EFM
- The terms of employment must be indicated in the job description
- Staff should advise job seekers about the conditions of these jobs prior to making a referral

Job Order File Search

- Immediately computer search all new job orders for qualified veterans
 - Including orders indicating no experience necessary
- LVER/DVOP or One-Stop Center Managers should determine whether or not an order is file searched considering:
 - The labor market conditions
 - The availability of qualified veterans

Mass Recruitments

- Job orders for mass recruitments should be taken and reviewed for compliance
- One-Stop Centers should not participate in a recruitment without first entering the job order in EFM
 - Participation in a recruitment prior to entering a job order may forfeit placement credit

Delayed Placements

- Described as a hire that may have been initially missed but taken at a later date
 - May include job referrals entered with a result other than “Hired”
- Delayed placement credit should be entered by:
 - Locating the job seeker on the original job order
 - Change the applicant status to ‘Hired’
 - Record a case note to include the comment ‘Delayed Placement’
 - Record a case note on the job seeker’s notes screen as needed with additional information to assist in the monitoring of delayed placements

Job Order Writing Guidelines

Job orders should list:

- Specific job titles
- Job descriptions that list qualifiers and disqualifiers first
- Avoid vague adjectives
 - For example, “applicant must exhibit good customer service”
- Job order language and criteria must comply with federal, state, and local laws
- Employer information should not be displayed/provided on suppressed job orders

Job Order Guidelines

- Use acronyms sparingly;
 - Use standard dictionary abbreviations
- Use the spell check feature in EFM
- Use key words
- Specifically state the type of experience required
 - If in doubt, ask the employer for a technical question
- Specify languages the position may require

Job Order Guidelines

- Match a job order's job description to the proper O*NET code
 - Use [O*NET Online](#) to analyze job duties and descriptions for accurate matching
- Confidential job orders should:
 - List the One-Stop Center's information as the contact while the order is online
 - Identify the employer's contact information on the case notes screen
 - When the order closes, change the address and phone number to the employer's

Order Taking Etiquette

- Tactfully inquire about hiring requirements
- Avoid asking leading questions
- Discuss whether requirements are mandatory or preferences
- Explain the necessity of reporting a filled position as soon as possible
- Advise the employer of the verification process

Job Order Maintenance

- RWBs should implement local procedures for job order management
 - To include entry, maintenance and follow-up
- Job order duties may be delegated to a specific individual or unit
- Job orders should not be allowed to expire

Job Order Maintenance

- Recommended follow-up schedule
 - Fully referred orders should be verified daily or as requested by the employer
 - Orders on hold should be verified weekly
 - All other orders should be verified at least every two weeks

Job Order Maintenance

- The order holding office has the sole responsibility for:
 - Job order follow-up
 - Changing the status of a job order
 - Verifying referrals and placements
- Staff should not change the status of a job order from any office other than its own
- Placements should follow the federal placement definition

Thanks for Attending



**THANK
YOU**

for attending
our training