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Job Order Training
Part 2: Guidelines for Writing Job Orders
Presented by: Kelly Levy


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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 orders are the vehicle which drive the recruitment and application process for employers and job seekers. Job orders can be self – entered by employers, or entered by the One-Stop Career Center staff. If an employer enters their own job order, an alert will be sent through EFM to notify staff of the pending order. Staff have 48 hours to review new employer accounts to ensure that they are in compliance with federal and state laws and the terms of use prior to the auto-enable process. Other requests received by staff must be immediately reviewed for compliance and accuracy 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

All fields on the job order form that are marked by an asterisk must be completed. There are supplemental fields that, if completed, will assist with providing more information about the advertised position; however, these fields are not required. An example of this is the wage data. Wage data is a required field, but employers are not required to list the position's actual pay information if they choose not to. To complete this requirement, however, some numerical value must populate this field. For those employers wishing to list salary data, the actual wage or wage range should be listed on the job order. The job order form provides a field for employers to list any hiring requirements that may be associated with a position. To be a legitimate requirement the company policy must require all job seekers meet this criteria regardless of the referral source. These requirements may include drug testing, physical examinations, background or credit checks to name a few.

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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

Additionally, employers may request polygraph examinations be performed on applicants if the employer is a governmental agency, security service company or pharmaceutical sales. Some jobs may also require the job seeker to pay for pre-employment tests without future reimbursement from the employer. Staff should ensure the customer is aware of this requirement during the screening and referral process. Entering this data in the job description field may help job seekers determine whether they should seek a referral for a particular position.

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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


The language presented on a job order should be clear and concise. Most of the fields on the order form allow for minimal input or require selection from drop down menu; however, other fields, such as the job description require more information that should be carefully monitored so as not to violate any equal employment or affirmative action clauses.

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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

Shown here is a table of common job description errors that employers and staff often use when entering a job order. Column one provides examples of inappropriate or subjective language that is often found on the job order form. Column two provides the reason for the discrepancy, and the last column provides an objective and more appropriate statement of the requirement. Staff should ensure that job orders contain nondiscriminatory language prior to displaying them to the public.

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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)

Job orders that don't comply with federal and state laws or other terms, should not be enabled to display to the public.

Staff should contact the employer for clarification of any inconsistencies with the order. If the employer refuses to change the violations with the job, the order should be closed.

Preferential criteria that is listed in a job order must be justified as a bona fide occupational qualification or the order should be voided. A bona fide occupational qualification is a preference that has been listed in a job order that is reasonably necessary for the normal operation of a particular business.

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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

The Equal Employment Opportunity Commission is responsible for enforcing federal laws that make it illegal to discriminate against applicants on because of race, color, religion, sex, national origin, age, disability, or genetic information. EEOC laws cover most employers with 15 or more employees to include labor unions and employment agencies. The Commission investigates and attempts to settle discrimination cases for various practices to include hiring, firing, and harassment.

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EEO Laws

- 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

Title seven of the Civil Rights Act of 1964, makes it illegal for employers to discriminate against a person on the basis of race, color, religion, national origin, or sex.

The Pregnancy Discrimination Act amended title seven of this Act making it illegal to discriminate against a woman because of issues 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


The Equal Pay Act of 1963 makes it illegal to pay different wages to someone of the opposite sex, based on sex alone, if they perform equal work which requires equal skills in the same workplace.

The Age Discrimination in Employment Act of 1967 protects individuals, age 40 or older, from discrimination based on their age.

The Genetic Information Nondiscrimination Act of 2008 makes it illegal for employers to discriminate against someone based on the receipt of genetic information.

In the 1970s employers were requiring applicants to be tested for sickle cell anemia, a disorder which primarily affects African Americans. These test results were used as a means of discriminating against blacks in their hiring practices. Congress enacted a law to combat this particular practice and later enacted GINA.

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 **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

Title one of the Americans with Disabilities Act of 1990 prohibits employers from discriminating against qualified persons with disabilities. Employers must reasonably accommodate any known mental or physical limitations of an applicant or employee as long as it does not cause an undue hardship on the employer.

Employers cannot legally inquire about an individual's disability or request medical testing to uncover potential disabilities. They can, however, ask applicants whether they would be able to successfully complete duties of the position.

Sections 102 and 103 of the Civil Rights Act of 1991 permit damages to be awarded in cases where it found that the employer intentionally discriminated against and applicant or employee.


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 **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

One-Stop Center staff are the first line of defense on verifying job orders and safeguarding job seekers from potential scams. This task is accomplished by obtaining as much information as possible about an employer and any vacancies they wish to post. For the employer verification process, please follow the link on this slide. Only legitimate job orders should be displayed online to the public. Staff should only provide referrals to job orders that have been reviewed and validated.

