Virtual OneStop®

VOS Sapphire

Employer Services

User Guide

Geographic Solutions®
geographicsolutions.com

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About This Guide

The Virtual OneStop® system integrates functionality for job seekers, employers, and workforce staff, offering unique feature options for each user type. When the *Geographic Solutions Unemployment System (GUS)*® module is installed, the system includes complete functionality for filing and processing UI claims and taxes.

This guide provides complete instructions on what employers can do in the system, along with procedures for how to navigate the system. Additional resources, including the online instructional videos, are available in the Learning Center.

For assistance with GUS module functionality, refer to the *GUS Employer Services User Guide.*

Note: *"Virtual OneStop" (or "VOS"), as used in this guide, is the name of the underlying software system provided by Geographic Solutions, Inc. to your state or region. Each site that has purchased this system rebrands their customized Virtual OneStop system with their own unique name, logo, colors, and features; therefore, you will only see your state or region's name for the system as you use it.*

What Employers Can Do

The system provides employers with comprehensive tools to evaluate job seekers' skills and profiles, and locate qualified workers for their open positions. Once registered in the system, you can search thousands of résumés for keywords and automatically run customized searches. You can also create and post job orders online. Finally, you can access the latest economic and labor market information for specific geographic areas.

You can perform many recruiting functions, including:

- **Post job openings** – Use the comprehensive online job order system to enter a complete job description and define required job skills. See the topic "Create a Job Order" in Chapter 5 – Manage Job Orders for details.
- **Find candidates and review résumés** – Use state-of-the-art search tools to locate and review posted résumés of qualified candidates; for example, search by occupation, job location, education level, salary, skills, etc. See the topic "Searching for Candidates" in Chapter 6 – Manage Recruitment for details.
- **Create and store résumé searches** – Use the Virtual Recruiter to schedule a weekly or daily automated search for candidates and receive immediate notification of hits. See the topic "Creating a Virtual Recruiter Résumé Search Alert" in Chapter 6 – Manage Recruitment for details.
- **Evaluate applicants** – See how applicants match up to your job order requirements. Assign ratings, send messages, and keep notes. See the topic "Managing Job Applicants" in Chapter 6 – Manage Recruitment for details.
- **Research labor market information** – Select a profile for a geographic area, industry, or occupation to review up-to-date information on job numbers, salaries, projected growth rates, and more. Extensive graphics and maps help communicate the big picture on employment rates, the top occupations, the size of area firms, the average weekly wage, and more. See the topic for each profile in Chapter 12 - Labor Market Information (LMI).
- **Learn about the site and available tools from the Learning Center** – Take advantage of a central location for accessing training videos to learn more about using the employer resources and tools in the site. See the topic "Learning Center" in Chapter 13 – Additional Resources for details.

Guest Employer Access

Employers may perform basic functions in the system, such as a candidate search or review labor market profile information without a registered account. As a *Guest User*, if you try to access a feature that goes beyond *Guest User* access, the system will prompt you to sign in or register.

▶ **To access the system as a Guest User:**

1. From the Home page, click the **Sign In** button.
2. On the Sign in/Registration Option page, click the Guest Access link under Option 2 – Try Us Out.
3. Click the Employer link. The Employer dashboard displays and you can start exploring.

Registration

Registered employers have access to the full range of employer features and services. The system will keep track of all your activities and help you manage the services you use.

Before beginning your registration, you may want to consider the following:

- How many contacts do you plan to enter? A registration only requires you to enter one contact, known as the *Primary Contact*. However, your account can support many contacts, each with distinct roles and privileges.
- (Agents Only) If you are a Third Party Agent (TPA) planning to use the system to assist registered employers, you will complete a basic employer registration, but your options and required fields may vary.
  - For agents assisting employers with UI services, see the topic "How Employers and Agents Work Together" in Chapter 2 - UI Employer Registration of the *GUS Employer Services User Guide*.
  - For agents assisting employers with recruiting services, for example, managing job orders, see the topic "TPA Registration for Recruitment".

Notes: *If your site has the GUS unemployment services module, you may create a UI employer registration. For more information on this, see Chapter 2 - UI Employer Registration of the GUS Employer Services User Guide.*

*To watch training videos on subjects such as employer registration and creating job orders, select **Other Services ▸ Learning Center** from the left navigation menu, and select from the list of available videos. See Chapter 13 – Additional Resources for more on the Learning Center.*

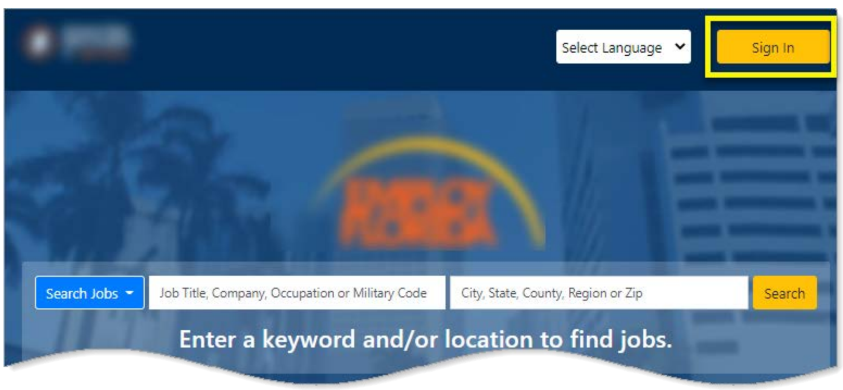
Completing an Employer Registration

As you complete the registration form, keep the following important points in mind:

- You can access help information for a page or section by clicking the Information icon (e.g., definitions of terms, descriptions of controls).
- A red asterisk (*) identifies required fields. If you do not enter required information, when you go to save your data, alerts at the top of the page will indicate any missing information.
- The pages, fields, or selections described in the following steps may differ from what you see, depending on your site setup.

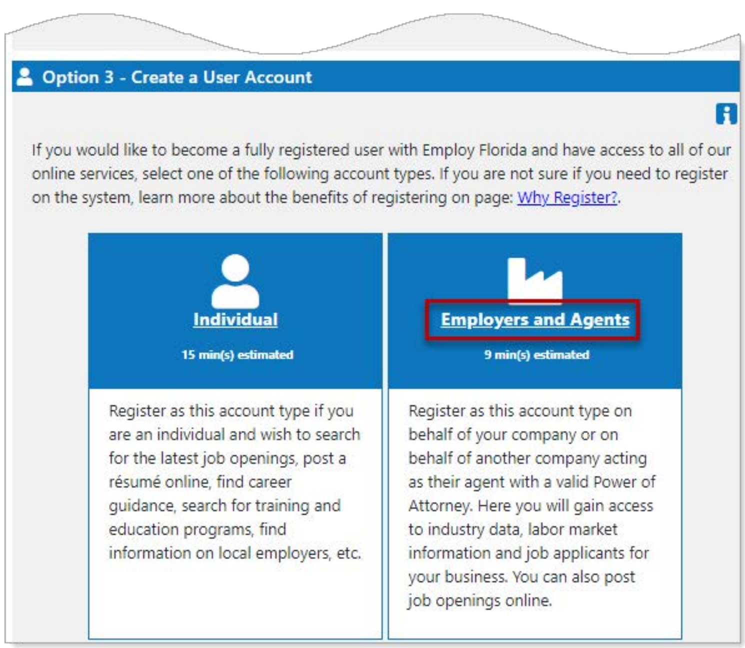
To complete an employer registration as a direct representative of your organization:

1 On the site home page, click the **Sign In** button to start your registration, usually in the upper right corner of the page (see figure below).



Sign In Button on Sample Home Page

The Sign in/Registration Option page displays (see figure below).



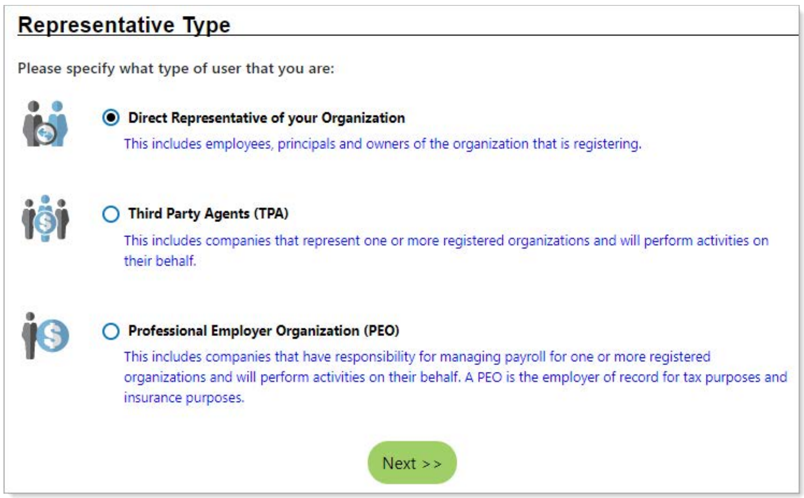
Option 3 - Create a User Account – Employers and Agents Link

2 Scroll down to the Option 3 – Create a User Account section and click the **Employers and Agents** link (see figure above).

3 The first pages that display may require you to read them and indicate your agreement (e.g., an Equal Opportunity – Non-Discrimination Notice and/or a Privacy Agreement).

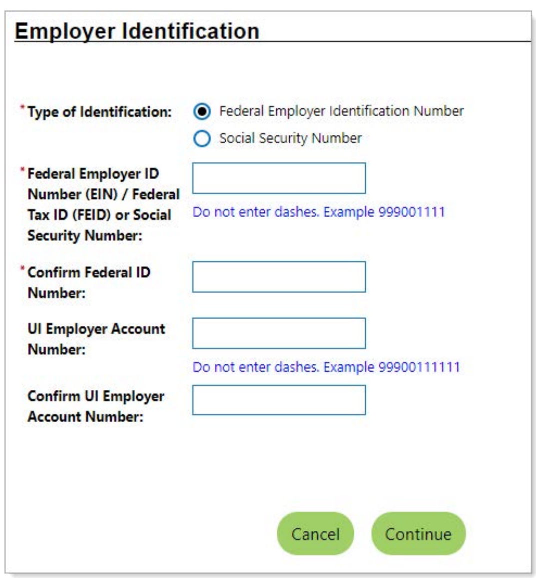
a. Read any displayed agreement pages, and check a box, if included, to confirm that you have read the agreement(s).

b. Click the **I Agree** button to continue. The Representative Type page displays (see figure below).



Employer Registration – Selecting the User Role Type

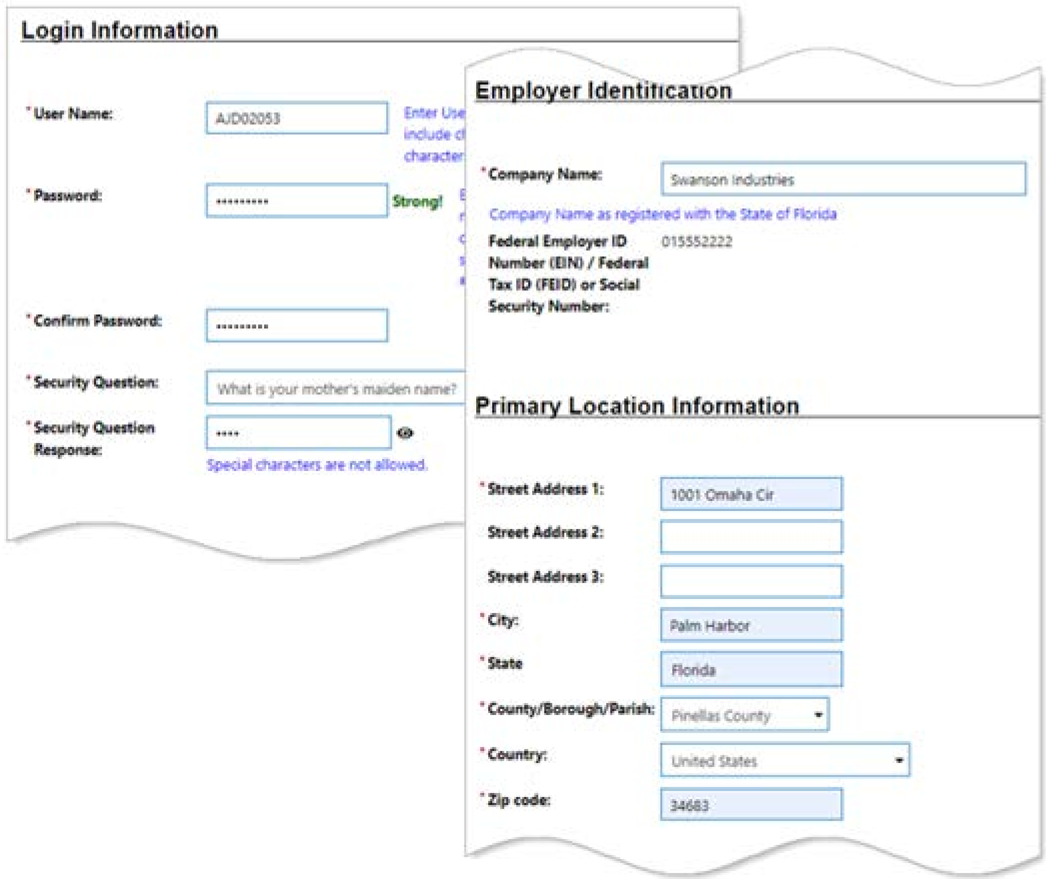
4 Select the **Direct Representative of your Organization** radio button and click **Next** to proceed to the Employer Identification page (see figure below).



Employer Registration – Entering Employer Identification Information

5 Specify if you will be using a *Federal Employer Identification Number* or *Social Security Number*, and then enter and confirm the number.

6 Click **Continue**. The registration form page displays (see figure below).



Employer Registration – Login Information, Employer Identification, and Primary Location Information Sections

7 In the Login Information section, enter a **User Name**, **Password**, and then re-enter the password in the **Confirm Password** field.

8 Select a question from the **Security Question** list and enter a **Security Question Response**. This question and your response may be used later if you forget your user name and/or password.

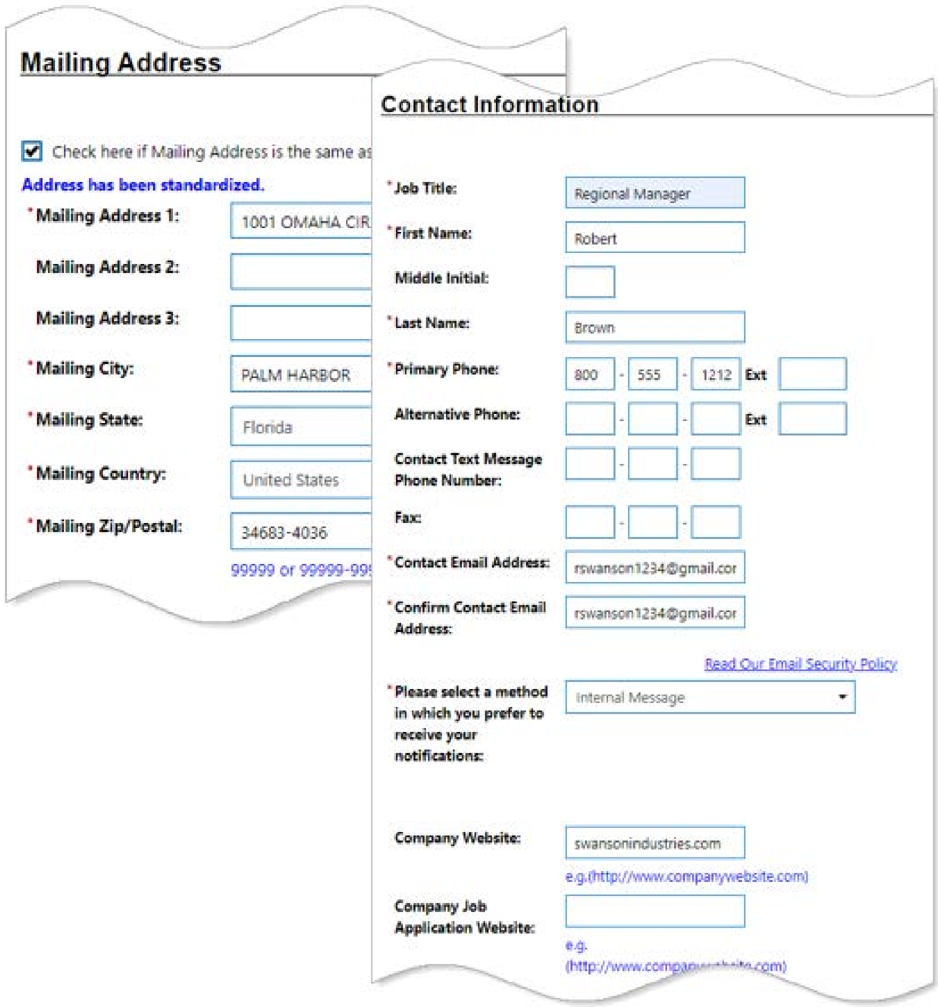
9 In the Employer Identification section, enter your **Company Name** as registered in your state (see figure above).

Note: *The system confirms that your User Name and FEIN/SSN are unique. If either already exists, a message prompts you to enter unique information.*

10 In the Primary Location Information section (see figure above), enter the company's primary location **Zip code**.

11 Enter the physical address of your primary location in the fields that display.

12 In the Mailing Address section, either check the box if the **Mailing Address is the same as the address above**, or enter your company's mailing address (see figure below).



Employer Registration – Mailing Address and Contact Information Sections

13 In the Contact Information section, enter your **Job Title**, **First** and **Last Name**, **Primary Phone**, and **Contact Email Address,** and confirm it (see figure above).

14 **Select a method in which you prefer to receive your notifications**:

- **Internal Message** – Communications will be delivered to your Message Center; you must be logged in to the system to access the Message Center. For some sites, this is a default and cannot be unselected; however, you can choose an additional method.
- **Email** – (If available) Communications will be sent to the email address you provided above.
- **Text Message** – (If available) Communications will be sent to the cell phone number you provided. This option requires that your cell phone have text messaging capability and will display the full text of the communication as a text message.
- **Text Message Notification** – (If available) Notifications will be sent to the cell phone number you provided. This option requires that your cell phone have text messaging capability, however, this option will not display the full text of the communication as a text message. Instead, the system will send a shorter notification text message to your phone, letting you know that you have a longer message in your Message Center.

> ***Note:*** *Only certain communications, such as Virtual Recruiter Alerts, can be sent via text message. Other important notices will not be sent via text message.*

- **Postal Mail** – Important notices may be delayed if you select Postal Mail.
- **Fax** – Receive communications on a fax machine.
- **Internal Message with Email Notification** – Receive an email alert when communications are delivered to your Message Center.

15 Optionally, you may also enter alternative, text, or fax phone numbers, and enter your company and job application submission website URLs.

16 In the Company Information section, select your **Industry Title** (and NAICS code).

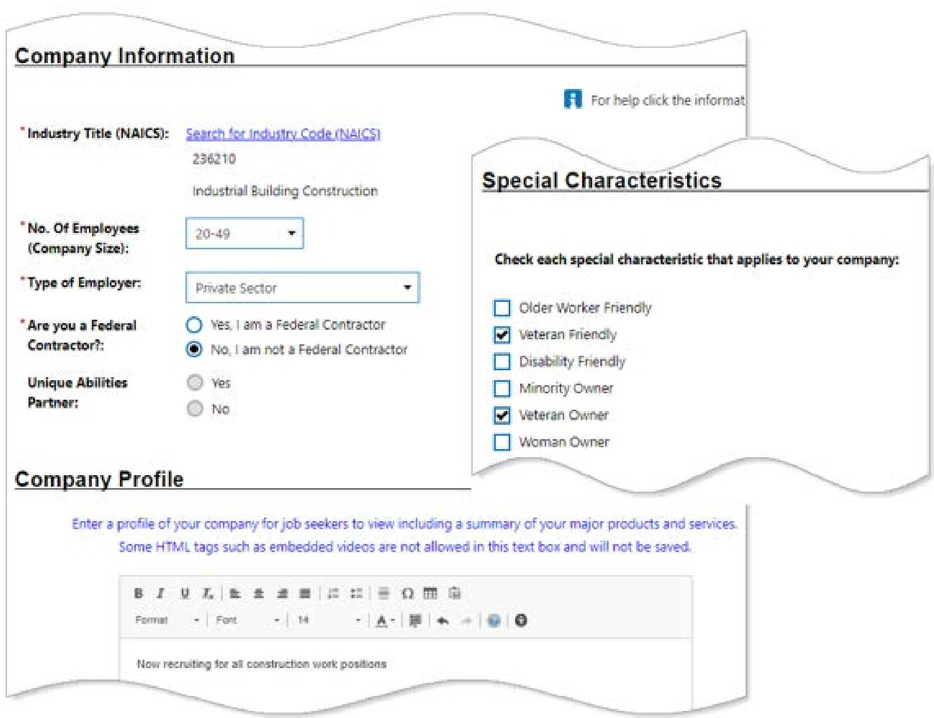
  a. Click the Search for Industry Code (NAICS) link and, in the window that opens, type a keyword that describes your industry (e.g., Restaurant, Dentistry, Housing).

  b. Select your industry from the drop-down list, and then click **Search**.

  c. Select an Industry link that matches your business. The NAICS code will automatically populate the registration field.

  For more information on industry selection methods, see the topic "Select an Industry" in Appendix A – Common System Tools.

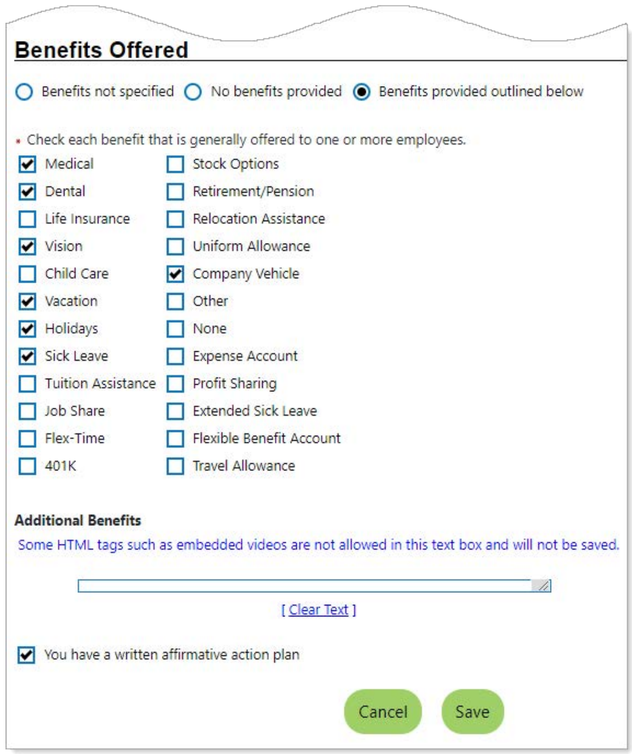
17 Select the **No. of Employees** and **Type of Employer**, and specify if you are **Federal Contractor** (see figure below).



Employer Registration – Company Information, Company Profile, and Special Characteristics Sections

18 In the Company Profile section, enter any text in the box that you'd like job seekers to see when they view your company profile or job listings (see figure above).

19 In the Special Characteristics section, check as many boxes as are applicable to define your company (see figure above). These designations will be available as search criteria for job seekers looking for jobs.



Employer Registration – Benefits Offered Section

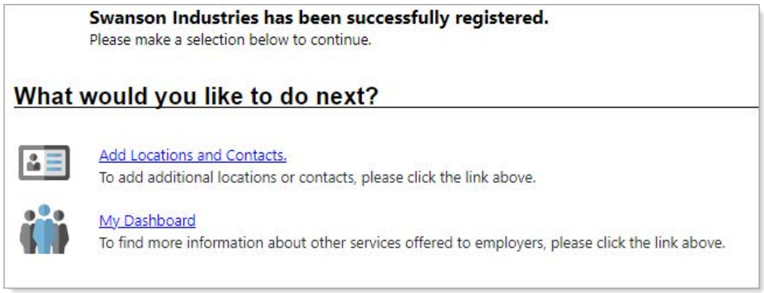
20 In the Benefits Offered section, specify if you offer benefits or not, and if offered, check all applicable boxes (see figure above).

21 Click the **Save** button. The system performs a final validation of all information entered, and displays likely next steps for you in using the system. See the topic "Next Steps After Registration" for details.

Note: *For most sites, new employer registrations will be placed on hold for 2-3 business days for authentication of the account and associated job orders. Employers requiring immediate assistance should contact their local one-stop career center for expedited services. Please click Contact Us in the page footer to locate the nearest career center office.*

Next Steps After Registration

Your registration is now complete. A What would you like to do next? page is your confirmation of the completed registration (see figure below).



What Would You Like to Do Next? Page

As a newly registered employer, you can:

- **Manage worksite locations and contacts** – Click the Add Locations and Contacts link to. The location and contact person entered during registration become the Primary Location and Primary Contact but you may modify this designation. See the topics "Locations Tab" or "Contacts/Users Tab" in Chapter 3 - Manage Your Account.
- **Access your My Employer Dashboard** – Click the My Dashboard link. See the topic "My Employer Dashboard" in Chapter 2 – My Employer Workspace for details.
- **Create a Job Order** – Click the Post a Job link to learn about job orders and the different ways you can enter them (this link may not be available in all sites).

  The system may place any new job orders in a *Hold* status until staff verify the company registration information. Please allow 2-3 business days for the initial verification, if applicable. See the topic "Create a Job Order" in Chapter 5 - Manage Job Orders for details.

TPA Registration for Recruitment

For sites that have Third Party Agent (TPA) options, companies that represent one or more registered employers can register to perform recruitment activities on their behalf. To do so, the TPA for recruitment must register and follow the process below to establish the agent-employer relationship:

1. **Agents Complete a Registration as a TPA** – The registration is similar to the registration for an employer, but the agent must select **Third Party Agents (TPA)** as they begin registration.
2. **Staff Adds Company Info** – Staff must add NAICS code type, number of employees, etc. before the agent is fully registered; then the agent can access the full menu and profiles upon sign in.
3. **Agents Request to Represent an Employer** – For each employer the agent selects, the system sends a request notification.
4. **Employers Activate Agents** – Employers review the agents, activate the relationship, and define the agent's access privileges.
5. **Agents Assist Employers** – Based on the privileges defined by the employer, agents perform recruiting tasks on behalf of the employer.
6. **Employers or Agents End the Relationship** – At any time, either party can choose to inactivate the relationship.

Agents Complete a Registration as TPA

For a more in-depth procedure, see the topic “Completing an Employer Registration”.

To complete a TPA employer registration:

1. On the site home page, click the **Sign In** button to start your registration, usually in the upper right corner of the page. The Sign in/Registration Option page displays.
2. Scroll down to the Option 3 – Create a User Account section and click the **Employers and Agents** link. If a Terms and Conditions page displays, read the information, and then click **I Agree** to continue.
3. On the Representative Type page, click **Third Party Agents**, and click **Next**.

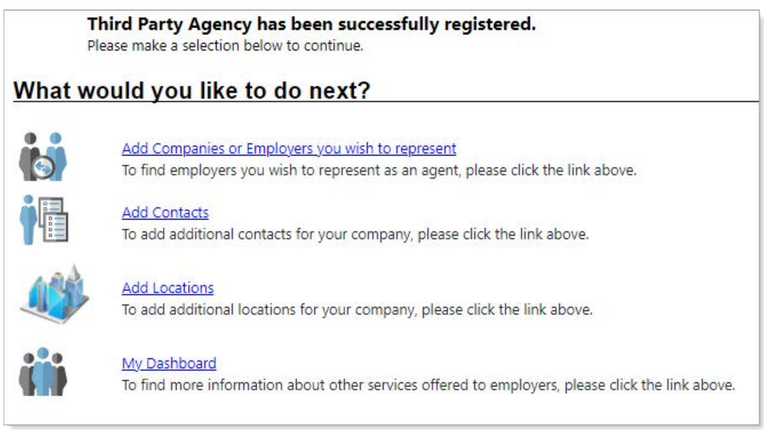
   Note: *If your site includes the GUS UI system, a PEO option may also display. When you select Third Party Agents, a second display will ask you whether the functionality you wish to access is for Recruiting Services and/or Unemployment Services.*

   For more on Agents for UI, and on PEOs in a system with GUS, see the topic “How Employers and Agents Work Together” in Chapter 2 - UI Employer Registration of the GUS Employer Services User Guide.

4. On the Agent Identification page, specify if you will be using a *Federal Employer Identification Number* or *Social Security Number*, and then enter and confirm the number.
5. Click **Continue** to proceed with the registration.
6. Complete each section.

   Note: *The primary location and contact information pertain to the agent, not the employer that the agent is representing.*

7. Click **Save** to proceed with the last step of TPA registration: requesting an employer to represent.



What Would You Like to Do Next Page for Agents

8. Click the Add Companies or Employers you wish to represent link (see figure above). The Representing Employers tab of your Agent’s Corporate Profile displays. See the topic “Agents Request to Represent an Employer” for details.

Staff Adds Company Information

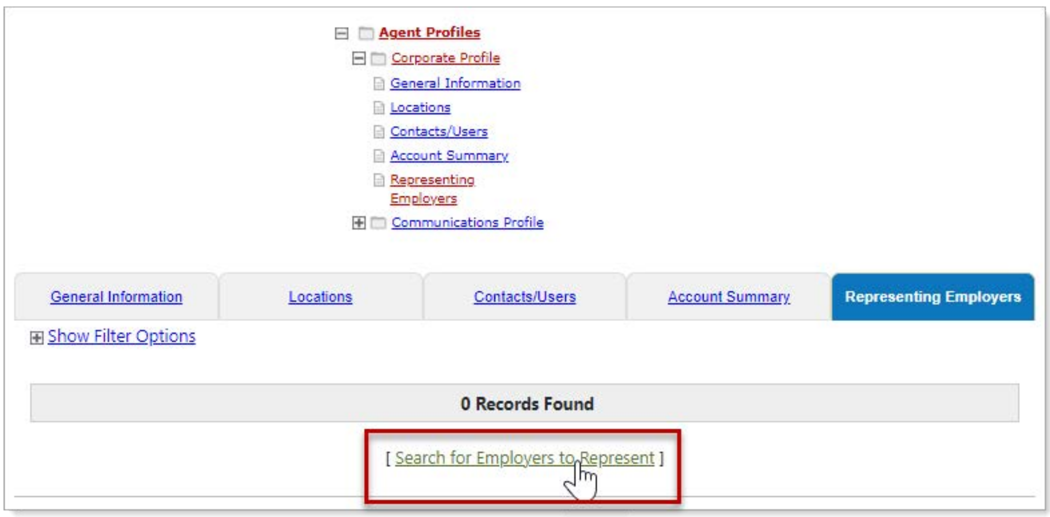
A staff member who assists the agent will receive notification to fill out the agent's General Information tab of their Corporate Profile, adding Company Information, such as NAICS code type, number of employees, public or private employer, etc. When staff save this data, the agent is fully registered.

The agent can now access the full options for a TPA employer. When they first sign in after this change, they will see the prompt to indicate they are fully registered.

Agents Request to Represent an Employer

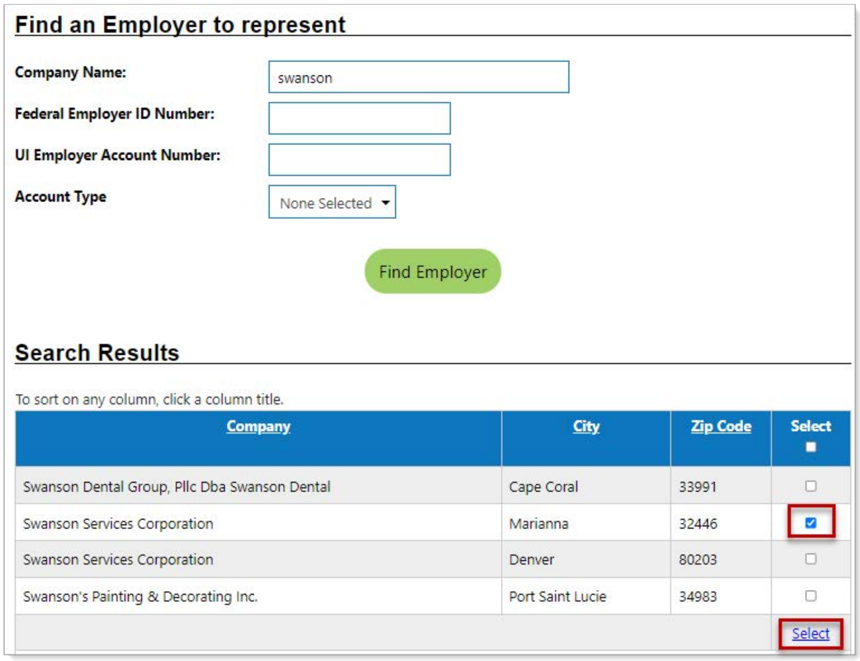
▶ **To send a request to an employer the TPA wishes to represent:**

1. From the left navigation menu, click **Agent Portfolio ▸ Corporate Profile**. The General Information tab displays.
2. Click the **Representing Employers** tab (see figure below).



Representing Employers Tab of Agent's Corporate Profile

3. Click the Search for Employers to Represent link to find at least one employer you wish to represent (see figure above).
4. Enter search criteria, for example, Company Name or FEIN, and then click the **Find Employer** button. A list of matching employers displays (see figure below).



Finding and Selecting Employers to Represent

5 Click the box in the Select column for any employers you want to select, and then click the Select link below the results (see figure above).

6 If you would like to upload your Power of Attorney at this time, click **OK**, and you will be directed to the Document Upload page.

7 If you click **Cancel** and wish to upload it at a later time, the Representing Employers tab redisplays with the added employer in *Pending* status (see figure below). For each employer the agent selects, the system sends a request notification to that employer.

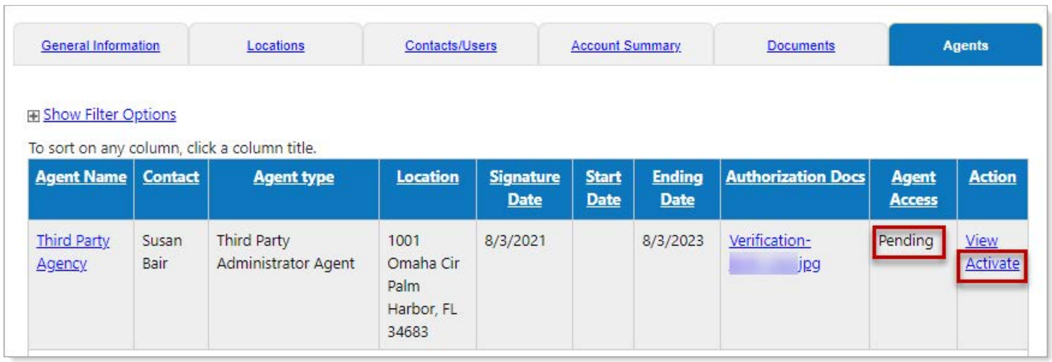
Representing Employers Tab with Employer Request in Pending Status

Employers Activate Agents

Each employer that the TPA selected will receive a request notification and they can activate the relationship and grant privileges to the agent.

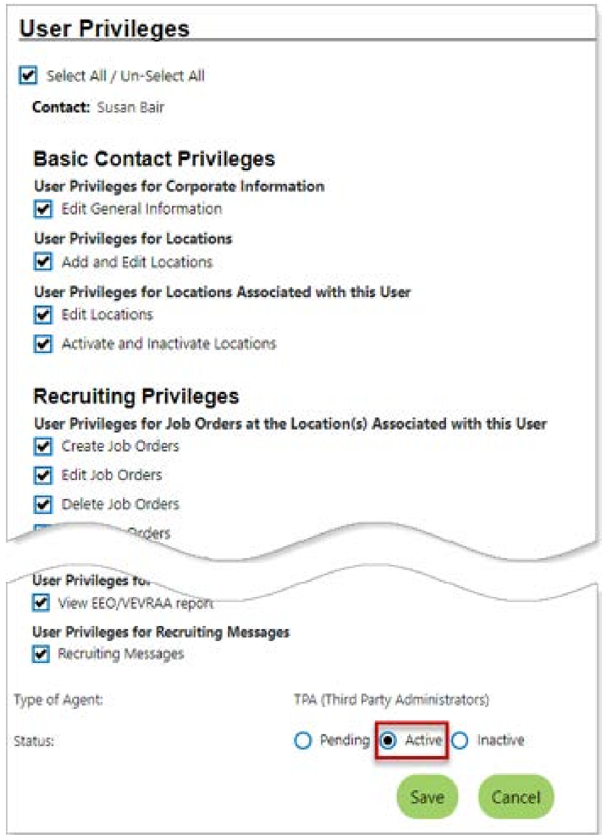
▶ **To activate an agent-employer relationship and grant privileges:**

1. From the left navigation menu, click **Employer Portfolio ▸ Corporate Profile**. The General Information tab displays.
2. Click the **Agents** tab. Any pending agent requests will be displayed (see figure below).



Pending Agent Request on the Employer's Agents Tab

3. Review the agent information or authorization document (POA) by clicking the associated links.
4. Click the Activate link in the Action column to activate the relationship. The User Privileges page displays (see figure below).



Selecting User Privileges and Activating the Relationship

5 Check all boxes for the access privileges you wish to grant the agent.

6 At the bottom of the page, click the **Active** radio button, and then click **Save** to activate this relationship (see figure above).

7 To inactivate the relationship, click the Inactivate link in the Action column of the Agents tab. The User Privileges page displays.

a. Scroll to the bottom, click the **Inactive** radio button, and then click **Save**.

Agents Assist Employers

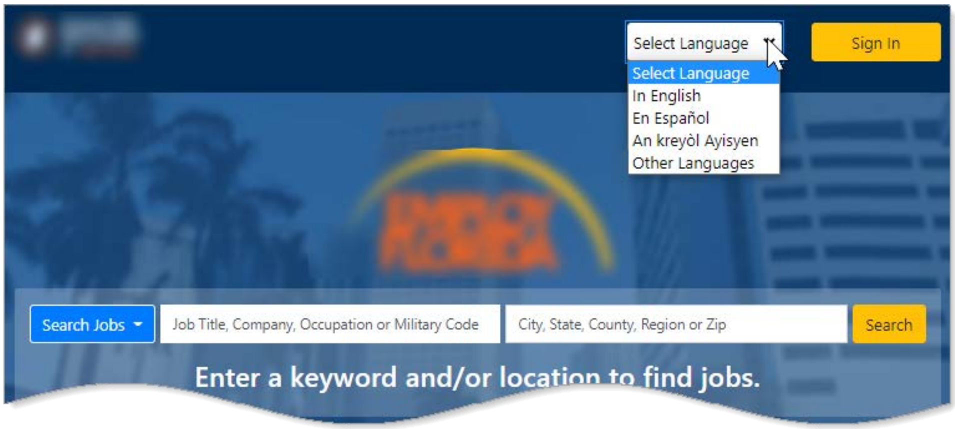
Based on the privileges defined by the employer, agents will be able to perform recruiting tasks on behalf of the employer. For example, they can manage their job orders, add new ones, or search for candidates for those jobs.

Home Page Tour

Each state or region brands their system with their own unique name, logo, and colors, as well as with customized content areas they want displayed. Certain areas of the home page (or “splash” page) that are common to most sites are described in this section; however, on your site, they may be located in a different spot or labeled differently.

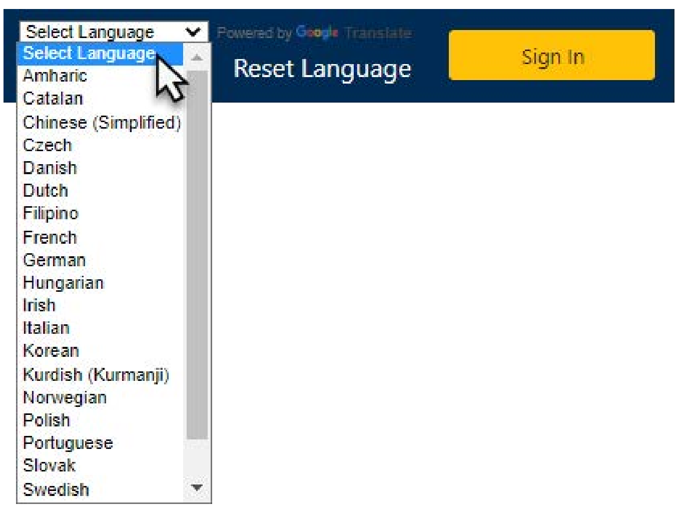
Language Selection

- To change the language on the system pages, menus, buttons, etc., you can choose from the **Select Language** drop-down list in the upper right corner of the home page (see sample home page in figure below) and the page will instantly refresh in your chosen language.



Select Language Drop-down List on Sample Home Page

- If you select *Other Languages*, a Google Translate plugin displays, with a larger **Select Language** drop-down list and a **Reset Language** link (see figure below).
    - Choose from the **Select Language** drop-down list and the page will instantly refresh in your chosen language.



Google Translate Plugin for Other Languages

Quick Search Bar on the Home Page

All site visitors can search for candidates, jobs, employers, educational institutions, or Labor Market Information (LMI) data without being registered or signed in by using the Quick Search bar on the home page (see figure below). However, to proceed further with the information—for example, to view a candidate's résumé—guests will need to have registered accounts and be signed in.

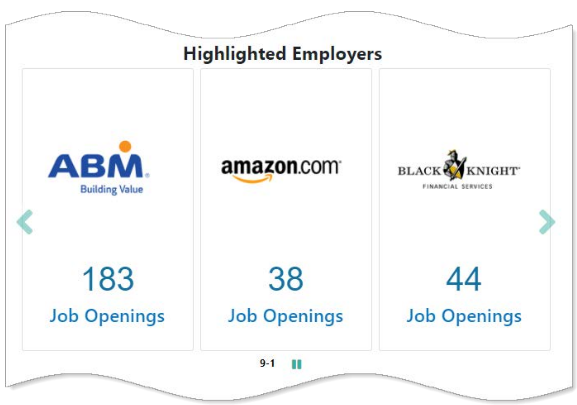
Quick Search Bar on Home Page

- To search for a category, select what you wish to search for from the **Search** drop-down list, enter a keyword and/or location, and then click the **Search** button.

Intelligence logic is applied to Job and Area keywords and locations. For example, if a job keyword is associated with more than one occupational group, for example, "server," a pop-up prompt displays, asking you to select which one you are looking for.

Highlighted Employers Carousel

If set up for your site, a full-width revolving carousel may display on the home page to show logos for highlighted, or featured, employers who have job openings posted in the system (see figure below). Clicking on a featured employer will open job search results showing each of the employer's job openings.



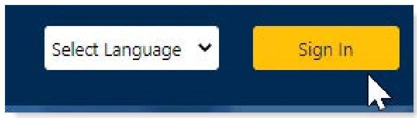
Highlighted Employers Carousel

Signing in to the System

Once you have an account in the system, you should always sign in to have full access to all the features and information related to your account, such as your job orders and company information.

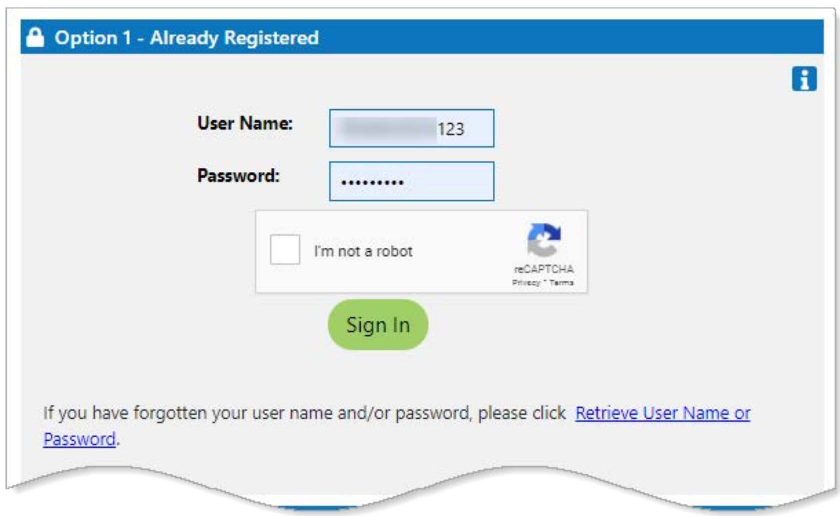
To sign in to the system:

1. Access the site's web address using any standard browser. The home page displays.
2. Click the **Sign In** button (usually in the upper right corner of the page, see figure below).



Sign In Button Home Page

The Sign In page displays (see figure below).



Sign In Page

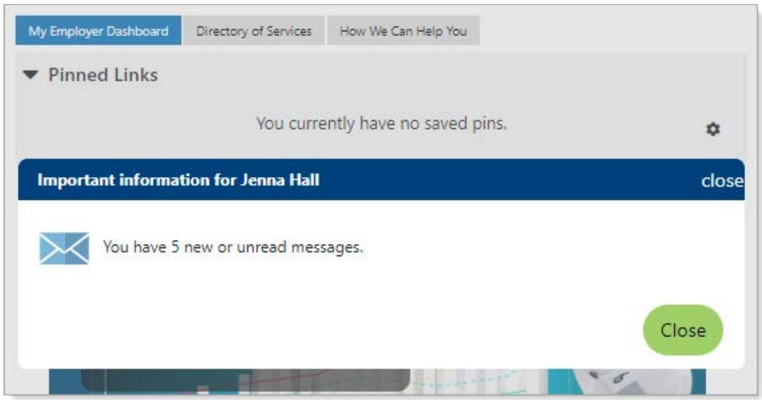
3. In the Option 1 – Already Registered section, enter your **User Name** and **Password** and, if present, respond to the reCAPTCHA prompt.
4. Click the **Sign In** button.

   Note: *If you've forgotten your user name and/or password, click the* *<u>Retrieve User Name or Password</u>* *link below the* ***Sign In*** *button. See the topic "Forgotten Password and/or User Name" for details.*

5. If a pop-up alert displays for new or unread messages (see figure below), you can:

   a. Click the envelope icon or message number to review your messages.
   OR…

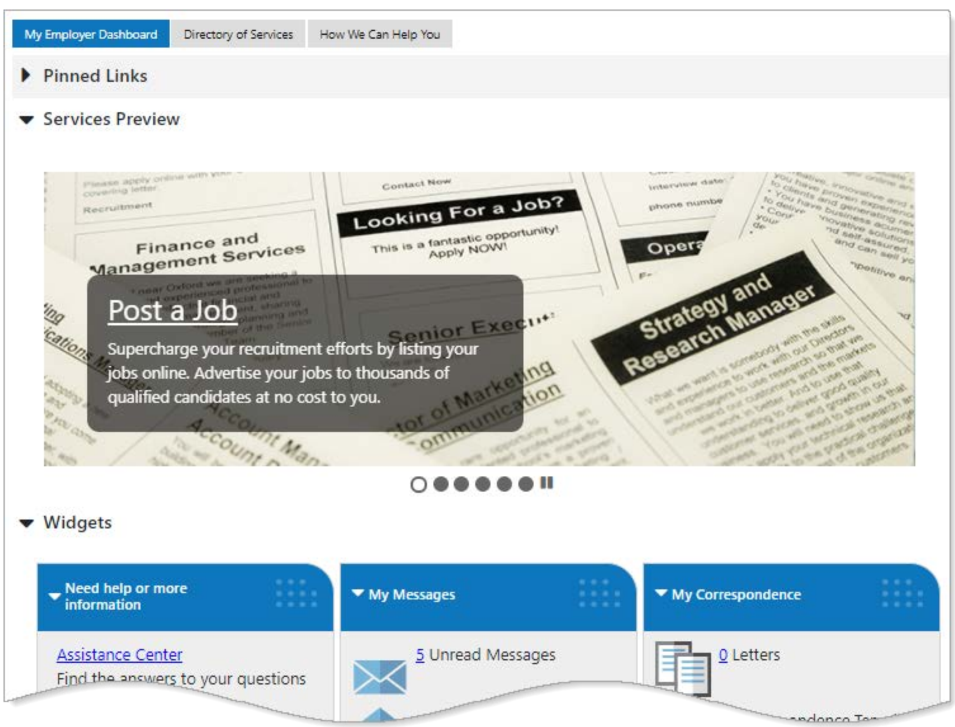
   b. Click **Close** to close the pop-up window and continue. You can read your new messages later. For complete information, see the topic "Message Center" in Chapter 8 - Manage Communications.



New or Unread Message Alert Pop-up

Your Dashboard displays (see figure below). Some sites may display the Directory of Services page, or have some version of a Terms of Use page that must be acknowledged first.

- To learn more about navigating the system, including the left menu, top menu bar, and footer bar, see the related topics that are part of the topic "Navigating the System" later in this chapter.
- To learn more about your dashboard and widgets and the other My Employer Workspace tabs (see figure below), see the topics "My Employer Dashboard," "Directory of Services," "How We Can help You," and "Employer Resources" in Chapter 2 – My Employer Workspace.



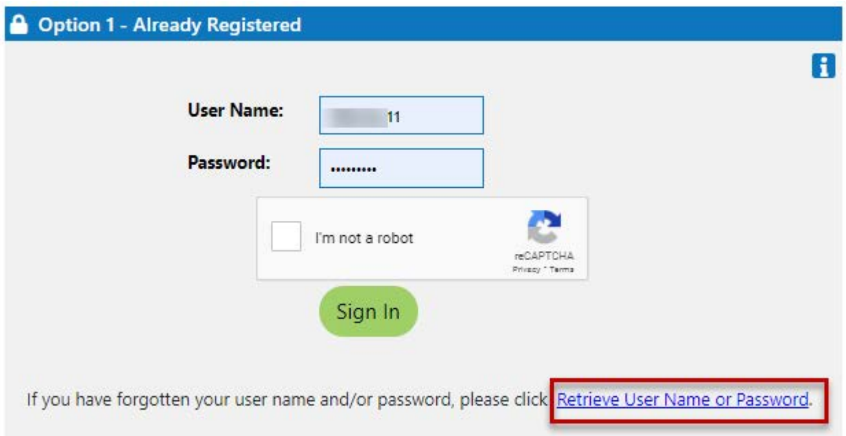
My Employer Dashboard and My Employer Workspace Tabs

Forgotten Password and/or User Name

If you forget your password or user name, you can reset the password or retrieve your user name after providing the correct answer to the security question saved in your account, or by providing personal verification information.

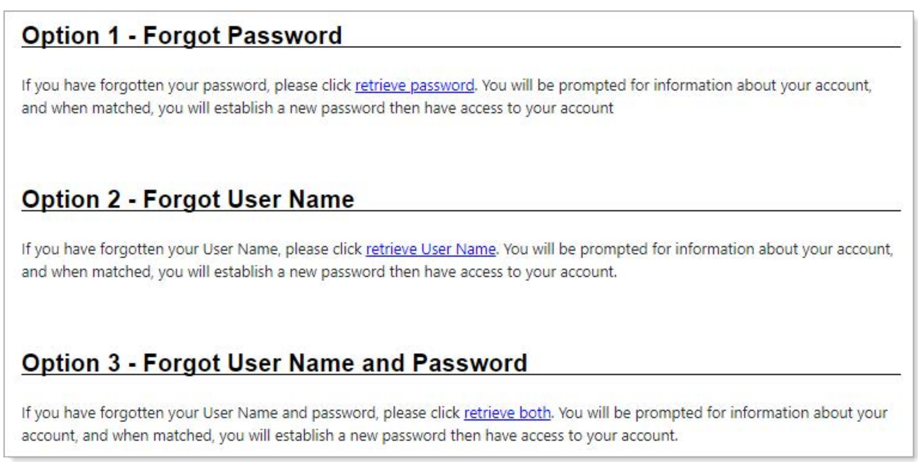
▶ **To retrieve a forgotten user name or to reset a password:**

1. On the site home page, click the **Sign In** button (usually located in the upper right corner). The Sign In page displays (see figure below).



Retrieve User Name or Password Link on Sign In Page

2. In the Option 1 – Already Registered section, click the Retrieve User Name or Password link (see figure above). The Retrieve User Name and/or Password page displays (see figure below).



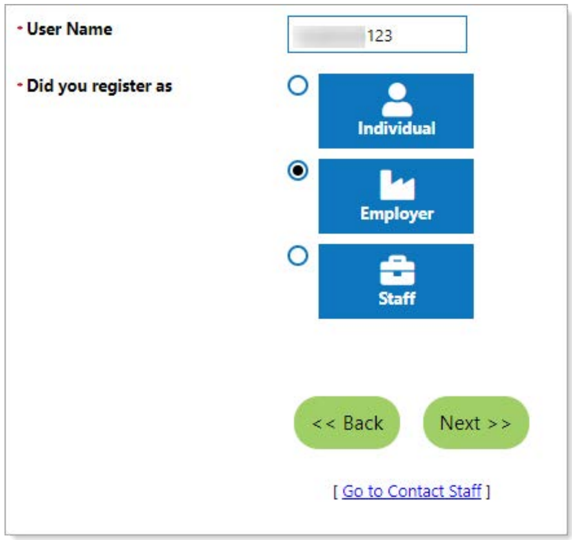
Retrieve User Name and/or Password Options

3. From the displayed options, click the retrieve link that applies to your situation – (Option 1) retrieve password, (Option 2) retrieve User Name, or (Option 3) retrieve both.
4. Continue with the steps below for your chosen option.

Note: *If at any point in this retrieval, you enter incorrect account information, the system displays the Contact Staff page allowing you to send an email message to staff. You may also use the Go to Contact Staff link to go directly to this option.*

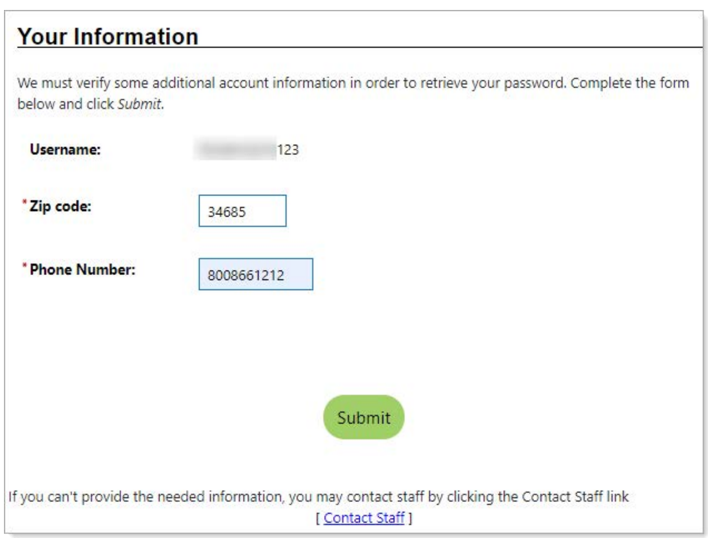
Option 1 – Forgot Password

▶ **If you selected Option 1 - Forgot Password:**



Option 1 – Forgot Password

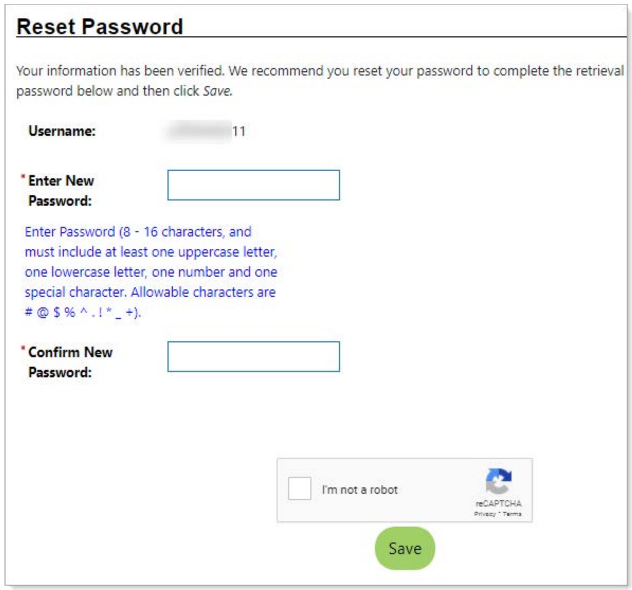
1. Enter your **User Name** and click the **Employer** radio button.
2. Click **Next**. On the page that displays, enter the **Zip Code** and **Phone Number** associated with your employer account, and click **Submit** (see figure below).



Option 1 – Your Information Page

Note: *If you can't provide the requested information, or if an entry is incorrect, you are taken to a page to contact staff via email.*

The Reset Password page displays (see figure below).



Reset Password Page

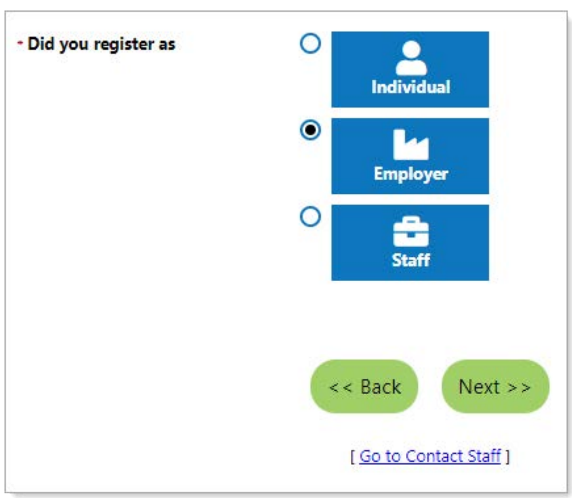
3 Enter a new password, and then re-enter it to confirm the new password.

Note: *Depending on your site setup, if you have a saved security question, you may be asked to answer it before completing a password reset and/or you may be required to enter your social security number.*

4 Click **Save**. The system will sign you in and display your My Employer Dashboard page.

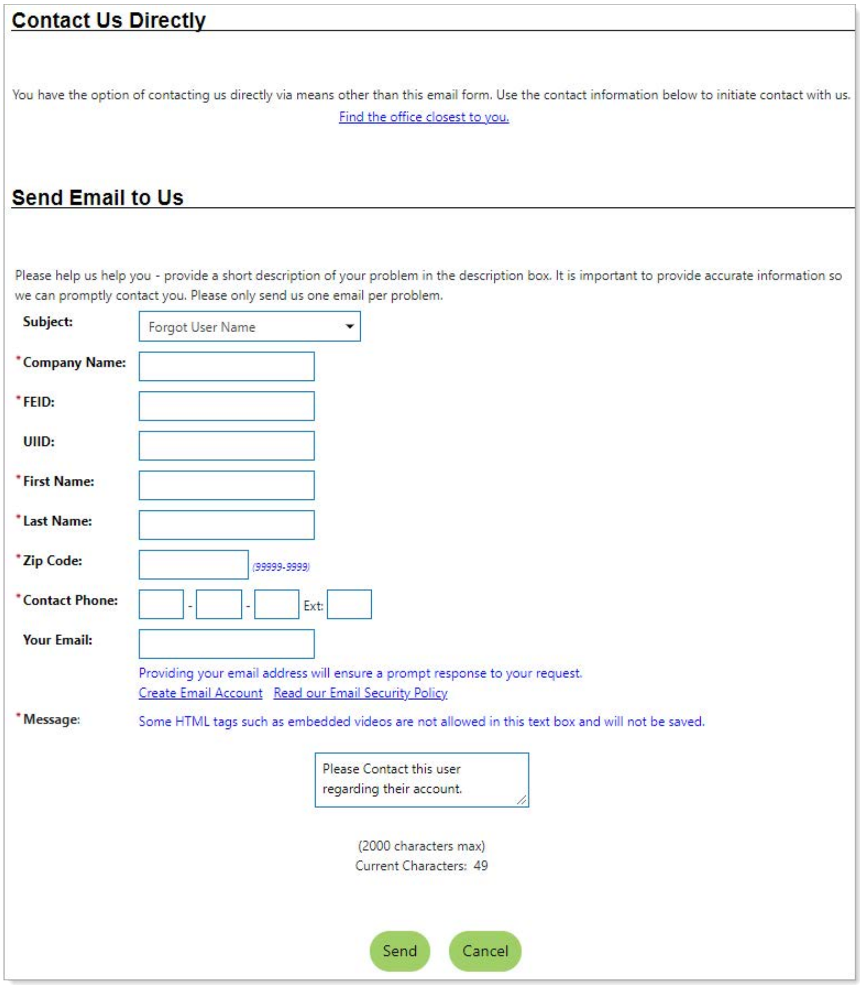
Option 2 – Forgot User Name

▶ **If you selected Option 2 - Forgot User Name:**



Option 2 – Forgot User Name

1 Click the **Employer** radio button, and click **Next**. The Contact Staff page displays, where you can submit an email asking for assistance (see figure below).



Contact Us Directly

You have the option of contacting us directly via means other than this email form. Use the contact information below to initiate contact with us.
Find the office closest to you.

Send Email to Us

Please help us help you - provide a short description of your problem in the description box. It is important to provide accurate information so we can promptly contact you. Please only send us one email per problem.

Subject: Forgot User Name
*Company Name:
*FEID:
UIID:
*First Name:
*Last Name:
*Zip Code: (99999-9999)
*Contact Phone: - - Ext:
Your Email:
Providing your email address will ensure a prompt response to your request.
Create Email Account Read our Email Security Policy
*Message: Some HTML tags such as embedded videos are not allowed in this text box and will not be saved.
Please Contact this user regarding their account.
(2000 characters max)
Current Characters: 49
Send Cancel

Option 2 – Contact Staff Page

2 The **Subject** defaults to *Forgot User Name*. Complete the required fields and click **Send**. When career center staff receive the email, they will contact you to reset your account.

Note: *If you require immediate assistance, click on the Contact Us link in the footer bar to find the telephone number of your local one-stop office.*

Option 3 – Forgot User Name and Password

▶ **If you selected Option 3 - Forgot User Name and Password:**

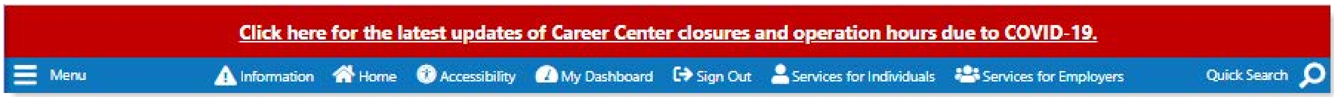
- The same page displays as in Option 2 - Forgot User Name. Follow the same steps above for Option 2, except the **Subject** defaults to *Forgot User Name and Password*.

Navigating the System

This section covers the elements that appear at the top and bottom of all pages and the left navigation menu.

Top Menu Bar Options

The top menu bar appears at the top of every page in the system. From left to right, the options on the menu bar are described below.



Top Menu Bar and Red Alert Message Banner

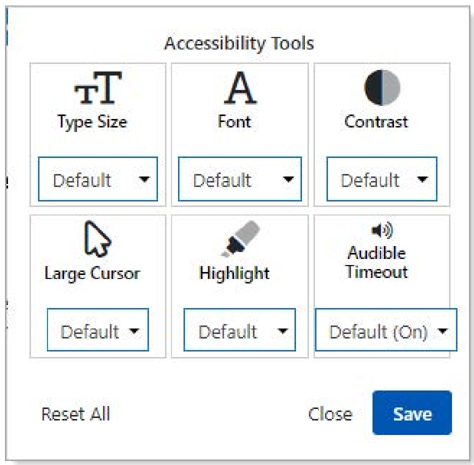
- **Menu** – (sometimes called a "hamburger menu") Displays the left navigation menu. See the topic "Left Navigation Menu" for details.
- **Information** – A toggle that displays/hides the red alert message banner above the menu bar (see figure above). This banner displays important information about the system status.
- **Home** – Shortcut to the site home (splash) page; selecting this will sign you out of your account after confirmation.
- **Accessibility** – Displays the Accessibility Tools pop-up panel. See the topic "Accessibility Tools Panel" for details.
- **My Dashboard** – Shortcut to your My Employer Dashboard from anywhere in the system. See Chapter 2 – My Employer Workspace for details.
- **Sign Out** – Signs you out of your account after confirmation.
- **Services for Individuals** – Signs you out of your account after confirmation, and takes you to Guest Services for Individuals.
- **Services for Employers** – Displays a menu page of Services for Employers. These same options are in the Services for Employers group in the left menu.
- **Labor Market Analysis** – (optional; only for sites with *the Labor Market Analysis* module) Shortcut to the Labor Market Information (LMI) Dashboard.
- **Quick Search** – Displays the Quick Search fields, which operate the same as on the site home page. See the topic "Quick Search from the Top Menu Bar" for more information.

Accessibility Tools Panel

The Accessibility Tools panel lets you set your display preferences and save them for easier viewing of text and controls in the system.

▶ **To access the Accessibility Tools panel:**

1 Click the **Accessibility** link on the top menu bar of any page. The Accessibility Tools panel drops down (see figure below).



Accessibility Tools Panel

The settings you can change are, from left to right, top to bottom:

- **Type Size** – Select from five increasingly larger point sizes: *Default*, *Medium*, *Large*, *X-Large*, or *XX-Large*.
- **Font** – Select from *Default* or *Improved*, which increases the character spacing (space in between letters of words).
- **Contrast** – Changes screen display colors; select from *Default* (gray text on white background), *Dark* (white text on black background), *Light* (gray text on white background and removes colored banners and borders), *Yellow* (yellow text on black background), or *Inverted* (changes all colors to their complementary opposite on the color wheel: white > black, black/gray > white, and for example, blue > orange or green > red).
- **Large Cursor** - Select from *Default* (small white arrow with black outline), *Dark* (large black arrow), or *Light* (large white arrow with black outline).
- **Highlight** – Highlights elements of the screen display; select from *Default* (no highlighting), *Links* (highlights all links in a complementary color to border and banner colors), *Headers* (highlights headings in a complementary color to border and banner colors), or *Both* (highlights links and headers in a complementary color to border and banner colors).
- **Audible Timeout** – Turn on or off an audible chime that alerts you when your session in the system is about to expire.

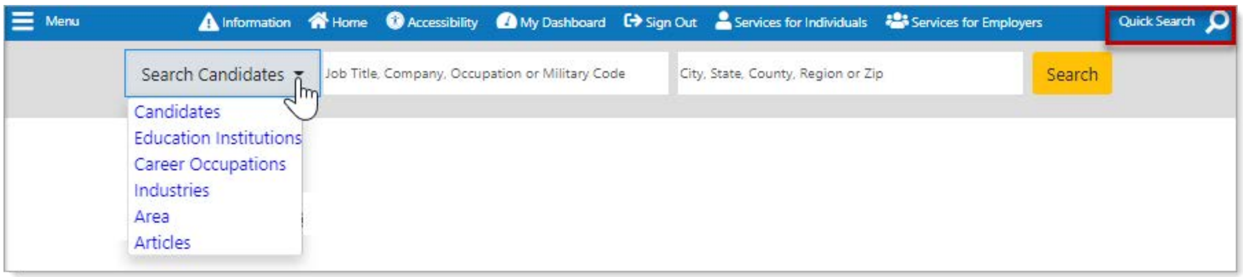
2 Click on a drop-down list to see the options. When you click an option, the screen display changes.

- To change back to the default setting from your current selection, select *Default* from the desired drop-down list.
- To change back to all default settings, click **Reset All**.

- To close the panel without saving your settings, click **Close**.
- To save your settings and close the panel, click **Save**.

Quick Search from the Top Menu Bar

A Quick Search feature is available in the upper right corner of the top menu bar from any page in the system. Quick Search lets you search for multiple item categories, including Candidates, Education Institutions, and Articles, as well as searching standard Labor Market Information (LMI), such as profiles for Area, Industries, and Career Occupations, as shown in the figure below.



Quick Search Fields and Drop-Down List

▶ To search for items in the system:

1. Click the **Quick Search** link or magnifying glass icon in the upper right corner of the menu bar to display the search fields. By default, *Candidates* is the selected category (see figure above).

   a. To retract the search fields, click the link or magnifying glass icon again.

2. To search for other item categories, click the **Search** drop-down list and click on a selection. Selecting *Area* will display only the Location field; selecting *Articles* will display only the Keyword field.

3. Enter a Keyword and/or Location and click the **Search** button to the right of the Location field to begin the search.

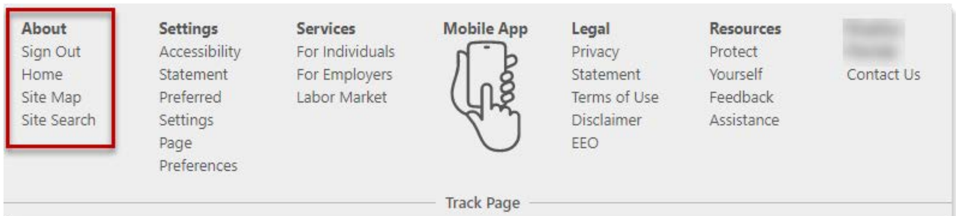
   For searches that take a few seconds, for example, candidate résumé searches, a "loading spinner" of the site's logo may display, which lets you know the system is processing your request and loading the page. You can pause the animation by clicking the pause button (see figure below).

Loading Spinner Site Logo Shows Processing Status

Footer Bar Options

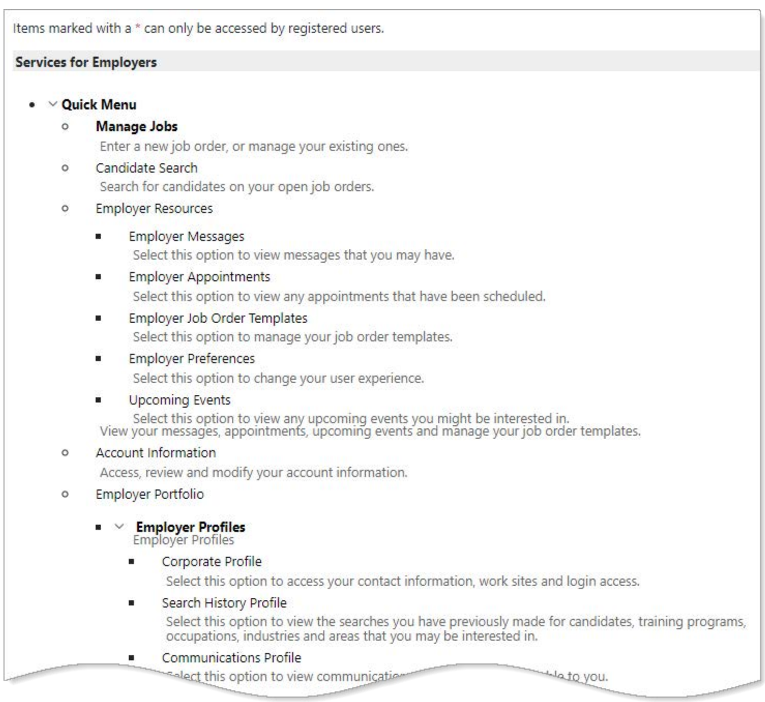
A footer bar is located at the bottom of every page in the system, containing a variety of helpful links (see figure below). The footer bar options are described in the sections below.

About



Footer Bar – About Options

- The **Sign Out** and **Home** options prompt you for confirmation before signing you out of the system and displaying the site home page, respectively.
- **Site Map** – Displays a complete list of all left navigation menu and sub-menu links, with brief descriptions of each (see figure below).

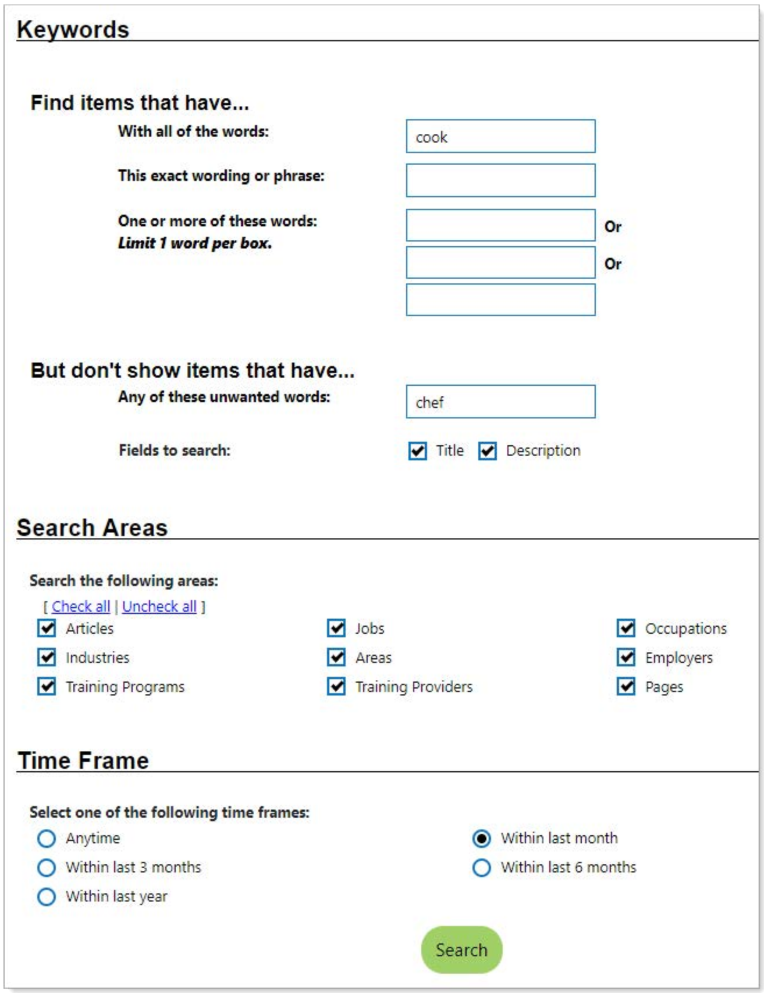


Site Map Page

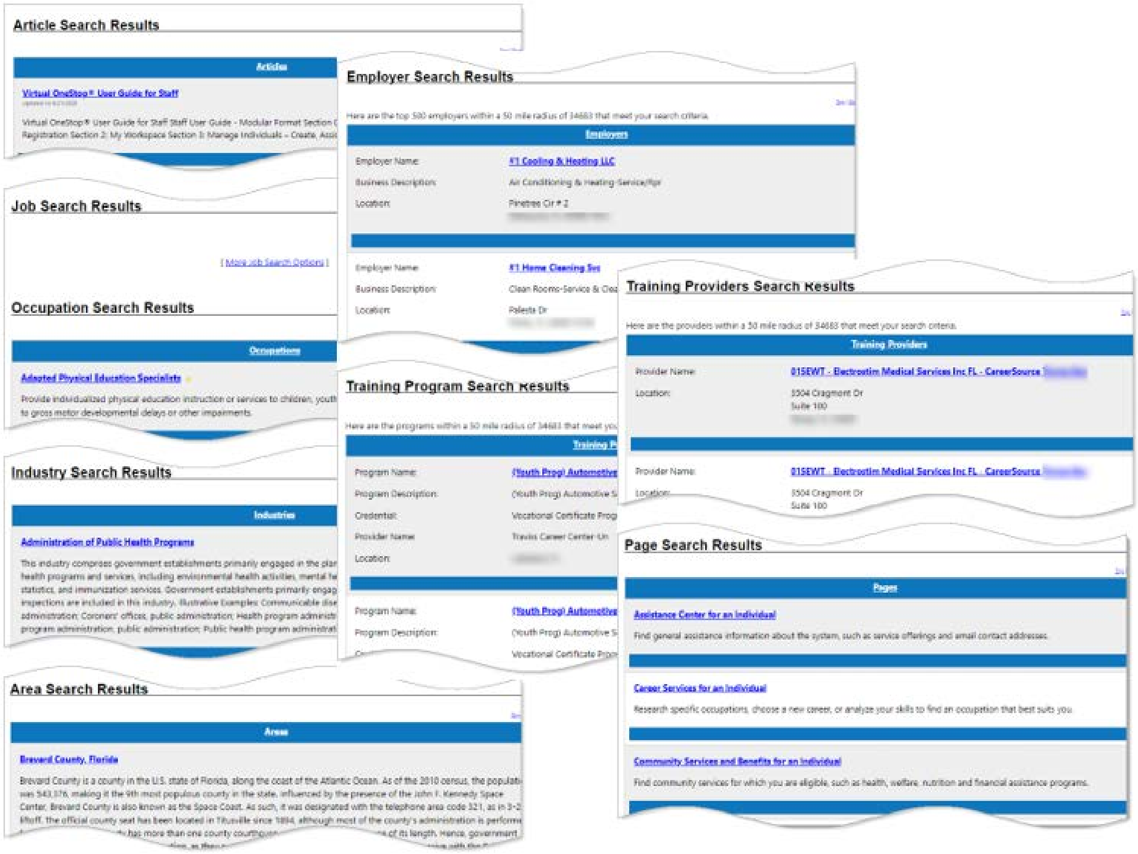
- **Site Search** – Opens an “all-in-one” search page that lets you search in a different manner from other search pages in the system, and for an expanded selection of items. See the topic “Using the Site Search Feature” below for details.

Using the Site Search Feature

Using Site Search, you can include "and/or" logic and words to exclude, and then search for articles and pages, jobs, employers, training programs and providers, and occupations and other Labor Market Information (LMI). See the figure below for an example of all items that contain the word "cook" but not "chef" within the last month.

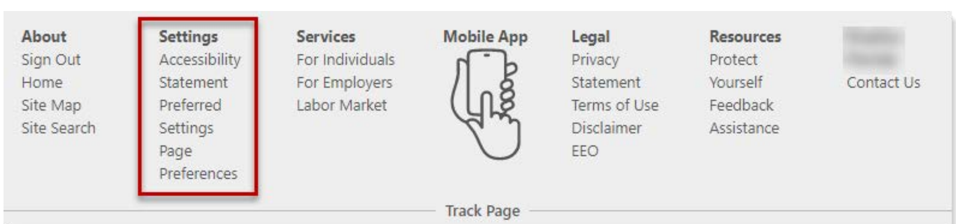


Site Search Criteria Page



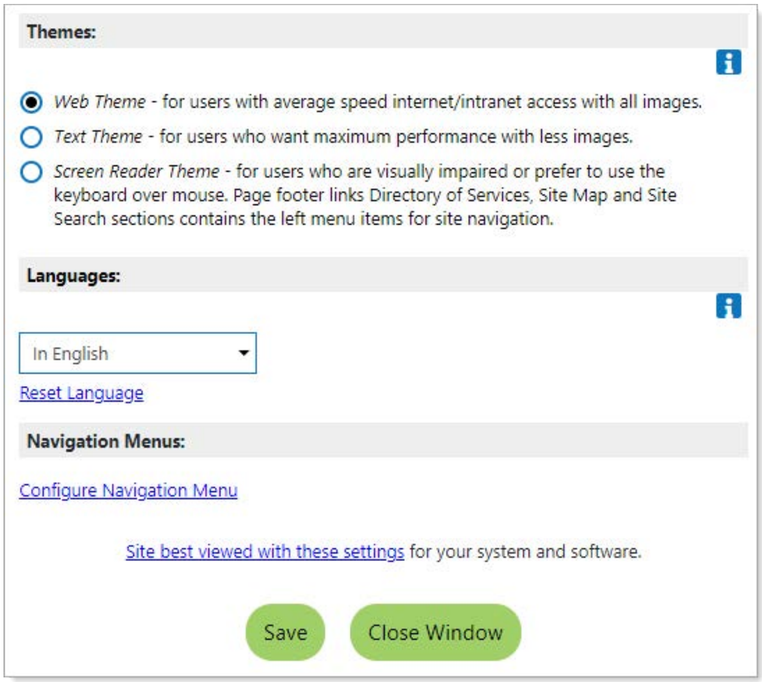
Site Search Results Page with All Results Categories

Settings



Footer Bar – Settings Options

- **Accessibility Statement** – Read the site's accessibility statement, standards compliance, and accessibility features. See the topic "Accessibility Tools Panel" for more information on making the site more accessible for your use.
- **Preferred Settings** – View a list of recommended desktop and mobile browsers and internet settings to get the best performance out of the site.
- **Page Preferences –** Opens a separate pop-up window, from which you can change certain display settings in the system (see figure below). These are your personal, customized settings and do not affect any other users.



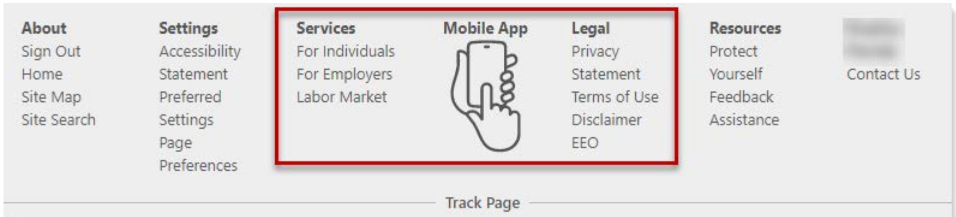
Page Preferences Pop-up Window

- **Themes** – Choose from three theme options (*Web* (default), *Text*, *Screen Reader*) to determine the look and feel of the system based on your internet speed or accessibility preferences. Click **Save** to save any changes.
- **Languages** – Choose a language other than English for all screen text and messages. Choice of languages varies by state. Click **Save** to save any changes.

  You can also change the language before sign-in, from a drop-down box or an En Español link near the **Sign In** button on the home page.

  Note: *If you see "Other Language" on the drop-down list, it activates a Google Translate selection. These translations are not officially controlled through this system.*
- **Navigation Menus** – Specify whether the left navigation menu groups are *Expanded* (default) or *Collapsed*, or *Not Displayed* at all; also define in what order the groups are displayed. See the topic "Setting up Your Left Navigation Menus" for details.

Services



Footer Bar – Services, Mobile App, and Legal Options

- **For Individuals** – Prompts you for confirmation before signing you out and taking you to Services for Individuals as a Guest.
- **For Employers** – Displays a menu page of Services for Employers. These same options are in the Services for Employers group in the left menu.
- **Labor Market** – Prompts you for confirmation before signing you out and taking you to Labor Market Services (functions the same as the Labor Market Services widget on your dashboard).

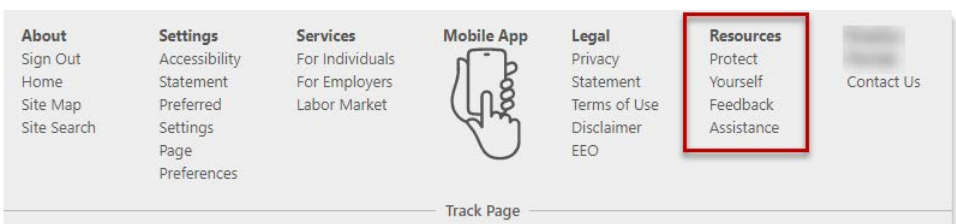
Mobile App

Directs mobile phone users to where they can download the mobile app version of the system, for Apple and Android phones.

Legal

The pages listed here—*Privacy Statement*, *Terms of Use*, *Disclaimer*, and *EEO*—display legally required information of interest to users of the system and the data therein.

Resources



Footer Bar – Resources Options

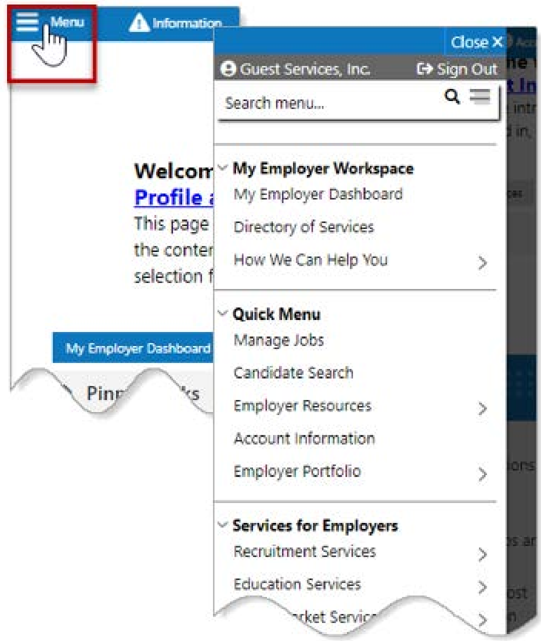
- **Protect Yourself** – Displays a page of tips for protecting your privacy and avoiding scams and fraudulent activities.
- **Feedback** – Allows you to submit feedback about your experience using the system.
- **Assistance** – Displays the Online Assistance Center page of links, which includes many of the options previously described in the footer bar, as well as access to Quick Reference cards and the Learning Center page. See Chapter 13 – Additional Resources for details.

Contact Us

Displays a page of contact information (phone, email, office locations) for users of the site.

Left Navigation Menu

The system includes a left navigation menu that lets you quickly and easily display pages. By default, when not in use, the left menu is hidden to maximize screen real estate (see figure below). You can reveal the menu while on any page in the system. You can also specify which menu groups will display and where they will be located on the left menu. See the topic "Setting up Your Left Navigation Menus" for details.

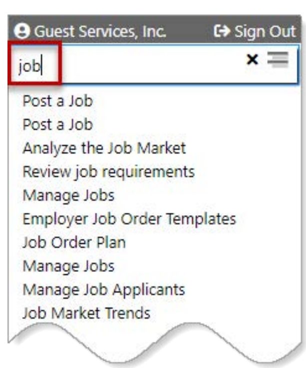


Left Navigation Menu Display Controls and Left Navigation Menu

- To display the left menu, click the **Menu** link or the "hamburger" icon in the upper left corner of the top menu bar (see figure above left). The menu "flies out" from the left and the current page is grayed out until you make a selection or the menu is retracted (see figure above right).

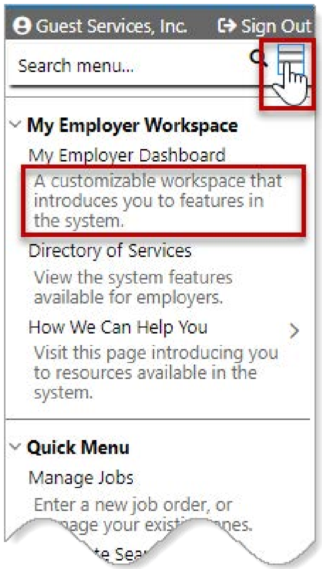
Items to note in the left navigation menu are described below:

- **Close X –** Click to retract the menu, or click off the menu anywhere on the grayed-out page.
- **Search menu... –** Enter text to limit the display of menu options to only matches (see figure below). Click the **X** to clear the field and redisplay all options.



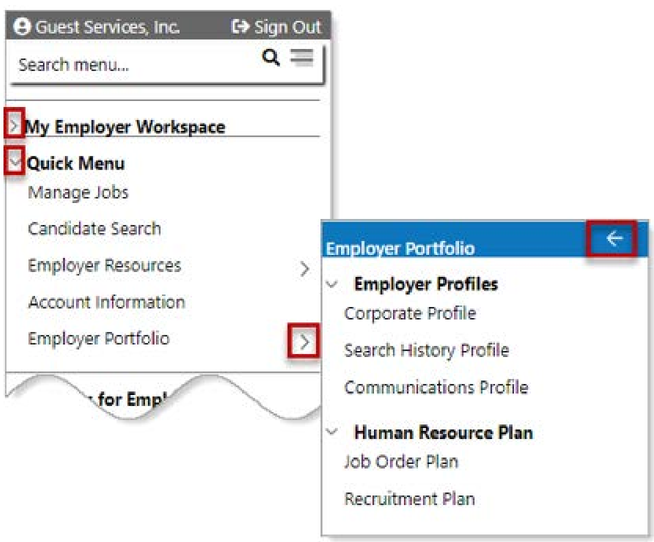
Search Menu Results

- **Descriptor Text Toggle –** Click the horizontal lines in the upper right corner of the menu to turn on/off brief descriptions of each menu option (see figure below).



Menu Option Descriptor Text Turned On

- **Expand/Collapse Arrows** – Lets you display menu/sub-menu options for a single group or main option (see figure below).



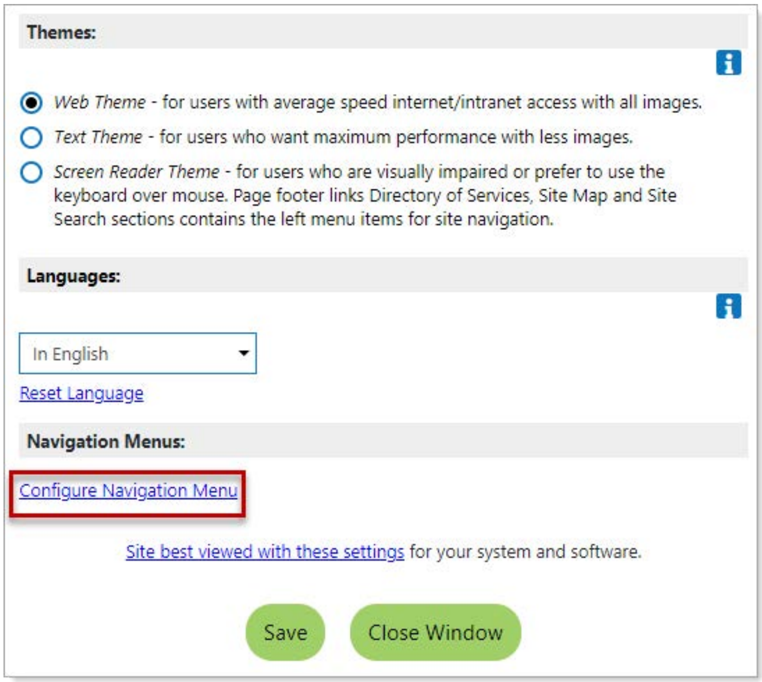
Expand/Collapse Arrows for Groups and Options

- To expand a collapsed group and see its options, click its right arrow **>** to the left of its title.
- To collapse a group and hide its options, click its down arrow ⅴ to the left of its title.
- To display a main option's sub-menu, click its right arrow **>** to the right of its title.
- To close a sub-menu, click the left arrow 🡐 in the upper right of the banner.

Setting up Your Left Navigation Menus

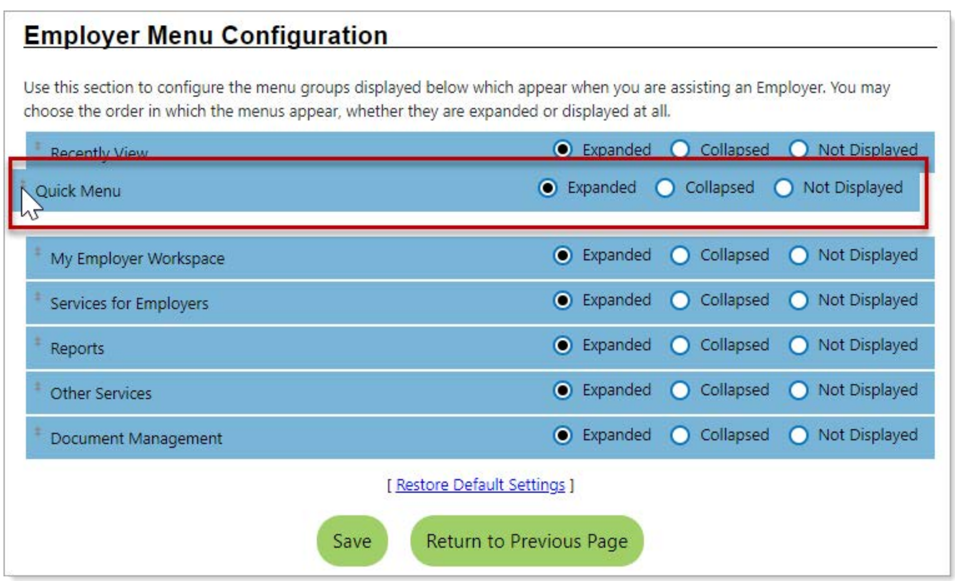
To set up your left navigation menu display:

1 From the footer bar on any page, click Page Preferences under Settings. A pop-up window opens (see figure below).



Left Navigation Menu Configuration Link

2 In the Navigation Menus section, click the Configure Navigation Menu link (see figure above). The Employer Menu Configuration page displays (see figure below).



Employer Menu Configuration Page

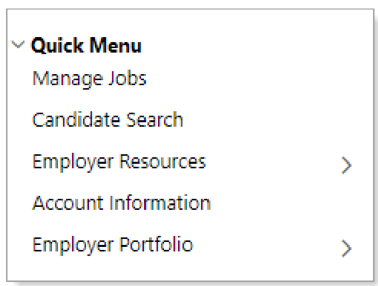
3 Make your desired changes as described below:

- **Change the order of groups on the menu** – Click and hold a group ribbon with the left mouse button to drag it to the desired location, and then release the mouse button to drop it (see figure above for the Quick Menu group ribbon being moved).
- **Expand or collapse (hide) a group's options** – Click the appropriate radio button, *Expanded* or *Collapsed*. You can expand or collapse the groups on the left menu itself at any time.
- **Display or hide an entire group from the menu** – Click the *Not Displayed* radio button. To make it reappear, click the *Expanded* or *Collapsed* radio button.

4 Click the **Save** button at the bottom of the page to save your settings. The Directory of Services page displays.

Quick Menu

The Quick Menu group is an aggregation of some of the most common features that employers use. Each feature is described below, along with a cross-reference to access the corresponding section in this guide.



Quick Menu Options

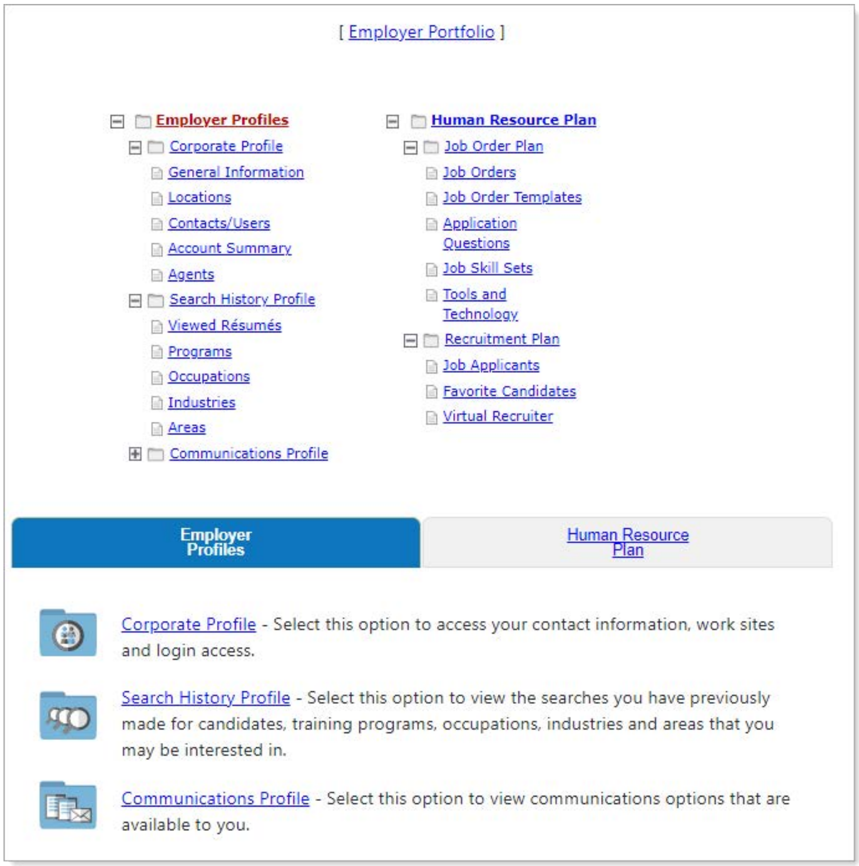
- **Manage Jobs** – Displays Job Orders tab, from which you can create new job orders, or copy, edit, or delete existing job orders. For more information, see Chapter 5 – Manage Job Orders.
- **Candidate (Résumé) Search** – Displays the Résumé Search page, where you can use a variety of search methods to identify, view, and flag candidate résumés. For more information, see the topic "Searching for Candidates" in Chapter 6 – Manage Recruitment.
- **Employer Resources** – Includes all the resources that support the most common employer activities located in one place. You can quickly access your messages, appointment and events calendars, job order templates, and your system preferences. These topics are covered in other topics and chapters in this guide.
- **Account Information** – Takes you directly to the General Information tab of your Corporate Profile, where you can maintain all your company information. See Chapter 3 – Manage Your Account for details.
- **Employer Portfolio** – The sub-menus here replicate the folder options available in Employer Portfolio view. You can click directly on Employer Profiles or Human Resources Plan to open those folders in the Employer Portfolio view, or you can select a sub-menu option to navigate to a specific sub-folder. The Employer Portfolio view gives direct access to folders and tabs in a tree-view format. For more information, see the topic "Employer Portfolio View" and Chapter 3 – Manage Your Account.

Employer Portfolio View

You can use the Employer Portfolio view to display a file folder "tree structure" at the top of the page, which visually shows how tabs are organized in the system, and allows you to click directly to a specific tab. Your current location in the tree structure is shown in red.

To access the Employer Portfolio view:

- From the Quick Menu group in the left navigation menu, click **Employer Portfolio ▸ Employer Profiles.**



Navigating Using the Employer Portfolio "Tree-View"

Each portfolio tab displays as a link in the portfolio, allowing you to move quickly to each work area.

- To navigate to a specific tab, click the plus sign to expand the folder, and then click the tab link. When you click directly on the folder link, the system navigates to the first tab in that group.

The Employer Profiles group organizes the tabs into three functional categories (folders) as follows:

- **Corporate Profile** – General Information, Locations, Contacts/Users, Account Summary tabs, and, if set up for your site, the Documents and Agents tabs. See Chapter 3 – Manage Your Account for more information on these tabs.
- **Search History Profile** – Viewed Résumés, Programs, Occupations, Industries, and Areas tabs. See Chapter 4 – Search History for more information on these tabs.

- **Communications Profile** – Messages, Correspondence, Communication Templates, Subscriptions, and Email Log tabs, and, if set up for your site, the Chat Log tab. See Chapter 8 – Manage Communications for more information on these tabs.

The Human Resource Plan group organizes the tabs into two functional categories (folders) as follows:

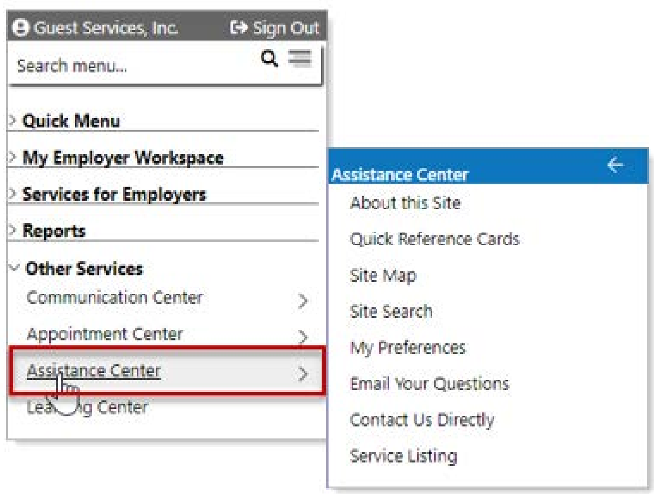
- **Job Order Plan** – Job Orders, Job Order Templates, Application Questions, Job Skill Sets, and Tools and Technology tabs. See Chapter 5 – Manage Job Orders for more information on these tabs.
- **Recruitment Plan** – Job Applicants, Favorite Candidates, and Virtual Recruiter tabs. See Chapter 6 – Manage Recruitment for more information on these tabs.

Assistance Center

The Assistance Center offers a variety of helpful information, including a site map, site search, quick reference card, one-stop office listings, and email addresses. See the topic "Assistance Center" in Chapter 13 – Additional Resources for more information.

▶ **To access the Assistance Center options from the left menu:**

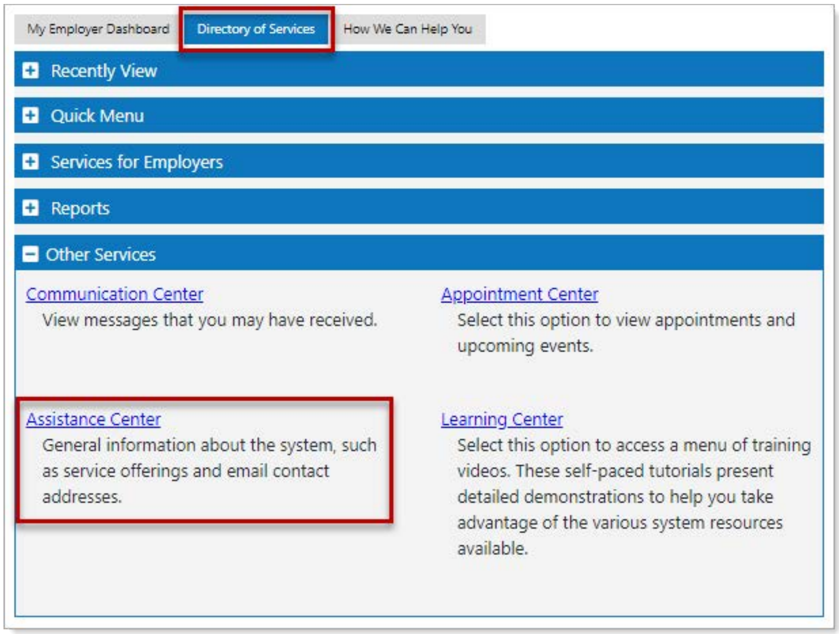
- From the Other Services group in the left navigation menu, click **Assistance Center**. The Assistance Center sub-menu options display (see figure below).



Assistance Center Sub-Menu Options

▶ **To access the Assistance Center options from your My Employer Dashboard:**

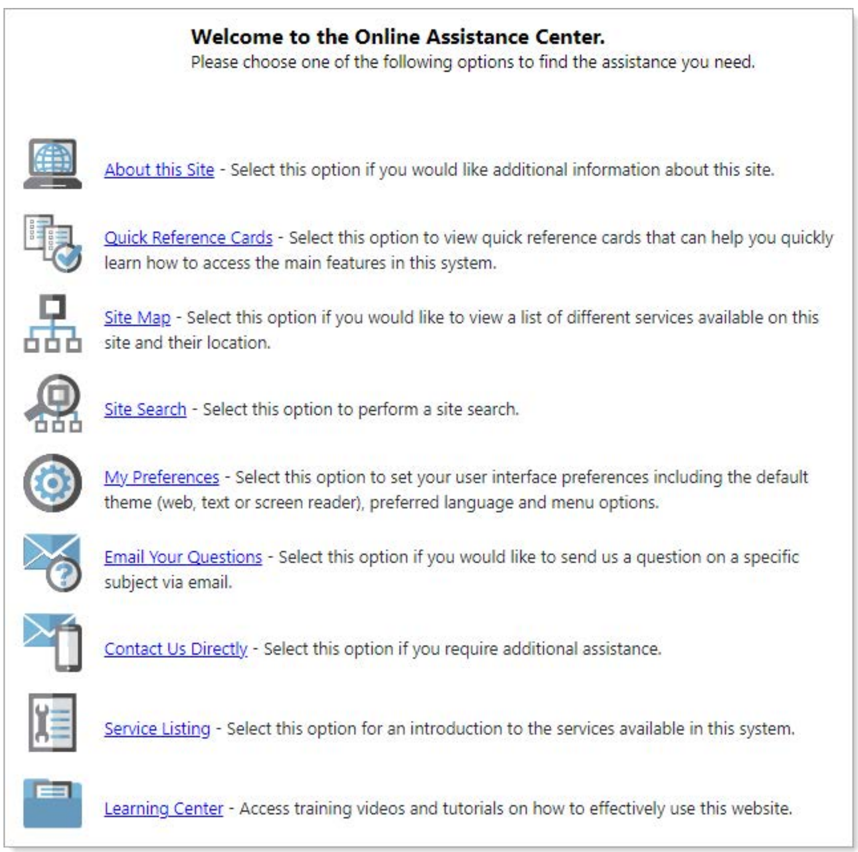
1 At the top of your Employer Dashboard page, click the **Directory of Services** tab (see figure below).



Directory of Services Page with Assistance Center Link

2 Click the plus sign **+** icon to expand the Other Services ribbon.

3 Click the Assistance Center link. The Assistance Center page displays (see figure below).



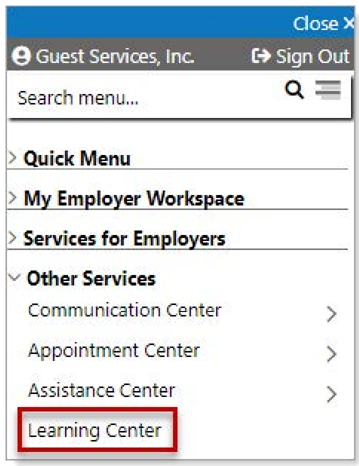
Assistance Center Page Options

Learning Center

The Learning Center (not included in all systems) provides numerous videos, transcripts of the videos, and other information about the system. See the topic “Learning Center” topic in Chapter 13 – Additional Resources for more information.

To access the Learning Center from the left menu:

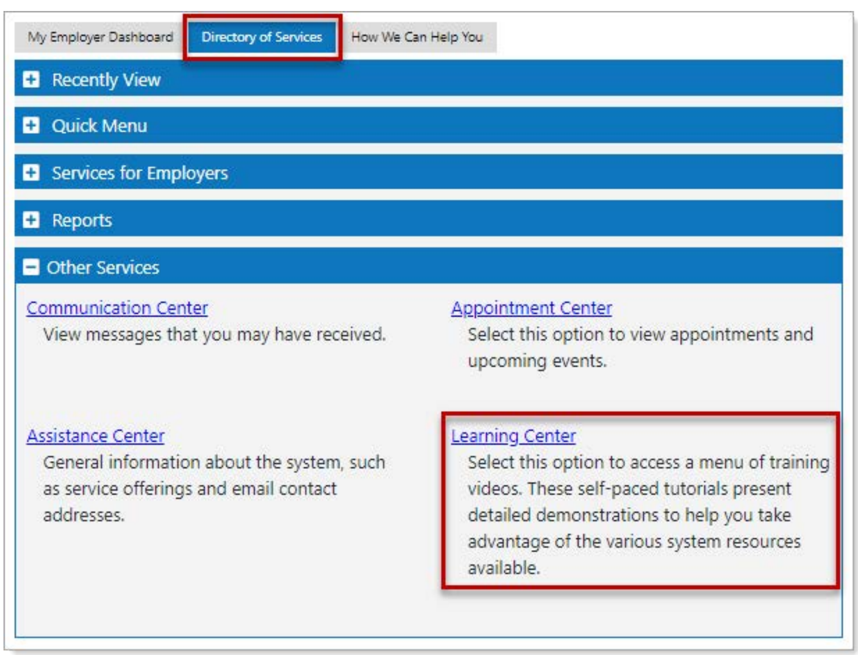
- From the Other Services group in the left navigation menu, click **Learning Center** (see figure below). The Learning Center page displays (see figure on following page).



Learning Center Link on Left Menu

To access the Learning Center from your My Employer Dashboard:

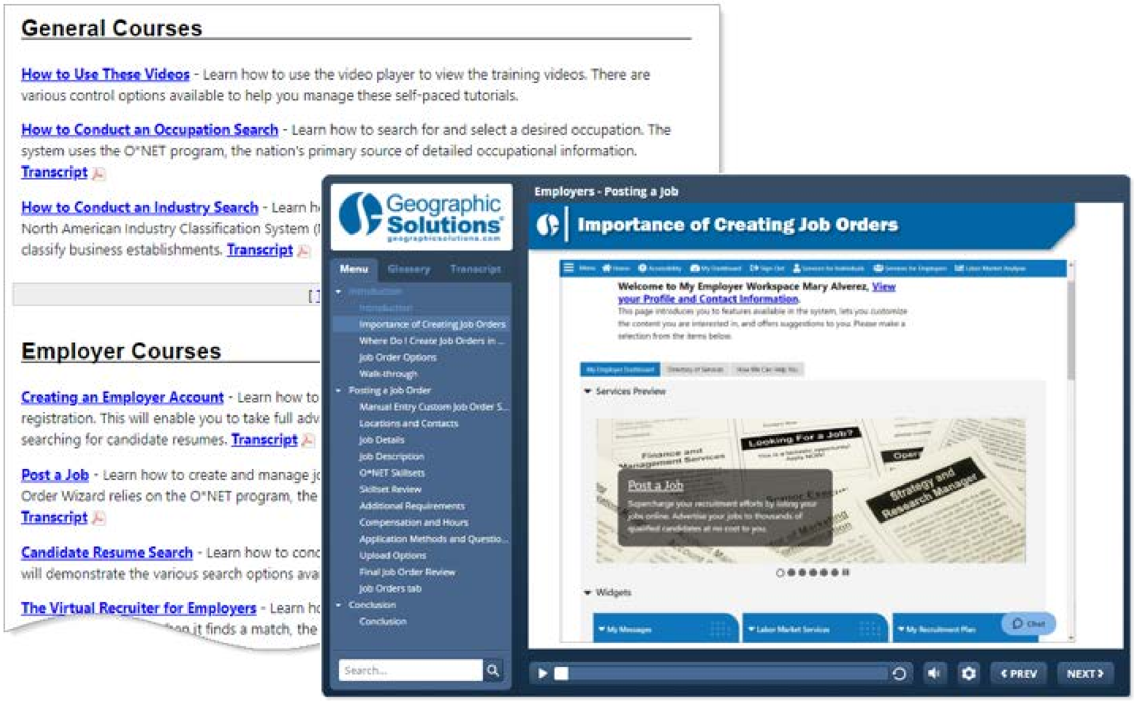
1 At the top of your My Dashboard page, click the **Directory of Services** tab (see figure below).



Directory of Services Page with Learning Center Link

2 Click the plus sign **+** icon to expand the Other Services ribbon.

3 Click the Learning Center link. The Learning Center page displays (see figure below).



Learning Center Page and Sample Video

2: My Employer Workspace

Chapter Contents

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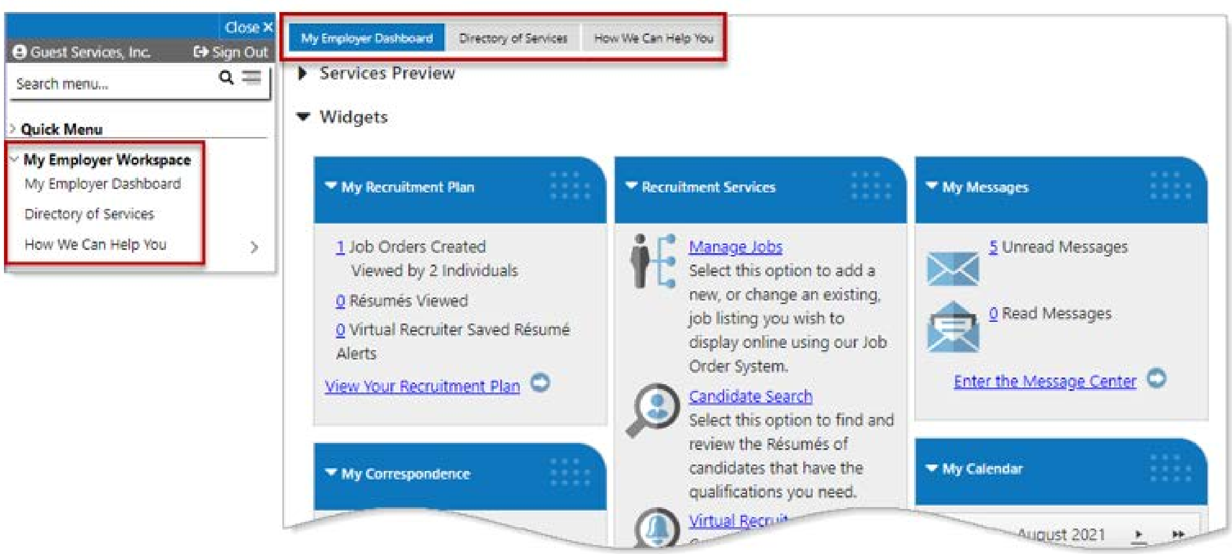
Services Preview Section 2-4
Widgets Section 2-5
Widget Descriptions 2-6
Configuring Your Widgets.. 2-12
Directory of Services 2-15
How We Can Help You 2-16
Employer Resources... 2-17

My Employer Workspace Overview

The first page that displays when you sign in as an employer is the My Employer Dashboard page. It is also the first selection in the My Employer Workspace group on the left navigation menu (see figure below). See the topic “Left Navigation Menu” in Chapter 1 – Overview, Access, Registration for details on the left navigation menu.

This chapter covers each option in the My Employer Workspace menu group, which includes the My Employer Dashboard, as well as the Employer Resources option in the Quick Menu group of the left navigation menu. These options help you quickly access the features you use most, find helpful links to other features and services, and manage your resources in the system.



Two Ways to Access My Employer Workspace Options – Left Menu and Tabs Above Dashboard Area

My Employer Workspace includes the following navigation starting points:

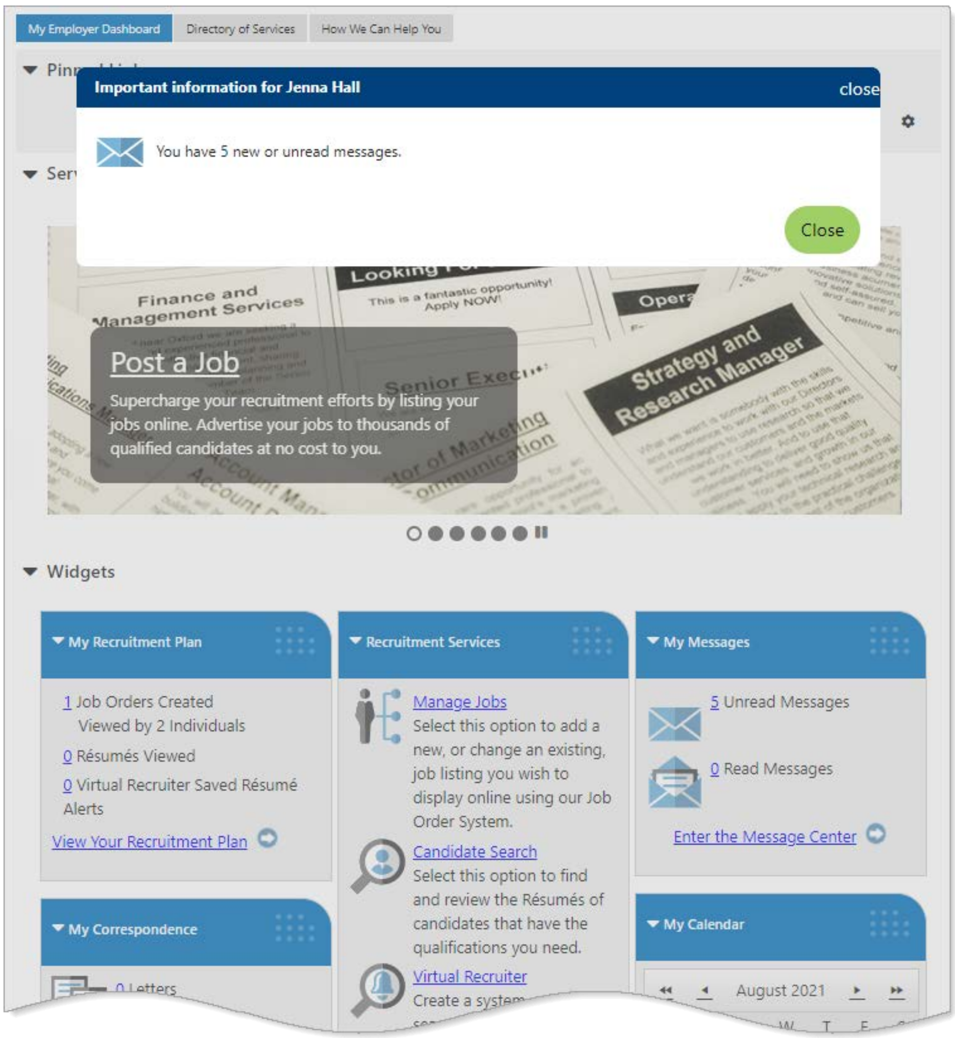
- **My Employer Dashboard** – The dashboard contains a collection of data views and links for quick access to frequently used options. The Services Preview section rotates through suggested options to help you get started, and the Widgets section displays collapsible/movable boxes called 'widgets' that you can configure to focus on the features you use the most. For more information on each of these sections, see the topic "My Employer Dashboard" below.
- **Directory of Services** – This presents an alternate path for seeing left navigation menu groups and their options using a full menu page. Each group can be expanded to see short descriptions of each option, rather than selecting the options from the left navigation menu. See the topic "Directory of Services" for more information.
- **How We Can Help You** – This presents the options suggested in the Services Preview carousel as tabs. Each tab has information and links relevant to the category, for example, job orders, talent searches, or training programs. See the topic "How We Can Help You" for more information.
- **Employer Resources** – (in the Quick Menu group) This sub-menu has options to let you quickly access and manage some common resources for information on your communication and planning in the system, including Employer Messages, Employer Appointments, Employer Job Order Templates, Employer Preferences, and Upcoming Events. See the topic "Employer Resources", which summarizes each option in this group.

My Employer Dashboard

My Employer Dashboard gives you a snapshot of, and quick access to, many areas in the system with tools, links, and configurable widgets that you can organize on the page. There are three ways to access the My Employer Dashboard page:

▶ **To access My Employer Dashboard at sign-in:**

Your dashboard automatically displays when you first sign in (unless it is your initial sign-in). If you have any unread messages, you will see a pop-up alert (see figure below).

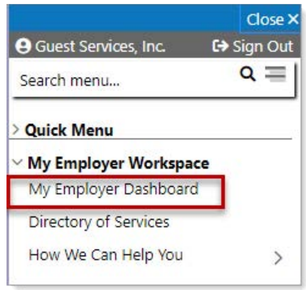


My Employer Dashboard at Sign-in with Unread Messages Alert

- To dismiss the alert and enable the My Employer Dashboard page, click **Close**.
  OR…
- To go to your Message Center, click the closed envelope or the number of messages link in the alert pop-up.

▶ **To access My Employer Dashboard from the left menu:**

- From the My Employer Workspace group in the left navigation menu, click **My Employer Dashboard** (see figure below).



My Employer Dashboard Option on Left Navigation Menu

▶ **To access My Employer Dashboard from the top menu bar:**

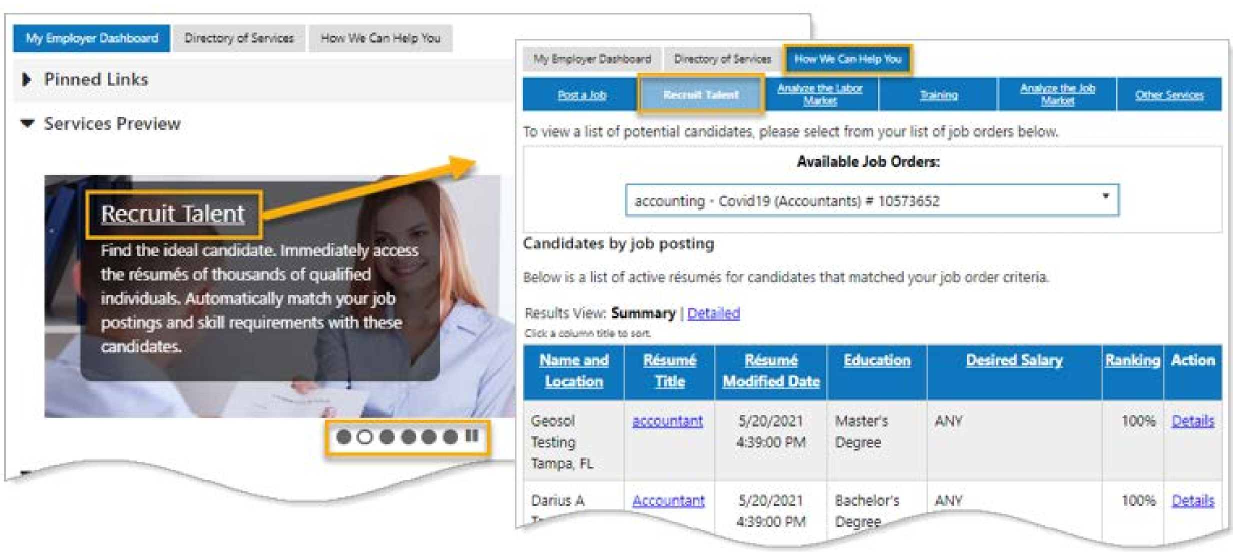
- From the menu bar at the top of any page in the system, click **My Dashboard** (see figure below).

My Dashboard Selection from Top Menu Bar

When you access your My Employer Dashboard page, you will see two sections that you can collapse or expand; these sections are described in the topics that follow.

Services Preview Section

The Services Preview section at the top of the dashboard is a rotating photo carousel that presents suggested options to help guide you to commonly accessed services you may want to explore (see figure below). Each photo displays for a few seconds and has a text link to a corresponding tab on the How We Can Help You page. See the topic "How We Can Help You" for details on the options on that page.



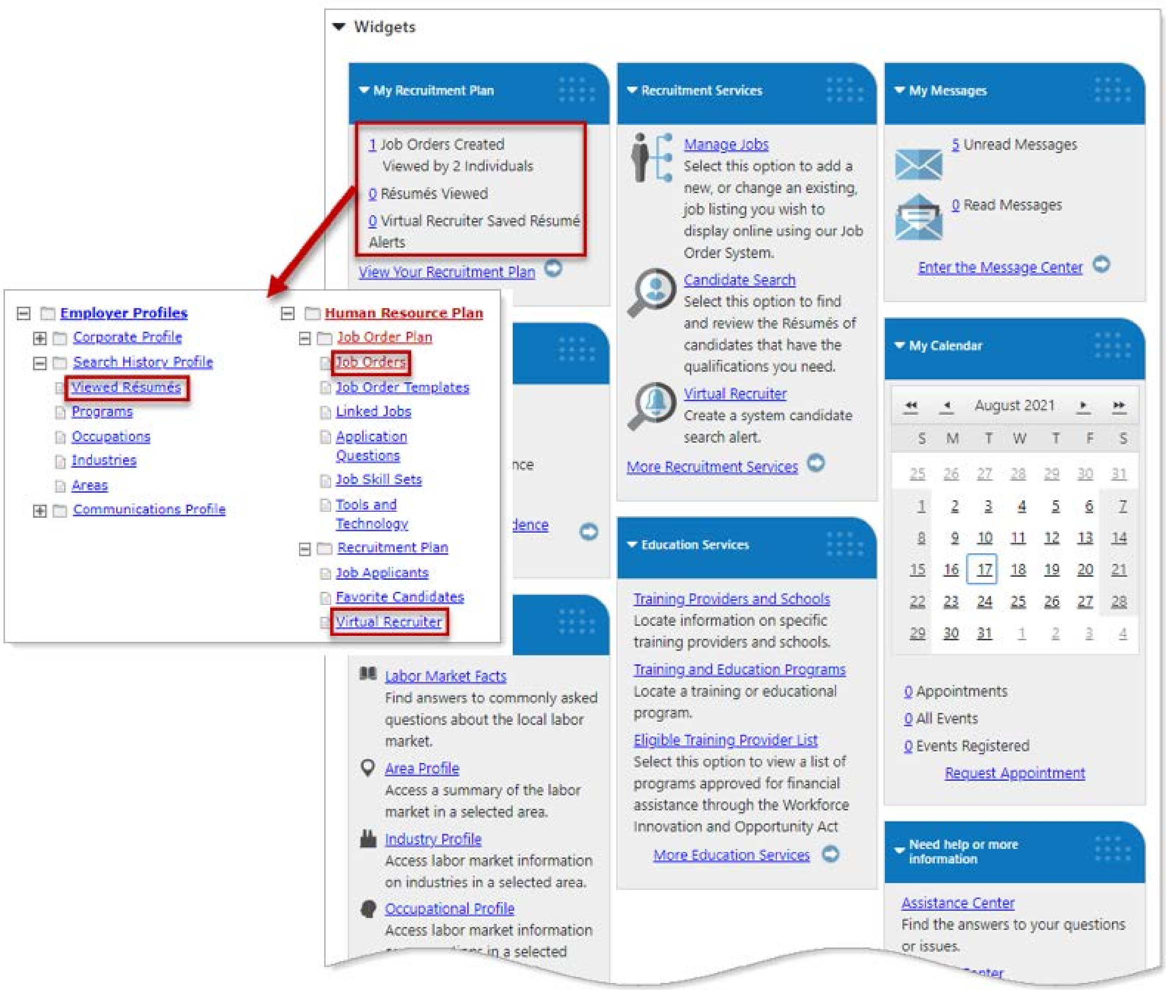
Using the Services Preview Feature to Discover Activities and Resources

In the Services Preview section, you can:

- **Collapse/expand the Services Preview panel** – Click the up/down arrow icon in the left-hand corner of the heading bar (see figure above)
- **Stop the carousel rotation** – Click the pause icon below the images area
- **Move to another option on the carousel** – Click a circle below the images area
- **Open a page for an option** – Click the underlined title link on an image, for example, clicking the Recruit Talent link opens the Recruit Talent tab on the How We Can Help You page, where you can perform a candidate search based on your active job orders (see figure above).

Widgets Section

The Widgets section of your My Employer Dashboard page displays a wide range of configurable widgets that provide quick access to groupings of your information (see figure below). The widgets often include a data summary view and links to the pages for managing details. For example, the My Recruitment Plan widget shows the number of job orders you've created, the number of résumés you've viewed, and the number of Virtual Recruiter résumé search alerts you've saved. The numbers are links to the related tabs in your Human Resource Plan and Search History Profile folders (see figure below).



My Employer Dashboard Page Showing Widgets Section and Links to Employer Portfolio Folders

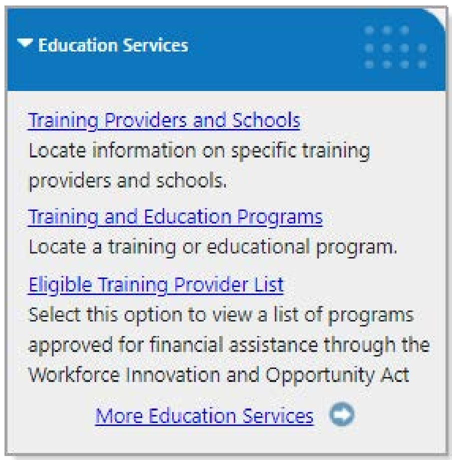
Widget Descriptions

Below are descriptions of each of the widgets available in the Widgets section, listed in alphabetical order. The widgets that display on your dashboard page will depend on the default settings for your site and your individual configuration of the widgets. For details on how you can collapse, move, hide, or rearrange the widgets to fit your needs, see the topic "Configuring Your Widgets".

Education Services

The Education Services widget provides quick links to options that help you review training and education providers, or find and review specific education programs offered. You can search for education programs in a specific geography or that are offered online.

You can also access these options (and more) by selecting them from the Education Services sub-menu in the Services for Employers group on the left navigation menu. For details on all Education Services options, see Chapter 11 – Education Services.



Education Services Widget

The widget includes links for:

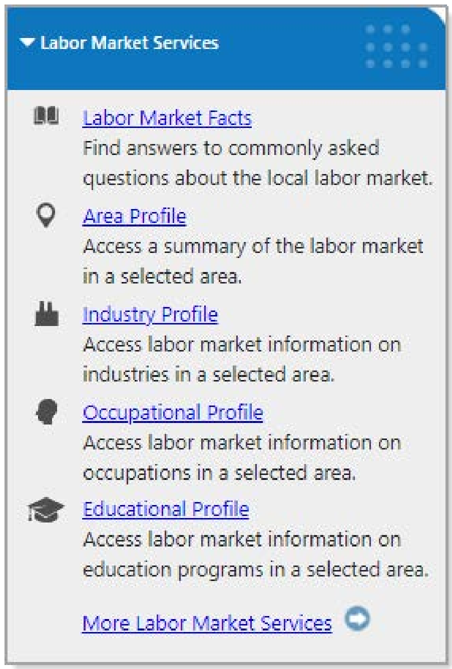
- **Training Providers and Schools** – Find specific institutions or schools providing training.
- **Training and Education Programs** – Locate training or educational programs for a specific occupation or goal.
- **Eligible Training Provider List** (ETPL) – See a list of training programs approved for financial assistance through WIOA (Workforce Innovation and Opportunity Act), which are part of a state-maintained list of approved ETPL programs.

  Note: *The link for the Eligible Training Provider List may not display on the widget for all sites. If providers are maintained as WIOA-eligible providers on this site, then your site may include this link.*

Labor Market Services

The Labor Market Services widget includes quick links for accessing each of the major types of Labor Market Information (LMI) profiles. The widget includes a link to the Labor Market Facts web page, which answers some of the most frequently asked questions about the labor market for a selected area or occupation, or the associated general industry data, as well as links to different profiles.

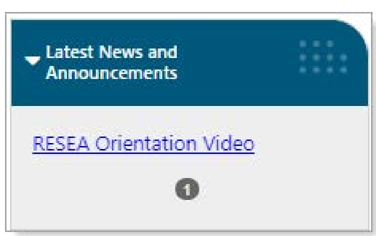
You can also access these options by selecting them from the Labor Market Services sub-menu in the Services for Employers group on the left navigation menu. For details on each of these options, see Chapter 12 – Labor Market Information.



Labor Market Services Widget

Latest News and Announcements

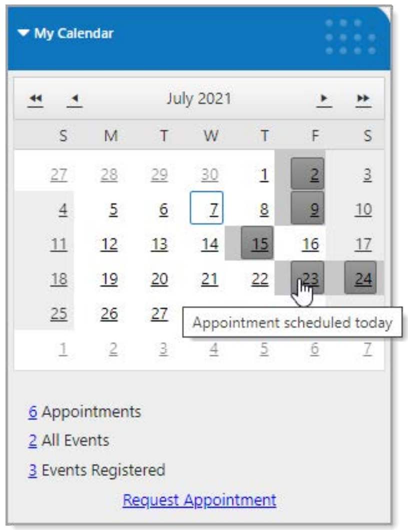
This rolling-display widget shows timely information provided by your state or local workforce agency, including the latest news, announcements, or warnings unique to your site. This widget does not appear if no announcements have been posted recently.



Latest News and Announcements Widget

My Calendar (Appointments and Events)

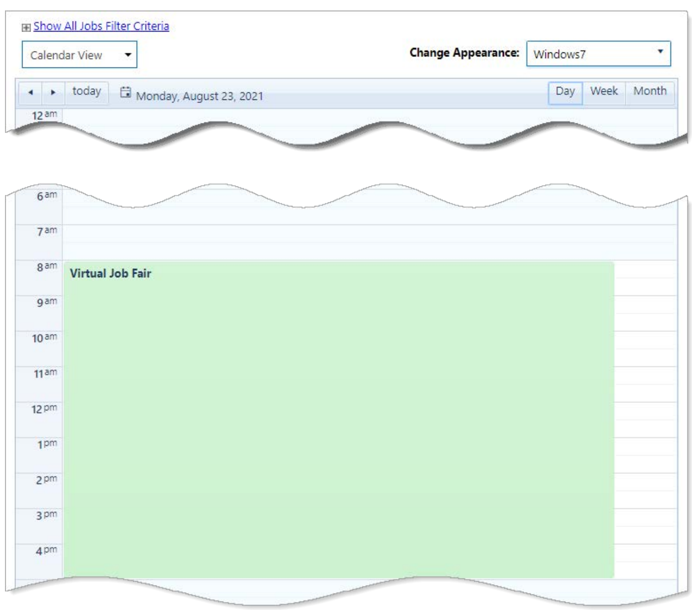
The My Calendar widget displays a calendar showing the number of upcoming appointments and registered events you have scheduled in the current month, with the dates highlighted (see figure below). You can click on the number links to display your Appointment Calendar, the Events Calendar showing all available events based on your region, or the Events Calendar filtered to show only events for which you are registered. There is also a link to request an appointment with staff who have scheduled time available for a specific reason.



My Calendar Widget

From this widget you can perform the following tasks:

- **See your scheduled appointments for a specific date** – Click a link for a highlighted date on the calendar to display your Appointment Calendar set for Day view for the date selected. Any scheduled appointments or registered events will display in this view (see figure below).



Appointments/Events for a Date from My Calendar Widget

- **See your scheduled appointments** – Click the number link to the left of "Appointments" to open your Appointment Calendar and see appointments you are schedule to attend in the current month. The Appointment Calendar also includes any events you are registered for, preceded by the word "Event."

  See the topic "Appointment Center" in Chapter 9 – Manage Appointments for details on the Appointment Calendar page.

- **See all events –** Click the number link to the left of "All Events" to display the Events Calendar with no event categories filtered. This will display all events in your area for which you may be able to register (these are events with online registration or that have no registration required). An event that is available on multiple days is only counted once for the indicated number.
- **See your registered events –** Click the number link to the left of "Events Registered" to open the Events Calendar and see only the events that you are registered for in the current month.

  See the topic "Events Calendar" in Chapter 9 – Manage Appointments for details on the Events Calendar page and filtering by categories or regions.

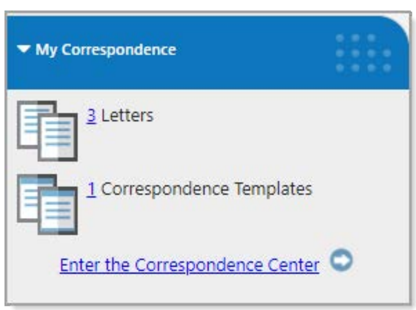
- **Request an appointment** – Click the Request Appointment link to open the Appointment Request form and request an appointment depending on staff availability for the reason you select.

  Note: *Not all sites support an "employer representative" assignment, and if this is the case, you will not be able to request an appointment with a staff member for that purpose.*

  See Chapter 9 – Manage Appointments for details on requesting and scheduling an appointment with available staff.

My Correspondence

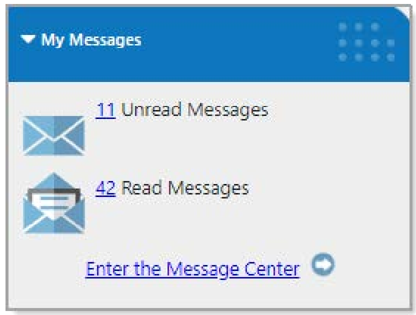
The My Correspondence widget lets you see how many letters and correspondence templates you've created. From the number links, you can open the My Letters page to view any saved letters you've created, manage those letters, and create new letters, or you can open the Correspondence Templates page to view any saved letter templates or create a new letter template. See Chapter 8 – Manage Communications for details on managing letters and templates.



My Correspondence Widget

My Messages

The My Messages widget shows you the number of unread and read messages in your Inbox folder on the Messages tab of your Communications Profile. See Chapter 8 – Manage Communications for details on the Message Center.



My Messages Widget

My Recruitment Plan

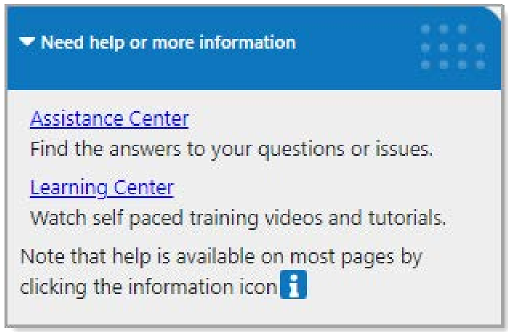
The My Recruitment Plan widget summarizes your recruitment activities and includes the following links to the corresponding tab in your Employer Portfolio. See Chapter 5 – Manage Job Orders and Chapter 6 – Manage Recruitment for details on these tabs.

- **View and manage job orders** – Click the Job Orders Created link to go to the Job Orders tab of your Job Order Plan folder.
- **View your Résumés Search History** – Click the Résumés Viewed link to go to the Viewed Résumés tab of your Search History Profile folder.
- **View and manage saved résumé search alerts** – Click the Virtual Recruiter Saved Résumé Alerts link to go to the Virtual Recruiter tab of your Recruitment Plan folder.

My Recruitment Plan Widget

Need Help or More Information

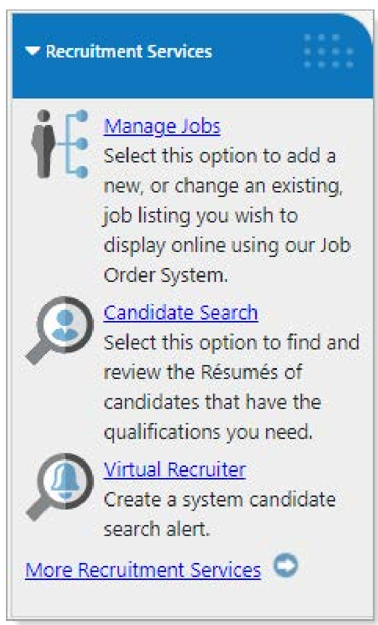
The Need Help or More Information widget is a quick way to go to the Assistance Center page for access to many site support options, like Quick Reference Cards, Site Map, or how to contact site administrators, and to go to the Learning Center page, where you can view various training videos on how to use the system. For details, see the topics “Assistance Center” and “Learning Center” in Chapter 13 – Additional Resources.



Need Help or More Information Widget

Recruitment Services

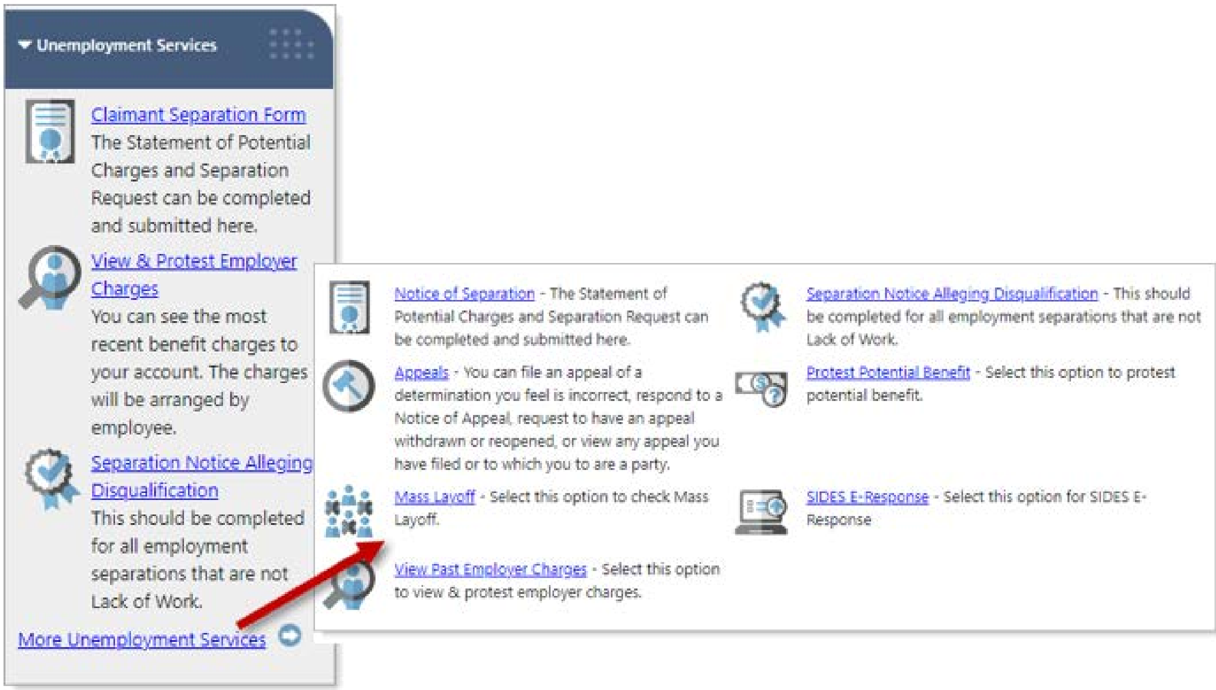
The Recruitment Services widget offers two of the same links as the My Recruitment Plan widget—to the Job Orders and Virtual Recruiter tabs—plus a link to the Candidate Résumé Search page, which has six different ways to search for résumés. See Chapter 5 – Manage Job Orders and Chapter 6 – Manage Recruitment for details on these tabs.



Recruitment Services Widget

Unemployment Services

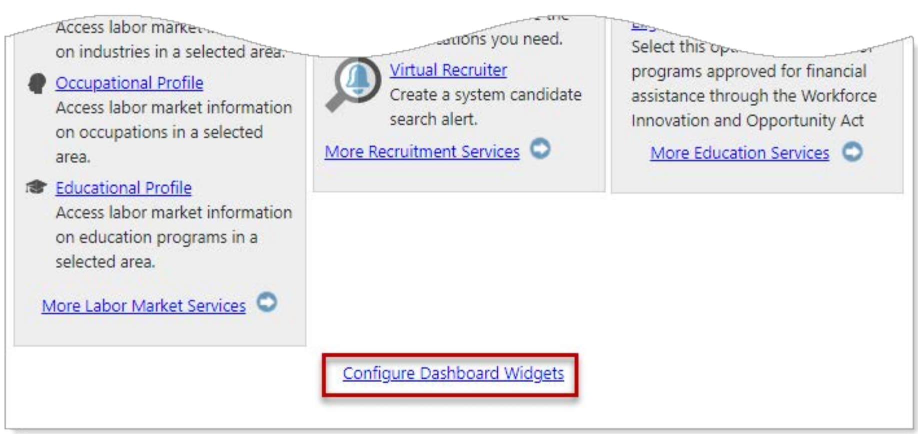
This widget only applies to sites that have the *GUS Unemployment* module. The Unemployment Services widget provides access to all links for managing activities on your UI account. For more information, see the *GUS Employer Services User Guide.*



More Unemployment Services Link to Display Complete List of Available Services

Configuring Your Widgets

You can change how widgets display in the Widgets section of your dashboard so their information shows up where you want it. For example, if you want to see how many unread messages you have immediately when you sign in, you can place the My Messages widget at the top of the page. Or, if you do not access Education Services frequently, you can move the widget to the bottom, collapse it, or remove it altogether. Your changes are saved immediately; they display anytime you return to the dashboard.



Configurability Link in Widgets Section of Dashboard

To collapse or expand an individual widget on the dashboard:

- Click the down arrow to the left of the widget's title to collapse it.
  OR…

  Click the right arrow to expand the collapsed widget.

Collapse / Expand Control on a Widget

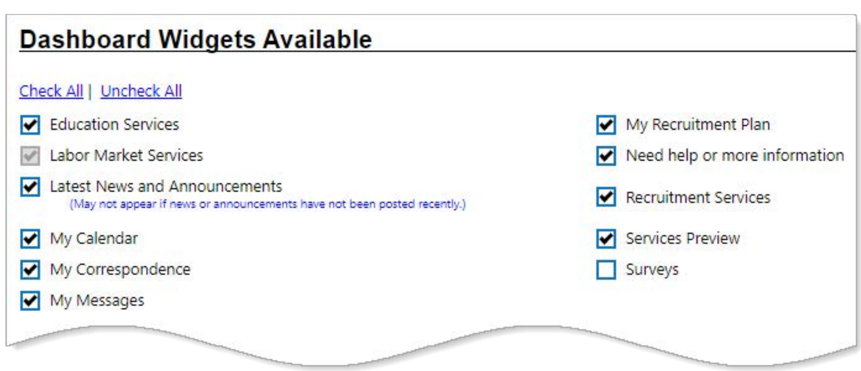
To move a widget in the Widgets section:

- Click on the title bar and hold it (displaying the move cursor) to move the widget to another location. You can 'drag and drop' any widget above or below, or to the left or right, of another widget.

To change the available widgets that display on your dashboard:

1. Scroll to the bottom of the Widgets section of the dashboard and click the Configure Dashboard Widgets link to open the Configure Dashboard Widgets page (see figure below).

   Note: *The specific widgets listed may vary, depending on your site configuration.*



Configure Dashboard Widgets Page – Dashboard Widgets Available Section

2. In the Dashboard Widgets Available section, check or uncheck boxes for the widgets you want displayed on the dashboard.

   Note: *Grayed-out boxes denote widgets that have been locked down by the site administrator and cannot be changed (see Labor Market Services in figure above).*

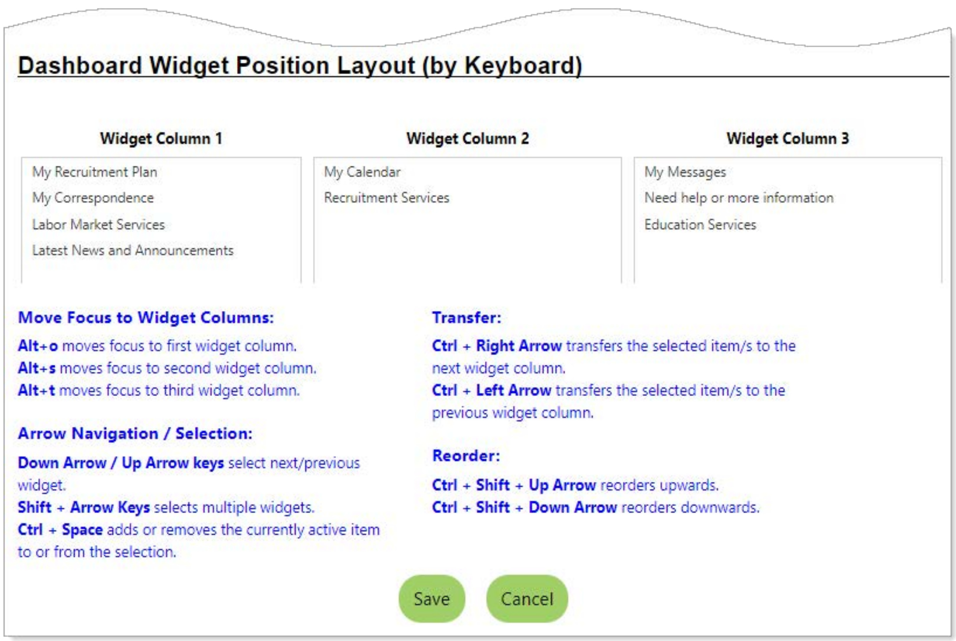
3 Click the **Save** button at the bottom of the page. The dashboard redisplays with your changes made in the Widgets section.

Note: *You must save any changes you make to the checked or unchecked dashboard widgets in the top section of the page first, and then return to the dashboard page, before those changes to the available widgets will display in the three columns for changing the widget positions by keyboard, as described below.*

To change widget positions on your dashboard using the keyboard:

1 Scroll to the bottom of the Widgets section of the dashboard and click the Configure Dashboard Widgets link to open the Configure Dashboard Widgets page.

2 Scroll down to the Dashboard Widget Position Layout (by Keyboard) section (see figure below).



Configure Dashboard Widgets Page – Dashboard Widget Position Layout (by Keyboard) Section

3 Use the keyboard controls identified in the blue text instructions on the page to select and move widgets up or down in a column, or to move them to the next or previous widget column.

4 When all widgets are arranged in the columns as desired, click **Save**. The dashboard redisplays with the selected widget positions changed in the Widgets section of your dashboard.

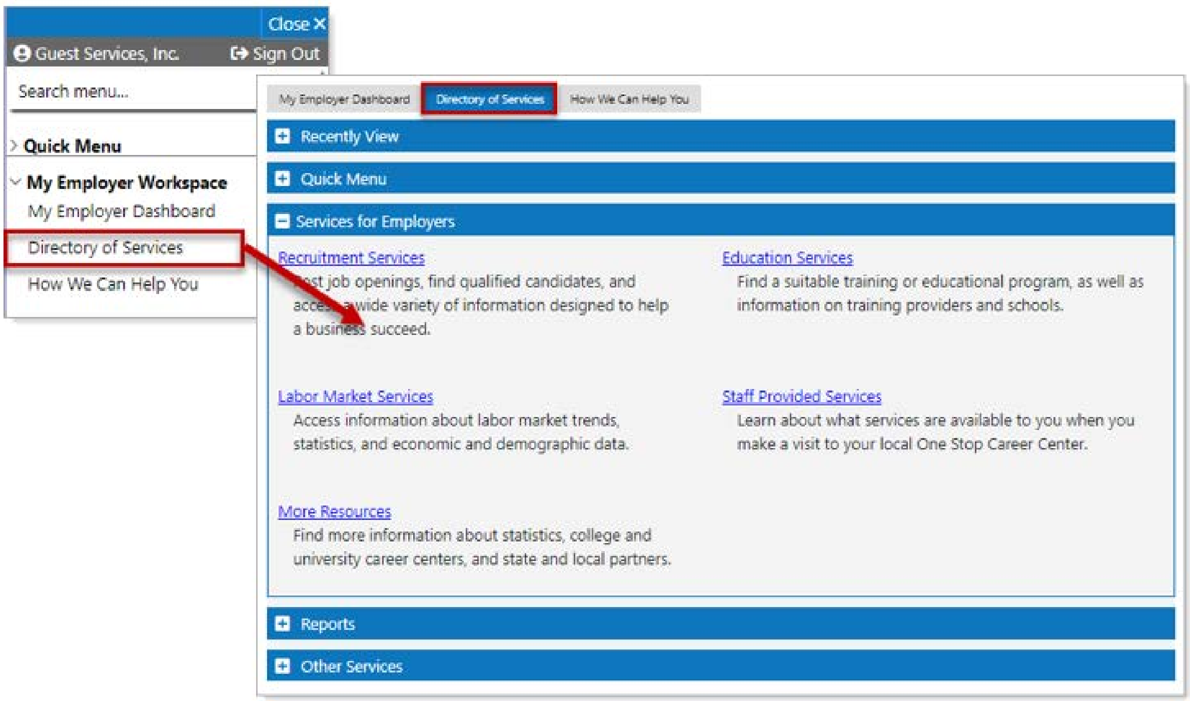
Directory of Services

The Directory of Services page is an alternate way to see all the system features and menu options from a full page, rather than selecting them from the left navigation menu (see figure below).

To access the Directory of Services page:

- From the My Employer Workspace group in the left navigation menu, click **Directory of Services** *OR…*
- Click the **Directory of Services** tab at the top of the My Employer Dashboard page.

  The Directory of Services page displays with the Services for Employers menu group expanded (see figure below).



Directory of Services Menu Option and Page

On this page, each menu group is shown as a bar. You can expand each bar by clicking on it to see descriptions of the menu options, with links to access that area of the system.

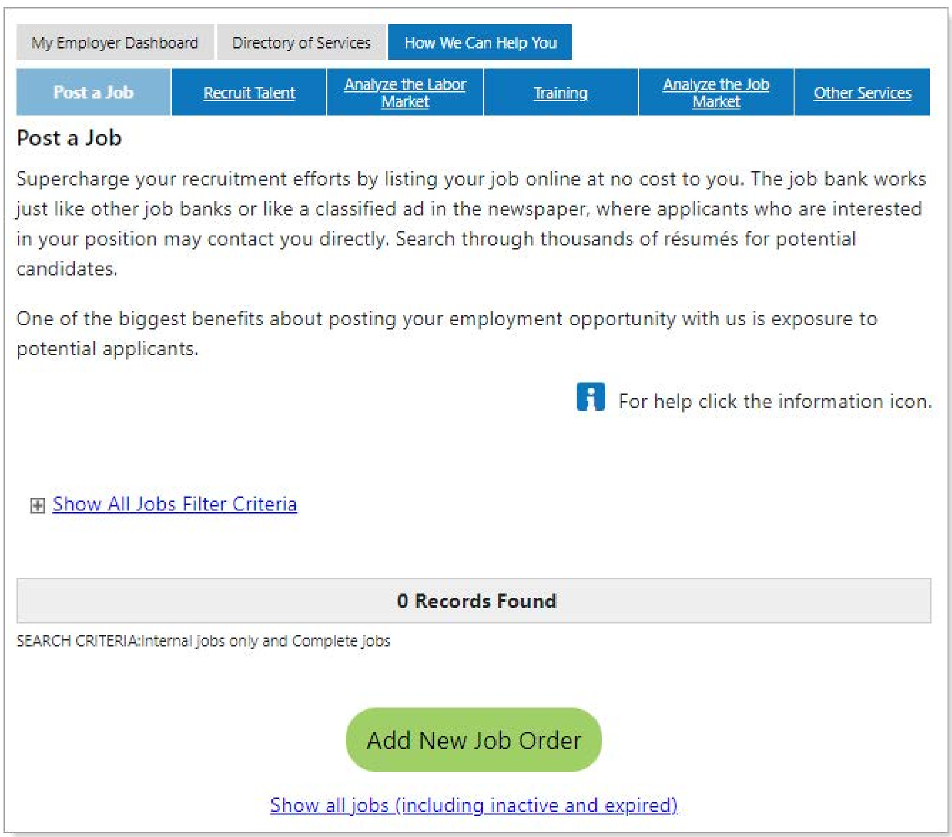
If a link opens a sub-menu page with additional options, such as Education Services or Recruitment Services, that menu page will have a **Return to Directory of Services** button at the bottom of it.

How We Can Help You

The How We Can Help You page has a collection of tabs and, in some cases, sub-links to allow you to quickly access helpful, frequently used features.

▶ **To access the How We Can help You page:**

- Click a title link on an image in the Services Preview section of the dashboard to go to a corresponding tab on the How We Can Help You page.
  OR…
- Click the **How We Can Help You** tab at the top of the dashboard. The Post a Job tab is active (see figure below).
  OR…
- From the My Employer Workspace group in the left navigation menu, click **How We Can Help You**, and then click a sub-option to go to a specific tab on the How We Can Help You page.



How We Can Help You Page – Post a Job Tab

Each How We Can Help You tab displays a summary of your account activity related to the specific service area. From here, you can link to the corresponding area in the system or begin a new task, as described in the table below.

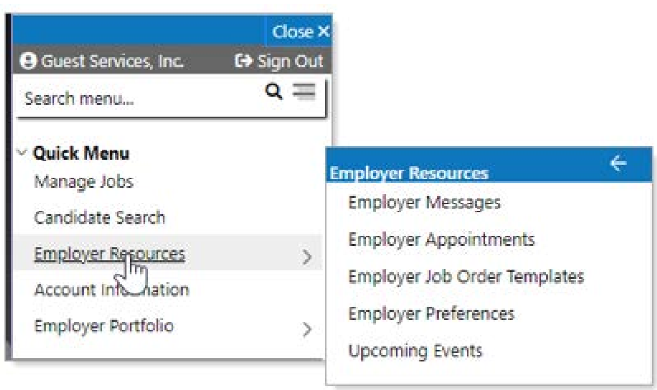
Tab Name	Key Features
Post a Job	View or edit your existing job orders, review applicants for a job, or add a new job order.
Recruit Talent	(Must have at least one active job order to access this tab.) View potential candidates by your available job orders or by saved skill sets, or begin a new candidate search using more candidate search options.
Analyze the Labor Market	Read about labor market features for an occupation, access a FAQ page, and begin researching area markets, occupations, and industries.
Training	View Relevant Training Courses in Your Area for job orders or occupations you select, as well as view free online courses and sources of financial aid in your area.
Analyze the Job Market	See the salary and job requirements in your job orders as compared to the competition. View interactive color-coded maps showing potential candidates for a particular job order or occupation.
Other Services	Find out about additional resources, such as the Assistance Center feature.

Employer Resources

The Employer Resources sub-menu in the Quick Menu group is a collection of frequently accessed features in the system that you will use as an employer, such as managing your messages, appointments and events, and managing your system display preferences. These options are also accessible from multiple places within the system.

▶ **To access Employer Resources options:**

1. From the Quick Menu group in the left navigation menu, click **Employer Resources**.
2. Select the desired option from the Employer Resources sub-menu menu (see figure below).



Employer Resources Options from Quick Menu Group

Each of the Employer Resources options are briefly described below.

- **Employer Messages** – Opens the Messages tab of your Communications Profile, from which you can send and receive internal messages with staff and job seekers. See the topic "Message Center" in Chapter 8 – Manage Communications for details.
- **Employer Appointments** – Opens your Appointment Calendar. This lets you view and manage appointments you have with one-stop staff, or keep track of other appointments you make,

including changing your status for the appointments. See the topic “Appointment Calendar” in Chapter 9 – Manage Appointments for details.

- **Employer Job Order Templates** – Opens the Job Order Templates tab of your Job Order Plan, where you can create and manage templates for creating job orders, and if your employer account has been set up for it, you can mass import job order templates. See the topic “Creating a Job Order Template” in Chapter 5 – Manage Job Orders for details.
- **Employer Preferences** – Opens the Display Preferences window, where you can change your settings for page theme and language, and configure your left navigation menus. See the description for “Page Preferences” under the “Footer Bar Options” topic in Chapter 1 – System Overview, Access, Registration.
- **Upcoming Events** – Opens the Events Calendar filtered to display upcoming events in your area that you may be able to register for, as well as any events you are already registered for, such as workshops or job fairs. You can click on an event in the calendar to view the event’s details, register for it, or change your status for an event for which you are already registered. See the topic “Events Calendar” in Chapter 9 – Manage Appointments for details on the Events Calendar page, including filtering options, event details, and options to download to external calendars.

3: Manage Your Account

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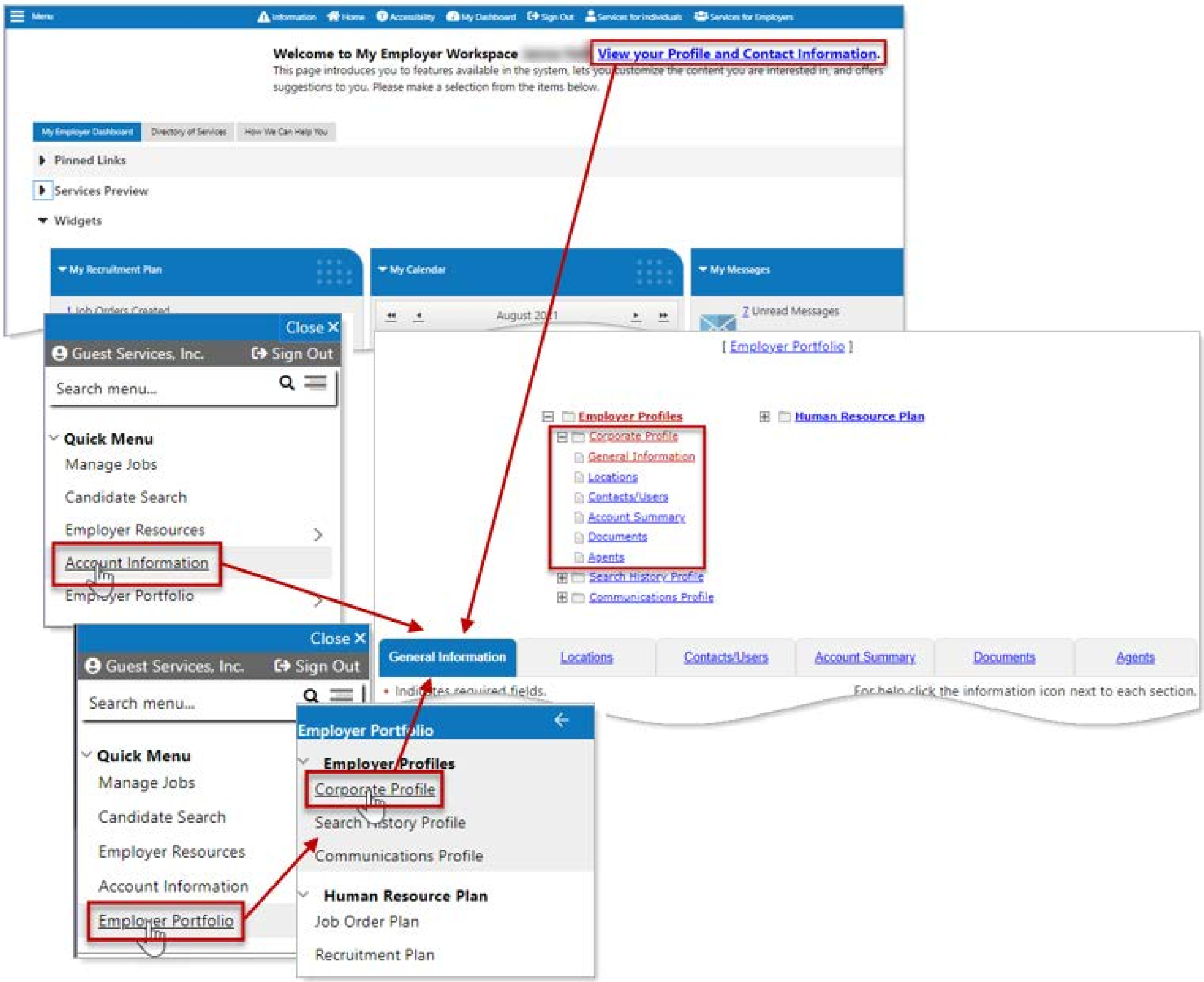
Account Management Overview

You can access and maintain your employer account information from the tabs in your Corporate Profile folder. Account information includes your company name and primary address, locations, contacts, users and their privileges, company profile, special characteristics (e.g., veteran or disability friendly), benefits, account statistics, uploaded documents, and any associated agent relationships, if applicable. You can access these tabs from multiple places on the left navigation menu and your Employer Dashboard (see figure below).



Corporate Profile Tabs and Three Ways to Access Them

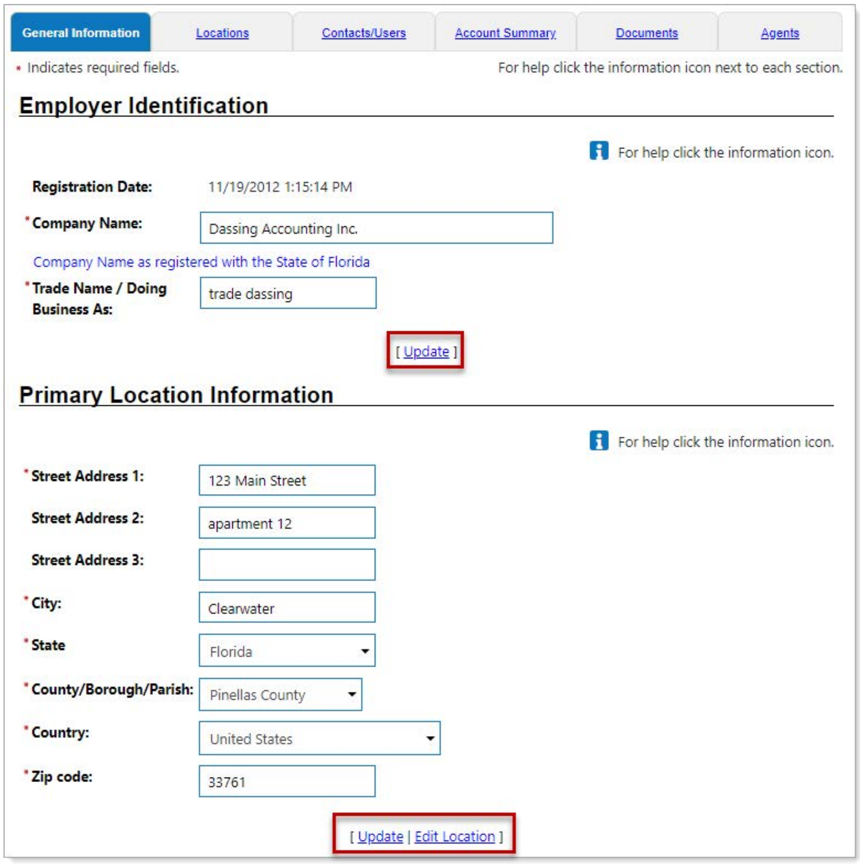
▶ **To access your Corporate Profile tabs:**

- From the top of the My Employer Dashboard page, click the **View your Profile and Contact Information** link. The General Information tab displays (see figure above).
  OR…
- From the Quick Menu group of the left navigation menu, click **Account Information**. The General Information tab displays (see figure above).
  OR…
- From the Quick Menu group of the left navigation menu, click **Employer Portfolio ▸ Corporate Profile**. The General Information tab displays (see figure above).

Each of the tabs is described in the following sections.

General Information Tab

You provide the information on your General Information tab when you register your new account, and may update it at any time. This information includes employer identification, primary location and mailing address, primary contact, company facts and profile write-up, special characteristics, and benefits.



Update Links on General Information Tab

The following topics describe some of the key changes you can make to your account information on the General Information tab.

Updating Your Account Information

If you have the privileges to do so, you may update the information in each section of the General Information tab. If you do not have privileges to edit a particular section, the fields will be display-only, and if you need editing access, you should consult with the Primary Contact designated for the account or contact staff at your local one-stop office.

▶ **To update your account information:**

1 From the Quick Menu group of the left navigation menu, click **Account Information**. The General Information tab displays.

2 In each section, make the desired changes and click the Update link at the bottom of the section (see figure above).

3 In the Primary Location Information section, if you need to change more than just the physical address information displayed on screen, click the Edit Location link (see figure above). This opens the Edit Location page, where you can change the physical address, mailing address, primary contact information, company website URL, assigned contact person, and business operations performed at the location. See the topic "Adding a New Location" for details.

4 If you need to make changes to other sections on the General Information tab and you have the designated privileges, you will be able to edit each section and click the Update link. As some changes affect your system identification, the system will acknowledge your request is being processed. To ensure all updates have been recorded, scroll to the bottom of the page and click the **Save** button.

Changing Your User Name or Password

All users with Sign-In privileges can update their own Sign In information, including user name, password, security question/answer, and preferred notification method.

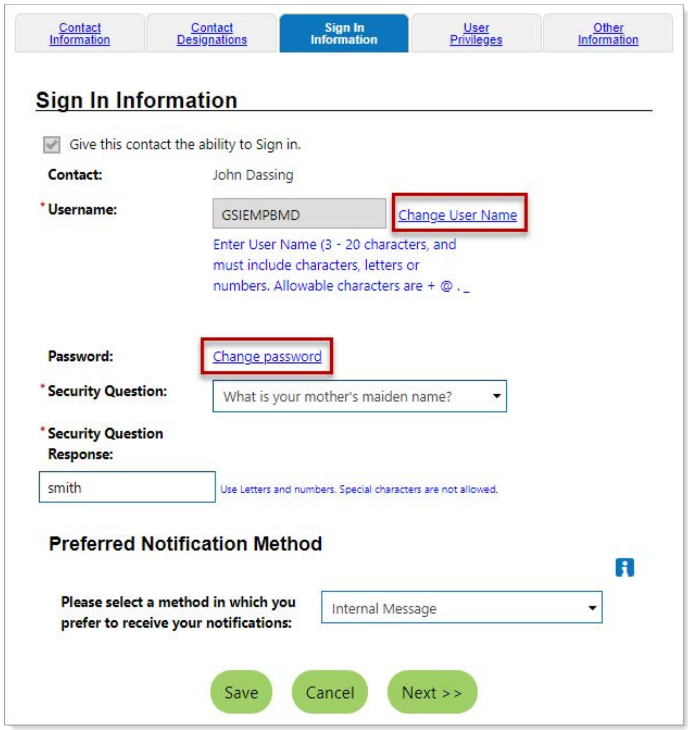
▶ **To change your sign in information:**

1 From the Quick Menu group of the left navigation menu, click **Account Information**. The General Information tab displays.

2 Scroll down to the Contact Information section and click the Edit Profile link at the bottom of that section (see figure below).

Edit Profile Link on General Information Tab

The Sign In Information tab of the Edit Contact page displays, with links to change your user name or password (see figure below).



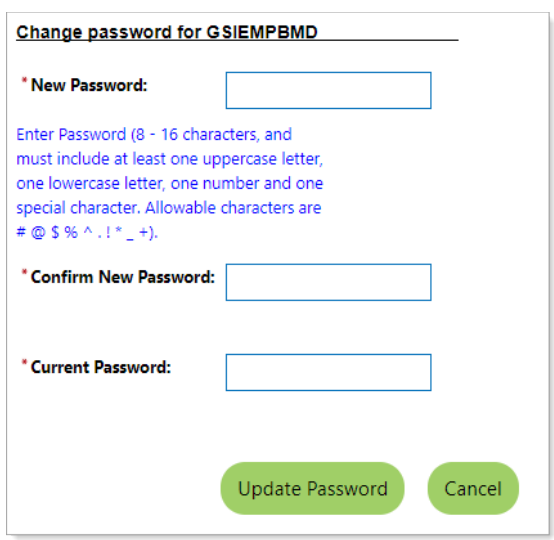
Links to Change User Name and Password on Sign In Information Tab

▶ To change your user name:

1. On the Sign In Information tab, click the Change User Name link. An additional **New User Name** field displays.
2. Enter a new user name and click the **Save** button. The General Information tab redisplays.

▶ To change your password:

1. On the Sign In Information tab, click the Change password link. A Change Password pop-up window displays (see figure below).



Changing Your Password

2 Enter a **New Password**, reenter to confirm, and then enter your **Current Password**.

3 Click the **Update Password** button. The system will save your new password and indicate that the request was successful.

4 Click the **Close** button to return to the previous page.

Creating a Company Profile

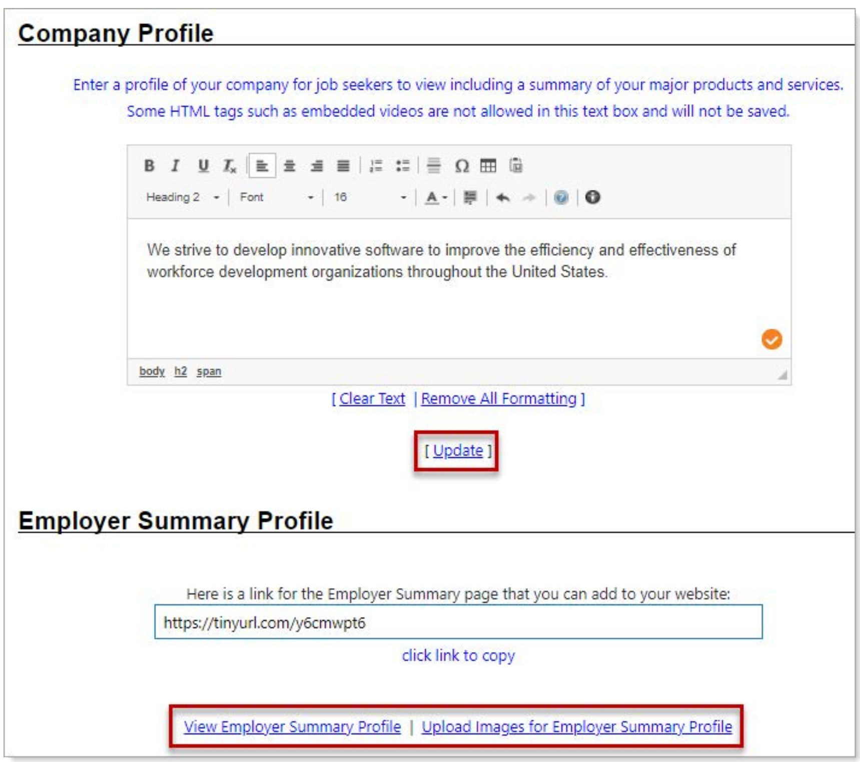
Employers have the option to create a Company Profile, which can include a corporate statement, a fully formatted narrative, and uploaded images. The profile will become part of your Employer Summary, which displays above each Job Order.

▶ **To create a company profile:**

1 From the Quick Menu group of the left navigation menu, click **Account Information**. The General Information tab displays.

2 Scroll down to the Company Profile section and enter a narrative description of your company in the textbox. Click the Update link when finished to save the text (see figure below).

The description can include a mission or vision statement or a summary of your major products and services. Use the formatting tools to help improve the appearance.



Company Profile and Employer Summary Profile Sections

3 To preview the Employer Summary page, click the View Employer Summary Profile link in the Employer Summary Profile section below the Company Profile text box.

4 To include company logo or branding images to display on your Employer Summary page or at the top of your Job Order pages:

a. In the Employer Summary Profile section, click the Upload Images for Employer Summary Profile link (see figure above).

b. In either the Employer Summary Page Image or Job Order Summary Image section, click the **Select File** button (or similarly named button in different browsers).

c. Find and open the desired image file, and then click the **Upload** button. The selected image displays in an Image Preview box (see figure below).

Uploading Images for Employer Summary Profile

d. Repeat this process for either the Employer Summary Page or the Job Order Summary of your Company Profile.

5 Click the **Return to Previous Page** button after uploading the images.

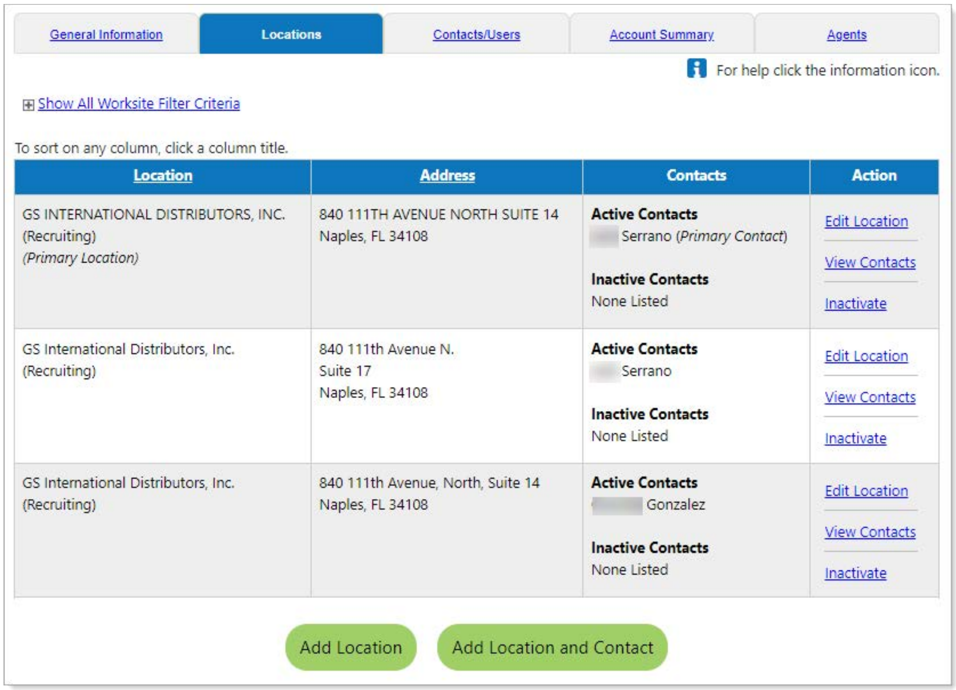
6 To review your company profile as it will display with the uploaded image, you can again click the View Employer Summary Profile link.

Sample Employer Summary Profile Page

7 When finished entering or modifying the text or images, scroll down and click the **Save** button.

Locations Tab

The Locations tab lets you manage your company's physical worksites. Your primary worksite location and primary contact person were established during account registration. You can add as many additional locations as needed, and each must have an associated contact, because when you create job orders, each listing must be linked to a specific location and contact.



Locations Tab

▶ **To access the Locations tab:**

1. From the Quick Menu group of the left navigation menu, click **Account Information**. The General Information tab displays.
2. Click the **Locations** tab. All existing locations are listed in a table, with the primary location listed first (see figure above).
3. From this tab, you can perform the following actions:
   - **Edit location Information** – Click the Edit Location link in the Action column for the desired location. This opens the Edit Location page, where you can change the physical address, mailing address, phone number and email, company website URL, assigned contact person, and business operations performed at the location.
   - **View contacts for a location** – Click the View Contacts link in the Action column for the desired location. This displays the Contacts/Users tab filtered to the location you select.
   - **Inactivate a location** – Click the Inactivate link in the Action column for the desired location. To see inactivated locations, you must change the filter criteria. To reactivate a site, click the Activate link.

> ***Note:*** *You can only inactivate a location that has no contacts associated with it. If you want to inactivate the primary location, you must first select another location to be the primary location.*

- **Add a new location** – Click the **Add Location** button below the table. See the topic "Adding a New Location" below for details.

> ***Note:*** *Since you must designate a contact person when you create a new location, the system also allows you to add a contact as part of adding an employer location. Click the **Add Location and Contact** button to combine the steps.*

Adding a New Location

To save a new location, your account must already have one or more contacts to choose from to associate with the new location. If you don't already have a contact for the location you want to add, use the **Add Location and Contact** button instead of **Add Location**.

▶ **To add a new location to your employer account:**

1. From the Quick Menu group of the left navigation menu, click **Account Information**. The General Information tab displays.
2. Click the **Locations** tab. Existing locations display in a table, which you can filter after clicking the Show All Worksite Filter Criteria link.
3. Click the **Add Location** button below the table. The Edit Location page displays (see figure below).

Edit Location Page

4 Enter a **Location Name** to easily identify it (e.g., Home Office or Warehouse).

5 Enter the location **Zip Code**. This will populate the **City**, **State**, **County**, and **Country** fields.

6 Complete the remaining address, phone, email, and website information fields, as desired.

7 Search for and select the appropriate **Industry Title (NAICS)** code for the location.

8 Complete the required Mailing Address fields.

9 In the Location Contact Information section, check the boxes to select one or more existing contacts to be associated with this location (see figure above).

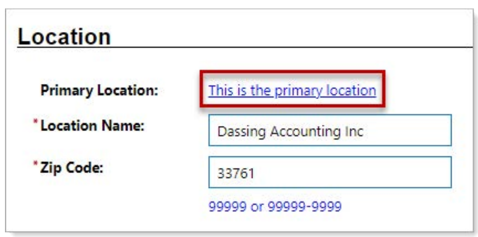
10 In the Location Designation(s) section, to select applicable business functions that take place at this location, check the corresponding boxes.

11 If the checked **Employer type functionality for this location** box at the bottom of the page does not apply, uncheck the box.

12 Click **Save**. The Locations tab redisplays with the new addition (which may be on a different page of the table).

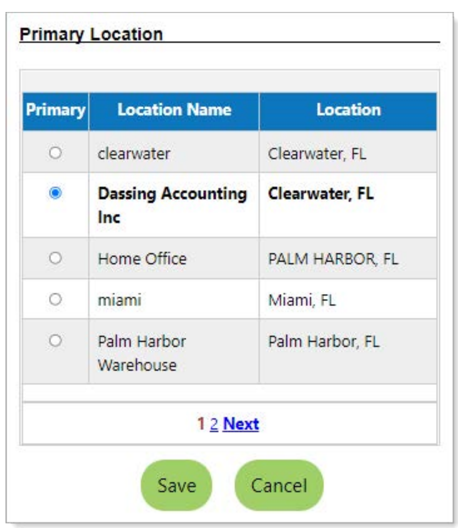
▶ To change the primary location status:

1 Click the Edit Location link in the Action column in the Locations table for the desired location.



Primary Location Status Link on Edit Location Page

2 On the Edit Location page, click the link at the top of the page that indicates primary location status, This is the primary location or This is not the primary location (see figure above). A pop-up window opens with a list of locations to choose from (see figure below).



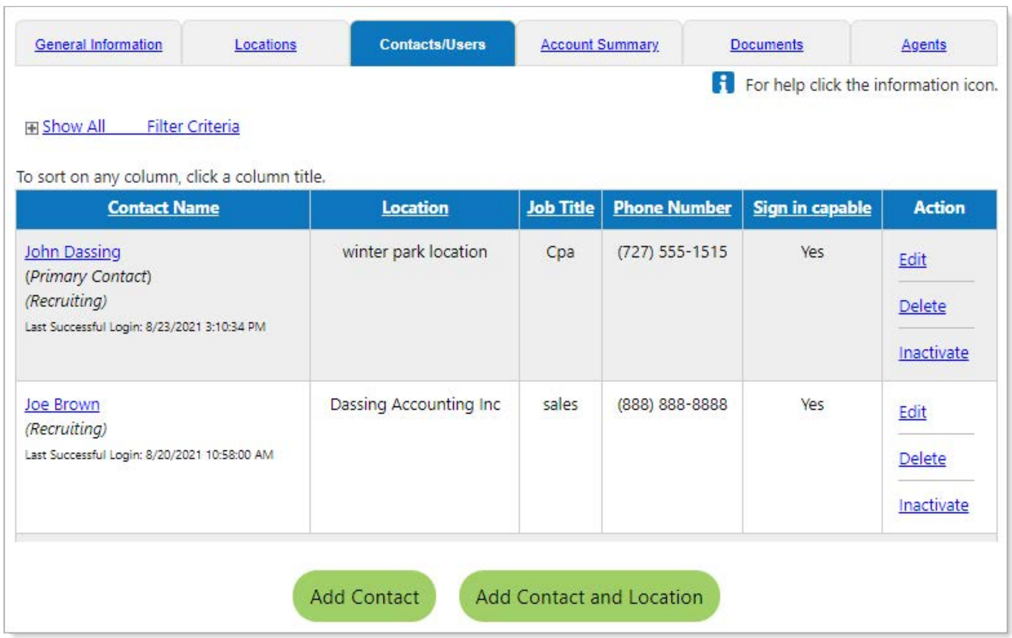
Primary Location Selection

3 The current primary location is bolded. Click a radio button to select another location to be the primary location, and click **Save** to record your change and close the window.

4 Click **Cancel** to leave the Edit Location page and see your change on the Locations tab.

Contacts/Users Tab

The Contacts/Users tab lets you manage information about your worksite contacts and account users. Your primary contact and primary location were established during account registration, and you can add as many additional contacts as needed. Having one or more contacts on record is crucial to job order creation because you must associate each job order to a specific worksite location and contact person. A *user* is a special designation as someone who can access their account on this system with sign-in credentials.



Contacts/Users Tab

▶ **To access the Contacts/Users tab:**

1 From the Quick Menu group of the left navigation menu, click **Account Information**. The General Information tab displays.

2 Click the **Contacts/Users** tab. All existing contacts are listed in a table, with the primary contact listed first (see figure above).

3 From this tab, you can perform the following actions:

- **Edit contact Information** – Click the contact's name link or the Edit link for the desired contact. This opens the Edit Contact page, where you can edit details for the contact.

  Note: *If you are the primary contact, or another contact with full privileges, you may access the account of any contact/user for your account and edit their information, including Contact Information, Status (Active/Inactive), Associated Locations, Sign in Information, and User Privileges. However, user privileges cannot be changed for the designated primary contact.*

- **Delete a contact** – Click the Delete link in the Action column for the desired contact. If the contact is associated with active job orders, you will receive an alert that they cannot be deleted in that state. A warning message displays about deleting a contact; to continue with the deletion, click **OK** to confirm.
- **Inactivate a contact** – Click the Inactivate link in the Action column for the desired contact. If the contact is associated with active job orders, you will receive an alert that they cannot be inactivated in that state. To see inactivated contacts, you must change the filter criteria. To reactivate a contact, click the Activate link.
- **Add a new contact** – Click the **Add Contact** button below the table. See the topic "Adding a New Contact/User" below for details.

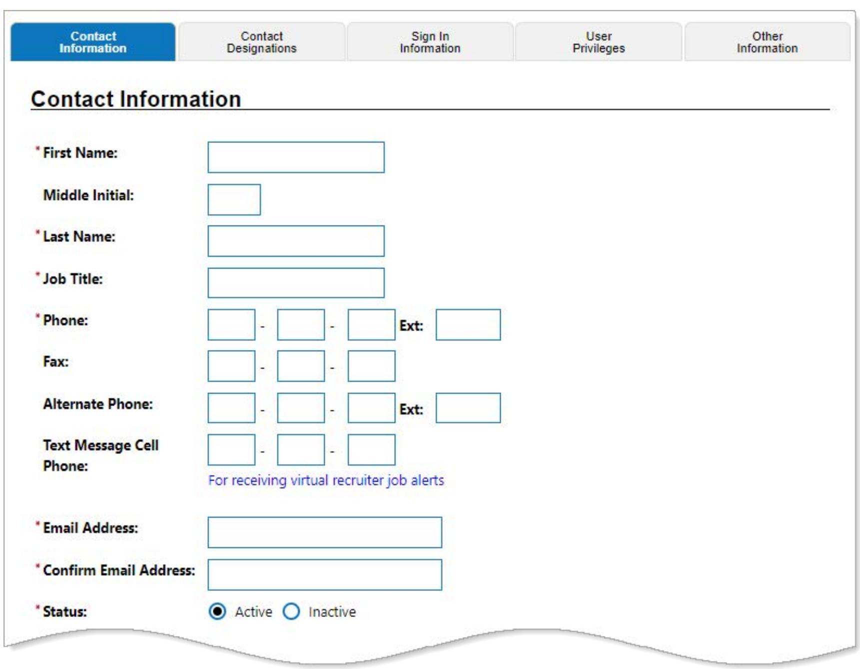
Note: *Since you must designate a location when you create a new contact, the system also allows you to add a location as part of adding a contact. Click the **Add Contact and Location** button to combine the steps.*

Adding a New Contact/User

To save a new contact, your account must already have one or more locations to choose from to associate with the new contact. If you don't already have a location for the contact you want to add, use the **Add Contact and Location** button instead of **Add Contact**.

▶ **To add a new contact/user to your employer account:**

1. From the Quick Menu group of the left navigation menu, click **Account Information**. The General Information tab displays.
2. Click the **Contacts/Users** tab. Existing contacts display in a table, which you can filter after clicking the filter criteria link.
3. Click the **Add Contact** button below the table. The Edit Contact page displays (see figure below).

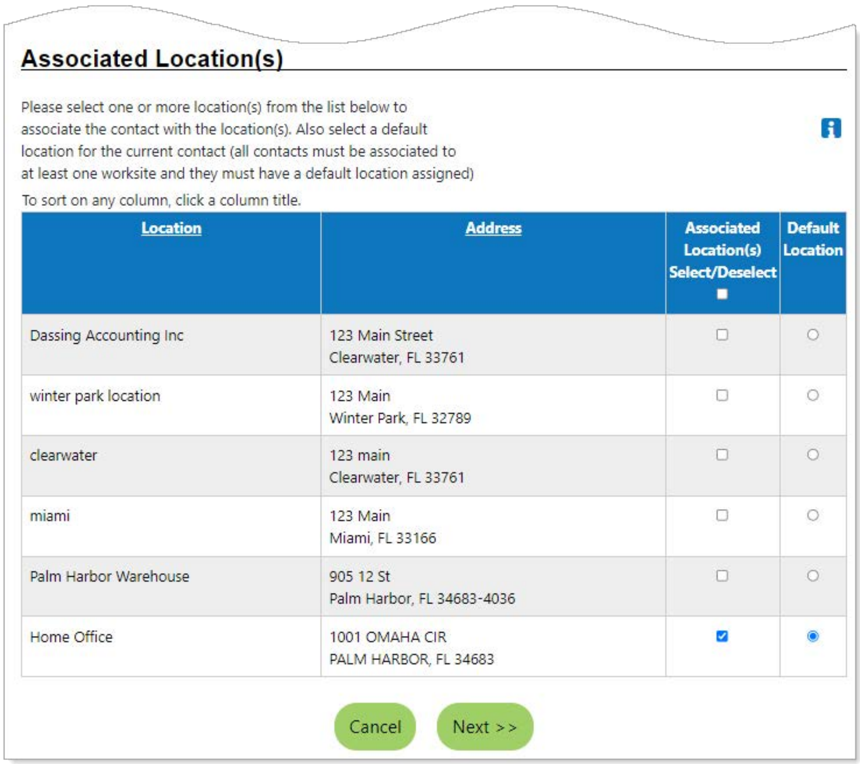


Edit Contact Page – Contact Information Section

4 Complete all required fields in the Contact Information section.

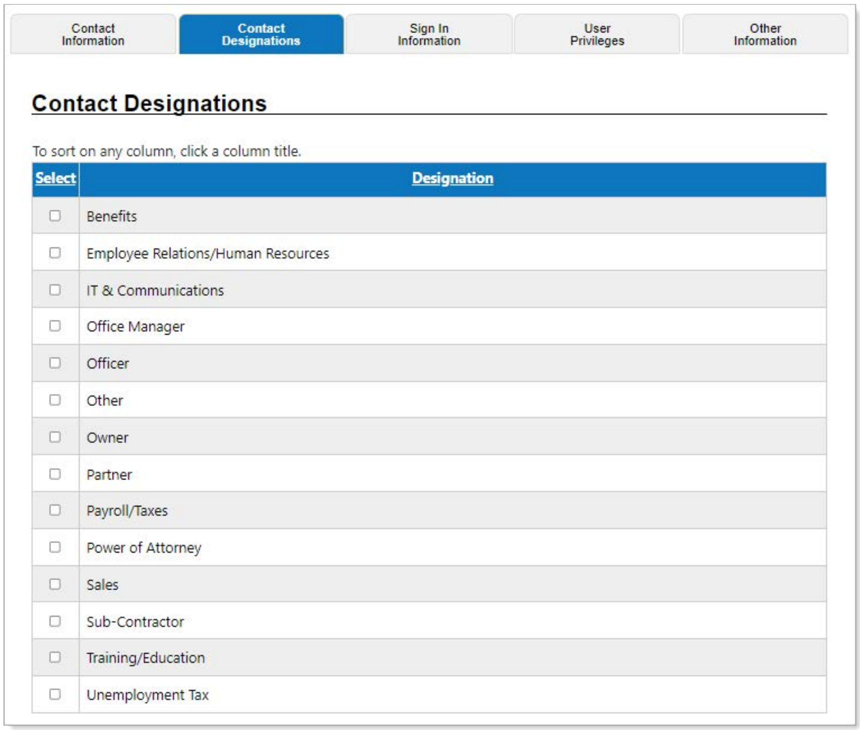
5 To associate the contact with an existing location, in the Associated Location(s) section, select one or more corresponding checkboxes in the Associated Location(s) column. By default, the contact will be associated with the primary location (see figure below).

6 Click a radio button to designate the contact's **Default Location**.



Edit Contact Page – Associated Location(s) Section

7 Click **Next** to proceed to the Contact Designations tab (see figure below).



Edit Contact Page – Contact Designations Tab

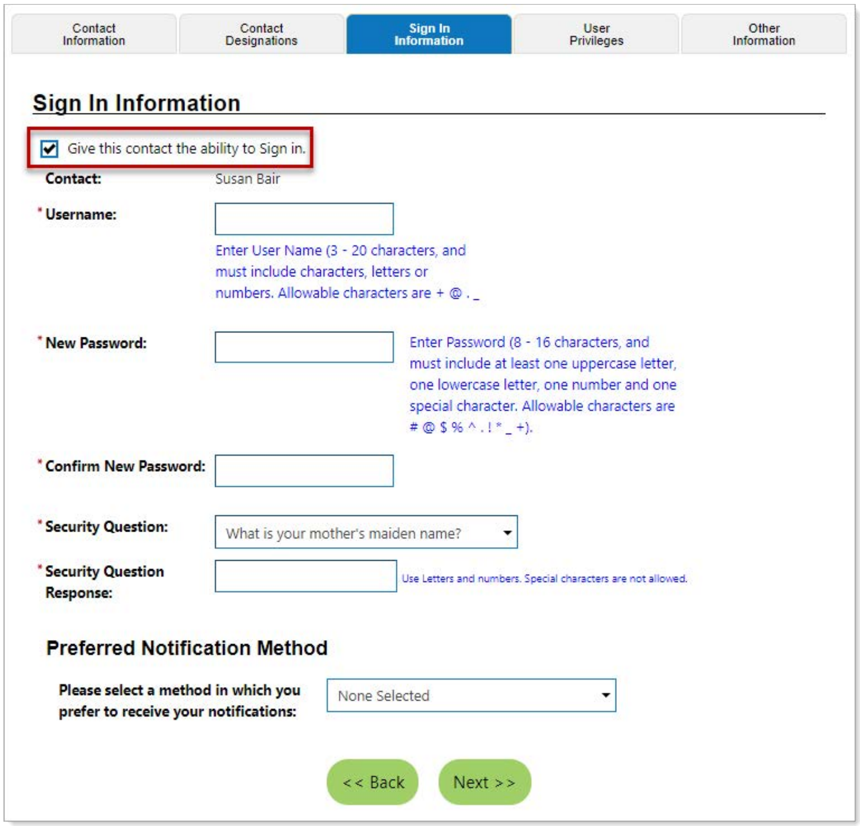
8 In the Contact Designations section, to select applicable business functions that this contact performs, check the corresponding boxes.

9 Click **Next** to proceed to the Sign In Information tab (see figure below).

10 If this contact will not be a user of this system, leave this tab blank and click the **Finish** button to save the contact and return to the Contacts/Users tab.

Note: *If this contact will be performing system tasks on behalf of the employer, such as creating job orders, searching for candidates, or editing contact and worksite information, they must be able to sign in to the system. In most situations, it is preferable to give contacts their own ability to sign in; however, this may not be true if you added the contact solely for informational purposes (e.g., to display the name and contact information of your recruitment officer on job postings).*

11 To designate this contact a system user, check the **Give this contact the ability to Sign in** checkbox at the top of the page. The page refreshes with all the credential fields enabled (see figure below).

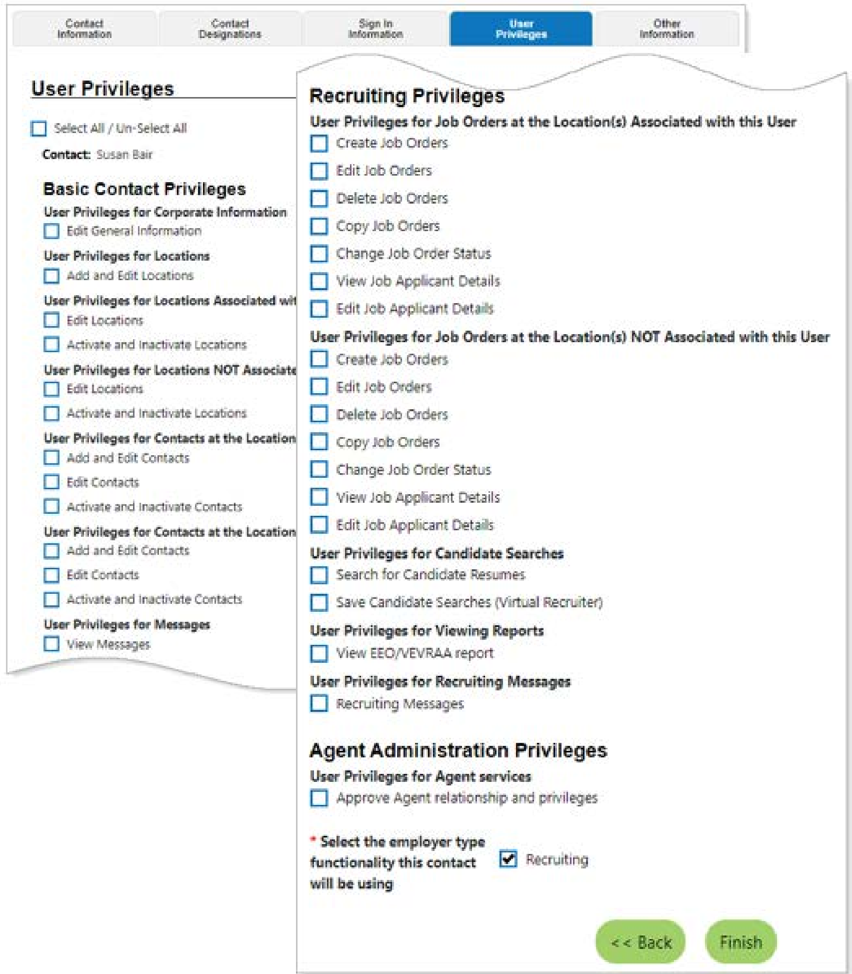


Edit Contact Page – Sign In Information Tab

12 Complete all required sign-in credential fields, following the rules stated in blue text on screen.

13 Select their Preferred Notification Method, and then click **Next** to proceed to the User Privileges tab (see figure below).

14 To identify specific areas in the system that the user may access, as well as specific tasks they may perform, check all applicable boxes. For example, you may grant the user permission to create and edit job orders, but not to delete them.

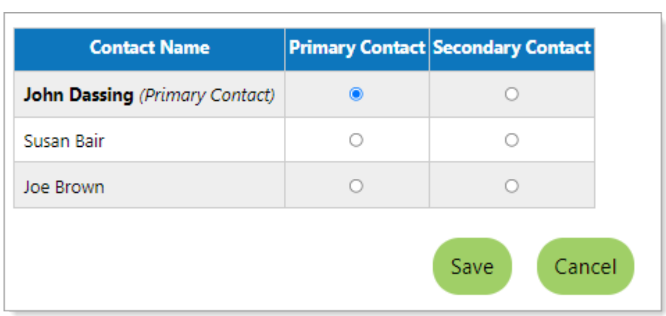


Edit Contact Page – User Privileges Tab

15 Click the **Finish** button to save this user account in the system.

▶ **To change the primary contact status:**

1 Click the Edit link in the Action column in the Contacts/User table for the desired contact.



Contact Name	Primary Contact	Secondary Contact
John Dassing *(Primary Contact)*	◉	○
Susan Bair	○	○
Joe Brown	○	○

Primary Location Selection

2 On the Contact Information tab of the Edit Contact page, click the link at the top of the page that indicates primary contact status, This is the primary contact or This is not a primary or secondary contact (see figure above). A page opens with a list of contacts to choose from (see figure below).

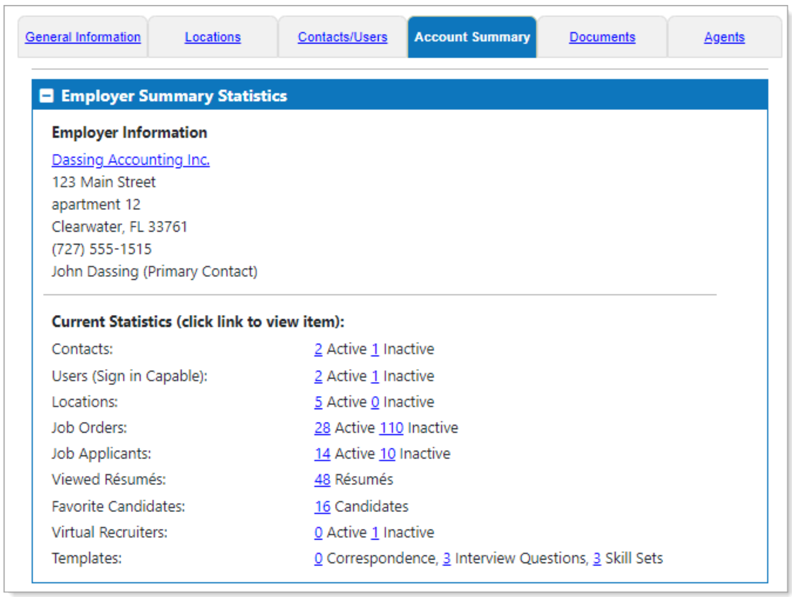
3 The current primary contact is bolded. Click a radio button to select another contact to be the primary.

4 If desired, click a radio button to designate a contact as secondary.

5 Click **Save** to record your change and see your change on the Contacts/Users tab.

Account Summary Tab

The Account Summary tab lists statistics for the key item activities of your employer account, including numbers of items like company contacts, locations, job orders, viewed résumés, and job applicants. Each number is a link so you can view details and manage items in that area of the system (see figure below).



Account Summary Tab

▶ **To access the Account Summary tab:**

1 From the Quick Menu group of the left navigation menu, click **Account Information**. The General Information tab displays.

2 Click the **Account Summary** tab. The tab shows the total count of the following items:

- Contacts (*Active* and *Inactive*)
- Users (Sign-in Capable) (*Active* and *Inactive*)
- Locations (*Active* and *Inactive*)
- Job Orders (*Active* and *Inactive*)
- Job Applicants (*Active* and *Inactive*)
- Viewed Résumés
- Favorite Candidates
- Virtual Recruiters (*Active* and *Inactive*)
- Templates (Correspondence, Interview Questions, Skill Sets)

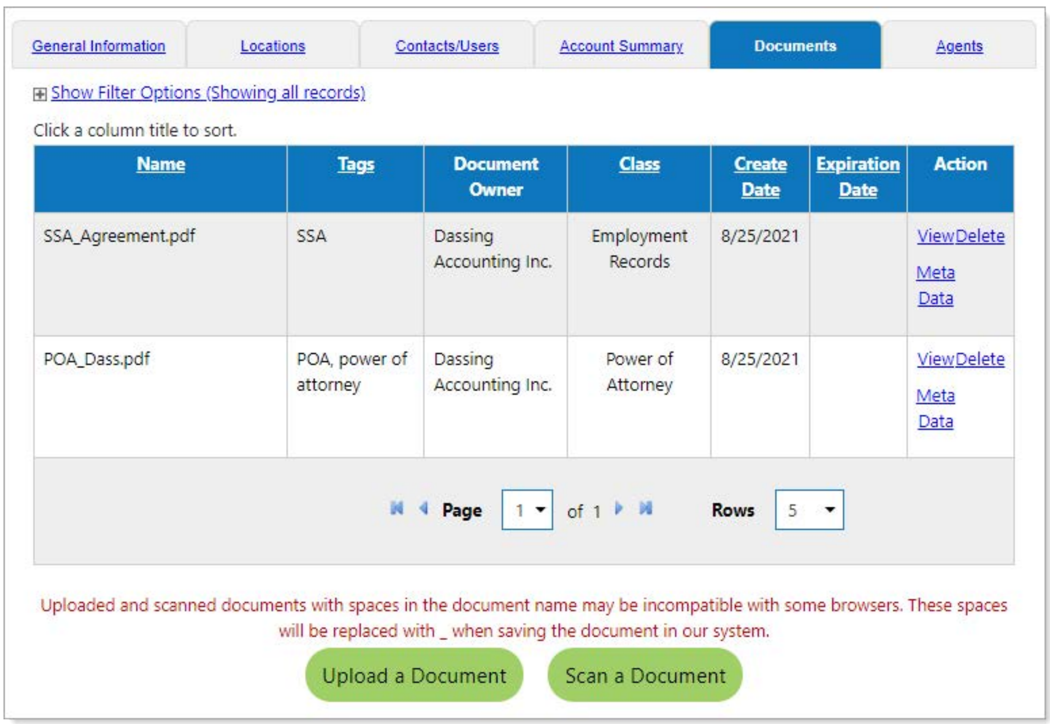
3 Click on a number link to go to the tab for that item.

Documents Tab

For systems with the optional *Document Management* module, the Documents tab lets you upload, view, and manage documents you have uploaded into the system, and for systems with the optional *Document Imaging* module, you can also scan documents directly into the system.

Common type of documents that employers upload are Power of Attorney for an agent-employer relationship, or any other authorization, business, or agreement documents. Employers who provide Unemployment Insurance benefits through the *GUS Unemployment* module may have many other types of documents they are required to maintain in the system, as well.

Note: *This tab only displays if your site has the optional Document Management module.*



Documents Tab

▶ To access the Documents tab:

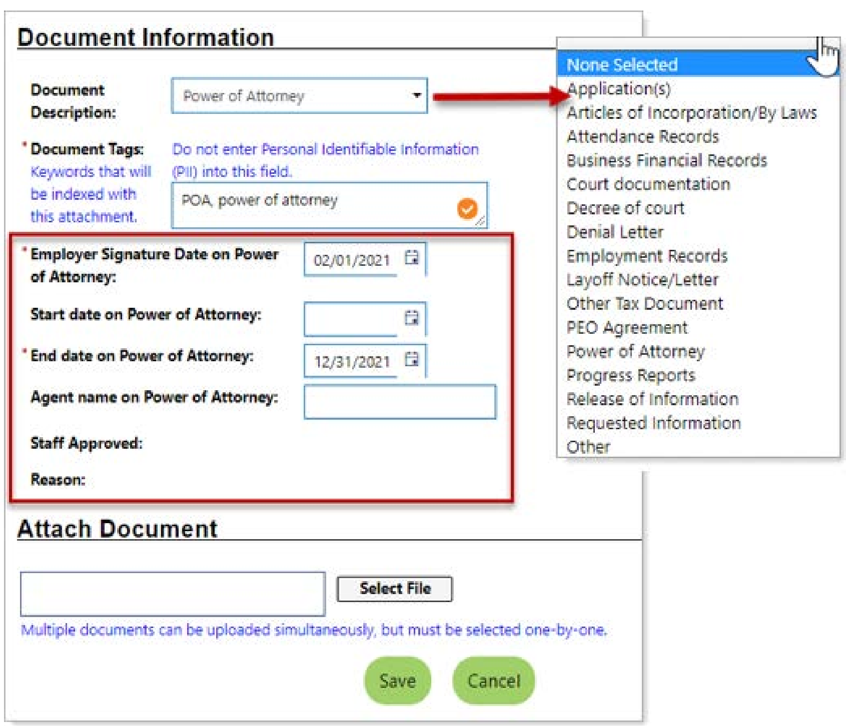
1. From the Quick Menu group of the left navigation menu, click **Account Information**. The General Information tab displays.
2. Click the **Documents** tab.
3. From this tab, you can perform the following actions:
   - **View a document** – Click the View link in the Action column to see the actual document in an "image viewer" window. You must enter your system password to be able to see the document.
   - **Delete a document** – Click the Delete link in the Action column, then click **OK** to confirm. You must enter your system password to be able to delete the document.