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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

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 staff should contact the employer to inform them of the current minimum wage and discuss the probable difficulty filling such an order. If the employer does not modify the wage, staff should proceed with taking the order.

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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"

Wagner-Peyser law states that there is nothing in the Act which prohibits the referral of any job seeker to private agencies, as long as the job seeker is not charged a fee. Posting job orders by a temporary staffing agency requires the phrase "position offered by a no fee agency" be listed as the first line in the job order's job description.

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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

Independent contractor positions are those jobs in which an employer-employee relationship does not exist. These positions provide a job opportunity for a job seeker without a guarantee of wages. Independent contractor job orders are permitted to be posted in EFM as long as the terms of employment are listed in the job description. Staff should advise job seekers about the conditions of these positions prior to making a referral.

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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

All new job orders should be immediately computer searched for qualified veterans to include job orders requiring not minimum experience or those where an employer will train. The Local Veterans Representative or Disabled Veteran Representative or the One-Stop Center Manager should determine whether a job order is file searched or not. This decision should consider the overall labor market conditions and the availability of qualified veterans.

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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

Job orders for a mass recruitment event should be taken as soon as possible and reviewed for compliance. To avoid a potential violation of the federal placement definition, One-Stop Center participation in a mass recruitment should not occur without first entering a job order into the Wagner-Peyser reporting system.

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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

A delayed placement can be described as a hire that may have been initially missed by staff, but has been taken at a later date. Delayed placements may include job referrals entered with a result other than 'hired'. Credit should be taken by locating the job seeker from the original job order; changing the applicant status to hired; recording a case note to include a comment that the placement is delayed; and a separate case note on the job seekers notes screen detailing additional information to assist with the monitoring of delayed placements.

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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

There are a few guidelines staff should follow when compiling job orders. The title of the job should be specific to the position. The job descriptions should be written with the criteria that will allow job seekers and staff to determine suitability for a referral to a job; listing qualifying and disqualifying terms first. Staff should avoid the use of vague adjectives when describing job duties. Concrete terms provide more detail regarding the expectations of a position. All job order language should comply with federal, state, and local laws as applicable. Suppressed job orders should not display an employer's information.

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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

Other guidelines to consider when writing job orders include using acronyms sparingly. Many employers and associates use jargon at their companies which may translate over to their job order requests, but are unknown to the universal job seeker. Staff should seek clarification on any acronyms and use standard dictionary abbreviations when possible. EFM contains a spell check feature to assist with locating any typing errors during data entry. However, proof read all job orders before displaying them to the public to ensure all errors have been corrected, including grammatical errors. The use of key words is recommended to help information stand out. Specify the

type of experience required for a position. If in doubt, consult with the employer about any technical questions staff may ask applicants to determine whether a referral should be made. Also specify any languages that may be required to perform the duties of job.

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CareerSource
SOUTH FLORIDA

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

To assist with a fluid labor exchange system, staff must match the job orders job description with the proper O*Net code. This requires a careful analysis of the job title and the job's duties. Staff should search the O*NET database using the job title as the key word and select a code which most closely links the duties to the position. Lastly, confidential job orders should be listed using the One-Stop Centers name, address, and phone number while the order is displayed online. The employer's contact information should be listed on the case notes screen and replace the One-Stops information once the order closes.

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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

When taking job order requests, staff should tactfully discuss the hiring requirements with the employer. Avoid asking leading questions about a position which may lead the employer to make an arbitrary decision about age, education, years of experience, or physical requirements. Discuss with the employer whether requirements are firm or preferences. Explain the necessity of reporting a filled position as soon as possible, as well as the verification process.

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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

A successful labor exchange system is reliant upon a well organized job order management process. The regional workforce boards should implement local procedures for job order management. This includes the data entry, maintenance and follow up. Duties may be delegated to a specific individual or unit at the One-Stop Center. Job orders should be properly maintained and not allowed to expire.

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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

Expired job orders may indicate lax management and potentially poor customer and employer service. The following shows a recommended follow up schedule. Those job orders that have been fully referred should be verified daily or as requested by the employer; orders on hold should be verified weekly; and all other orders should be verified at least every two weeks. Maintaining and following a follow up schedule is pertinent to a fluid labor exchange system.

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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

Job orders should not be modified by any other office other than the order holding office. The order holding office is the region in which the job order has been assigned. The order holding office has the sole responsibility to perform job order follow-up, change the status of an order, or verify referral and placement results. Staff must ensure that placements follow the federal placement definition before credit can be taken. If staff miss a placement initially, a delayed placement credit may be taken followed by a case note indicating why the placement was recorded at a later date.

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Thank you for viewing processing job orders in the Employ Florida Marketplace. For more information or additional questions, please contact the Wagner Peyser team at the information shown.