- **View document meta data** – Click the Meta Data link in the Action column to see all the information about the document, including document type and tags, date and time it was uploaded, and edit date and time, if applicable. You must enter your system password to be able to see meta data.
- **Upload a document** – Click the **Upload a Document** button. See the topic "Uploading a Document" below for details.
- **Scan a document** – (only for systems with *Document Imaging* module) Click the **Scan a Document** button. You must have a scanner connected to your computer to complete this operation. See the topic "Scanning a Document" for details.

Uploading a Document

▶ **To upload a document:**

1. From the Quick Menu group of the left navigation menu, click **Account Information**. The General Information tab displays.
2. Click the **Documents** tab. Any previously added documents are displayed (see figure above).
3. Click the **Upload a Document** button below the table. The Upload Document page displays (see figure below).



Upload Document Page Showing Extra POA Fields

4. Select the type of document from the **Document Description** drop-down list. If a good match is not listed, select *Other*.
5. Enter one or more keywords in the **Document Tags** box that could be used to search for the document, for example, for a Power of Attorney, you could enter *power of attorney, POA*.

Note: *Power of Attorney is a special document type in the system, and if selected, additional fields will display below the keywords box, and at a minimum, you must enter the date your employer representative signed the document and the end date on the POA (see figure above).*

6 In the Attach Document section, click the **Select File** button (or similarly named button in different browsers), and locate and open the file to upload.

7 Click **Save** to complete the upload and add it to your Documents tab.

Scanning a Document

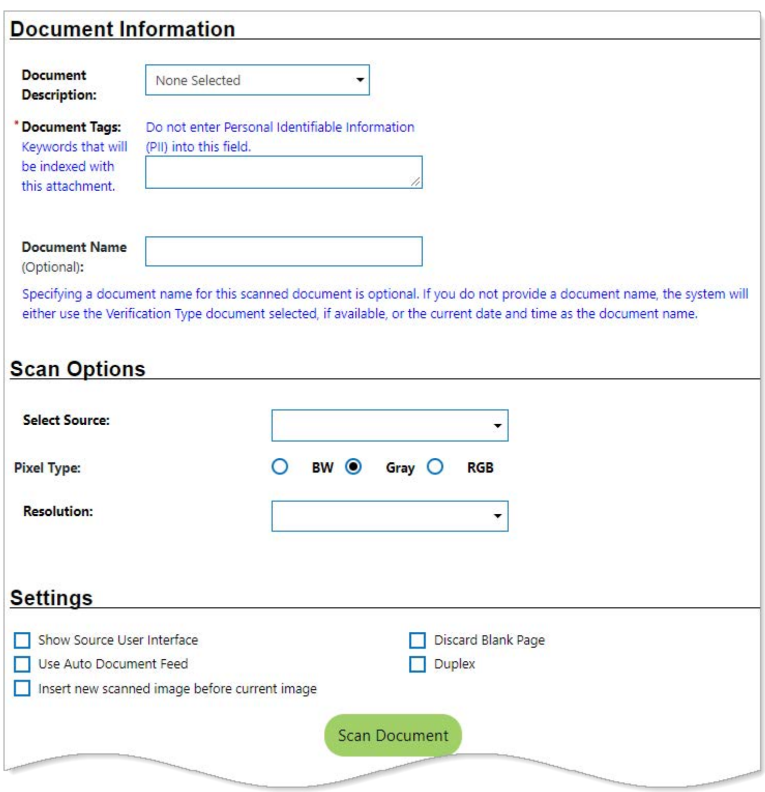
The system must have the optional *Document Imaging* module, and you must have a scanner and associated software on your computer to use this feature.

▶ **To scan a document:**

1 From the Quick Menu group of the left navigation menu, click **Account Information**. The General Information tab displays.

2 Click the **Documents** tab. Any previously added documents are displayed (see figure above).

3 Click the **Scan a Document** button below the table. The Scan Document page displays (see figure below).



Scan Document Page

4 Select the type of document from the **Document Description** drop-down list. If a good match is not listed, select *Other*.

5 Enter one or more keywords in the **Document Tags** box that could be used to search for the document, for example, for a Power of Attorney, you could enter *power of attorney, POA*.

> ***Note:*** *Power of Attorney is a special document type in the system, and if selected, additional fields will display below the keywords box, and at a minimum, you must enter the date your employer representative signed the document and the end date on the POA.*

6 Enter a **Document Name** so you can easily identify it in a list. If you do not provide a document name, the system will use the current date and time as the document name.

7 In the Scan Options section:

a. Use the drop-down list to **Select Source**, if you have more than one scanner available.

b. Select the **Pixel Type**.

> ***Note:*** *RGB may be desirable for color images that will not scan well in black and white. However, resolution settings and pixel types for RGB color, black and white (BW), or gray scale selections affect the file size. You will receive an error message if the image size is larger than a system maximum, but you can change scan options to limit the file size.*

c. Select the **Resolution** level.

d. Select any **Settings** checkboxes if they apply.

e. Ensure that the document is on the scanner, then click the **Scan Document** button.
The image and a thumbnail will display in the Scanned Images section (see figure below).

Scan Documents Page with Scanned Image

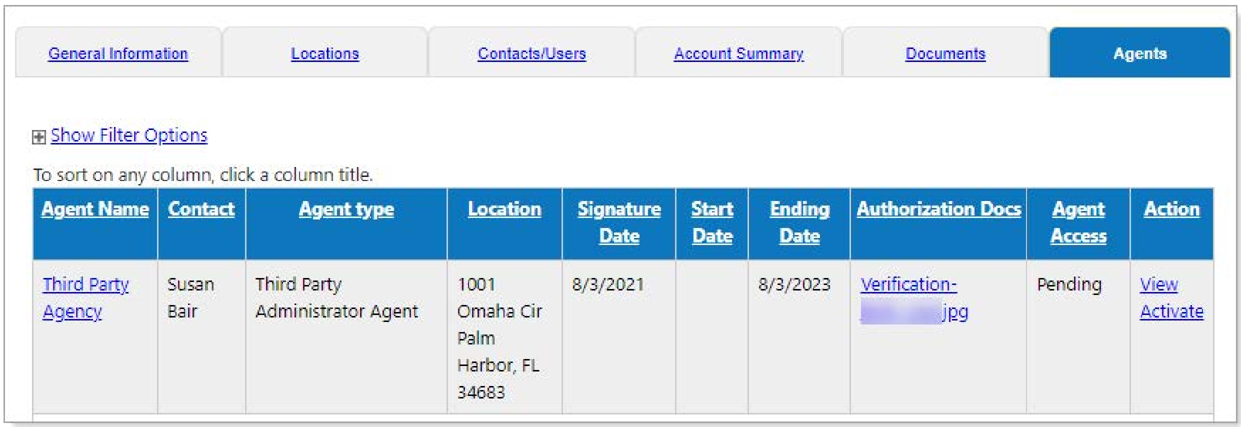
8 In the Scanned Images section, to adjust the displayed image, use the mouse to define an area on the image and click the **Hand** or **Crop** button.

9 Click the **Upload Document** button to add the scanned document. The added file displays at the top of your Documents tab.

Agents Tab

The Agents tab is optional for employers who engage with third party administrators (TPA) and displays any pending or existing relationships your company has established with TPAs, which you can manage from here.

Note: *If you are a TPA employer, the Representing Employers tab displays instead of an Agents tab. See the topic "Agent Request to Represent an Employer" in Chapter 1 – System Overview, Access, Registration for details on the Representing Employers tab options.*



General Information | Locations | Contacts/Users | Account Summary | Documents | Agents

Show Filter Options

To sort on any column, click a column title.

Agent Name	Contact	Agent type	Location	Signature Date	Start Date	Ending Date	Authorization Docs	Agent Access	Action
Third Party Agency	Susan Bair	Third Party Administrator Agent	1001 Omaha Cir Palm Harbor, FL 34683	8/3/2021		8/3/2023	Verification- jpg	Pending	View Activate

Agents Tab with Pending Agent Request

▶ **To access the Agents tab:**

1 From the Quick Menu group of the left navigation menu, click **Account Information**. The General Information tab displays.

2 Click the **Agents** tab.

3 From this tab, you can perform the following actions:

- **View TPA information** – Click the agent name link or View link in the Action column.
- **View TPA verification document (POA)** – Click the document link in the Authorization Docs column.
- **Modify TPA privileges** – Click the agent name link or View link in the Action column.
- **Change TPA status** – Click the agent name link or Activate/Inactivate link in the Action column. At the bottom the displayed page, you can set the status to *Pending*, *Active*, or *Inactive*.

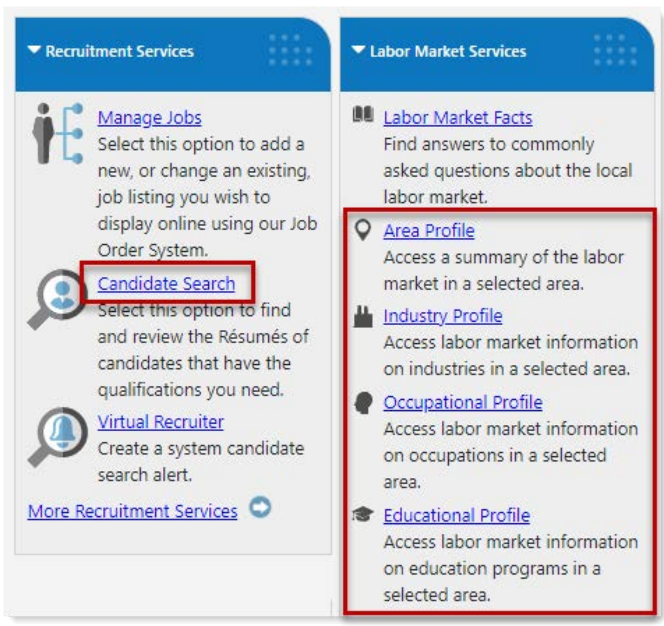
  For details on activating or inactivating an agent-employer relationship, see the topic "Employers Activate Agents" in Chapter 1 – System Overview, Access, Registration.

4: Search History

Chapter Contents

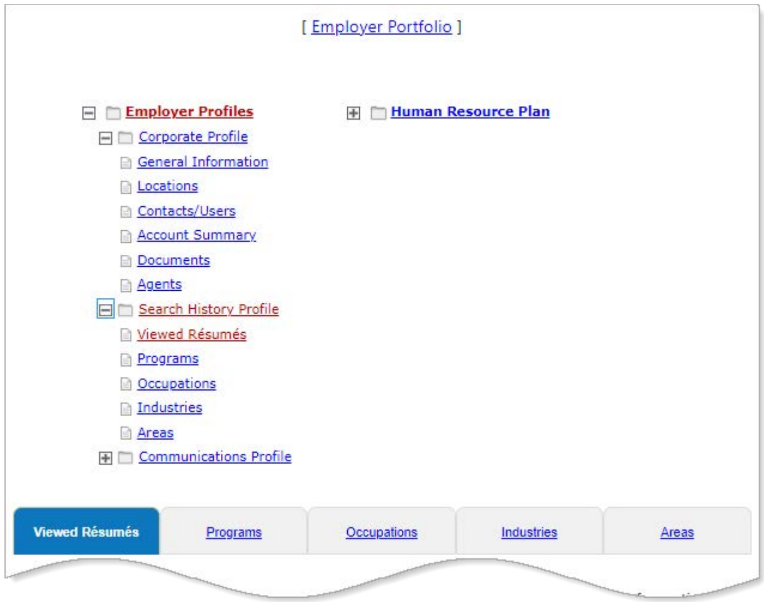
Viewed Résumés 4-3
Education/Training Programs 4-4
Occupations 4-5
Industries 4-6
Areas 4-7

When it comes to researching potential candidates, education/training programs, and labor market information, the system makes it easy for you to build on your past activity. You can easily perform searches for résumés, or for area, industry, occupational, and educational profiles and providers, from two widgets on your Employer Dashboard, Recruitment Services and Labor Market Services, as shown in the figure below.



Searches That Get Saved to Your Search History Profile

For every résumé, provider, or profile page you view, the system automatically tracks them on one of your five Search History Profile tabs so you can quickly revisit them anytime (see figure below).



Search History Tabs

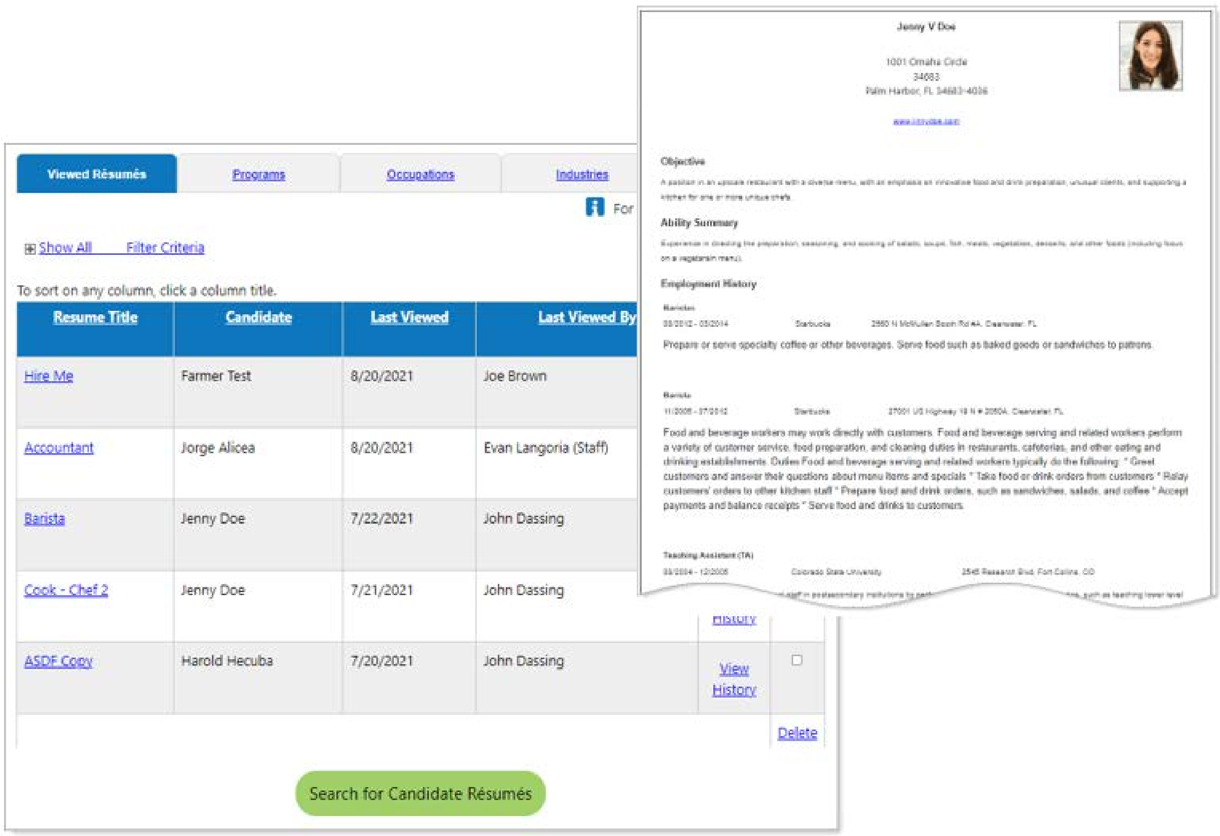
▶ **To access your Search History tabs:**

1. From the Quick Menu group in the left navigation menu, click **Employer Portfolio ▸ Search History Profile**. The Viewed Résumés tab of your Search History Profile displays as the active tab.
2. Click on the desired tab title.

Each tab is covered in more detail in the topics that follow.

Viewed Résumés

All résumés you've viewed from Candidate Résumé Search results pages are stored on the Viewed Résumés tab. You can also perform new searches from here.



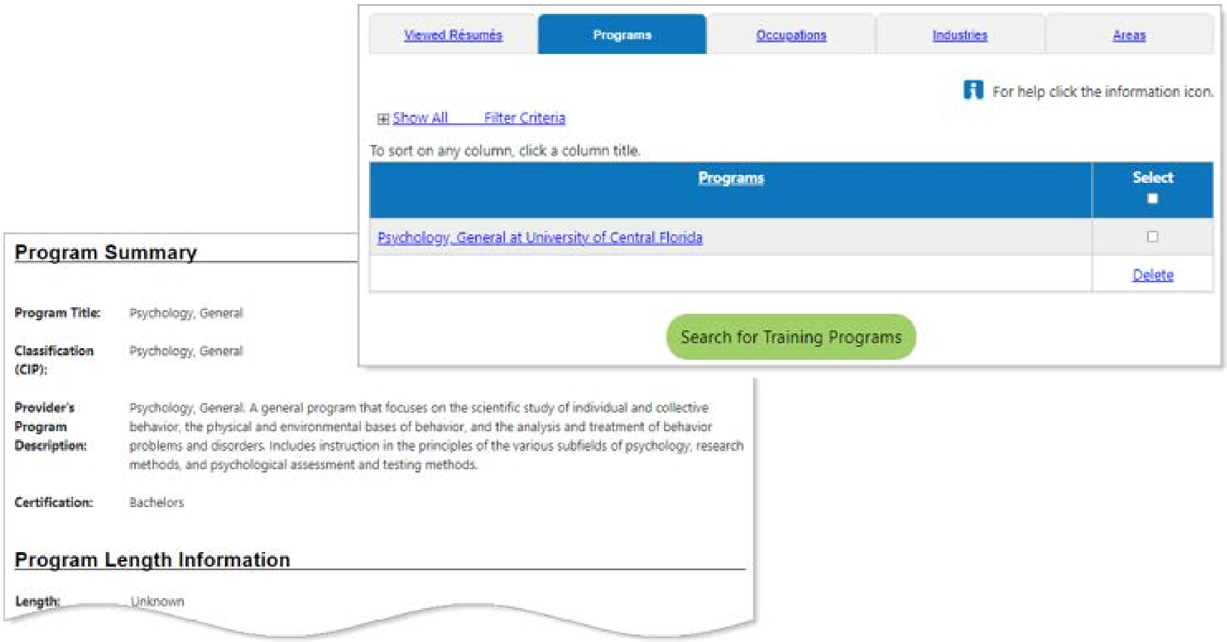
Accessing Previously Viewed Résumés

From this tab, you can perform the following tasks:

- **View a candidate résumé** – Click a Résumé Title link.
- **See a list of who viewed the résumé and when** – Click a View History link in the Action column.
- **Remove a résumé from the list** – Click the checkbox in the Select column, and then click the Delete link at the bottom of the table.
- **Search for résumés** – Click the **Search for Candidate Résumés** button to display the Résumé Search criteria page. See the topic "Searching for Candidates" in Chapter 6 - Manage Recruitment for more information.

Education/Training Programs

The Programs tab lists educational or training programs you have previously researched using the Labor Market Services features. Use the list to quickly return to a program provider summary page.



Accessing Previously Viewed Education Programs

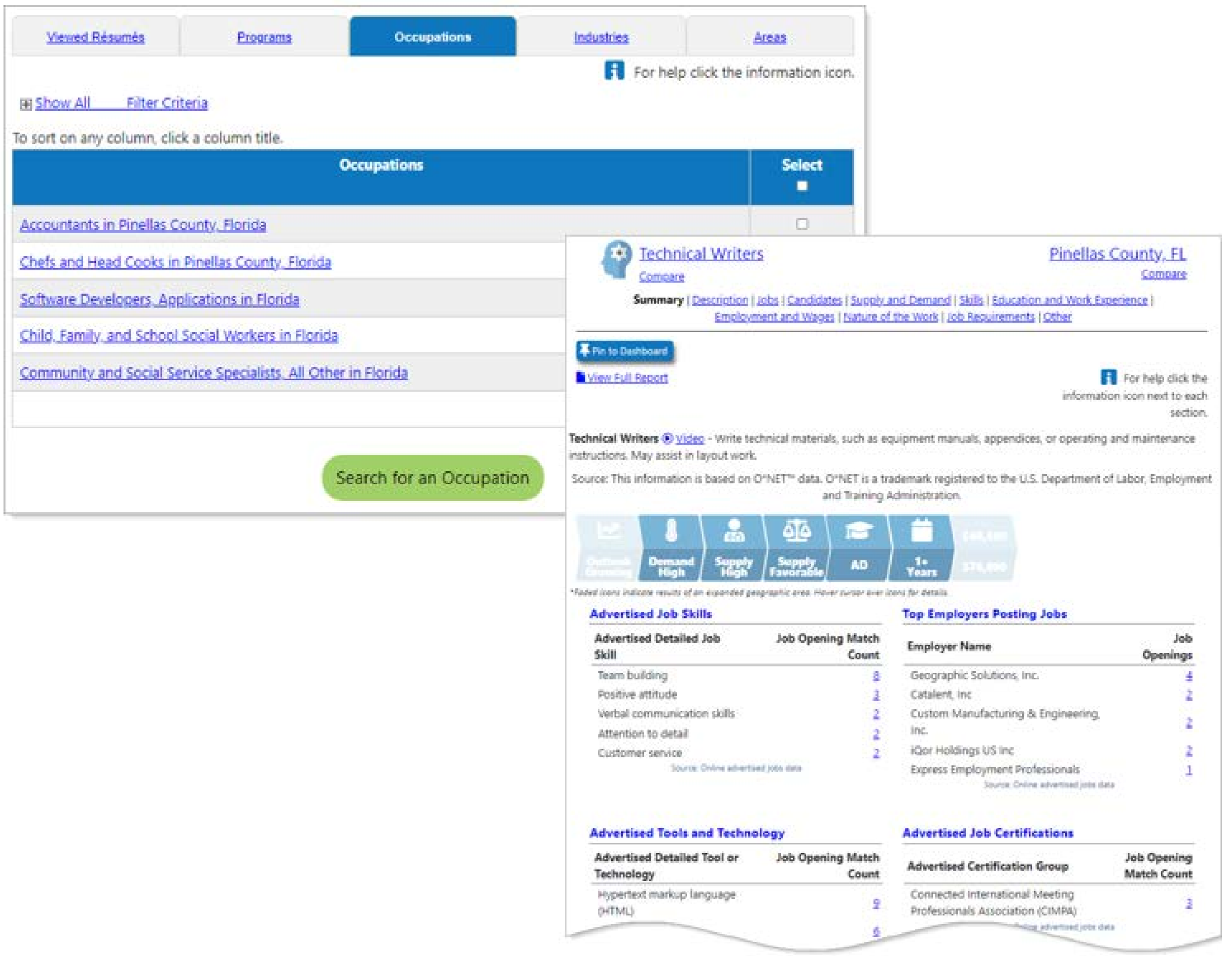
From this tab, you can perform the following tasks:

- **View a training program** – Click a Programs link to see the provider summary page.
- **Remove a program from the list** – Click the checkbox in the Select column, and then click the Delete link at the bottom of the table.
- **Search for a training program** – Click the **Search for Training Programs** button to display the Training Programs Search criteria page.

For complete information, see the topic "Education Profiles" in Chapter 12 - Labor Market Information (LMI).

Occupations

The Occupations tab lists any occupations that you have previously researched using the Labor Market Services features. Use the list to quickly return to an occupation profile to see the most recent labor market information.



Accessing Previously Viewed Occupation Profiles

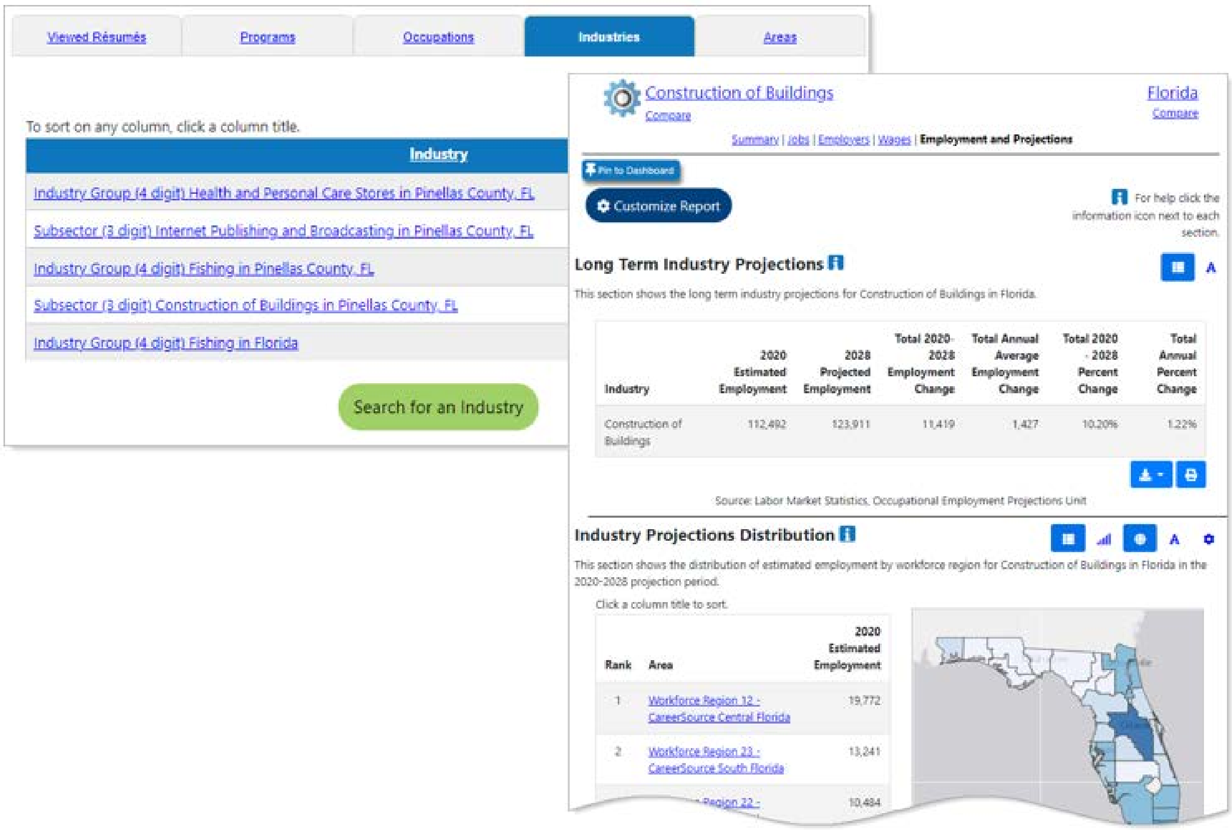
From this tab, you can perform the following tasks:

- **View an occupational profile** – Click an Occupations link.
- **Remove an occupation from the list** – Click the checkbox in the Select column, and then click the Delete link at the bottom of the table.
- **Search for an occupational profile** – Click the **Search for an Occupation** button to display the Occupation Search criteria page.

For complete information, see the topic "Occupation Profiles" in Chapter 12 - Labor Market Information (LMI).

Industries

The Industries tab lists any industries that you have researched using the Labor Market Services features. Use the list to quickly return to an industry profile to see the most recent labor market information.



Accessing Previously Viewed Industry Profiles

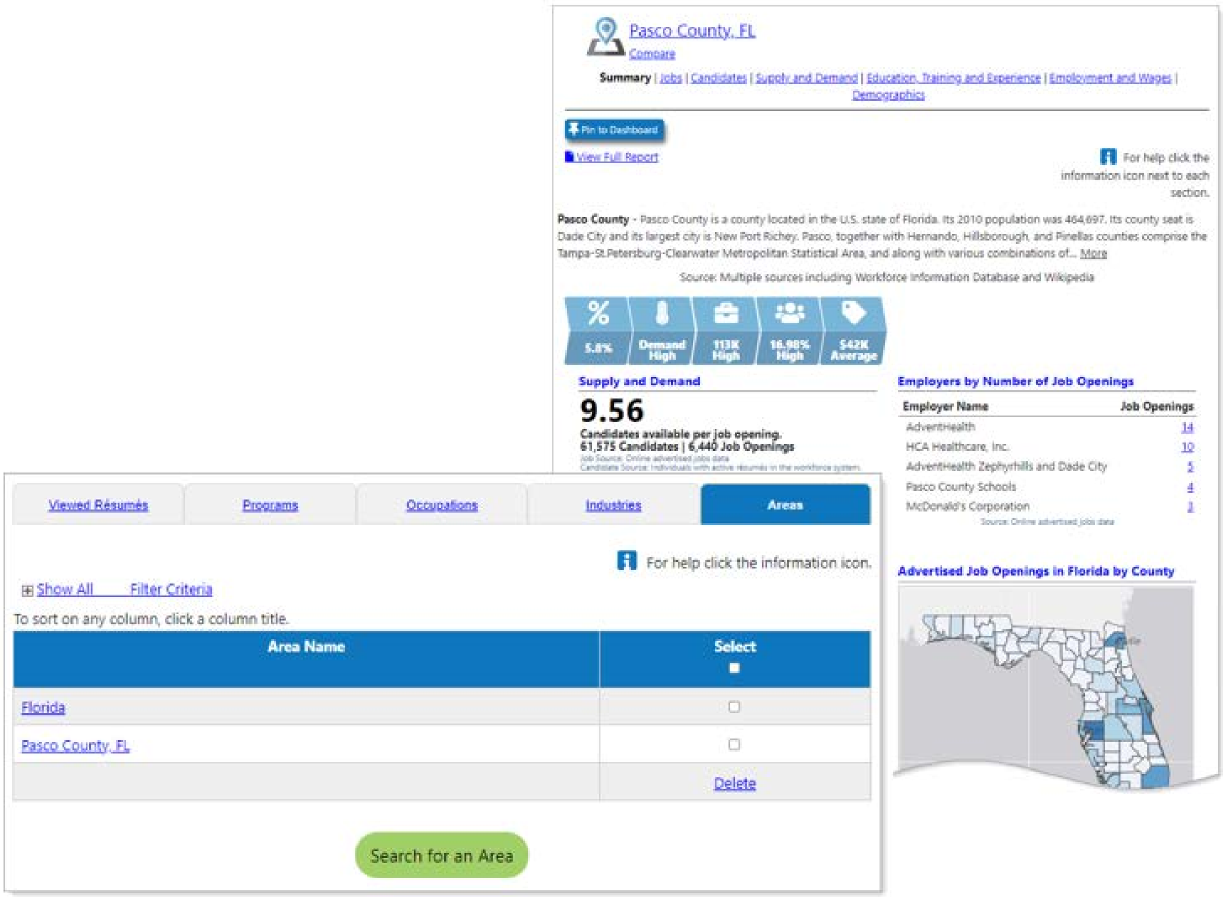
From this tab, you can perform the following tasks:

- **View an industry profile** – Click an Industry link.
- **Search for an industry profile** – Click the **Search for an Industry** button to display the Industry Search criteria page.

For complete information, see the topic "Industry Profiles" in Chapter 12 - Labor Market Information (LMI).

Areas

The Areas tab lists the areas you have researched using the Labor Market Services features. Use the list to quickly return to an area profile to see the most recent labor market information.



Accessing Previously Viewed Area Profiles

From this tab, you can perform the following tasks:

- **View an area profile** – Click an Area Name link.
- **Remove an area from the list** – Click the checkbox in the Select column, and then click the Delete link at the bottom of the table.
- **Search for an area profile** – Click the **Search for an Area** button to display the Area Search criteria page.

For complete information, see the topic “Area Profiles” in Chapter 12 - Labor Market Information (LMI).

5: Manage Job Orders

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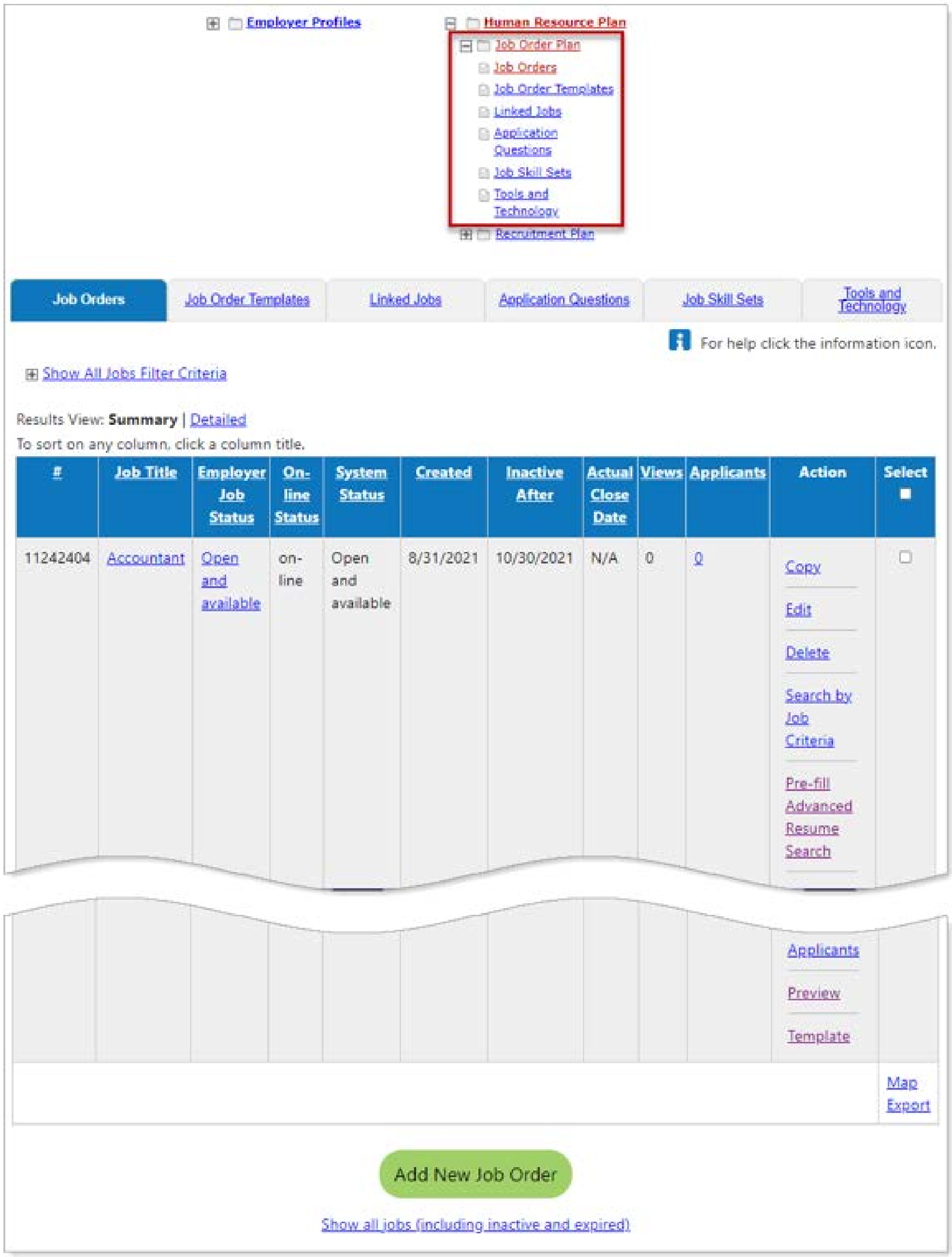
Manage Job Orders Overview

As a recruiting employer, you can create and post job openings that job seekers, and workforce staff on their behalf, can search for, view, and apply to. You manage all aspects of your job orders from the Job Order Plan tabs within your Human Resource Plan (see figure below), including:

- Creating, editing, copying, deleting, and changing the status of job orders
- Mass importing job orders
- Creating job order templates
- Searching for candidate résumés that match your jobs (see Chapter 6 – Manage Recruitment)
- Viewing, rating, and setting status of job applicants (see Chapter 6 – Manage Recruitment)
- Creating and managing sets of skills and application questions for job orders



Job Order Plan Tabs with Job Orders Active

To access the Job Order Plan tabs:

- From the Quick Menu group in the left navigation menu, click **Manage Jobs**.
  OR…
  From the Recruitment Services widget on your Employer Dashboard, click the Manage Jobs link.

  The Job Orders tab displays (see figure above).

Each of these tabs is briefly described below and covered in more detail in this chapter.

- **Job Orders** – Lets you create and manage your job orders, as well as search for candidates matching job order requirements. See the topics under "Working with Existing Job Orders" and the topic "Creating Job Orders" for details on what you can do from the Job Orders tab.
- **Job Order Templates** – Lets you create and manage templates that you can use to quickly and consistently create job orders. See the topic "Managing Job Order Templates" for details.
- **Linked Jobs** – An additional tab will display for employers who have external jobs that are imported to the system by importing companies, such as Broadbean or Job Target, who have authorization from the employer to have the jobs imported for them. This lets these employers view those jobs from the Linked Jobs tab. See the topic "Linked Jobs Tab" for details.
- **Application Questions** – Lets you create and manage sets of questions that you can attach to job orders you create. These become questions that job applicants answer when applying for your jobs. See the topic "Managing Application Question Sets" for details.
- **Job Skill Sets** – Lets you create and manage sets of job-related skills that you can attach to job orders you create. These become desired or required skills for job applicants. See the topic "Managing Job Skill Sets" for details.
- **Tools and Technology** – Lets you create and manage sets of tools and technologies that you can attach to job orders you create. These become desired or required skills for job applicants. See the topic "Managing Tools and Technology Sets" for details.

Creating Job Orders

There are several methods for adding job orders to the system. Each creation method offers unique advantages, building on your account information, existing job orders, and job order templates stored in the system. If you are a newly registered employer, workforce staff will need to verify your company before making your jobs orders visible to job seekers.

The table below will help you evaluate each available job creation option.

Creation Option	Basic Functions and Benefits	Considerations
Manual Entry Basic Job Order	Presents a shortened Job Order Wizard *(Faster)* Uses default values to minimize data entry	Designed for first-time users with limited time up front
Manual Entry Custom Job Order	Presents the full Job Order Wizard *(Thorough)* Completely customizable on the spot	Designed for first time users with time to complete all the Wizard steps See the topic "Creating a Job Order Using the Job Order Wizard" for details
Copy Existing Job Order	Makes an exact copy *(Quick)* Makes a copy with preview and updating features *(Two steps in one)*	Designed for experienced users with an understanding of job order parameters Requires an existing job order to use as a model See the topic "Copying a Job Order" for details
Create Job from Template	Works with established library of job orders (*Control and consistency over time*)	Designed for experienced users with an understanding of job order parameters Requires an existing template to use as a model See the topic "Creating a Job Order Template" for details
Mass Job Orders Import	Transfers a large number of job orders in one step (*Scalable; Ample instructions provided*)	Designed for experienced users with ability to define and/or import data into an Excel spreadsheet May require time to learn and perfect Excel procedures See the topic "Mass Job Order Import" for details

The following procedure takes you through the comprehensive Job Order Wizard steps in a Manual Entry Custom Job Order.

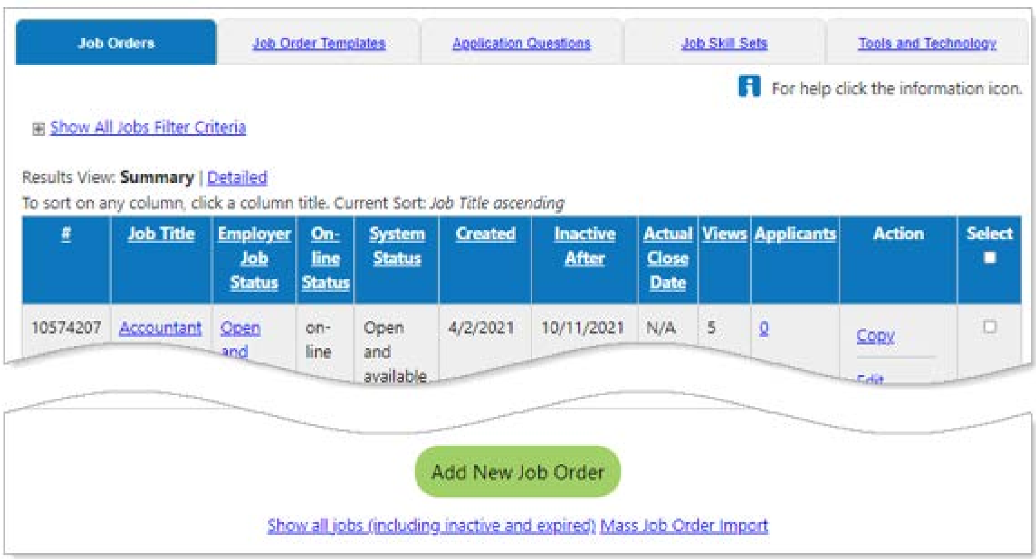
Creating a Job Order Using the Job Order Wizard

When you create a job order from scratch, you launch the Job Order Wizard which presents each step with clear instructions and numbering so you will always know how to proceed and how far you have progressed.

Several areas of the Job Order Wizard allow you to complete tangential tasks without ever losing your place. For example, you may add a new employer contact as part of the Job Order Wizard. You may also access your locations, application question sets, and skill sets to bring in existing records or create new records on the spot. When you finish, you are returned to the next step in the wizard.

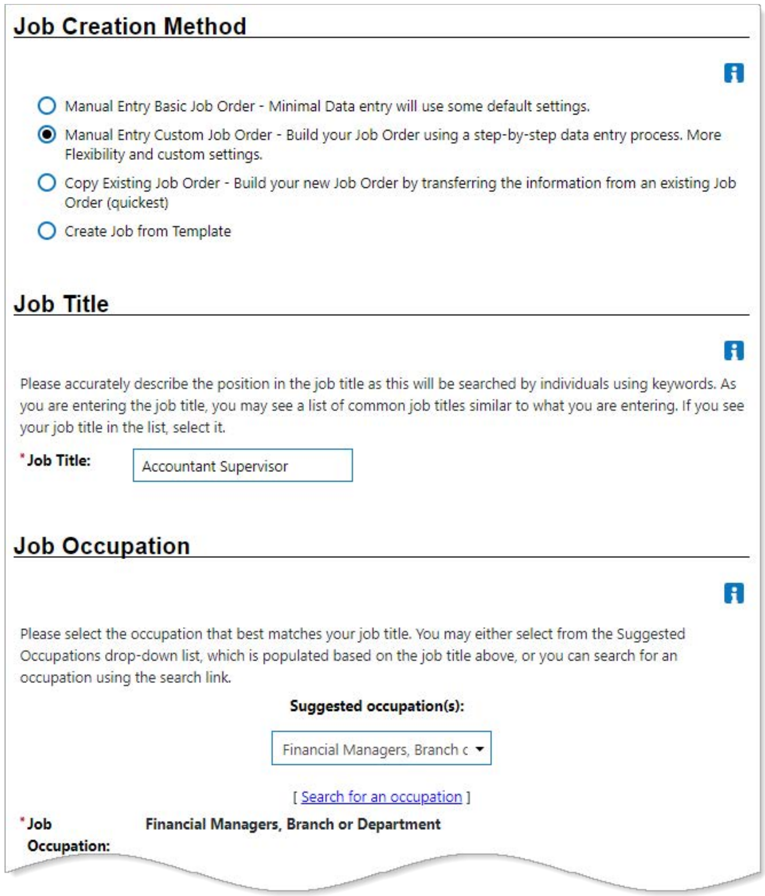
To create a new job order using the Job Order Wizard:

1 From the Quick Menu group in the left navigation menu, click **Manage Jobs**. The Job Orders tab displays (see figure below).



Job Orders Tab

2 Click the **Add New Job Order** button at the bottom of the tab (see figure above). The Create Job Order page displays (see figure below).



Creating a New Job Order – Job Creation Method, Job Title and Job Occupation Sections

3 Specify a Job Creation Method, Job Title, and Job Occupation.

a. Choose a Job Creation Method:

- **Manual Entry Basic Job Order** – Builds the job order through a step-by-step wizard process, requiring minimal pages limited to: Job Description, Compensation and Hours, Driver's License, Job Skills, and Education, Experience and Age Requirements.
- **Manual Entry Custom Job Order** – Builds the job order through the same step-by-step wizard process as the Basic version above, but also offers more flexibility and custom settings. For example, it includes options for job types such as Internship, Apprenticeship, or On-the-Job Training.
- **Copy Existing Job Order** – (Only available if you have existing job orders) Copies the information previously entered in an existing job order and uses it to build a new job order, which can then be modified. After clicking this radio button, a drop-down list displays, from which to select the job order to copy.
- **Create Job from Template** – (Only available if you have existing job order templates) Creates a new job order based on one of your job order templates. After clicking this radio button, a drop-down list displays, from which to select the job order template to use. See the topic “Creating a Job Order from a Template” for details.

Note: *This procedure follows the steps for creating a comprehensive Manual Entry Custom Job Order, which has more fields to complete than Basic. A Basic job order only has two pages of information that must be completed; therefore, some of the pages presented below will not be shown when completing a Basic job order.*

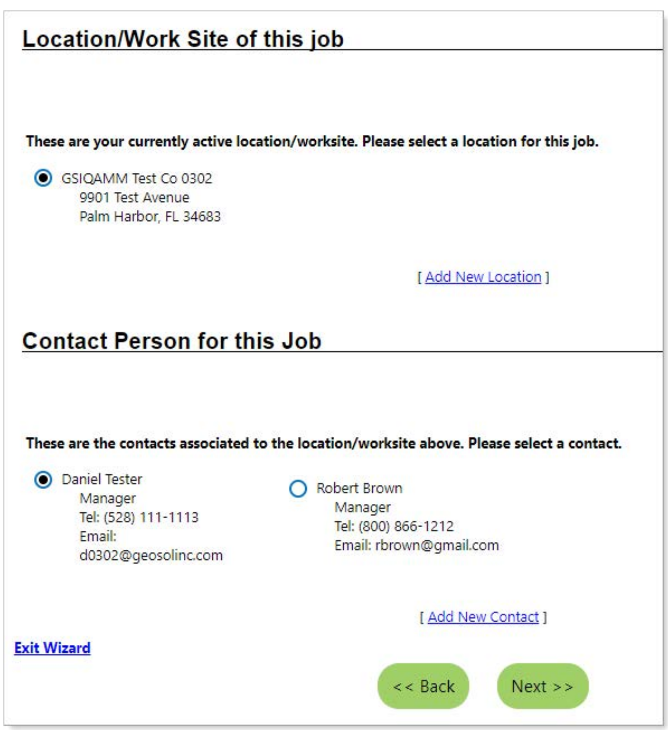
b. **Job Title** – Enter a title for the job in the **Job Title** field. This is what job seekers will search by. The system's predictive text feature will attempt to auto-complete the selection using known Job Titles. If the system displays the correct Job Title, select it from the drop-down list. This will either populate the Occupation Code with a standard NAICS code, or if more than one standard occupation matches your entry, pre-populate a list of **Suggested occupation(s)**.

c. **Job Occupation** – If the **Suggested occupation(s)** is not the desired occupation, click the Search for an occupation link to manually search for an associated occupation. An Occupation Search page displays options to search for and select an occupation. For more information on how to search for occupations, see the topic "Select an Occupation" in Appendix A – Common System Tools.

4 If there is an internal job ID assigned to this job, enter it in the **Agency Job ID** field. For example, state agencies and universities sometimes use internal job IDs. This field can be searchable by system users.

5 Click the **Next** button to proceed to the next page (see figure below).

Note: *Each time you click **Next**, the information on the current page is saved. If you are timed out or have to stop by clicking the Exit Wizard link, you can return later and continue the wizard, starting from the step where you left off. See the topic "Finding Incomplete Job Orders" to learn how to find 'Incomplete' jobs on the Job Orders tab.*



Creating a New Job Order – Location/Work Site and Contact Person for This Job Sections

6 Verify the default selections, or select a new location and/or contact person for the job.

a. If necessary and you have the required privileges, you can click an Add New… link to create a new location or contact, and this information will be added to your Corporate Profile record. See the topics "Adding a New Location" and "Adding a New Contact/User" in Chapter 3 – Manage Your Account for details.

7 Click the **Next** button to proceed to the next page (see figure below).

Creating a New Job Order – Job Order Information to be Displayed Online Section

8 In the Job Order Information to be Displayed Online section, select your preferences as to how the job order displays online and how applicants may apply, as described below:

- **Display online to job seekers** – *Yes* = the job will be available for job seekers, with a full job description and contact information; *No* = only authorized staff will see the job; selecting *No* causes all subsequent display questions to be removed.
- **Display your company name (Confidential)** – *Yes* = display the company name in the online job order (*Yes* must be selected for previous question); *No* = the company name is replaced by the word '*Confidential'*.
- **Display worksite full address** – *Yes* = display the worksite's street address, city, state, Zip Code, and website address, if available; *No* = only city and state are displayed (and the **Display worksite street address** prompt is disabled).

Note: *Keep in mind the following combinations when making company name and address selections:*

- '*No'* to Company Name and *'Yes'* to Address would display the street address, but not the name and website.
- *'No'* to Company Name and *'No'* to Address will display only city and state.
- *'Yes'* to Company Name and *'No'* to Address displays the company name and website, but not the street address.

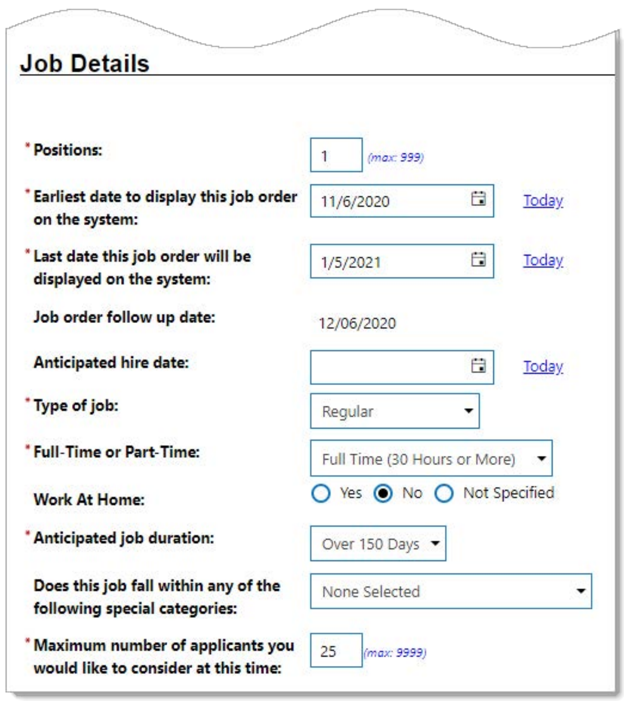
- **Have a local workforce staff member screen your applicants (Suppressed)** – *Yes* = require that applications be screened by the appropriate local workforce staff, rather than by your company representative. This is considered a *Suppressed* job order. Selecting *Yes* causes an additional field to display, where you will indicate if applicants are required to meet with workforce staff in person.

  Notes: *For a job order to display online, the following two conditions must exist:*

  - *The* ***Display online to job seekers*** *field must be set to 'Yes'.*
  - *The System Status displayed on the Job Order tab, and controlled by staff, must be set to 'Open and Available'.*

  Once a job order with these settings is posted to the system, it is immediately available for job seekers to view. When the job is not displayed online, job seekers' résumés and job applications are verified and validated by one-stop staff who, in turn, will forward only qualified candidates to you.

9 In the Job Details section, complete all required fields; most are pre-populated with system defaults (see figure below).



Creating a New Job Order – Job Details Section

a. For **Type of Job**, you can select from:

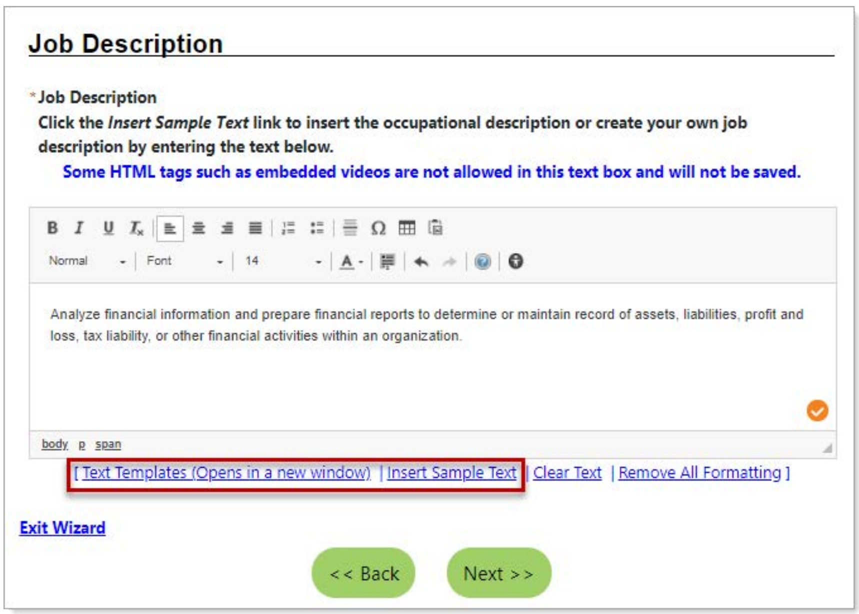
- *Regular* – If the job is a permanent position.
- *Temporary* – If the job has a known end date.
- *Seasonal* – If the job is for summer or other seasonal employment.
- *Contract* – If the job is for a set duration of time at a predetermined pay rate. Contract jobs often have fewer benefits than regular jobs, but with higher pay.
- *Volunteer* – If the job is for a position that is unpaid.

- *Internship* – If the position is paid or unpaid and temporary for students (high school, college, or university), or post-graduate adults.
- *Apprenticeship* – If the job is for a full-time job combined with training and related technical instruction conducted in the work setting.
- *On-the-Job Training* – If the job provides employee training, conducted by a professional trainer or experienced employee, while the actual job is being performed.

b. Specify whether the job has the option to **Work At Home**.

c. For **Maximum number of applicants**, this is the maximum number of people that can be referred either by staff (when it is a suppressed job order) or individuals self-referring (when the job order is unsuppressed). When this number is met, the system automatically sets the job order status to *Fully Referred* (staff status) and prevents more job seekers from applying.

10 Click the **Next** button to proceed to the next page (see figure below).



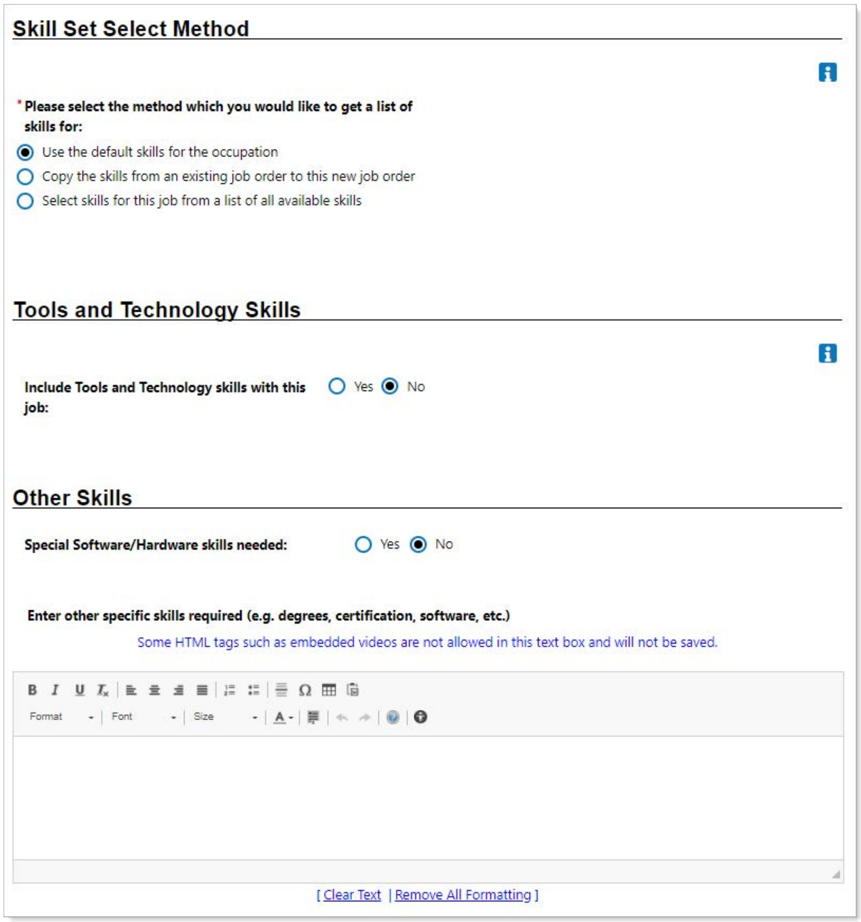
Creating a New Job Order – Job Description Section

11 In the **Job Description** text box, enter the detailed description for the job and format the text as desired.

a. To use any text you previously saved to a Saved Text Template, click the Text Templates link below the text box (see figure above). See the topic "Saved Text Templates" in Chapter 8 – Manage Communications for details on using these templates.

b. To use the standard O*NET description for the occupation, click the Insert Sample Text link below the text box, and make your selection for a *Summary Description* or *Detailed Description* from the radio buttons.

12 Click the **Next** button to proceed to the next page (see figure below).



Creating a New Job Order – Skill Set Select Method Sections

13 Select the method to use to get a list of skills for the job order:

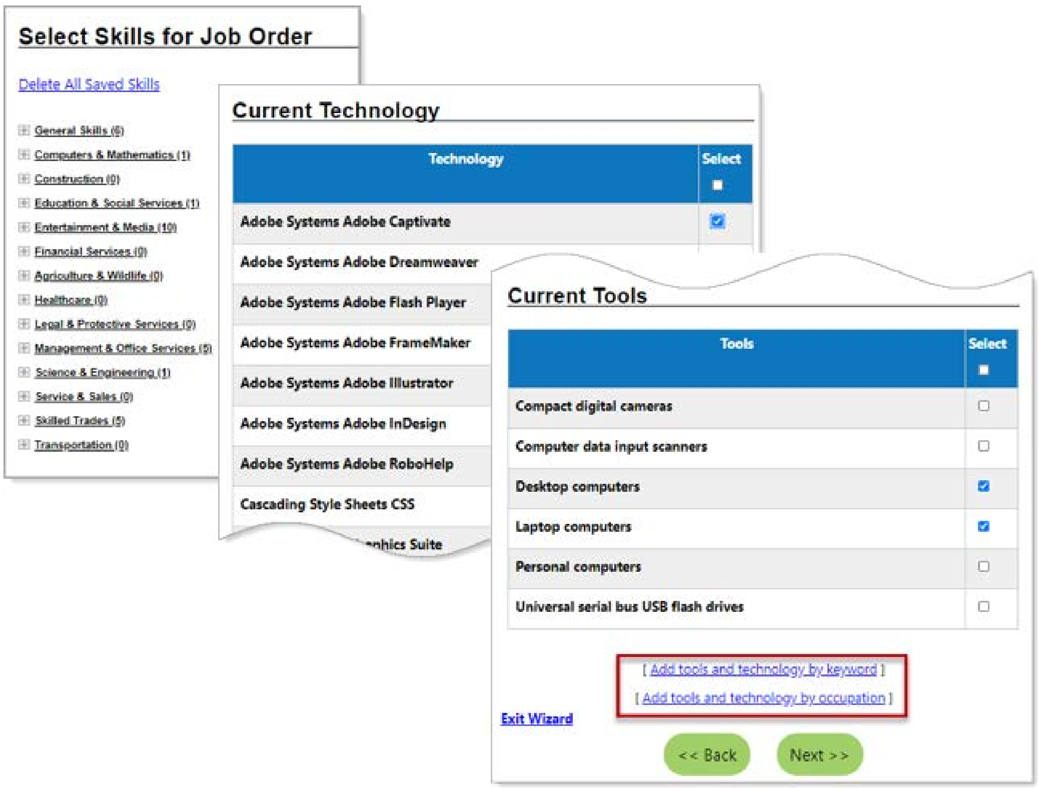
- **Use the default skills for the occupation** – Includes the default list of skills for the occupation from the O*NET database. This skills list will display after clicking the **Next** button.
- **Copy the skills from an existing job order to this new job order** – Lets you select skills associated with other jobs you created, using a drop-down list that displays below the radio buttons. This skills list will display after clicking the **Next** button.
- **Select skills for this job from a list of all available skills** – Lets you select from the list of all available skills to create a unique skill list for the job order. This skills list will display after clicking the **Next** button.
- **Use one of your employer saved skill sets for this job order** – (Only displays if you have saved skill sets) Lets you select from skill sets that were previously saved, using a drop-down list that displays below the radio buttons. See the topic “Managing Job Skill Sets” for details.

14 In the Tools and Technology Skills section, specify whether to **Include Tools and Technology skills with this job**. The tools and technology lists come from the O*NET database and will display after clicking the **Next** button.

15 In the Other Skills section, specify if there are other **Special Software/Hardware skills needed**.

a. If *Yes*, enter information about other required skills, such as degrees, certification, licenses, software, in the text box.

16 Click the **Next** button to proceed to the next page. The content of the skills selection page depends on your selections on the previous page for how skills lists should be obtained (see a sample skills selection page in the figure below).



Creating a New Job Order – Select Skills for Job Order Sections

The page displays all skills (as selected on the previous page) grouped by category, allowing you to modify the skills associated with the job order. The number in parentheses after each category in the Select Skills for Job Order section indicates how many skills in that category are included in the job order.

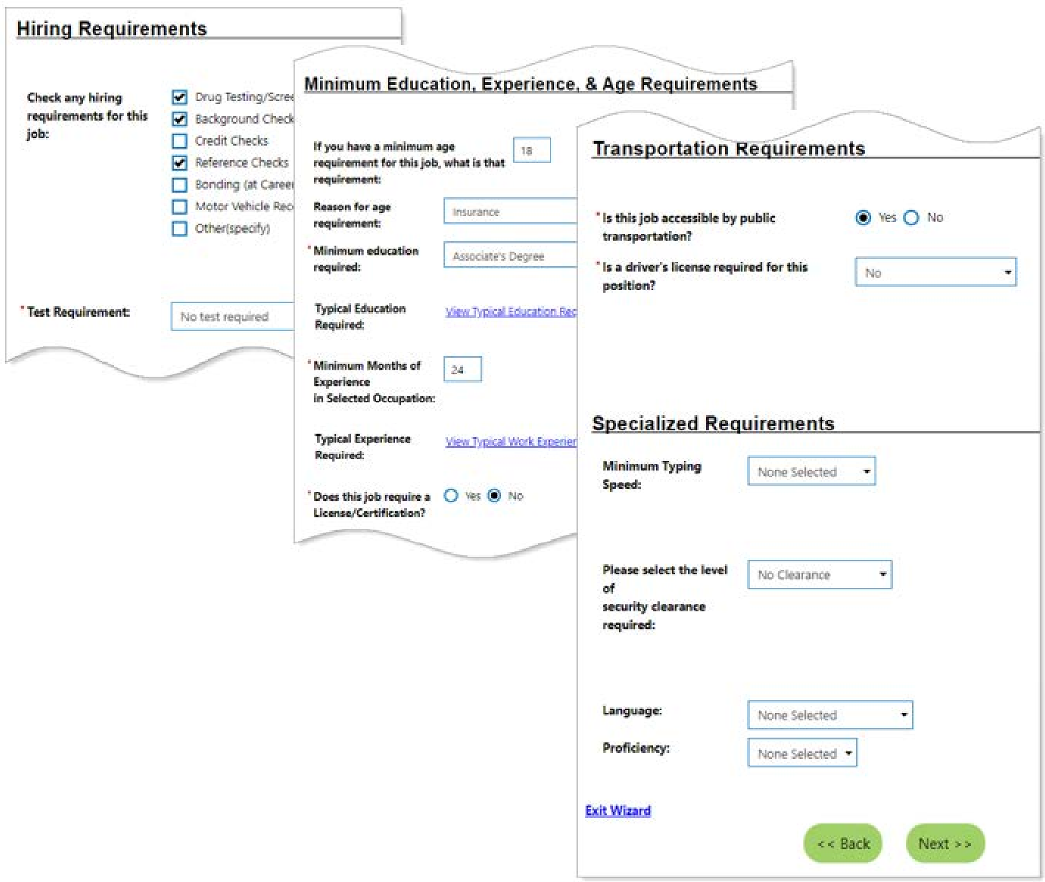
17 To add or remove skills in the Select Skills for Job Order section, click the plus sign symbol beside a category of skills to expand that category, and then check or uncheck the skill boxes that apply. Click the minus sign symbol to collapse a category.

a. To clear all selected skills, click the Delete All Saved Skills link at the top of the list.

18 In the Current Technology and Current Tools list sections, click the Select checkbox in the header row to uncheck (or check) all, and then select associated technologies and tools as needed.

a. To add more technologies or tools to the lists, click either the Add tools and technology by keyword link or the Add tools and technology by occupation link at the bottom of the page (see figure above). A search page will display. Once you search for a keyword or occupation, you can then select tools and technology skills to add, and then click the **Add these tools and technology** button to add them to your saved lists.

19 Click the **Next** button to proceed to the next page (see figure below).

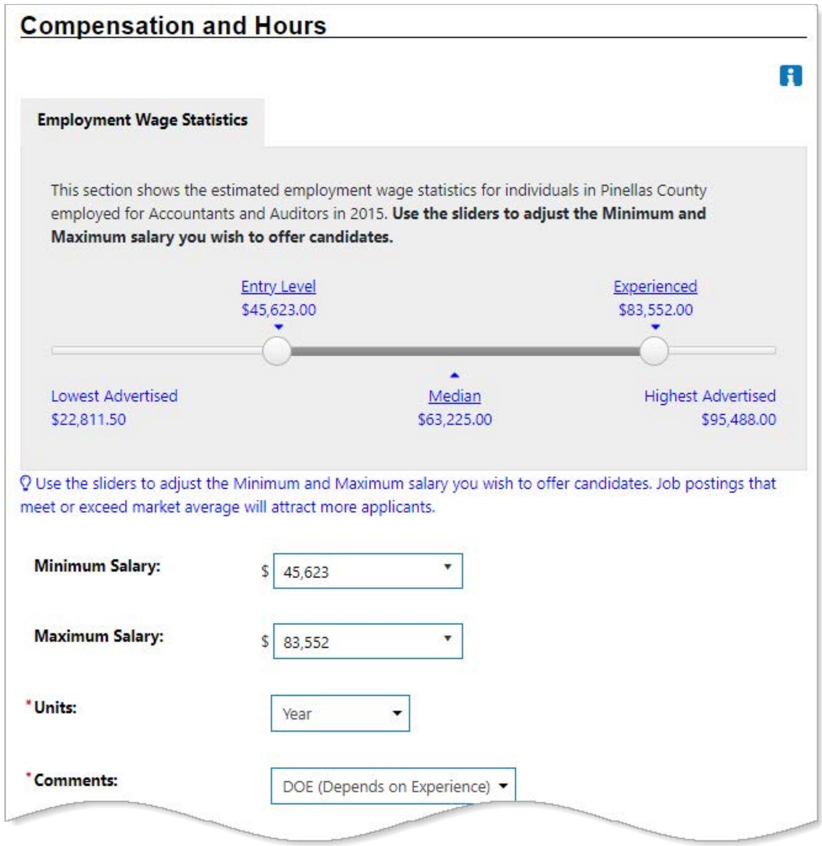


Creating a New Job Order – Miscellaneous Sections

20 Complete all required fields and known information in the Hiring Requirements, Minimum Education, Experience & Age Requirements, Transportation Requirements, and Specialized Requirements sections. Certain selections will cause additional required fields to display.

Note: *The minimum education and minimum experience requirements are required; however, you can enter **0** for Minimum Months of Experience to encourage job seekers without previous experience to apply.*

21 Click the **Next** button to proceed to the next page (see figure below).



Creating a New Job Order – Compensation and Hours Section

23 In the Compensation and Hours section, specify the following:

a. Specify the **Minimum Salary** and **Maximum Salary** for the position by 1) using the sliders, or 2) entering values directly into the fields, or 3) selecting *Entry Level*, *Median*, or *Experienced* from the field drop-down lists. To enter an exact salary, enter the same value in both Minimum and Maximum fields.

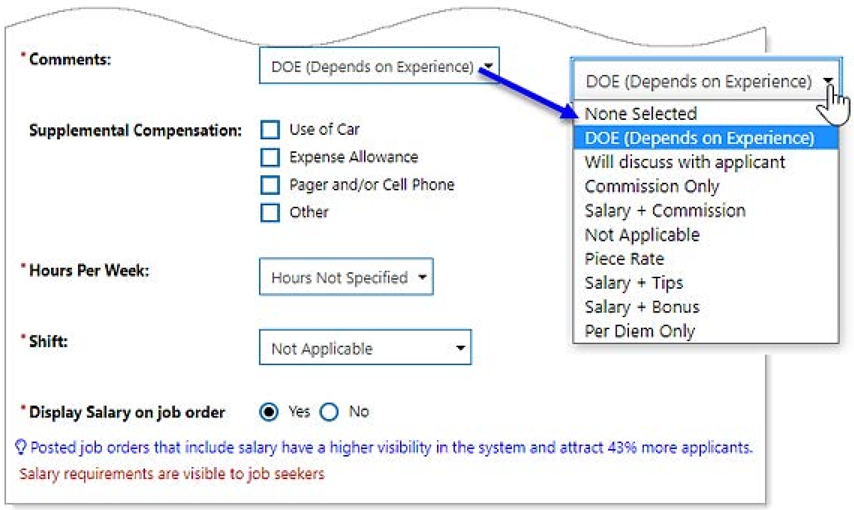
Note: *Default wage values are pre-populated on this page from your state or county labor market statistics.*

b. Select the **Units** for the compensation. For jobs that don't have a regular compensation unit, such as working for tips only or on commission only, select *Other*, and then specify the circumstance by selecting the appropriate statement from the **Comments** drop-down list.

Note: *Adjusting the slider will automatically change the values in the fields below it, in the same way as changing the field values will automatically adjust the slider. Changing the Units (e.g., hour, day, week, year) will change the values in the salary fields and on the slider.*

c. To view a page of detailed Wage Information for the occupation, click on a salary level link in the slider area (Entry Level, Median, Experienced). If Wage Rates on Advertised Jobs data is available, you can click on that tab to view the data (your site may not have this tab).

d. Select an appropriate statement about the wages from the **Comments** drop-down list (see figure below).



Compensation and Hours Section – Other Compensation Fields

e. If there are any forms of **Supplemental Compensation**, check as many boxes as applicable.

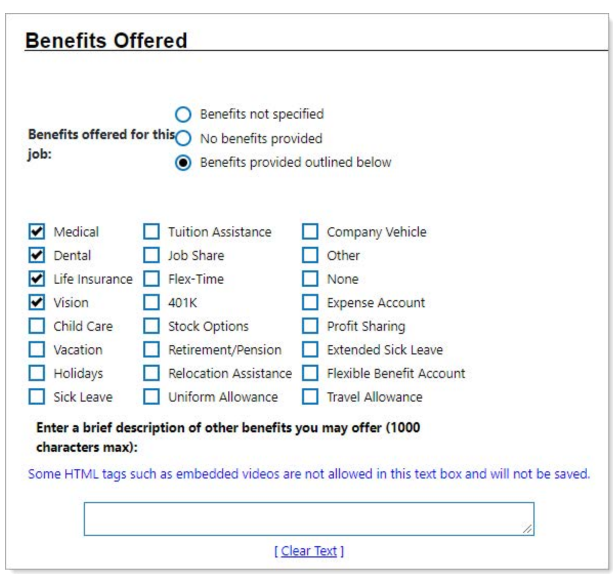
f. Select the applicable option from the **Hours Per Week** drop-down list: *Hours Not Specified*, *Hours Vary*, or *Hours are Specific*.

- If *Hours are Specific*, a **Specific Hours** field appears below, where you must enter the number of hours per week.

g. Select the **Shift** from the drop-down list.

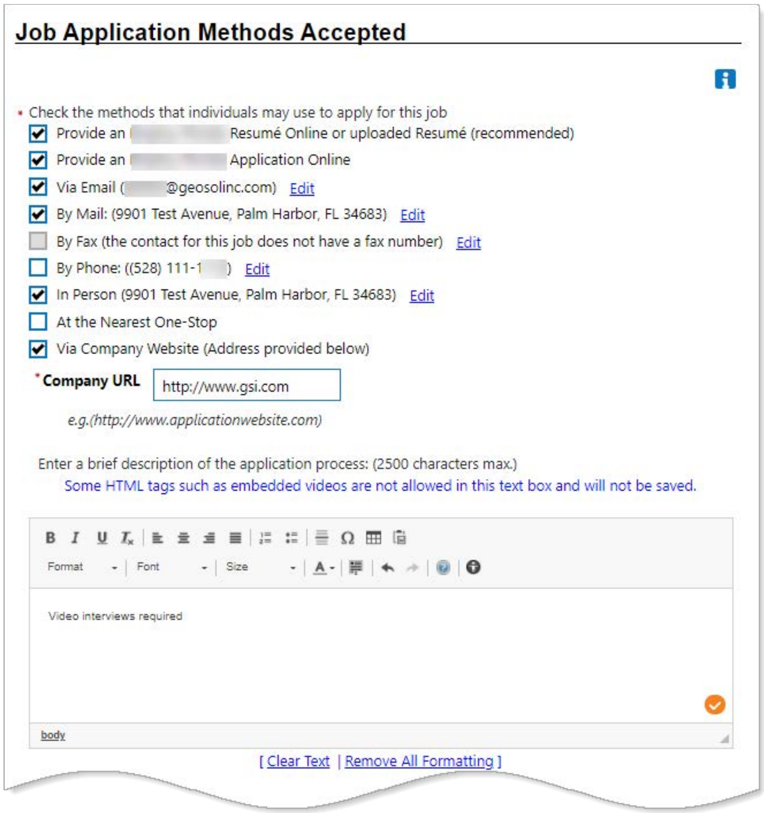
h. Specify whether to **Display Salary on Job Order** (default is *Yes*). Keep in mind that job orders that include salary have a higher visibility in the system and attract 43% more applicants.

24 In the Benefits Offered section, specify if benefits are offered, and if so, check all applicable boxes (see figure below).



Creating a New Job Order – Benefits Offered Section

25 Click **Next** to proceed to the next page (see figure below).



Creating a New Job Order – Job Application Methods Accepted Section

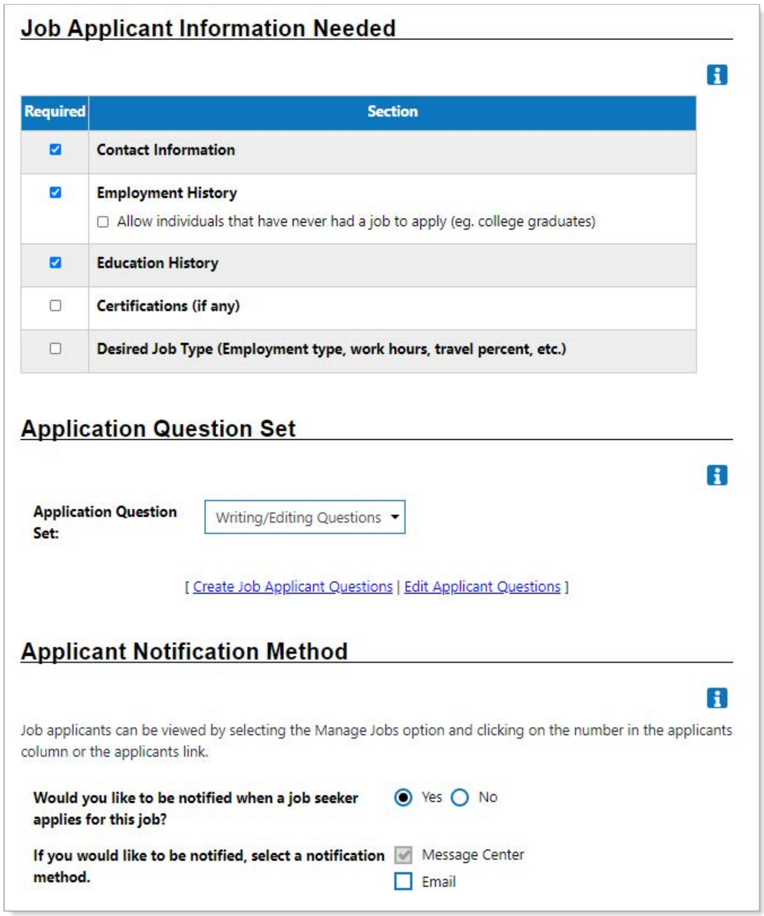
26 In the Job Application Methods Accepted section, specify the following:

a. Check as many boxes as desired for each applicable method that job seekers can use to apply for the job.

- For methods that use your contact information (e.g., phone, fax, email), you can use an Edit link to add or change the information (both in your contact record and the job order).
- For a company website, check the box and enter the full **Company URL**.

b. In the text box provided, if desired, **Enter a brief description of the application process**. Use this field to explain to applicants the steps that are part of the application process. This field gives you the opportunity to enter any pertinent details that haven't been documented already. For example, a job may require video or online interviews as part of its application process prior to an in-person interview.

27 In the Job Applicant Information Needed section (see figure below), check the **Required** checkboxes beside the sections of an individual's résumé that must be completed in order for them to apply for the job. The system will show applicants whether they meet the requirements or not and let them add missing information before submitting an application.



Creating a New Job Order – Applicant-related Sections

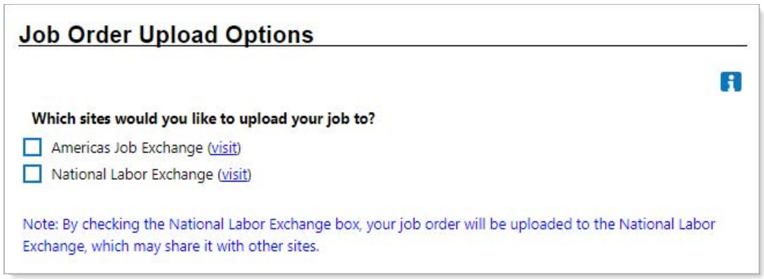
28 In the Application Question Set section (see figure above), you can select from any previously saved **Application Question Set** to include questions that you want asked of job seekers when they are completing the application for the job.

> ***Note:*** *If no question sets were created previously, you can click the* *<u>Create Job Applicant Questions</u>* *link to begin that process; if they were, you can click the* *<u>Edit Applicant Questions</u>* *link to make changes. You will be returned to this step after creating or editing the question set. See the topic "Managing Application Question Sets" for details on creating questions sets.*

29 In the Applicant Notification Method section (see figure above), specify if you **Would like to be notified when a job seeker applies for this job**.

a. If *Yes*, indicate whether you would like to receive an email notification (in addition to the Message Center notification, which is standard).

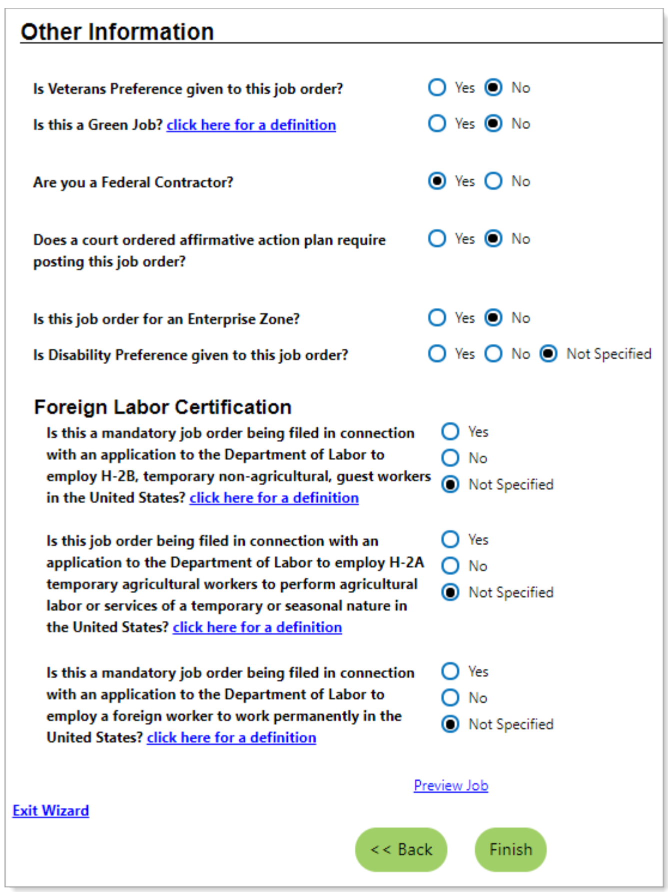
30 Click **Next** to proceed to the next page (see figure below).



Creating a New Job Order – Job Order Upload Options

31 In the Job Order Upload Options section, to upload the job order to external job exchange sites, click the desired checkboxes. Click a visit link to open a site in a new browser window.

32 In the Other Information section, answer the questions with a *Yes* or *No*. Be sure to read each one carefully, as default responses are set initially (see figure below). Answering *Yes* to some questions will display additional fields that will require entries. Your site may also be configured for additional questions.



Creating a New Job Order – Other Information Section

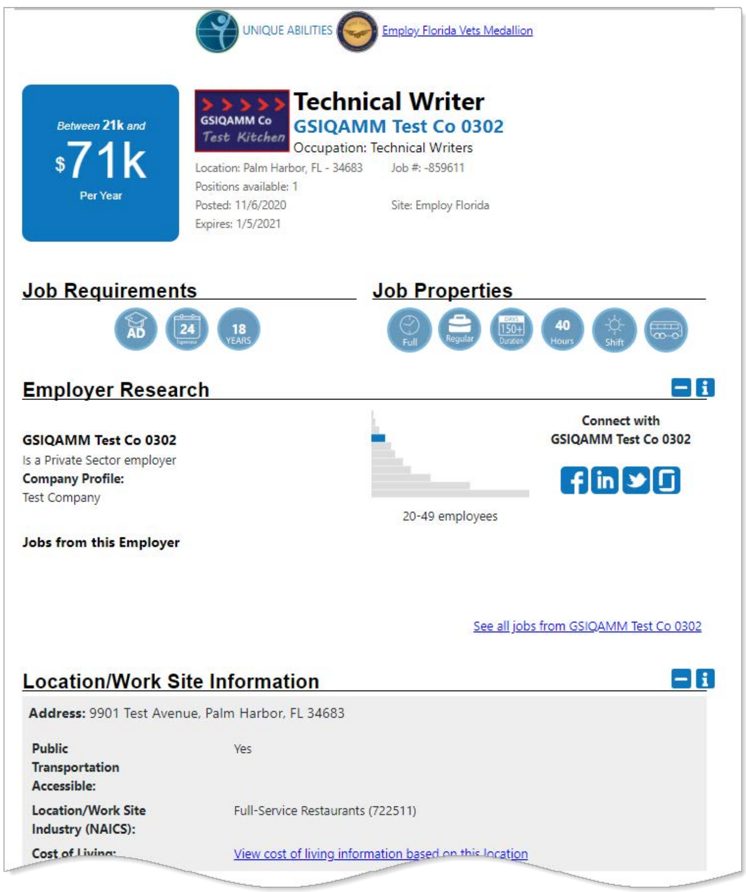
Below are some things to note about these selections:

- **Veterans Preference** – *Veterans Preference* is a law concerning employment in federal government positions. Veterans who are disabled, or who served on active duty in the

Armed Forces during certain specified periods or in military campaigns, are generally entitled to preference over non-veterans, both in federal hiring practices and in retention during reductions in force. *Veterans Preference* laws do not guarantee veterans a job.

- **Green Jobs** – Green jobs are generally found in those industries involved in energy or environmental efficiency and renewal. Click the link for a more specific definition of Green Jobs for your area.
- **Enterprise Zone** – An Enterprise Zone is a community that has been targeted by the federal government for revitalization through federal tax incentives and grants. You can find out if your business is located in an Enterprise Zone by using the address locator on the Department of Housing and Urban Development (HUD) website.
- **Foreign Labor Certification** – If this job order is being filed in connection with an H-2B temporary labor certification, and you have met the specific regulatory requirements to bring foreign nonimmigrant workers to the United States, select *Yes*. Summaries of H-2B and H-2A requirements can be accessed through the **click here for a definition** links, or on the U.S. Department of Labor website.

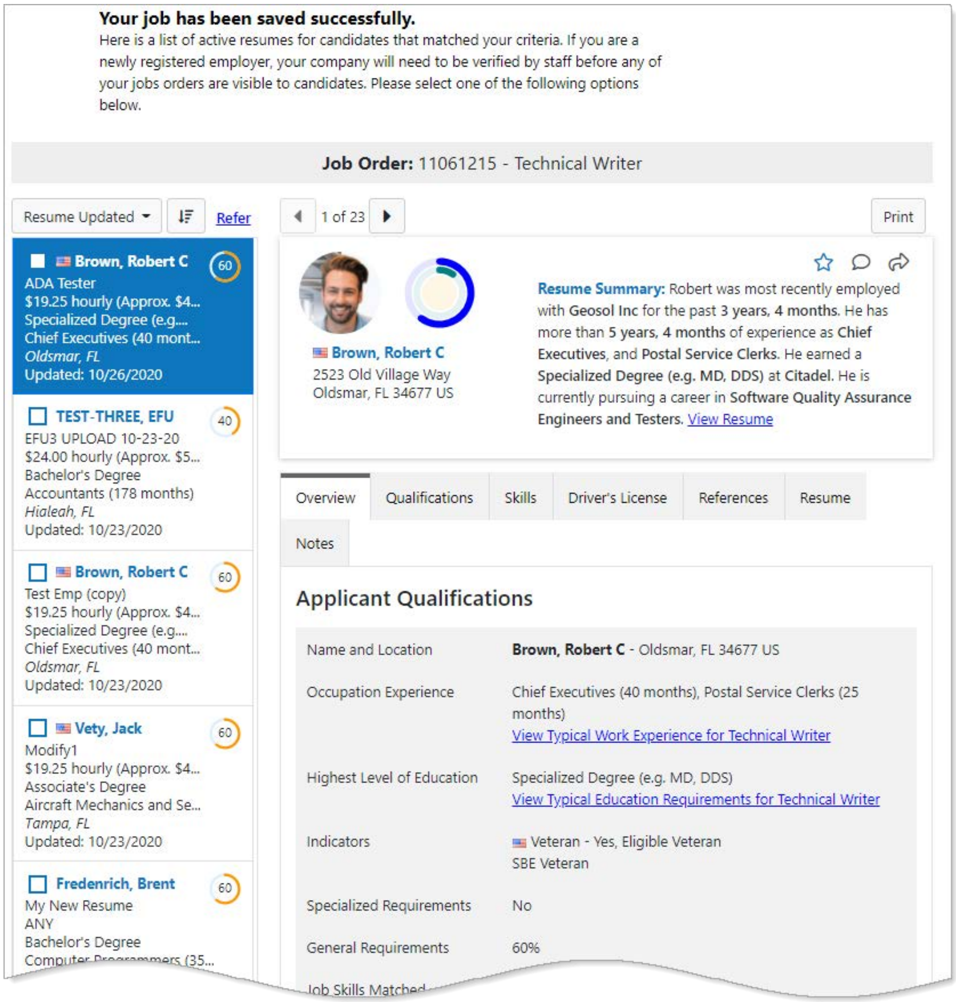
33 To preview the job as it will display to job seekers, click the Preview Job link at the bottom of the page (see figure above). A pop-up window opens with the Job Details page (see figure below). See the topic “Job Details Page Overview” below for more information on this page.



Partial Job Details Page

34 Click the **Finish** button on the Job Order Creation page to complete the job order.

After saving the job, the system immediately begins searching the database for matching candidates and displays any matches on a results page (see figure below). Note your Job Order number in the gray bar at the top of the page. See the topic "Searching for Candidates by Job Order Criteria" in Chapter 6 for details on working with candidate search results.



Matching Candidates Results Page

This job will now display on your Job Orders tab. See the topic "Working with Existing Job Orders" for details on managing existing jobs.

Job Details Page Overview

This section describes the layout and some key features of the Job Details page, which shows how the job appears to job seekers and other users of the system.

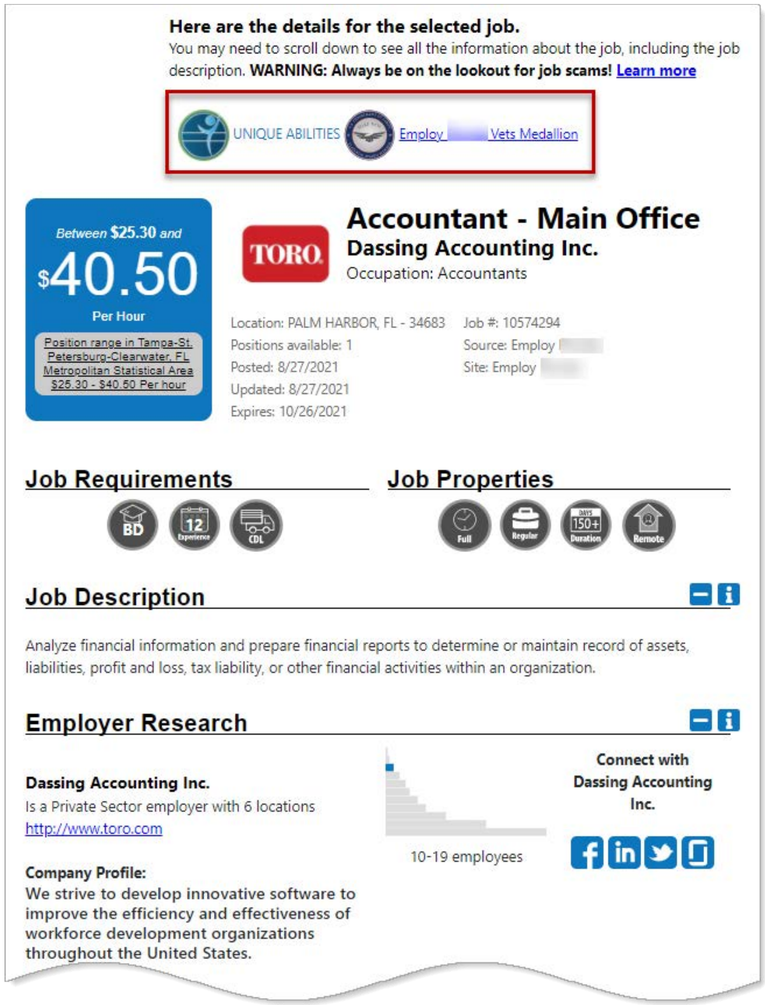
To view the Job Details page for a job order:

- On the Job Orders tab, click the Preview link in the Action column for the desired job (see figure below).

#	Job Title	Employer Job Status	On-line Status	System Status	Created	Inactive After	Actual Close Date	Views	Applicants	Action	Select
11242404	Accountant	Open and available	on-line	Open and available	8/31/2021	10/30/2021	N/A	0	0	Copy Edit Delete Search by Job Criteria Pre-fill Advanced Resume Search Applicants Preview Template	

Preview Link on Job Orders Tab to Open Job Details Page

The Job Details page displays (see figure below).



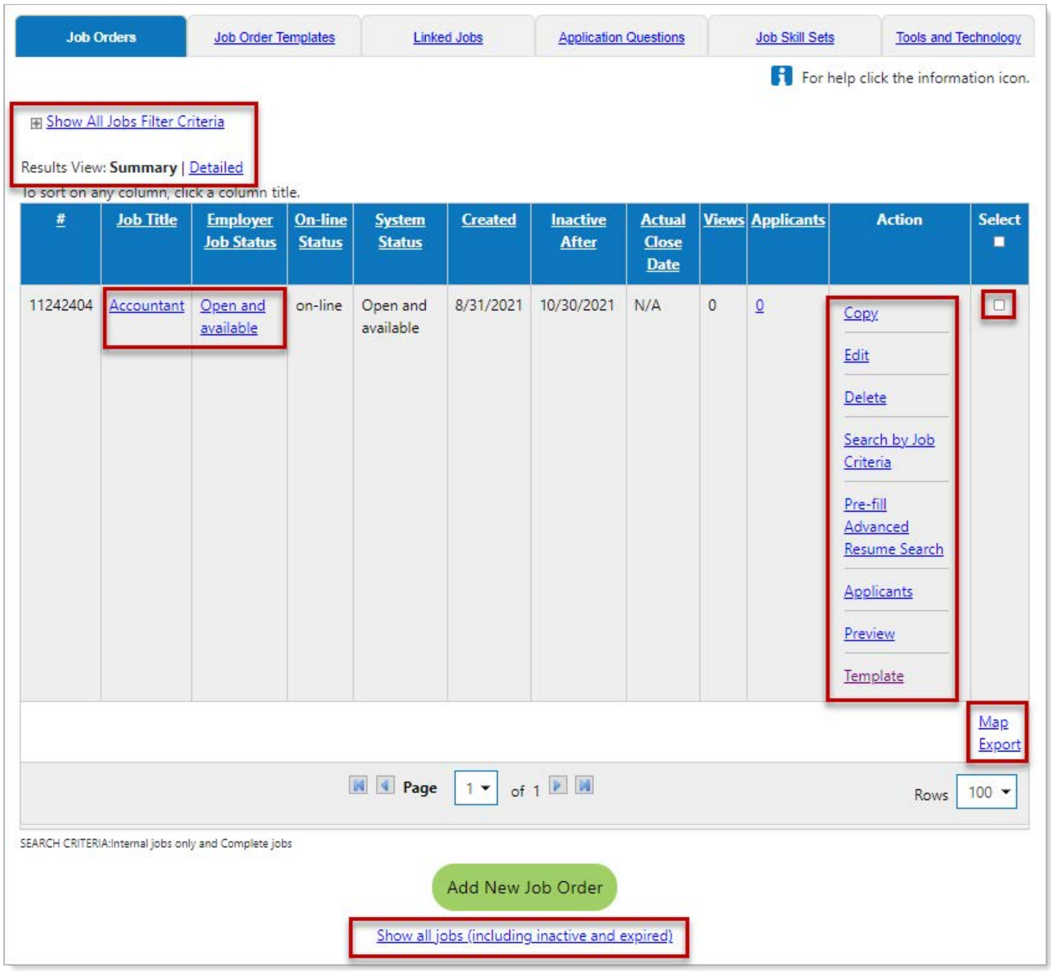
Partial Job Details Page for an Internal Job

Below are some special features to note on the Job Details page:

- If you are a HIRE Vets Medallion Award recipient, as designated on the General Information tab of your Corporate Profile, the Vets Medallion icon appears at the top of the page (see figure above), along with a toggle link that reveals the award level and program year in which it was received.
- The Unique Abilities icon appears at the top of the page if the **Unique Abilities Partner** field was set to '*Yes*' by staff in the Company Information section of your Corporate Profile (see figure above).
- If an actual salary is provided for the job, it displays in a blue box; even if no actual salary is provided, wage data averages, if available, are shown for the occupation in a gray box.

Working with Existing Job Orders

All job orders associated with your account appear on the Job Orders tab, which you can display in either Summary or Detailed view, and provides direct access to the many job order functions in the Action column. By default, only completed, active job orders are listed, but you can list any incomplete jobs by changing the Jobs Filter Criteria.



Action Links on Job Orders Tab

From this tab, you can perform the following actions:

- **Filter job order list** – Click the Show All Jobs Filter Criteria link at the top left of the list to display the criteria you can filter by. Make your selections, and then click the Filter link to refresh the list of jobs. Clicking *Complete* or *Incomplete* as **Complete Status** causes the list to refresh automatically.
  - To display only those job orders that match a specific status, select from the **Job Order Status** drop-down list: Active, Open and available, Position no longer available, Position filled, Expired, Maximum Positions Met (Placed), Maximum Applicant Met (Fully Referred), or Any.
  - To see all jobs you've created, click the Show all jobs (including inactive and expired) link at the bottom of the page.

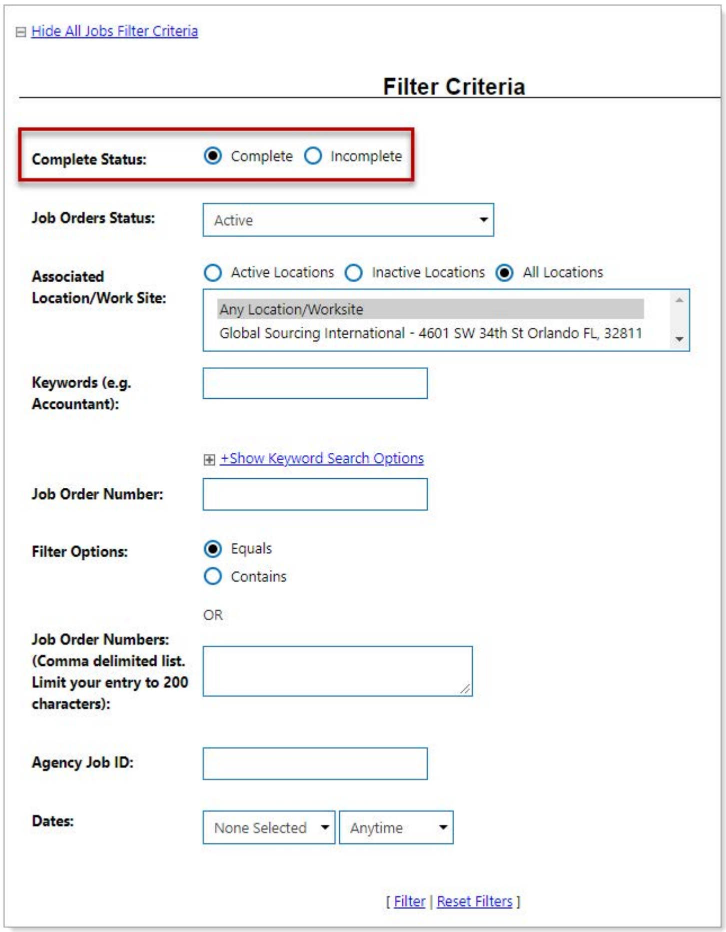
- **Sort job order list** – Click an underlined column heading to sort by it; click a column heading again to reverse the sort order.
- **See detailed job information** – Click the Detailed Results View link at the top left of the list; click Summary to return to the default view.
- **Create a new job order** – Click the **Add New Job Order** button at the bottom of the page. See the topic "Creating a Job Order Using the Job Order Wizard" for details.
- **Edit a job order** – Click either the Job Title link or the Edit link in the Action column. See the topic "Editing a Job Order" for details.
- **Change a job order status or thresholds** – Click the Employer Job Status link (a variety of statuses may display). You may have to change the selected **Job Orders Status** in the Filter Criteria section to find the desired job. Thresholds include number of open positions and maximum number of applicants accepted. See the topic "Updating Job Order Status or Thresholds" for details.
- **View job applicant details** – Click either the Applicants link in the Action column or the number link in the Applicants column. See the topic "Managing Job Applicants" in Chapter 6 – Manage Recruitment for details.
- **Copy a job order** – Click the Copy link in the Action column for the desired job. See the topic "Copying a Job Order" for details.
- **Delete a job order** – Click the Delete link in the Action column, and then click **OK** to confirm. You can only delete job orders that have been posted less than 24 hours and that have no applicants or referrals.
- **Search for matching candidates** – To launch a search based only on the job order with no modifications, click the Search by Job Criteria link in the Action column. To have job order data pre-fill advanced résumé search criteria that can be modified, click the Pre-fill Advanced Resume Search link. See the topic "Searching for Candidates by Job Order Criteria" in Chapter 6 – Manage Recruitment for details.
- **Preview a formatted job order** – Click the Preview link in the Action column to open the Job Details page that job seekers will see. See the topic "Job Details Page Overview" for details.
- **Save a job order as a template** – Click the Template link in the Action column. See the topic "Creating a Job Order Template" for details.
- **Display a job location on a map** – Select the corresponding checkbox for the job order to be viewed on a map, and then click the Map link at the bottom of the Select column.
- **Export job order data** – Select the corresponding checkboxes for the job orders to export, and then click the Export link at the bottom of the Select column. Select the **Download Type** from the list that displays below the table, and then click the **Export** button. The file downloads to your computer (it may go to your Downloads folder, or you may be prompted where to save it).

Finding Incomplete Job Orders

If you have job orders that you were not able to complete (e.g., exiting out of the wizard before hitting the Finish button), you can easily find them and complete them from your Job Orders tab.

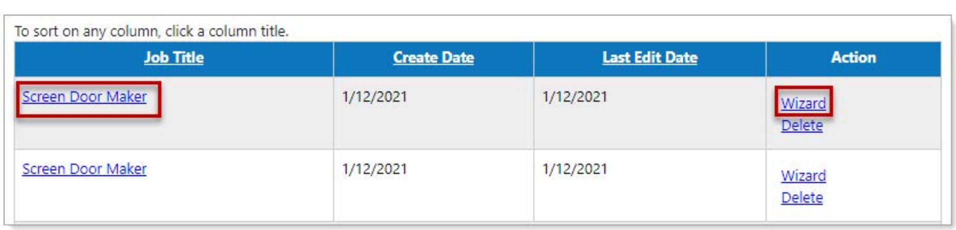
▶ **To find and complete incomplete job orders:**

1. From the Quick Menu group in the left navigation menu, click **Manage Jobs**. The Job Orders tab displays (see figure below).
2. Click the Show All Jobs Filter Criteria link to display the filter criteria fields (see figure below).



Filter Criteria on Job Orders Tab

3. Select *Incomplete* from the **Complete Status** radio buttons. The page refreshes, displaying only incomplete job orders (see figure below).



Incomplete Job Orders on Job Orders Tab

4 Click on the Job Title link or <u>Wizard</u> link in the Action column to continue creating the job order. The Job Order Wizard will open on the last step saved.

5 Continue creating the job order by completing the steps in the Job Order Wizard. See the topic “Creating a Job Order Using the Job Order Wizard” for details.

Editing a Job Order

Job orders can be edited from either a job search results page or your Job Orders tab.

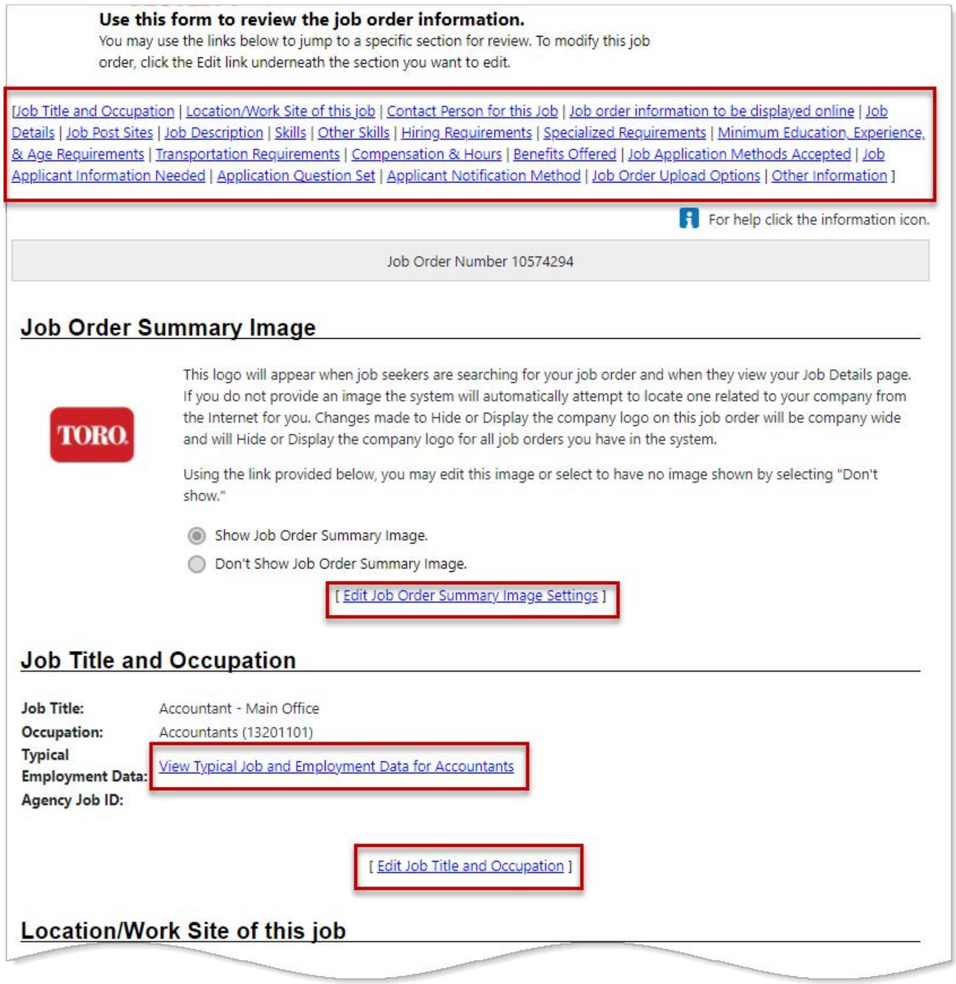
▶ **To edit an existing job order:**

1 From the Quick Menu group in the left navigation menu, click **Manage Jobs**. The Job Orders tab displays (see figure below).

#	Job Title	Employer Job Status	On-line Status	System Status	Created	Inactive After	Actual Close Date	Views	Applicants	Action	Select
11242338	Screen Door Maker	Open and available	on-line	Open and available	1/13/2021	3/14/2021	N/A	2	0	Copy Edit Delete Search by Job Criteria Pre-fill Advanced Resume Search Applicants Preview Template	☐

Job Orders Tab – Links to Edit a Job Order

2 Click either the Job Title link or the <u>Edit</u> link in the Action column (see figure above). The Edit Job Order page displays (see figure below).



Partial Edit Job Order Page – Jump, Labor Market and Edit Links

At the top and bottom of the Edit Job Order page are several links to "jump" to that section to review and change the information. Each section of the Edit Job Order page contains a link to edit the information in that section. Some sections also contain links to view labor market information (see figure above).

3 Use the links at the top or scroll down to navigate to the desired section, and then click the Edit… link to modify the appropriate information. An edit page for that data opens, where you will make your changes and click **Save**. The main Edit Job Order page redisplays with your changes. See the topic "Creating a Job Order Using the Job Order Wizard" for descriptions of the fields.

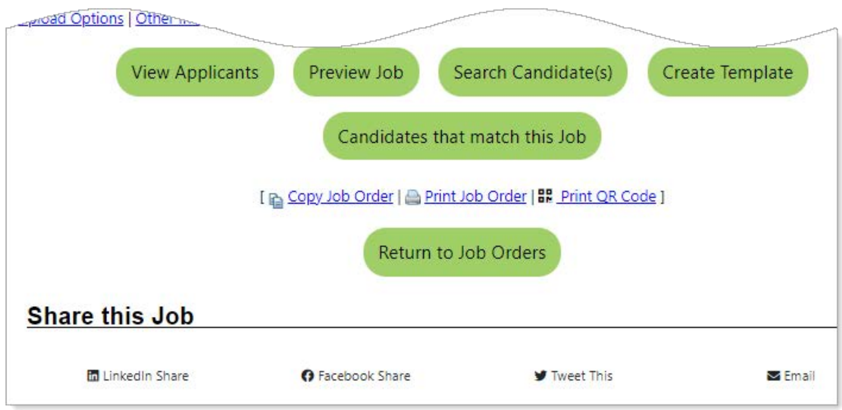
Some items of note when editing sections of a job order are:

- **Locations** – The locations available for selection include all worksite locations associated with your employer account. Any additions or modifications will become part of your account and be available for future job orders or other uses. In addition, if a job order is already associated with a location you modify, the system will apply all updates to the location.
- **Contacts** – The contacts available for selection include all contacts associated with the location selected above. You may change contact information or location associations, if

necessary. You may also add new contacts. Any additions or modifications will become part of your employer account and will be available for future job orders or other uses. In addition, if a job order is already associated with a contact you modify, the system will apply all updates.

- **Online Status** – Selections made in the Job Details section may impact the online display status of the job order. A job order will no longer display online if any of the following apply:
  - The Last Date setting has passed, causing the job order to expire – a Close Date will display
  - The Maximum Applicants setting has been met, making the job order "fully referred"
  - The Maximum Positions setting has been met

4 At the bottom of the Edit Job Order page are several buttons and links that you may find useful (see figure and descriptions below).



Edit Job Order Page – Additional Options at Bottom

Following is a brief description of each button or link:

- **View Applicants** – Opens the Job Order Statistics/Applicant Information page. This is the same page that opens from the Applicants link in the Action column on the Job Orders tab. See the topic "Managing Job Applicants" in Chapter 6 – Manage Recruitment for details.
- **Preview Job** – Opens the Job Details page, where you can view the job posting as it appears to job seekers and other system users. See the topic "Job Details Page Overview" for details.
- **Search Candidate(s)** – Opens the Advanced Résumé Search tab, where you can search for candidates that match this job. See the topic "Searching for Candidates by Job Order Criteria" in Chapter 6 – Manage Recruitment for details.
- **Create Template** – Opens the Create New Job Order Template page so the job order can be saved as a template. See the topic "Creating a Job Order Template" for details.
- **Candidates That Match This Job** – Launches a search for candidates that match the job order. A résumé search results page displays a list of résumés that match the job order. See the end of the topic "Creating a Job Order Using the Job Order Wizard" for an example of that page. This option does not allow you to modify the search criteria before running the search. Use the **Search Candidate(s)** option above for that ability.

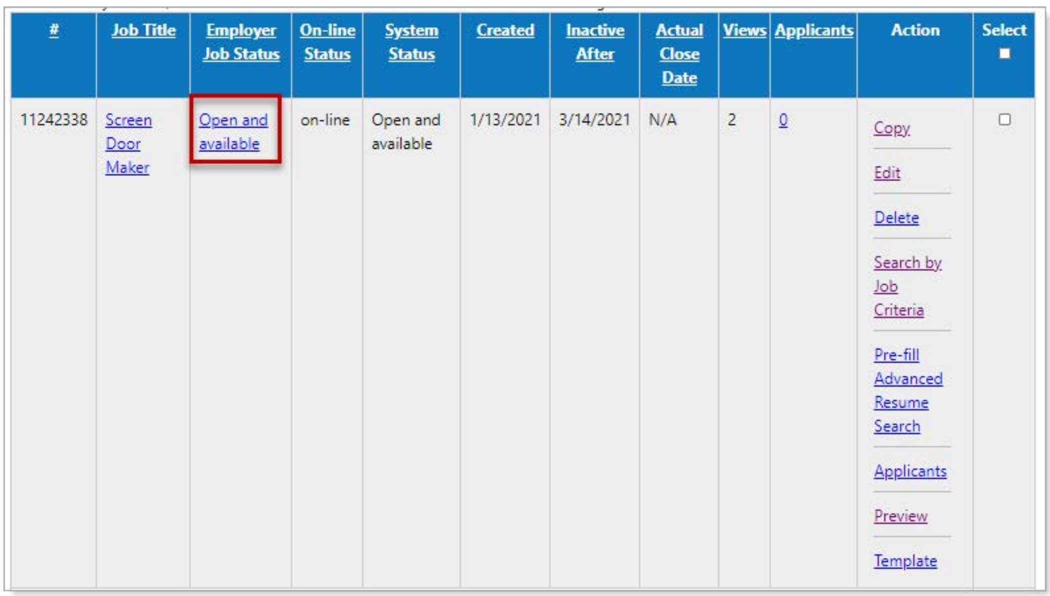
- **Copy Job Order** – Opens the Copy Job Options page, where you can copy this job to create a new one. See the topic “Copying a Job Order” for details.
- **Print Job Order** – Opens a pop-up window where you can select to print the job order or download it to a PDF file.
- **Print QR Code** – Opens a window where you can scan or print the QR code for the job.
- **Share This Job** – Each of the social media links in this section opens a new browser window where you can log into a social media site and create a posting for the job, or email it to an external recipient (fields display below after clicking the Email link).

Updating Job Order Status or Thresholds

You can review the activity of a job order and evaluate whether to modify a threshold parameter. For example, if the job order has reached the maximum number of applicants, you may want to increase the maximum allowable. Or, if an applicant has filled the position or the position is no longer available, you may want to change the job order status.

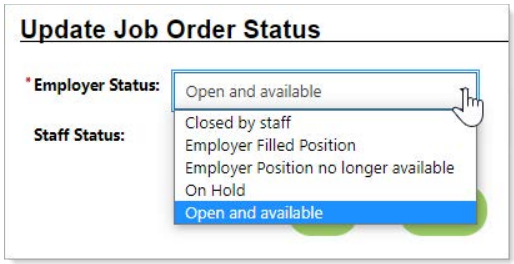
▶ **To change the job order status:**

1. From the Quick Menu group in the left navigation menu, click **Manage Jobs**. The Job Orders tab displays (see figure below).



Employer Job Status Link on Job Orders Tab

2. Locate the desired job order and click the Employer Job Status link (see figure above). A variety of statuses may display. You may have to change the selected **Job Orders Status** in the Filter Criteria section and click the Filter link to find the desired job. The Job Order Statistics/Status page displays (see figure below).



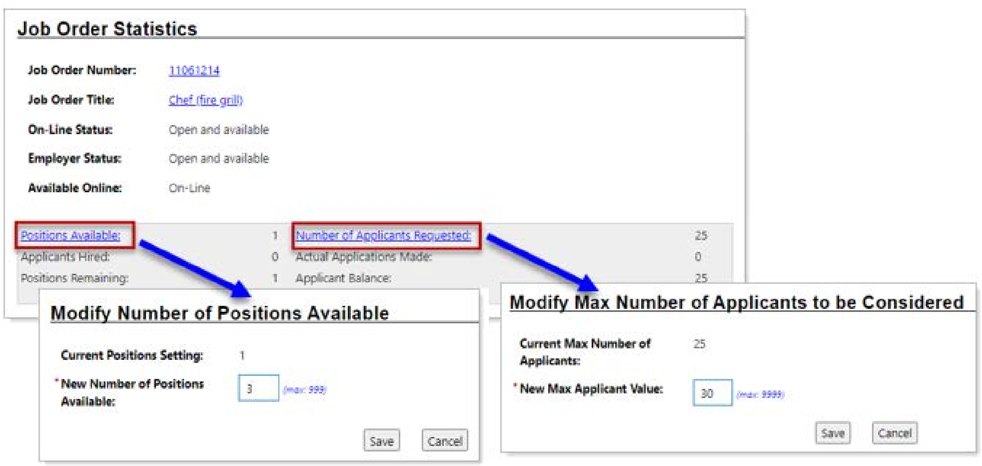
Job Order Statistics/Status Page

3 In the Update Job Order Status section, select the new status from the **Employer Status** drop-down list, and click the **Save** button. To remove the job order from the *online* status, select either *Employer Position no longer available* or *Employer Position filled.*

When changing the job order status, workforce staff may contact you to confirm the status change. The **Staff Status** field, which ultimately controls whether the job displays online, will update to match the new Employer Status selected.

Note: *If the staff-controlled status in the System Status column does not indicate 'Open and available', then the system will not display the job order, even if the employer status is still set to 'Open and available'.*

▶ **To change the number of positions or applicants for a job order:**



Modify Number of Positions Available and Maximum Number of Applicants to Consider

- In the Job Order Statistics section:
  - To change the number of open positions, click the Positions Available link. On the resulting page, enter the new value, and click **Save**.
  - To change the maximum number of candidates who can apply for the job (either through a staff referral or directly), click the Number of Applicants Requested link. On the resulting page, enter the value, and click **Save**.

Discontinue Online Display

A job order will no longer display online if any of the following apply:

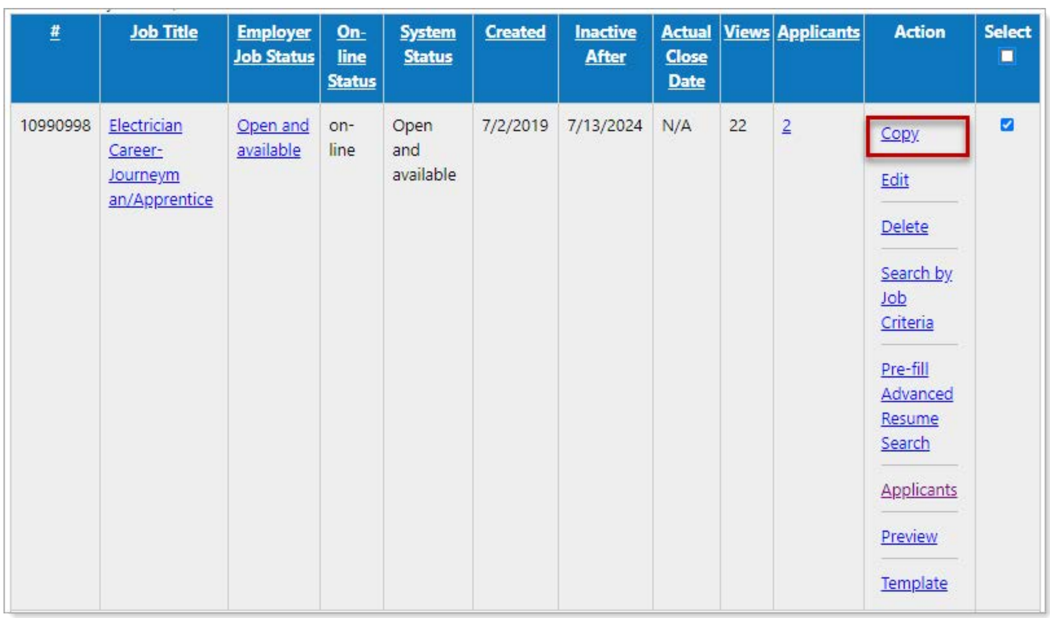
- The Last Date setting has passed causing the job to expire – a Close Date will display
- The Number of Applicants Requested threshold has been met, making the job “fully referred”
- The Positions Available threshold has been met
- The job has been marked for deletion by staff
- Employer access has been revoked by staff

Copying a Job Order

Copying a job order allows you to use an existing job order as the basis for creating a new job posting, and then make simple modifications. For example, the new job order may only need a different Display Date, Worksite, or Contact Person, but all other elements are the same. By starting with the existing job order, you need not re-enter the same job order details twice.

To copy a job order:

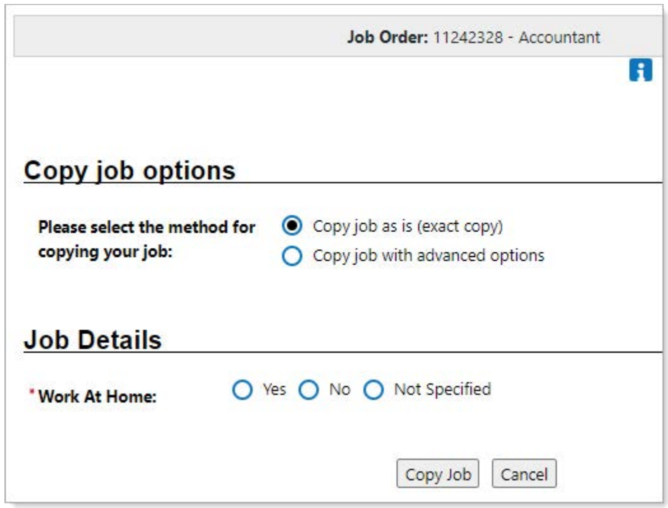
1. From the Quick Menu group in the left navigation menu, click **Manage Jobs**. The Job Orders tab displays (see figure below).



#	Job Title	Employer Job Status	On-line Status	System Status	Created	Inactive After	Actual Close Date	Views	Applicants	Action	Select
10990998	Electrician Career-Journeyman/Apprentice	Open and available	on-line	Open and available	7/2/2019	7/13/2024	N/A	22	2	Copy Edit Delete Search by Job Criteria Pre-fill Advanced Resume Search Applicants Preview Template	☑

Job Orders Tab – Copy Link

2. Click the <u>Copy</u> link in the Action column for the desired job (see figure above). You may have to filter or sort the list. The Copy Job Options page displays (see figure below).



Copy Job Options Page

3 Choose the method for copying the job: *Copy job as is (exact copy)* or *Copy job with advanced options* (allows you to modify it).

- If you select *Copy job as is*, specify if **Work At Home** will be allowed, and then click the **Copy Job** button. An exact copy is made with a new Job Order ID number, but same title, and a search begins for any matching candidates. Matches display on a résumé search results page. See the end of the topic “Creating a Job Order Using the Job Order Wizard” for an example of that page. You can still make any changes to this job by clicking the Edit link for it on the Job Orders tab.
- If you select *Copy job with advanced options*, the page refreshes with additional sections, followed by a series of pages that allow you to edit each section of the job order, as needed. See the topic “Creating a Job Order Using the Job Order Wizard” for descriptions of the available fields.
  - Modify the sections that need to be altered and click the **Next** button to continue.

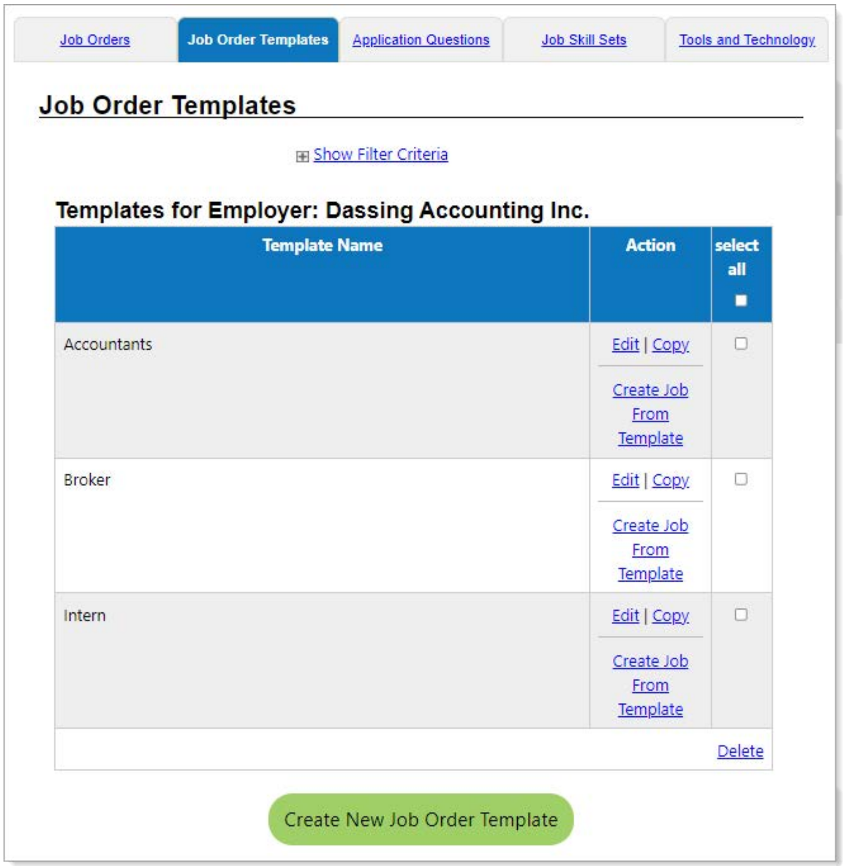
  Tip: *To distinguish job orders with similar titles, you may want to add a defining characteristic, such as ‘Account – Main Office’, ‘Accountant – Branch Office’, or you may simply add a number after the title, such as ‘Accountant-01’, ‘Accountant-02’.*

  - On any page, if you are done making changes, click the **Copy Job** button to save the new job order.

A copy is made with changes with a new Job Order ID number and a search begins for any matching candidates. Matches display on a résumé search results page. See the end of the topic “Creating a Job Order Using the Job Order Wizard” for an example of that page.

Managing Job Order Templates

From the Job Order Templates tab you can create, edit, copy, and delete your templates, as well as create new job orders from them and perform mass job imports, if your account is configured for that feature. See the topic "Mass Job Order Import" for details on that process.



Job Order Templates Tab

From this tab, you can perform the following actions:

- **Edit a template** – Click the Edit link in the Action column. On the Edit Job Order Template page, scroll down to the desired section, and then click the Edit… link to modify the appropriate information. An edit page for that data opens, where you will make your changes and click **Save**.
- **Copy a template** – Click the Copy link in the Action column. Enter a **Template Name** for the new template and click the **Copy** button. The Edit Job Order Template page displays. Modify this new template as you would edit any other template, as outlined in the bullet above.
- **Delete a template** – Click the desired Select checkbox, then click the Delete link at the bottom of the Select column; click **OK** to confirm.
- **Create a job order from a template** – Click the Create Job From Template link in the Action column. See the topic "Creating a Job Order from a Template" for details.
- **Create a new template** – Click the **Create New Job Order Template** button. See the topic "Creating a Job Order Template" for details.

Creating a Job Order Template

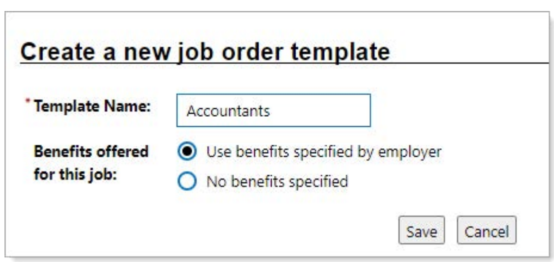
Job order templates contain basic job information that can be reused over and over again to create new job orders. This saves time and is useful when you will be posting the same type of job repeatedly and need consistency. You can easily create a template in one of two ways: 1) by saving an existing job order as a template, or 2) by creating a new template from scratch from the Job Order Templates tab. Both methods are described in the following sections.

▶ **To save an existing job order as a template:**

1 From the Quick Menu group in the left navigation menu, click **Manage Jobs**. The Job Orders tab displays (see figure below).

Job Orders Tab - Template Link

2 Click the Template link in the Action column for the desired job (see figure above). The Create New Job Order Template page displays (see figure below).

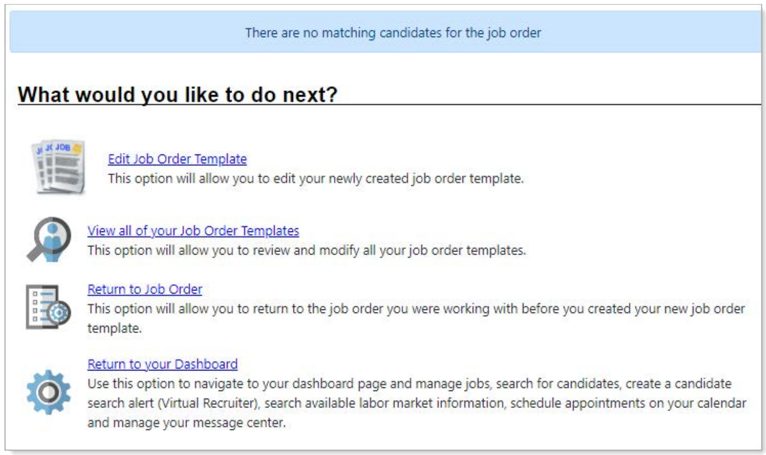


Create New Job Order Template Page

3 Enter a descriptive name in the **Template Name** field.

4 Specify if you are offering standard benefits or not.

5 Click **Save** to save the template. A search begins for any matching candidates. Matches display on a résumé search results page. See the end of the topic "Creating a Job Order Using the Job Order Wizard" for an example of that page. If no matches are found, a What would you like to next? page displays (see figure below).

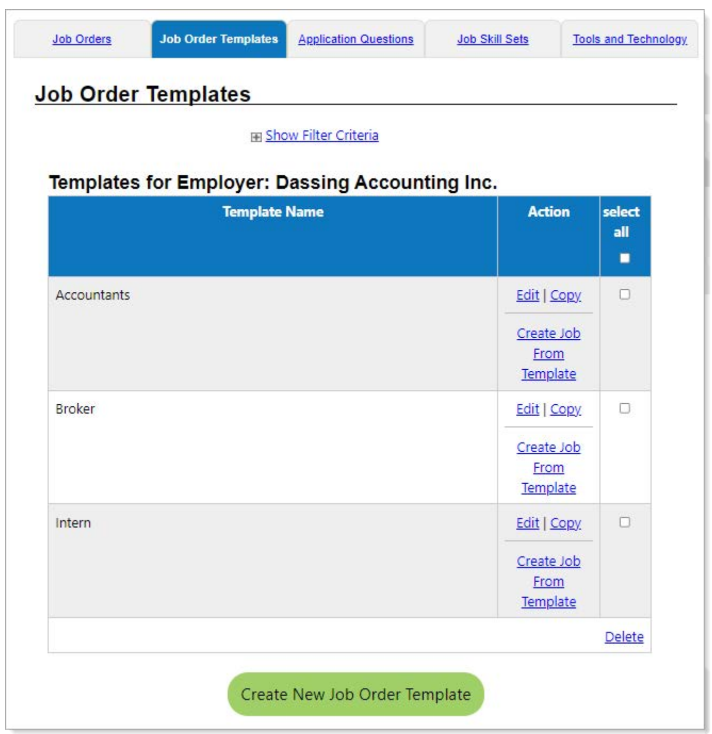


What Would You Like to Do Next Page for Job Order Templates

You can edit the template now, or manage it at any time from your Job Order Templates tab (see figure below).

To create a job order template using the full Job Order Wizard:

1. From the Quick Menu group in the left navigation menu, click **Manage Jobs**.
2. On the Job Orders tab, click the **Job Order Templates** tab (see figure below).



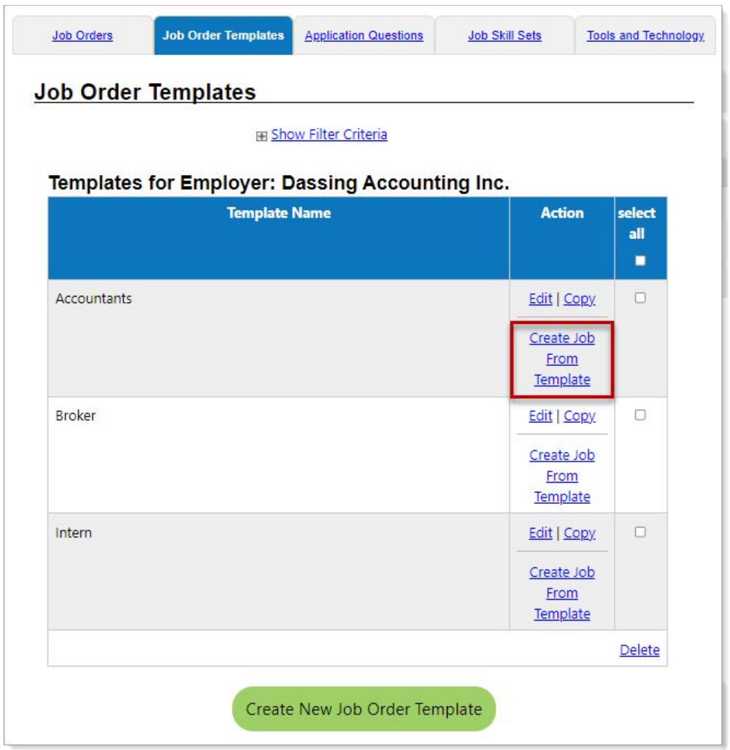
Job Order Templates Tab

3. Click the **Create New Job Order Template** button.
4. Enter a **Template Name**, then complete the remaining sections and pages just as if you were creating a new job order. See the topic “Creating a Job Order Using the Job Order Wizard” for details.

Creating a Job Order from a Template

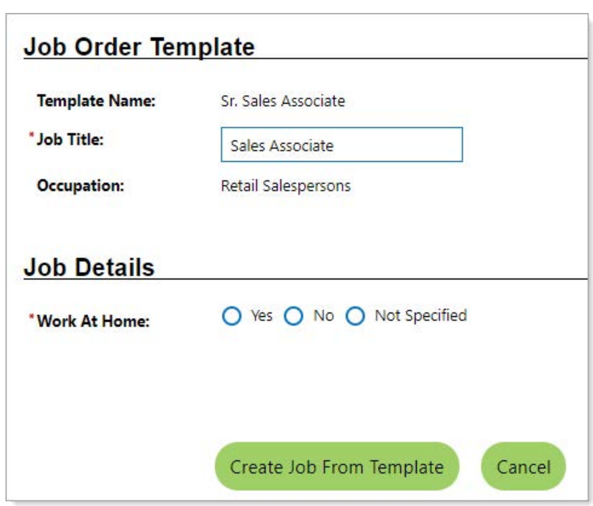
▶ **To create a job order from a template:**

1. From the Quick Menu group in the left navigation menu, click **Manage Jobs**. The Job Orders tab displays.
2. Click the **Job Order Templates** tab (see figure below).



Job Order Templates Tab

3. Click the Create Job From Template link in the Action column. The Create Job from Template page displays (see figure below).



Create Job from Template Page

4 Verify or enter a new **Job Title**.

5 Specify if this job will allow **Work At Home**.

6 Click the **Create Job From Template** button.

After saving the job, the system immediately begins searching the database for matching candidates and displays any matches on a results page. Note the new **Job Order** number in the gray bar at the top of the page. See the topic "Searching for Candidates by Job Order Criteria" in Chapter 6 – Manage recruitment for details on working with candidate search results.

Mass Job Order Import

For employers that have been enabled by workforce staff to do mass job order imports, the Mass Job Order Import function allows you to import a specifically formatted Excel file (.xls) that contains data on multiple jobs, which is then used to automatically create job orders. This method may be useful if you prefer to collect the data for many jobs in one spreadsheet and review those jobs from the spreadsheet before entering them all at once into the system.

During the import process, the system verifies that the imported data is in the correct format and indicates the number of records successfully uploaded. Once the upload is complete, the jobs will be available on the Job Orders tab for immediate use.

▶ **To mass import job orders:**

Note: *If you have not yet been enabled to do mass job imports, workforce staff must enable you first.*

1 From the Quick Menu group in the left navigation menu, click **Manage Jobs**. The Job Orders tab displays (see figure below).

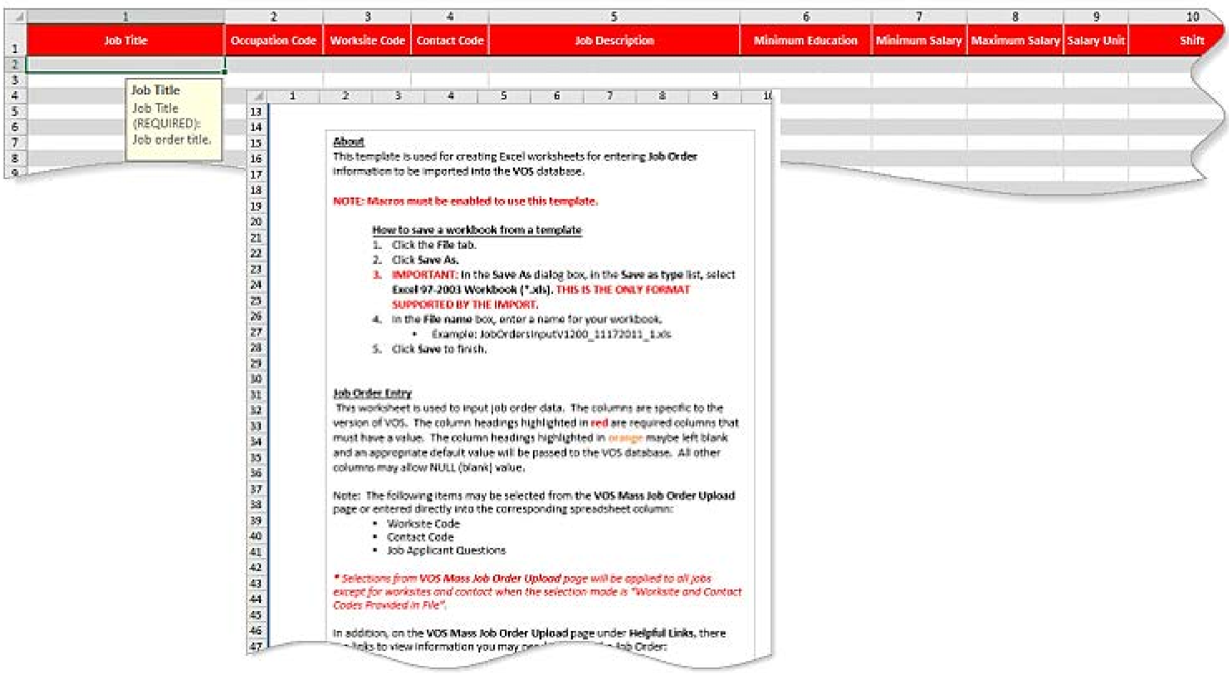
2 Click the **Job Order Templates** tab, and then scroll down to the Mass Job Order Import Templates section (see figure below).

Mass Job Order Import Button and Link on Job Order Templates Tab and Job Orders Tab

3 If not already downloaded, click the Download Excel Import Template link (see figure above) to save a copy of the Excel spreadsheet to your computer, to be used as a template for data entry and upload of jobs data.

4 Open the downloaded Excel template file and select the About tab at the bottom of the worksheet to read directions on how to save the file, enable the macros (**Enable Content** button), enter the required and optional data, as well as preview the format of the Job Order Entry tab for the fields that will be completed (see figure below).

5 To create a valid import file, several pieces of information require a numeric code for the data (e.g., the occupation code). Click each of the View… links in the Mass Job Order Import Templates section of the Job Order Templates tab (see figure above) to review important information needed to properly create the import file.



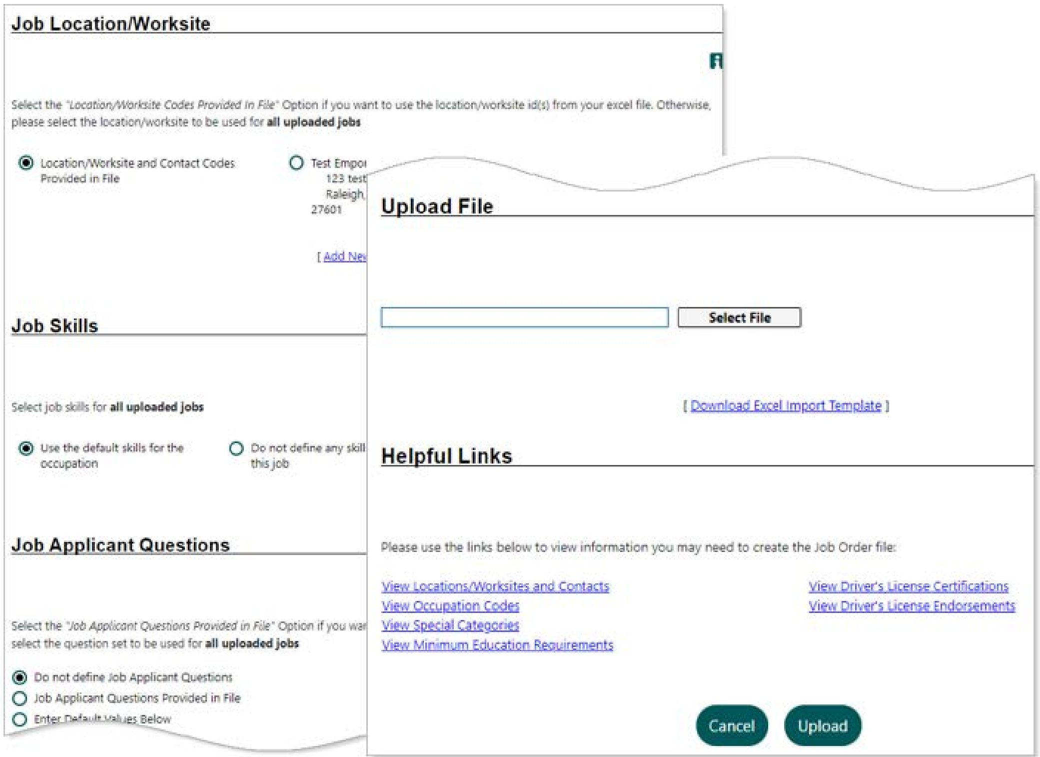
Mass Job Order Import Excel Template – Field Layout and Instructions

6 **Save As** the Excel template as a Microsoft Excel 97-2003 Worksheet (.xls) file and begin the data entry. Save again when complete.

7 To set up an import, you can either click the **Import Job Orders** button on the Job Order Templates tab.

OR…

Click the Mass Job Order Import link at the bottom of the Job Orders tab. A page displays key parameters for the import (see figure below).



Mass Job Order Import Details Page

8 Select a Job Location/Worksite to apply to all uploaded jobs, or to use the location that is in the source Excel file, select *Location/Worksite and Contact Codes Provided in File*.

9 In the Job Skills section, specify whether to *Use the default skills for the occupation* or *Do not define any skills for the jobs*. Occupation codes are required for each job in the source upload file. Default skills will be based on the occupation codes included in the job order file, if default skills are selected.

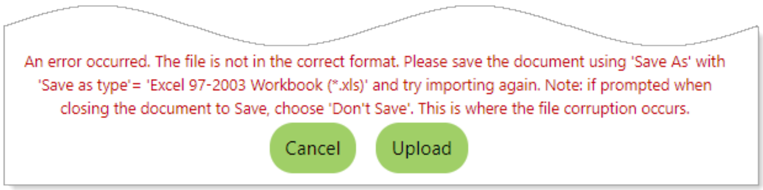
10 In the Job Applicant Questions section, choose an option to determine if applicant question sets will be associated with the job orders uploaded to the system. See the topic "Creating an Application Question Set" for details on creating question sets.

11 In the Upload File section, click the **Select File** button (may have different name depending on browser) to locate and select the file to upload (see figure below).

Note: *The file must have an .xls extension.*

Upload File Section

12 Click the **Upload** button at the bottom of the page. After a successful upload, the jobs will display on the Job Orders tab. If there are any issues with the file, red error text will display in the Helpful Links section (see figure below).



Sample Error Text for a Failed Upload

Linked Jobs Tab

The Linked Jobs tab is a convenient way for specific employers to identify, preview, and monitor any jobs that their agents (OFCCP-compliant partners) import for them. When authorized importing companies, such as Broadbean or Job Target, import jobs from an employer, these jobs are not treated as standard spidered jobs; instead, these employers will have an additional Linked Jobs tab to identify those imported jobs (see figure below).

Note: *These linked jobs are not internal jobs, and cannot be converted to Preferred jobs.*

Job Orders | Job Order Templates | Linked Jobs | Application Questions | Job Skill Sets | Tools and Technology

To sort on any column, click a column title.

EmployerJob ID	Distributer Job ID	Job Title	Source	Posted Date	Closing Date	Action
req2135	4E0A8D80-3C5C-35CA-AD6A-E020502D5FA0	Prep Cook	CareerBuilder Compliance	8/7/2020	2/9/2021	Preview
req2322	7E464E59-A153-358F-9CE3-1BC740379E03	Naturalist/First Mate	CareerBuilder Compliance	11/26/2020	2/9/2021	Preview
req2253	9A60801F-956E-3F90-9CB9-4E04990BAD58	Cook - All Shifts available! FT and PT opportunities!	CareerBuilder Compliance	10/22/2020	2/7/2021	Preview
req2047	877F64B3-8ACF-39B5-B165-FCAB278B5F35	Front Gate Guard	CareerBuilder Compliance	6/19/2020	1/13/2021	Preview
req1745	2C310127-0DE8-3972-B1B4-A1567FD4A206	Busperson	CareerBuilder Compliance	1/30/2020	3/11/2021	Preview

Linked Jobs Tab

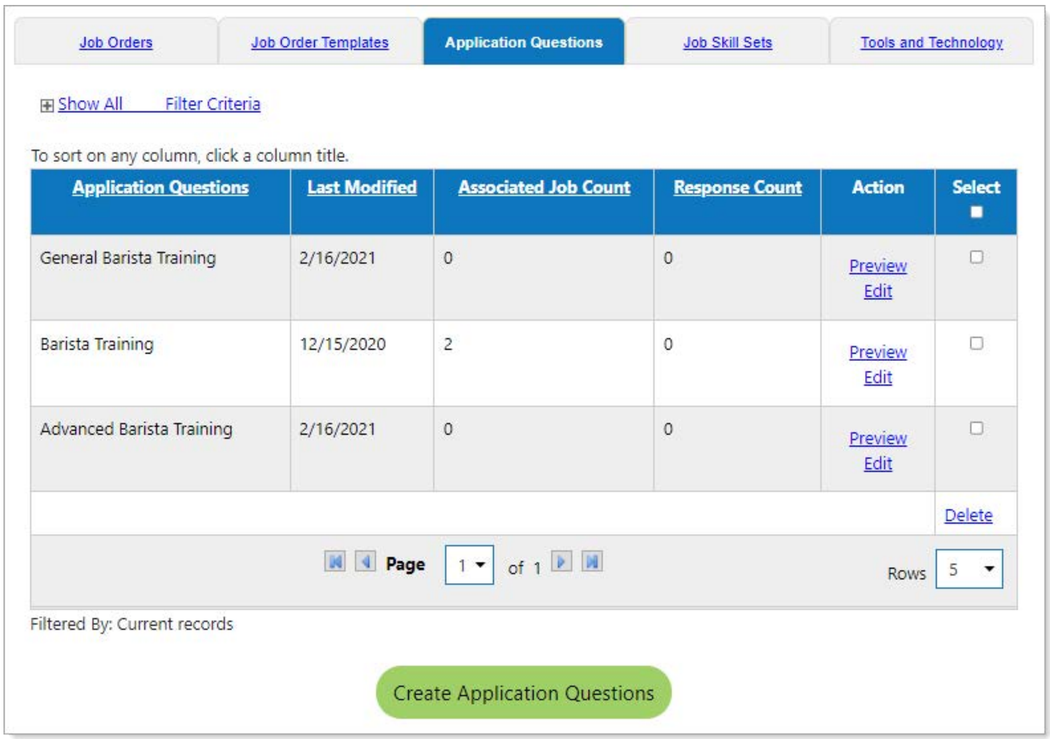
This tab will automatically display any external jobs that were loaded via import files. If your site is configured to show this tab, but there are no jobs imported, then the Linked Jobs tab will not display.

You can see the Distributer Job ID for each job and the source (the importing company), and use a Preview link in the Action column to view job details.

Managing Application Question Sets

From the Application Questions tab, you can define sets of question for applicants to complete when they apply for jobs with your company. When attached to a job order, the question set will display as part of the job application. You can then review the applicants' responses to help you decide which applicants to consider for interviews. For more information, see the topic "Managing Job Applicants" in Chapter 6 – Manage Recruitment.

Whether you create a question set as part of creating a job order or directly from the Application Questions tab, it will become part of the question set library tied to your employer account. Whenever you create or modify a job order, you can review and attach question sets from your library in one step.



Application Questions Tab

From this tab, you can perform the following actions:

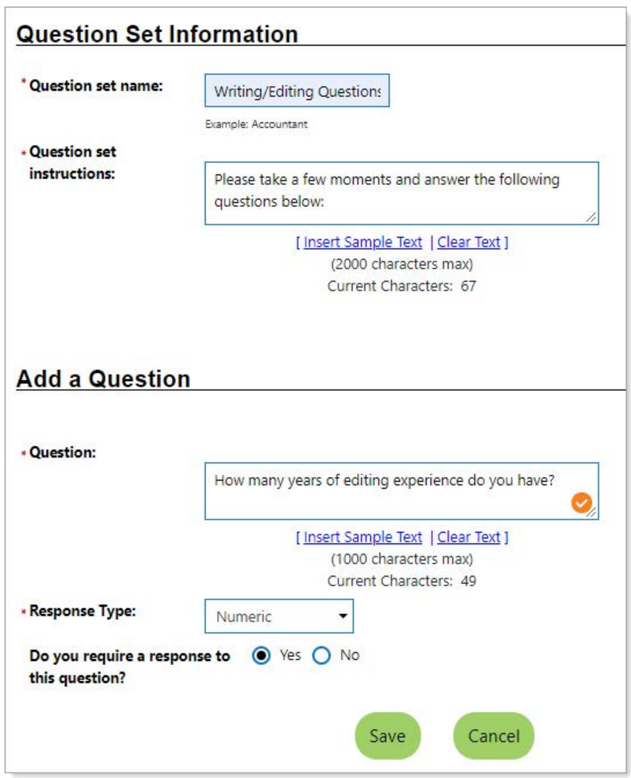
- **Preview how the questions will look to applicants** – Click the Preview link in the Action column to open the question set as it will display for job applicants.
- **Edit a question set** – Click the Edit link in the Action column. See the topic "Creating an Application Question Set" for details.
- **Delete a question set** – Click the desired Select checkbox, then click the Delete link at the bottom of the Select column; click **OK** to confirm.
- **Create a question set** – Click the **Create Application Questions** button. See the topic "Creating an Application Question Set" for details.

Creating an Application Question Set

A question set can consist of just one open-ended question or a series of questions of varying types, such as *Text Entry*, *Yes/No*, *Numeric*, and single-select or multiple-select *Multiple Choice*. You may also define questions as required or optional.

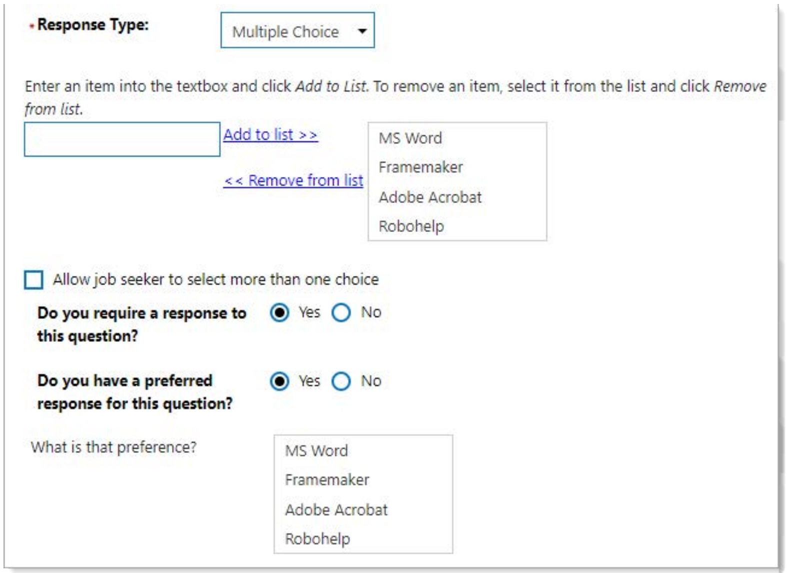
To create an application questions set:

1. From the Quick Menu group in the left navigation menu, click **Manage Jobs**. The Job Orders tab displays.
2. Click the **Application Questions** tab.
3. Click the **Create Application Questions** button. The Create Question Set page displays (see figure below).



Create Question Set Page

4. Enter a descriptive **Question set name** and **Question set instructions** statement for the questions that will follow. The figure above shows the text that is provided if you click the Insert Sample Text link below the text box.
5. In the Add a Question section, type in the first **Question**, select the correct **Response Type** for it: *Numeric*, *Yes/No, Text, Yes/No/Maybe, Multiple Choice, Date, Phone Number*, or *Currency*, and specify if you **require a response to this question**.



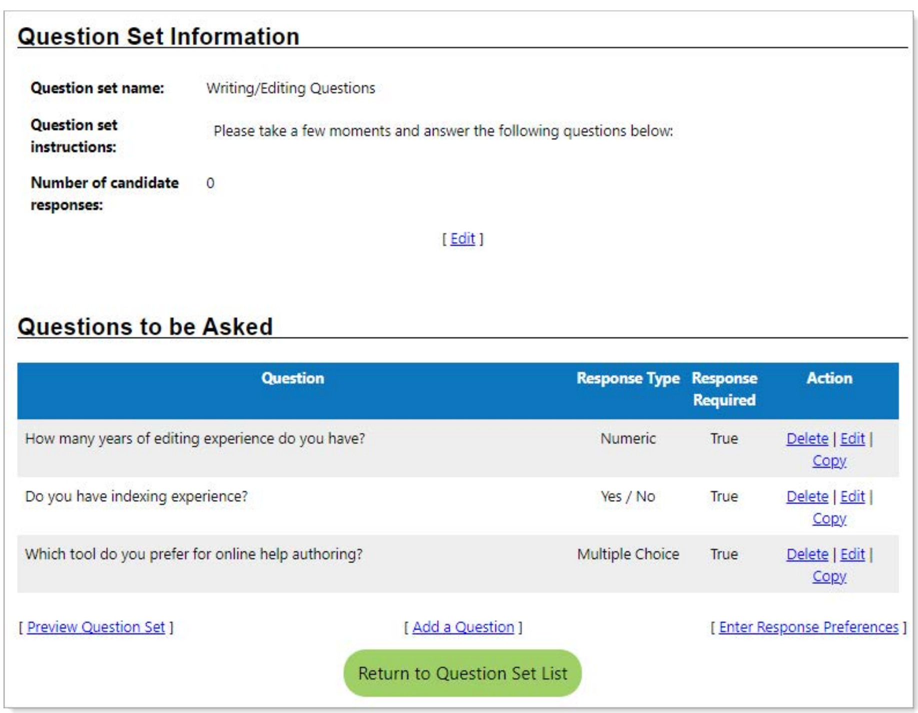
Adding a Multiple Choice Question

a. For the *Multiple Choice* selection, enter an item in the displayed text box, then click the Add to list >> link. The item displays in the list box (see figure above).

b. Repeat the step above for each item you wish to add to the multiple choices.

c. Specify if **you have a preferred response for this question** and if *Yes*, click on the preferred response in the box.

6 Click **Save**. The question is saved and the page refreshes so another question may be added to the set (see figure below).

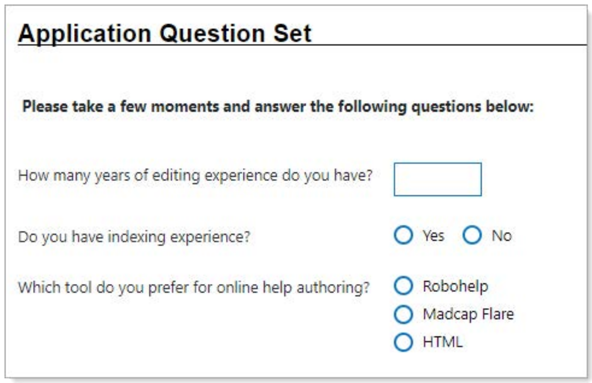


Adding More Questions to a Set

7 To add another question to this set, click the Add a Question link and repeat steps 5 and 6. Repeat this for as many questions as desired for the set.

8 From this page, you can perform the following actions:

- **Edit the set name or instructions** – Click the Edit link in the Question Set Information section above the table.
- **Delete, edit, or copy a question** – Click the corresponding link in the Action column.
- **Change saved response preferences** – Click the Enter Response Preferences link.
- **Preview what the questions will look like to applicants** – Click the Preview Question Set link (see example below).



Sample Application Question Set Preview

9 When you are finished with this question set, click the **Return to Question Set List** button. The Application Questions tab redisplays with the set listed.

Managing Job Skill Sets

The Job Skill Sets tab lets you create, edit, and delete sets of job skills that you can attach to job orders or templates when you are creating them. Once a skill set is attached to a job order, you can modify the specific skills for that job without affecting the saved job skill set.

There are two methods by which you can create job skill sets: Analyze Skills and Skill Matching. These methods are explained in the following topics.

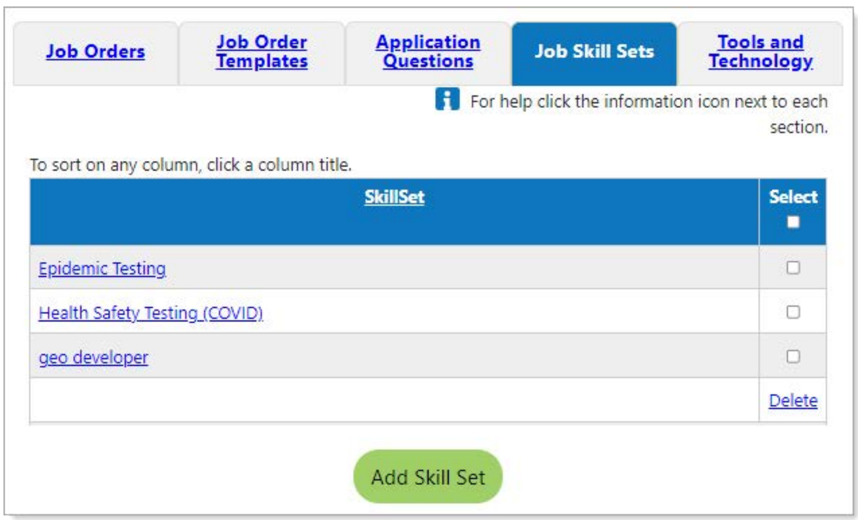
Creating a Job Skill Set Using Analyze Skills Method

Use the Analyze Skills method to pick and choose skills from lists of all possible skills, divided into common categories. The Skill Categories page displays all available skills with no skills checked in any category.

▶ **To create a job skill set using the Analyze Skills method:**

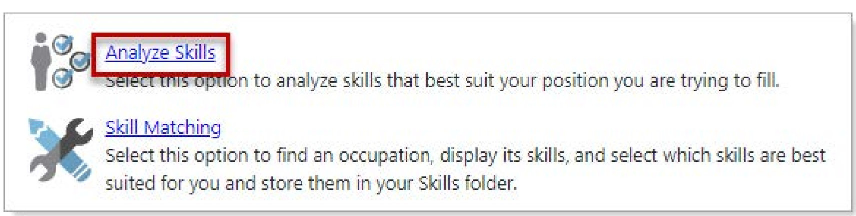
1 From the Quick Menu group in the left navigation menu, click **Manage Jobs**. The Job Orders tab displays.

2 Click the **Job Skill Sets** tab (see figure below).



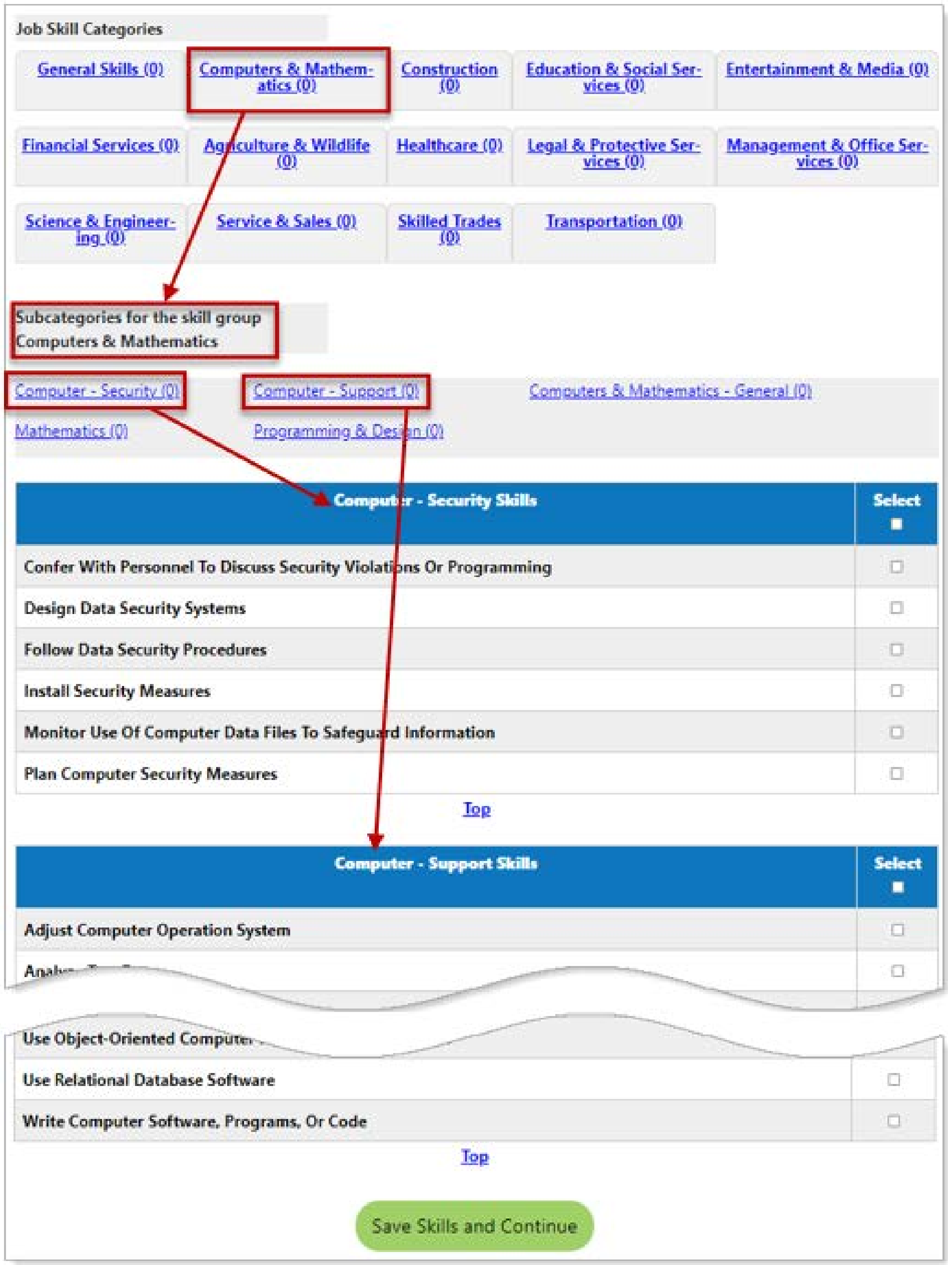
Job Skill Sets Tab

3 Click the **Add Skill Set** button. A method selection page displays (see figure below).



Selecting Analyze Skills Method of Creating Job Skill Sets

4 Click the Analyze Skills link. The Skill Categories page displays (see figure below).



Adding Job Skills Using Skill Categories

5 To expand a Job Skill Category, select a tab at the top of the page. If applicable, click a subcategory link to jump to that location on the page (see figure above).

In the example shown above, main category *Computers & Mathematics* has five subcategories.

6 To select the skills to be included in the set, select individual checkboxes in the Select column, or to select all skills in a category or subcategory, click the checkbox in the heading banner. To clear selections, click the checkbox again.

7 When finished, click the **Save Skills and Continue** button at the bottom of the page. All skills selected for the skill set will now display on the Skills List page for you to review.

8 To remove a skill from the set, simply deselect the corresponding checkbox.

9 Click the **Continue** button on the Skills List page to save changes.

10 Enter a **Skill Set Description** and click the **Save** button. The Job Skill Sets tab redisplays with the new set added.

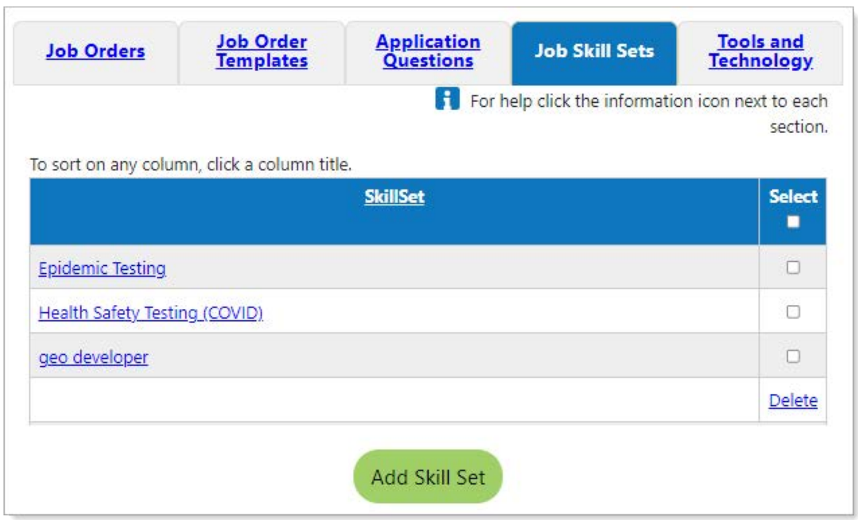
Creating a Job Skill Set Using Skill Matching

Use the Skill Matching method of creating a job skills set to start from a pre-defined skills list associated with an occupation. After you select the occupation, you can then tailor the skills list to suit your specific needs.

▶ **To create a job skill set using the Skill Matching method:**

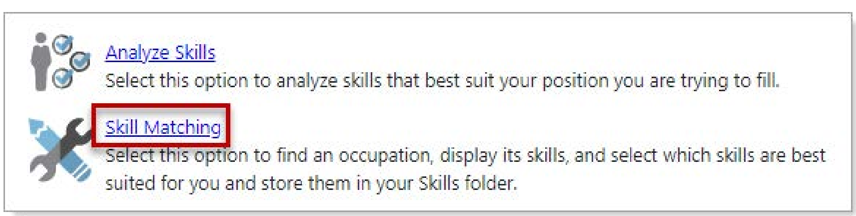
1 From the Quick Menu group in the left navigation menu, click **Manage Jobs**. The Job Orders tab displays.

2 Click the **Job Skill Sets** tab (see figure below).



Adding a Skill Set

3 Click the **Add Skill Set** button. A method selection page displays (see figure below).



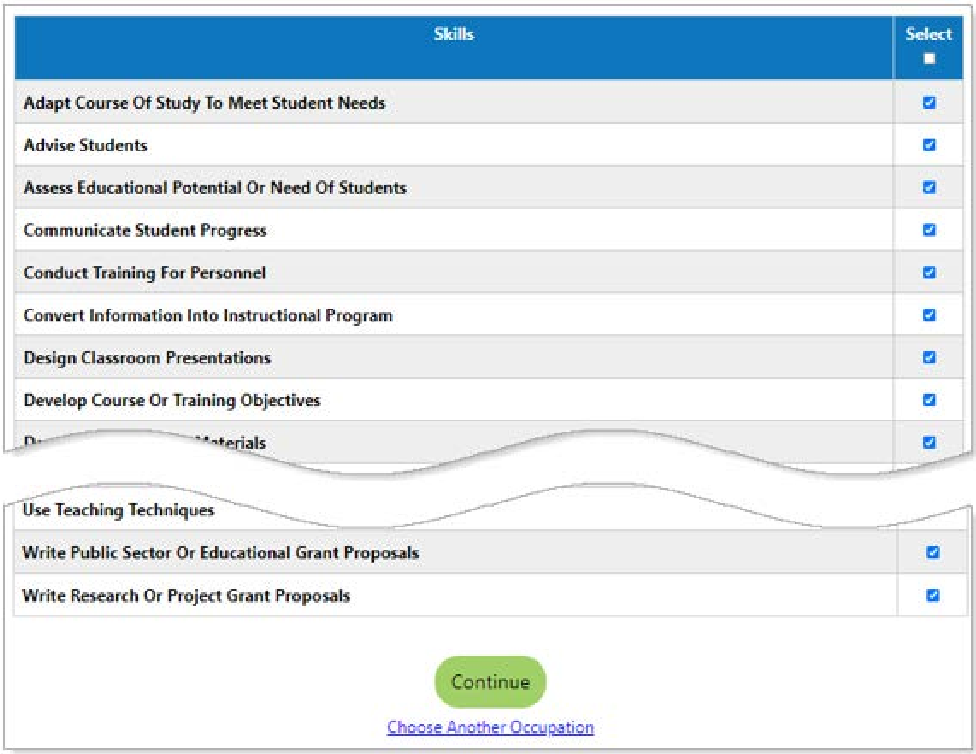
Selecting Skill Matching Method of Creating Job Skill Sets

4 Click the Skill Matching link. The Occupation Search page displays.

5 Search for an occupation using your preferred method. See the topic “Select an Occupation” in Appendix A – Common System Tools for details.

6 Review the skills list that displays and uncheck any skills that do not relate to your job orders.

Note: *If you want to add skills not already included in the list for the occupation, you must first save the skill set and then use the edit feature.*



Reviewing and Customizing the Skills List

7 Click the **Continue** button on the Skills List page to save changes.

8 Enter a **Skill Set Description** and click the **Save** button. The Job Skill Sets tab redisplays with the new set added.

Managing Tools and Technology Sets

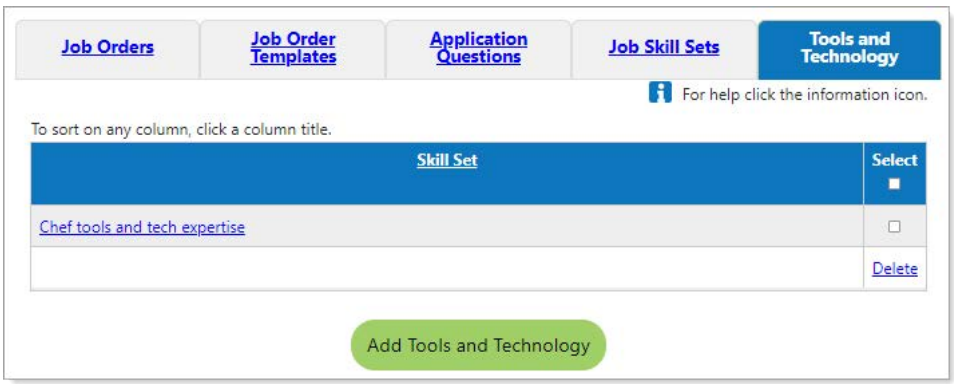
The Tools and Technology tab lets you create, edit, and delete sets of tools and technology skills that you can attach to job orders or templates when you are creating them. Once a set is attached to a job order, you can modify the specific tools and technologies for that job without affecting the saved set.

You can define different tools and technologies required for a job from a recognized list of those tools or technologies already defined for similar occupation skill sets. You can associate any or all of the tools and technology skills associated with an occupation as skills required for a job.

Creating a Tools and Technology Set

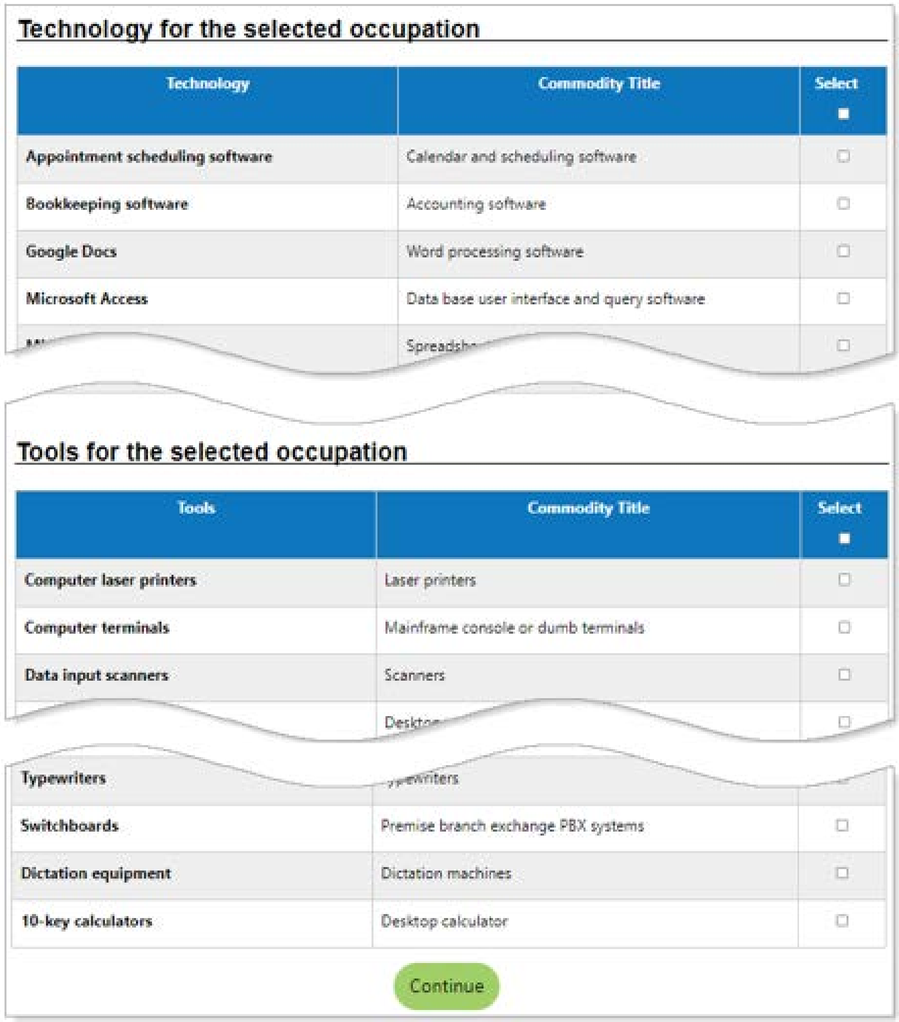
▶ **To create a tools and technology set:**

1. From the Quick Menu group in the left navigation menu, click **Manage Jobs**. The Job Orders tab displays.
2. Click the **Tools and Technology** tab (see figure below).



Tools and Technology Tab

3. Click the **Add Tools and Technology** button. The Occupation Search page displays.
4. Search for an occupation using your preferred method. See the topic "Select an Occupation" in Appendix A – Common System Tools for details.
5. Review the list of tools and technologies that displays for the occupation and check all that relate to your job orders (see figure below).



Technology for the selected occupation

Technology	Commodity Title	Select
Appointment scheduling software	Calendar and scheduling software	☐
Bookkeeping software	Accounting software	☐
Google Docs	Word processing software	☐
Microsoft Access	Data base user interface and query software	☐
Mi	Spreadsh	☐

Tools for the selected occupation

Tools	Commodity Title	Select
Computer laser printers	Laser printers	☐
Computer terminals	Mainframe console or dumb terminals	☐
Data input scanners	Scanners	☐
	Deskto	☐
Typewriters	ypewriters	
Switchboards	Premise branch exchange PBX systems	☐
Dictation equipment	Dictation machines	☐
10-key calculators	Desktop calculator	☐

Continue

List of Tools and Technologies for Selected Occupation

6 Click the **Continue** button at the bottom of the page to save changes.

7 Enter a **Set Description** and click the **Save** button. The Tools and Technology tab redisplays with the new set added.

6: Manage Recruitment

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Manage Recruitment Overview

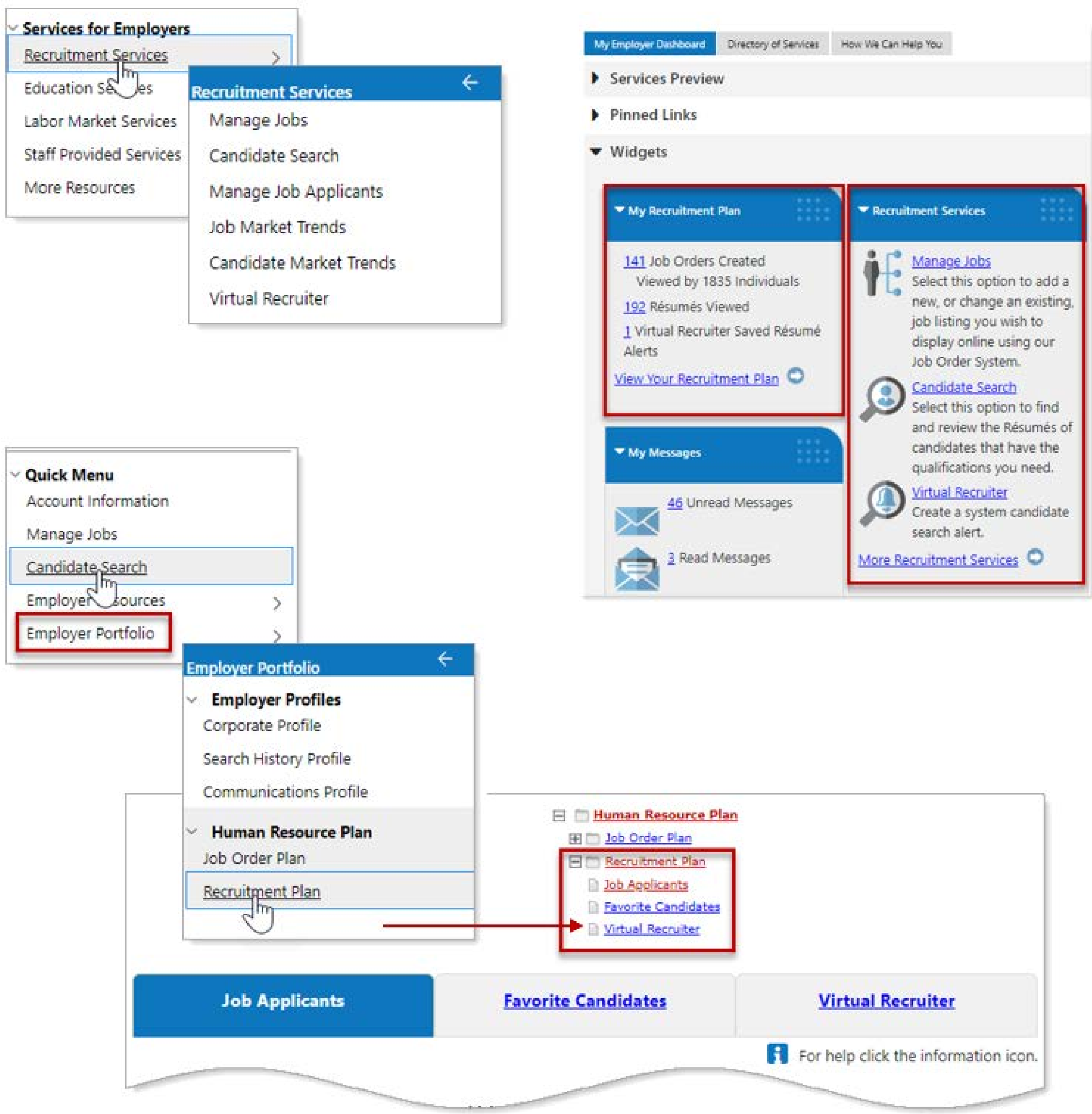
To help your organization identify and hire the right people for your open positions, the system offers two key recruitment methods:

- Create *job orders* to attract qualified *applicants* (they find you)
- Employ *search strategies* to identify qualified *candidates* (you find them)

To support each of these recruitment methods, the system provides several features that you can access in multiple ways to:

- Search for candidate résumés that match your jobs using a wide variety of criteria
- Save résumé search criteria as automated Virtual Recruiter searches
- Review candidate details

- Rate and save candidates as ‘favorites’
- Review, rate, and update the status of job applicants and see how they measure up to job requirements
- View job and candidate market trends



The Many Ways to Access Recruitment Features

Accessing Recruitment Features

The system provides numerous ways to access all the recruitment features available to employers, which offers flexibility to navigate the system as you desire. You can access recruitment features as follows:

▶ **To search for candidate résumés on the Résumé Search page:**

- From the Quick Menu group in the left navigation menu, click **Candidate Search** (see figure on previous page, middle left).
  OR…
- From the Services for Employers group in the left navigation menu, click **Recruitment Services ▸ Candidate Search** (see figure on previous page, top left).
  OR…
- Click the Candidate Search link in the Recruitment Services dashboard widget (see figure on previous page, top right).

See the topic "Searching for Candidates" for details.

▶ **To review and manage applicants who have applied for your jobs on the Job Applicants tab:**

- From the Services for Employers group in the left navigation menu, click **Recruitment Services ▸ Manage Job Applicants** (see figure on previous page, top left).
  OR…
- From the Quick Menu group in the left navigation menu, click **Employer Portfolio ▸ Recruitment Plan ▸ Job Applicants** tab (see figure on previous page, bottom).

See the topic "Managing Job Applicants" for details.

▶ **To create and manage Virtual Recruiter résumé search alerts on the Virtual Recruiter tab:**

- From the Services for Employers group in the left navigation menu, click **Recruitment Services ▸ Virtual Recruiter** (see figure on previous page, top left).
  OR…
- In the Recruitment Services dashboard widget, click the Virtual Recruiter link (see figure on previous page, top right).
  OR…
- In the My Recruitment Plan dashboard widget, click the number link to the left of *Virtual Recruiter Saved Résumé Alerts* (see figure on previous page, top right).

See the topic "Managing Virtual Recruiter Résumé Search Alerts" for details.

▶ **To review and manage your favorite candidates on the Favorite Candidates tab:**

- From the Quick Menu group in the left navigation menu, click **Employer Portfolio ▸ Recruitment Plan ▸ Favorite Candidates** tab (see figure on previous page, bottom). See the topic "Managing Favorite Candidates" for details.

▶ **To review résumés you've previously viewed on the Viewed Résumés tab:**

- In the My Recruitment Plan dashboard widget, click the number link to the left of *Résumés Viewed* (see figure on previous page, top right). See the topic "Viewed Résumés" in Chapter 4 – Search History for details.

Managing Candidates

This section covers topics related to finding and working with prospective job candidates, which includes:

- Searching for candidates using numerous criteria
- Reviewing résumé search results
- Saving search criteria as Virtual Recruiter automated searches
- Viewing candidate details
- Rating and saving favorite candidates

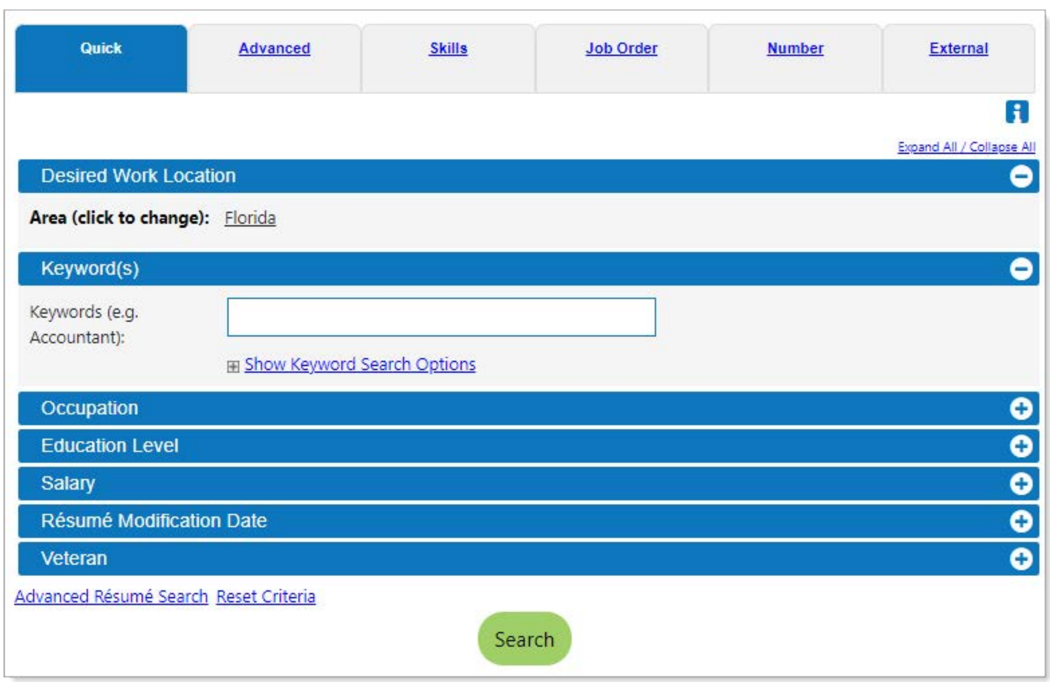
Searching for Candidates

Using the candidate search and evaluation tools, you can easily identify suitable candidates for your job openings, as well as tag favorites and conduct follow-up activities.

▶ **To search for candidate résumés on the Résumé Search page:**

- From the Quick Menu group in the left navigation menu, click **Candidate Search**.
  OR…
- From the Services for Employers group in the left navigation menu, click **Recruitment Services ▸ Candidate Search**.
  OR…
- Click the Candidate Search link in the Recruitment Services dashboard widget.

  The Résumé Search page displays with the Quick tab active (see figure below).



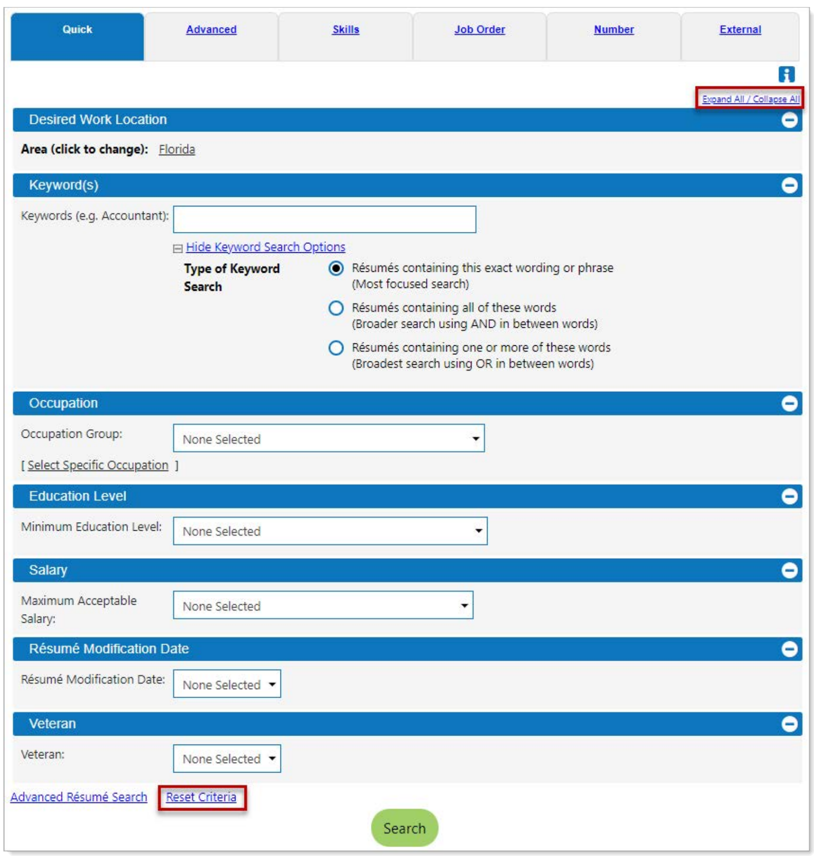
Résumé Search Tabs

Each Résumé Search tab offers a different search strategy, as briefly described below and in more detail on the following pages:

- **Quick** – Search by keyword in a defined geographic area. You can also set some commonly used parameters, including occupation, education level, salary, or veteran status. See the topic "Quick Résumé Search" for details.
- **Advanced** – Select from a wide range of ranking and filtering criteria for a targeted résumé search. See the topic "Advanced Résumé Search" for details.
- **Skills** – Use saved skill sets as search criteria. See the topic "Skills Résumé Search" for details.
- **Job Order** – Use a specific job order's parameters to pre-fill certain search criteria on the Advanced tab. See the topics "Advanced Résumé Search" and "Job Order Résumé Search" for details.
- **Number** – Enter a résumé ID number to quickly find a specific résumé. See the topic "Résumé Number Search" for details.
- **External** – Search exclusively for résumés posted on external résumé sites, such as CareerBuilder.com or Monster.com. See the topic "External Résumé Search" for details.

Quick Résumé Search

The Quick tab lets you focus primarily on a keyword and location search, while offering other parameters to narrow down results, if desired.



Résumé Search Quick Tab in Expanded Form

To perform a quick résumé search:

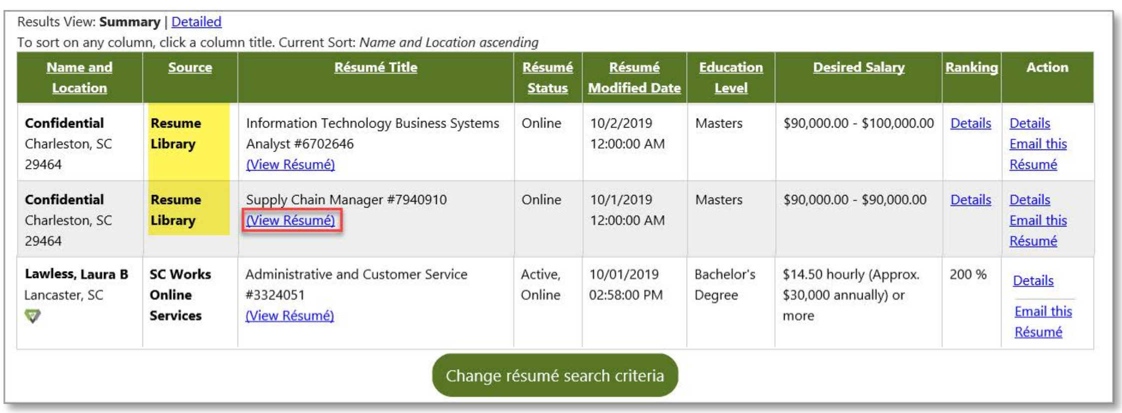
- On the Quick tab, enter a **Keyword** and click the **Search** button. A search results page displays all matching résumés. See the topic "Reviewing Résumé Search Results" for details.

You can perform the following actions from the Quick tab:

- **Expand or collapse all sections** – Click the Expand All / Collapse All link in the upper right of the criteria section banners (see figure above).
- **Expand or collapse a specific section** – Click the plus or minus sign at the far right of the criteria section banner.
- **Change the default search location** – Click the current **Area** link to change it, then select an **Area Type** and **Area** from the drop-down lists that display; or click the Select by Map link to open an interactive map.
- **Define how keywords will be used in search** – Click the Show Keyword Search Options link. Explanations for each options display on screen (see figure above).
- **Select additional parameters in other categories** – Select from any of the drop-down lists for Occupation Group, Minimum Education Level, Maximum Acceptable Salary, Résumé Modification Date, or Veteran status.
- **Clear all selected criteria** – Click the Reset Criteria link in the lower left corner of the page.
- **Choose from additional search criteria** – Click the Advanced Résumé Search link in the lower left corner of the page to got to the Advanced tab. See the topic "Advanced Résumé Search" for details.

External Résumé Library Source

Some sites may be configured to let employers search for external résumés to find candidates for jobs using a third-party résumé service called *Résumé Library*. Employers can then see the matches for these external résumés in their candidate search results (see figure below).

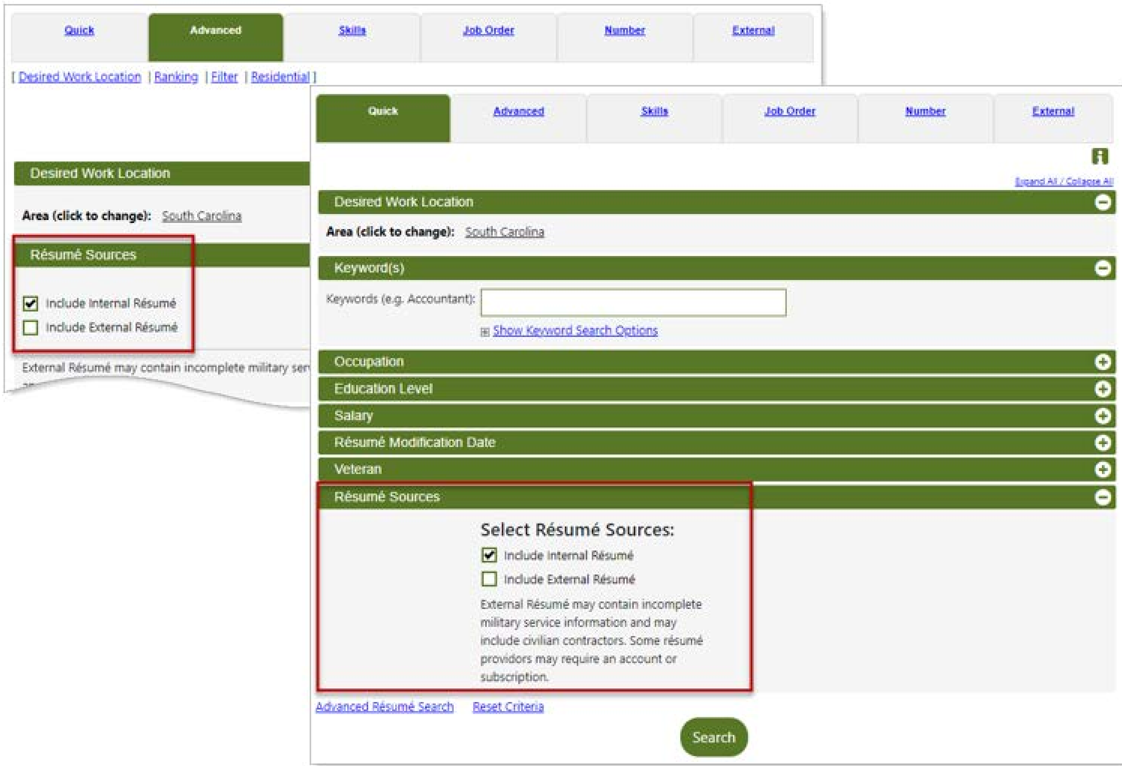

Results View: **Summary** | Detailed
To sort on any column, click a column title. Current Sort: *Name and Location ascending*

Name and Location	Source	Résumé Title	Résumé Status	Résumé Modified Date	Education Level	Desired Salary	Ranking	Action
Confidential Charleston, SC 29464	**Resume Library**	Information Technology Business Systems Analyst #6702646 (View Résumé)	Online	10/2/2019 12:00:00 AM	Masters	$90,000.00 - $100,000.00	Details	Details Email this Résumé
Confidential Charleston, SC 29464	**Resume Library**	Supply Chain Manager #7940910 (View Résumé)	Online	10/1/2019 12:00:00 AM	Masters	$90,000.00 - $90,000.00	Details	Details Email this Résumé
Lawless, Laura B Lancaster, SC	**SC Works Online Services**	Administrative and Customer Service #3324051 (View Résumé)	Active, Online	10/01/2019 02:58:00 PM	Bachelor's Degree	$14.50 hourly (Approx. $30,000 annually) or more	200 %	Details Email this Résumé

Change résumé search criteria

Résumé Library as a Source in Résumé Search Results

Only employers who have a subscription to the Résumé Library service can click on the View Résumé link for these external résumés and see additional details for a full résumé without any redactions. The employer user set with these privileges can save the access information for the subscription service in their employer's General Information tab. These employers can choose to see external résumés while performing a Quick, Advanced, or Skills-based résumé search (see figure below).



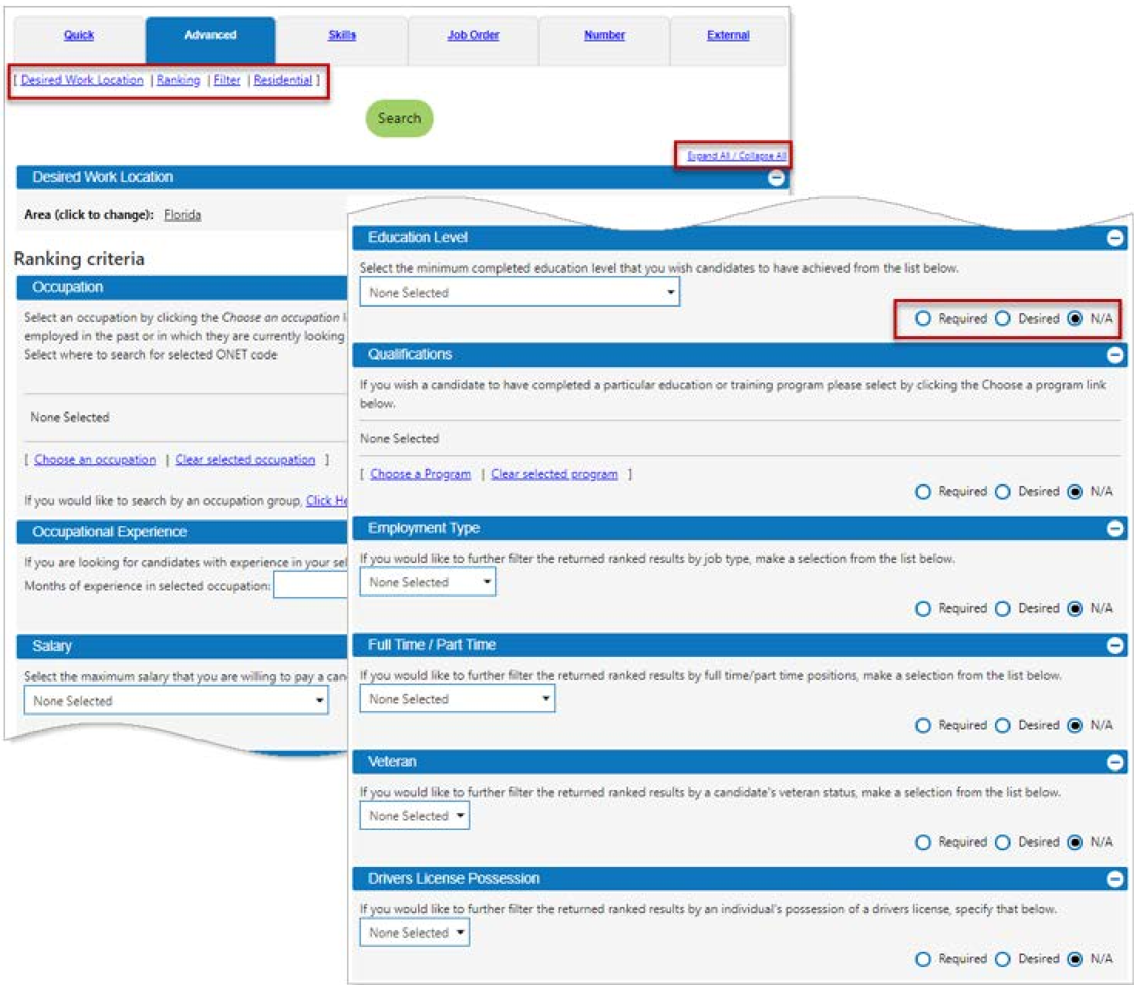
Résumé Sources Sections on Quick and Advanced Résumé Search Tabs

Advanced Résumé Search

The Advanced Résumé Search tab gives you the flexibility to perform targeted résumé searches by selecting from a wide array of ranking and filtering criteria options.

Ranking includes criteria that will find résumés based on information in the résumé, such as education level, training, occupational experience, as well as some Employer Searchable Items, like desired occupation, salary, work location, and job type (see figure below).

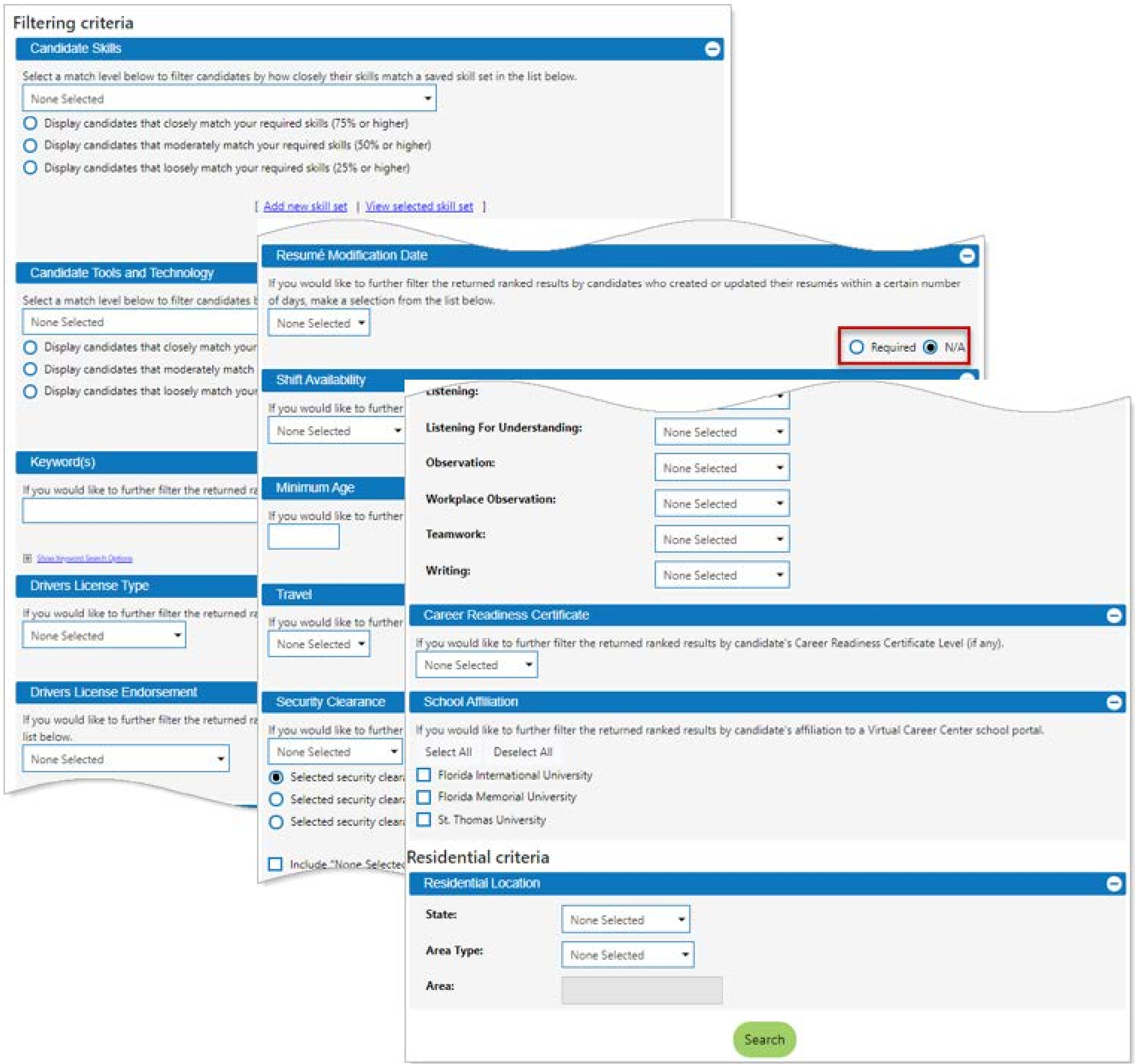
Each candidate's ranking will display in search results as a percentage for easy evaluation. Candidates matching the *Required* or *Desired* attributes appear at the top of the list.



Advanced Résumé Search Tab – Ranking Criteria Options

Filtering includes criteria that matches the other Employer Searchable Items in the résumés, like the candidate's job skills, driver's license type or endorsements, shift availability, travel preference, security clearance, or proficiency in a language (see figure on next page).

Filtering also includes some criteria that is associated with scores for the individual managed by staff, like WorkKeys® and Career Readiness certification.



Advanced Résumé Search Tab – Filtering Criteria Options

▶ To perform an Advanced résumé search:

1 On the Advanced tab, to expand (or collapse) all sections click the Expand All/Collapse All link at the top right of the Desired Work Location section (see figure on previous page).

2 In the Ranking criteria section, select one or more of the criteria to rank candidates in the search results, as explained below.

Candidate Ranking Options

When selecting options for your custom ranking, you may select as many criteria as you would like. The system will combine all selections to generate a ranking percentage for each candidate.

For every criterion you select, you must indicate whether it is *Required* or *Desired.* By default, the *N/A* radio button is selected, indicating the criteria will not be used. The system will automatically select *Desired* when you define the criteria.

The significance of each option is described below:

- ***Required*** – The search results will only include candidates who possess the selected criteria. The system will not display those candidates who do not possess your selected criteria.
- ***Desired*** – The search results will first display the candidates who best match your desired criteria, and then display those candidates who lack the criteria. That means the system will not exclude candidates if they do not possess a criteria marked as *Desired*.
- ***N/A*** – The system will not use the criteria when qualifying candidates for the search.

The following is a list of the different ranking criteria that can be used:

- **Occupation** – Identify candidates who possess the occupation you select either in their employment history and/or as their current desired occupation. Use the Choose an occupation link to select among NAICS occupation codes.
- **Occupational Experience** – Narrow your search by the desired number of months' experience in the selected occupation.
- **Salary** – Narrow your search based on the maximum salary you are willing to pay. Use the drop-down list to select salary ranges.
- **Education Level** – Narrow your search by the minimum completed education level completed by the candidate.
- **Qualifications** – Search for candidates that have completed a specific education or training program. Use the Choose a Program link to select from a variety of education/training program types.
- **Employment Type** – Limit your search to candidates looking for a specific type of employment, such as *Seasonal* or *Temporary*.
- **Full Time / Part Time** – Limit your search to those candidates desiring *full-time* or *part-time* work.
- **Veteran** – Limit your search to candidates who are veterans.
- **Driver's License Possession** – Limit your search to candidates who possess a driver's license.

3 In the Filtering criteria section, select one or more of the criteria to filter your ranked list of candidate résumés, as explained below.

Candidate Filter Criteria Options

You can exclude candidates from your search that do not meet certain filter criteria. By default, all filter criteria is marked as *N/A* and you are not required to use any filters. You must select *Required* to use a filter. The significance of each option is described below:

- ***Required*** – Candidate must meet this filter to qualify for the search.
- ***N/A*** – The system does not use the criteria when qualifying candidates for the search.

Each filter option is described below:

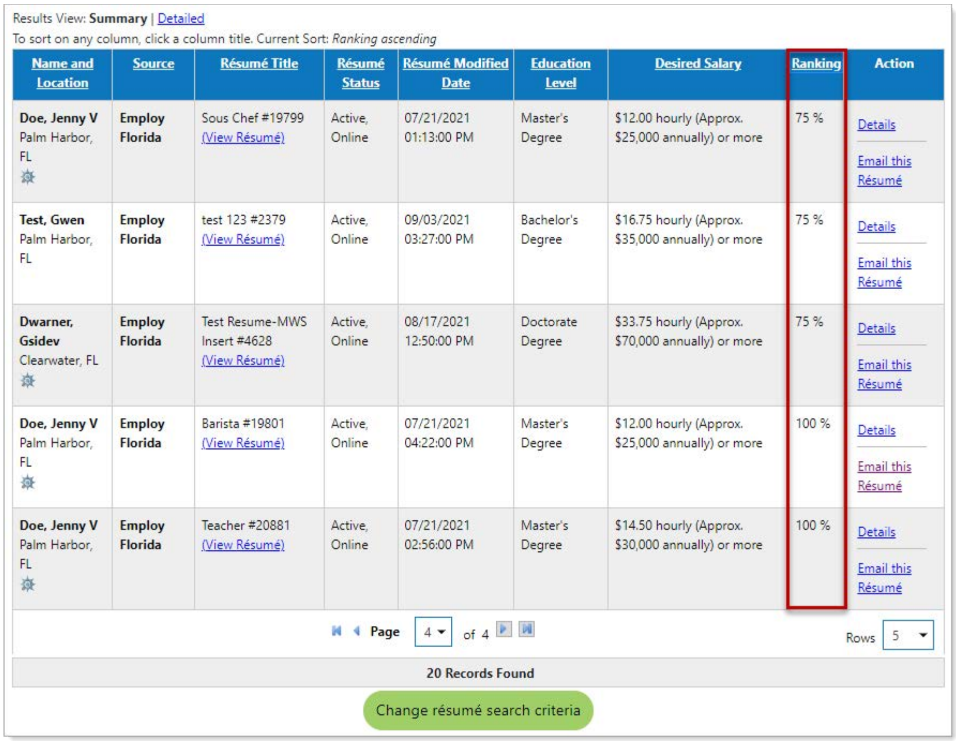
- **Candidate Skills or Tools and Technology** – Matches any skills or tools and technology sets you have saved previously to filter your ranking criteria. See the topics "Managing Job Skill Sets" and "Managing Tools and Technology Sets" in Chapter 5 – Manage Job Orders for details on creating skill/tools sets.

There are three options to choose from when you filter by skill/tools and technology set:

- **Closely Match** – Shows only candidates that match at least 70% of the selected skill set.
- **Moderately Match** – Shows only candidates that match at least 50% of the selected skill set.
- **Loosely Match** – Shows only candidates that match at least 25% of the selected skill set.

- **Keyword(s)** – Lets you search for keywords in candidates' résumés. For example, if you search for the word "Writer," the search will only qualify candidates that have the word "Writer" in the correct fields of their résumé.
- **Driver's License Type** – Filters results by candidates' driver's licenses.
- **Driver's License Endorsement** – Based on the driver's license type selected, you may select a driver's license endorsement type to further narrow your filter criteria.
- **Résumé Modification Date** – Restrict your results to those résumés that individuals or staff have created or modified within the selected time frame.
- **Shift Availability** – Filters results by the shift availability of candidates.
- **Minimum Age** – Filters results by a minimum age requirement you enter.
- **Travel** – Filters results by the percentage of work hours candidates have specified that they are willing to travel.
- **Security Clearance** – Filters results by a security clearance level and match level. Use the *Include "None Selected"* checkbox to include candidates who do not indicate security clearance.
- **Typing Speed** – Filters results by the selected typing speed range and match level. Use the *Include "None Selected"* checkbox to include candidates who do not indicate a typing speed.
- **Language Proficiency** – Filters results by a specific language and the candidate's ability to speak the language. Select a language, proficiency, and the desired match level.
- **WorkKeys Assessment Scores** – Filters résumés by the candidate's scores on the WorkKeys® assessment tests. Select a score for any or all of the listed WorkKeys assessment tests.
- **Career Readiness Certificate** – Filters résumés by the candidate's stated Career Readiness Certificate Level, if any.
- **Residential Location** – Filters candidate résumés by their home address. This may be imperative for certain occupations, such as law enforcement or firefighters. Choose the desired state, area type, and specific area. When you select the area type, the page will update to display related information for the selection.

4 Click the **Search** button. A search results page displays all matching résumés. If you selected any ranking criteria, candidates matching the *Desired* attributes appearing at the top of the list and the table with have a Ranking column (see figure below).



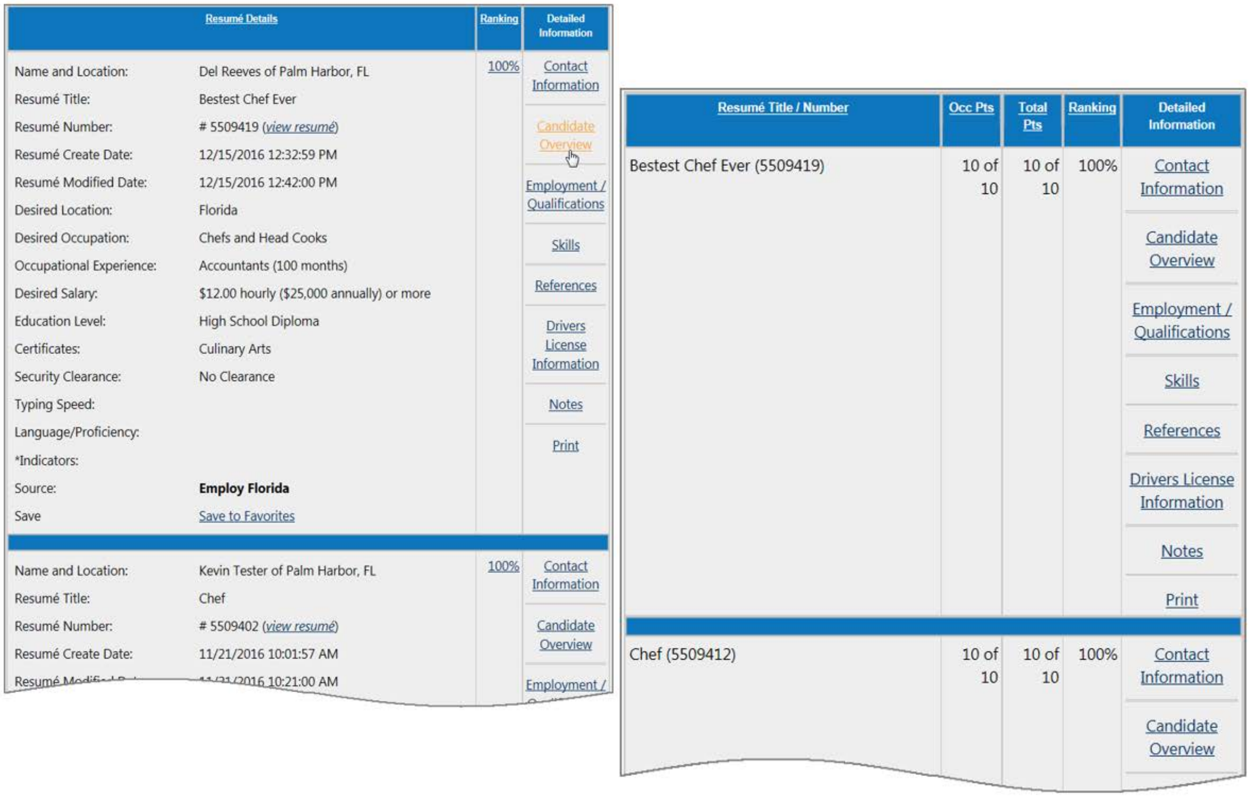
Advanced Résumé Search Results Page with Ranking Column

Note: *If you're not getting enough résumé results, click the **Change résumé search criteria** button below the table to modify the criteria. Remove one or more filters until you find a workable list of candidates to consider.*

Ranking Candidates

When conducting an Advanced résumé search, you can fully evaluate the candidate pool according to the ranking criteria selected when creating the search. In both Summary and Detailed views, the Ranking column gives the overall percentage of the match to help you identify the most desirable candidates (see figure above). Candidates receive a higher score for each criteria met, whether *Required* or *Desired*.

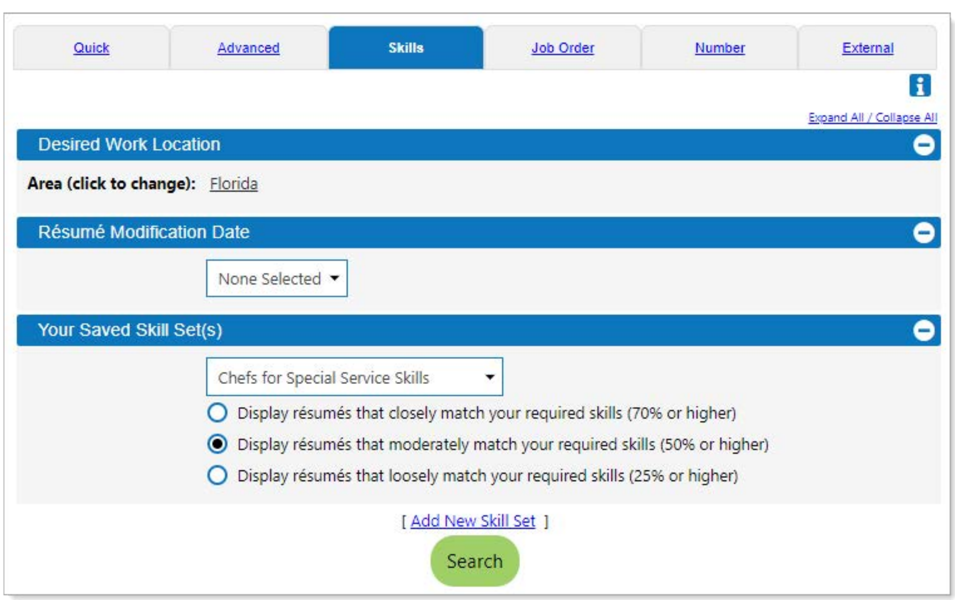
To re-sort the records by a ranking percentage, click on the Ranking column heading (in Summary or Detailed view). Click the same heading again to reverse the sort order. In the Detailed view, you can also click on the Details column heading to display a Details View Sorting Options list from which you can select and sort on a specific ranking criteria or on another criteria. See the topic "Detailed View" under "Reviewing Résumé Search Results" for more on this sorting option.



Reviewing Search Results – Both Detailed Views Shown

Skills Résumé Search

The Skills tab lets you search for candidates who match a skill set you have previously saved, and you can specify how closely they must match the skills. See the topic "Managing Job Skill Sets" in Chapter 5 – Manage Job Orders for details on creating skill sets.



Résumé Search Skills Tab

▶ **To perform a skill set-based résumé search:**

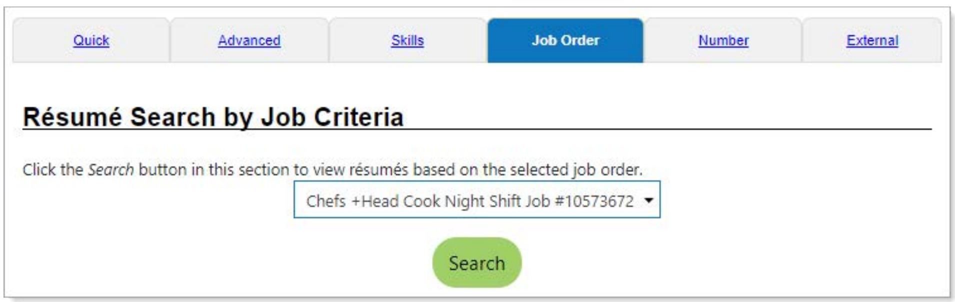
1 On the Skills tab, if desired, you can change the **Area** or select a **Résumé Modification Date** time frame (see figure above).

2 Select the **Saved Skill Set** you want to use as criteria from the drop-down list, and select a radio button for how closely you want the results to match your required skills. The higher the percentage, the fewer the results will be.

3 Click the **Search** button. A search results page displays all matching résumés. See the topic “Reviewing Résumé Search Results” for details.

Job Order Résumé Search

The Job Order tab lets you use a specific job order’s parameters to pre-fill certain search criteria on the Advanced tab.

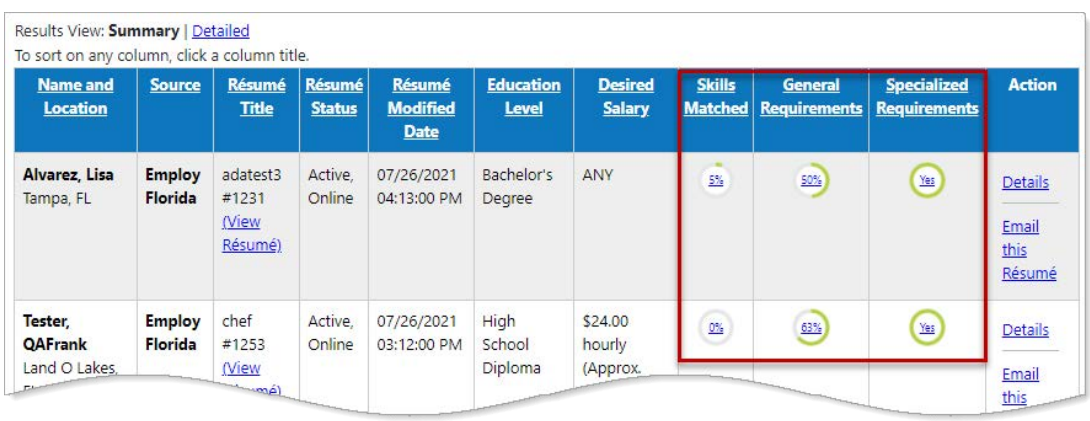


Résumé Search Job Order Tab

▶ **To perform a job order-based résumé search:**

1 On the Job Order tab of the Résumé Search page, select the job order you want to use as criteria from the drop-down list, and click the **Search** button (see figure above). The Advanced résumé search tab displays with relevant data from the job order pre-filled in the applicable sections.

2 Add or change any criteria, if desired, then click the **Search** button. A slightly different search results page displays, with columns that show match percentages for the skills, general and specialized requirements defined in the job order (see figure below).



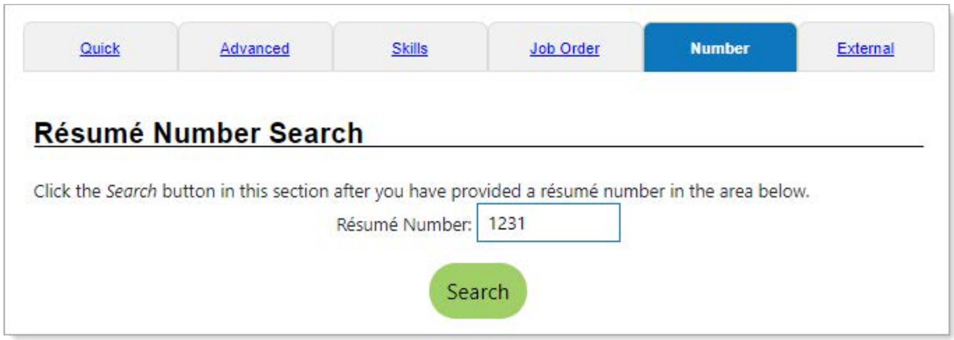
Results Page for a Job Order-based Résumé Search

3 Click on a link in the percentage or Yes/No icons (see figure above) to go to the How I Match Up page to see details on how the candidate matches up to the job requirements. See the topic "How Do They Measure Up?" for more information.

See the topic "Reviewing Résumé Search Results" for details on the remaining columns and links on the search results page.

Résumé Number Search

The Number tab lets you search for a specific résumé ID number.



Résumé Search Number Tab

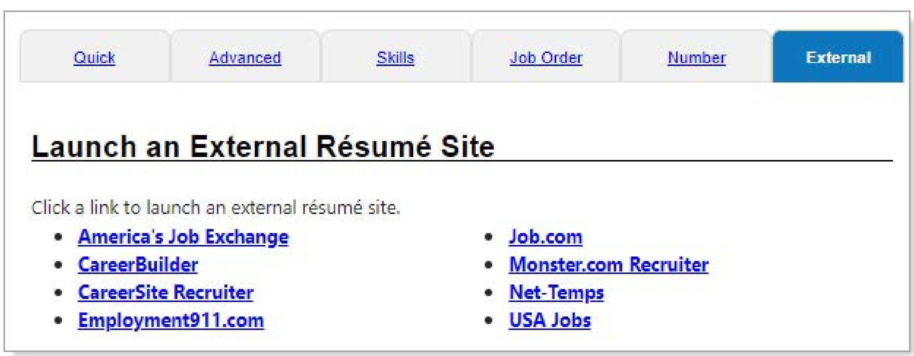
▶ **To find a specific résumé:**

- On the Number tab of the Résumé Search page, enter the Resume Number, and click the **Search** button (see figure above). The search results displays with the résumé listed.

  Note: *The number cannot be a partial ID number; it must be an exact match.*

External Résumé Search

The External tab provides links to external résumé sites, such as CareerBuilder.com and Monster.com.



Résumé Search External Tab

For sites that have the External Résumé Library Subscription option, see the topic "External Résumé Library Source" for details.

Searching for Candidates by Job Order Criteria

From the Job Orders tab of your Job Order Plan, you have two options for searching to find matching candidates for your job orders:

- Select a job order and have the system perform the search without any further input.

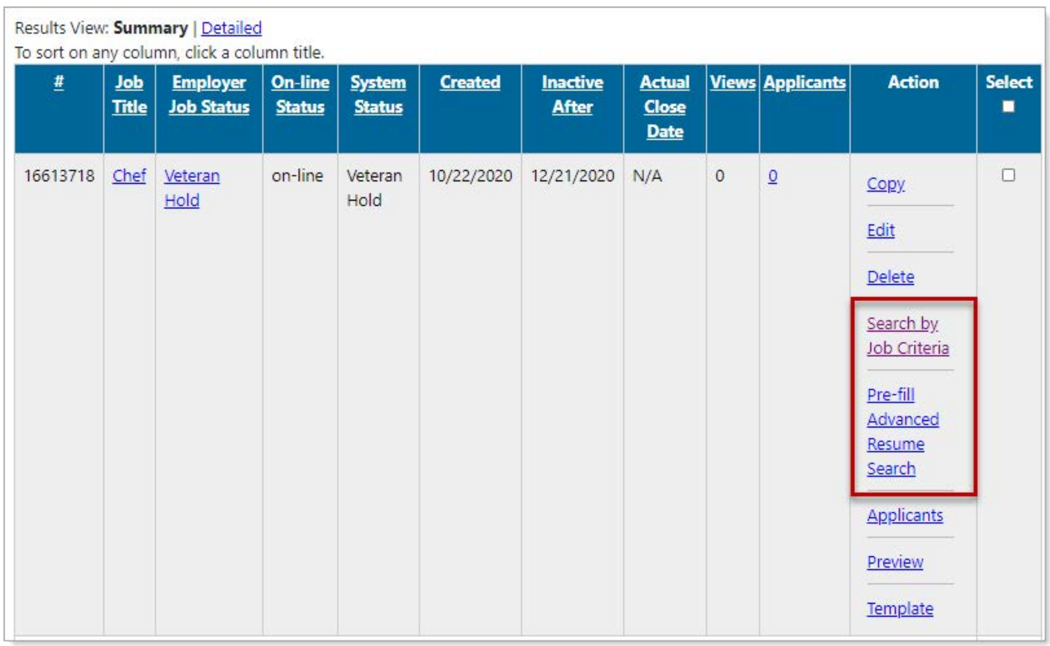
  OR…

- Select a job order to have its requirements pre-fill some search criteria fields and allow you to add or change criteria before running the search.

Each option is covered below.

▶ **To search for candidates that match a specific job order without additional input:**

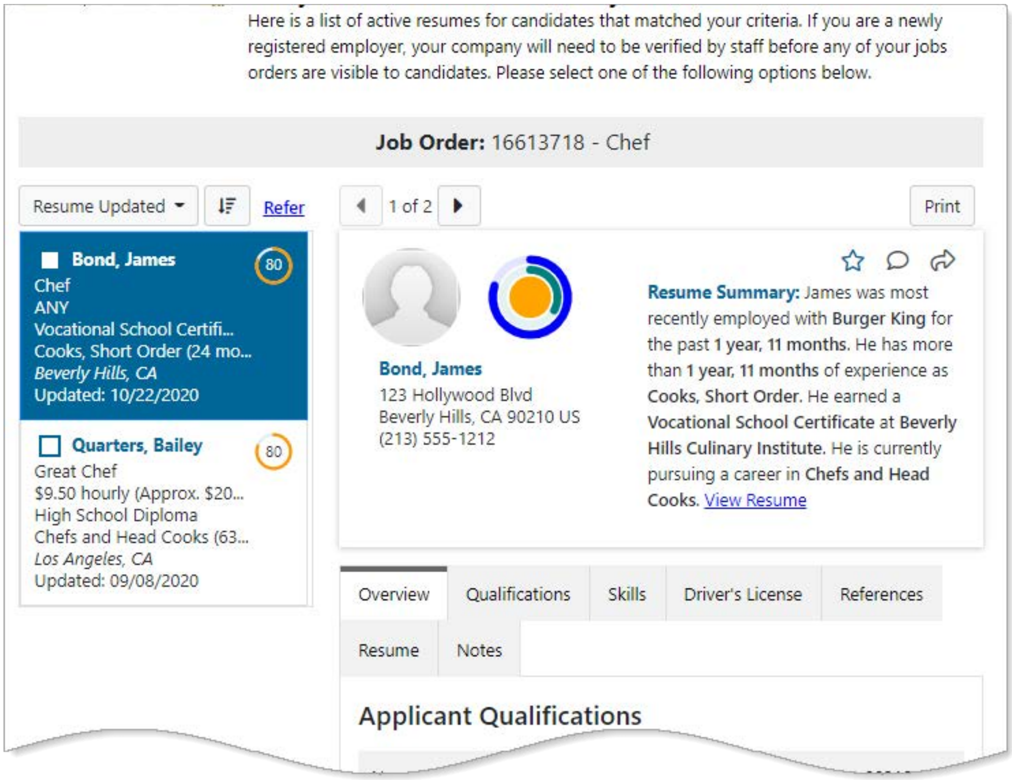
1 From the Quick Menu group in the left navigation menu, click **Manage Jobs**. The Job Orders tab displays (see figure below).


Results View: **Summary** | Detailed
To sort on any column, click a column title.

#	Job Title	Employer Job Status	On-line Status	System Status	Created	Inactive After	Actual Close Date	Views	Applicants	Action	Select
16613718	Chef	Veteran Hold	on-line	Veteran Hold	10/22/2020	12/21/2020	N/A	0	0	Copy Edit Delete Search by Job Criteria Pre-fill Advanced Resume Search Applicants Preview Template	

Job Orders Tab – Search by Job Criteria and Pre-fill Advanced Résumé Search Links

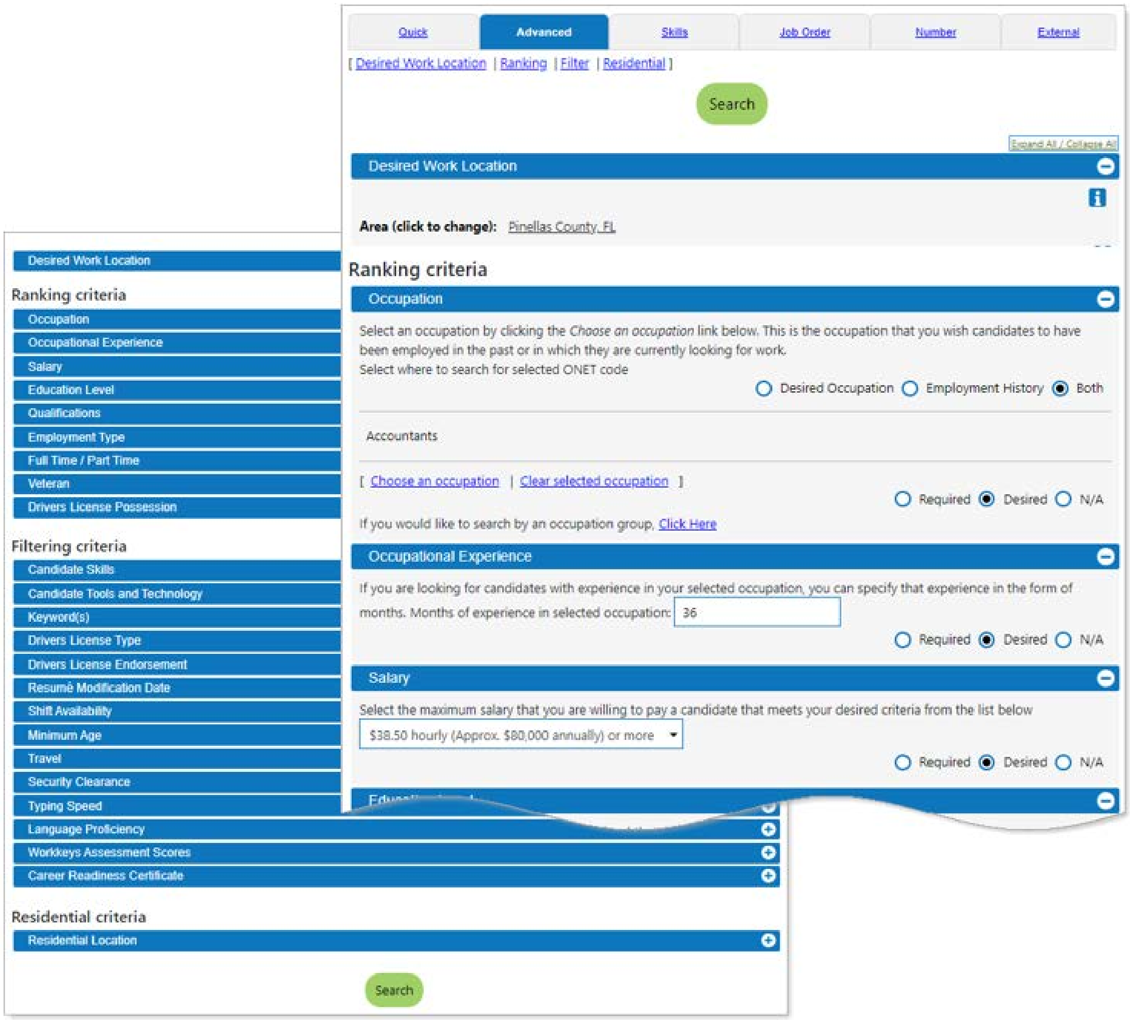
2 Click the Search by Job Criteria link in the Action column for the desired job (see figure above). This begins a search for candidate résumés that match the job order. A candidate résumé search results page displays (see figure on the following page).



Résumé Search Results Page – Card View

To search with pre-filled criteria that you can add to or modify:

1. On the Job Orders tab, click the Pre-fill Advanced Résumé Search link in the Action column for the desired job. The Advanced Résumé Search tab displays with most of the search criteria fields pre-filled based on the information in the job order (see figure below, right).



Advanced Résumé Search Tab with All Sections Collapsed and with Pre-filled Data from Job Order

Numerous criteria fields are available and arranged by category banners on the Advanced tab (see figure above, left).

2. Click the plus sign buttons on the right side of the banners to expand desired sections and enter or change criteria as needed. Click the minus sign buttons to collapse the sections.

3. Click the **Search** button at the bottom or top of the page to begin the search. A candidate résumé search results page displays (see figure below).

4. To save the search criteria as a Virtual Recruiter automated résumé search, click the **Save Search** button. See the topic “Creating a Virtual Recruiter Résumé Search Alert” for details.

Your search found 3 résumé(s) that matched your search criteria.

Results View: **Summary** | Detailed
To sort on any column, click a column title.

Name and Location	Source	Résumé Title	Résumé Status	Résumé Modified Date	Education Level	Desired Salary	Ranking	Action
Brown, Bobby B Oldsmar, FL	**Employ Florida**	test040521 #7272606 (View Résumé)	Active, Online	07/13/2021 10:22:00 AM	Master's Degree	$33.75 hourly (Approx. $70,000 annually) or more	88 %	Details Email this Résumé
Test, QAKellie Land O Lakes, FL	**Employ Florida**	FontecchioChef #7272572 (View Résumé)	Active, Online	07/26/2021 02:54:00 PM	Master's Degree	ANY	75 %	Details Email this Résumé
Test, QAKellie Land O Lakes, FL	**Employ Florida**	Test Online #7272701 (View Résumé)	Active, Online	08/24/2021 10:41:00 AM	Master's Degree	ANY	75 %	Details Email this Résumé

Page 1 of 1 Rows 5

3 Records Found

Change résumé search criteria

Save this Candidate Search

If you would like to save this search criteria that found these results and setup a schedule to be notified when new candidates have been found matching this criteria, click the Save search button below.

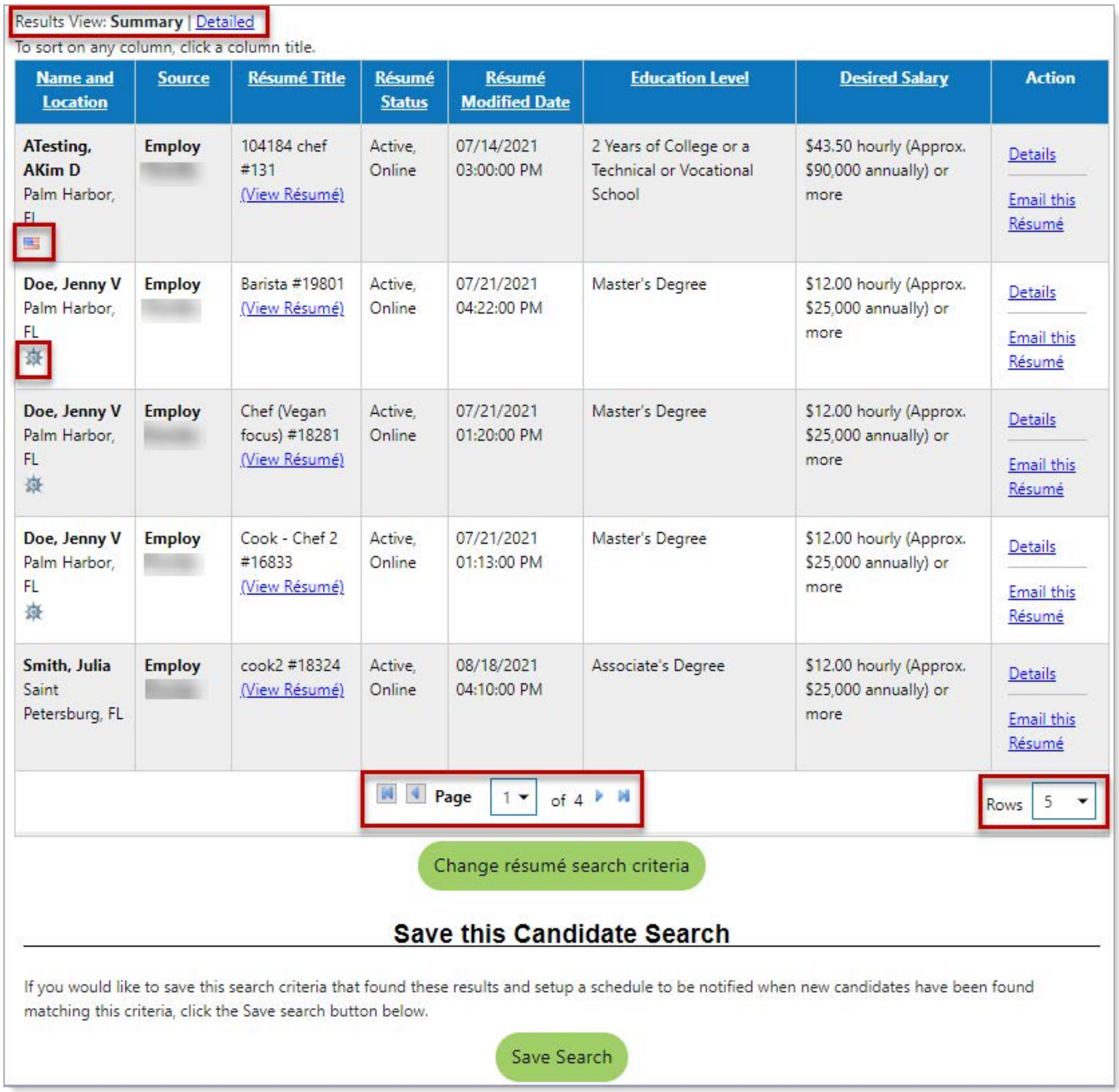
Save Search

Résumé Search Results Page – Grid View

Reviewing Résumé Search Results

Searches from any of the six Résumé Search tabs will produce a grid-based Résumé Search Results page like the example shown below. There are two views you can choose from to see candidate information: Summary (default, as shown below) and Detailed, which is described after Summary View.

Summary View



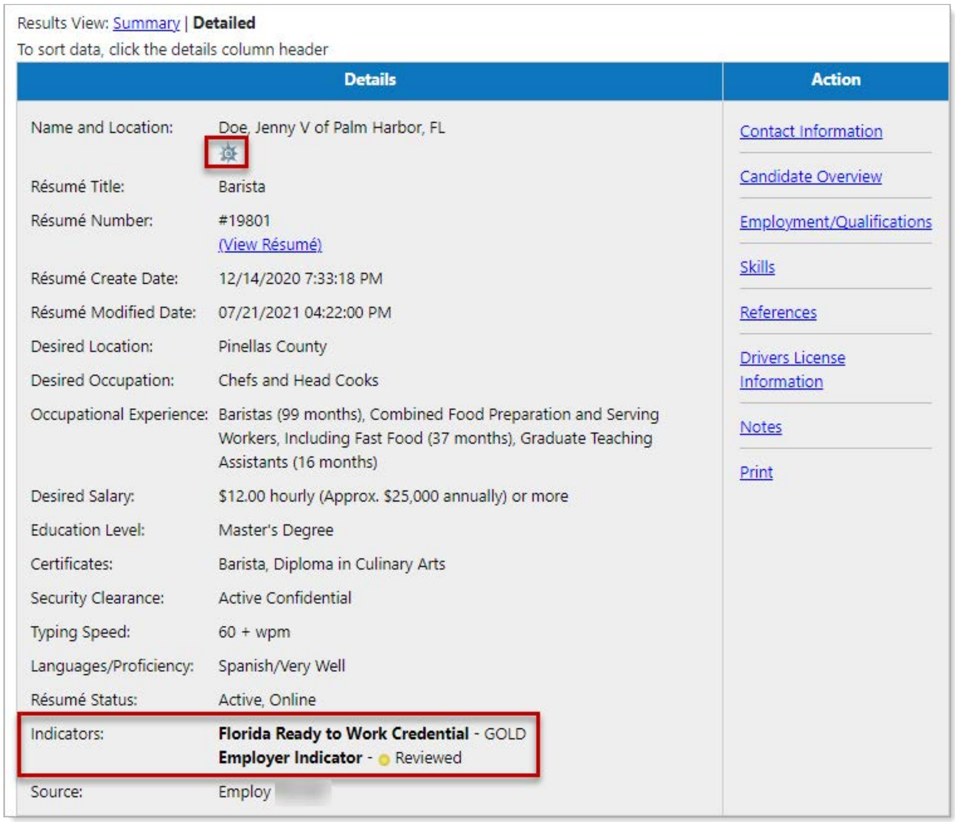
Reviewing Résumé Search Results in Summary View

From Summary view, you can perform the following actions:

- **View candidate's résumé** – Click a View Résumé link in the Résumé Title column. Using links at the bottom of the formatted résumé page, you can:
  - View their contact information and send them a message using the Contact Info link.
  - Email the listed references from their résumé using the Email References link.
  - Save them to your Favorite Candidates tab using the Save to Favorites link. See the topic "Rating and Saving a Favorite Candidate" for details.
  - Email the résumé as PDF attachment using the Email Résumé link.
  - Print the résumé or save it as a PDF file using the Print link.
- **View candidate details** – Click a Details link in the Action column. See the topic "Viewing Candidate Details" for details.
- **Send an email with résumé attached** (.PDF) – Click an Email this Résumé link in the Action column.
- **Change view display –** Click the Summary or Detailed view links in the upper left area above the table to reduce or expand the amount of information displayed.
- **Sort the results** – Click any column heading to sort by that column; click it again to reverse the order.
- **Change search criteria** – Click the **Change résumé search criteria** button below the table to return to the search criteria page.
- **Change number of rows displayed** – Select a number from the **Rows** drop-down list at the lower right of the table.
- **Move through pages in the list:**
  - **Move page by page** – Click the single forward or backward arrow symbol below the list.
  - **Jump to the last or first page** – Click the forward/stop or backward/stop symbol, respectively.
  - **Jump to a specific page** – Select a **Page** number from the drop-down list.
- **Save search criteria for automated searches** – Click the **Save Search** button in the Save this Candidate Search section at the bottom of the page to save the criteria as a Virtual Recruiter alert. See the topic "Creating a Virtual Recruiter Résumé Search Alert" for details.

Detailed View

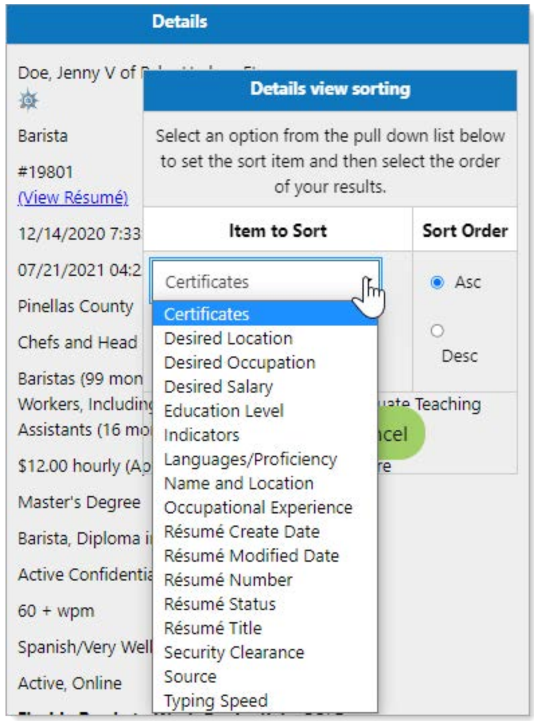
The Detailed view of the Résumé Search Results page provides several options for evaluating candidates, including sorting candidates by specific categories that highlight different qualifications. Each of the eight links in the Action column open the corresponding tab of the Candidate Details page. See the topic "Viewing Candidate Details" for details.



Reviewing Search Results in Detailed View

In addition to the links in the Action column that open tabs on the Candidate Details page, you can perform the following actions from this view:

- **View candidate's résumé** – Click a View Résumé link in the Details column. Using links at the bottom of the formatted résumé page, you can:
  - View their contact information and send them a message using the Contact Info link.
  - Email the listed references from their résumé using the Email References link.
  - Save them to your Favorite Candidates tab using the Save to Favorites link. See the topic "Rating and Saving a Favorite Candidate" for details.
  - Email the résumé as PDF attachment using the Email Résumé link.
  - Print the résumé or save it as a PDF file using the Print link.
- **Sort the list** – Click anywhere on the Details column heading to display a pop-up box with sort options (see figure below). Select an **Item to Sort** by from the drop-down list, specify if **Sort Order** should be *Ascending* or *Descending*, and then click the **Sort** button to refresh the page with the new sort order.



Item to Sort Drop-Down List

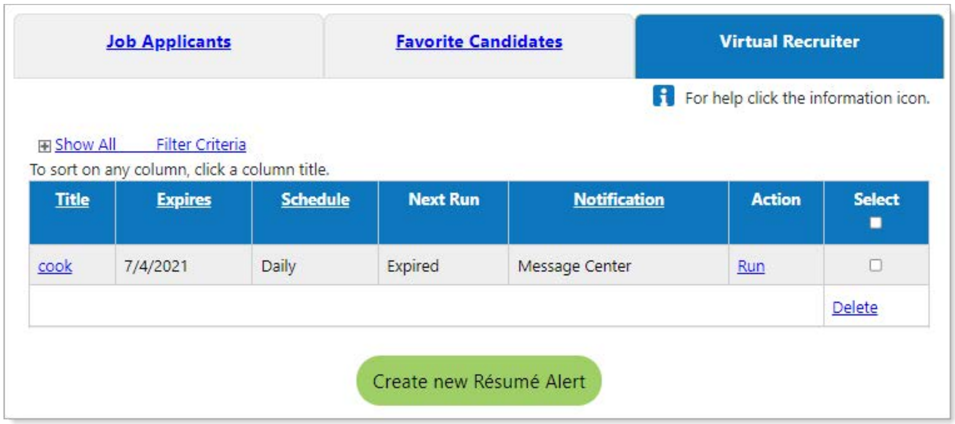
- **See candidate's special indicators** – Various indicator symbols will show on this view if they apply to a candidate:
  - **Compass rose** – Indicates they have earned a *Smart Seeker* badge, which means they have completed all recommended activities in the system for savvy job seekers, such as creating a résumé, completing their background information and various skills assessments, and are actively seeking employment by performing job searches and applying for jobs. Clicking on the icon displays a pop-up box with their stats (see figure below).

Smart Seeker Designation Pop-up

  - **U.S. flag** – Indicates they are a veteran of the U.S. military.
  - **Yellow circle** – Indicates that staff have reviewed their information in the system.
  - **Yellow star** – Indicates that staff have verified their information in the system as accurate.
  - **CRC** – Indicates that staff have verified that the individual has earned the displayed level of *Career Readiness Certificate*.
  - Other indicators may be displayed that are unique to state or program credentials or statuses.

Managing Virtual Recruiter Résumé Search Alerts

You can use the Virtual Recruiter feature to save your résumé search criteria and schedule automatic searches. You define when and how often the Virtual Recruiter runs each search, as well as how you want the system to notify you of the search results.



Virtual Recruiter Tab

From this tab, you can perform the following actions:

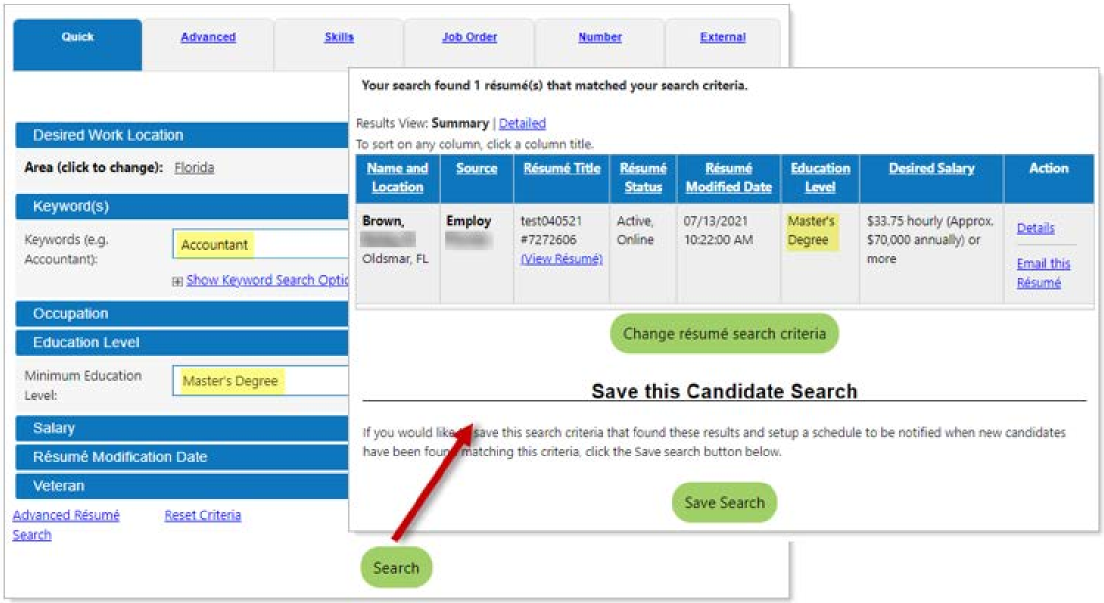
- **Edit a résumé search alert** – Click a Title link.
- **Run a résumé search alert now** – Click the Run link in the Action column for the desired alert. The search begins and matching results displayed. See the topic "Reviewing Résumé Search Results" for details.
- **Delete a résumé search alert** – Check the Select box for the desired alert, and then click the Delete link below the table; click **OK** to confirm.
- **Create a résumé search alert** – Click the **Create New Résumé Alert** button. See the topic "Creating a Virtual Recruiter Résumé Search Alert" for details.

Creating a Virtual Recruiter Résumé Search Alert

▶ **To create a Virtual Recruiter alert:**

1. From the Services for Employers group in the left navigation menu, click **Recruitment Services ▸ Virtual Recruiter**. The Virtual Recruiter tab displays (see figure above).
2. Click the **Create new Résumé Alert** button. The Résumé Search page displays, showing six tabs for different ways to search for candidate résumés.
3. Select your preferred résumé search tab, enter your search criteria, and click **Search**. See the topic "Searching for Candidates" for details on using these tabs.

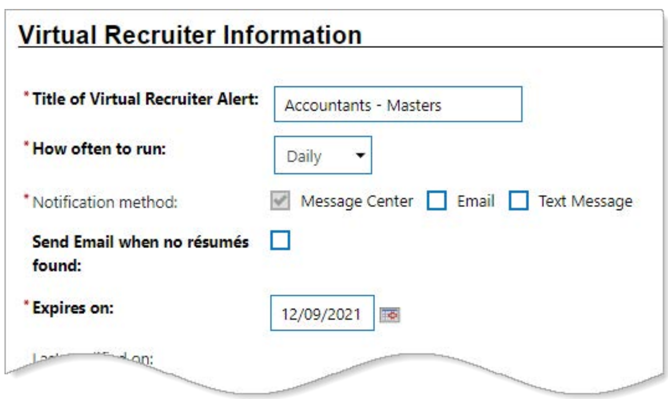
   A search results page displays any matching candidate résumés (see figure below).



Quick Résumé Search Tab and Résumé Search Results Page with Save Search Button

4 Review the search results, and then click the **Save Search** button at the bottom of the page. The Create Virtual Recruiter page displays.

Note: *You may save the criteria regardless of whether the search returned any results.*



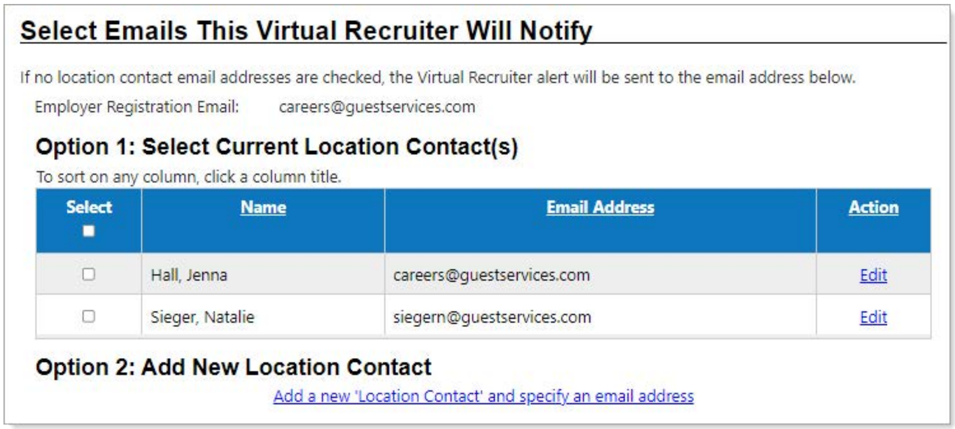
Create Virtual Recruiter Page – Top Section

5 Enter a descriptive **Title of Virtual Recruiter Alert**.

6 Specify **How often to run** the search. It defaults to *Daily*; if desired, select another option from the drop-down list.

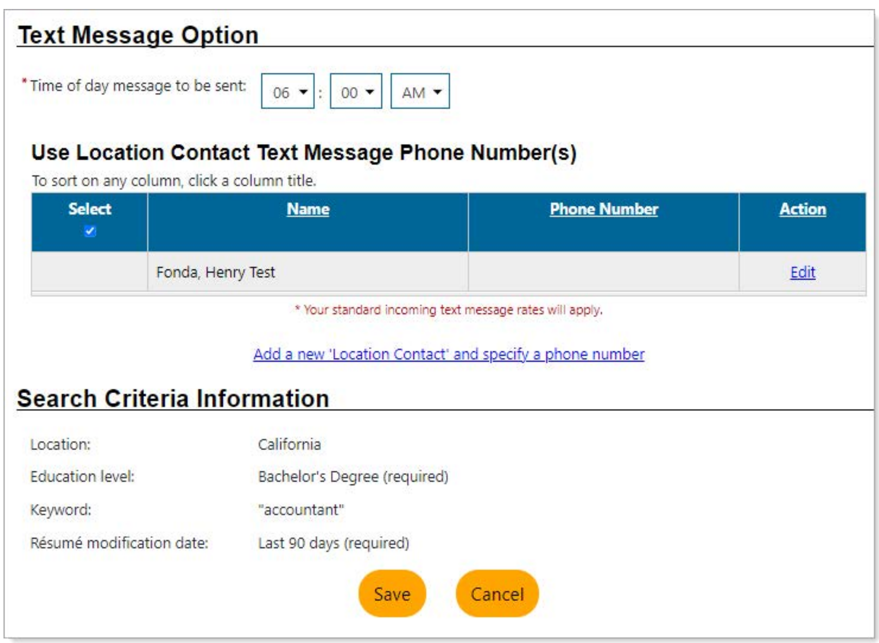
7 By default, you will receive notifications in the Inbox of your *Message Center*; to specify additional **Notification methods**, you can also select *Email* and/or *Text Message* notification with additional contacts added. Each option will display additional fields, which are explained below.

a. If you select *Email*, you can select one or more existing contacts (including yourself) to receive the notifications via email by checking the boxes in the Select column, or you can add a new location contact by clicking the Add a new 'Location Contact' and specify an email address link (see figure below). See the topic “Adding a New Contact/User” in Chapter 3 – Manage Your Account for details on this process.



Specifying Employer Contacts Who Will Receive Email Notifications

b. If you select *Text Message*, the page refreshes to display the Text Message Option section, where you can select the contact(s) who will receive the notification via SMS messaging and specify the time of day the system will send notifications (see figure below).



Specifying Employer Contacts Who Will Receive Text Message Notifications

8 If you wish to receive notifications even when no résumé results are found, check the **Send Email when no résumés found** box (displayed below Notification method).

9 The date in the **Expires on** field determines when the search should stop running and defaults to a predetermined duration (typically 30, 60, or 90 days) set up by your site’s administrators; you can change it as desired.

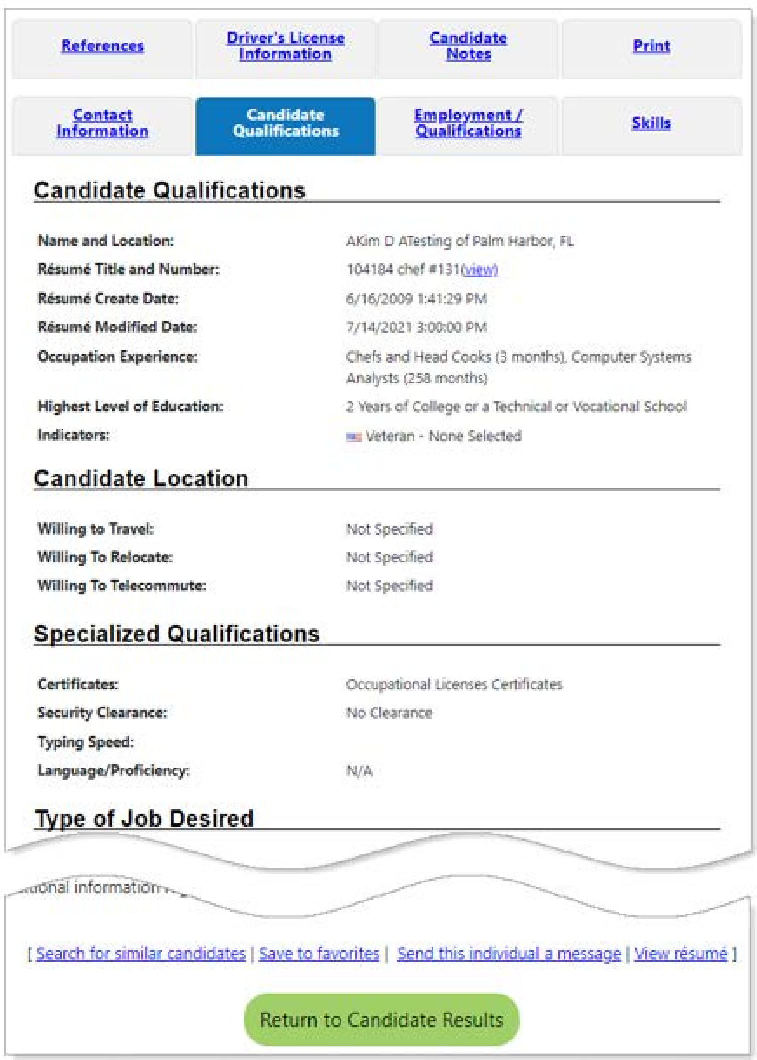
10 Review the search criteria to be used at the bottom of the page in the Search Criteria Information section.

11 Click **Save** to save the search alert to your Virtual Recruiter tab.

Viewing Candidate Details

From the Résumé Search Results page, in either Summary or Detailed View, you can access the Candidate Details page (by clicking the Details or Candidate Overview link in the Action column), which provides eight tabs with all the information that is available for promising candidates you wish to learn more about. At the bottom of every tab are links that let you perform the following actions (see figure below):

- Search for similar candidates
- Save them to your Favorite Candidates tab
- Send them a message
- View their résumé

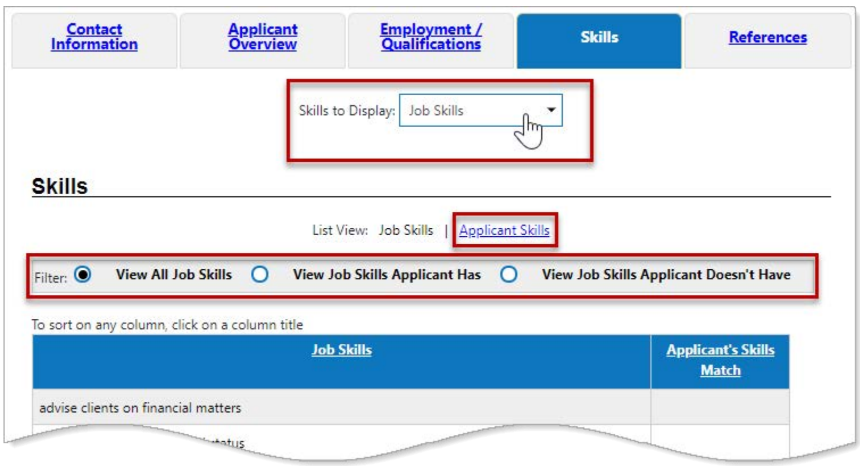


Candidate Qualifications Tab with Common Links at Bottom

From this page, you can access the following tabs and functions:

- **Contact Information** – Displays a candidate's name and mailing address.
- **Candidate Qualifications** – Displays an overall summary of a candidate's qualifications (see figure above), including willingness to travel/relocate/telecommute; any specialized qualifications, such as security clearance, foreign language proficiency, and typing speed; and type of job desired, including desired salary, locations, shift, and more.
- **Employment/Qualifications** – Displays a candidate's employment and educational histories, amount of experience in a given occupation, and any occupational licenses, certificates, or training they have obtained.
- **Skills** – Displays the skills the candidate has recorded in their work history and background information. By default, Job Skills associated with the occupation are displayed. To view only the job skills that the candidate has, select the Applicant Skills link (see figure below).

  You can change the skills displayed by selecting *All Skills*, *Tools and Technology*, *Workplace Skills*, or *Technical Skills* (typing speed and language proficiency) from the **Skills to Display** drop-down list.



Skills Tab Filtering Selections

- **References** – Displays contact information for a candidate's references.
- **Driver's License Information** – Displays a candidate's license information, including state of issue, type, class, endorsements, and their access to a motor vehicle and public transportation.
- **Candidate Notes** – Lets you enter and save notes about a candidate.
- **Print** – Lets you check boxes to select only the information you want to print. The selected information is formatted and displayed in a print preview window, from which you can print it or save it as a PDF file.

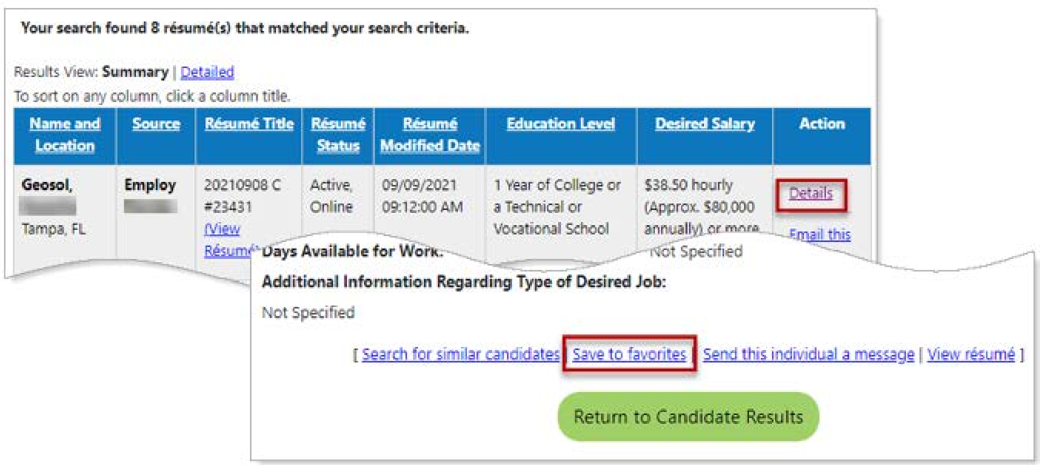
Rating and Saving a Favorite Candidate

When you have found a candidate's résumé or job applicant that you like, and wish to designate them as a "favorite," you can categorize and rate them, and save them to your Favorite Candidates tab.

▶ **To categorize, rate, and save a candidate as a favorite:**

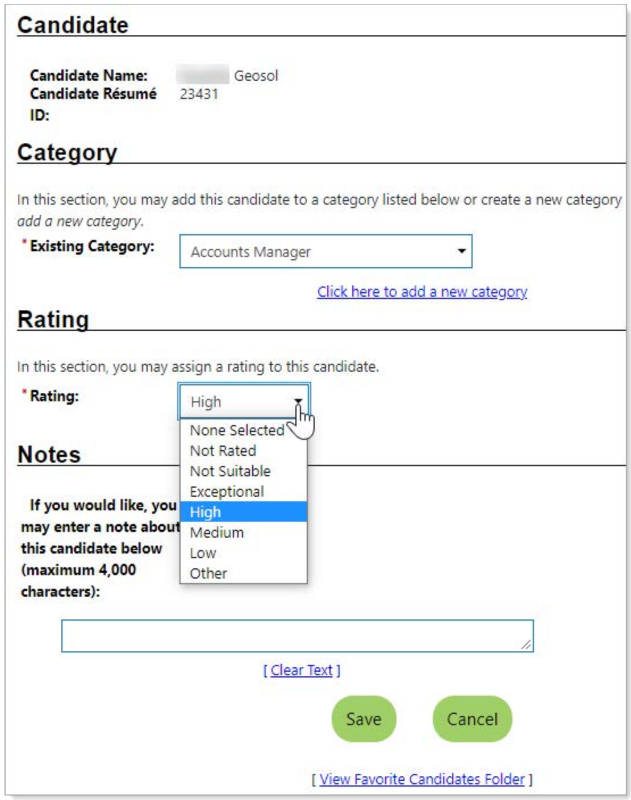
1 From a résumé search results page or the Job Applicants tab, click the Details link in the Action column for the desired individual (see figure below). See the topic "Reviewing Résumé Search Results" for details on the search results page or "Managing Job Applicants" for details on the Job Applicants tab.

Note: *You can also save a candidate by clicking the View Résumé link in the Résumé Title column of the search results page, and then clicking the Save to favorites link at the bottom of the formatted résumé page.*



Selecting and Saving a Favorite Candidate from a Search Results Page

2 Scroll to the bottom of the Candidate Qualifications or Applicant Overview tab or the formatted résumé page, and then click the Save to favorites link (see figure above). A favorite candidate information page displays (see figure below).



Categorizing and Rating a Candidate and Saving to Favorites

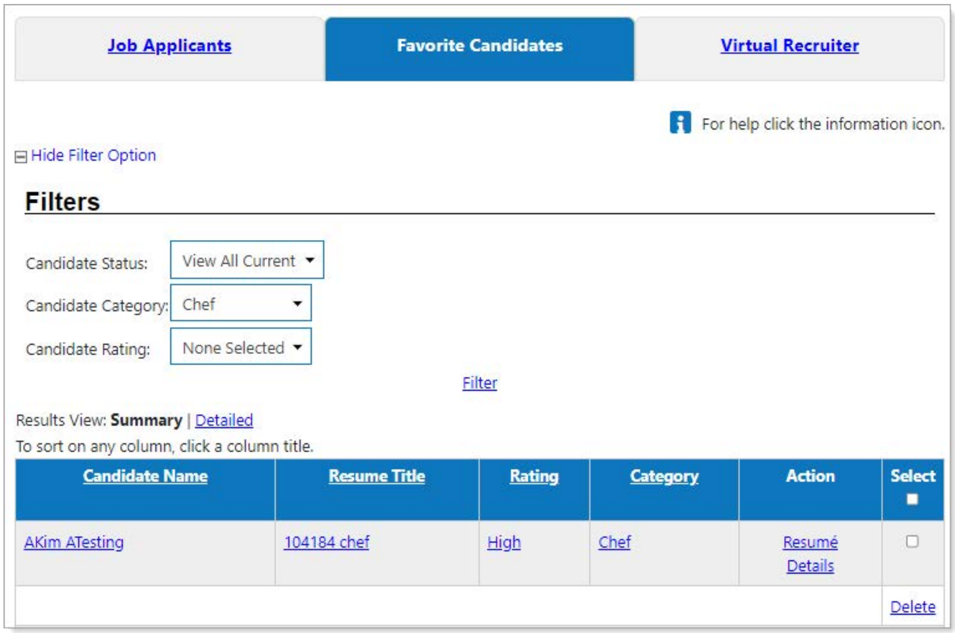
3 Select an **Existing Category** from the drop-down list, or to create a new category, click the <u>Click here to add a new category</u> link (see figure above). Categories are usually by job title, but can be however you want to be able to filter candidates on the Favorite Candidates tab.

4 Select a **Rating** for the candidate. You can filter by the rating on the Favorite Candidates tab.

5 Enter any optional notes about the candidate in the text box, and then click **Save**. The Favorite Candidates tab displays with the added candidate.

Managing Favorite Candidates

The Favorite Candidates tab lists all job candidates you have rated and saved as favorites, which you can do from different places in the system: Candidate Qualifications tab, Applicant Overview tab, or formatted résumé page. See the topic "Rating and Saving a Favorite Candidate" for details.



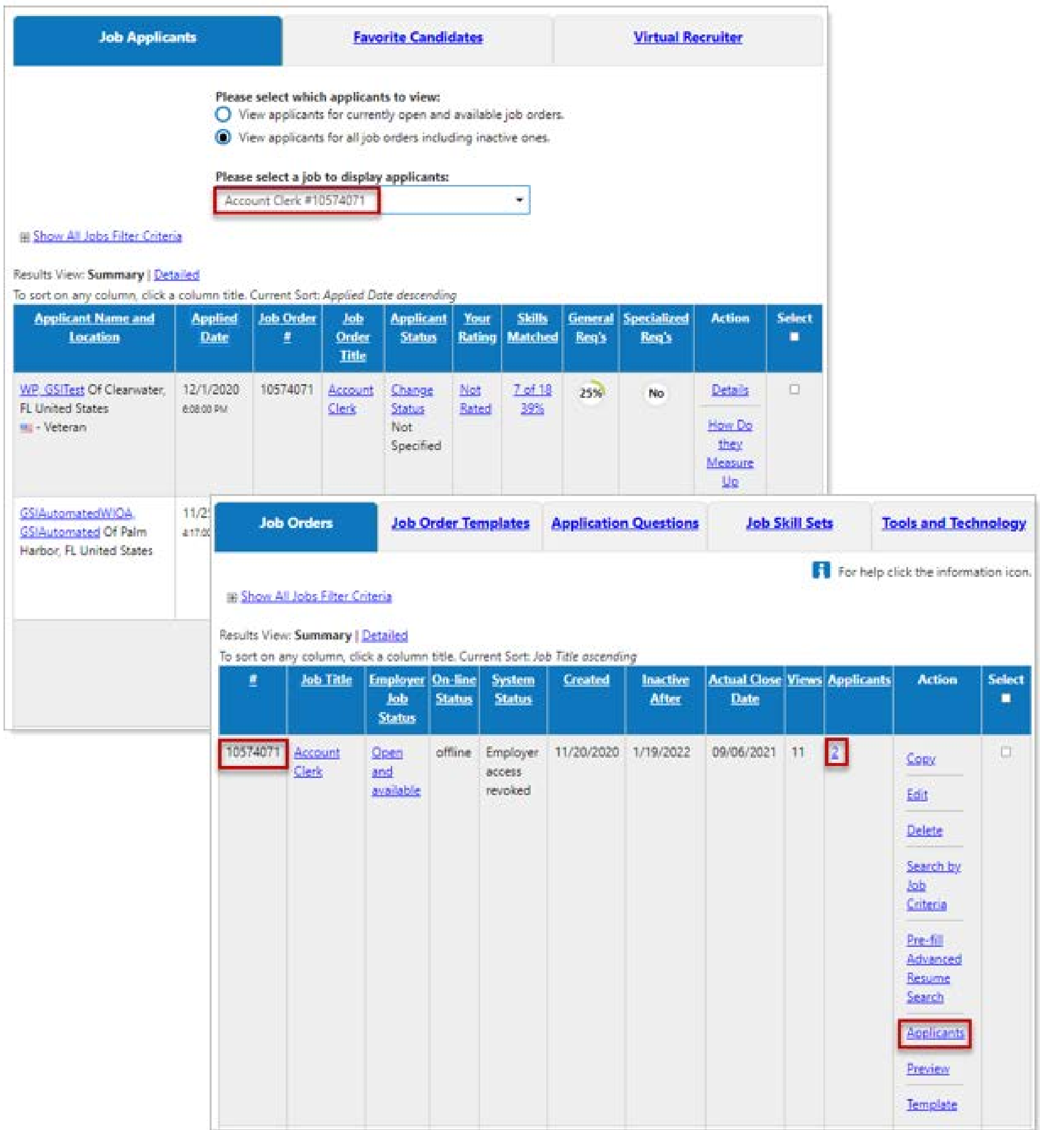
Reviewing Favorite Candidates

From the Favorite Candidates tab, you can perform the following actions:

- **Filter the list of candidates** – Click the Show Filter Options link, select which Status, Category, and/or Rating you'd like to limit the list to, and then click the Filter link. The list refreshes.
- **Sort the list of candidates** – Click on a column heading; click the same heading again to reverse the sort order.
- **View a candidate's full information** – Click a Candidate Name link or the Details link in the Action column to display the Candidate Qualifications tab of the Candidate Details page. See the topic "Viewing Candidate Details" for details.
- **View a candidate's formatted résumé** – Click a Résumé Title link or the Résumé link in the Action column.
- **Change a candidate's rating or category** – Click a Rating or Category link.
- **Delete a candidate from the list** – Click the checkbox in the Select column, and then click the Delete link at the lower right of the table; click **OK** to confirm.

Managing Job Applicants

As employers may receive many applications or referrals for job orders, the system provides the necessary tools to identify favorite candidates, contact individuals, evaluate skills, and assign ratings – and keep all the information in one place. You can view and manage job applicants from either the Job Applicants tab in the Recruitment Plan folder or from the Job Orders tab in the Job Order Plan folder (see figure below), each of which are covered in the topics that follow.

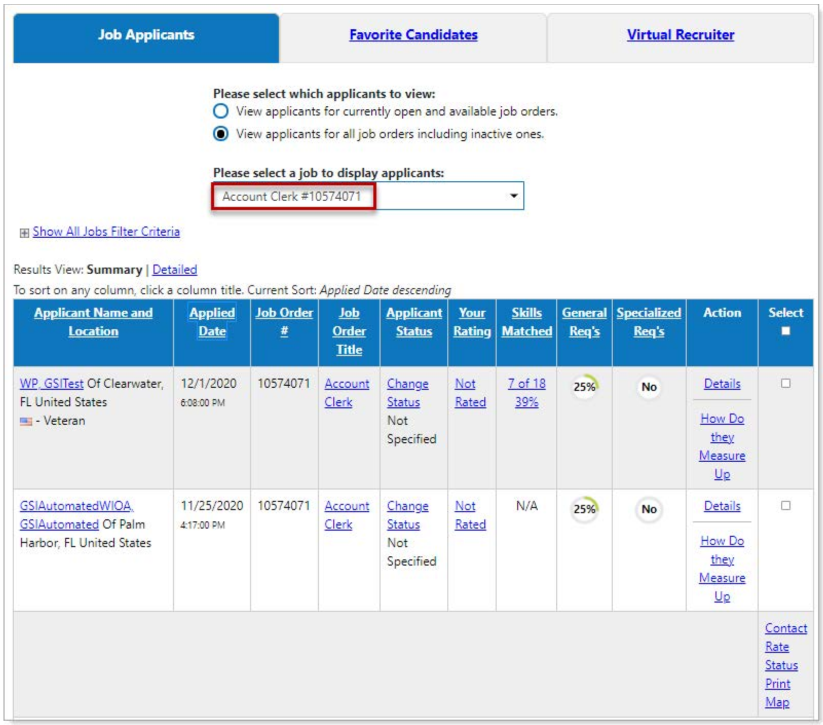


Two Ways to See Applicants for Same Job Order – Job Applicants Tab and Job Orders Tab

Reviewing Job Applicant Details from the Job Applicants Tab

▶ **To review applicants from the Job Applicants tab:**

1 From the Services for Employers group in the left navigation menu, click **Recruitment Services ▸ Manage Job Applicants**. The Job Applicants tab displays all applicants by specific job order (see figure below).



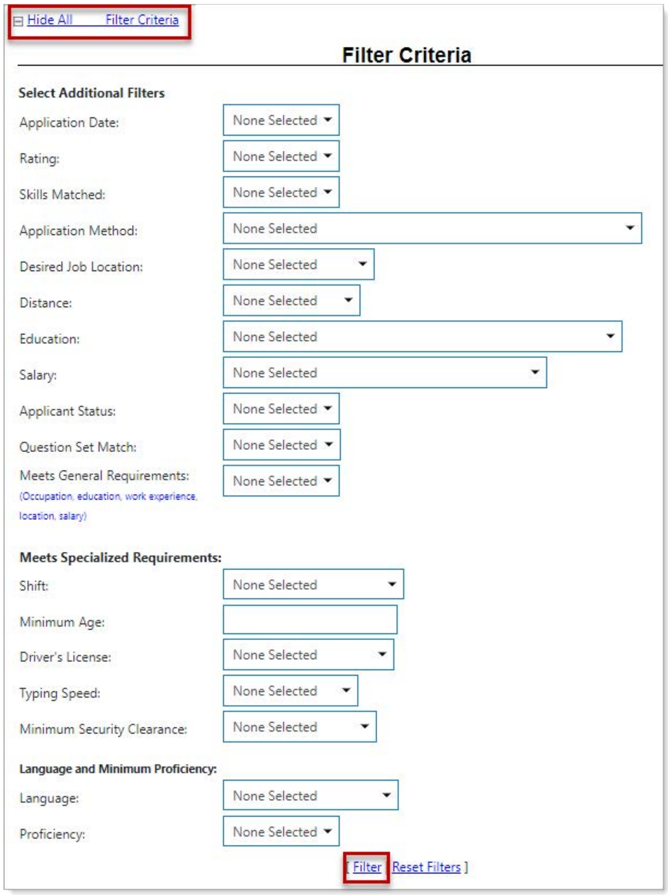
Reviewing Job Applicants on the Job Applicants Tab

2 By default, the list of job orders on the drop-down list only includes *'open and available'* job orders. To include *'inactive'* job orders, select the *View applicants for all job orders including inactive ones* radio button.

3 To see the list of applicants for a different job order, select it from the drop-down list (see figure above). The list refreshes to display all applicants for that job.

4 After selecting a job order, you can then filter the list of applicants using numerous criteria by clicking the Show All Filter Criteria link, making your selections, and clicking the Filter link (see figure below).

Note: *The Question Set Match percentage will filter based on the required questions with the preferred response.*



Job Applicants List Filtering Criteria

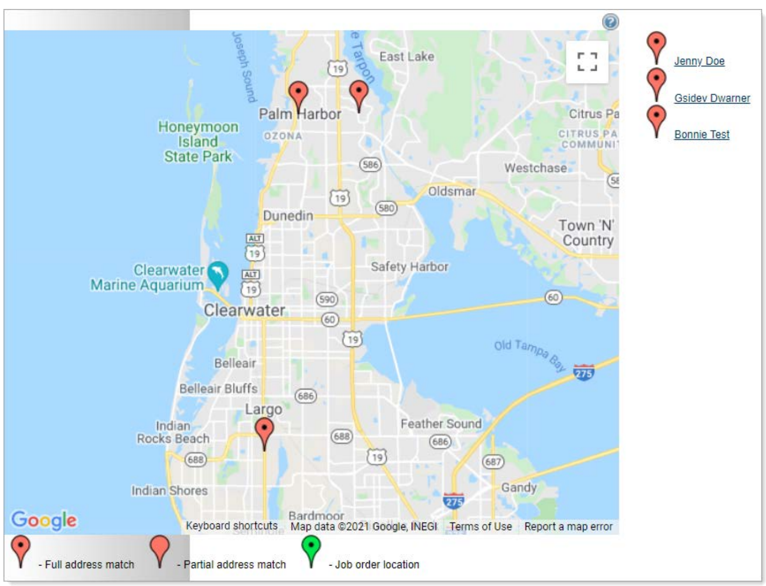
From the Job Applicants tab, you can perform the following actions:

- **Expand/reduce amount of applicant information displayed** – Click the Summary and Detailed links above left of the table.
- **View applicant's complete information** – Click an Applicant Name link or Details link in the Action column to display the Applicant Details page with nine tabs of information, including contact information, employment and education histories, references, and auto ranking details. See the topic "Viewing Job Applicant Details" for details.
- **View job order associated with an applicant** – Click a Job Order Title link. The Job Order Edit page displays. See the "Editing a Job Order" in Chapter 5 – Manage Job Orders for details.
- **Change applicant's status** – Click an applicant's Change Status link. See the topic "Updating Job Applicant Status" for details.
- **Assign or modify applicant's rating** – Click an applicant's Rating link. If you have not yet assigned a rating, the link will show Not Rated. See the topic "Rating Job Applicants" for details.
- **See applicant's list of matched skills** – Click a link in the Skills Matched column to display the Skills Matched page.

- **See how applicant matches job order requirements** – Click a General Requirements or Specialized Requirements icon link or click the How Do They Measure Up link in the Action column to display the How I Match Up page. See the topic “How Do They Measure Up?” for details.

For the following actions, first select the desired applicants by checking their boxes in the Select column:

- **Send same message to selected applicants** – Click the Contact link at the bottom of the Select column. The Create Message page opens with the users as selected recipients. See the topic “Creating a New Message” in Chapter 8 – Manage Communications for details.
- **Enter same rating for selected applicants** – Click the Rate link at the bottom of the Select column. The rating details can be viewed by clicking the rating link in the Your Rating column for the applicant displayed on the Job Applicants tab. See the topic “Rating Job Applicants” for details.
- **Set same status for selected applicants** – Click the Status link at the bottom of the Select column to change the applicants’ recruitment stage (e.g., *In Progress*, *Hired*, *Not Hired*). See the topic “Updating Job Applicant Status” for details.
- **Print same data for selected applicants** – Click the Print link at the bottom of the Select column. You can select from several categories of data (e.g., Contact Information, Résumé, Skills, References).
- **View map with locations of selected applicants and job site** – Click the Map link at the bottom of the Select column (see figure below).

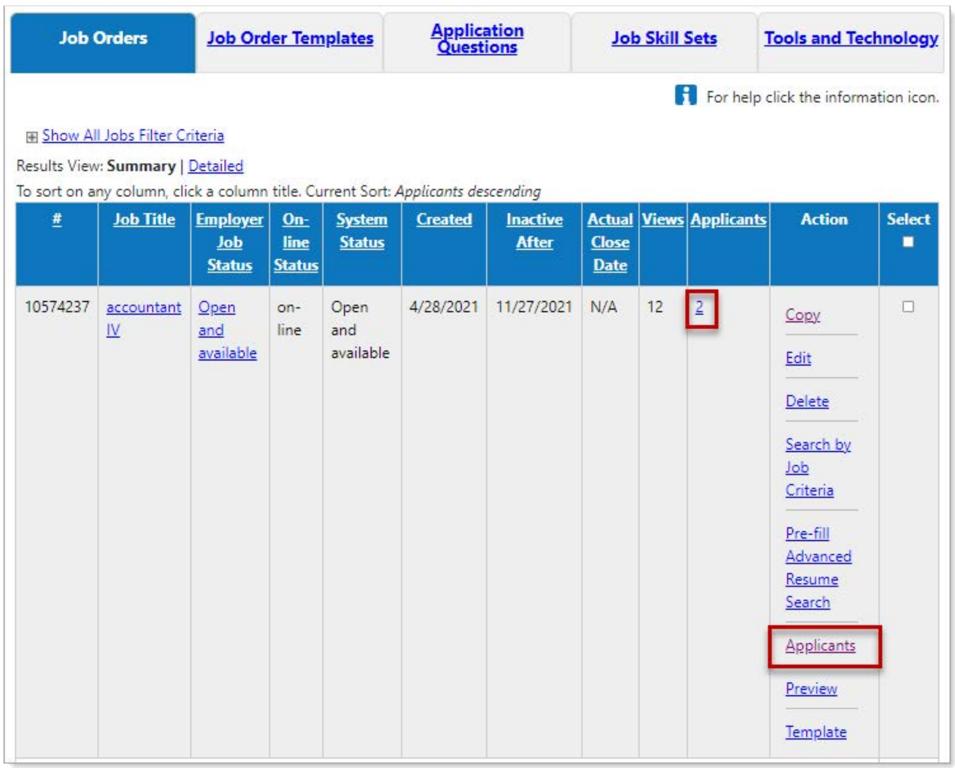


Mapping Locations of Job Applicants and Job Worksite

Reviewing Job Applicant Details from the Job Orders Tab

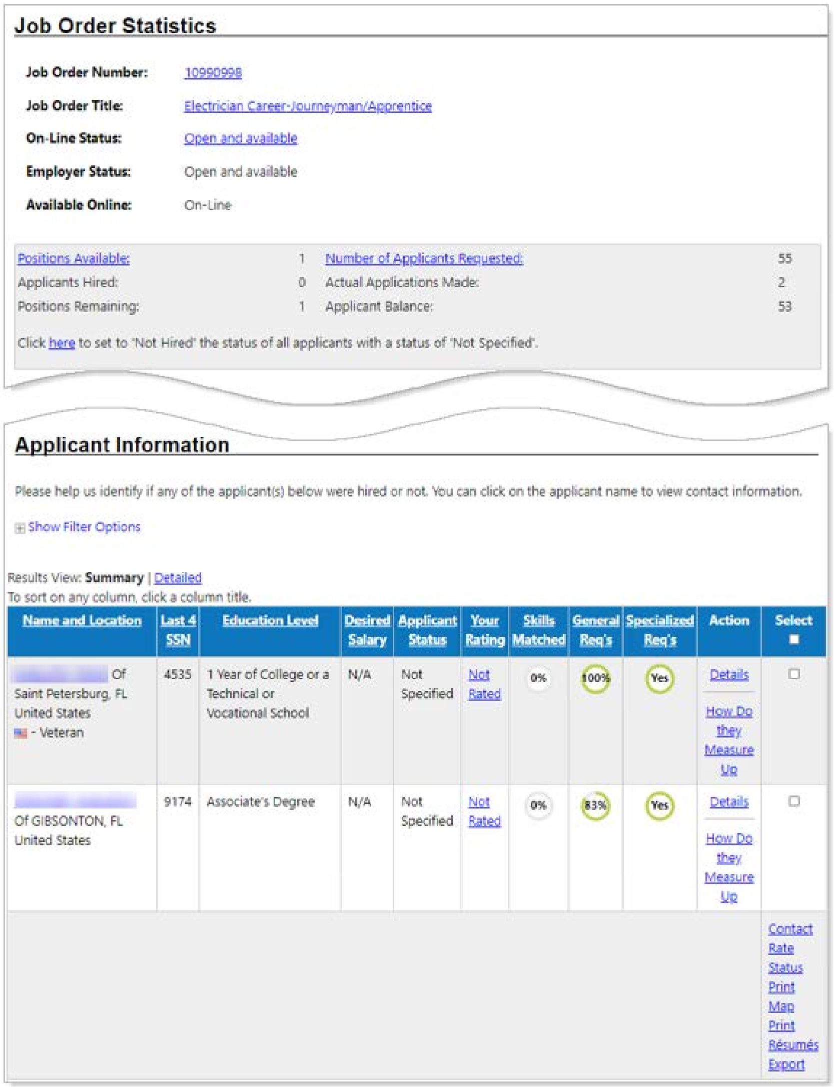
▶ **To view candidates who have applied for a job posting:**

1. From the Quick Menu group in the left navigation menu, click **Manage Jobs**. The Job Orders tab displays (see figure below).
2. Click the Applicants link for the desired job in the Action column, or click the number link in the Applicants column (see figure below).



Job Orders Tab – Applicants Links

The Job Order Statistics/Applicant Information page displays, showing the job order's statistics and list of applicants (see figure below).



Job Order Statistics

Job Order Number:	10990998
Job Order Title:	Electrician Career-Journeyman/Apprentice
On-Line Status:	Open and available
Employer Status:	Open and available
Available Online:	On-Line

Positions Available:	1	Number of Applicants Requested:	55
Applicants Hired:	0	Actual Applications Made:	2
Positions Remaining:	1	Applicant Balance:	53

Click here to set to 'Not Hired' the status of all applicants with a status of 'Not Specified'.

Applicant Information

Please help us identify if any of the applicant(s) below were hired or not. You can click on the applicant name to view contact information.

Show Filter Options

Results View: Summary | Detailed

To sort on any column, click a column title.

Name and Location	Last 4 SSN	Education Level	Desired Salary	Applicant Status	Your Rating	Skills Matched	General Req's	Specialized Req's	Action	Select
Of Saint Petersburg, FL United States - Veteran	4535	1 Year of College or a Technical or Vocational School	N/A	Not Specified	Not Rated	0%	100%	Yes	Details How Do they Measure Up	
Of GIBSONTON, FL United States	9174	Associate's Degree	N/A	Not Specified	Not Rated	0%	83%	Yes	Details How Do they Measure Up	
										Contact Rate Status Print Map Print Résumés Export

Job Order Statistics/Applicant Information Page – Summary View

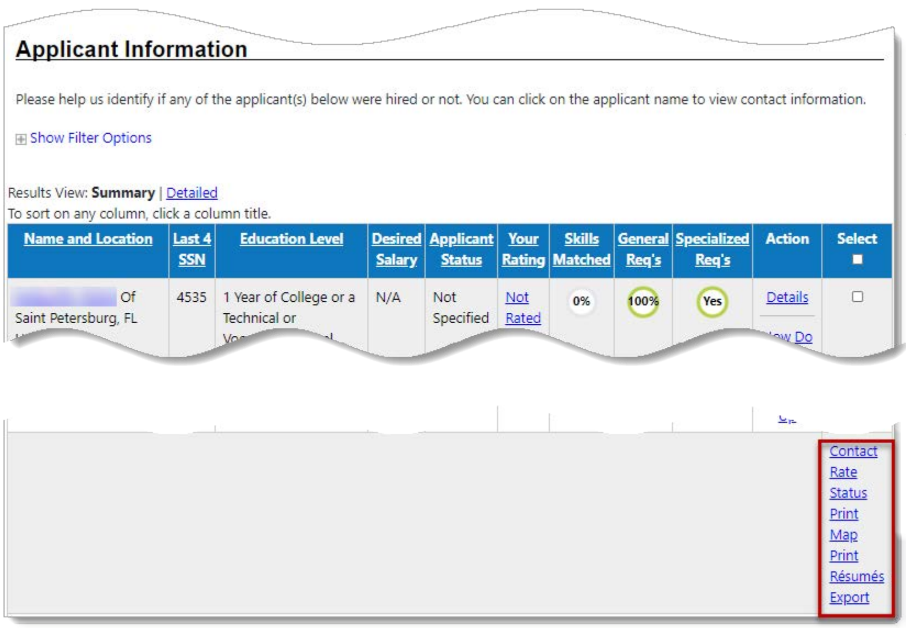
In the Applicant Information section of the Job Order Statistics/Applicant Information page, you can perform the actions listed below. Some options are available only in Summary view, others only in Detailed view.

See the topic "Updating Job Order Status or Thresholds" in Chapter 5 – Manage Job Orders for details on the Job Order Statistics section at the top of this page.

- **Filter list of applicants** – Click the Show Filter Options link at the top of the Applicant Information section to filter the list of applicants by a variety of criteria. Criteria can include application date, rating, skills matched, application method, desired job location, distance, education, salary, and applicant status. Click the Filter link to set the filter criteria you have selected.
- **Sort list of applicants** – Click any of the column headers to sort the list of applicants by that column; click again to reverse the order.

- **Go directly to specific tab of Applicant Details page** – Click the Detailed view link above left of the table, and then click any of the links in the Detailed Information column.
- **View applicant details** – Click an applicant name link in the Name and Location column or click the Details link in the Action column (in Summary view) to open the Applicant Details page. This page is organized into a set of tabs that display more information about the applicant, such as qualifications, references, and question set responses. See the topic "Viewing Job Applicant Details" for details.
- **View applicant's résumé** – Click the Résumé link in the Action column in Summary view or the View Résumé link in the Applicant Details column in Detailed view (link only displays if individual has a résumé in the system).
- **See how applicant matches job requirements** – Click the How Do They Measure Up link in the Action column to view the how the candidate's résumé matches the job order in several areas. See the topic "How Do They Measure Up?" for more information.

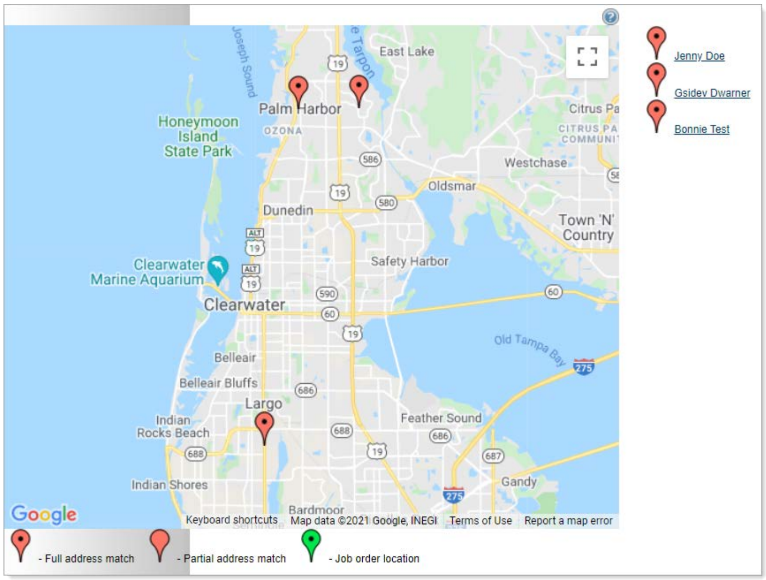
The following "batch" activities can be performed in Summary view by clicking the Select column checkboxes for the desired applicants, and then clicking a link in the Select column at the bottom of the applicant list (see figure below):



Job Order Statistics/Applicant Information Page – Select Column Links

- **Send same message to selected applicants** – Click the Contact link at the bottom of the Select column. The Create Message page opens with the users as selected recipients. See the topic "Creating a New Message" in Chapter 8 – Manage Communications for details.
- **Enter same rating for selected applicants** – Click the Rate link at the bottom of the Select column. The rating details can be viewed by clicking the rating link in the Your Rating column for the applicant displayed on the Job Applicants tab. See the topic "Rating Job Applicants" for details.
- **Set same status for selected applicants** – Click the Status link at the bottom of the Select column to change the applicants' recruitment stage (e.g., *In Progress*, *Hired*, *Not Hired*). See the topic "Updating Job Applicant Status" for details.

- **Print same data for selected applicants** – Click the Print link at the bottom of the Select column. You can select from several categories of data (e.g., Contact Information, Résumé, Skills, References).
- **View map with locations of selected applicants and job site** – Click the Map link at the bottom of the Select column (see figure below).



Mapping Locations of Job Applicants and Job Worksite

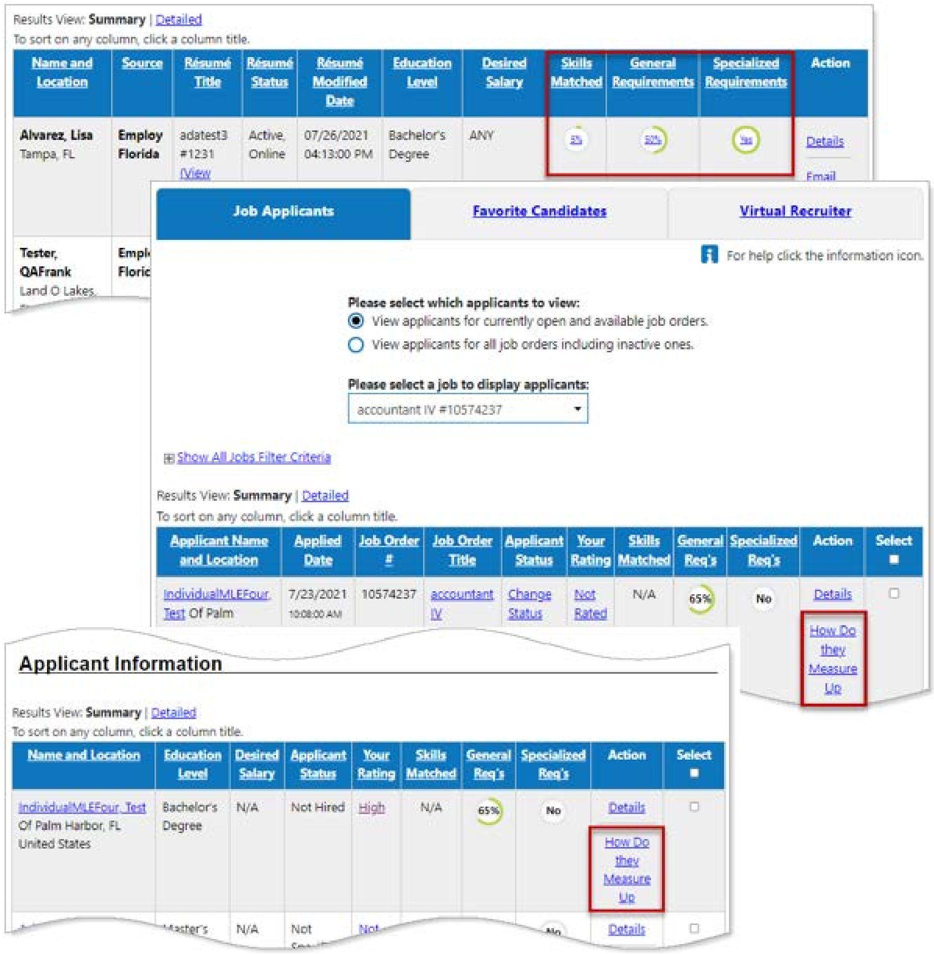
- **Print applicants' résumés** – Click the Print Résumés link.
- **Download a file for with applicant information** – Click the Export link, select the file format: Excel (.XLS), Comma separated (.CSV), or Pipe Delimited (.TXT), and then click **Export**.

How Do They Measure Up?

On the How I Match Up page, you can compare how well a job seeker's skills and experience correspond to your job requirements, which may be employer-defined requirements or typical requirements associated with that type of job. Specifically, the How I Match Up page evaluates the job seeker based on the job order's parameters for General, Specialized Requirements, and Skills Requirements.

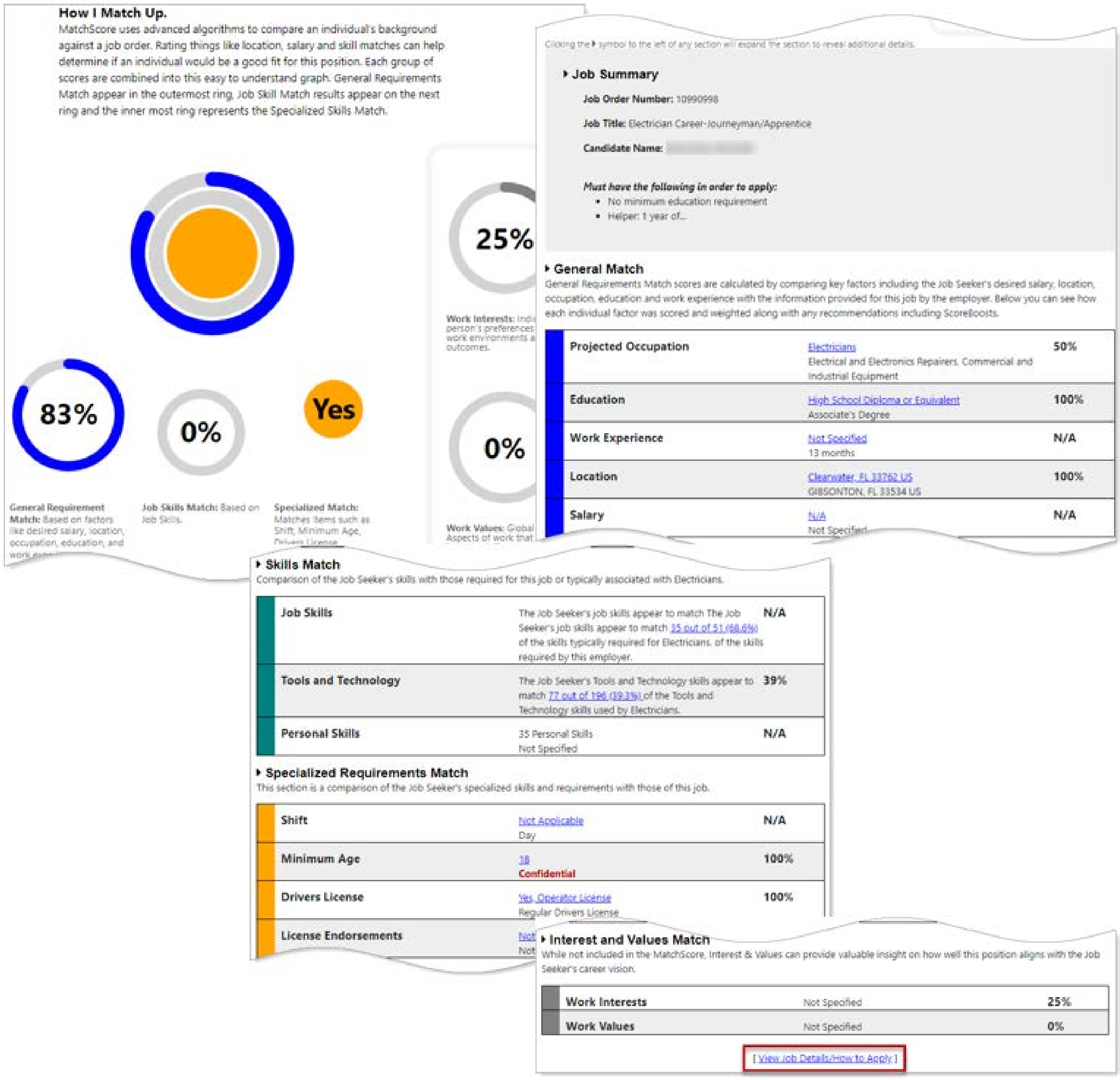
▶ **To access the How I Match Up page:**

- On the results page of a Job Order-based résumé search, click any of the percentage/Yes/No icon links in the Skills Matched/General Requirements/Specialized Requirements columns for the desired candidate (see figure below, top right).
  OR…
- On the Job Applicants tab, click the How Do they Measure Up link for the desired applicant (see figure below, middle right).
  OR…
- On the Job Order Statistics/Applicant Information page, click the How Do they Measure Up link for the desired applicant (see figure below, bottom right).



Accessing How I Match Up Page From Three Different Places

The How I Match Up page displays (see figure below).



How I Match Up Page

Match Up Summary – The matching algorithm compares an individual's background against a job order. Rating dimensions such as desired location, salary, and skill matches can help determine if an individual would be a good fit for this position. Each group of scores are combined into an easy-to-understand circular graph (see figure above, top left). The General Requirements Match results appears in the outermost ring; Job Skill Match results appear on the middle ring; and the innermost ring represents the Specialized Skills Match results. Tables below the circular graph show breakdowns of each score.

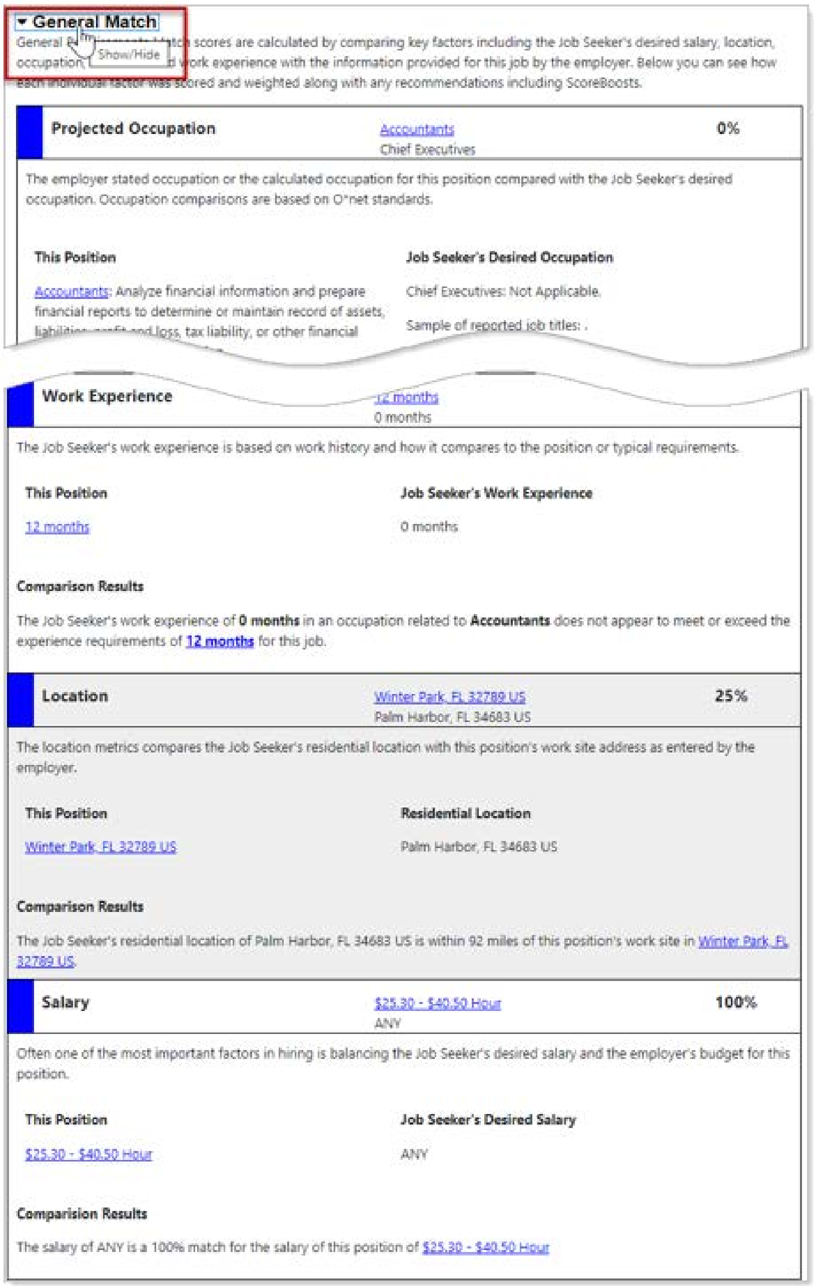
General Match – Scores are calculated by comparing key factors including the job seeker's desired salary, location, occupation, education, and work experience with the information provided for this job order. You can see how each individual factor was scored and weighted, along with any recommendations.

Skills Match – Compares the job seeker's skills with those required for this job or typically associated with the occupation, including job skills, personal skills, and tools and technology.

Specialized Requirements Match – Compares the job seeker's specialized skills and requirements with those of this job, including desired shift, driver's license requirements, language proficiency, security clearance, etc.

Click on a section heading to drill down into each of the dimensions that make it up and see a comparison of how the job seeker matches to it (see figure below for General Match comparisons).

The Position requirements are shown in the left column; the Job Seeker's characteristics are shown in the right column.



Drilling Down into Comparisons for General Match Dimensions

Viewing Job Applicant Details

The Applicant Details page consists of nine tabs that contain all the information you need to to review and evaluate applicants for your job openings. The tabs separate applicant data into key areas and often include links to view additional data for them.

You can access the Applicant Details page in two different ways: from the Job Applicants tab of your Recruitment Plan folder, or from the Job Orders tab of your Job Order Plan folder; both are in your Employer Portfolio.

▶ **To access the Applicant Details page:**

- **From the Job Applicants Tab:** From the Services for Employers group in the left navigation menu, click **Recruitment Services ▸ Manage Job Applicants**. The Job Applicants tab displays.

   a. Select the job order you wish to see applicants for; the page refreshes automatically.

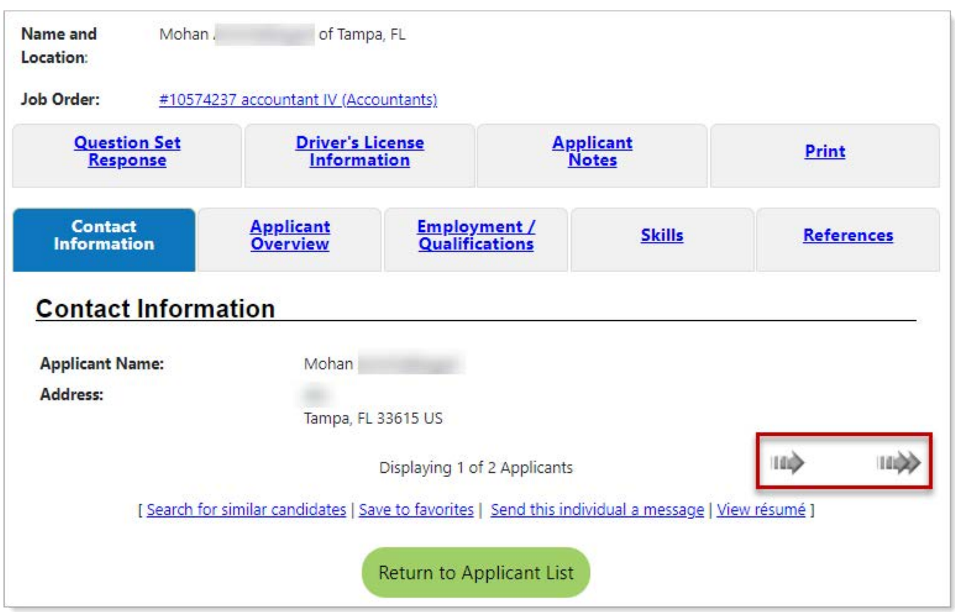
   b. Click an Applicant Name link or Details link in the Action column for the desired applicant. The Applicant Details page displays (see figure below).

   OR…

- **From the Job Orders Tab:** From the Quick Menu group in the left navigation menu, click **Manage Jobs**. The Job Orders tab displays.

   a. Locate the desired job, and then click the Applicants link in the Action column or the number link in the Applicants column. The Job Order Statistics/Applicant Information page displays, showing the job order's statistics and list of applicants.

   b. In the Applicant Information section, click the name link or Details link in the Action column for the desired applicant. The Applicant Details page displays (see figure below).

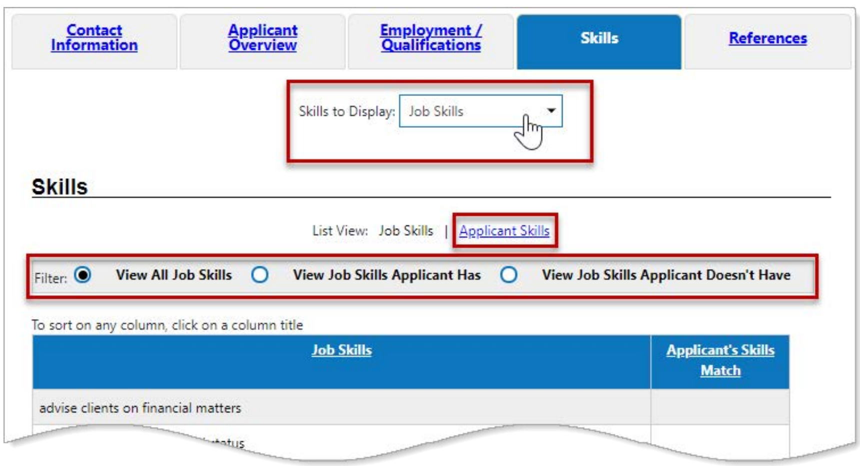


Applicant Details Page

From this page, you can access the following tabs and functions:

- **Contact Information** – Displays an applicant's name and mailing address.
- **Applicant Overview** – Displays an overall summary of an applicant's qualifications, including willingness to travel/relocate/telecommute; any specialized qualifications, such as security clearance, foreign language proficiency, and typing speed; and type of job desired, including desired salary, locations, shift, and more.
- **Employment/Qualifications** – Displays an applicant's employment and educational histories, amount of experience in a given occupation, and any occupational licenses, certificates, or training they have obtained.
- **Skills** – Displays the skills the applicant has recorded in their work history and background information. By default, Job Skills associated with the occupation are displayed. To view only the Job Skills that the applicant has, select the Applicant Skills link (see figure below).

  You can change the skills displayed by selecting *All Skills*, *Tools and Technology*, *Workplace Skills*, or *Technical Skills* (typing speed and language proficiency) from the **Skills to Display** drop-down list.



Skills Tab Filtering Selections

- **References** – Displays contact information for an applicant's references.
- **Question Set Response** – For job orders with associated application question sets, displays an applicant's responses to the questions.
- **Driver's License Information** – Displays an applicant's license information, including state of issue, type, class, endorsements, and their access to a motor vehicle and public transportation.
- **Applicant Notes** – Lets you enter and save notes about an applicant.
- **Print** – Lets you check boxes to select only the information you want to print. The selected information is formatted and displayed in a print preview window, from which you can print it or save it as a PDF file.

The links at the bottom of each tab provide additional functions for the applicant you are currently viewing:

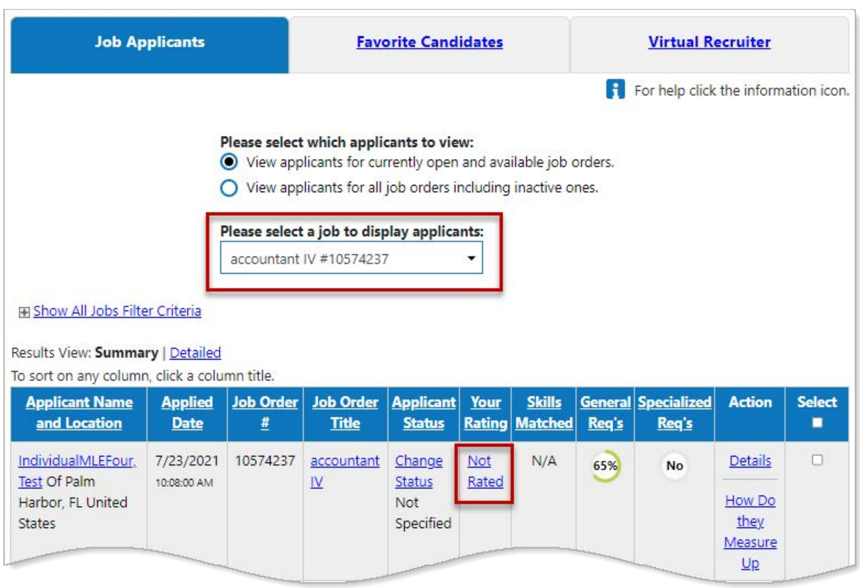
- **Move to next or previous applicant** – Click the gray right or left arrow in the lower part of the page. You can easily compare similar attributes, as the same tab will display as you scroll through each applicant's details.
- **Search for candidates who are similar to the one displayed** – Click the Search for similar candidates link.
- **Save applicant to a list of favorites** – Click the Save to favorites link to add them to your Favorite Candidates tab.
- **Send applicant a message** – Click the Send this individual a message link to send a message through the Message Center.
- **View applicant's résumé** – Click the View résumé link (only displays if applicant has a résumé in the system).

Rating Job Applicants

You can change an applicant's rating from either the Job Applicants tab or the Applicant Overview tab of their Applicant Details page.

▶ **To rate an applicant:**

1 From the Services for Employers group in the left navigation menu, click **Recruitment Services ▸ Manage Job Applicants**. The Job Applicants tab displays (see figure below).

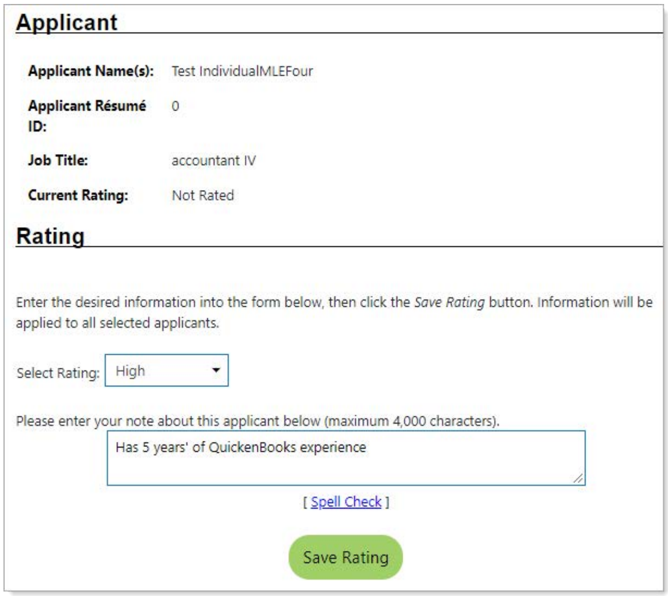


Selecting an Applicant to Rate on Job Applicants Tab

2 Select the job order you wish to see applicants for from the drop-down list; the page refreshes automatically.

3 Locate the desired applicant and click their current rating link in the Your Rating column, for example, *Not Rated*, *High*, *Exceptional* (see figure above). The Applicant Rating page displays (see figure below).

Note: *To give multiple applicants the same rating at the same time, check the boxes in the Select column for each applicant and then click the* <u>*Rate*</u> *link at the bottom of the table. When rating multiple applicants, all applicant names will display in the Applicant section at the top of the Applicant Rating page.*



Applicant Rating Page

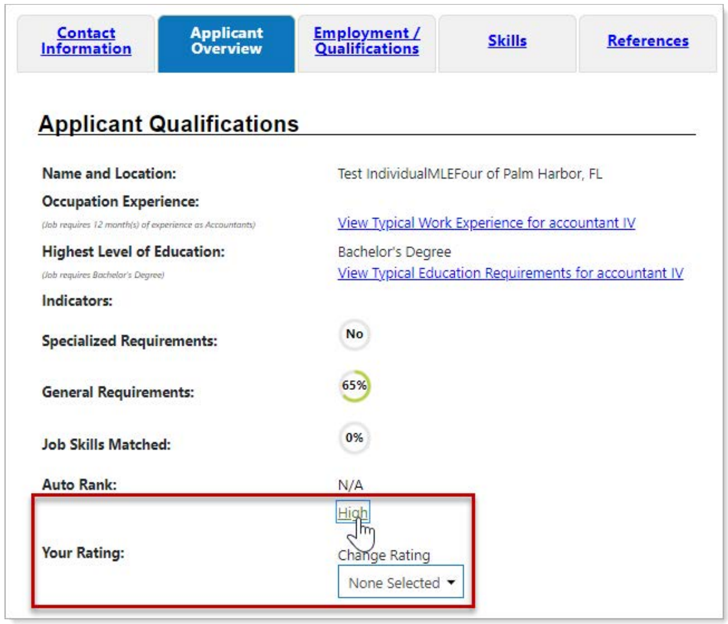
4 In the Rating section, select the applicable rating for the applicant from the drop-down list (*Exceptional, High, Medium, Low, Not Suitable,* or *Other).*

5 Enter comments, if desired.

Note: *The Comments field will not display when rating multiple applicants.*

6 Click the **Save Rating** button. The new rating appears on the Job Order Statistics/Applicant Information page that displays.

Note: *You can also rate an applicant from the Applicant Overview tab of their Applicant Details page, as shown below.*



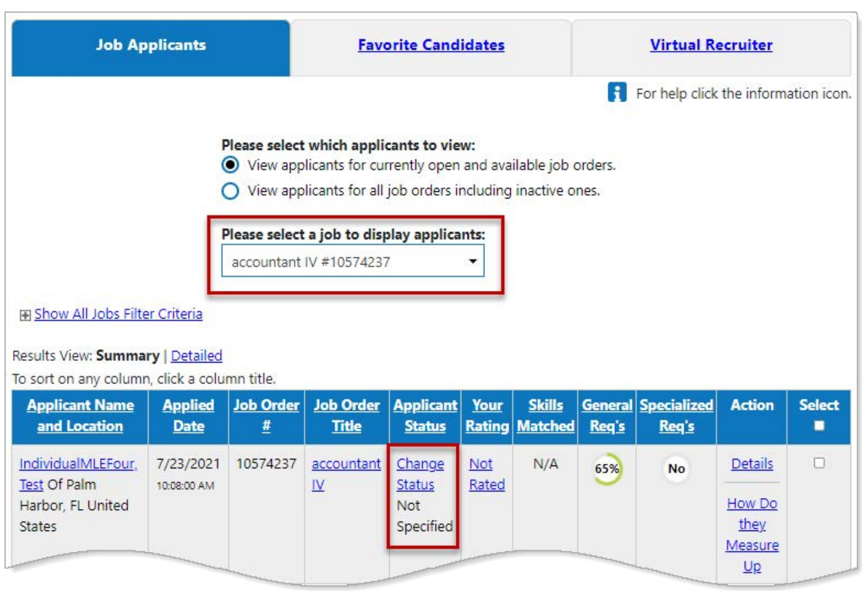
Rating an Applicant on Their Applicant Overview Tab

Updating Job Applicant Status

You can update the recruitment status of a job applicant through all phases of your recruitment process. Initially, the Applicant Status will display as *Not Specified*. As an applicant moves through the interview and evaluation process, you can log their progress and add comments.

▶ **To update an applicant's status:**

1 From the Services for Employers group in the left navigation menu, click **Recruitment Services ▸ Manage Job Applicants**. The Job Applicants tab displays (see figure below).

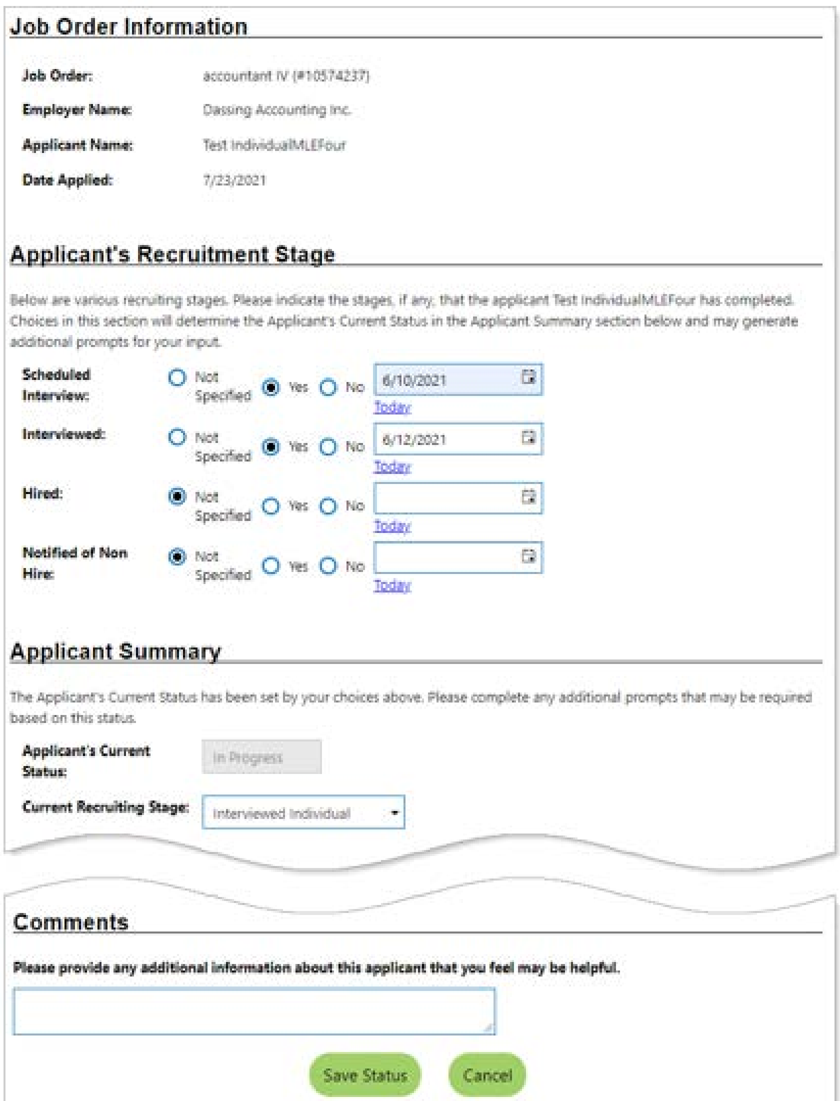


Selecting an Applicant to Change Their Status on Job Applicants Tab

2 Select the job order you wish to see applicants for from the drop-down list; the page refreshes automatically.

3 Locate the desired applicant and click the Change Status link in the Applicant Status column (see figure above). The Applicant Status page displays (see figure below).

Note: *To give multiple applicants the same status at the same time, check the boxes in the Select column for each applicant and then click the Status link at the bottom of the table. When setting a status for multiple applicants, all applicant names will display in the Job Order Information section at the top of the Applicant Status page.*



Applicant Status Page

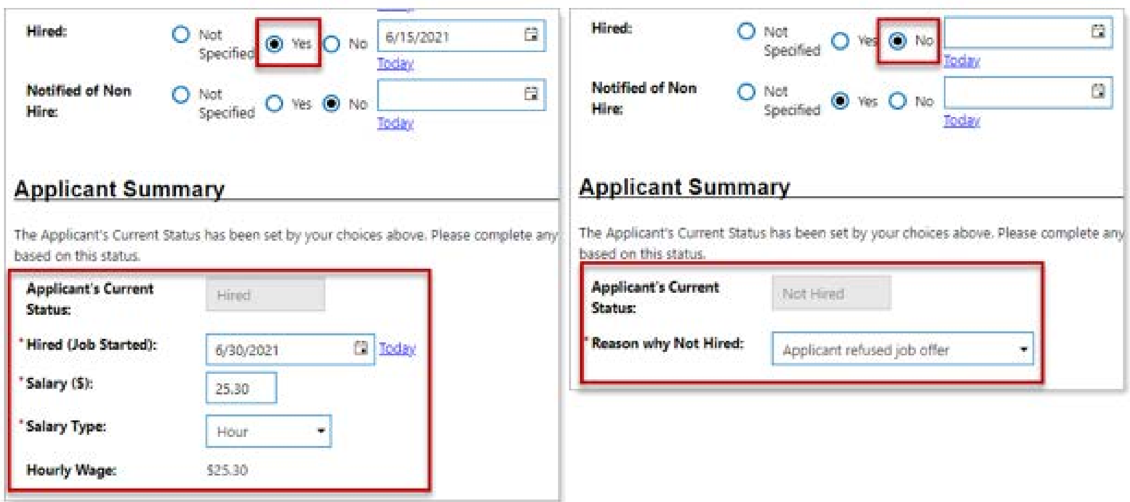
4 In the Applicant's Recruitment Stage section, select *Yes* or *No* for the applicable recruitment stage and enter the effective date of the outcome. Your selection will update the fields in the Applicant Summary section. The **Applicant's Current Status** will change automatically and cannot be edited.

5 Complete the Applicant Summary section as required based on your previous selection.

a. If you selected *Yes* to **Scheduled Interview** or **Interviewed** above, you must select a **Current Recruiting Stage** from the drop-down list.

b. If you selected *Yes* for the **Hired** option above, you must enter Hired date and salary information (see figure below, left).

c. If you selected *No* for the **Hired** option or *Yes* for the **Notified of Non-Hire** option above, you must select a **Reason why Not Hired** from the drop-down list (see figure below, right).



Field Changes for Different Recruitment Stage Outcomes on Application Status Page

6 Enter any optional comments in the **Comments** text box, as desired.

7 Click the **Save Status** button to save changes. The Job Applicants tab redisplays.

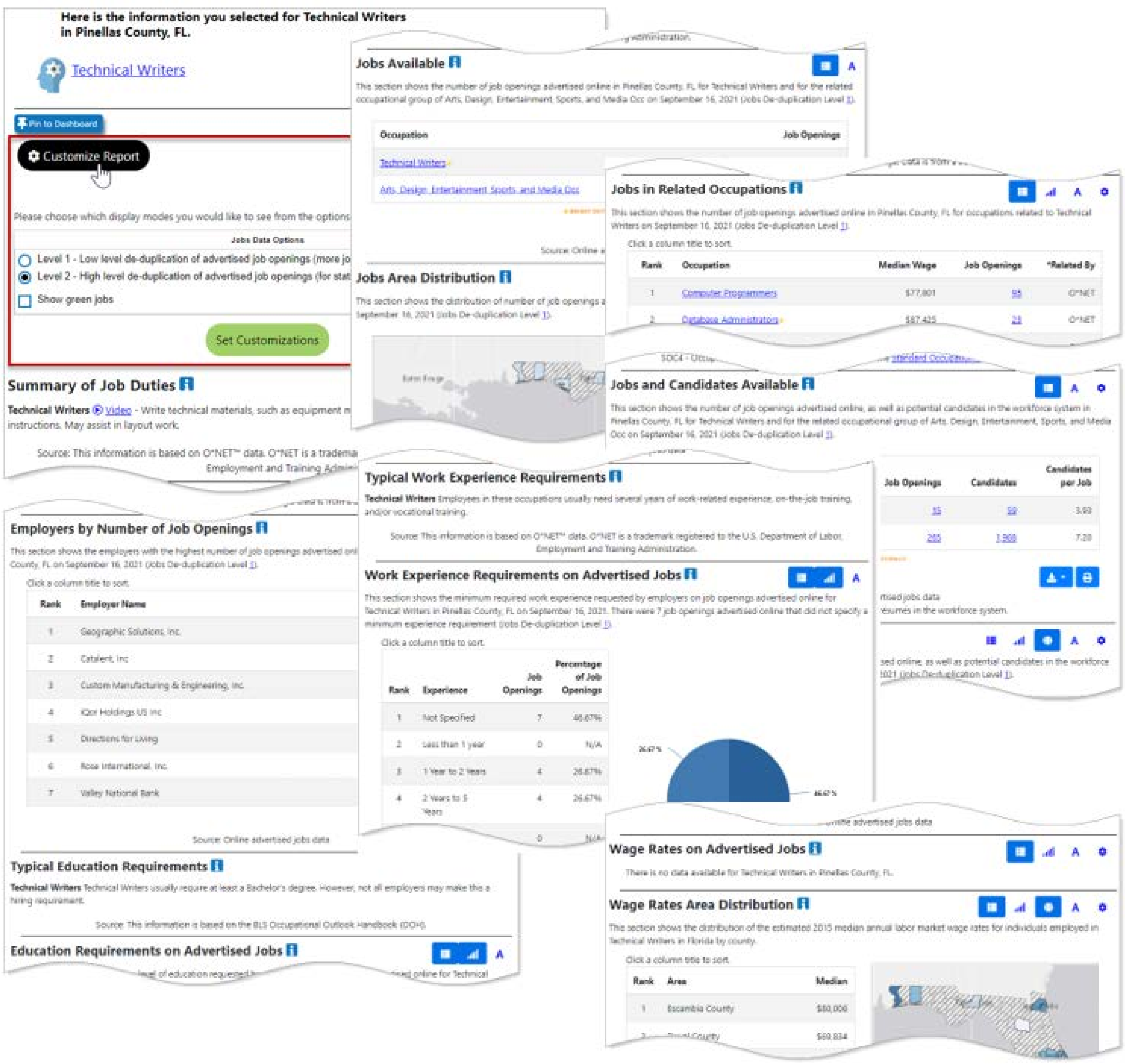
Viewing Job Market Trends

The Job Market Trends option lets you view profile data for a selected occupation that includes a summary of job duties, jobs available, area distribution maps, jobs in related occupations, jobs and candidates available, employers by number of job openings, typical education and work experience requirements, and wage rates.

▶ **To view job market trends:**

1 From the Services for Employers group in the left navigation menu, click **Recruitment Services ▸ Job Market Trends**. The Occupation search page displays.

2 Select the desired occupation using whichever method you prefer. See the topic "Select an Occupation" in Appendix A – Common System Tools for details on this page.



Reviewing Job Market Trends for an Occupation

3 To set the de-duplication level, click the **Customize Report** button at the top left of the page. Filtering fields display in the section below (see figure previous page, top left).

- **Level 1** has a less intensive process for filtering out duplicate jobs and will return more jobs in the data. This level includes job postings imported from websites that have met the standards for inclusion on this system, which include the requirement that the site post original, non-duplicated content, refrain from cross-posting jobs, adhere to acceptable time frames for posted jobs, etc.
- **Level 2** will search through a greater number of data fields in looking for duplicate information, thereby removing more jobs from the statistical pool. This level contains stricter requirements when searching for duplicated job content, requiring a job to have a unique combination of the following elements within a given time frame:
  - Employer Name, Job Title, Location, Salary, Education requirement, Experience requirement, O*NET code, NAICS code, and the first 200 characters of the Job Description.
- **Show Green Jobs** - Green Jobs are generally jobs related to energy efficiency and renewal.

a. Make your selections as described above, then click the **Set Customizations** button to refresh the page.

4 You can use the icons on the page to control the display of sections, filter data, download and print sections, show/hide narrative text boxes, plus you can click on all the linked data to dive into more detailed profile data or see the specific records in the system.

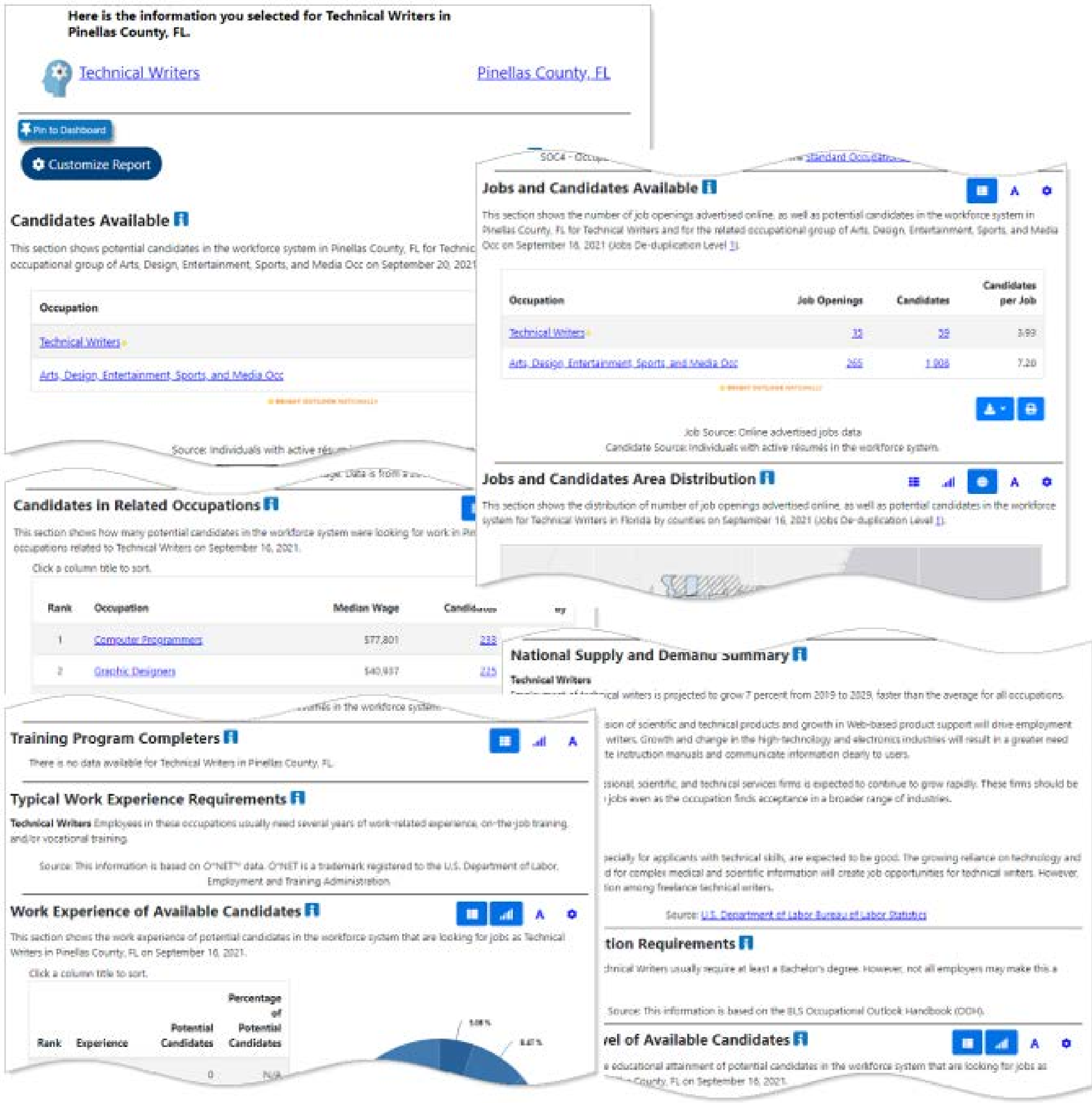
Viewing Candidate Market Trends

The Candidate Market Trends option lets you view profile data for a selected occupation that includes candidates available, candidate area distribution maps, candidates in related occupations, jobs and candidates available, national supply and demand summary, typical education and work experience requirements and education level and work experience of available candidates, training program completers, and desired salary of available candidates.

▶ **To view candidate market trends:**

1 From the Services for Employers group in the left navigation menu, click **Recruitment Services ▸ Candidate Market Trends**. The Occupation search page displays.

2 Select the desired occupation using whichever method you prefer. See the topic “Select an Occupation” in Appendix A – Common System Tools for details on this page.



Reviewing Candidate Market Trends for an Occupation

3 You can use the icons on the page to control the display of sections, filter data, download and print sections, show/hide narrative text boxes, plus you can click on all the linked data to dive into more detailed profile data or see the specific records in the system.

7: Manage WOTC

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WOTC Overview

The Work Opportunity Tax Credit (WOTC) is a federal tax credit incentive that benefits both employers and qualified workers. The WOTC has two purposes: to promote the hiring of individuals who qualify as a member of a target group, and to provide a federal tax credit to employers who hire these individuals.

Target groups who have faced significant barriers to employment include veterans, SNAP or WTP recipients, SSI recipients, and many more.

This chapter covers the common activities of WOTC employers and agents, including:

- Registering and setting up a WOTC employer account
- Requesting WOTC access for already registered recruiting employers or agents
- Setting WOTC privileges for contacts or agents
- Adding Power of Attorney for an agent and activating the agent-employer relationship
- Uploading multiple employers at one time by an agent
- Recruiting WOTC job applicants
- Completing WOTC applications, including IRS Form 8850 and ETA Form 9061
- Uploading verification documents
- Viewing statuses of submitted applications and Power of Attorney
- Using WOTC employer/agent dashboard widgets

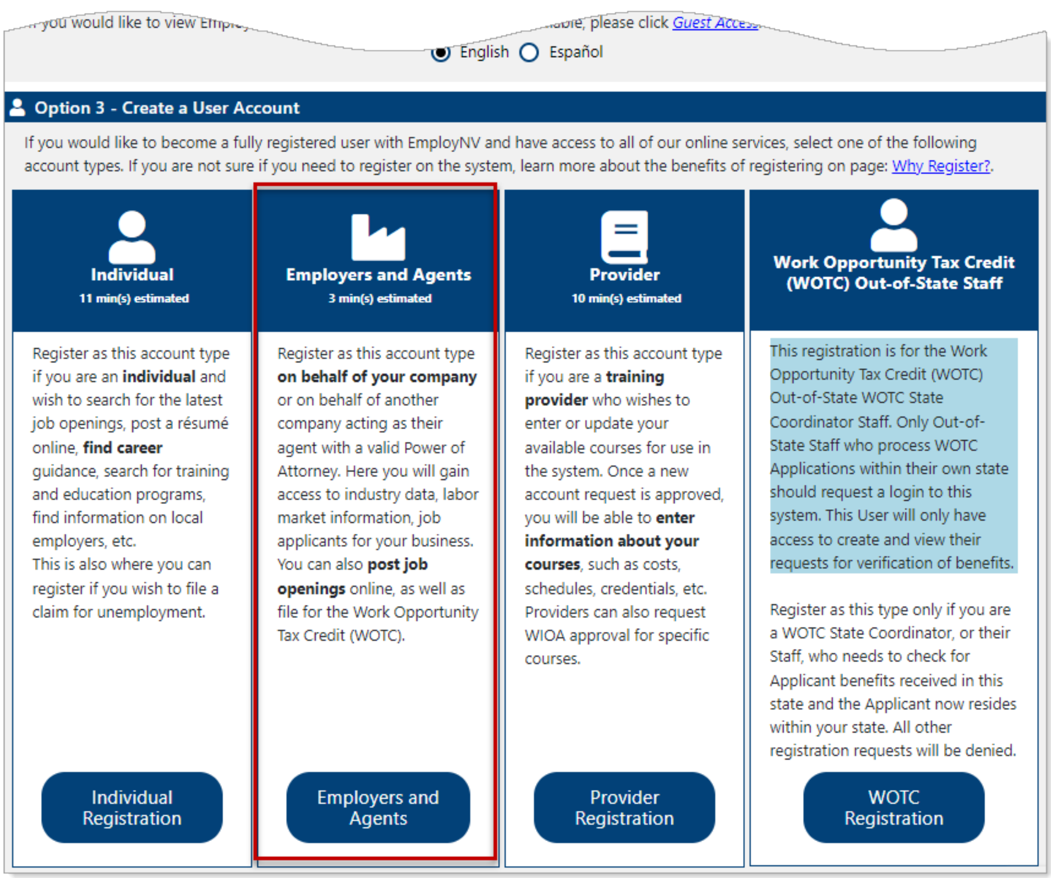
Registering as a WOTC Employer

The *WOTC* module allows employers or their agents to manage their WOTC applications online. Both employers and agents self-register on the system and once approved by staff, they have full access to WOTC functionality. When the system also includes recruiting functionality, employers can register for both *Recruiting* and *WOTC* functionality. Registration requirements vary in accordance with the site and the account type selected.

Note: *Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

▶ **To complete a WOTC registration as an employer:**

1 On the site home page, click the **Sign In** button, usually in the upper right portion of the page. The Sign In/Registration Options page displays (see figure below).

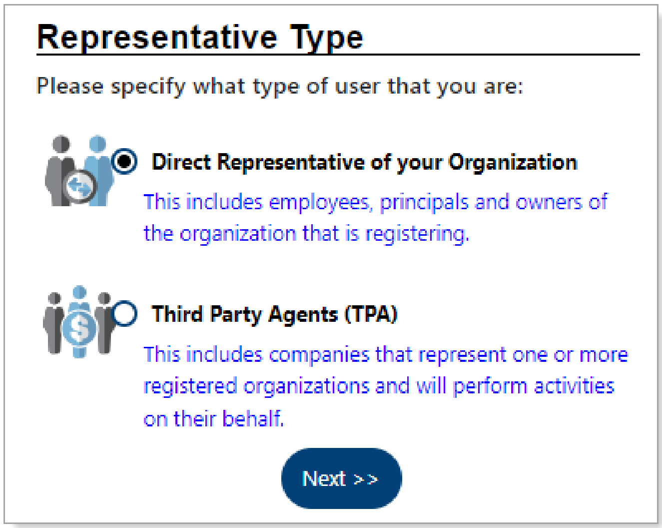


Sign In/Registration Options Page

2 In the Option 3 – Create a User Account section, click the **Employers and Agents** button to launch the registration wizard for an employer or agent account.

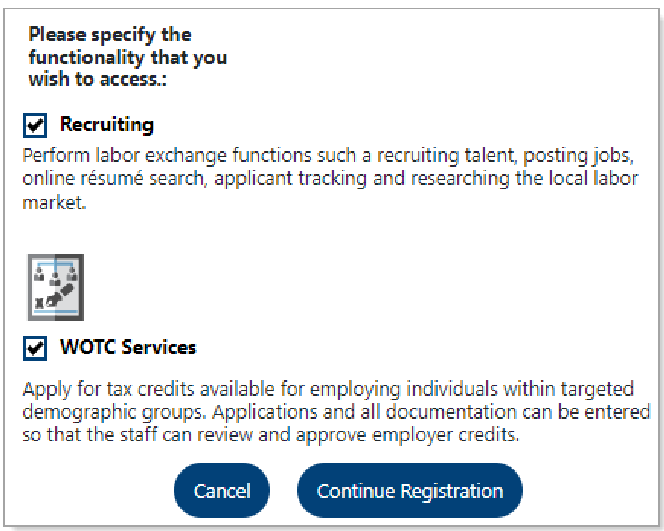
Note: *The fourth registration option on the far right, Work Opportunity Tax Credit (WOTC) Out-of-State Staff, is for a specialized type of user in the system. Register as this type of user only if you are a WOTC State Coordinator or their staff in another state, and you need to check for applicant benefits received in the state you are registering in by the applicant who is now residing within your state.*

3 Read the Employer Agreement or Use Policy page (varies by state) and click the **I Agree** button to proceed. The Representative Type page displays (see figure below).



Selecting an Employer Account Type

4 Employers select **Direct Representative of your Organization**; WOTC agents select **Third Party Agents (TPA)**; then click the **Next** button. For direct representatives of an organization, on the next page, select which type of employer services you require in the system (see figure below).

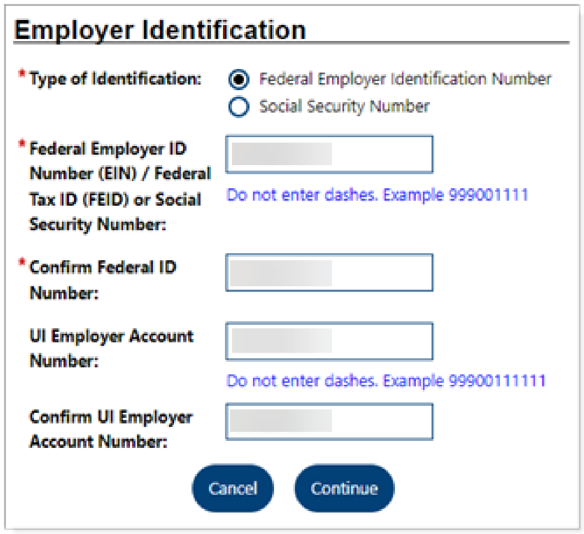


Representative Type Page

5 Select **WOTC Services**, and if available and applicable, **Recruiting**.

Note: *On some sites, you may not be able to request both Recruiting and WOTC Services for the same account. If that is the case and you try to select both, a message displays that you must register for Recruiting as a separate account.*

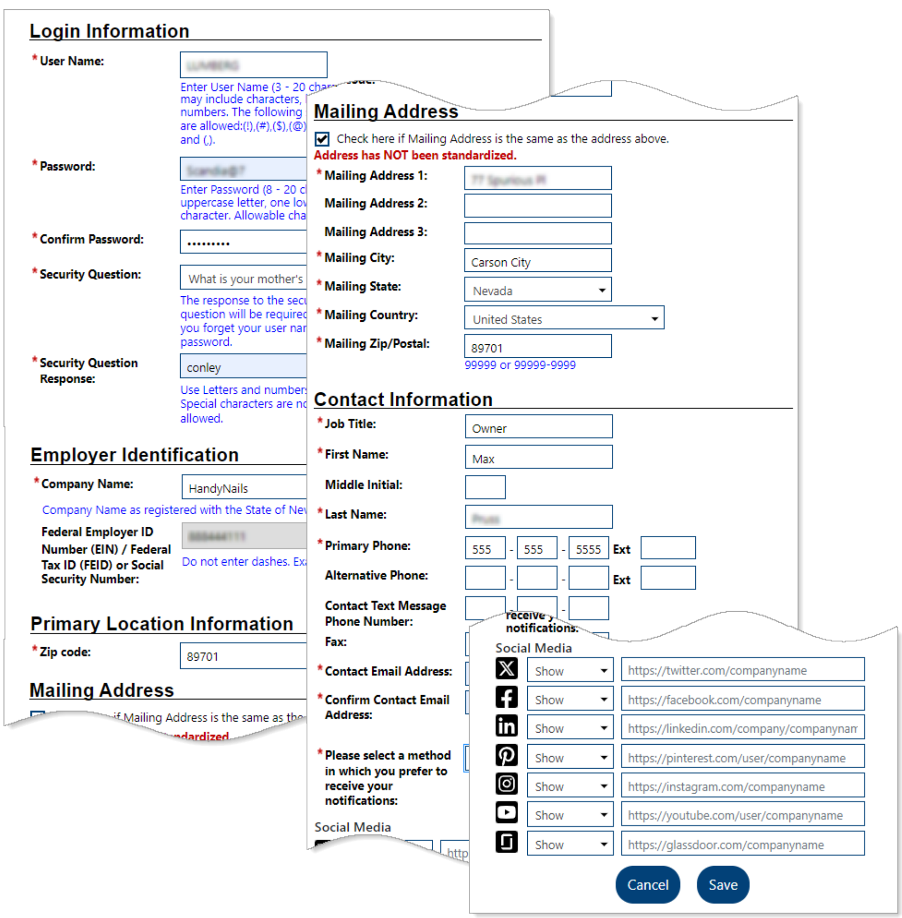
6 Click **Continue Registration**. The Employer Identification page displays (see figure below).



Employer Identification Page

7 Complete the required fields (marked with a red asterisk *).

8 Click **Continue** to proceed to main registration information page (see figure below).

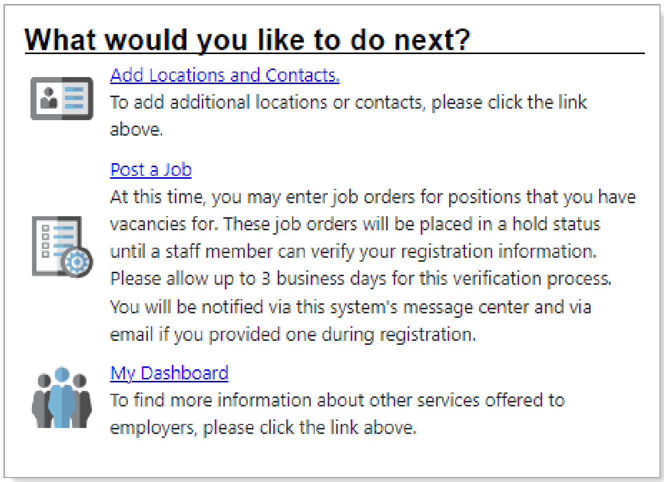


Employer Registration Page

9 Complete the fields for your login information, company name and addresses, and the primary contact information, and then click **Save**.

Note: *Employers who also checked the Recruiting box at the beginning of registration have more sections on the registration page, for instance, Company Information, Company Profile, Special Characteristics, and Benefits Offered.*

Your account is created and the What would you like to do next? page displays (see figure below).



What Would You Like to Do Next? Page

Recruiting Employer Requesting WOTC Access

If you are already registered as a Recruiting employer and would like access to WOTC functions, you can request this access from the General Information tab of your corporate profile, or by contacting your WOTC Coordinator.

Note: *Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

▶ **To request WOTC access:**

1 From the Quick Menu group in the left navigation menu, click **Account Information**. The General Information tab of your Corporate Profile displays (see figure below).

General Information Tab – Requesting WOTC Access

2 In the Employer Identification section, click the Add WOTC access link. Your request is submitted to staff who must approve the request.

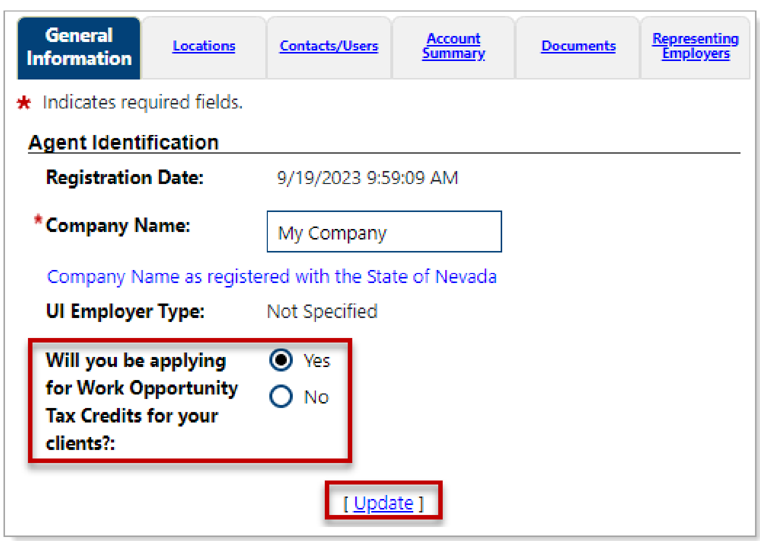
Agent Requesting WOTC Access

If you are already registered as an agent, you can request access to WOTC functions from your profile page.

Note: *Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

▶ **To request WOTC access as an agent:**

1 From the Quick Menu group in the left navigation menu, click **Agent Portfolio ▸ Corporate Profile**. The General Information tab of your Corporate Profile displays (see figure below).



Responding Yes to the WOTC Question on an Agent Account

2 Click *Yes* for **Will you be applying for Work Opportunity Tax Credits for your clients?** (see figure above).

3 Click the Update link. Note the message below the link that appears to let you know that "Your request has been processed." Your request is submitted to staff who must approve the request.

Setting WOTC Privileges for Contacts or Agents

Employers can specify WOTC privileges for any contact tied to their account, as well as for agents who are completing WOTC applications on their behalf; however, you cannot modify your own privileges.

Note: *Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

▶ **To define WOTC privileges for an employer contact:**

1 From the Quick Menu group in the left navigation menu, click **Account Information**. The General Information tab of your Corporate Profile displays.

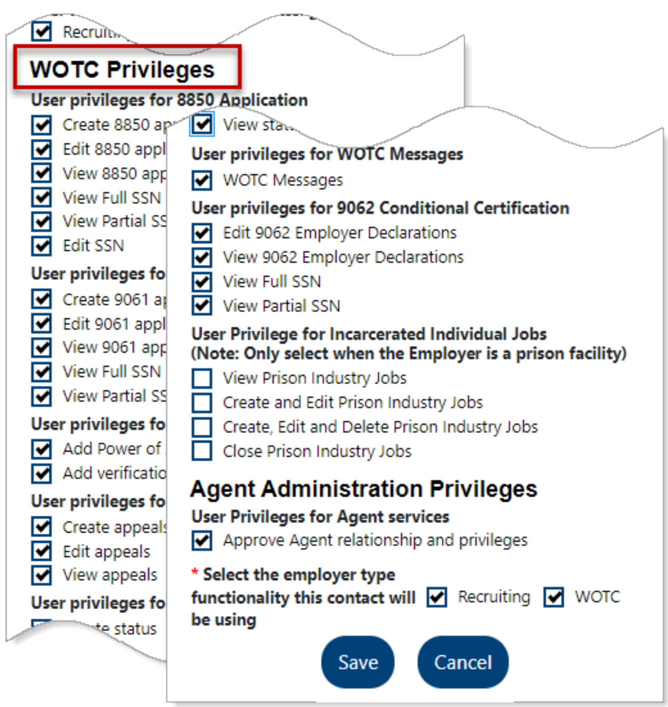
2 Click the **Contacts/Users** tab. Existing contacts are listed (see figure below).

- If you need to create a contact, click the **Add Contact** button. See the topic "Adding a New Contact/User" in Chapter 3 – Manage Your Account of this guide for details.

3 Click the Edit link for the contact to which you are adding WOTC privileges. The Add/Modify Contact wizard displays.

4 Click the **User Privileges** tab. The User Privileges page displays.

5 Scroll down to the WOTC Privileges section and check or uncheck privilege checkboxes as needed (see figure below).



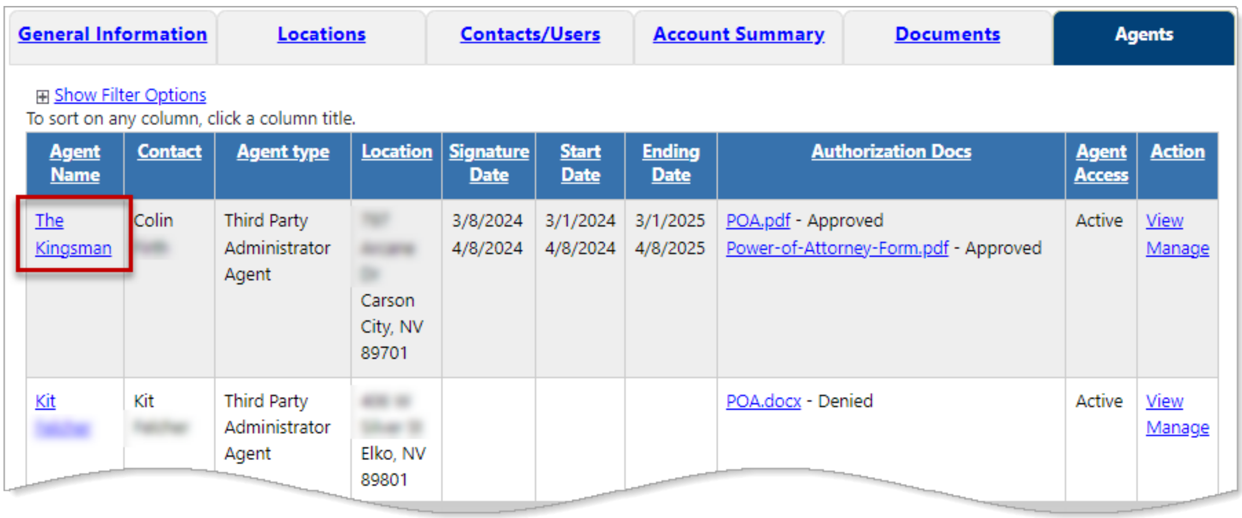
User Privileges Tab – WOTC Privileges Section

6 Click the **Save** button at the bottom of the page.

▶ **To define WOTC privileges for agents completing WOTC applications on your behalf:**

1 From the Quick Menu group in the left navigation menu, click **Account Information**. The General Information tab of your Corporate Profile displays.

2 Click the **Agents** tab. Any existing agents with whom your company has an active or pending relationship are displayed (see figure below).

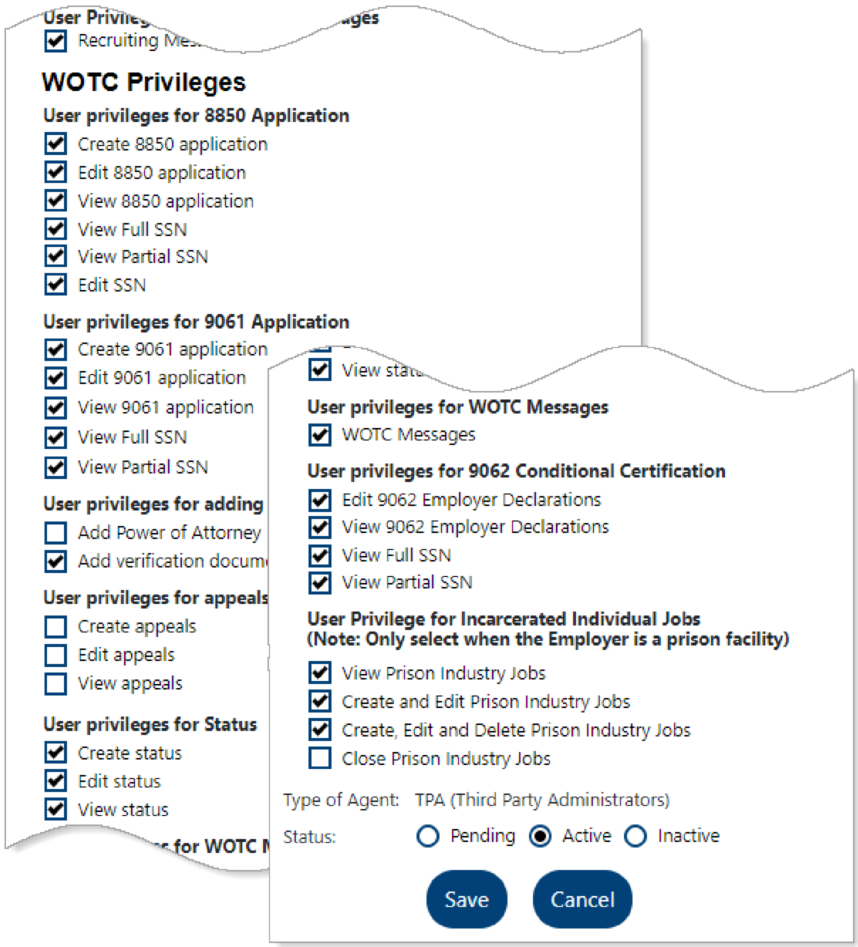

General Information | Locations | Contacts/Users | Account Summary | Documents | Agents

Show Filter Options
To sort on any column, click a column title.

Agent Name	Contact	Agent type	Location	Signature Date	Start Date	Ending Date	Authorization Docs	Agent Access	Action
The Kingsman	Colin	Third Party Administrator Agent	Carson City, NV 89701	3/8/2024 4/8/2024	3/1/2024 4/8/2024	3/1/2025 4/8/2025	POA.pdf - Approved Power-of-Attorney-Form.pdf - Approved	Active	View Manage
Kit	Kit	Third Party Administrator Agent	Elko, NV 89801				POA.docx - Denied	Active	View Manage

Agents Tab of Employer Corporate Profile

3 Click an [Agent Name] link to edit the agent's WOTC privileges. Several sections of privilege categories are displayed (see figure below).

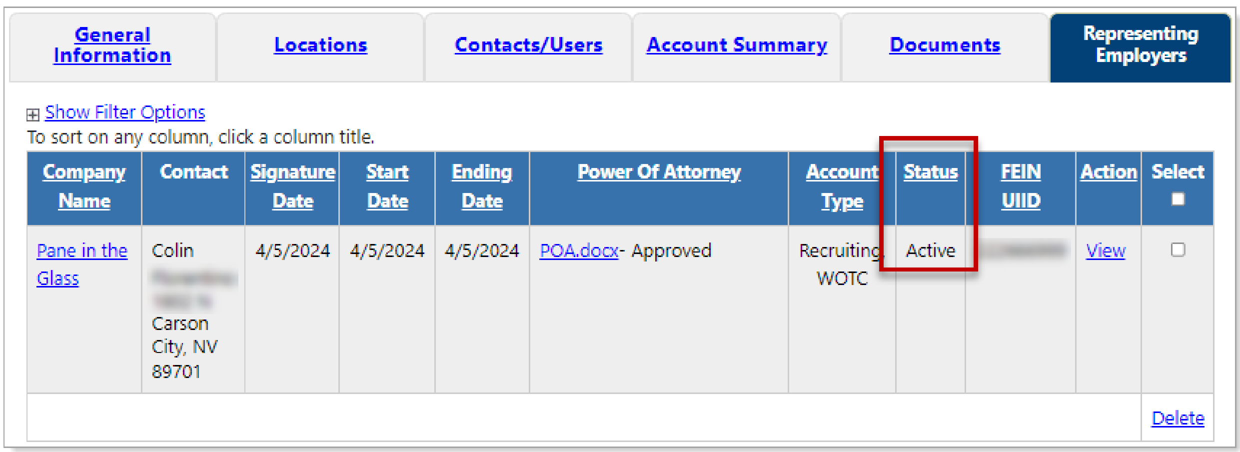


Setting WOTC Privileges for an Agent

4. Scroll down to the WOTC Privileges section and check or uncheck privilege checkboxes as needed (see figure above).
5. Use the radio buttons at the bottom to set the agent's **Status** to *'Pending,' 'Active,'* or *'Inactive.'*
6. Click **Save** at the bottom of the page.

Adding the Power of Attorney and Activating the Agent-Employer Relationship

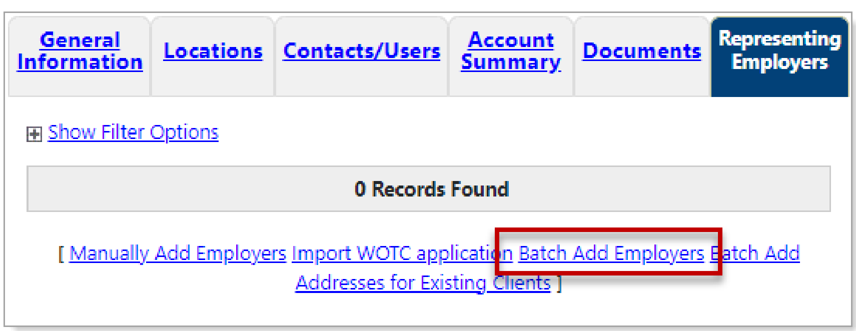
For each employer that has a relationship with an agent, the agent must upload the Power of Attorney (POA) document into the system, and the POA must name each Agent Representative authorized to do business for the employer. The POA must have the appropriate signatures, start and end dates, and be approved by staff before the relationship is effective. After staff have reviewed and approved the POA, they set the status of the relationship to *'Active,'* and it can then be used when creating the application for the associated employer (see figure below). See the topic "Uploading a Document" in Chapter 3 – Manage Your Account of this guide for details on uploading the Power of Attorney.



Representing Employers Tab with Active Employer Relationship

Uploading Multiple Employers as an Agent

As an agent representing many WOTC employers, adding them individually can be cumbersome. An alternative is to upload a file of all your employers using an Excel spreadsheet. To use this feature, select the Batch Add Employers link on the Representing Employers tab (see figure below).



Representing Employers Tab with Batch Add Employers Link

See the topic "Adding Multiple Employers in a Batch Upload" in WOTC Agent Guide Chapter 3 – Manage Your Represented Employers, for detailed information.

Recruiting WOTC Job Applicants

There are two places in the system where employers with Recruiting Services can indicate their interest in hiring individuals who are eligible for WOTC:

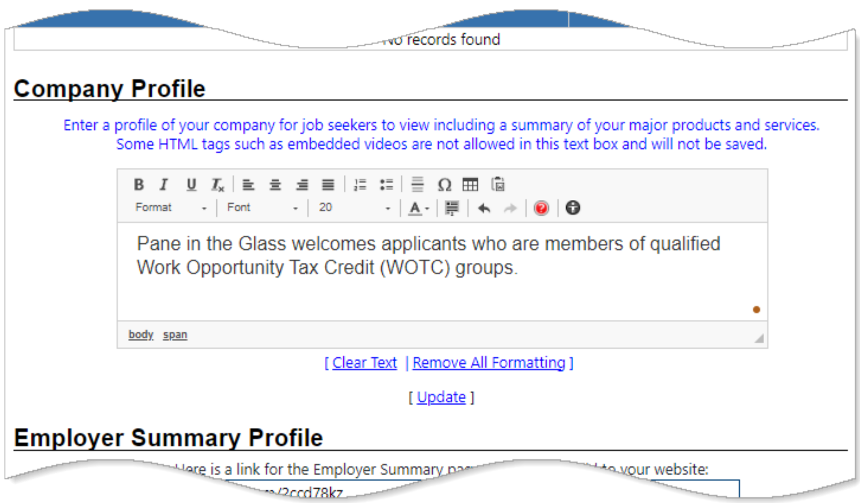
- In their Company Profile message
- In the Job Application Methods Accepted verbiage within their job orders

Notes: *This capability is only available to employers with both WOTC and Recruiting Services. If you registered as a WOTC-only employer, you may be able to add Recruiting Services to your account. Contact a staff member to see if this capability is available for your site.*

Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.

To indicate your interest in hiring WOTC-eligible applicants in your Company Profile message:

1. From the Quick Menu group in the left navigation menu, click **Account Information**. The General Information tab of your Corporate Profile displays (see figure below).



Adding a WOTC Message to a Company Profile

2. Scroll down to the Company Profile section and enter your desired message in the text box (see figure above for an example).

   Job seekers can access this information on the Job Order when they view the Company Profile.

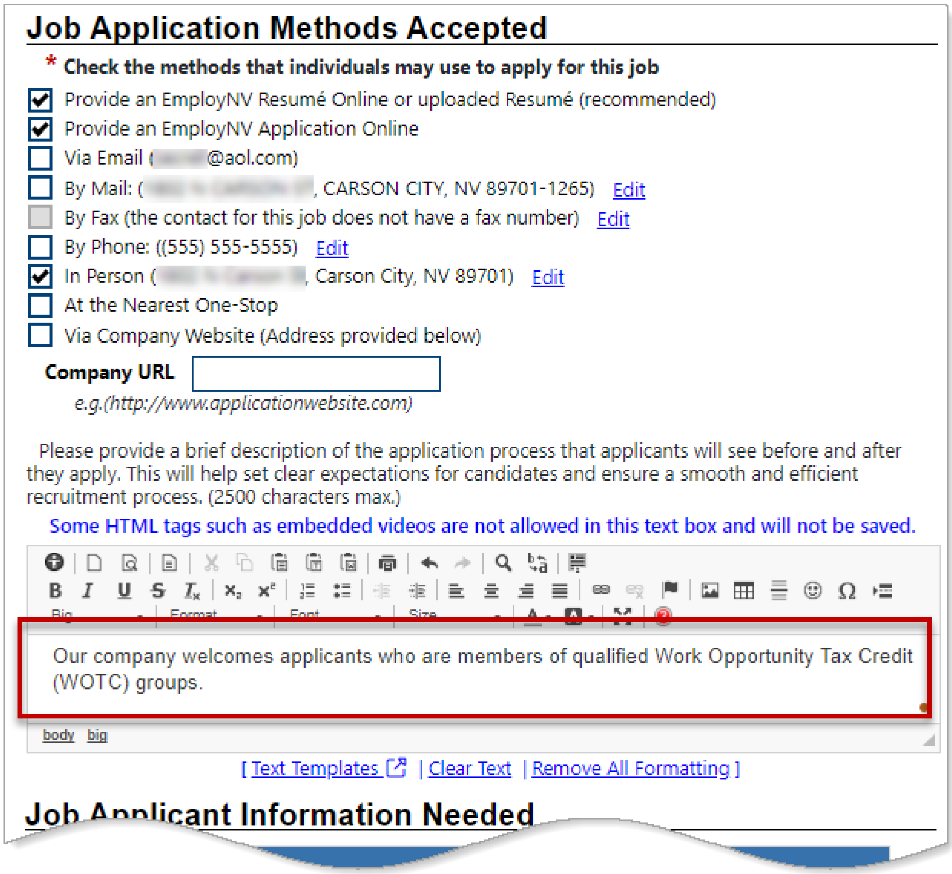
Recruiting employers can also inform applicants when they are applying for one of their jobs. When creating a job order, employers often use the Job Application Methods Accepted text field to indicate their commitment to Equal Opportunity Employment; they may also add that they welcome applicants who are eligible for WOTC. Job seekers must review this text and the valid job application methods before submitting their application.

To indicate your interest in hiring WOTC-eligible applicants in a job order:

1. From the Quick Menu group in the left navigation menu, click **Manage Jobs**. The Job Orders tab of your Job Order Plan displays.
2. Select the **Add New Job Order** button to launch the Job Order wizard.

3 Proceed through the pages and sections of the wizard to create the job order. See the topic "Creating Job Orders" in Chapter 5 – Manage Job Orders of this guide for details on this process.

4 In the Job Application Methods Accepted section, enter your desired message in the text box (see figure below).



Adding a WOTC Message to a Job Order

Completing a WOTC Application

A typical WOTC application consists of IRS Form 8850 (Pre-Screening Notice and Certification Request) and ETA Form 9061 (Individual Characteristics)—the only two forms required to complete a WOTC application. Additionally, an ETA Form 9062 (Conditional Certification) can be used to determine that a job-ready applicant is tentatively eligible as a member of a targeted group under WOTC. By completing the forms online, employers or their agents can work closely with the State Workforce Agency (SWA) to make sure the application complies with all deadlines and documentation requirements.

Note: *For agents to be able to enter WOTC applications on behalf of employers, the agent relationship must be 'Active' with the following user privileges checked: 'Create 8850 Application,' 'Create 9061 Application,' and 'Edit 9062 Employer Declarations.' Other WOTC privileges determine which WOTC actions an agent or employer contact may perform. See the topic "Setting WOTC Privileges for Contacts or Agents" in this guide for details.*

Completing IRS Form 8850

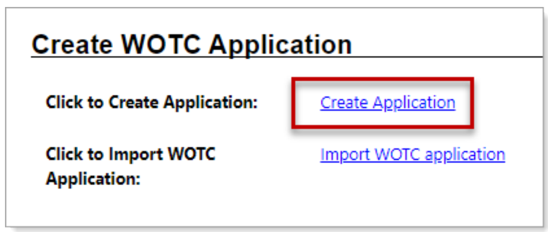
IRS Form 8850 allows employers and their agents to make a written request to their SWA to certify their new hire as a member of a WOTC target group.

Notes: ***About the 28 Day Rule:*** *For IRS Form 8850 to be considered timely, you must submit the form to the SWA within 28 calendar days after the employee's start date. The system automatically denies all WOTC applications that are not submitted within these 28 days. If the 28th day falls on a holiday or weekend, the next business day is considered the 28th day.*

Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.

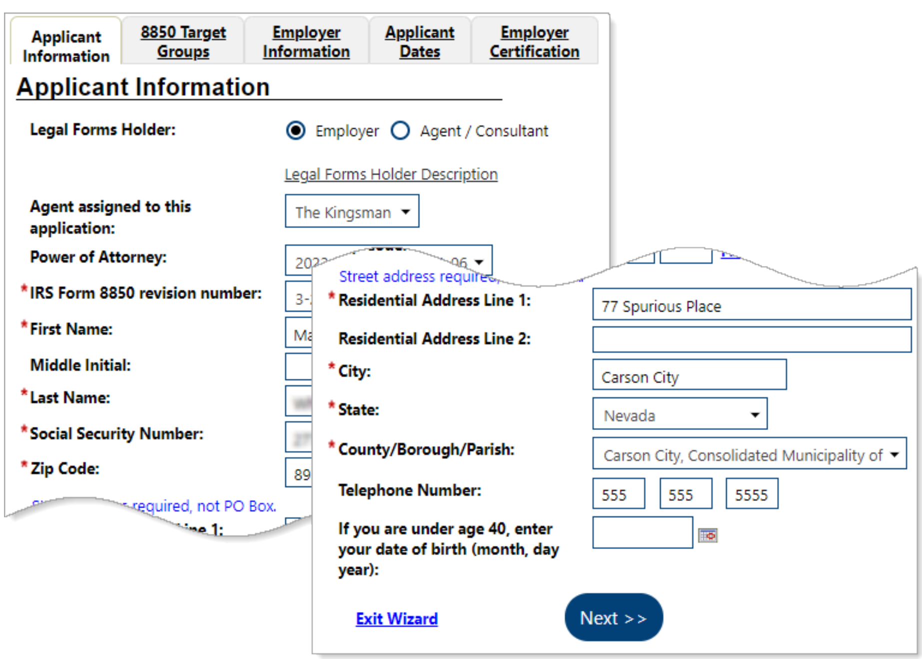
▶ To initiate a WOTC application with IRS Form 8850:

1. From the Quick Menu group in the left navigation menu, click **Agent** or **Employer Portfolio ▸ WOTC Applications**.



Create WOTC Application Section

2. For agents representing more than one employer, select the employer from the drop-down list.
3. Click the Create Application link in the Create WOTC Application section at the top of the WOTC Application Search page (see figure above). A wizard consisting of several tabs allows you to complete IRS Form 8850 (see figure below).



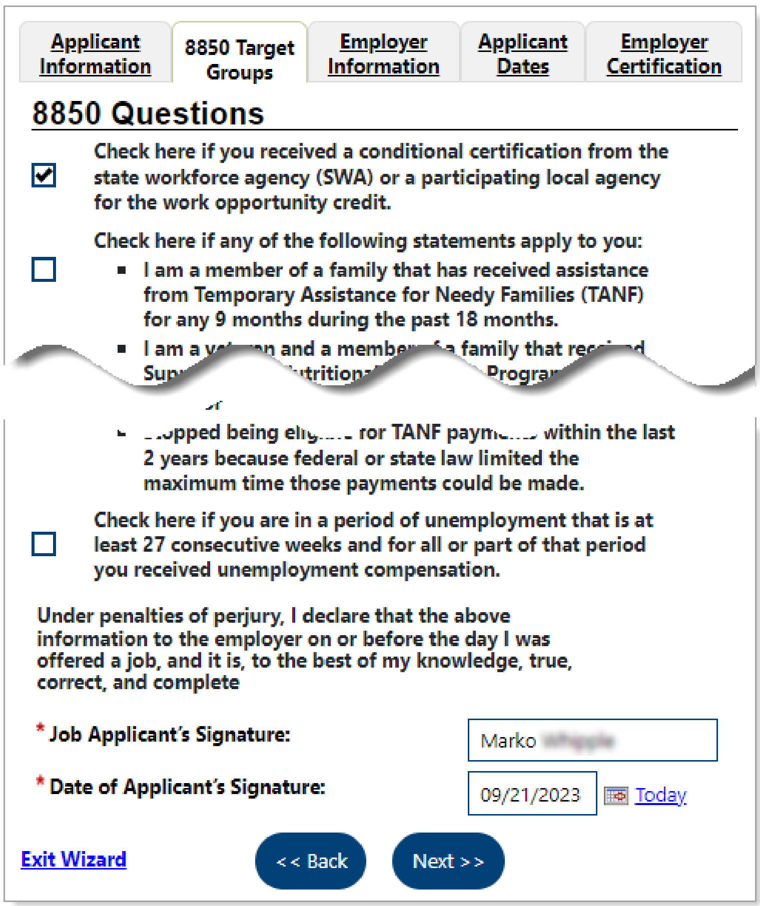
Application Information Tab

4 If there is an agent-employer relationship, review those fields and make any changes, if needed. The **Power of Attorney** drop-down list is pre-populated with any existing Power of Attorney documents for this relationship.

a. The agent must select the POA where the job applicant's start date falls within its range. If there is no valid POA in the system, the agent cannot create the application until they have added the POA.

b. The **IRS Form 8850 revision number** drop-down list displays the most current form revision number as the default. If you change to a different form revision, the WOTC target group questions adjust accordingly on the next tab.

5 Complete the remaining fields for the applicant's personal information, and then click **Next** to continue to the 8850 Target Groups tab (see figure below).

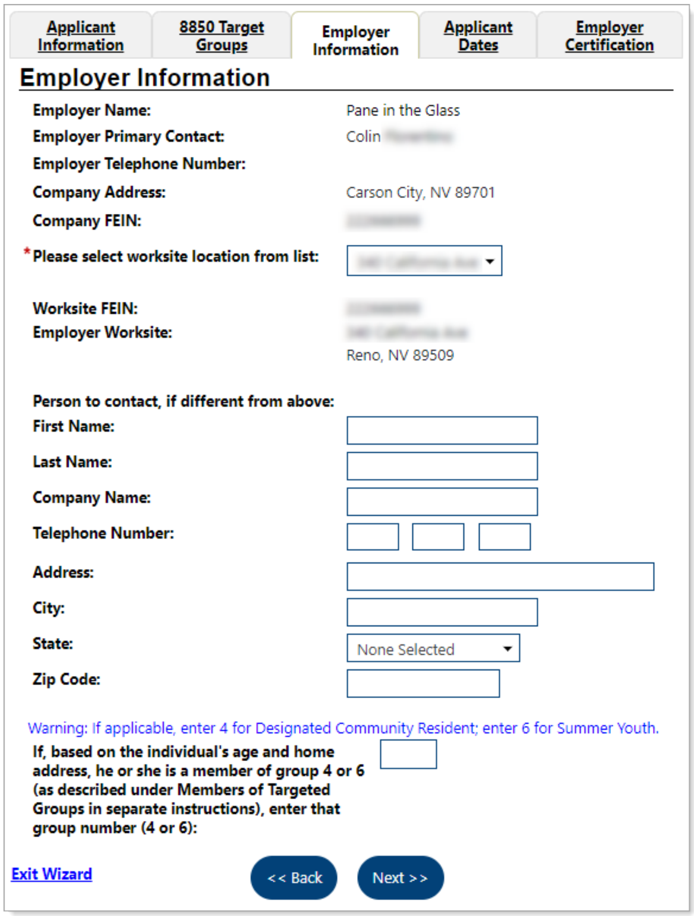


Completing the Form 8850 Tab and Entering Job Applicant Signature

6 If the applicant received a conditional certification from a participating agency, such as an SWA, a Vocational Rehabilitation agency, a One-Stop Career Center, or an Employment Network for the Ticket to Work program, check the conditional certification box (see figure above).

7 Check the boxes to select the applicable target group(s) for the new hire.

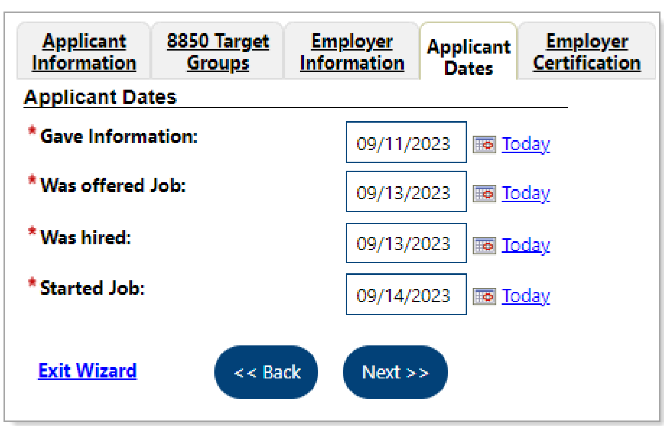
8 Enter the **Applicant's Signature** and date it was obtained, and then click **Next** to continue to the Employer Information tab (see figure below).



Employer Information Tab

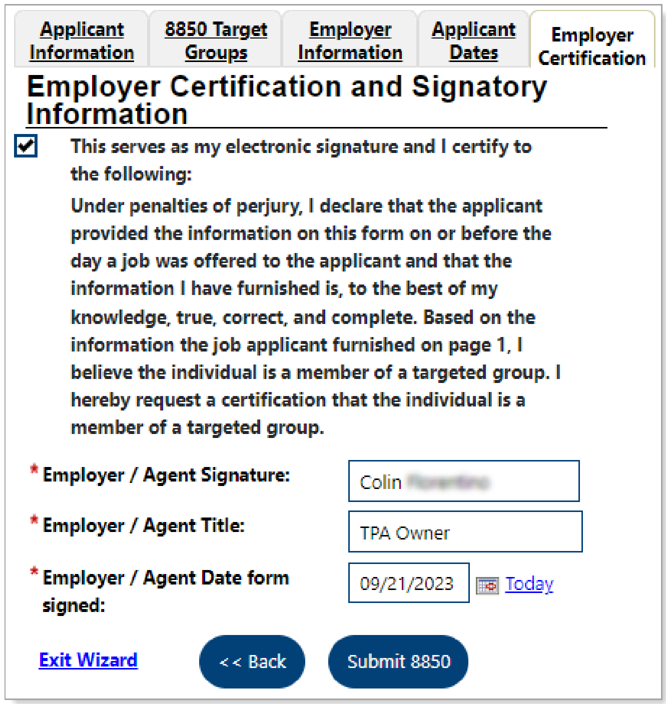
The Employer Information tab automatically displays your employer information; if an agent is associated with the employer, the agent's information displays in the Person to contact section.

9 Select the applicant's worksite location from the drop-down list, and then click **Next** to continue to the Applicant Dates tab (see figure below).



Applicant Dates Tab

10 Enter all key dates for the application, and then click **Next** to continue to the Employer Certification tab, which concludes the first part of the tax credit application (see figure below).



Employer Certification Tab

11 Check the electronic signature box, enter your name as your **Signature**, your **Title**, and the **Date** you signed the form, and then click the **Submit 8850** button.

12 Click **OK** to confirm submission. The ETA 9061 Form wizard begins. You can continue with filling in that form or complete it later. See the topic "Completing ETA Form 9061" below for details.

Completing ETA Form 9061

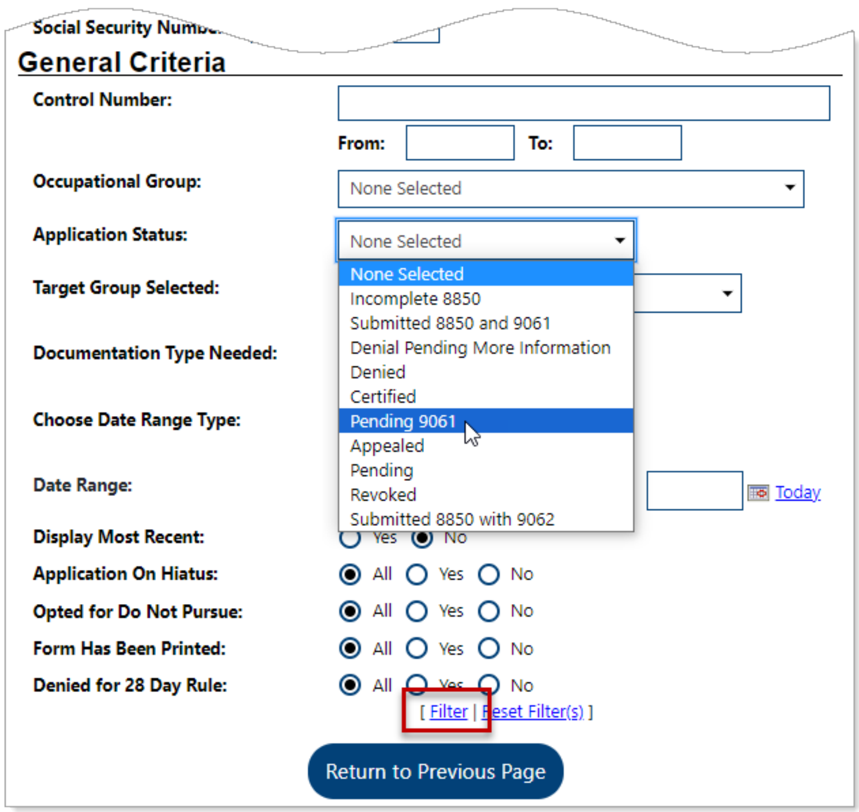
To complete a WOTC application, employers or their agents complete the ETA Form 9061, known as the "Individual Characteristics" form. Here you provide more details about the job and provide documentation of eligibility for a WOTC target group using a multi-tabbed wizard.

Notes: *When you submit the 8850 form, the ETA Form 9061 wizard starts automatically. If you opted to complete the 9061 form later, follow this procedure to find it in the system.*

Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.

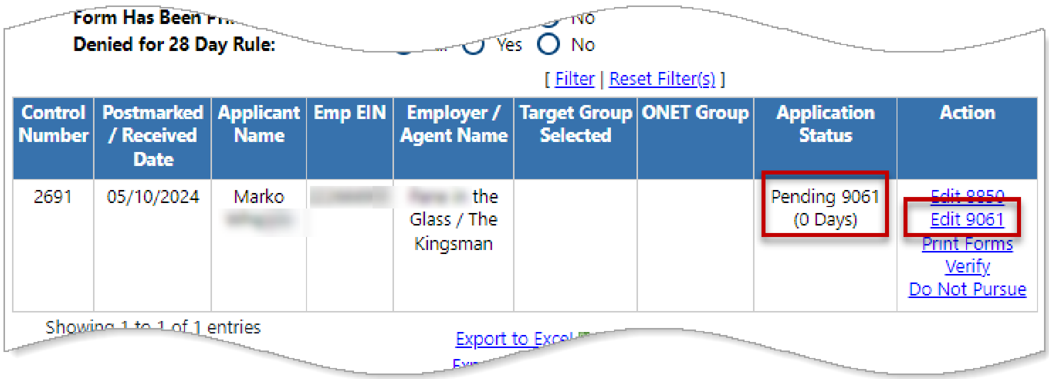
▶ **To complete ETA Form 9061:**

1. From the Quick Menu group in the left navigation menu, click **Agent** or **Employer Portfolio ▸ WOTC Applications**. The WOTC Application Search page displays (see figure below).



WOTC Application Search Page – General Criteria Section

2 To display a list of WOTC applications, enter filter criteria, and then click the Filter link. For example, you may select applications that are '*Pending 9061*' status from the **Application Status** drop-down list (see figure above). A list of matching applications displays (see figure below).

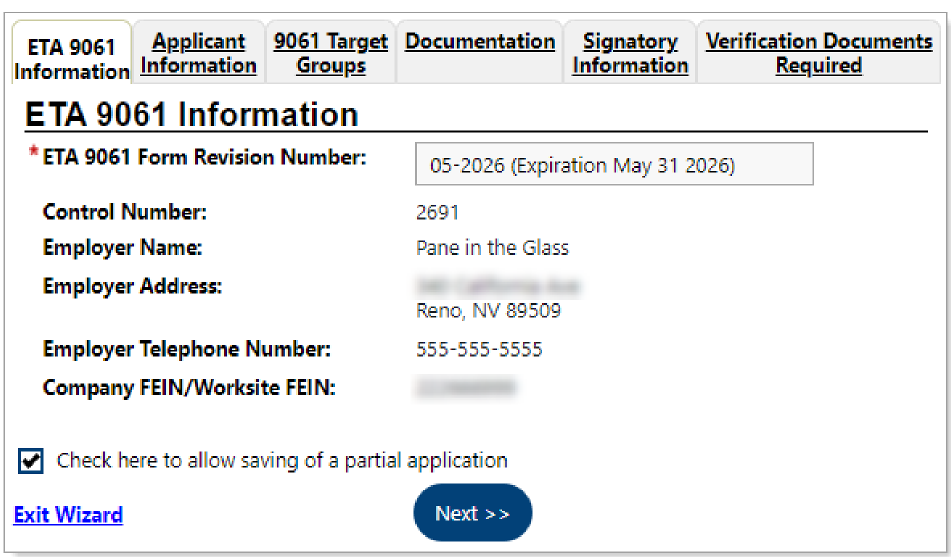


Showing Pending 9061 Forms for WOTC Applications

3 Identify the desired job applicant and click the Edit 9061 link in the Action column (see figure above). The ETA Form 9061 wizard opens on the ETA 9061 Information tab, which displays basic information, including the Form Revision Number (see figure below).

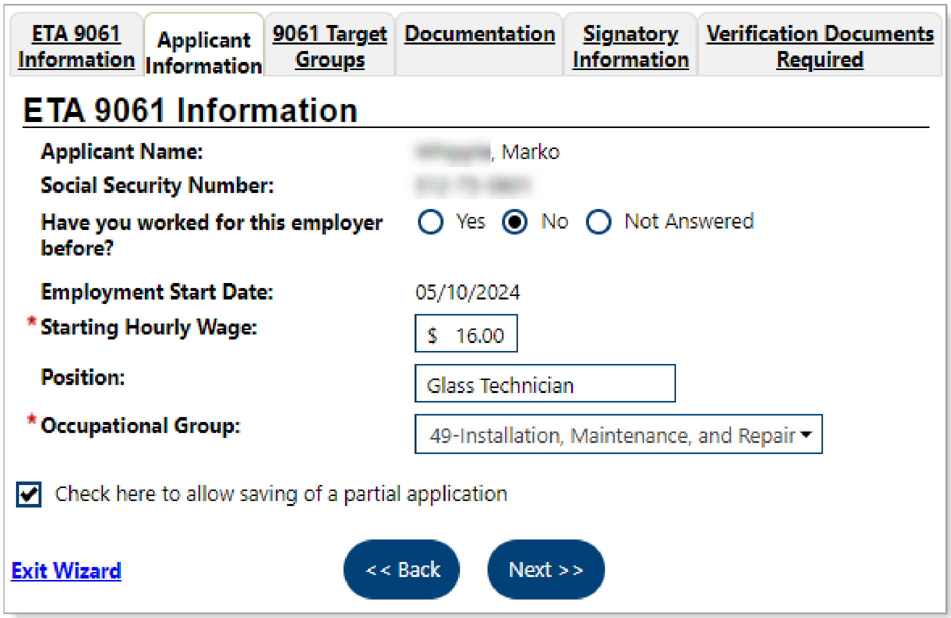
Notes: *For agents, if a 'Pending 9061' includes a POA whose dates are outside the time frame for this application, a message indicates that you must upload a new POA before you can complete the pending 9061 form.*

The ETA 9061 has various revision numbers that correspond to variations in the questions and wording of the eligible target groups. When printing the ETA 9061, the verbiage supports the specified revision number. The most current form revision number always displays as the first selection in the drop-down list and in some systems, the field may be display-only, as shown in figure below.



ETA 9061 Information Tab

4 Click **Next** to continue to the Applicant Information tab, which displays applicant information collected from IRS Form 8850 (see figure below).



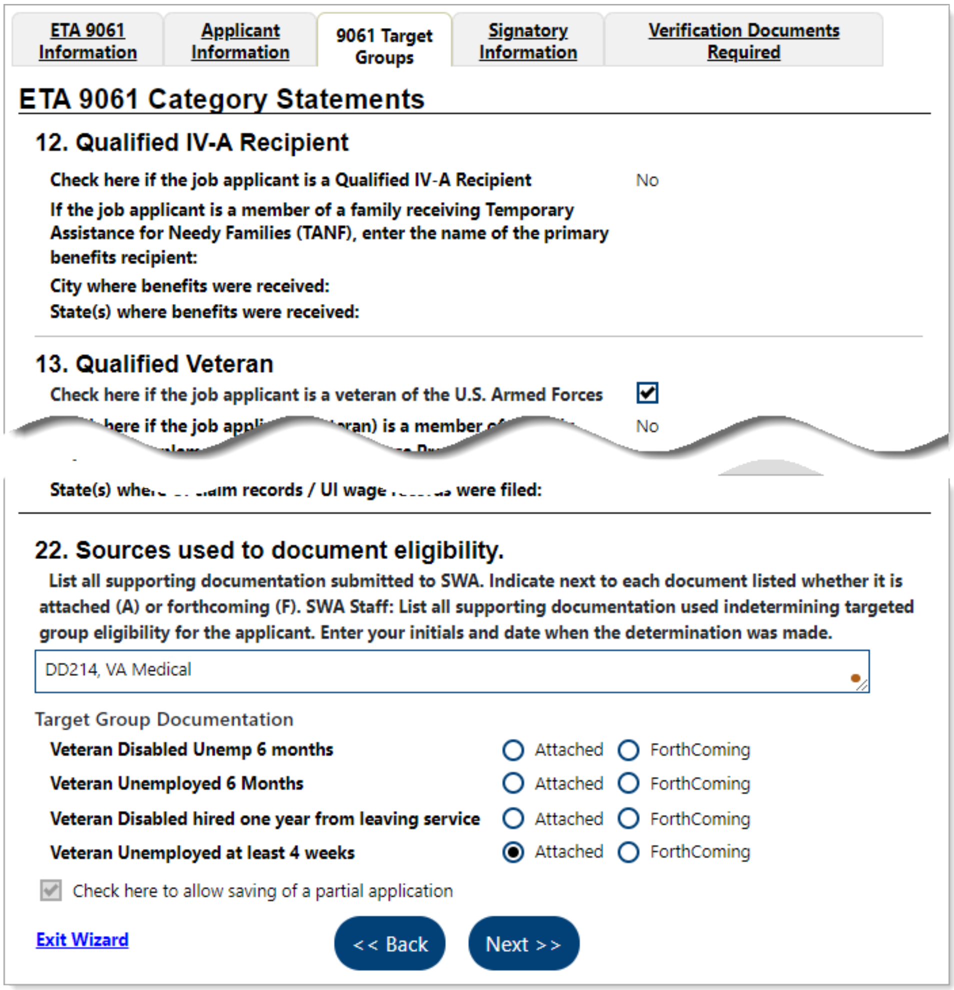
Applicant Information Tab

5 Indicate if the applicant has **worked for this employer before**.

6 Enter their **Starting Hourly Wage** and **Position** title.

7 Select the applicable **Occupational Group** from the drop-down list.

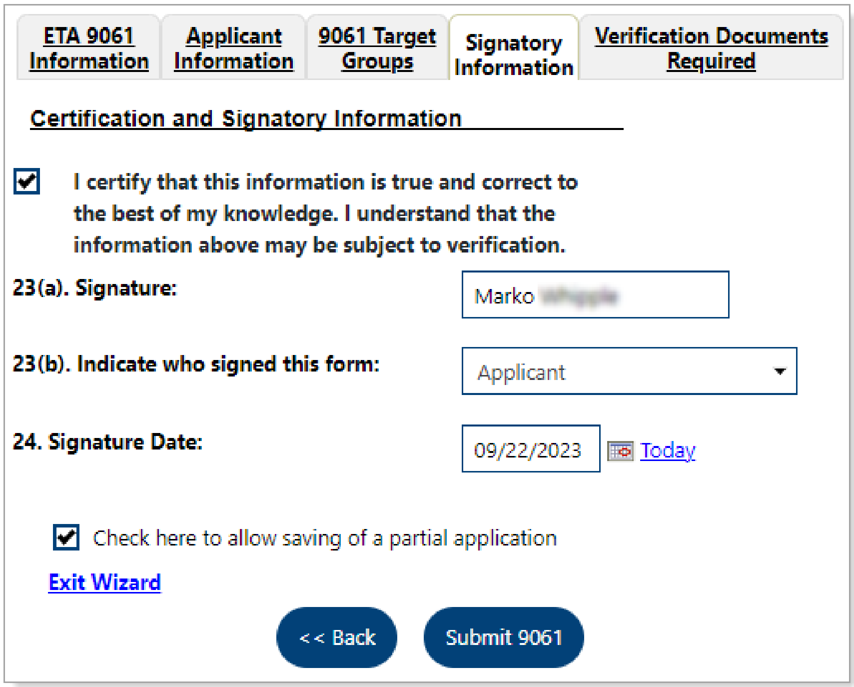
8 Click **Next** to continue to the 9061 Target Groups tab, which displays the ETA Form 9061 questions that allow the applicant to qualify under a WOTC target group (see figure below).



9061 Target Groups Tab

9 Answer all questions as applicable, and you must select at least one target group.

10 Click **Next** to continue to Signatory Information tab (see figure below).

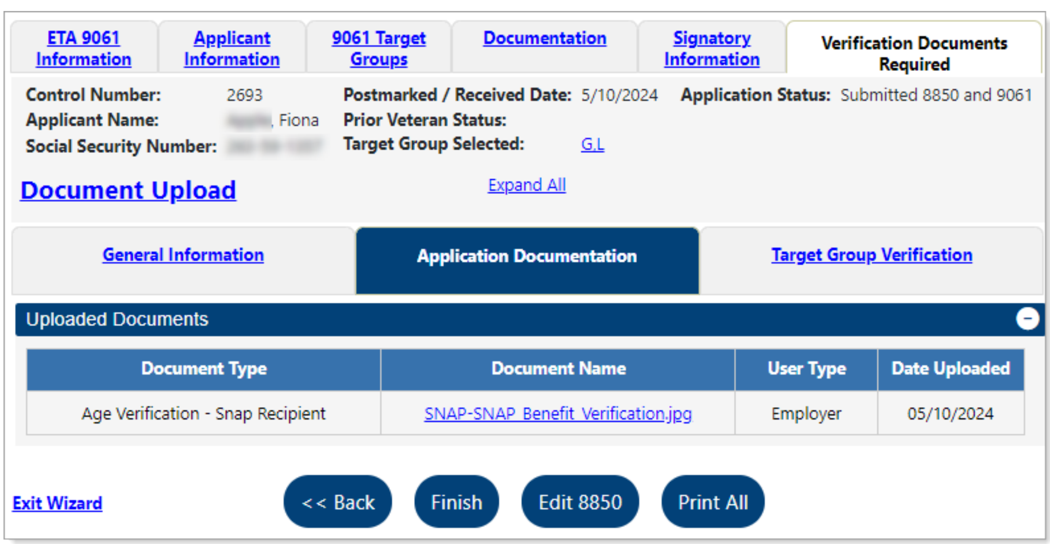


Signatory Information Tab

11 Check the certification box, enter the name of the Signatory, select their identity from the drop-down list, and enter the date it was signed.

12 Click the **Submit 9061** button. The form is saved and the Verification Documents Required tab displays (see figure below).

Note: *If the applicant is a member of the Long-Term Unemployment target group, an additional tab with an ETA 9175 Self-Attestation form is displayed. See the topic "Completing ETA Form 9175" in this guide for details.*



Verification Documents Required Tab

This tab displays the Applicant Information as read-only in the top panel for reference. The Document Upload link allows you to upload documents required to verify the target group(s) you selected on the application. Uploaded documents are accessed on the Application Documentation subtab under the Uploaded Documents panel. See the topic "Uploading WOTC Verification Documents" in this guide for details.

13 To print or download a PDF version of the entire application, click the **Print All** button.

14 To update the application, click the **Edit 8850** button.

15 To submit the application, click the **Finish** button. The WOTC Application Search page redisplays.

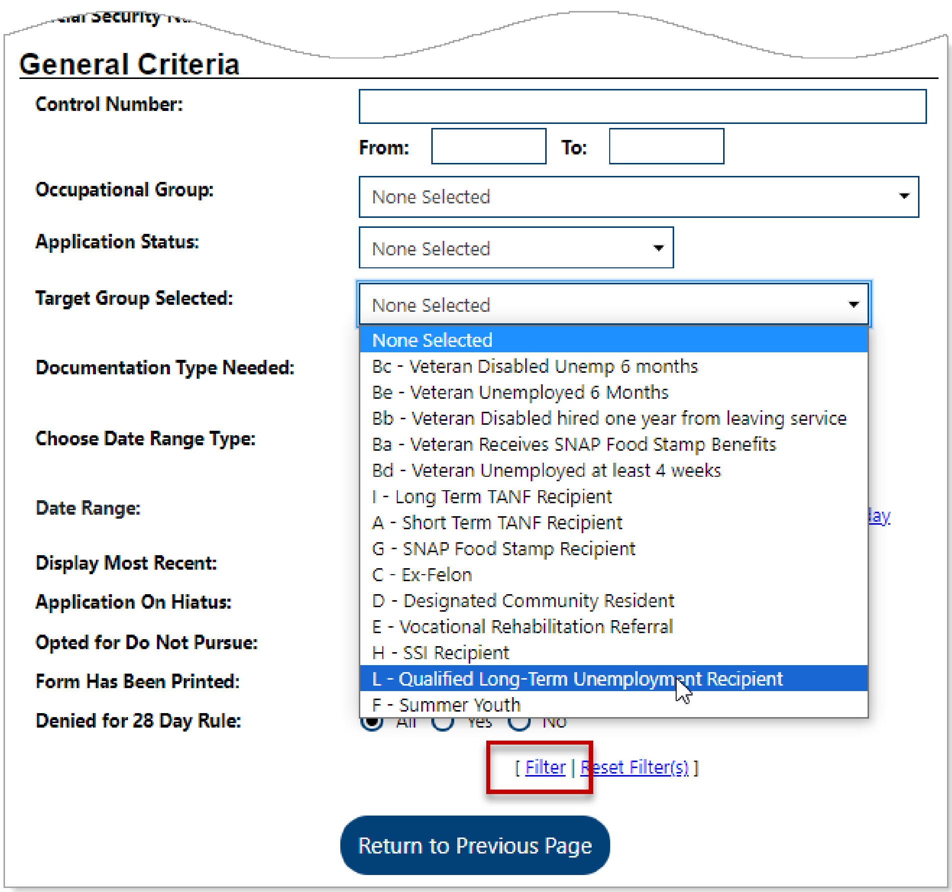
Completing ETA Form 9175

ETA Form 9175 is a Self-Attestation Form (SAF) completed by job applicants of the Long-Term Unemployment Recipient target group only and presents a signed declaration as to their unemployment history. Employers or their agents submit the completed SAF along with IRS Form 8850, or if filed separately, with ETA Form 9061/9062, to the SWA in which your business is located for each certification request.

Note: *Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

▶ **To complete ETA Form 9175:**

1 From the Quick Menu group in the left navigation menu, click Agent or Employer **Portfolio ▸ WOTC Applications**. The WOTC Application Search page displays (see figure below).



WOTC Application Search Page – General Criteria Section

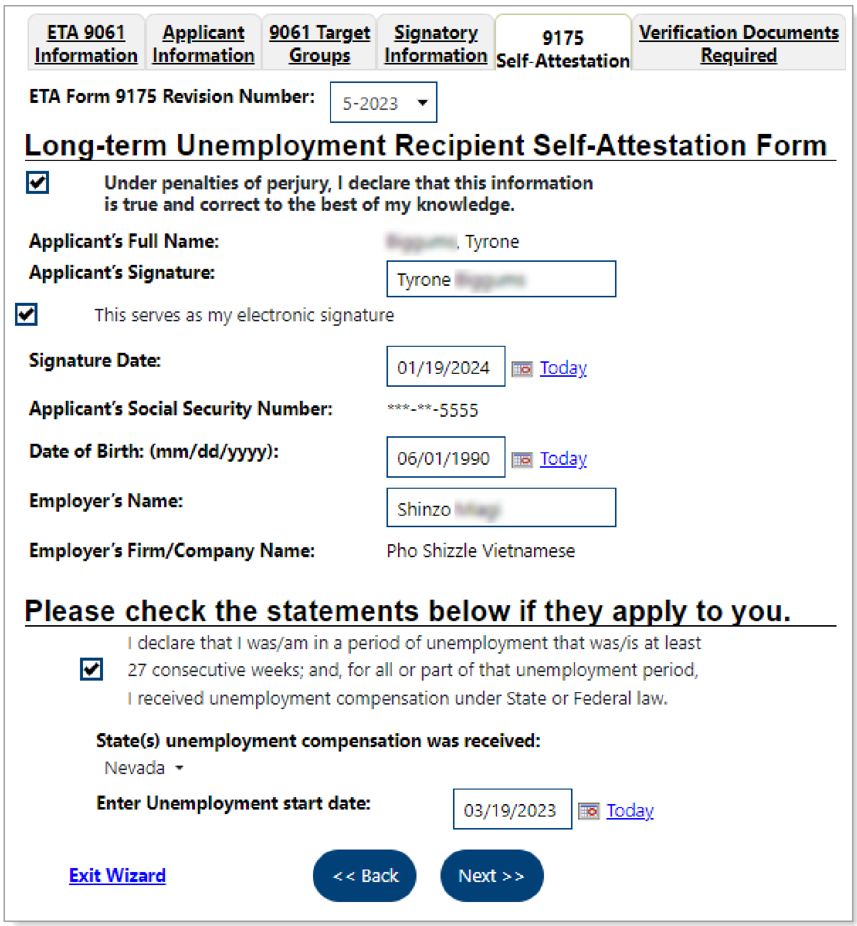
2 Select the *Qualified Long-Term Unemployment Recipient* target group from the **Target Group Selected** drop-down list and click the Filter link (see figure above).

3 In the search results, click the Edit 9175 link in the Action column for the desired WOTC application (see figure below).

Control Number	Postmarked / Received Date	Applicant Name	Emp EIN	Employer / Agent Name	Target Group Selected	ONET Group	Application Status	Action
2625	01/19/2024	Tyrone		Pho Shizzle Vietnamese	Be,Ba,Bd,G,L,	Food Preparation and Serving Related Occupations	Submitted 8850 and 9061 (9 Days)	Edit 8850 Edit 9061 Edit 9175 Print Forms Verify Do Not Pursue

General Criteria Search Results – Edit 9175 Link

4 The ETA 9061 Form wizard displays on the 9175 Self-Attestation tab (see figure below). Enter the information in the fields as required.



ETA 9061 Form Wizard – 9175 Self-Attestation Tab

5 Click the **Next** button. The form is saved and the Verification Documents Required tab displays. See the topic "Uploading WOTC Verification Documents" in this guide for details.

Completing ETA Form 9062

When a state workforce agency (SWA) or participating agency determines that a job-ready applicant is tentatively eligible as a member of a targeted group under WOTC, the agency uses the required WOTC ETA Form 9062 Conditional Certification to show that eligibility pre-determination was made for the applicant. The applicant provides this certification to you as an additional incentive for hiring.

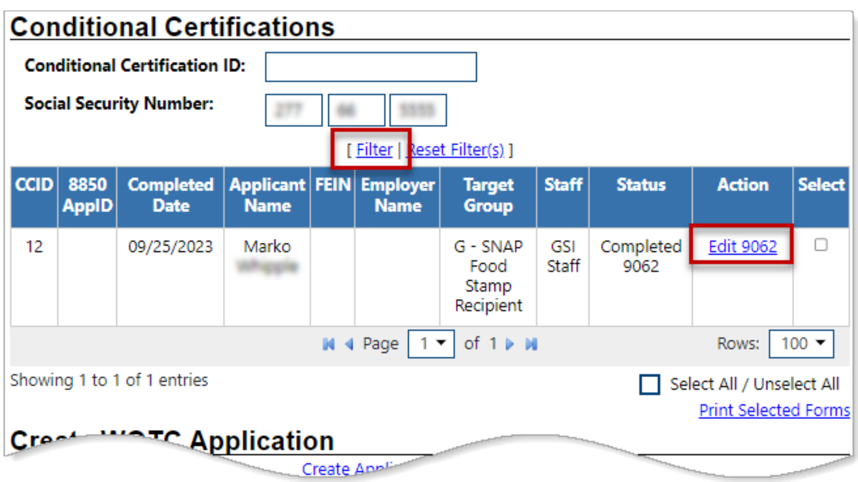
Note: *The Conditional Certification serves as an official record of the pre-certification, alerts prospective employers to the availability of the tax credit if the applicant is hired, and provides a means for employers to request a WOTC Employer Certification for the applicant.*

After SWA staff originate the ETA Form 9062, employers complete the final Employer Declaration tab, sign, and submit it together with IRS Form 8850 to the SWA in which your business is located. If all statutory targeted group eligibility and timely filing requirements are met for your certification request, the SWA issues an Employer Certification to you.

Note: *Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

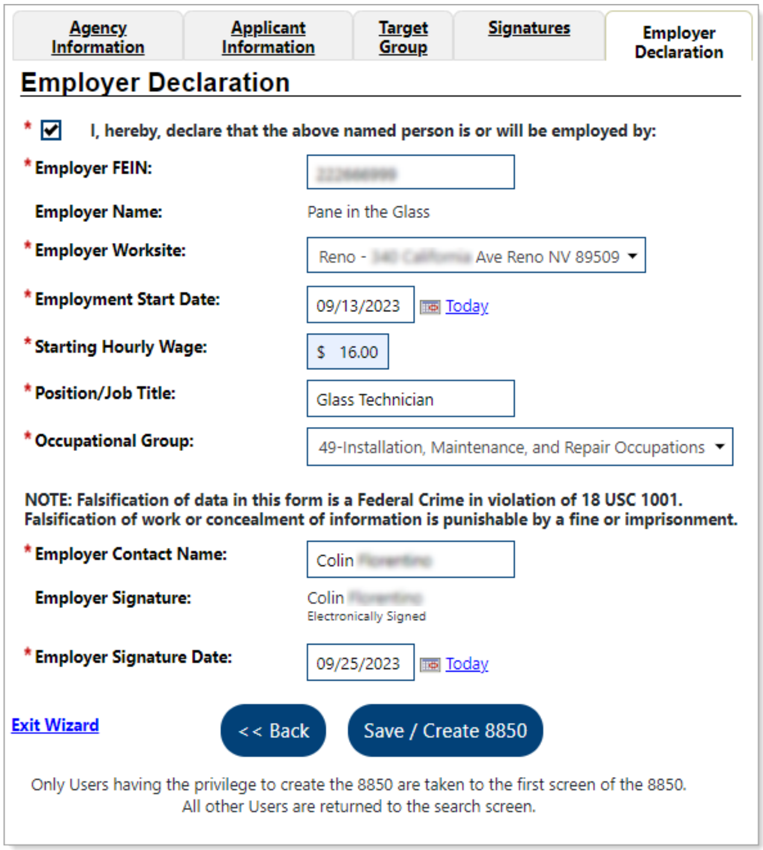
To complete ETA Form 9062:

1. From your employer portfolio, select the WOTC Applications link.
2. The Search page displays with the Conditional Certifications panel displaying above the Create WOTC Application panel.
3. Enter the applicant's **Conditional Certification ID** or **Social Security Number** and select the Filter link. The ETA Form 9062 is displayed underneath (see figure below).



Conditional Certifications Search Results

4 Select the Edit 9062 link in the Action column. The ETA Form 9062 wizard opens on the Employer Declaration tab (see figure below).



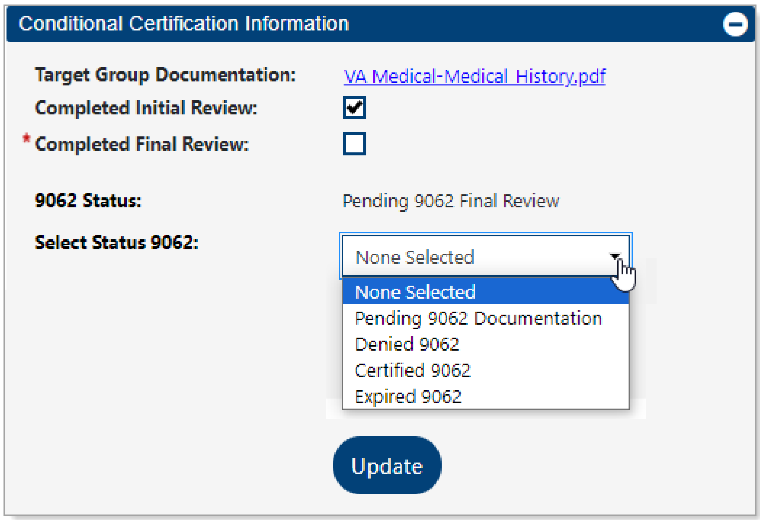
ETA Form 9062 Wizard – Employer Declaration Tab

5 Enter the information as required:

- **Checkbox** – Required to confirm the individual named on the form has been hired by this employer.
- **Employer FEIN** – The employer's auto-populated tax identification number.
- **Employer Name** – Read-only and auto-populates based on the FEIN.
- **Employer Worksite** – Required drop-down list selection of the individual's worksite location, populates automatically based on the FEIN.
- **Employment Start Date** – Required start date of the individual and must NOT be a future date.
- **Starting Hourly Wage** – Required starting hourly wage of the individual, numeric entry.
- **Position/Job Title** – Required job title of the individual, text entry.
- **Occupational Group** – Required selection of the occupational group the individual's position is categorized.
- **Employer Contact Name –** Authorized Employer or Agent completing the form.
- **Employer Signature –** Auto-populates based on the contact name entered.
- **Employer Signature Date** – Date the form was completed.

6 Click **Save/Create 8850**. The system navigates to the first page of the IRS Form 8850 wizard. Information from the conditional certification is automatically populated on the 8850 Target Groups tab. See the topic "Completing IRS Form 8850" in this guide for additional information.

- At this point, IRS Form 8850 is now ready for WOTC staff to complete the process. Note that there is a new panel for Conditional Certification on the Application Documentation subtab of the Verification Documents Required tab (see figure below).



Application Documentation – Conditional Certification Information Panel

- **Target Group Documentation** – this displays the uploaded documents from the conditional certification target group tab.
- **Completed Initial Review** – This is checked if, upon creation of the conditional certification, SWA staff can opt to perform an initial review.
- **Completed Final Review** – Must be checked before status of the 9062 is updated to *'Certified.'*
- **9062 Status** – This field is read-only and displays information based on where the conditional certification is in the application process. Since the **IRS Form 8850** has been submitted, the status displays *'Pending 9062 Final Review.'* WOTC Staff reviews the documentation, and if able to certify for the selected target group selects *'Certified 9062,'* or other applicable status. If *'Certified 9062,'* the ETA Form 9063 is automatically completed.
- **Select Status 9062** – If *'Denied 9062'* is selected and **Update** is clicked, the system navigates staff to the ETA Form 9061 so that staff may continue to process the application for other target groups as selected on the IRS Form 8850.
- **Update button** – Required to update the status of the ETA Form 9062. This button is associated to the conditional certification only. It does not affect the status of the WOTC application.

***Note**: The conditional certification is automatically associated with the IRS Form 8850 control number as soon as the IRS Form 8850 is created. Certifications coming from a conditional certification are counted on the Federal Report 9058 when the status of the conditional certifications is 'Certified 9062.' If the conditional certification is 'Denied 9062,' while it can still certify for another target group, it does not count on the Federal Report 9058 as originating from a conditional certification, only as a target group certification like other control numbers.*

Importing WOTC Applications

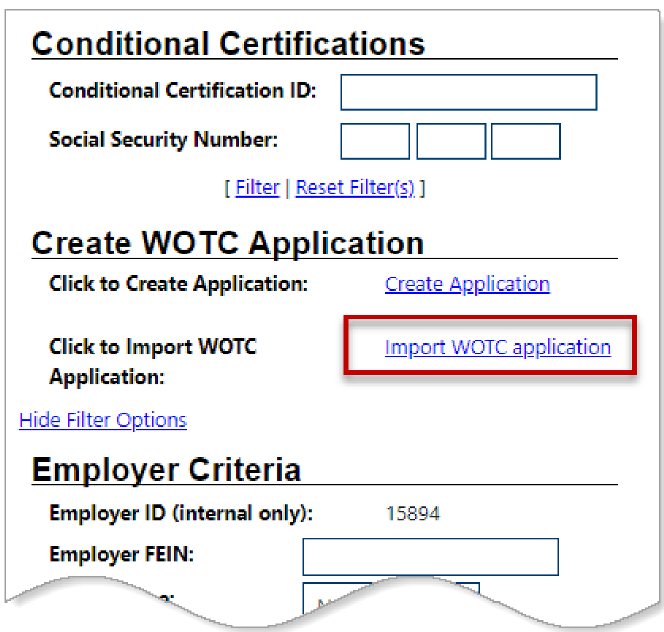
As an employer, you can import WOTC applications for individuals as a batch process via an Excel spreadsheet. This is done in the same spreadsheet for multiple employers that you represent, and all employers identified for WOTC applications of individuals are currently active employers with approved POAs.

As a WOTC agent, you can perform this WOTC application import via an Import WOTC Application link either on the bottom of the Representing Employers tab, or from a link on the WOTC Applications Search page (see figure below).

***Note:** Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

To import WOTC applications:

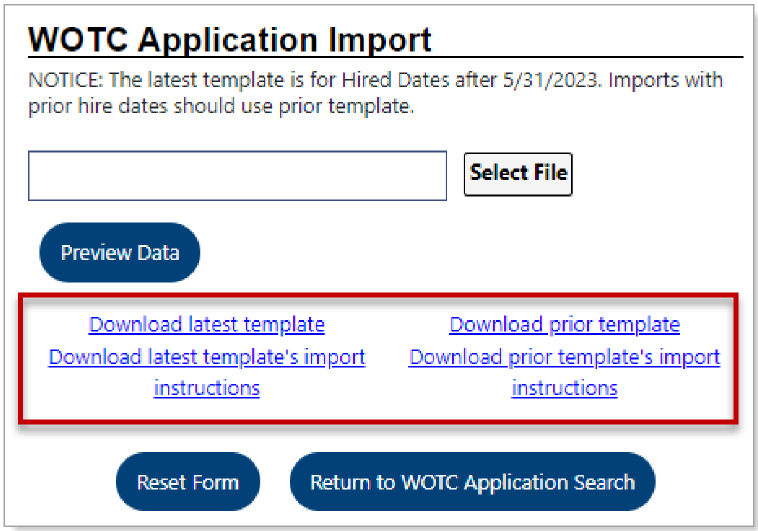
1. From the Quick Menu group of the left navigation menu, select **Employer Portfolio**.
2. Select the WOTC Applications link in the Work Opportunity Tax Credit Folder to display the WOTC Application Search page (see figure below).



WOTC Application Search Page

3 Select the Import WOTC Application link (see figure above).

The WOTC Application Import page displays (see figure below).



WOTC Application Import Page

- To view the instructions for uploading applications, click one of the Download template instructions link (see figure above). The instructions and template used depend on the hire date for the job applicants. The most recent template is for hire dates after 5/31/2023. Imports with prior hire dates use the prior template. A PDF version opens in a separate browser tab, which you can save to your computer or print. The document includes examples of error messages and required and optional fields.
- To save a blank spreadsheet to your computer and begin entering information for individuals' applications, click the Download latest template or Download prior template link.

  a. Save the file to a desired location.

  b. Using the Download Instructions, fill in the Excel spreadsheet for each application to be uploaded. Be sure to fill in all required fields shown in red in the heading row.

  ***Tip**: When uploading many applications, sort the rows by FEID/FEIN in Excel to speed up processing, as the system parses data by that field.*

4 To upload a completed spreadsheet of application information:

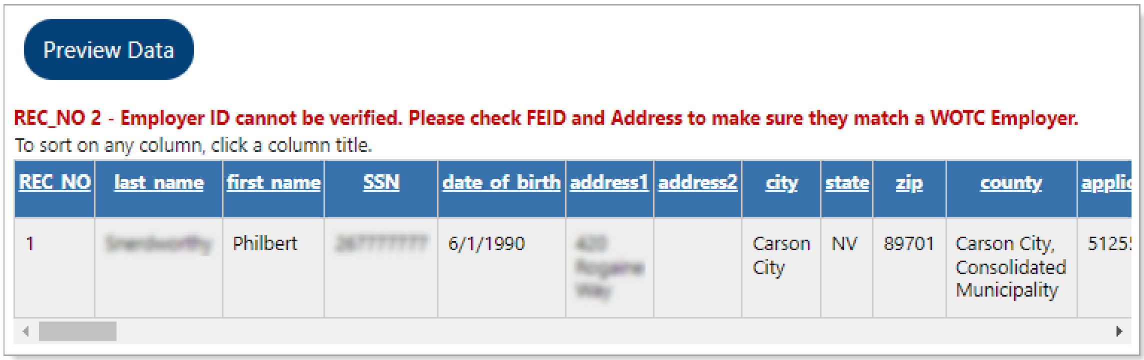
a. Click the **Select File** button.

b. Select the appropriate Excel file from the displayed dialog box.

5 Click the **Preview Data** button to check the format. The data is validated and then displayed in a table for you to verify as accurate.

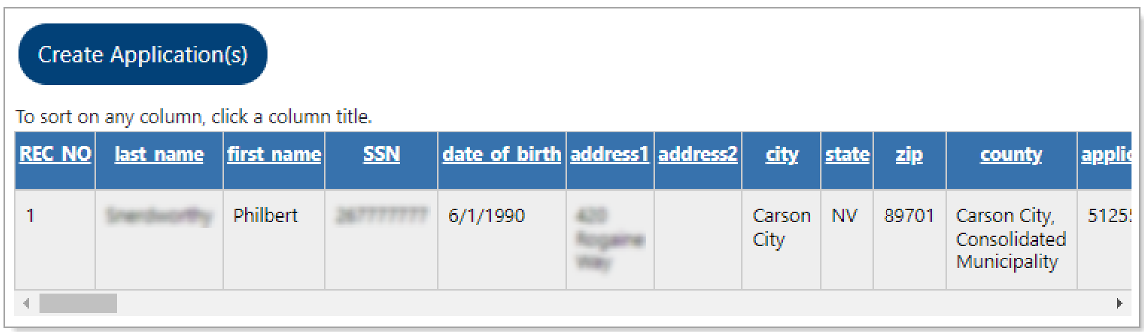
a. If any information is incorrect, red error messages display, identifying the incorrect entries (see figure below). Use the horizontal scroll bar to see all columns for a row.

b. Make the changes to the Excel spreadsheet and re-upload the file.



Incorrect Data Messages and Entries for Application Preview

c. When the information is correct, The **Preview Data** button turns into **Create Application(s)** (see figure below).



Correct Imported Application Data

The system generates the applications and places them in *'Submitted 8850/9061,'* status 2. After the applications successfully import, the system displays the WOTC Application Search page.

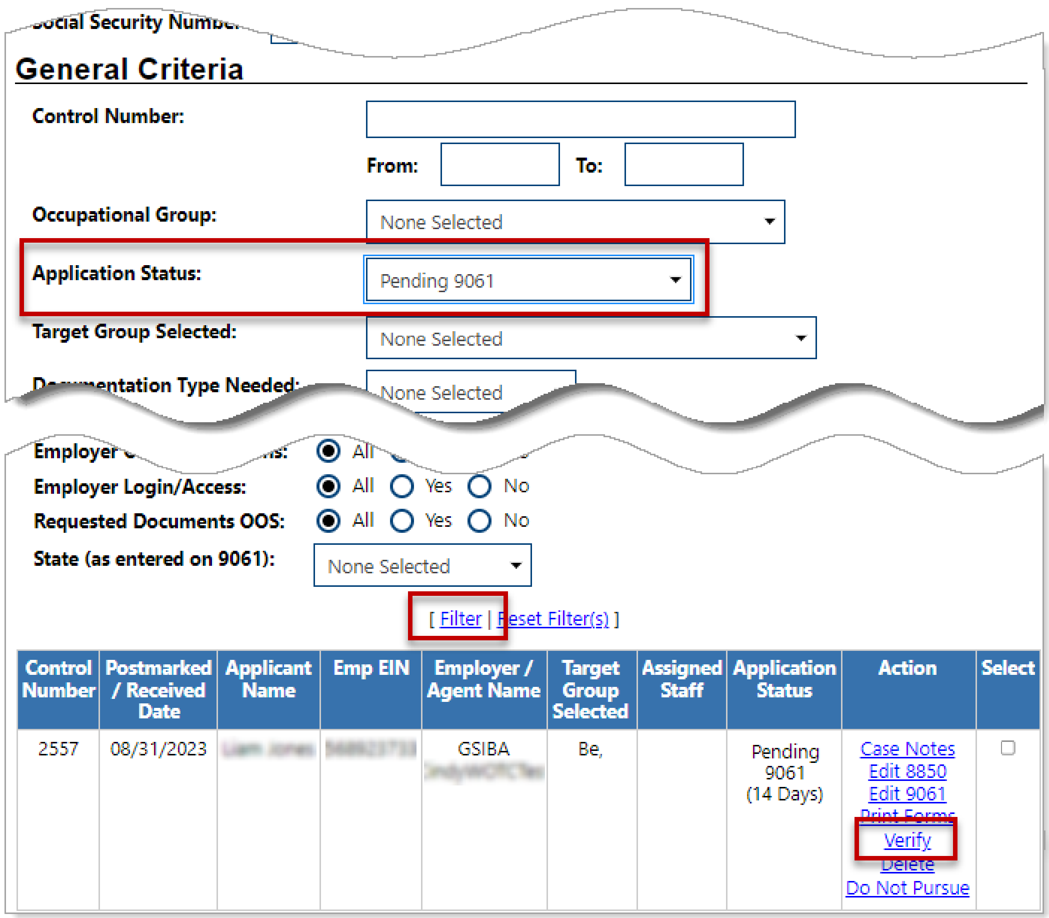
Uploading WOTC Verification Documents

The Verification Documents Required tab of the ETA Form 9061 wizard allows you or your agents to upload the actual documents used for verification at any time. By attaching the document in context of the WOTC application, SWA staff can easily access the document when reviewing the application. ETA Form 9061 specifies the types of documentary evidence that substantiates WOTC eligibility under the various target groups.

Note: *Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

To upload verification documents for an applicant:

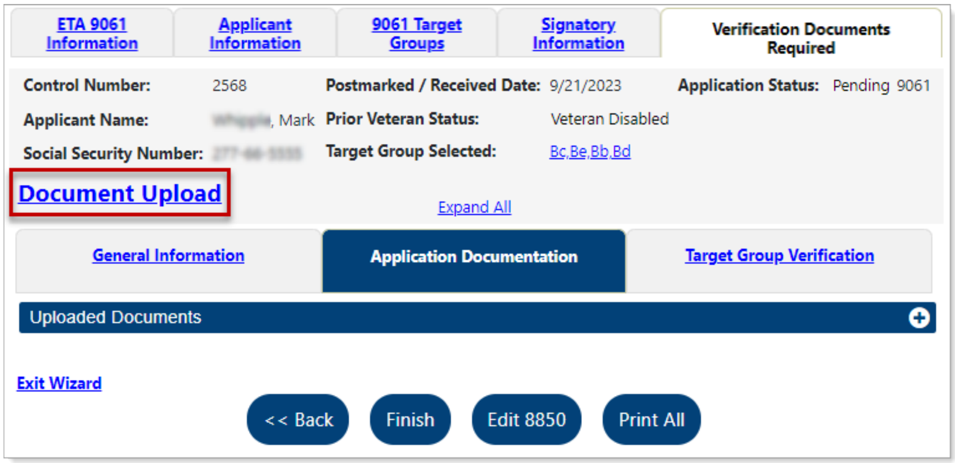
1 From the Quick Menu group in the left navigation menu, click **Agent** or **Employer Portfolio ▸ WOTC Applications**. The WOTC Application Search page displays (see figure below).



Selecting an Application to Upload Verification Documents

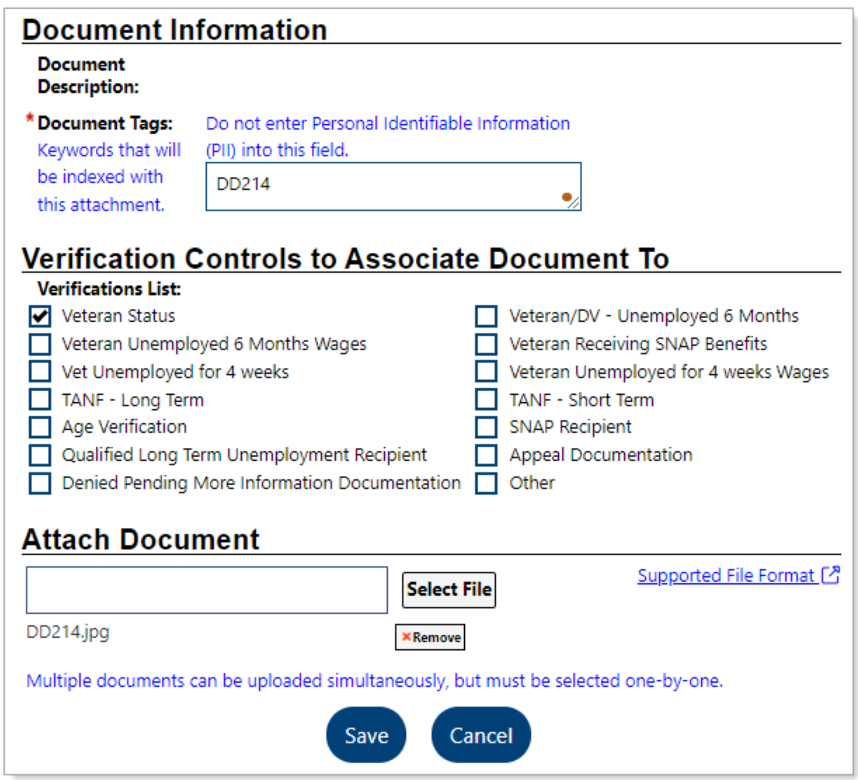
2 In the Individual Criteria section, enter the applicant's name or SSN, or select an **Application Status** in the General Criteria section, and then click the Filter link (see figure above).

3 Identify the desired job applicant in the search results and click the Verify link in the Action column (see figure above) to go directly to the Verification Documents Required tab (see figure below).



Verification Documents Required Tab

4 Click the Document Upload link. The Document Upload window opens (see figure below).



Document Upload Window with Associated Target Groups

5 In the Document Information section, enter **Document Tags** keywords designated by your state to facilitate indexing.

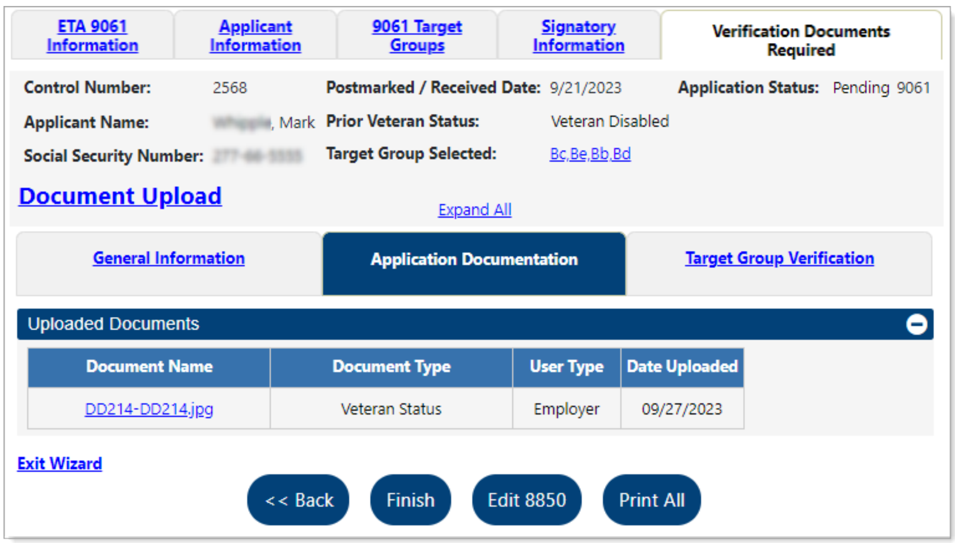
6 In the Verification Controls to Associate Document To section, check the **Associated WOTC Target Groups** that the uploaded document supports.

7 In the Attach Document section, click the **Browse** button (or **Select File** button if using a Chrome browser).

a. To ensure that your document meets the requirements for upload, select the Supported File Format link to see a list of compatible file types.

b. Select the document from your file directory. The document file name displays below the field.

8 Click the **Save** button. The Verification Documents Required tab redisplays with the document listed under the Application Documentation subtab Uploaded Documents panel (see figure below).



Verification Documents Required Tab – Application Documentation Subtab – Uploaded Documents Panel

9 To view, download, or modify the document parameters, click on the link in the Document Name column.

***Note**:   Once the Verification Controls are associated to the document, they cannot be modified.*

Reviewing WOTC Application Status

The SWA issues a final determination for each WOTC application submitted. In some cases, the SWA may request additional information or documentation from the employer. In all cases, employers and their agents learn of any special requests or determinations through the message center and email account of the legal forms holder. The system sends the notification to the employer unless they have an active relationship with an agent, in which case the notification can be sent to the agent.

Note: *Based on your state programs and site configuration, the page and field labels, along with fields presented, may differ from what is shown in this procedure.*

To check for messages concerning WOTC applications:

- From the Other Services group in the left navigation menu, click **Communication Center ▸ Message Center**. The Messages tab displays (see figure below). You can also access this tab from the My Messages widget on your dashboard.

Viewed Status	Attachments	From	Subject	Msg Date	Select
		POSTMASTER	WOTC 9061 Application Signatory ID Required	09/26/2023 09:11 AM	
		POSTMASTER	Program Change Notification - Staff Review	09/26/2023 09:09 AM	
		POSTMASTER	WOTC Application Certified	09/20/2023 10:28 AM	
		POSTMASTER	WOTC application request for information	09/20/2023 10:26 AM	
		POSTMASTER	WOTC application Denied	09/18/2023 11:43 AM	

Message Center – WOTC Application System Notifications

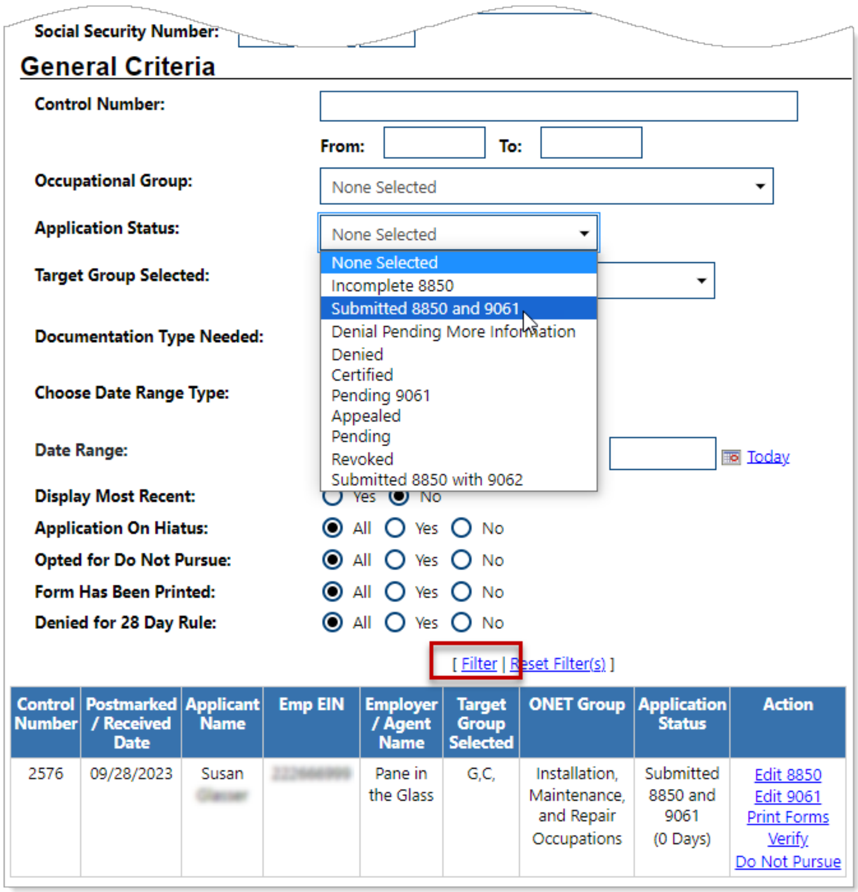
All message alerts specify any required action and clearly reference the specific WOTC application. Examples of WOTC message alerts sent to employers or agents include the following:

- Notice of incomplete application (e.g., Form 9061 is missing the certification signature or the applicant's date of birth)
- Request for more information where SWA staff clearly specify the missing information or documents
- Notice of denial of a WOTC application in which SWA staff provide a clear explanation
- Notice of approval of a WOTC application in which SWA staff specify the WOTC target group used to meet eligibility

In addition to alerts in the message center, if you have many WOTC applications to manage, you can easily search for applications that have a specific status.

To check the status of an application:

1. From the Quick Menu group in the left navigation menu, click **Agent** or **Employer Portfolio ▸ WOTC Applications**. The WOTC Application Search page displays (see figure below).



Filtering WOTC Applications by Application Status

2 In the General Criteria section, select the **Application Status** you want to see, and then click the Filter link. For example, you may select *'Incomplete 8850'* to see which applications need more information.

3 From the list of matching applications, in the Action column, you may complete any of the following tasks:

- To open IRS Form 8850 for review or modification – select the Edit 8850 link.
- To open ETA Form 9061 to review or add verification docs – select the Edit 9061 or Verify link.
- To open either the IRS Form 8850 or ETA Form 9061 in viewable, printable format – select the Print Forms link.
- To deny the application – select the Do Not Pursue link.

Appealing a WOTC Application Denial

Applications for the Work Opportunity Tax Credit can be denied for a variety of reasons, including but not limited to:

- Denied pending more information (most common)
- Form 8850 was not submitted within 28 days for start dates
- Applicant did not receive TANF or SNAP benefits
- Documentation not submitted for veteran’s receipt of compensation for service-connected disability
- Employee does not meet the criteria for the specified target group
- Job Applicant or Employer Signature date discrepancy

If you or your agent believes that the SWA has denied the application in error, the denial can be appealed. If the appeal is decided in your favor, the application goes forward.

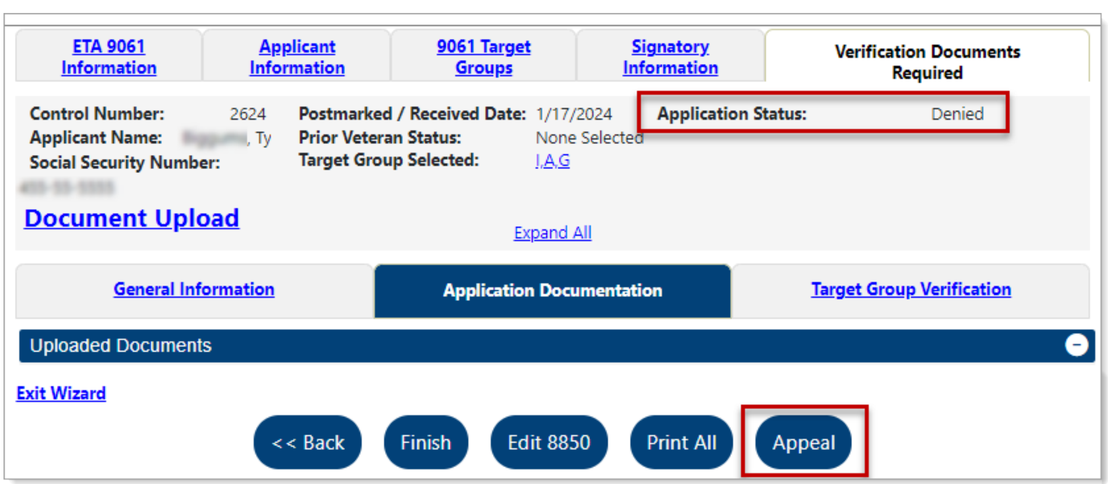
▶ **To appeal a denied application:**

1. From the Quick Menu group in the left navigation menu, click **Agent** or **Employer Portfolio ▸ WOTC Applications**. The WOTC Application Search page displays.
2. Search for and identify the **Application Status** *‘Denied’* in the search results (see figure below).

Control Number	Postmarked / Received Date	Applicant Name	Emp EIN	Employer / Agent Name	Target Group Selected	ONET Group	Application Status	Action	Select
2624	01/17/2024	Tyrone [redacted]	[redacted]	Pho Shizzle Vietnamese	G,	Food Preparation and Serving Related Occupations	Denied	Edit 8850 Edit 9061 Print Forms Verify	☐

Filtering WOTC Application Denials

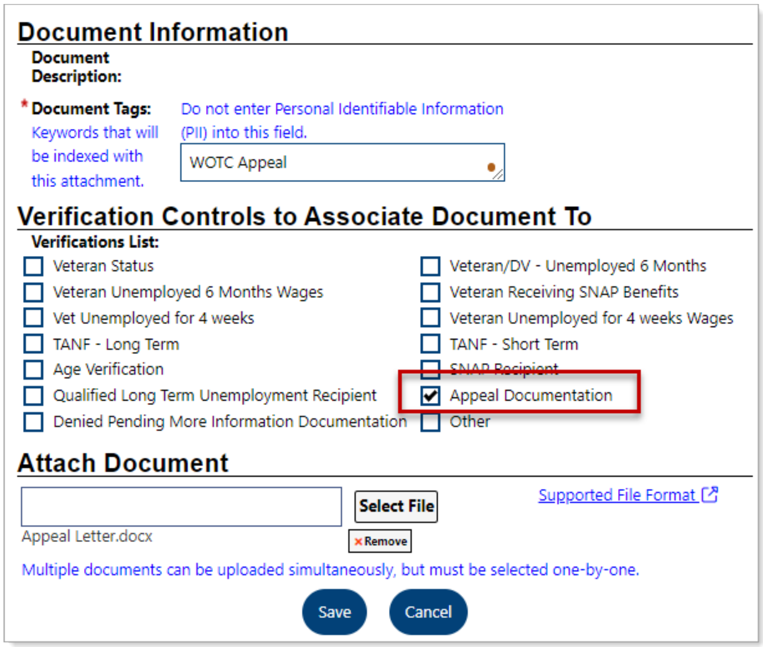
3. Click the Verify link to display the Verification Documents Required tab of the denied WOTC application, which now has a button for appealing the denial (see figure below).



Verification Documents Required Tab with Appeal Button

4 Before the application denial decision can be appealed, documentation of the reason you are appealing the decision is required. Click the Document Upload link.

5 In the document upload window, select the *'Appeal Documentation'* **Verification Control**, attach your appeal, and click **Save** (see figure below). See the topic "Uploading WOTC Verification Documents" in this guide for additional details.



Document Upload Window –Appeal Documentation

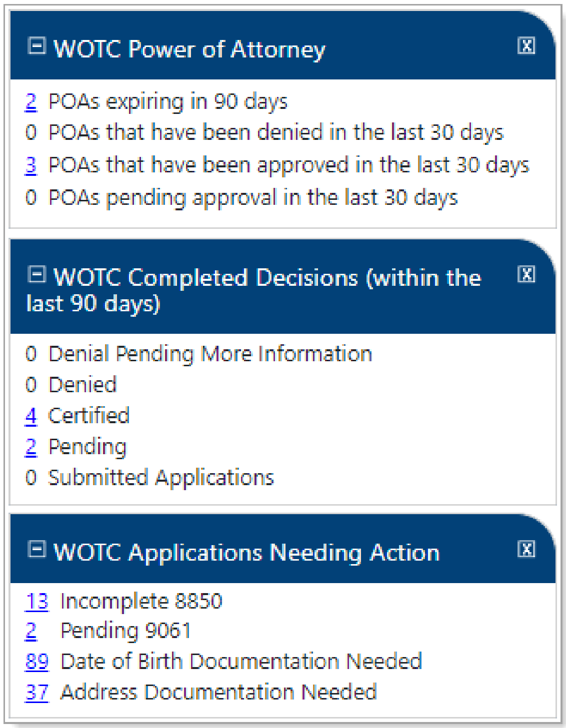
6 The document upload window closes. Click the **Appeal** button on the Verification Documents Required tab.

7 Click **OK** on the confirmation to return to the WOTC Applications Search page. Your application now has a status of *'Appealed.'*

Next, SWA staff review the appeal and decide whether to allow the application to proceed, normally with a status of *'Submitted'* or *'Denial Pending More Information.'* The system may also verify additional information and possibly auto-certify the application. If the staff have what they need to certify then they can update the status directly to *'Certified.'* You receive a system notification with the appeal decision once staff make their determination.

WOTC Employer/Agent Dashboard Widgets

WOTC employers and agents have three special dashboard widgets that display the status of submitted WOTC applications, Power of Attorney approvals, and action items (see figure below).



Employer/Agent WOTC Dashboard Widgets

- **Power of Attorney** – Displays counts of agent-employer Powers of Attorney for an agent to act on, for example, for those expiring in 90 days, or for those that have been denied.
- **Completed Decisions** – Lists the number of applications for each status within the last 90 days. Click on a [number] link to display the WOTC Application Search page, with the specific applications for that status listed.
- **Applications Needing Action** – Provides a list of applications requiring service. Click on a [number] link to display the WOTC Application Search page, with the specific applications for that action item listed.

8: Manage Communications

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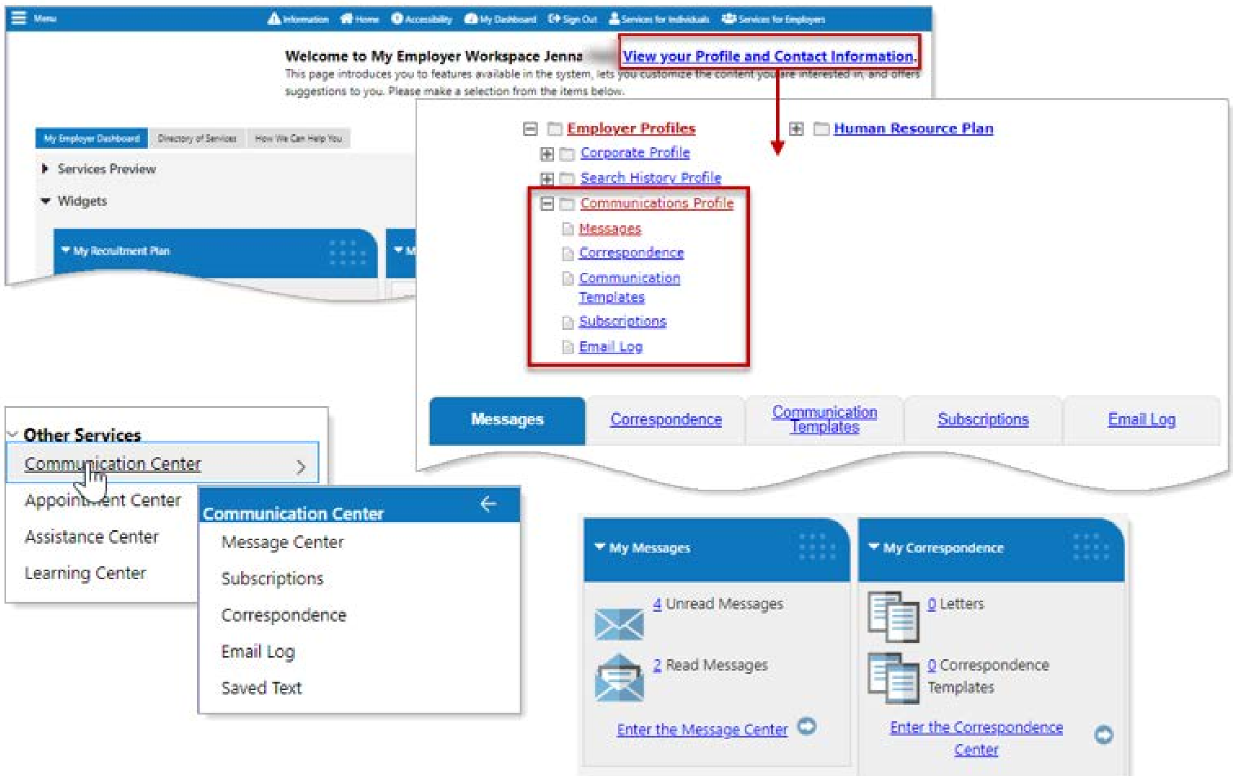
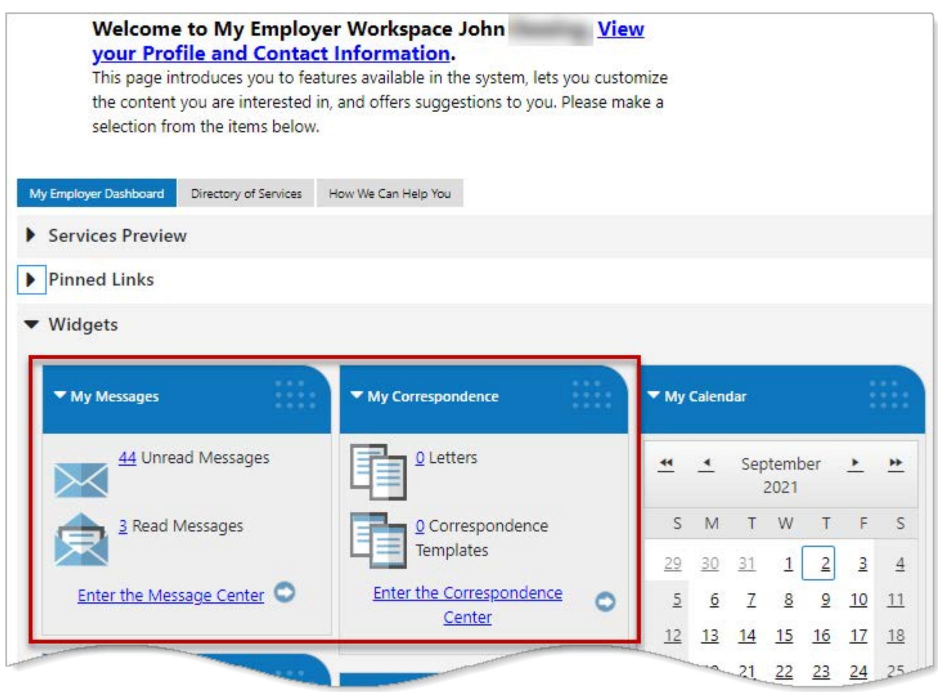
Communication Center Overview

The Communication Center is an umbrella term for all the communications features available to employers, including your messages, correspondence, templates, system alerts, and email and chat logs. You can access these features from various places in the system, as shown in the figure on the following page. Most functions are accessed from tabs within your Communications Profile folder.



Accessing Communications Center Tabs from Left Navigation Menu, Dashboard Widgets and Links

You can customize your dashboard to have your commonly used communication features readily available as widgets, as shown in the figure below.



My Messages and My Correspondence Widgets on Employer Dashboard

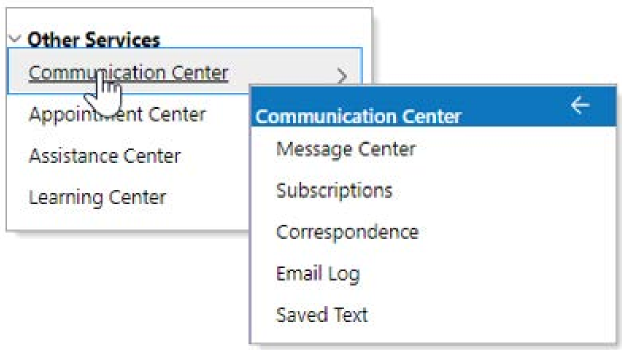
The widgets are:

- **My Messages** – Shows the number of read and unread messages you have and provides links to access the messages directly.
- **My Correspondence** – Shows the number of letters you have sent or received, the number of correspondence templates you have created, and provides direct links to them.

Other communications features are available under the Communication Center option in the Other Services menu group of the left navigation menu; all features are covered in this chapter.

Communication Center

The Communication Center menu options make it easy to manage the various messages and alerts you create or receive in the system.



Communication Center Menu Options

The available Communication Center options can vary by site configuration, but may include any of the following:

- **Message Center** – Displays the Messages tab where you can create and manage internal messages sent and received.
- **Subscriptions** – Displays the Subscriptions tab where you can manage your subscriptions to system alerts that are available to you.
- **Correspondence** – Displays the Correspondence tab where you can view system letters you have received.
- **Email Log –** Displays the Email Log tab where you can view messages sent to, and received from, your external email account; this can be helpful when proof of correspondence sent or received is needed.
- **Chat Log** – (optional for sites configured with the *Chat Log* module) Displays the Chat Log tab where you can view transcripts of all your chat sessions with support staff.
- **Saved Text** – Lets you create and manage templates of your commonly used saved text to use wherever there are free-form text boxes available.
- **Communication Templates** – (tab is available from the My Correspondence dashboard widget and the Communications Profile folder) Communication Templates tab lets you create and manage correspondence templates that you can use to create letters, such as acceptance or rejection letters, invitations to interview, etc.

Message Center

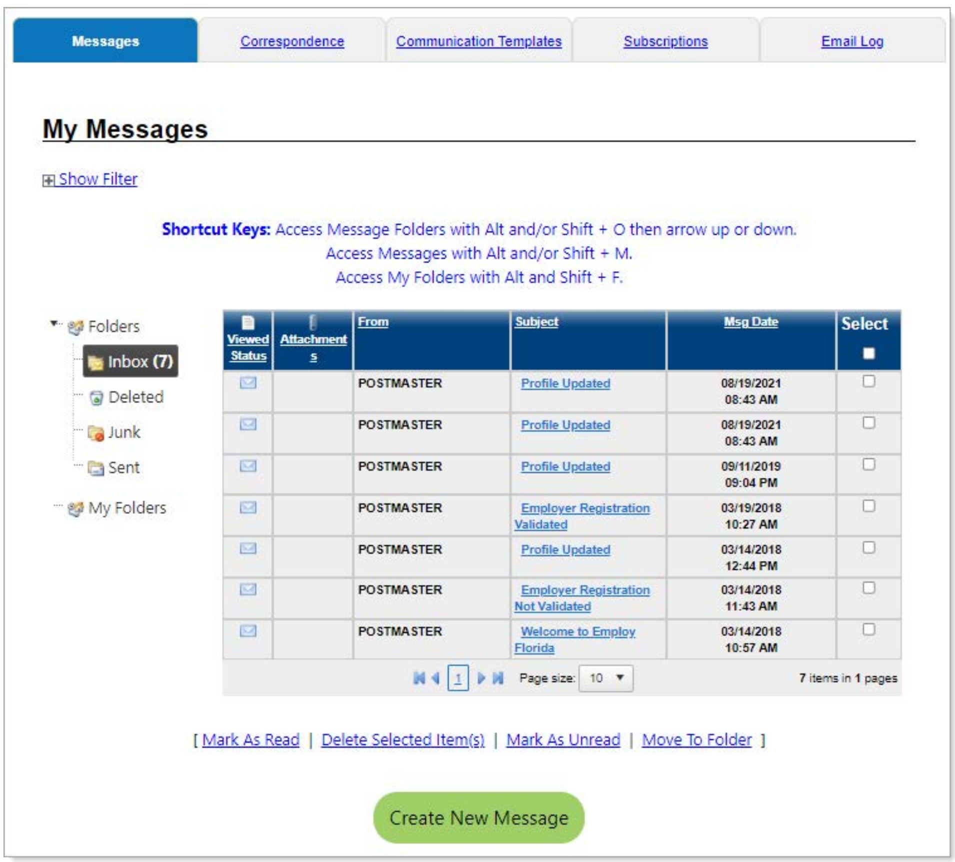
The Message Center is the notification hub for your employer account. Even if you have opted to use an external email service, the system will also send all notifications to your Message Center. Each time you sign in, the system will alert you of any new or unread messages and direct you to the Message Center.

The My Messages page is the same as the Messages tab of your Communications Profile and lists all internal messages you have received or sent, and lets you create new messages and folders, delete messages, and move messages to different folders.

▶ **To access your messages:**

- Click any link in the My Messages widget on the Employer Dashboard.
  OR…
  From the Quick Menu group in the left navigation menu, click **Employer Resources ▸ Employer Messages**.
  OR…
  From the Other Services group in the left navigation menu, click **Communication Center ▸ Message Center**.

  The Messages tab displays with your Inbox selected as the default in the folder tree on the left side of the page (see figure below).



Messages Tab

From the Messages tab, with your Inbox folder selected, you can perform the following actions:

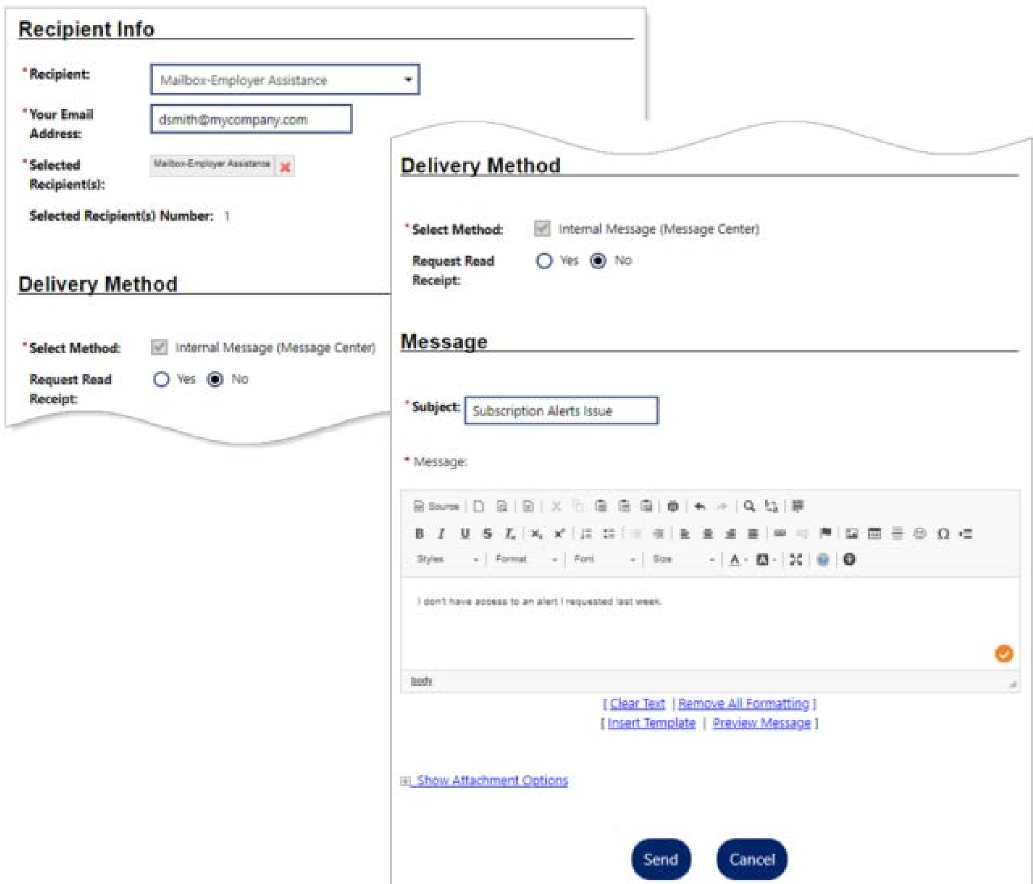
- **Create a new message** – Click the **Create New Message** button at the bottom of the page to start a new message and identify recipients. See the topic "Creating a New Message" for details.
- **Read a message** – Click a subject link to open and read the message.
- **Print a message** – Click a subject link to open a message, and then click the Print Message link at the bottom of the page.
- **Reply to a message** – Open the message and click the **Reply** button at the bottom of the page.
- **View message folders** – Click on a folder in the folder tree on the left side:
  - **Inbox** – Contains received messages, both read and unread
  - **Deleted** – Contains messages that were deleted from the Inbox
  - **Junk** – Contains messages that the system filtered as being questionable
  - **Sent** – Contains messages that you sent to others, such as replies
  - **My Folders** – Contains any personal mail folders you created. See the topic "Adding a New Folder" for details.
- **Mark as Read** – Select unread messages by checking the corresponding boxes in the Select column and click the Mark As Read link below the list.
- **Mark as Unread** – Select read messages by checking the corresponding boxes in the Select column and click the Mark As Unread link below the list.
- **Delete a message** – Click the checkbox in the Select column next to the message(s) to be deleted and click the Delete Selected Item(s) link below the list. You can also delete a message while viewing it.
- **Move a message to another folder** – Click the checkbox in the Select column next to the message(s) to be moved, click the Move to Folder link below the list, and then click on the folder to move the message(s) to.
- **Sort list of messages** – Click a column heading to sort the message list by that column; click again to reverse the sort order.
- **Filter list of messages** – Click the + Show Filter link to display the filter fields. You can sort messages by a date range or by Read or Unread status.

Creating a New Message

You can create messages to send to internal system accounts.

▶ **To create a new message:**

1. Click any link in the My Messages widget on the Employer Dashboard. The Messages tab displays.
2. Click the **Create New Message** button below the list of messages. The Create Message page displays (see figure below).



Create Message Page

3. In the Recipient Info section, select the **Recipient** category.
   a. If you select *Job Seeker/Individual*, click the Search link, specify your criteria, and then click the second Search link.
   b. Select one or more username checkboxes and click **Continue**. The user automatically populates the Selected Recipient(s) field.
4. If displayed, verify **Your Email Address**.
5. In the Delivery Method section, *Internal Message* is selected by default. If you specified Email as an alternate form of receiving notifications when you registered, you can select the *Email* checkbox as well.
6. Indicate whether you **Request a Read Receipt** to let you know your recipient opened the message.

7 In the Message section, enter a **Subject** line.

8 Enter the body of the message in the text box.

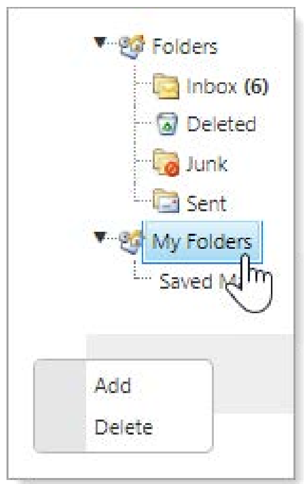
a. If sending to an individual, to insert saved text from a correspondence template, click the Insert Template link below the text box, select the desired template, and edit the text as necessary to tailor the message. See the topic "Creating a Communication Template" for steps on creating a template.

9 To attach a document to the message, click the Show Attachment Options link below the text box, click the **Choose File** button, browse to the folder location, click the filename, and then click **Open**.

10 Click the **Send** button to send the message.

Adding a New Folder

You can add your own folders to better manage your correspondence.



Adding a New Message Folder

▶ **To add a new message folder:**

1 Click any link in the My Messages widget on the Employer Dashboard. The Messages tab displays.

2 Right-click on **My Folders** in the folder tree to the left of the list of messages. The Add/Delete pop-up menu displays (see figure above).

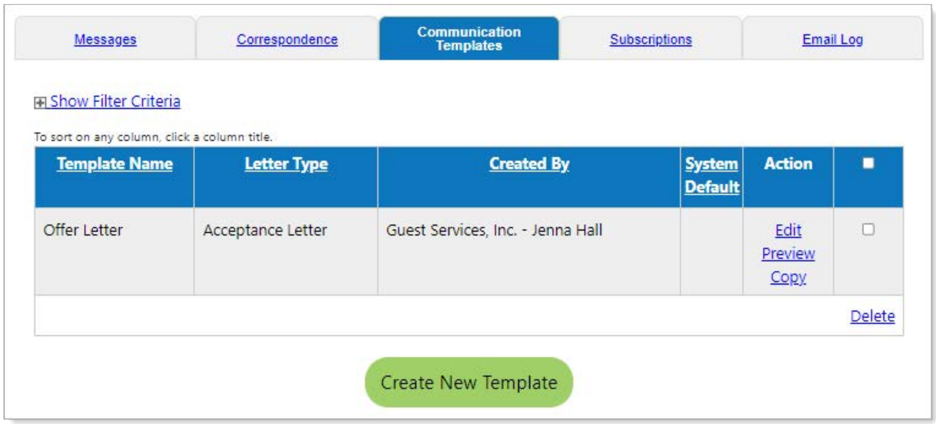
3 Click **Add**, and then enter a name in the entry box that appears.

4 Press **Enter** to save it.

Note: *You can only delete folders you have created.*

Managing Communication Templates

The Communication Templates tab lets you create and manage correspondence templates, or form letters, that you can use when sending messages to other users or email recipients. Templates allow you to save and reuse commonly used text in your communications, including variable text.



Communication Templates Tab

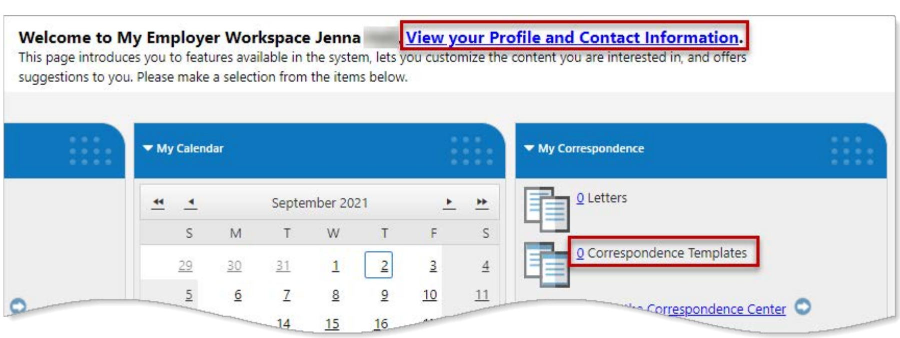
From this tab, you can perform the following actions:

- **Edit a template** – Click the Edit link in the Action column.
- **Preview a formatted letter version** – Click the Preview link in the Action column.
- **Copy a template** – Click the Copy link in the Action column.
- **Delete a template** – Check the box in the Select column, click the Delete link in the Action column, and then click **OK** to confirm.
- **Create a new template** – Click the **Create New Template** button. See the topic "Creating a Communication Template" for details.

Creating a Communication Template

▶ **To create a new template:**

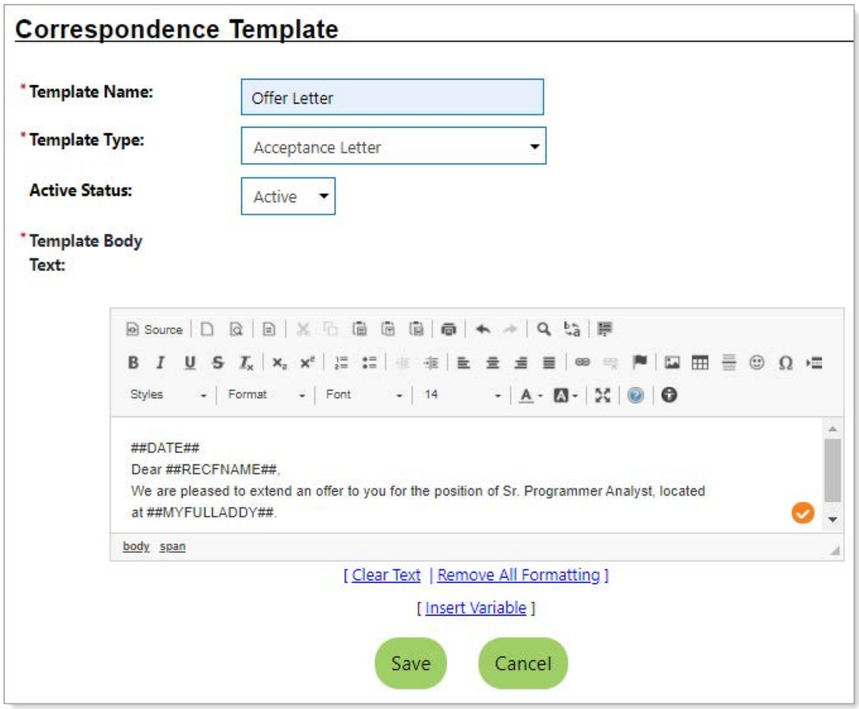
1 On the Employer Dashboard, click the **View your Profile and Contact Information** link at the top of the page, then click **Communications Profile ▸ Communication Templates** tab.
OR…
Click the Correspondence Templates number link in the My Correspondence widget (see figure below).



Two Ways to Access the Communication Templates Tab

The Communication Templates tab displays (see figure at top of previous page).

2 Click the **Create New Template** button. The Correspondence Template creation page displays (see figure below).



Correspondence Template Creation Page

3 Enter a descriptive **Template Name**.

4 Select the **Template Type** from the drop-down list. Most templates are geared towards labor exchange employers; choose *Other* to create one that is UI-centric.

Note: *The use of variables, which are specially formatted text strings that the system will replace with user data from the database, are primarily for Recruiting employers and are not supported in the 'Other' template type.*

5 Enter the **Template Body Text** as desired.

a. For template types *Invitation to Interview*, *Acceptance Letter*, and *Rejection Letter*, you can click the Insert Variable link below the text box to select variables to insert at the current cursor location. Repeat to add as many variables as needed.

6 Click **Save** to save the template and return to the Communication Templates tab.

Viewing System Correspondence

The Correspondence tab displays all system letters and notifications you have received.

▶ **To view your system letters:**

1. From the Other Services menu group in the left navigation pane, click **Communication Center ▸ Correspondence**. The Correspondence tab displays (see figure below).

System Letters

System Letters tend to be sent to an employer's primary contact. Those are listed here along with any System Letters that may have been sent to the logged on employer contact.

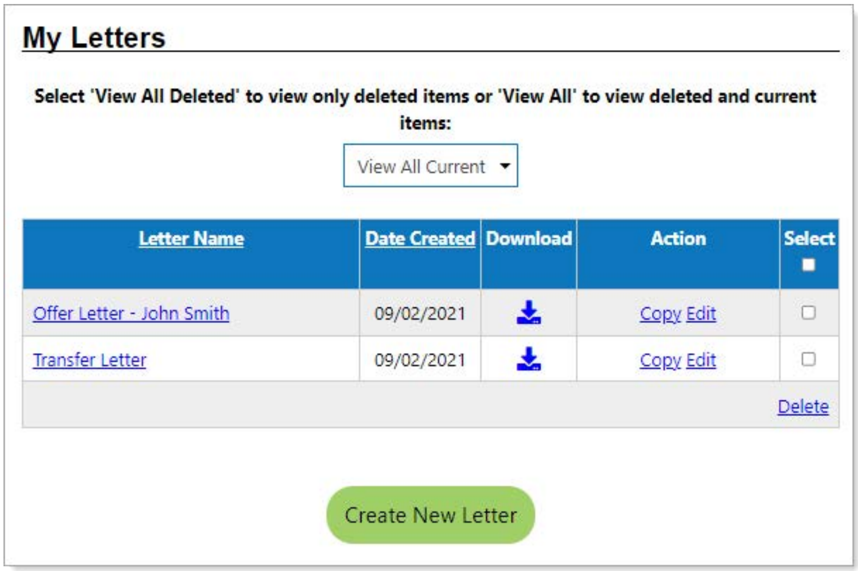
Sender	Recipient	Document	Date	Action
POSTMASTER	GLOBAL STRATEGIES INC - Wendy Tolmack	Notice of Separation and Wage Request	04/15/2019 06:17 PM	View

Correspondence Tab – System Letters

2. To download a PDF version of the letter, click a View link.

Managing Your Letters

The My Letters page lets you create and manage letters that you can download, print, or attach to internal messages and send to recipients via the Messages tab.



My Letters Page

▶ **To manage your letters:**

1 From the My Correspondence widget on the dashboard, click the number link next to Letters. The My Letters page displays (see figure above).

2 From this tab, you can perform the following actions:

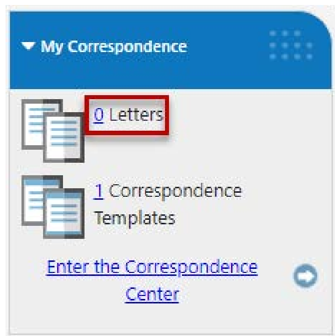
- **Preview a Letter** – Click the name link of the letter in the Letter Name column to display it in the format in which it would be printed or sent.
- **Download a Letter** – Click the download icon in the Download column, and in the pop-up window that opens, select the file format in which you want to download a letter and save it to your computer.
- **Edit a Letter** – Click the Edit link in the Action column. By default, the system creates a new letter version each time you edit it; however, you can check a box on the edit page to overwrite the existing letter.
- **Copy a Letter** – Click the Copy link in the Action column to open the letter in edit mode, but with the **Letter Name** field blank. You can then save it with a new name to create a new letter.
- **Delete a Letter** – Click the checkbox for the letter you wish to delete, and then click the Delete link; click **OK** to confirm.
- **Create a New Letter** – Click the **Create New Letter** button. See the topic "Creating a Letter" for details.

Creating a Letter

When you create a new letter, you have the option to insert communication template text, variables, and action words to make letter building easier. There are a wide array for text formatting tools for you to use and an automatic spellchecker to check your spelling and grammar.

▶ **To create a new letter:**

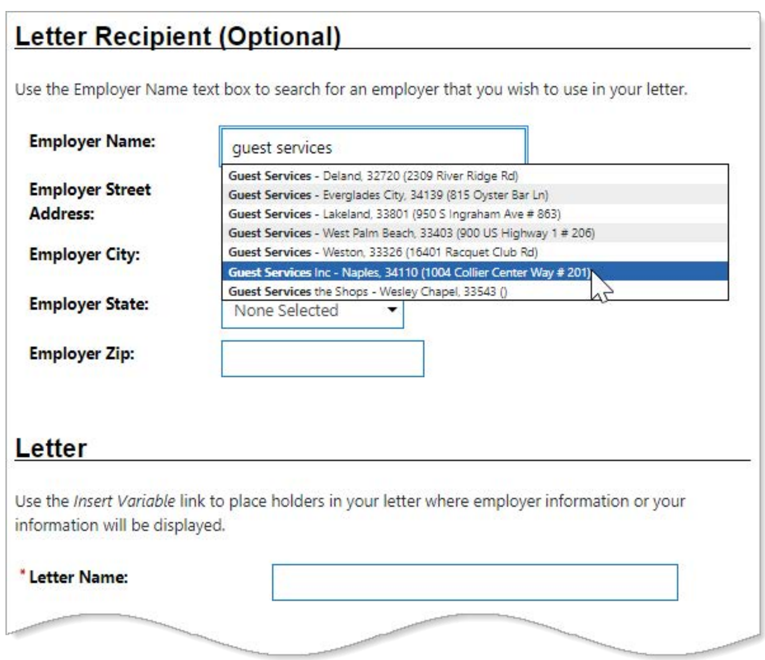
1 From the My Correspondence widget on the dashboard, click the number link next to Letters (see figure below).



Letter Link in My Correspondence Dashboard Widget

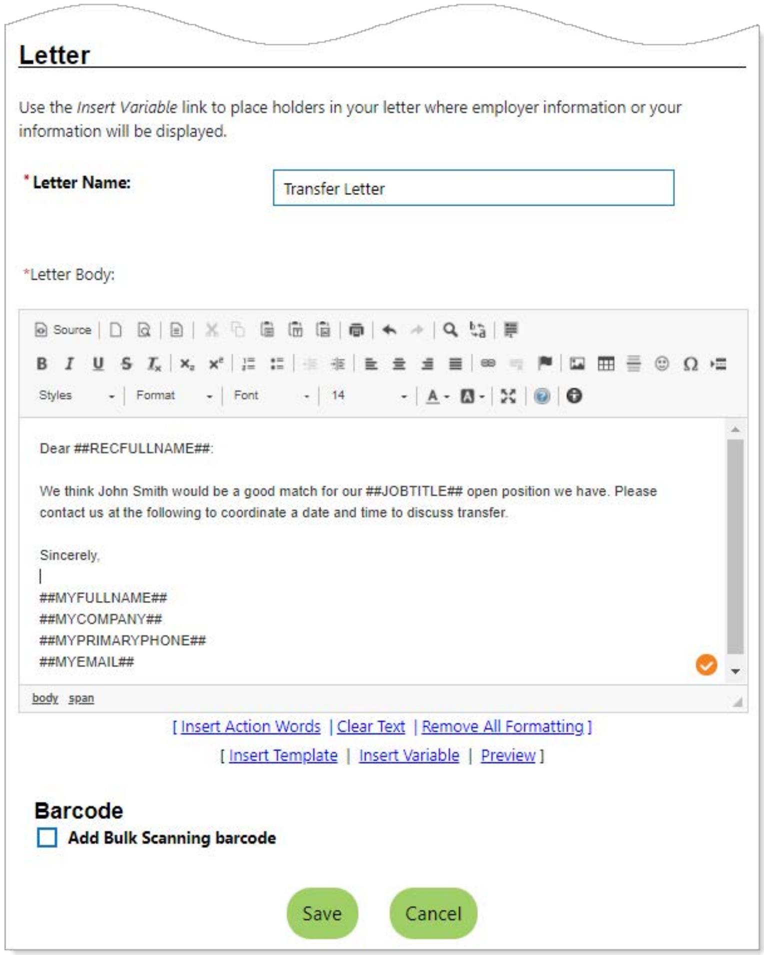
2 The My Letters page displays (see figure at top of previous page).

3 Click the **Create New Letter** button. The Create New Letter page displays (see figure below).



Create New Letter Page

4 If the letter is for an employer, in the Letter Recipient section, begin typing the name of the employer to which the letter will be sent in the **Employer Name** field. The predictive text feature will list several options. If one of the options is the correct employer, click on the employer's name and the system will fill all the Letter Recipient fields automatically.



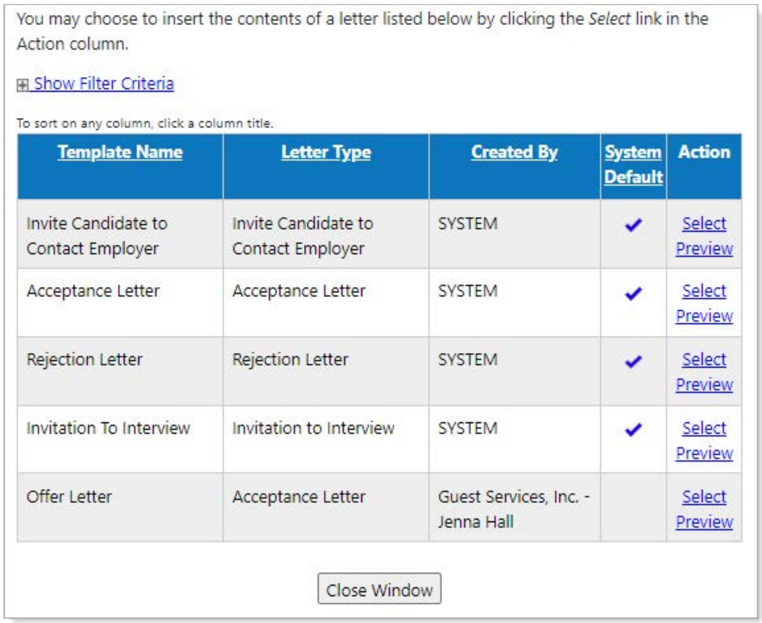
Creating a Letter with Variables

5 In the Letter section, enter a descriptive **Letter Name**.

6 In the **Letter Body** text box, type in text and insert template text, variables, or action words, as desired (see figure above).

a. To get ideas for descriptive verbs to use (like a 'verb thesaurus'), click the Insert Action Words link below the text box and make a selection from one of the many categories.

b. To insert text from a communication template, click the Insert Template link below the text box and make a selection from the pop-up window that opens by clicking the desired Select link. The list includes system default templates and any you have created (see figure below).



You may choose to insert the contents of a letter listed below by clicking the *Select* link in the Action column.

⊞ Show Filter Criteria

To sort on any column, click a column title.

Template Name	Letter Type	Created By	System Default	Action
Invite Candidate to Contact Employer	Invite Candidate to Contact Employer	SYSTEM	✔	Select Preview
Acceptance Letter	Acceptance Letter	SYSTEM	✔	Select Preview
Rejection Letter	Rejection Letter	SYSTEM	✔	Select Preview
Invitation To Interview	Invitation to Interview	SYSTEM	✔	Select Preview
Offer Letter	Acceptance Letter	Guest Services, Inc. - Jenna Hall		Select Preview

Close Window

Creating a Letter with Variables

c. To use variables, click the Insert Variable link below the text box to insert placeholders at the current cursor location in your letter where your employer information or other text will be displayed, such as the current date. Variables are specially formatted text strings (##TEXT##) that the system will replace with user data from the database when the letter is viewed or printed.

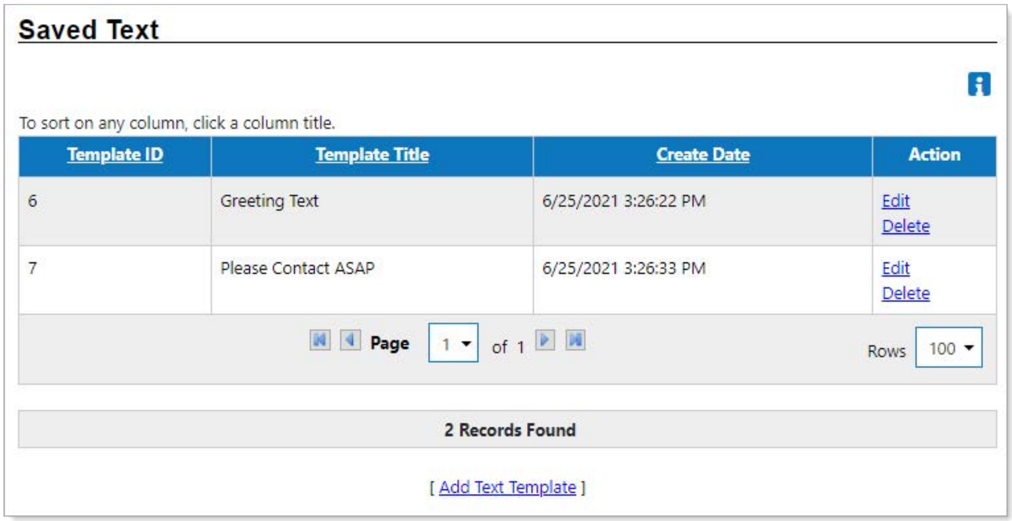
7 Use the text formatting tools, as desired.

8 To add a **Bulk Scanning barcode**, check the box in the Barcode section.

9 Click **Save** to save the letter to the My Letters page.

Saved Text Templates

The Saved Text feature lets you create and save text templates that you can reuse to quickly populate parts of your job orders or correspondence with commonly used text, such as boilerplate text, signature lines, or an introductory paragraph for offer letters.



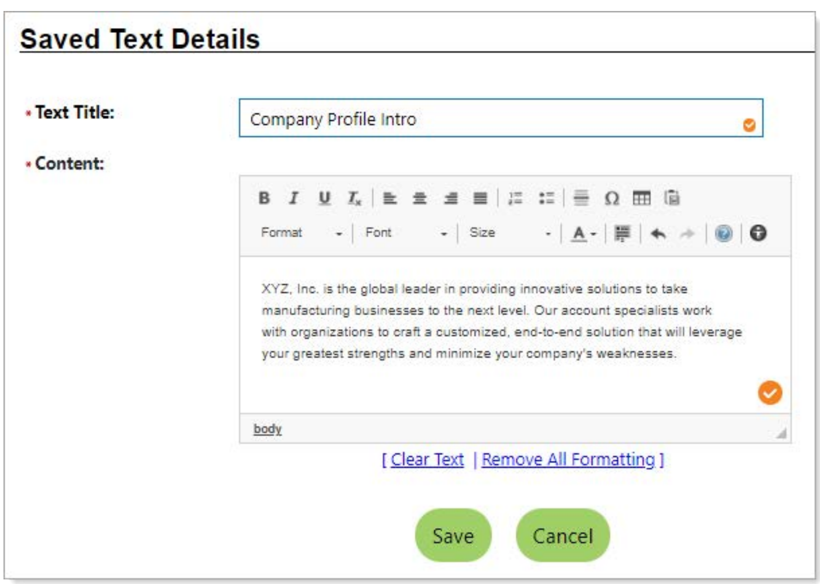
Saved Text Templates Page

Creating a Saved Text Template

▶ **To create a saved text template:**

1 From the Other Services group in the left navigation menu, click **Communication Center ▸ Saved Text**. The Saved Text Templates page displays (see figure above).

2 Click the <u>Add Text Template</u> link below the listing table. The Saved Text Details page displays (see figure below).



Saved Text Details Page

3 Enter a descriptive **Text Title**.

4 Enter the body of the text in the **Content** text box. The automatic spellchecker will flag any errors.

- You can mouse over the red underlined words to see and select suggestions.
- Format the text as desired using the formatting tools at the top of the text box.

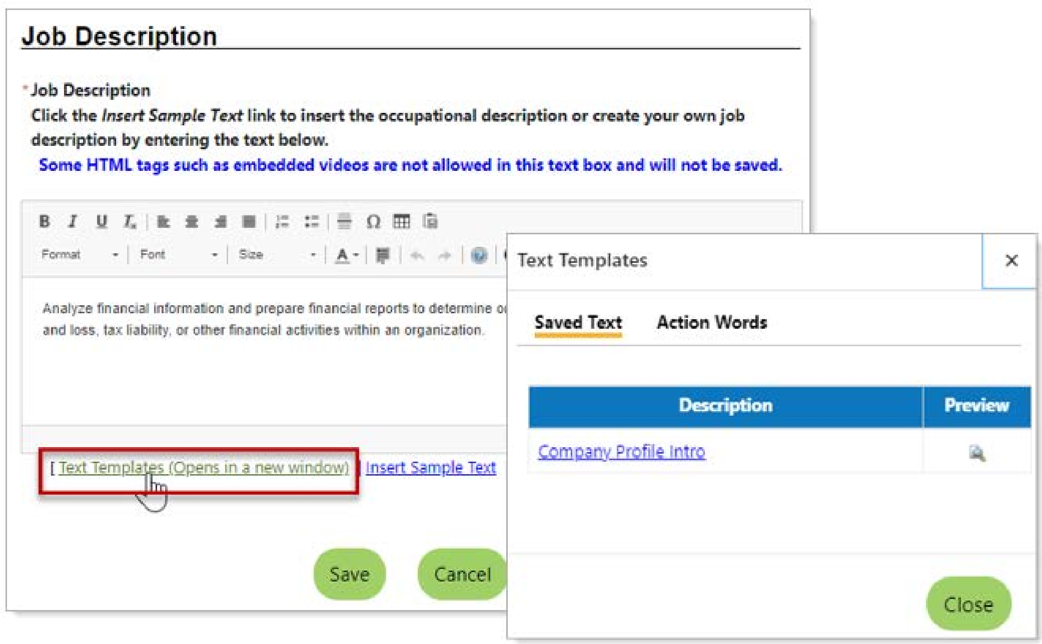
5 Click **Save**. The Saved Text Templates page redisplays with your saved text template. From this page, you can Edit or Delete saved text templates.

Using a Saved Text Template

Wherever there is a text box with a Text Templates link below it, for example, job descriptions or application process instructions in job orders, you can select from your previously saved text templates to insert commonly used text.

▶ To use a saved text template:

1 Place the cursor where you want to insert the saved text and click the Text Templates link. A pop-up Text Templates window opens, listing any Saved Text templates you've created (see figure below).



Saved Text Template Link Below a Text Box

2 Click the desired link to insert the saved text at the current cursor location in the text box, then click the **Close** button on the Text Templates pop-up.

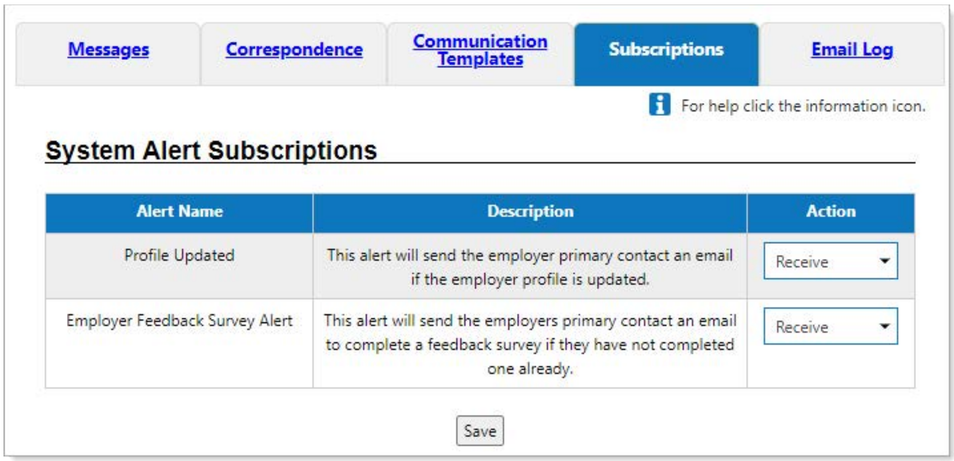
3 Save your edits as required.

Managing System Alert Subscriptions

The Subscriptions tab displays all system alerts your site administrator has set up for employers to receive via the Message Center, email, or text message. From here, you can subscribe and unsubscribe.

▶ **To manage your alert subscriptions:**

1 From the Other Services menu group in the left navigation pane, click **Communication Center ▸ Subscriptions**. The Subscriptions tab displays (see figure below).



Subscriptions Tab - System Alerts

2 Select *Receive* or *Don't Receive* in the Action column, as desired for each alert.

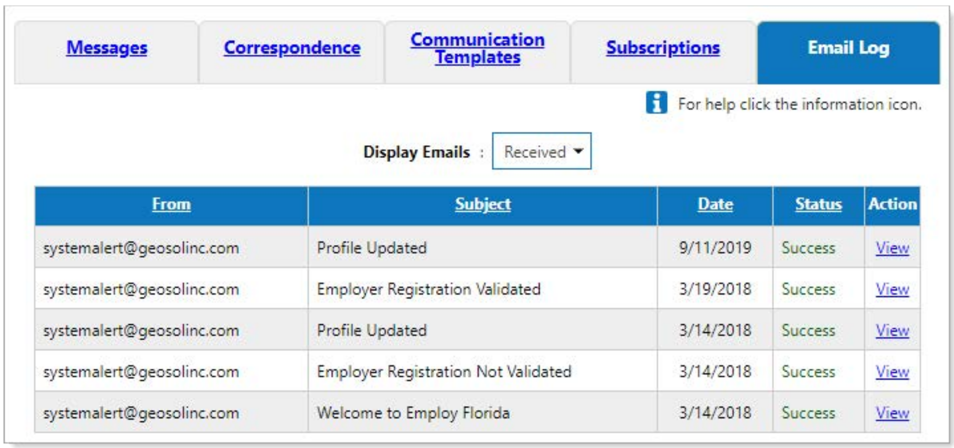
3 Click **Save** to save your preferences.

Viewing Your Email Log

The Email Log tab displays email messages sent to, or received from, your external email account. This log can provide proof that emails were sent or received in situations where that evidence is needed.

To view your sent or received email messages:

1. From the Other Services menu group in the left navigation pane, click **Communication Center ▸ Email Log**. The Email Log tab displays (see figure below).



From	Subject	Date	Status	Action
systemalert@geosolinc.com	Profile Updated	9/11/2019	Success	View
systemalert@geosolinc.com	Employer Registration Validated	3/19/2018	Success	View
systemalert@geosolinc.com	Profile Updated	3/14/2018	Success	View
systemalert@geosolinc.com	Employer Registration Not Validated	3/14/2018	Success	View
systemalert@geosolinc.com	Welcome to Employ Florida	3/14/2018	Success	View

Email Log Tab

2. Select *Sent* or *Received* from the **Display Emails** drop-down list. The page redisplays with a list of emails.

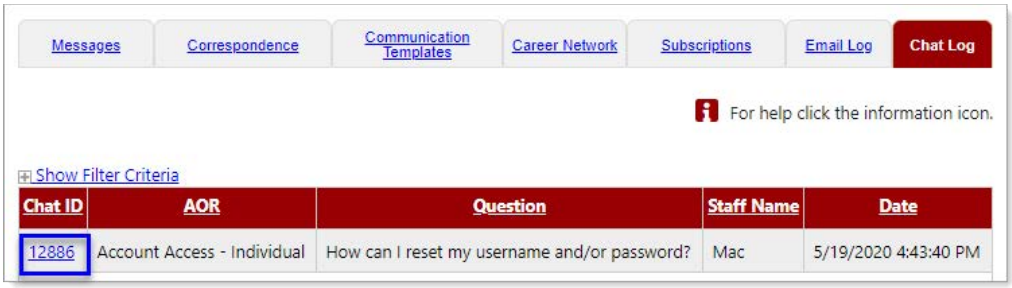
3. Click a View link in the Action column to display the text of the message.

Viewing Your Chat Log

For sites that have the *Live Chat* (or *Help Desk*) support module, the Chat Log tab shows any Chat session transcripts employers have had with system support staff.

▶ **To view chat session transcripts:**

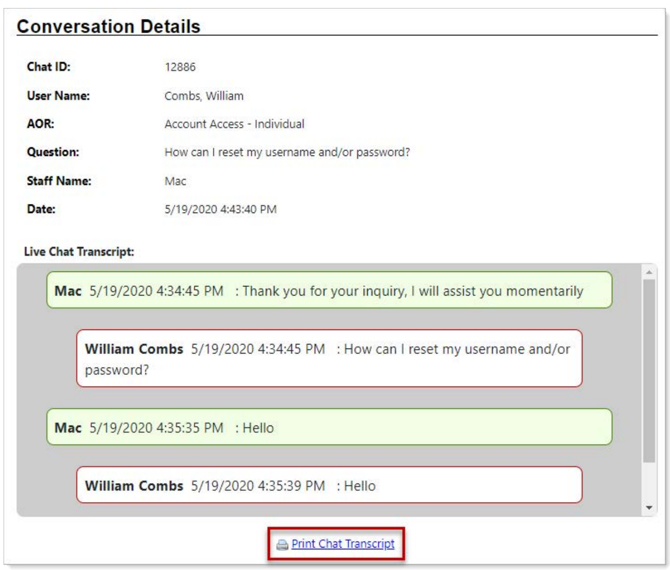
1 From the Other Services menu group in the left navigation pane, click **Communication Center ▸ Chat Log**. The Chat Log tab displays (see figure below).



Chat Log Tab – Chat Transcripts

2 To change the display criteria, click the Show Filter Criteria link, enter your criteria, and click the Apply Filter link.

3 Click a Chat ID link to view a transcript (see figure below).



Conversation Details Page

4 To print the transcript, click the Print Chat Transcript link.

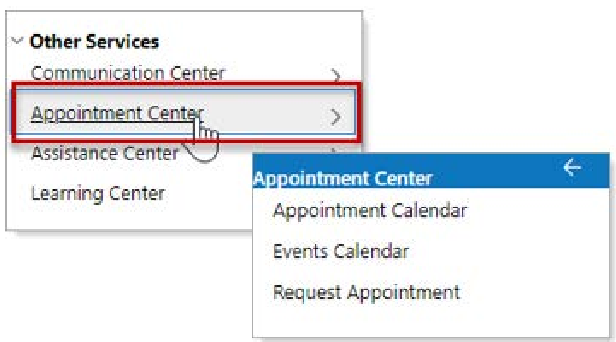
9: Manage Appointments

Chapter Contents

Appointment Center Overview ... 9-1
My Calendar Dashboard Widget ... 9-2
Appointment Calendar ... 9-2
Adding an Appointment to Your Calendar ... 9-4
Editing or Deleting an Added Appointment ... 9-6
Requesting an Appointment with a Staff Member ... 9-6
Canceling a Requested Appointment ... 9-9
Events Calendar ... 9-10
Registering for an Event ... 9-12
Canceling an Event Registration ... 9-14

Appointment Center Overview

The Appointment Center is an umbrella term for the calendar, scheduling, and event registration features available to employers, and consists of two calendars and the Request Appointment feature, which are briefly explained below.

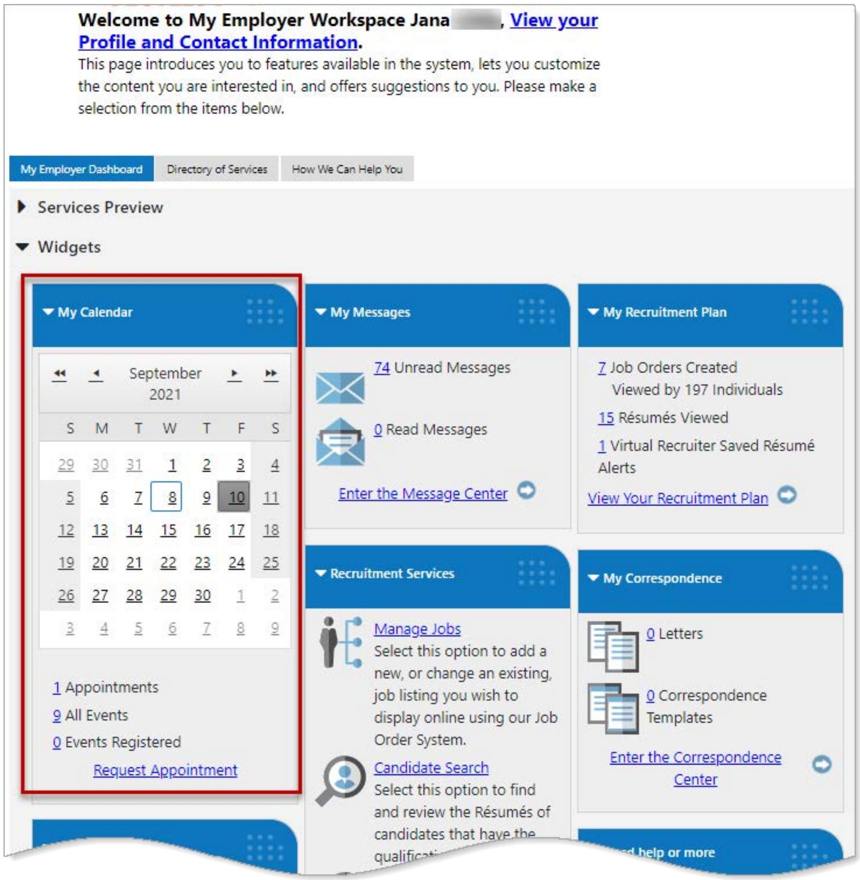


Appointment Center Menu Options

- **Appointment Calendar** – Displays your Appointment Calendar, showing any appointments or meetings for which you have been scheduled, as well as events you are registered for.
- **Events Calendar** – Displays the system-wide Events Calendar, showing all events in your region, some of which you can register for.
- **Request Appointment** – Lets you request an appointment with a staff member for a selected date and time. (Not all sites have this feature available for employers.)

My Calendar Dashboard Widget

You can customize your dashboard to show a My Calendar widget, which allows easy access to both your Appointment Calendar and the Events Calendar. The widget shows the number of appointments you have scheduled, upcoming events in your region, and events you have registered for (see figure below).



My Calendar Widget on Employer Dashboard

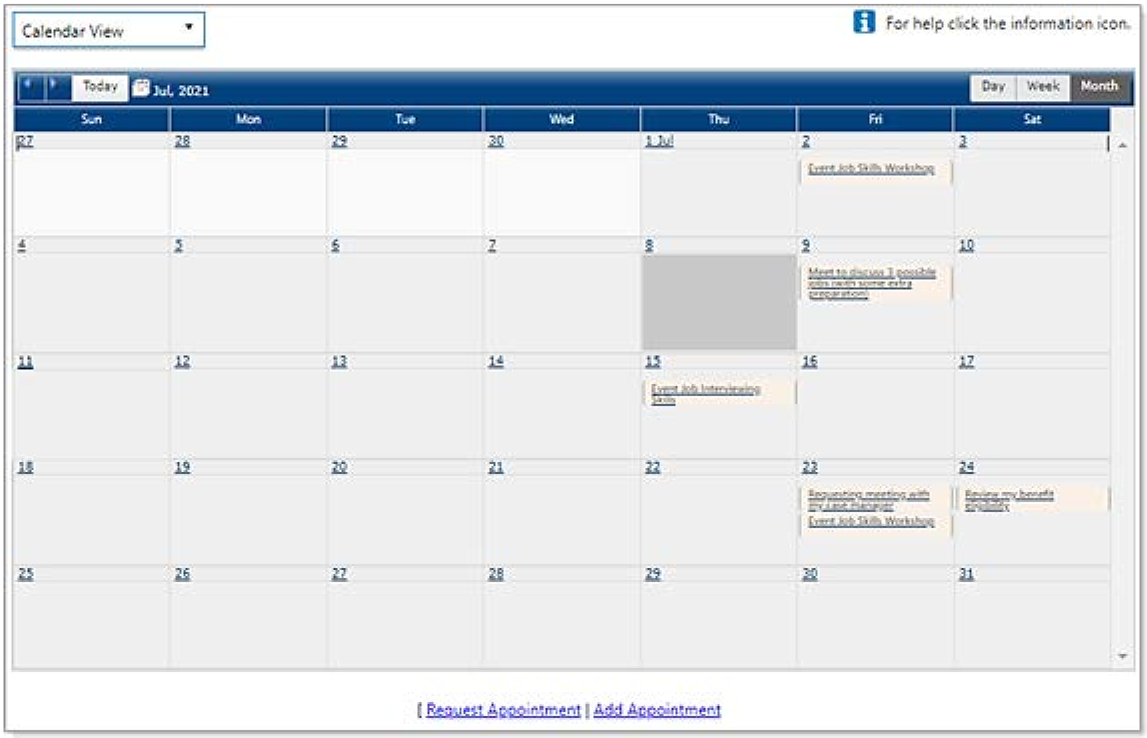
Appointment Calendar

From your Appointment Calendar, you can see your scheduled appointments and events you are registered for, view existing appointment details, and adjust or cancel your appointments.

▶ **To access your appointment calendar:**

- From the Quick Menu group in the left navigation menu, click **Employer Resources ▸ Employer Appointments**.
  OR…
  From the Other Services menu group in the left navigation pane, click **Appointment Center ▸ Appointment Calendar**.

  Your calendar displays with the current month's appointments you have scheduled and events you are registered for (see figure below).



Appointment Calendar Page

From the calendar page, you can perform the following actions:

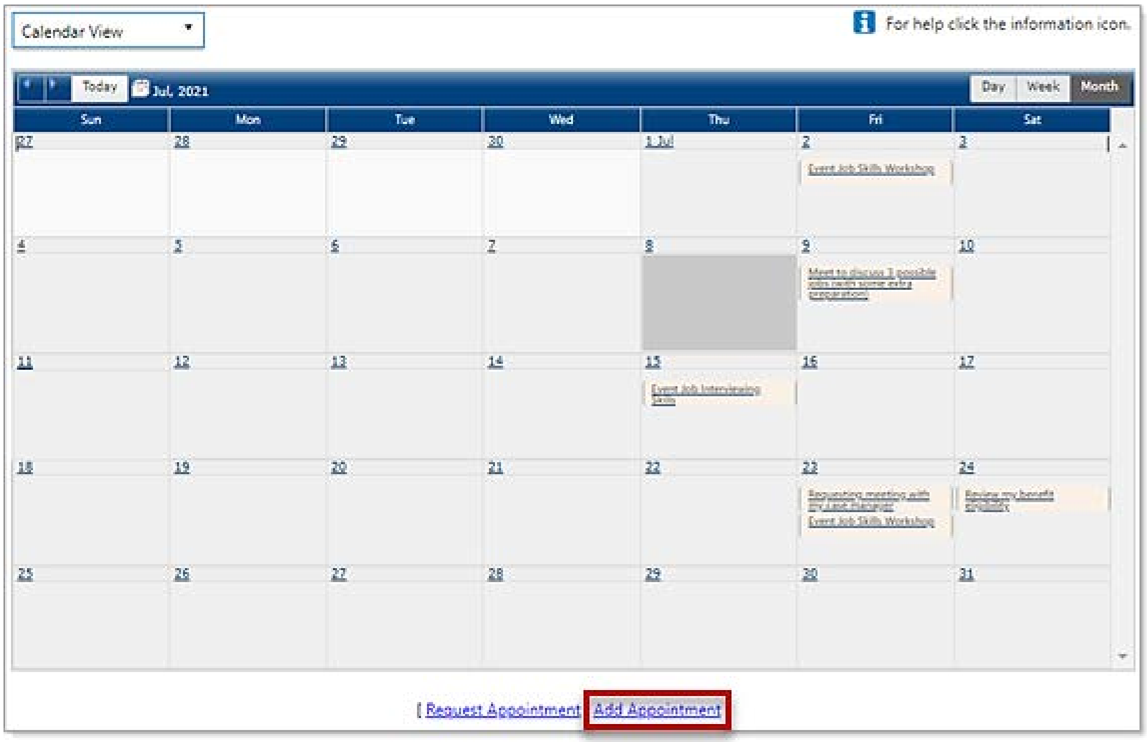
- **Change the calendar's display view** – From the drop-down list at the top left of the page, select *Calendar View* to display each day of the month in a calendar grid, or *Detailed List View* to display a list of only dates having appointments in the selected month.
- **Change the date range displayed** – Using the arrows or the calendar control at the top left of the calendar, and the **Day**, **Week**, or **Month** buttons at the top right of the calendar, choose the date range you want to display on the page.
- **View or edit appointment details** – Click an appointment title to display its details. Depending on the type of appointment, you can also indicate status changes for it. For example, if one-stop staff requested to schedule an appointment with you, you can accept, tentatively accept, or decline the appointment. If you request and confirm an appointment with staff, you can cancel the appointment. See the topic "Editing or Deleting an Added Appointment" for details.
- **Request an appointment with staff** – Click the Request Appointment link to request an appointment with staff who have scheduled time available that matches the type of appointment you request (not all sites offer an employer representative function for employers). See the topic "Requesting an Appointment with a Staff Member" for details.
- **Create a new appointment** – Click the Add Appointment link to enter an appointment you wish to track, but that is not with one-stop staff, such as an interview with a job candidate. You can enter the date, time, location, subject, and description of the appointment and track it on your Appointment Calendar. See the topic "Adding an Appointment to Your Calendar" for details.

Adding an Appointment to Your Calendar

You can add your business appointments and meetings to your calendar and then view them in either Calendar View (default, see figure below) or Detailed List View.

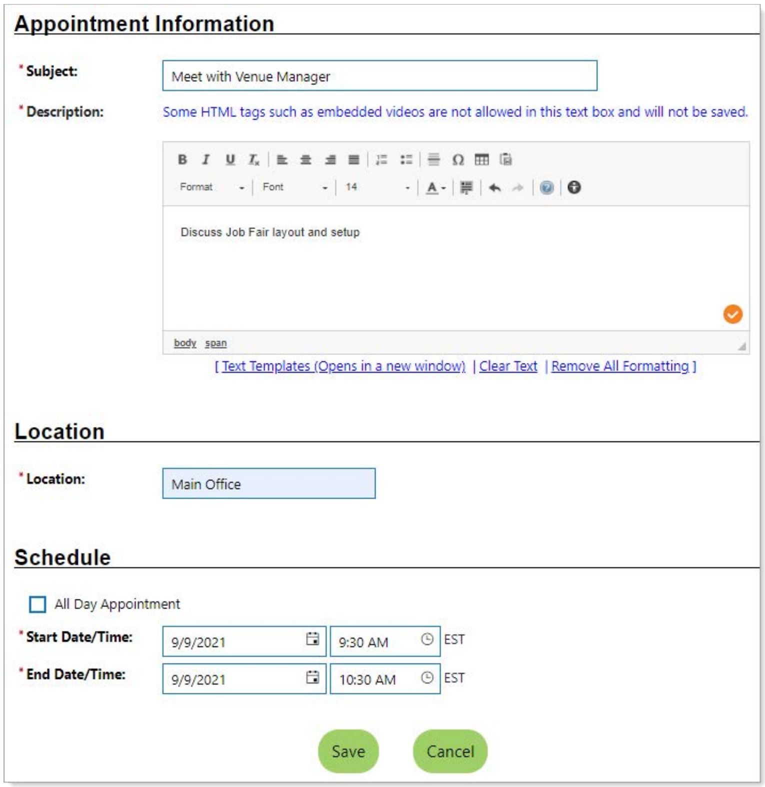
To add an appointment to the calendar:

1 From the Other Services menu group in the left navigation pane, click **Appointment Center ▸ Appointment Calendar**. The Appointment Calendar displays (see figure below).



Appointment Calendar – Add Appointment Link

2 Click the Add Appointment link below the calendar. The Add Appointment page displays (see figure below).



Add Appointment Page

3. Enter a descriptive **Subject** for the appointment. This is what appears on the calendar or in the detailed list view.
4. Enter a **Description** of the appointment, including all pertinent information.
5. Enter the **Location** such as address, building, or room designations.
6. In the Schedule section, enter the **Start Date/Time** and **End Date/Time**. You can click the calendar or clock icons in the fields to pick dates/times without keying them in. If the appointment is for the whole day, click the **All Day Appointment** checkbox.
7. Click **Save** to save the appointment. The calendar redisplays with appointment added.

Editing or Deleting an Added Appointment

You can only delete appointments that you have added to your calendar; if you requested an appointment with staff that you no longer want, you can cancel it

▶ **To edit an added appointment:**

1 From the Other Services menu group in the left navigation pane, click **Appointment Center ▸ Appointment Calendar**. The Appointment Calendar displays.

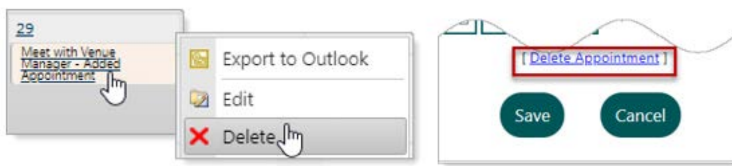
2 Locate the desired appointment and click on its title link in the calendar.

3 Make your changes, then click **Save**. Your changes are made and your calendar is redisplayed.

▶ **To delete an added appointment:**

1 From the Other Services menu group in the left navigation pane, click **Appointment Center ▸ Appointment Calendar**. The Appointment Calendar displays.

2 Locate the desired appointment in the calendar, right-click on its title link to display options, and click the **Delete** option.
OR…
Click on its title link in the calendar to open the edit page, then click the Delete Appointment link that appears above the **Save** and **Cancel** buttons (see figure below).



Delete Appointment Option on Calendar and Delete Appointment Link on Appointment Page

3 Click **OK** to confirm. The appointment is removed from your calendar.

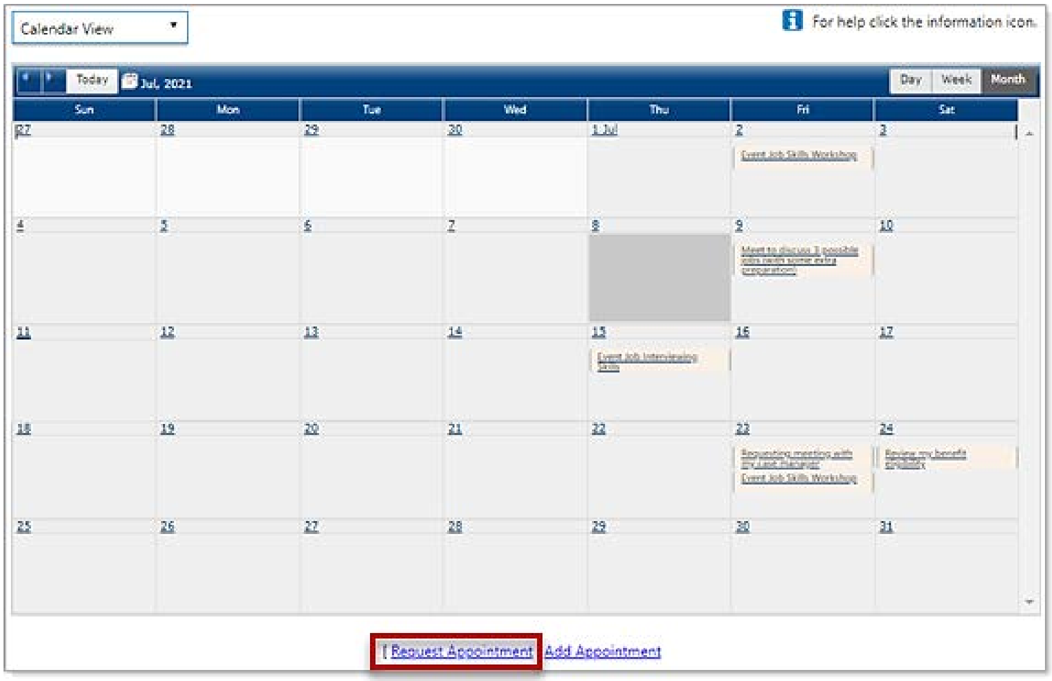
Requesting an Appointment with a Staff Member

If your workforce office is set up so that some staff members are designated as employer representatives, you can submit a request for an appointment with staff from your Appointment Calendar. You can select a day and time with an available staff member who has time slots set up in their schedule.

Note: *Appointment time slots are only available for sites that are set up for this feature.*

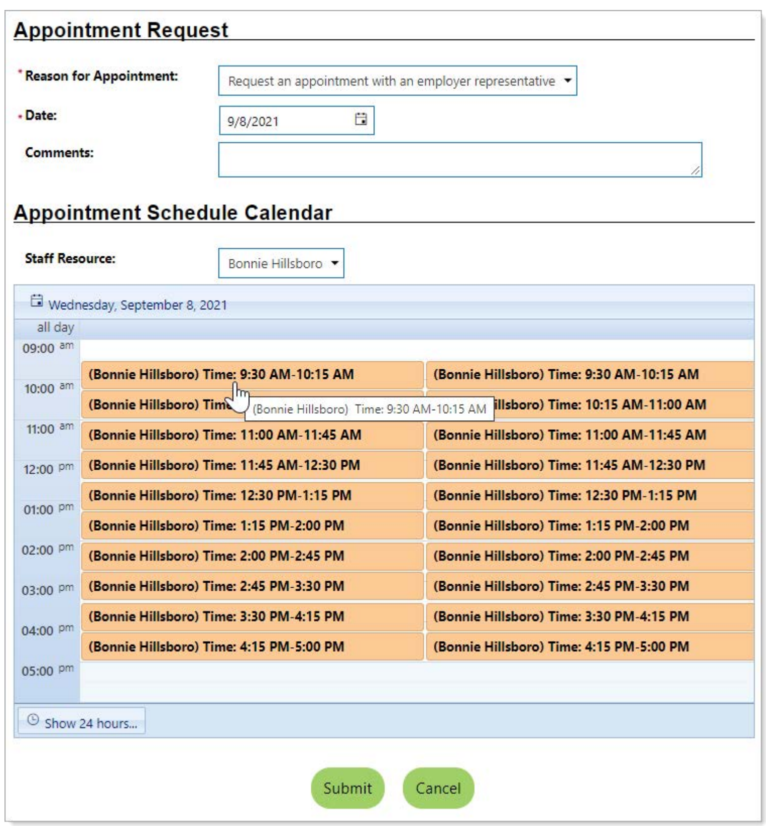
▶ **To request an appointment with staff:**

1 From the Other Services menu group in the left navigation pane, click **Appointment Center ▸ Appointment Calendar**. The Appointment Calendar displays (see figure below). You can also go directly to the request page by selecting **Request Appointment** in the same menu group.



Appointment Calendar – Request Appointment Link

2 Click the Request Appointment link below the calendar. The Request Appointment page displays (see figure below).



Requesting an Appointment Time Slot

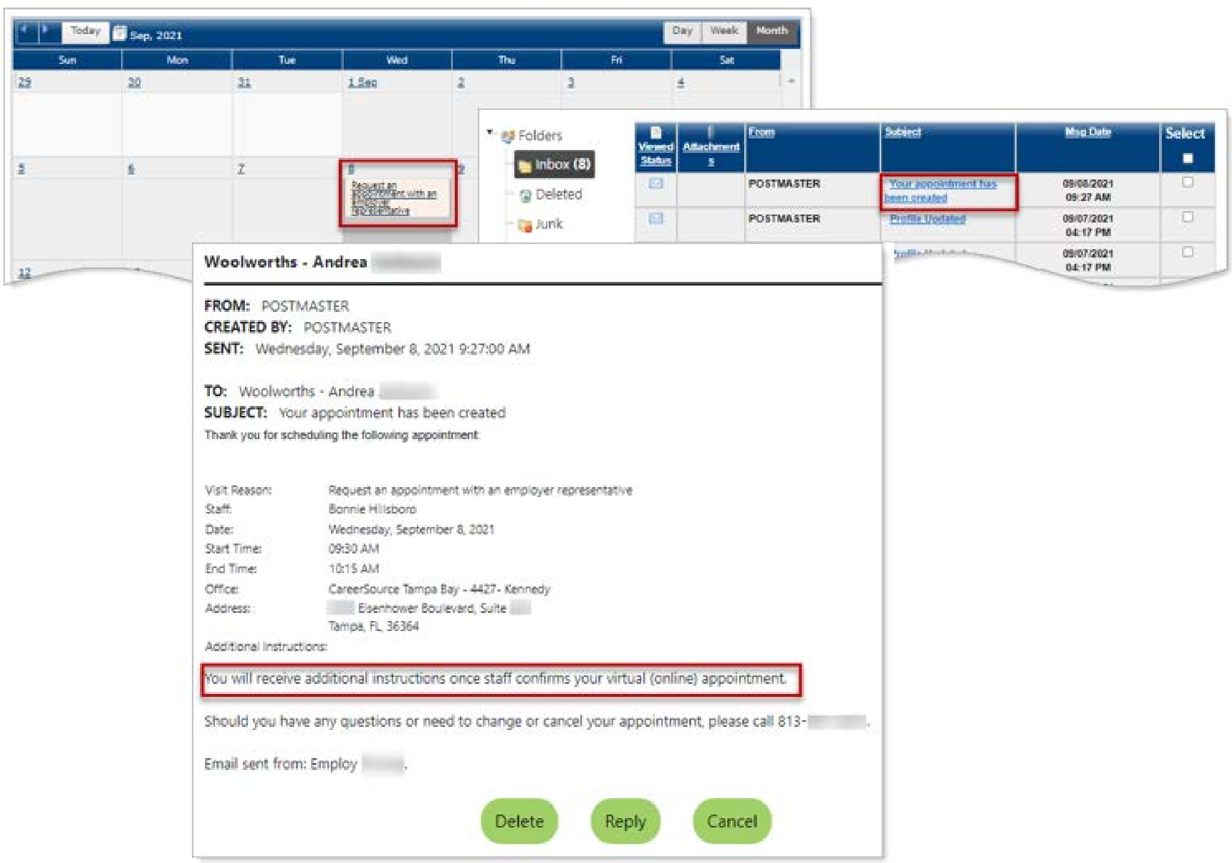
3 Select the **Reason for Appointment** from the drop-down list. There is usually only one reason for employers, *Request an appointment with an employer representative*.

4 Enter or select the desired **Date** for the appointment. The Appointment Schedule Calendar section below is populated with available time slots.

5 If desired, enter more information about the reason for the appointment in the **Comments** text box.

6 If there is more than one staff person available to take appointments on your selected day, you can choose one from the **Staff Resource** drop-down list. If there is only one, their schedule time slots will be displayed by default.

7 Click on a time slot to select it, and then click the **Submit** button. An Appointment Request Confirmation page displays, the appointment is added to your and the staff member's calendars, and you both receive confirmation messages in your Message Center inboxes (see figure below).



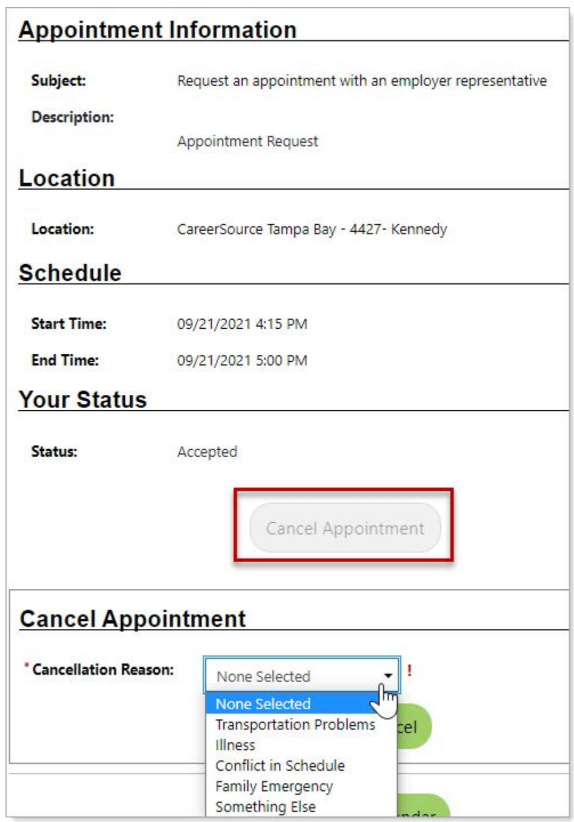
Requested Appointment on Calendar and Notification Message in Inbox

Canceling a Requested Appointment

If you requested an appointment with staff that you no longer want, you can cancel it.

▶ **To cancel a requested appointment:**

1. From the Other Services menu group in the left navigation pane, click **Appointment Center ▸ Appointment Calendar**. The Appointment Calendar displays.
2. Locate the desired requested appointment and click on its title link in the calendar.
3. On the Appointment Information page, click the **Cancel Appointment** button (see figure below).
4. In the Cancel Appointment section that displays, select a **Cancellation Reason** from the drop-down list, and click **Save**. The requested appointment is removed from your and staff's calendars.



Canceling a Requested Appointment

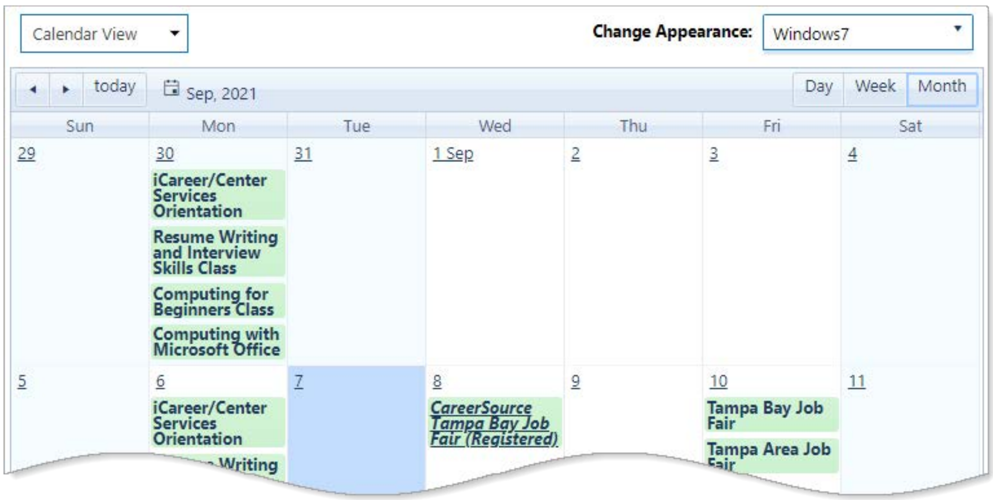
Events Calendar

The Events Calendar lets you view upcoming events that are available in your area or for event categories that allow online registration, such as Workshop/Training or Job Fair. You can open the details of an event to register for it or change your registration status for any events for which you are already registered.

To view events on the calendar:

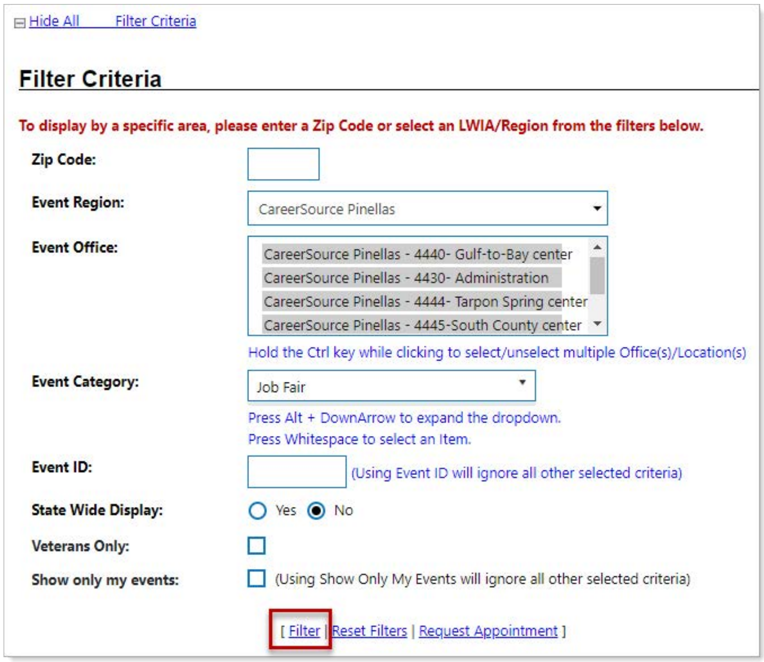
1. From the Quick Menu group in the left navigation menu, click **Employer Resources ▸ Upcoming Events**.
   OR…
   From the Other Services group in the left navigation menu, click **Appointment Center ▸ Events Calendar**.

   The Events Calendar displays events for the current month filtered for the workforce office associated with your location. Events you are already registered for will display in italics with '(*Registered*)' shown after the event name (see figure below).



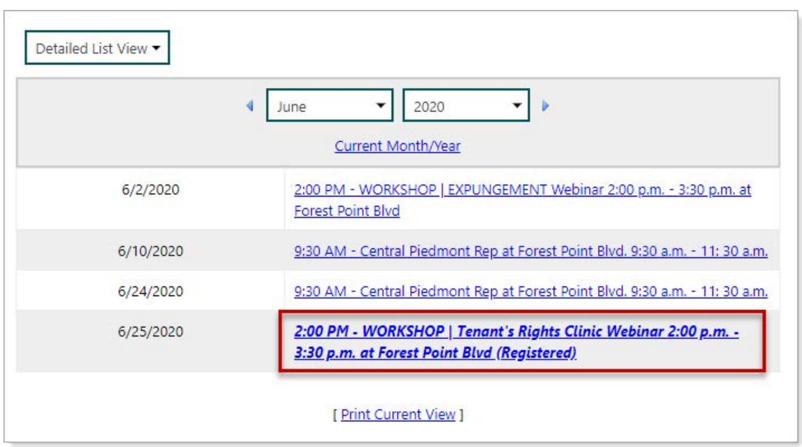
Upcoming Events Calendar

2. To limit the events that are displayed, enter criteria in the Filter Criteria section to filter by the following, then click the Filter link (see figure below):
   - Event regions and offices (or state wide for certain event categories)
   - Event categories (check category boxes from a drop-down list)
   - Event ID or only those events you are registered for (these will ignore all other criteria in filter fields)



Filter Criteria for Events Calendar

Any matching events display below the criteria section and any events you are already registered for will be italicized and bolded with the word '(*Registered*)' at the end (see figure below showing Detailed List View).



Events Calendar – Detailed List View

3 Click on an event link to view details or to register for it. See the topic "Registering for an Event" for details.

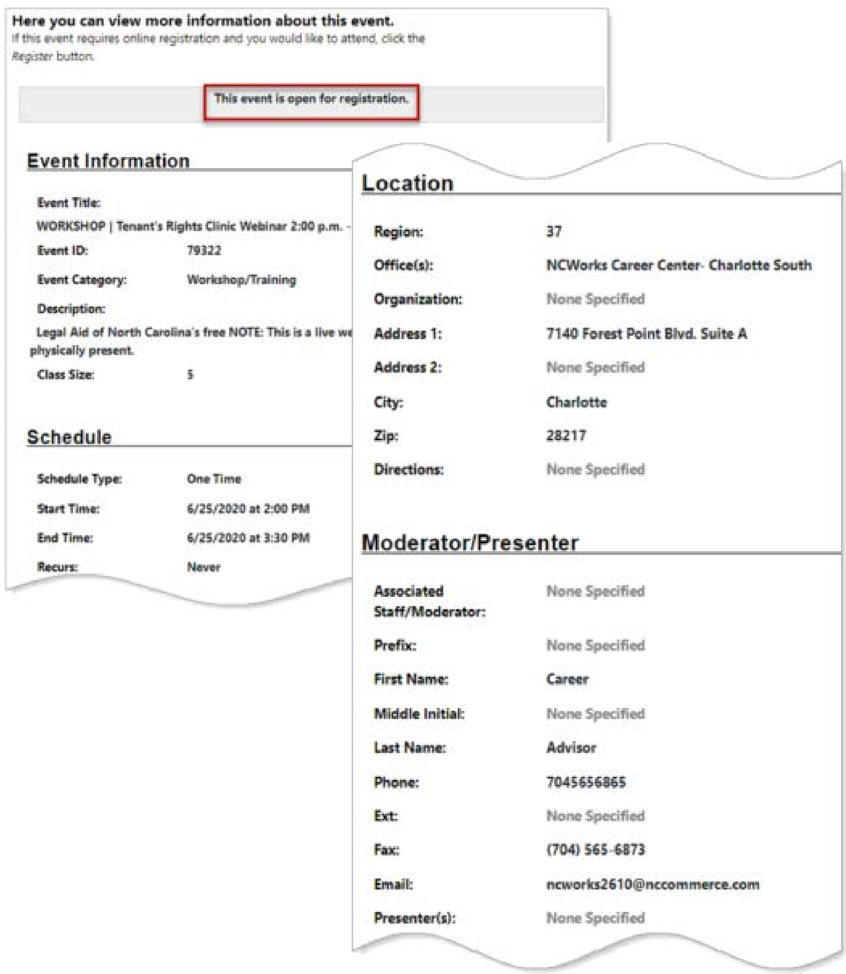
Registering for an Event

▶ **To register for an event:**

1. From the Quick Menu group in the left navigation menu, click **Employer Resources ▸ Upcoming Events**.
   OR…
   From the Other Services group in the left navigation menu, click **Appointment Center ▸ Events Calendar**.

   The Events Calendar displays.

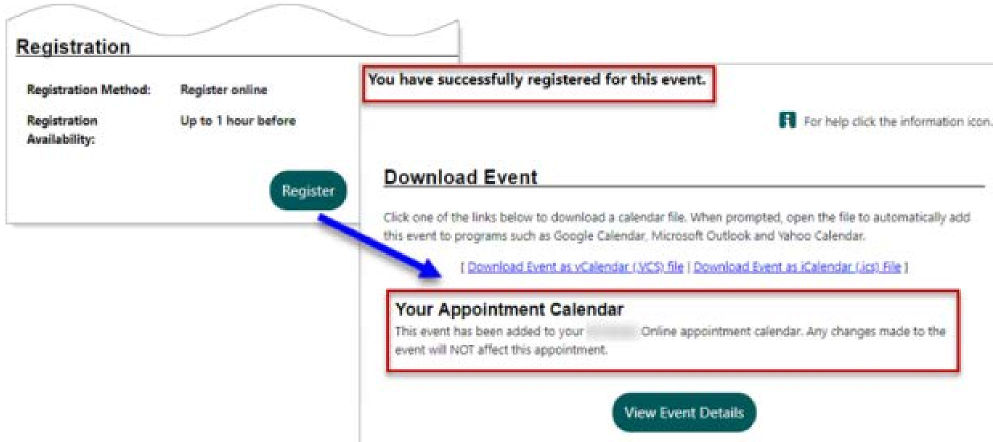
2. Click on an event you wish to register for. The Event Information page displays (see figure below).



Event Information Page

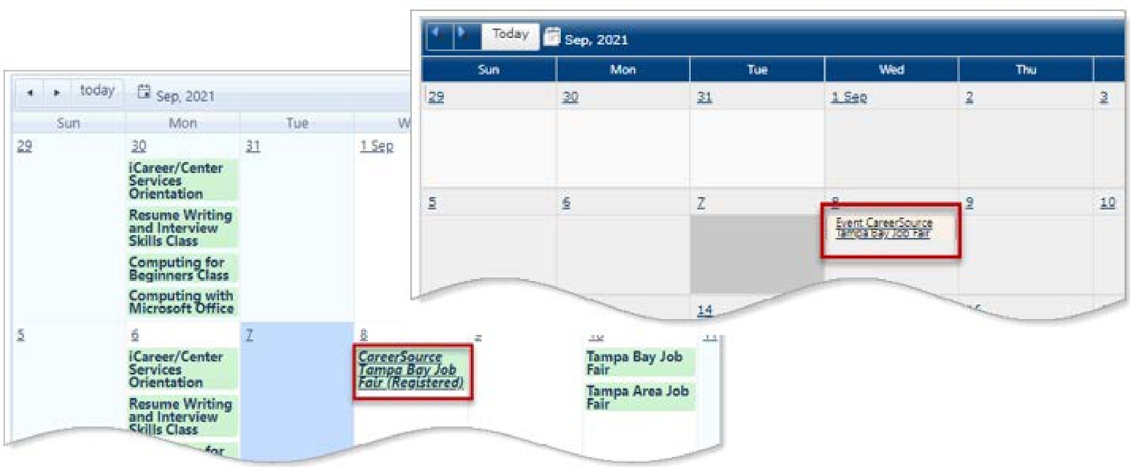
   The gray bar at the top shows you the registration status: *none required*, *closed for registration*, *open for registration*, or *Does not accept online registrants. Please contact the even moderator.* (see figure above). Detailed information is also provided on this page.

3. To register, click the **Register** button at the bottom of the page. A confirmation page displays (see figure below).



Registration Confirmation

You are now registered and the event displays on the Events Calendar in italics with ‘(*Registered*)’ shown after the event name and it is also added to your Appointment Calendar (see figure below).



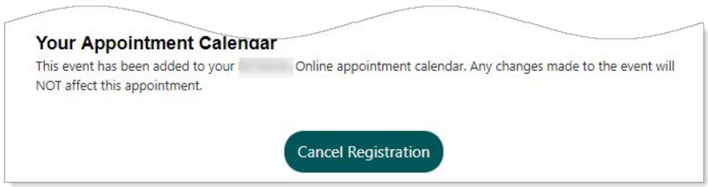
What a Registered Event Looks Like on the Events Calendar and on Your Appointment Calendar

Canceling an Event Registration

You can only cancel your registration from the Events Calendar, not from your Appointment Calendar.

▶ **To cancel an event registration:**

1. From the Other Services group in the left navigation menu, click **Appointment Center ▸ Events Calendar**. The Events Calendar displays.
2. Click on an event title that you are registered for, scroll to the bottom of the information page, and click the **Cancel Registration** button (see figure below). Your registration is canceled immediately.



Canceling a Registration

⚠ *If you delete an appointment from your Appointment Calendar for an event that you previously registered for, it will not cancel your registration; you must unregister using the Events Calendar.*

10: Generate Reports

Chapter Contents

Running the EEO Employer Report 10-1
Running the Job Imports Report 10-3

Recruiting employers have access to the EEO Employer report and Third Party Administrator (TPA) employers can access the Job Imports report.

Running the EEO Employer Report

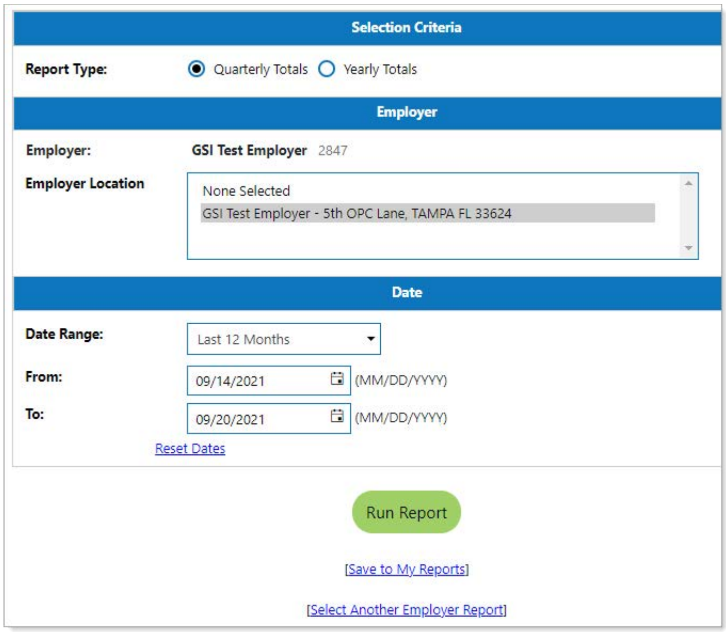
Recruiting employers with the proper permissions can run the EEO (Equal Employment Opportunity) OFCCP (Office of Federal Contract Compliance Programs) Compliance Employer Summary report, which is a compliance survey mandated by federal statute. The survey requires employers to categorize company employment data by race/ethnicity, gender, and job category.

▶ **To run the EEO Employer report:**

1 From the Reports group in the left navigation menu, click **Detailed Reports**. The Employer Reports page displays (see figure below).

Employer Reports Menu Option and Selection Page

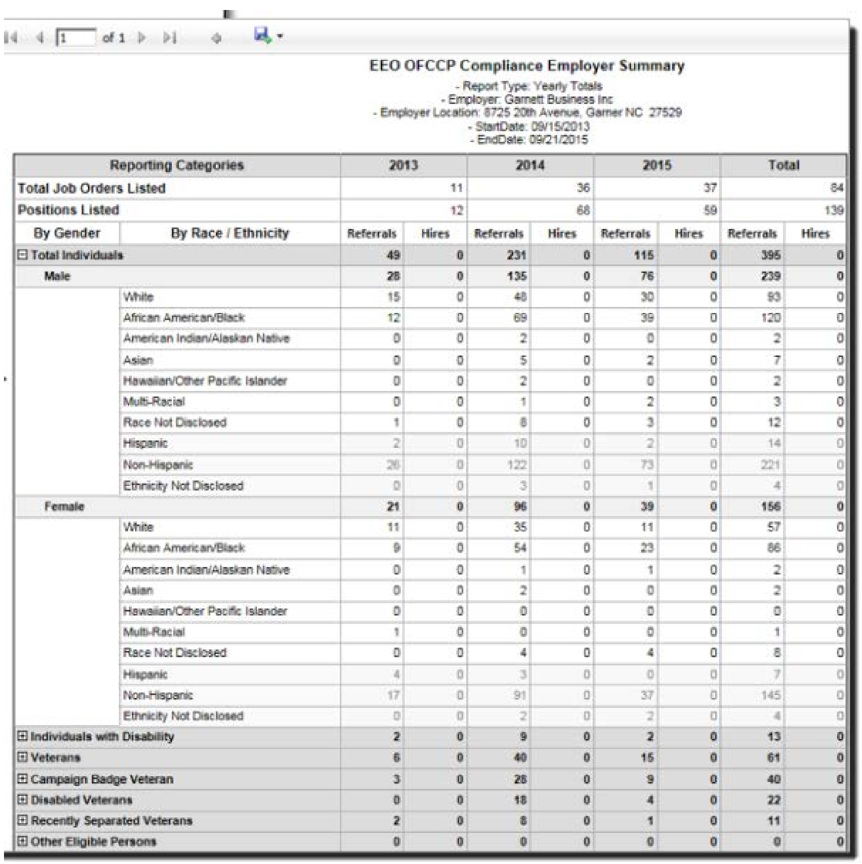
2 Click the **EEO Employer** link. The Employer - EEO OFCCP Compliance Employer Summary Report selection criteria page displays (see figure below).



EEO Employer Report Criteria Page

3 Define the report options, such as **Report Type**, **Employer Location**, and **Date Range**.

4 Click **Run Report**. The report is generated and displayed, as shown in the sample below.



EEO OFCCP Compliance Employer Summary

- Report Type: Yearly Totals
- Employer: Garnett Business Inc
- Employer Location: 8725 20th Avenue, Garner NC 27529
- StartDate: 09/15/2013
- EndDate: 09/21/2015

Reporting Categories		2013		2014		2015		Total	
Total Job Orders Listed		11		36		37		84	
Positions Listed		12		68		59		139	
By Gender	By Race / Ethnicity	Referrals	Hires	Referrals	Hires	Referrals	Hires	Referrals	Hires
⊟ Total Individuals		49	0	231	0	115	0	395	0
Male		28	0	135	0	76	0	239	0
	White	15	0	48	0	30	0	93	0
	African American/Black	12	0	69	0	39	0	120	0
	American Indian/Alaskan Native	0	0	2	0	0	0	2	0
	Asian	0	0	5	0	2	0	7	0
	Hawaiian/Other Pacific Islander	0	0	2	0	0	0	2	0
	Multi-Racial	0	0	1	0	2	0	3	0
	Race Not Disclosed	1	0	8	0	3	0	12	0
	Hispanic	2	0	10	0	2	0	14	0
	Non-Hispanic	26	0	122	0	73	0	221	0
	Ethnicity Not Disclosed	0	0	3	0	1	0	4	0
Female		21	0	96	0	39	0	156	0
	White	11	0	35	0	11	0	57	0
	African American/Black	9	0	54	0	23	0	86	0
	American Indian/Alaskan Native	0	0	1	0	1	0	2	0
	Asian	0	0	2	0	0	0	2	0
	Hawaiian/Other Pacific Islander	0	0	0	0	0	0	0	0
	Multi-Racial	1	0	0	0	0	0	1	0
	Race Not Disclosed	0	0	4	0	4	0	8	0
	Hispanic	4	0	3	0	0	0	7	0
	Non-Hispanic	17	0	91	0	37	0	145	0
	Ethnicity Not Disclosed	0	0	2	0	2	0	4	0
⊞ Individuals with Disability		2	0	9	0	2	0	13	0
⊞ Veterans		6	0	40	0	15	0	61	0
⊞ Campaign Badge Veteran		3	0	28	0	9	0	40	0
⊞ Disabled Veterans		0	0	18	0	4	0	22	0
⊞ Recently Separated Veterans		2	0	8	0	1	0	11	0
⊞ Other Eligible Persons		0	0	0	0	0	0	0	0

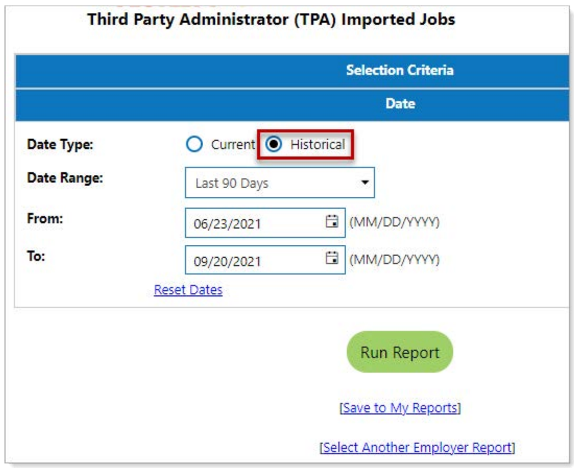
EEO OFCCP Compliance Employer Summary Report

Running the Job Imports Report

Employers who are registered as Third Party Administrators (TPA) can run the Job Imports report to see the jobs that were imported into your jobs database as “linked jobs.” This report will show those jobs that get spidered in from other sites so you can keep on top of them and convert them. See the topic “Linked Jobs Tab” in Chapter 5 – Manage Job Orders for information on linked jobs.

To run the Job Imports report:

1. From the Reports group in the left navigation menu, click **Detailed Reports**. The Employer Reports page displays.
2. Click the **Job Imports** link. The Third Party Administrator (TPA) Imported Jobs report selection criteria page displays (see figure below).



Job Imports Report Criteria Page

3. Select whether you want *Current* or *Historical* data.

   a. If you select *Historical*, additional **Date Range** and **From/To** date fields display for you to complete (see figure above).

4. Click **Run Report**. The report is generated and displayed (see figure below).

Third Party Administrator TPA Imported Jobs

System Job ID	Employer Job ID	Job Name	Delivery Date	Job Close Date	Distribution Source	Worksite Location
385951	R05944	1302-Truck Driver	06/15/2018	09/22/2018		
197149	R03781	Truck Driver	11/02/2017	01/05/2018		
165964	R03550	Truck Driver	10/05/2017	10/31/2017		
2660215	R09873	Line Support	08/09/2019	09/23/2019		
78935	R02441	Truck Driver	07/10/2017	08/02/2017		
72817	R02561	Truck Driver	06/23/2017	08/02/2017		
2564233	R09146	1302-Forklift Operator I	05/10/2019	02/02/2020		
347323	R05477	Supv, Maintenance	05/04/2018	06/16/2018		
309455	R04977	Seasonal Tankyard General Labor	03/15/2018	10/11/2019		
299260	R04833	General Labor	03/02/2018	10/14/2019		
222784	R04108	Sorter - General Labor	12/12/2017	10/14/2019		
222782	R04110	Robbins Cutter Operator	12/12/2017	10/14/2019		
313170	R05027	Seasonal Label Machine Operator	03/20/2018	12/24/2019		
305186	R04836	Seasonal Sanitation	03/10/2018	10/28/2019		
300450	R04843	Seasonal Outside Forklift Operator	03/03/2018	01/07/2020		

TPA Imported Jobs Report

11: Education Services

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Online Learning Resources 11-12
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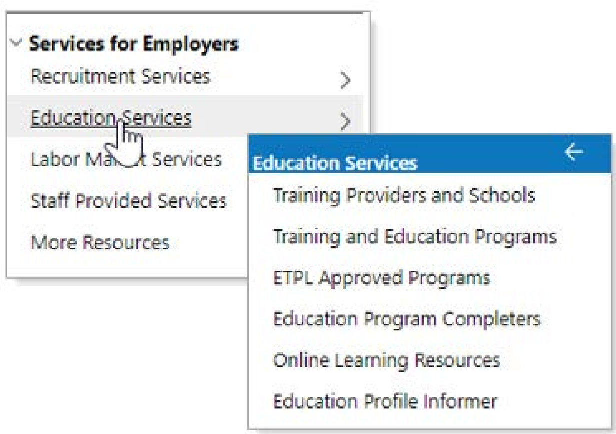
The Education Services options offer employers the convenience of reviewing training and educational programs and providers all in one place. You can search schools and the programs they offer, find information about job placement, and even compare various program and provider attributes. More information is available when instructional programs are associated with a Classification of Instructional Programs (CIP) code. CIP codes aggregate college majors, allowing for a systematic description of instructional activity.

The Education Services menu includes the following options (may vary by site configuration), which are covered in this chapter.



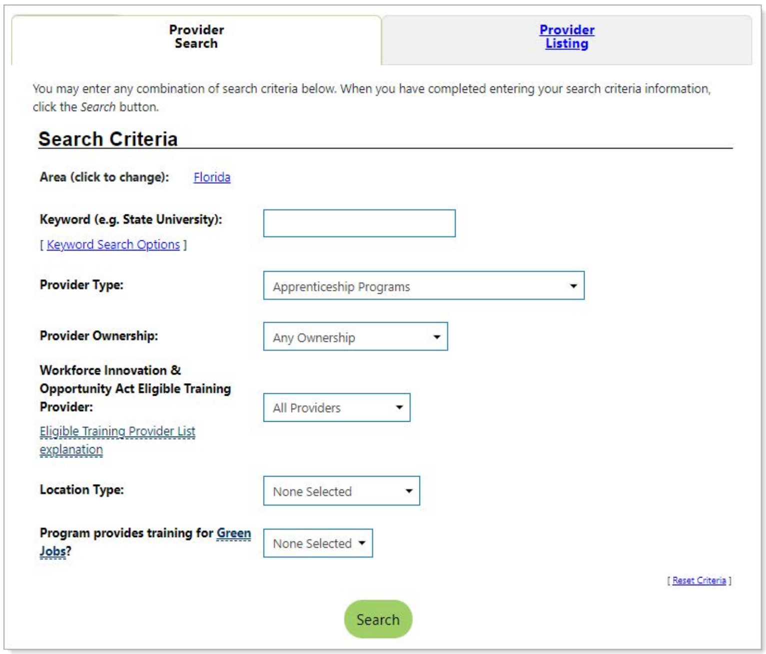
Education Services Menu Options

Training Providers and Schools

Use this feature to research training providers and schools and to view institutional details and locations along with a listing of available programs.

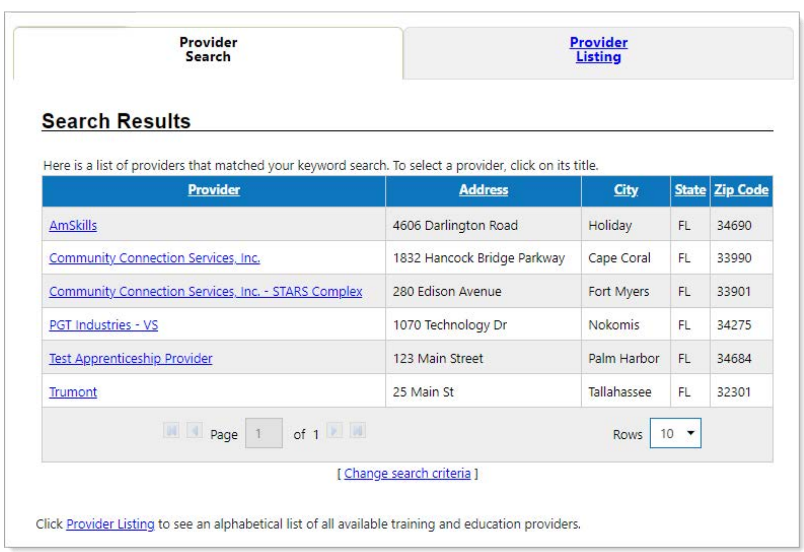
▶ **To search for training providers and schools:**

1. From the Services for Employers group in the left navigation menu, click **Education Services ▸ Training Providers and Schools**. The Provider search criteria page displays (see figure below).



Finding a Provider Using a Keyword or Other Search Criteria

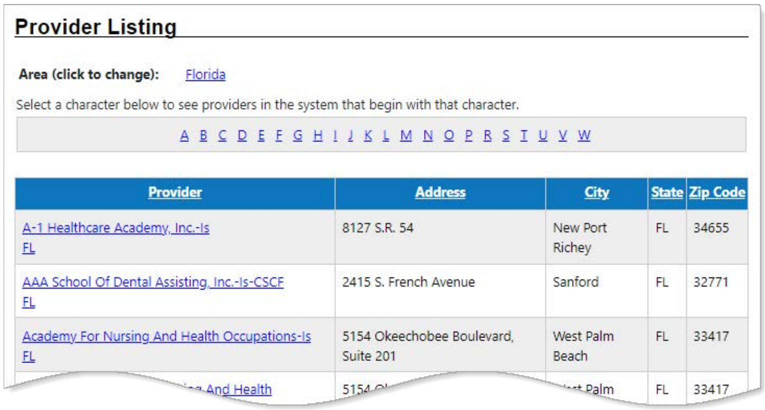
2. Using the Provider Search tab, you can customize criteria for your search.
3. When finished, click the **Search** button to display matching results (see figure below).



Provider	Address	City	State	Zip Code
AmSkills	4606 Darlington Road	Holiday	FL	34690
Community Connection Services, Inc.	1832 Hancock Bridge Parkway	Cape Coral	FL	33990
Community Connection Services, Inc. - STARS Complex	280 Edison Avenue	Fort Myers	FL	33901
PGT Industries - VS	1070 Technology Dr	Nokomis	FL	34275
Test Apprenticeship Provider	123 Main Street	Palm Harbor	FL	34684
Trumont	25 Main St	Tallahassee	FL	32301

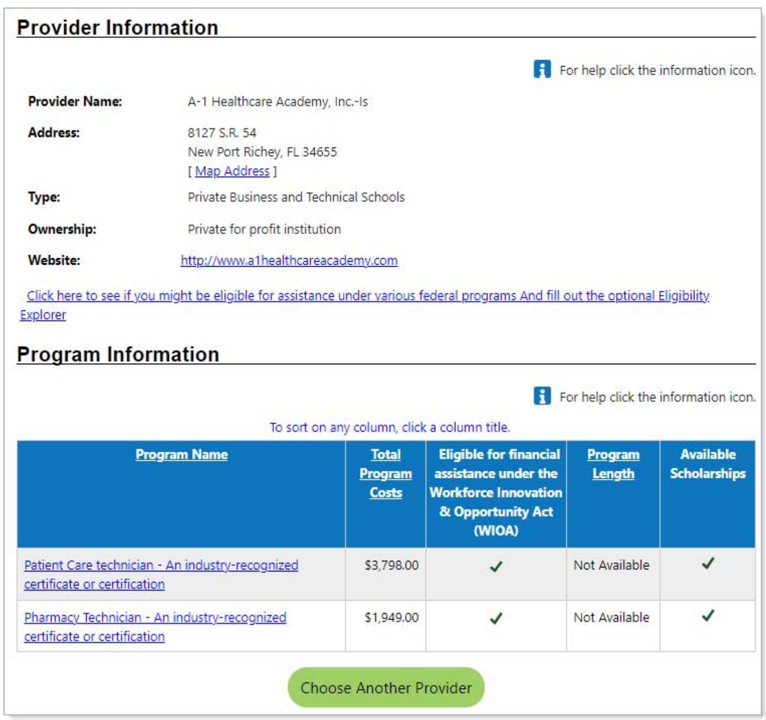
Provider Search Results Page

4 As an alternative to using search criteria, the Provider Listing tab simply lists all providers in the selected Area in alphabetical order (see figure below). The list is useful if you are unsure about spelling or have only a partial provider title. Click a letter to jump to that location in the list.



Selecting a Provider Using the Alphabetical Listing

5 From either tab, click a Provider name link to see the Provider Information page (see figure below).



Reviewing a Summary of a Training Provider

6 In the Provider Information section, you can access the provider location by clicking the Map Address link or go to the provider's website by clicking the URL link.

The Program Information section lists all programs associated with the provider. If the school has been approved to use WIOA funds for a program, a checkmark displays in the Eligible for financial assistance under the Workforce Innovation & Opportunity Act (WIOA) column.

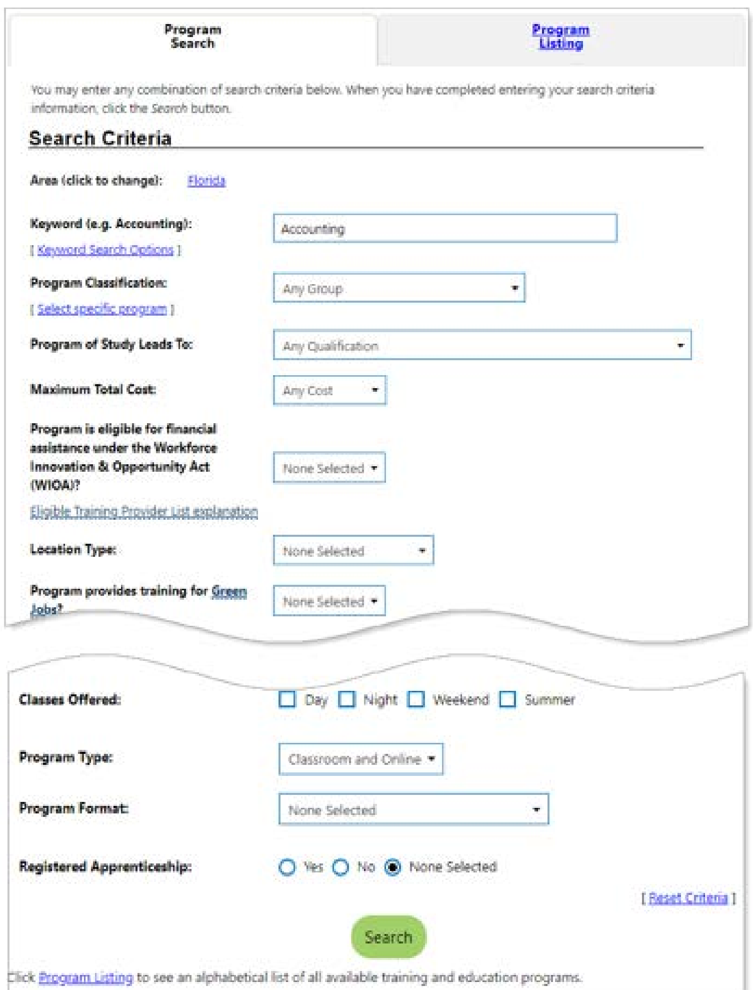
7 Click a Program Name link to open a detailed program profile, from which you can compare programs by using the **View Comparisons** button. See the topic "Comparing Education Programs" for details.

Training and Education Programs

Use this feature to research training and education programs and to view comprehensive details specific to each program, along with extensive comparison features.

▶ **To search for training and education programs:**

1 From the Services for Employers group in the left navigation menu, click **Education Services ▸ Training and Education Programs**. The Program search criteria page displays (see figure below).

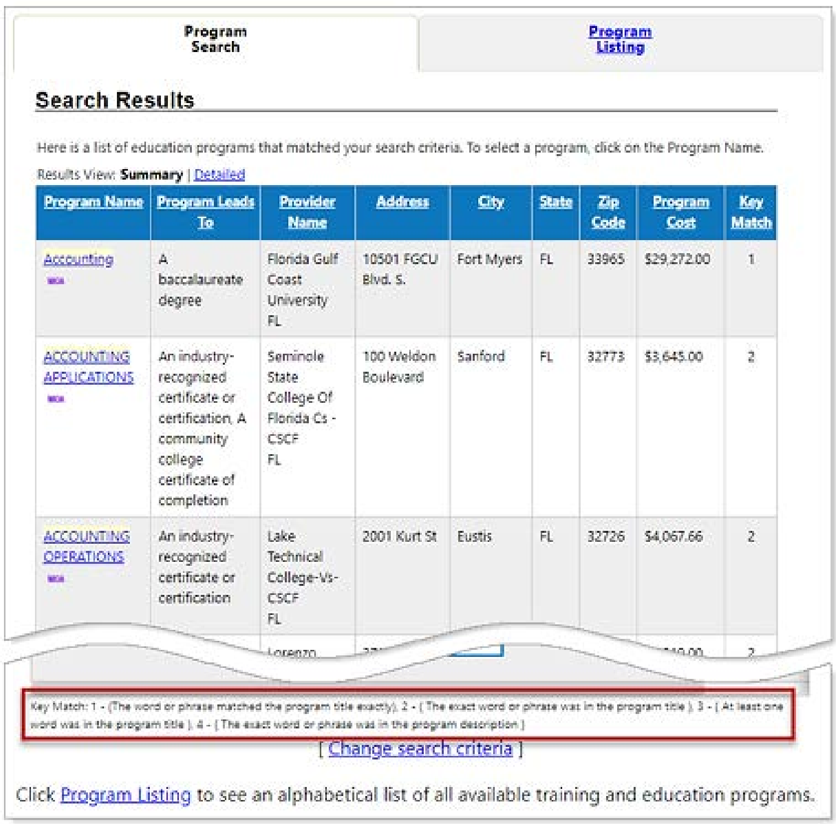


Finding an Education/Training Program Using a Keyword or Other Search Criteria

2 Using the Program Search tab, you can customize criteria for your search. These search methods are more extensive since you are searching non-standardized names given to programs by the host institutions. Training providers can be very creative when designing program names.

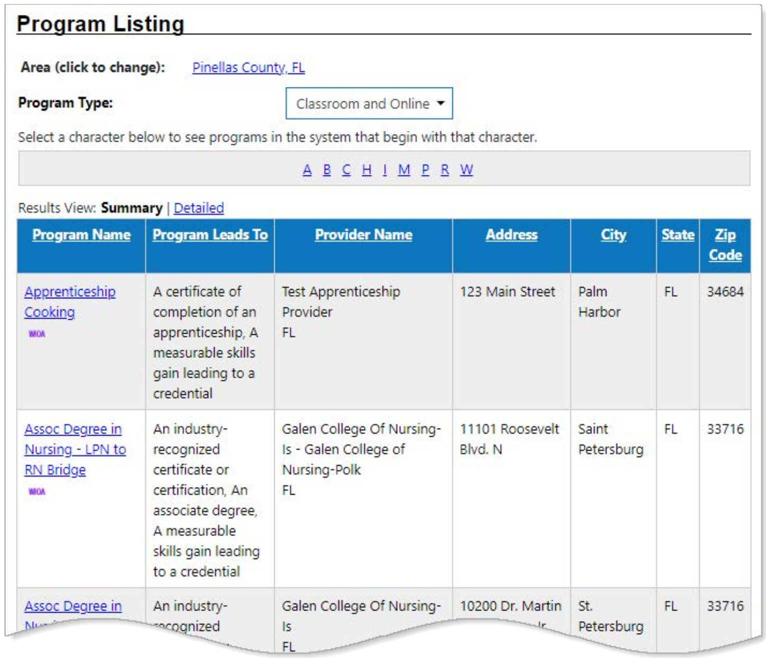
3 When finished, click the **Search** button to display matching results.

The Program Search Results Page Key Match column shows the rating for the program. A high score of 1 indicates an exact phrase match with the program title, and a low of 4 indicates an exact word *or* phrase match with the program *description* (see the legend at bottom of figure below). The WIOA indicator in the Program Name column indicates if the program is WIOA eligible.



Program Search Results Page

4 As an alternative to using search criteria, the Program Listing tab simply lists all programs in the selected Area in alphabetical order (see figure below). The list is useful if you are unsure about spelling or have only a partial program title. Click a letter to jump to that location in the list.

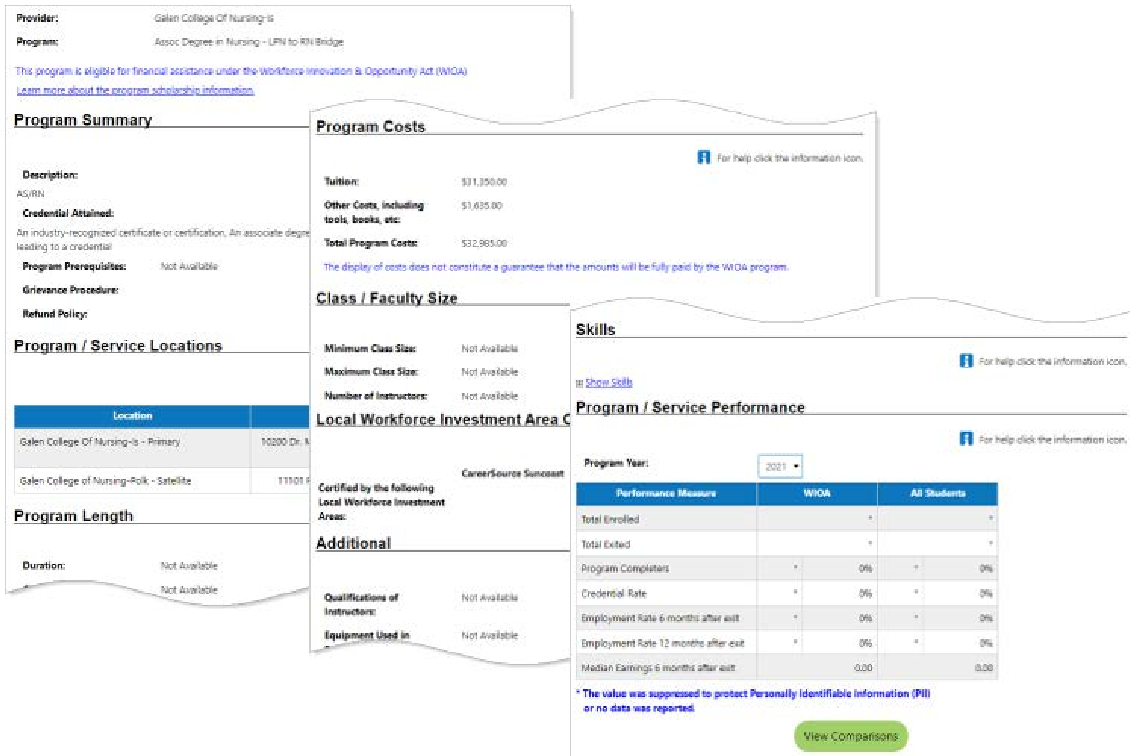


Selecting an Education/Training Program Using the Alphabetical Listing

a. You can change the **Program Type** using the drop-down list (*Classroom, Online,* or *Classroom and Online*) and the list will refresh accordingly.

b. Use the Detailed view option to display more information in the grid, such as program description, cost, and credential attained.

5 From either the Program Search or Program Listing tab results, click a Program Name link to open a detailed program profile, which includes program locations, program length, program cost, class size, and program prerequisites, as well as program/service performance for WIOA-certified programs. From the bottom of the profile page, you can compare programs by using the **View Comparisons** button (see figure below). See the topic "Comparing Education Programs" for details.



Reviewing a Summary of an Education/Training Program

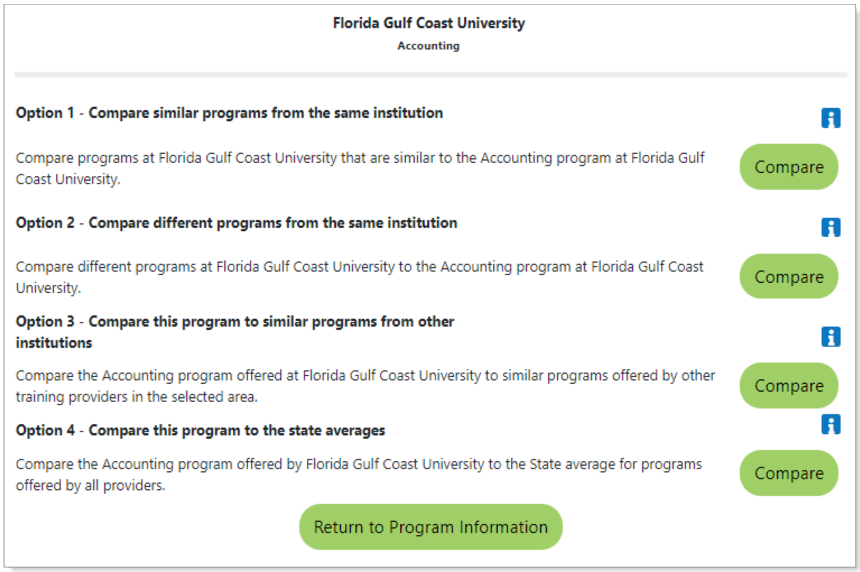
Comparing Education Programs

You can compare the program you are reviewing side-by-side with another training program using the **View Comparisons** button at the bottom of the Program Information page.

Note: *The program comparison feature is available only to clients that have purchased the CRS/Providers module.*

When comparing programs, four options are available:

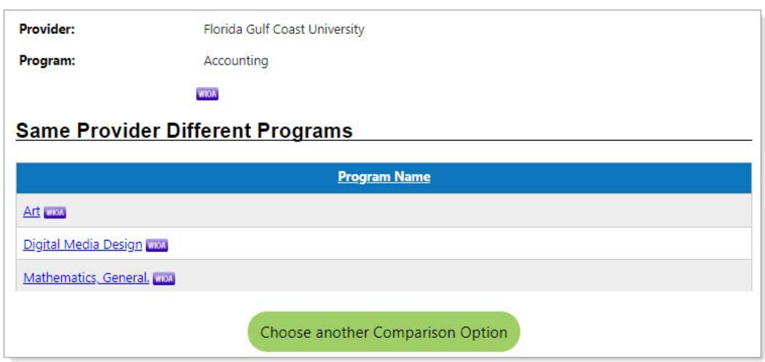
- **Option 1 –** Compare with similar programs from the same institution
- **Option 2 –** Compare with different programs from the same institution
- **Option 3 –** Compare with similar programs from other institutions
- **Option 4 –** Compare with state averages



Reviewing Comparison Options for Current Program

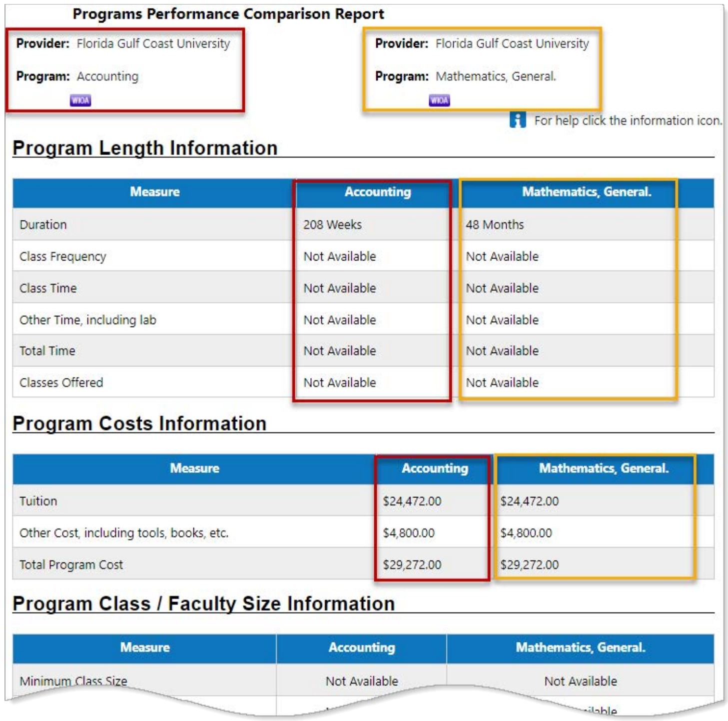
Options 1 and 2. With each of these Compare options, you will select from a list of programs. Review the list of programs and identify the one you want to use for comparison.

- Click a Program Title link to view a side-by-side program comparison. If you do not see an option for comparison, click the **Choose another Comparison Option** button.



Selecting a Different Program from the Same Institution

The side-by-side comparison allows you to review the details and performance measures of each program.



Programs Performance Comparison Report

Provider: Florida Gulf Coast University
Program: Accounting

Provider: Florida Gulf Coast University
Program: Mathematics, General.

For help click the information icon.

Program Length Information

Measure	Accounting	Mathematics, General.
Duration	208 Weeks	48 Months
Class Frequency	Not Available	Not Available
Class Time	Not Available	Not Available
Other Time, including lab	Not Available	Not Available
Total Time	Not Available	Not Available
Classes Offered	Not Available	Not Available

Program Costs Information

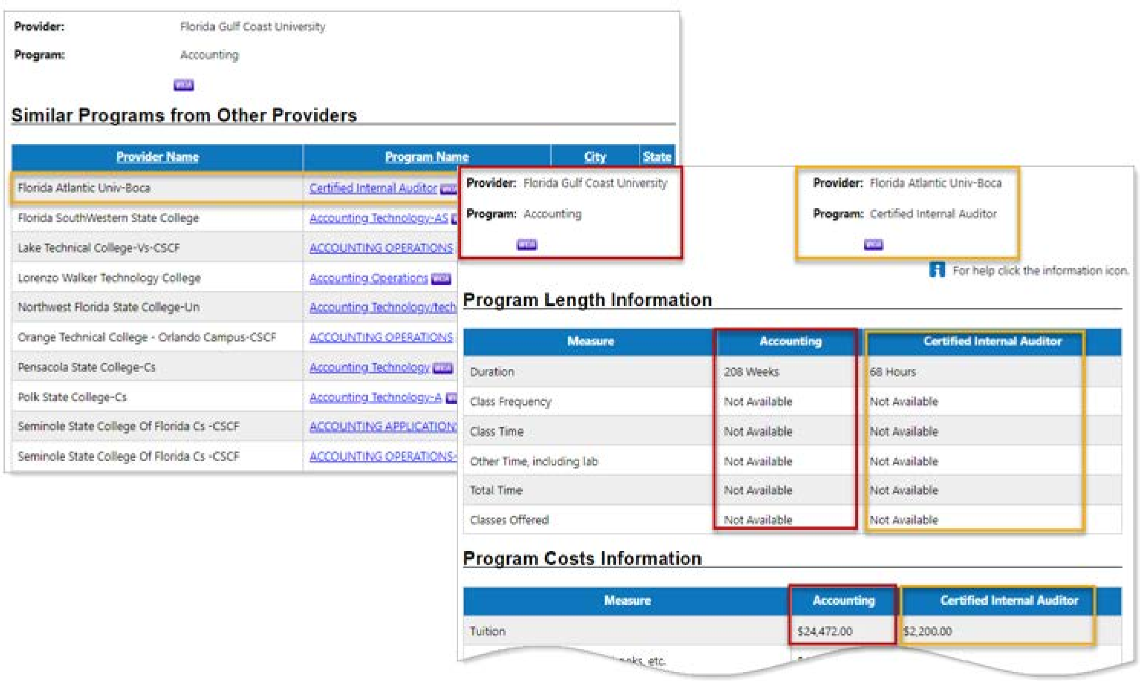
Measure	Accounting	Mathematics, General.
Tuition	$24,472.00	$24,472.00
Other Cost, including tools, books, etc.	$4,800.00	$4,800.00
Total Program Cost	$29,272.00	$29,272.00

Program Class / Faculty Size Information

Measure	Accounting	Mathematics, General.
Minimum Class Size	Not Available	Not Available

Comparing Two Programs from the Same Institution

Option 3. When comparing similar programs from different institutions, the side-by-side display reveals the key differences.



Provider: Florida Gulf Coast University
Program: Accounting

Similar Programs from Other Providers

Provider Name	Program Name	City	State
Florida Atlantic Univ-Boca	Certified Internal Auditor		
Florida SouthWestern State College	Accounting Technology-AS		
Lake Technical College-Vs-CSCF	ACCOUNTING OPERATIONS		
Lorenzo Walker Technology College	Accounting Operations		
Northwest Florida State College-Un	Accounting Technology/tech		
Orange Technical College - Orlando Campus-CSCF	ACCOUNTING OPERATIONS		
Pensacola State College-Cs	Accounting Technology		
Polk State College-Cs	Accounting Technology-A		
Seminole State College Of Florida Cs -CSCF	ACCOUNTING APPLICATION		
Seminole State College Of Florida Cs -CSCF	ACCOUNTING OPERATIONS-		

Provider: Florida Gulf Coast University
Program: Accounting

Provider: Florida Atlantic Univ-Boca
Program: Certified Internal Auditor

For help click the information icon.

Program Length Information

Measure	Accounting	Certified Internal Auditor
Duration	208 Weeks	68 Hours
Class Frequency	Not Available	Not Available
Class Time	Not Available	Not Available
Other Time, including lab	Not Available	Not Available
Total Time	Not Available	Not Available
Classes Offered	Not Available	Not Available

Program Costs Information

Measure	Accounting	Certified Internal Auditor
Tuition	$24,472.00	$2,200.00

Comparing Similar Programs from Different Institutions

Option 4. When comparing a program to the state averages, the system displays all information that can be averaged, namely program costs. Other information would vary by institution.

Program Performance Comparison to The State Average Report

Provider: Florida Gulf Coast University

Program: Accounting

WIOA

For help click the information icon.

Program Costs Information

Measure	Accounting	The State Average of Accounting
Tuition	$24,472.00	$5,723.00
Other Cost, including tools, books, etc.	$4,800.00	$552.00
Total Program Cost	$29,272.00	$6,275.00

Program Class / Faculty Size Information

Measure	Accounting	The State Average of Accounting
Minimum Class Size	Not Available	Not Available
Maximum Class Size	Not Available	Not Available
Number of Instructors	Not Available	1

Comparing a Similar Program from another Institution and to State Averages

ETPL Approved Programs

The ETPL (Eligible Training Provider List) Approved Programs feature lists all education programs that have been approved for WIOA training.

▶ **To view all ETPL programs:**

1. From the Services for Employers group in the left navigation menu, click **Education Services ▸ ETPL Approved Programs**. The ETPL Programs page lists the approved programs alphabetically. (see figure below).

ETPL Programs

Program	Program Leads To	Provider	Address	City	State	Zip Code	Total Program Costs
AC REFRIGERATION & HEATING TECHNOLOGY 2	An industry-recognized certificate or certification	Seminole State College Of Florida Cs -CSCF	100 Weldon Boulevard	Sanford	FL	32773	$2,995.00
Accounting	A baccalaureate degree	Florida Gulf Coast University	10501 FGCU Blvd. S.	Fort Myers	FL	33965	$29,272.00
ACCOUNTING APPLICATIONS	An industry-recognized certificate or certification, A community college certificate of completion	Seminole State College Of Florida Cs -CSCF	100 Weldon Boulevard	Sanford	FL	32773	$3,645.00
Accounting Operations	An industry-recognized certificate or certification	Lorenzo Walker Technology	3702 Estey	Naples	FL	34104	$3,519.00

Reviewing List of Approved Training Programs

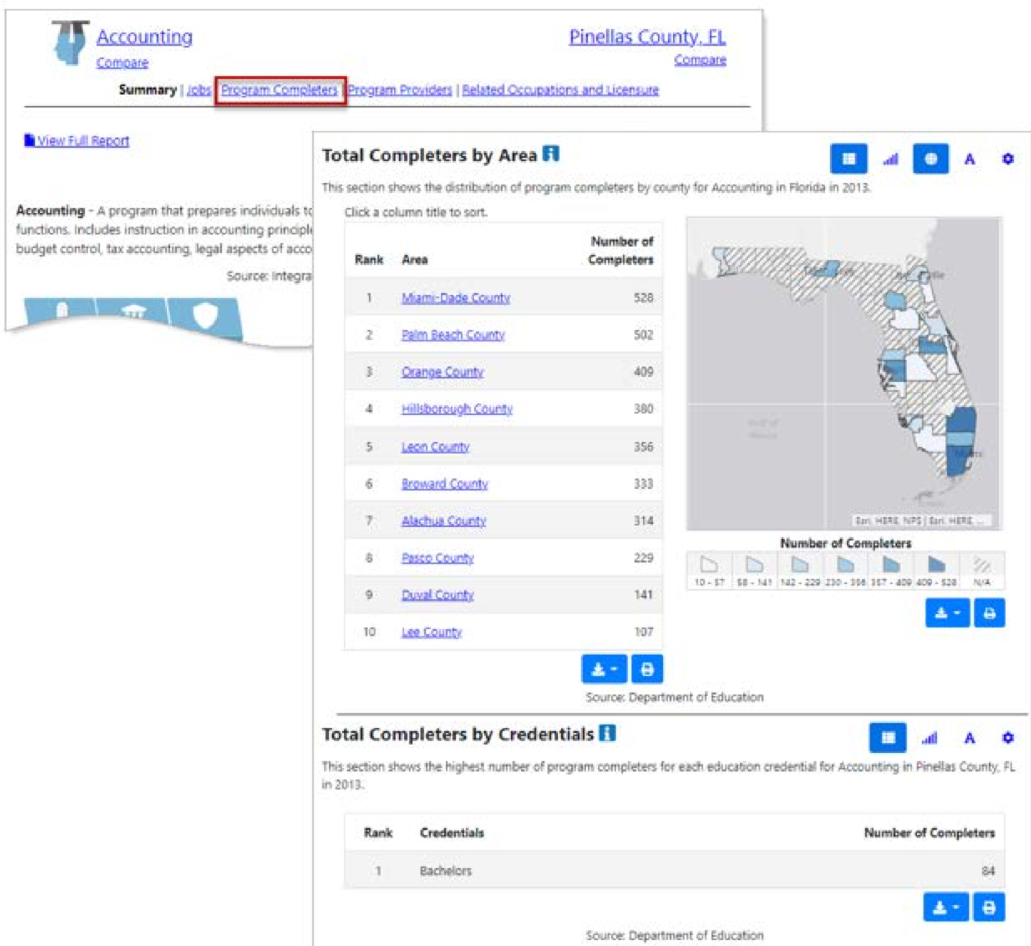
2. To re-sort the records by a column, click the corresponding column heading.
3. Click a Program link to see complete details of the program.

Education Program Completers

The Education Program Completers feature shows the number of students that completed training and education programs for an occupation. You can view data on completers by area and by credentials.

▶ **To view program completers for an occupation:**

1. From the Services for Employers group in the left navigation menu, click **Education Services ▸ Education Program Completers**. The Occupation Search page displays.
2. Select an occupation, for example, "Accountant." See the topic "Select an Occupation" in Appendix A – Common System Tools for details. The Labor Market Services page displays.
3. Click the Education Profile link. The Program Search page displays.
4. Enter an education program for the occupation, for example, "Accounting."
5. In the list of program matches, click the link for the desired Education Program. An education profile page for that program displays.
6. Click the Program Completers link at the top of the page to display information on total completers by area and by credentials (see figure below).



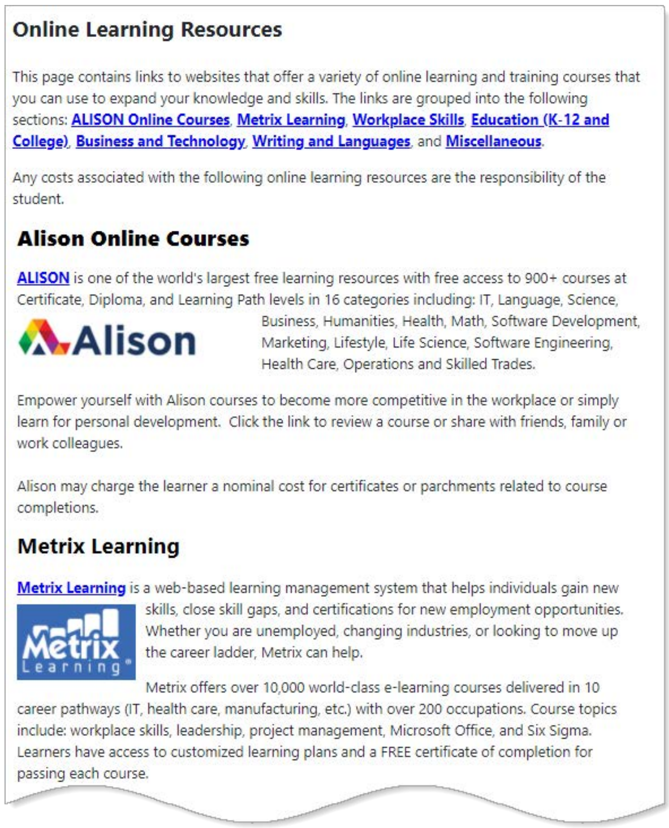
Reviewing the Number of Completers for the Selected Occupation (Accounting)

Online Learning Resources

The Online Learning Resources page provides an exhaustive list of links to websites offering a variety of free online learning and training courses for users to expand their knowledge and skills.

To view program completers for an occupation:

- From the Services for Employers group in the left navigation menu, click **Education Services ▸ Online Learning Resources**.



Online Learning Resources

This page contains links to websites that offer a variety of online learning and training courses that you can use to expand your knowledge and skills. The links are grouped into the following sections: ALISON Online Courses, Metrix Learning, Workplace Skills, Education (K-12 and College), Business and Technology, Writing and Languages, and Miscellaneous.

Any costs associated with the following online learning resources are the responsibility of the student.

Alison Online Courses

ALISON is one of the world's largest free learning resources with free access to 900+ courses at Certificate, Diploma, and Learning Path levels in 16 categories including: IT, Language, Science, Business, Humanities, Health, Math, Software Development, Marketing, Lifestyle, Life Science, Software Engineering, Health Care, Operations and Skilled Trades.

Empower yourself with Alison courses to become more competitive in the workplace or simply learn for personal development. Click the link to review a course or share with friends, family or work colleagues.

Alison may charge the learner a nominal cost for certificates or parchments related to course completions.

Metrix Learning

Metrix Learning is a web-based learning management system that helps individuals gain new skills, close skill gaps, and certifications for new employment opportunities. Whether you are unemployed, changing industries, or looking to move up the career ladder, Metrix can help.

Metrix offers over 10,000 world-class e-learning courses delivered in 10 career pathways (IT, health care, manufacturing, etc.) with over 200 occupations. Course topics include: workplace skills, leadership, project management, Microsoft Office, and Six Sigma. Learners have access to customized learning plans and a FREE certificate of completion for passing each course.

Researching Online Learning Resources

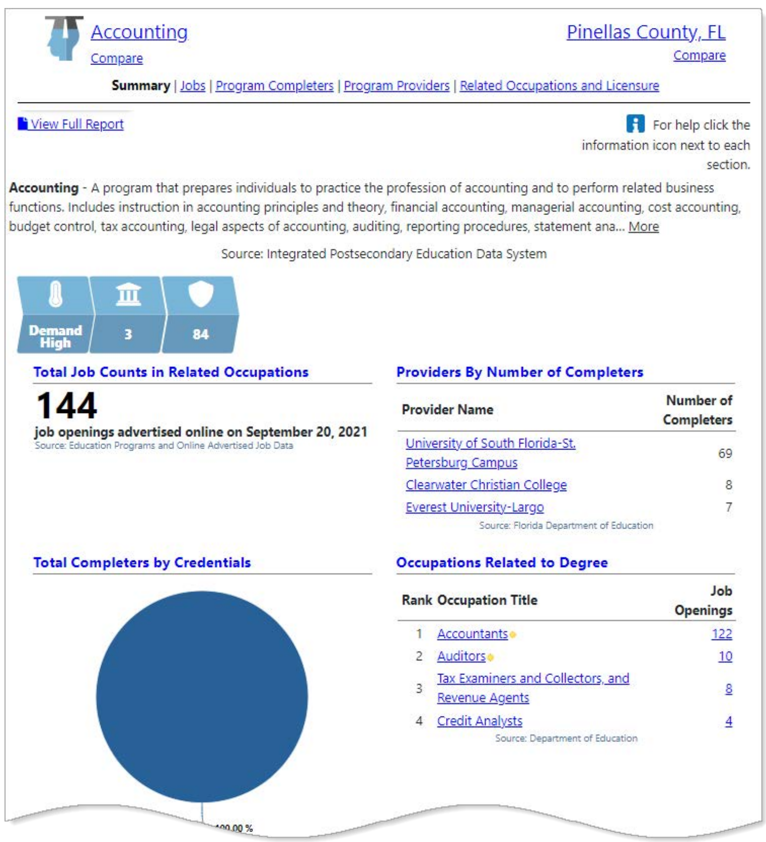
As shown above, the first link (Alison) accesses the largest source of free online courses, all available through the Alison website. Other courses are grouped by program focus, such as Workplace Skills, Education (K-12 and College), Business and Technology, Writing and Languages, and Miscellaneous.

Education Profile Informer

This option allows you to identify an education area and display labor market information for the associated education programs, including jobs, program completers and providers, and related occupations and licensure.

▶ **To access the Education Profile Informer:**

1. From the Services for Employers group in the left navigation menu, click **Education Services ▸ Education Profile Informer**. The Education Program search criteria page displays.
2. Select an educational program. For complete information, see the topic "Education Profiles" in Chapter 12 - Labor Market Information (LMI).



Education Profile Page

12: Labor Market Information (LMI)

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Labor Market Overview

Employers have many ways to access valuable labor market information to stay current with employment and industry trends in their area. Extensive tables and graphics provide reliable data on topics such as employment rates, population growth, growing occupations and industries, and current job candidates. Employers can access information based on their present location, or change areas to evaluate a prospective market.

The system derives profile information both from real-time, spidered data and from source tables of the U.S. Census Bureau, the U.S. Department of Commerce, and other state agencies and bureaus.

The primary options for LMI data are from the Labor Market Services menu group, from the left navigation menu. They are:

- **Labor Market Facts –** Users are in complete control of the area settings for each data session. Using links at the top of the page, users can quickly change the profile area or add an additional area, occupation, industry, or educational program for comparison.
- **Area Profile –** All data displays in easy-to-read tables as well as a variety of graphs. In many cases, users may select among bar graphs, line graphs, pie graphs and select their preferred color scheme.
- **Industry Profile –** All data displays in easy-to-read tables as well as a variety of graphs. In many cases, users may select among bar graphs, line graphs, pie graphs and select their preferred color scheme.

- **Occupation Profile –** All data displays in easy-to-read tables as well as a variety of graphs. In many cases, users may select among bar graphs, line graphs, pie graphs and select their preferred color scheme.
- **Education Profile –** All data displays in easy-to-read tables as well as a variety of graphs. In many cases, users may select among bar graphs, line graphs, pie graphs and select their preferred color scheme.

To access Labor Market Services:

- Select Services for Employers Labor Market Services from the Navigation pane.
- Alternatively, use the Labor Market Services dashboard widget.

Selecting a Labor Market Services Option

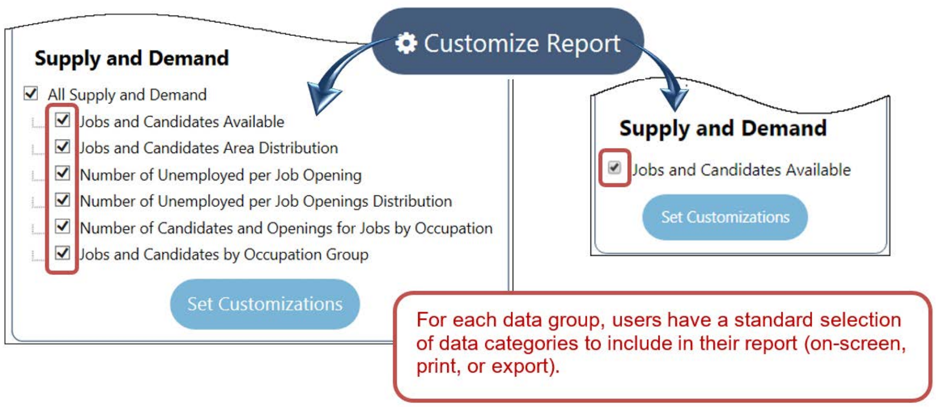
The Labor Market Services features are very accessible, offering a user-friendly interface, ample on-screen instructions and versatile search features. A Help icon is always available to provide context-sensitive descriptions of the page or section you are viewing.

When exploring profiles, the system uses common user interface options to help you become an expert simply by using the system.

- **Easy Drill-Down** – Each profile page contains several data groups accessible from the links at the top of the page. Each data group includes several data categories, each with several viewing options, including interactive graphs and maps.

Selecting a Profile Option from the Navigation Menu

- **Easy Access to Reset and Compare Features –** Users are in complete control of the area settings for each data session. Using links at the top of the page, users can quickly change the profile area or add an additional area, occupation, industry, or educational program for comparison.
- **Extensive Graph Options –** All data displays in easy-to-read tables as well as a variety of graphs. In many cases, users may select among bar graphs, line graphs, pie graphs and select their preferred color scheme.
- **Extensive Map Options –** Whenever users view data distributed over an area, they will have the option of using an interactive map. The full-featured maps allow users to zoom in or out, assign labels to areas, hover over to see exact data, and many other features.
- **Customizable Reports –** When viewing profiles, users can use the Customize Report button to select which data categories to display. The data categories available for your data session will depend on the data group selected, and whether or not you are using the comparison features.



Customizing Reports for a Single or Multiple-Area Data Session

Labor Market Facts

The Labor Market Facts feature helps you find information quickly by starting with the most frequently asked questions about labor markets. Organized in logical groupings, each question displays as a link that navigates you to the appropriate page to find the answer. The Q&A format allows users with little experience with LMI data or research to quickly find answers based on the latest data.

▶ **To access Labor Market Facts:**

1. Select Service for Employers Labor Market Services Labor Market Facts from the left Navigation panel.

   The page for Selecting an LMI Question is displayed, as lists of several groups of questions. Each page group is expandable to show each of the questions as link.

   Survey the Questions. To facilitate finding appropriate questions, users are encouraged to survey the questions. The questions relate to occupational wages, unemployment rates, popular jobs, etc. They are common questions a typical user would ask and Geographic Solutions regularly adds new questions based on system use and customer feedback.

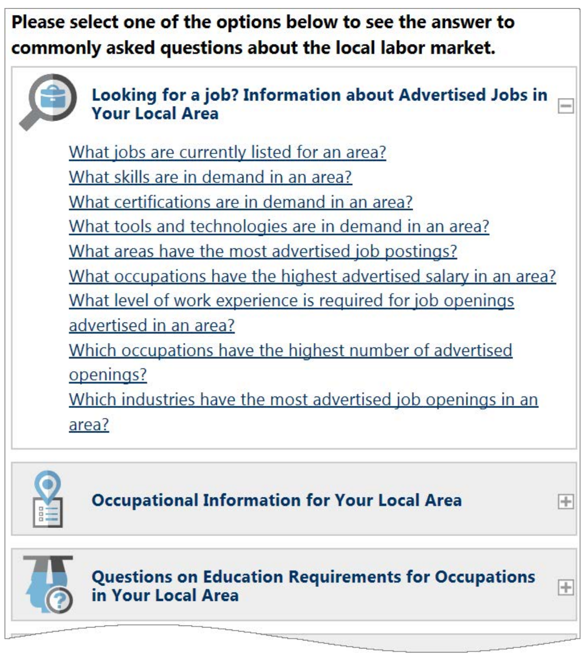
   The Labor Market Facts page groups commonly asked questions about the local labor market into several categories.

- Click directly on the category bar or the plus sign (+) expands the category and displays the labor market questions.

2 Click on a Question link to view the labor market data related to a question that interests you. Follow instructions on the screen to proceed to the answer for that specific question.

The system organizes questions into the following categories and can be used to research any area, by the options on the page displayed from the specific Question link:

- Advertised jobs in the area
- Area Occupational information
- Area Education requirements for occupations
- Area Employment and unemployment data
- Area Employers
- Area Candidates for Jobs
- Area Industries
- Complete profiles of a specific Area, Industry, Occupation, or Education Program
- Area Training Providers



Selecting an LMI Question to Begin Research

3 Confirm the area you want to use of related to the question selected.

After selecting a labor market question, you will need to confirm the area you wish to consider. Depending on the question, you may also need to select an occupation, industry, or education program.

4 Once you make the necessary selections, click the Continue button.

The system navigates to the data category that answers the question (as shown for an Occupations question in the figure below).

Labor Market Facts for Highest Pay and Highest Project Growth in an Area

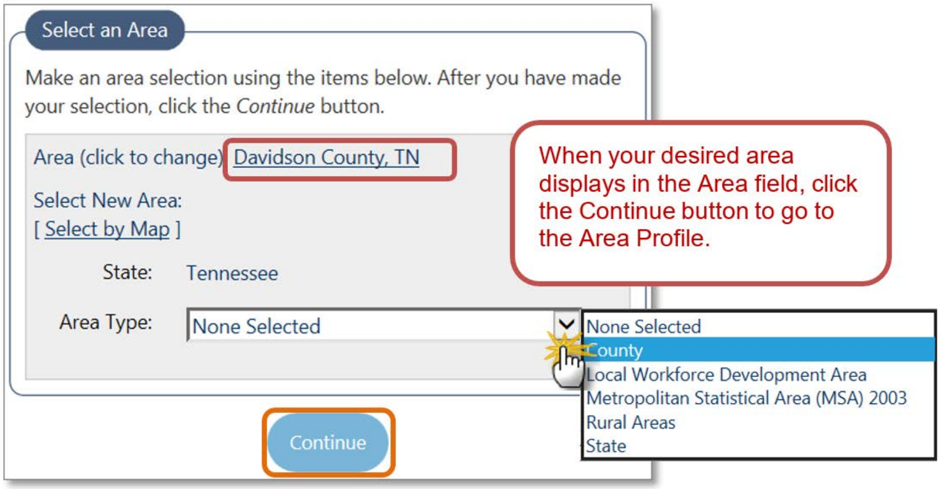
Area Profiles

Compiling information from multiple sources, the system provides a complete statistical profile of a selected geographic area. Data elements include monthly unemployment rates, job counts/availability, demographics, industry and occupational projections, wages, population, income, employment, etc.

- Select Service for Employers Labor Market Services Area Profile from the left Navigation panel.

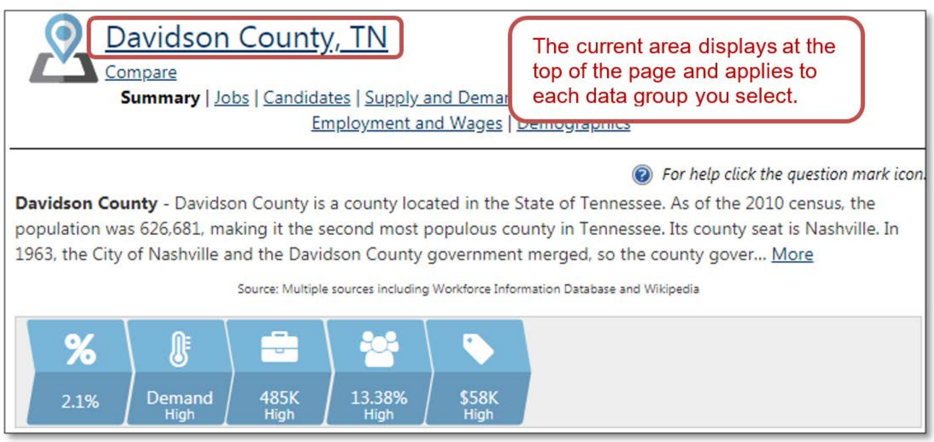
Select an Area

For all Area Profile data, you must first identify the area, or multiple areas when using the comparison feature.



Selecting an Area Type to Initiate an Area Profile Session

The area you select will display as a link at the top of each Area Profile page. The current Area link will allow you to select a new area for the data session. The Compare link, when available, will allow you select multiple areas for comparison (s*ee next section).* In addition, you may use the Change Area link located at the bottom of each page.



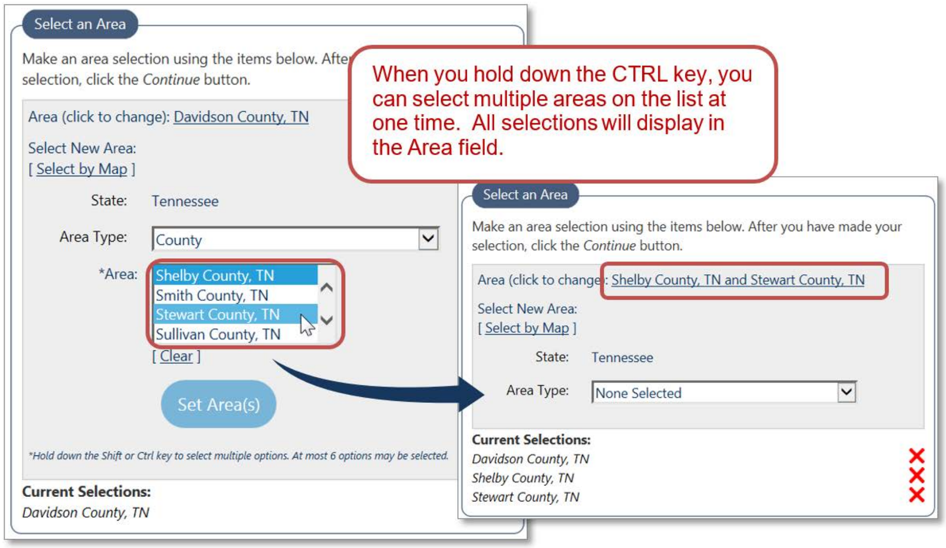
Reviewing Profile Selections and Accessing the Change Feature

Compare Areas

The Compare feature allows you to include several areas in one data session. Comparing areas of the same area type (counties, MSAs, etc.) will reveal differences over a wide range of key data indicators.

Compare Feature

You may set up a multiple-area data session using the Compare link located at the top of each industry profile page. The Select an Area functionality shown below for multiple areas is only activated when you use one of the comparison navigation methods to access the area.



Selecting Multiple Areas for Comparison

▶ **Follow these steps to select multiple areas for comparison.**

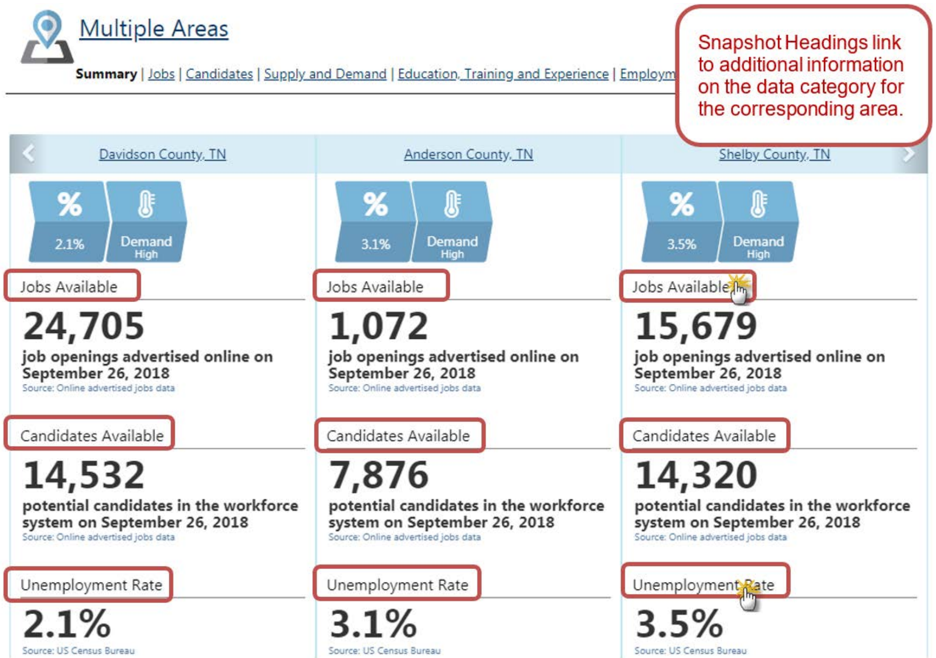
1. Click the Compare link located below the current area.
2. Select an Area Type (Counties, MSAs, etc.). You may compare differing area types.
3. In the Area selection box, hold down the Control key as you select each area that you want to compare. (You may select a maximum of 6.)
4. Click the Set Areas button.
5. Review your area selections as displayed in the Area link.
6. Click Continue to begin the data session.

Keep in mind that some data groups are only available in single-area sessions. In addition, within each data group certain data categories only display in single-area sessions. After selecting a data group, you may use the Customize Report button to see which data categories are available.

Comparison Snapshot

For multiple-area data sessions, the Summary group displays data for all areas in an easy-to-read table. All snapshot headings link to view the complete data category, display options and links.

- Click an Area Name link to open the corresponding area profile.
- Click any Snapshot Heading to navigate to the complete data set for that topic and area, such as Jobs Available or Candidates Available shown below. Use the Return to Area Summary button to return to the main page.



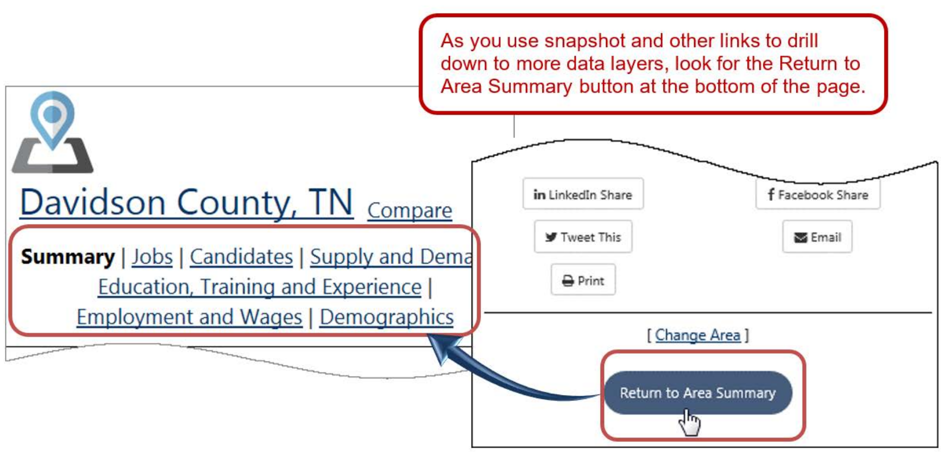
Comparing Three Areas Using the Summary Tables

Area Summary

For each area, the Summary group highlights in words and graphics key LMI data that define an area. The narrative incorporates current data into an all-you-need-to-know overview of the area. Graphic icons focus on key indicators and link to tables and maps with supporting data. Finally, the system shows each area in context through comparisons with the state as a whole in terms of population, employment, and income.

- When viewing an area profile, click the Summary link at the top of the page.

As you explore the features and links in the Area Summary, be sure to use the Return to Area Summary button located at the bottom of all linked pages – this returns you to the main page. Other features allow you to share or print the data you are viewing.



Using Features and Navigation Options at the Bottom of Each Page

Narrative Description of Area

The Summary group begins with a narrative summary of the selected area derived from multiple sources including the Workforce Information Database (WID) and Wikipedia.

- Click the More link to see the full narrative, as some can be quite extensive.

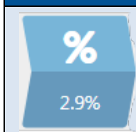
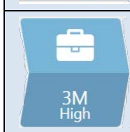
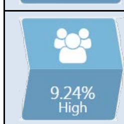
Davidson County - Davidson County is a county located in the State of Tennessee. As of the 2010 census, the population was 626,681, making it the second most populous county in Tennessee. Its county seat is Nashville. In 1963, the City of Nashville and the Davidson County government merged, so the county gover... More

Source: Multiple sources including Workforce Information Database and Wikipedia

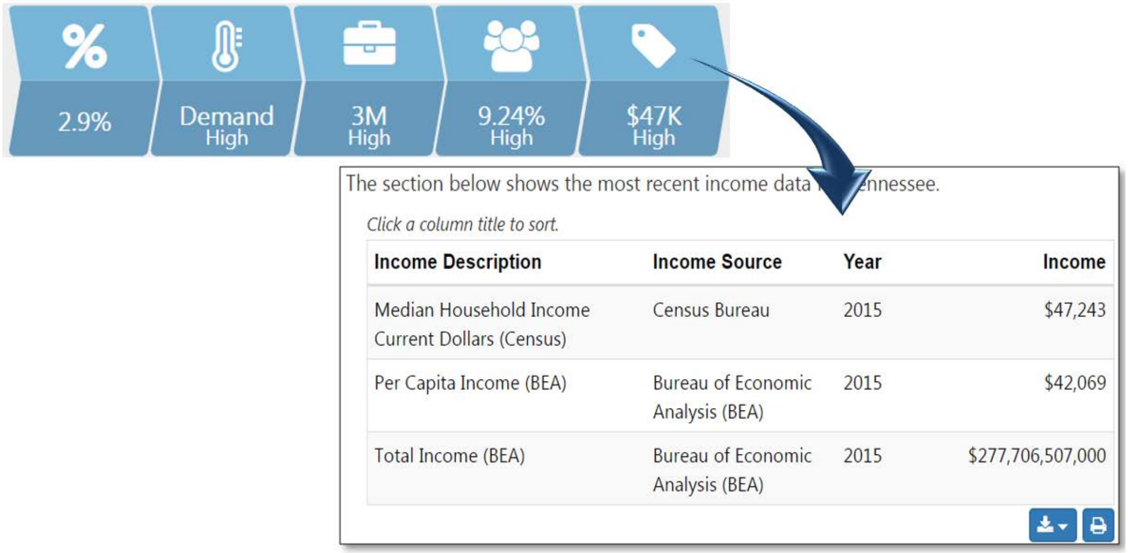
Viewing the Narrative Summary of an Area

Quick Reference Icons

The Summary group also includes icons focused on key area indicators. With just a glance, users can assess current data for the area. When comparing areas, the icons allow for quick at-a-glance assessments.

Icon	Description and Functions
 % 2.9%	**Area unemployment rate.** Click to see breakdown and area comparison views.
 Demand High	**Current Job Openings.** Hover to see number openings in the area. Click to access current list of job openings and area comparison views.
 3M High	**Total Average Employment.** Hover to see quarter. Click to access breakdown of wages and area comparison views.
 9.24% High	**Estimated Population Change.** Data shows estimated population and percentage change for U.S. Census years.
 $47K High	**Median Family Income Estimate.** Hover to see year. Click to see breakdown of data sources (HUD, Census, BEA).

When reviewing quick reference icons, users can hover over to see actual data, and click to navigate to the complete data table.



Hovering Over and Clicking Icons to See More Information

Snapshots

For single-area data sessions, the Summary group includes several snapshots, each focused on one or two key indicators.

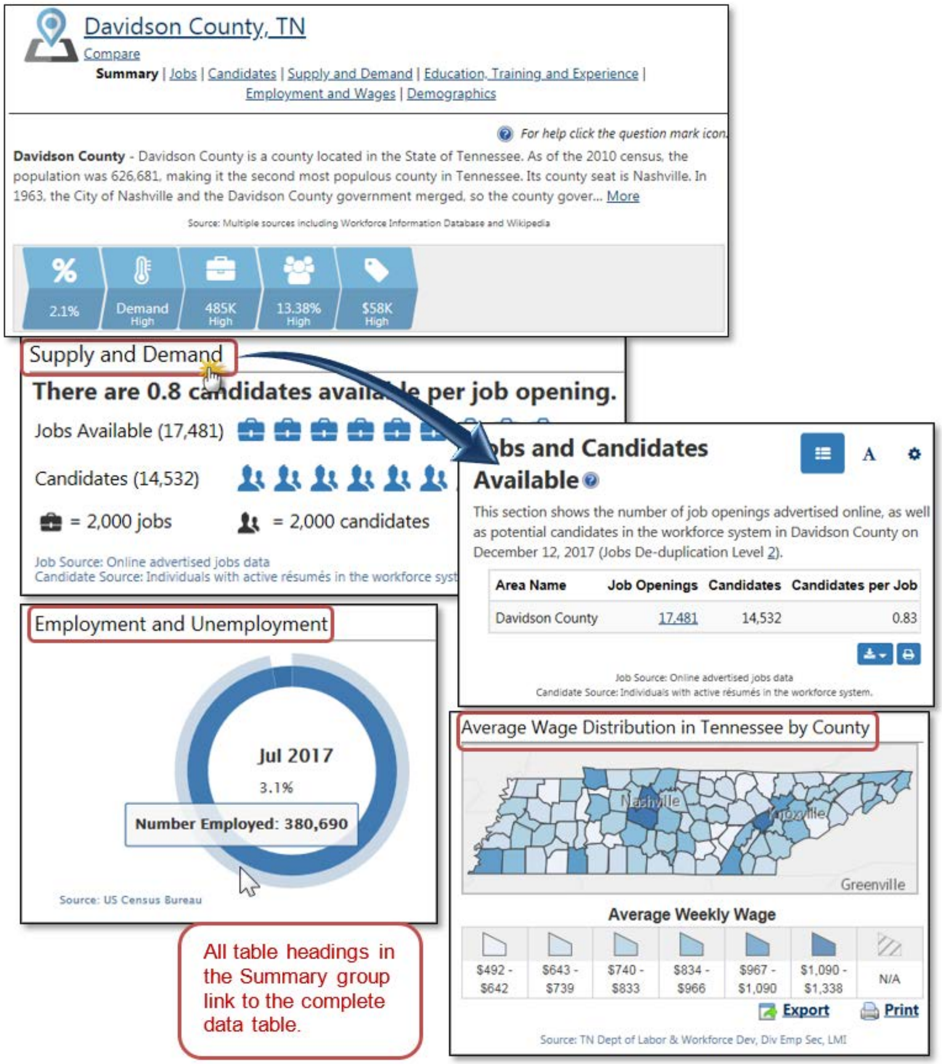
For each area, the Summary group includes the following snapshots:

- Supply and Demand
- Employers by Number of Job Openings
- Employment and Unemployment
- Advertised Job Openings
- Average Wage Distribution
- Top Growing Occupations
- Employment and Wages

Population Totals

All snapshot headings link to view the complete data category, display options and links. Many tables in the Summary group also include links to open new profiles or to access job lists.

- Click an Area Name link to open the corresponding area profile.
- Click a Job Openings link to view the jobs advertised for that job skill, industry, area, etc.
- Click any Snapshot Heading to navigate to the complete data set for that topic, as shown below for Supply and Demand. Use the Return to Area Summary button to return to the main page.



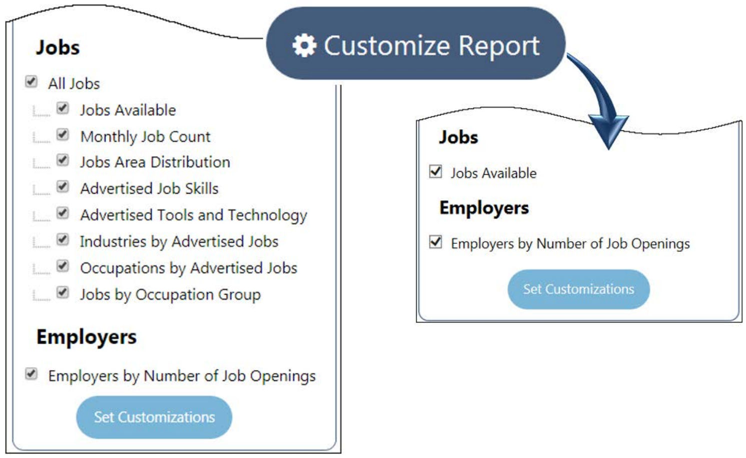
Using Snapshots in the Summary Group to Access Complete Data

Jobs

The Jobs group uses current data on advertised jobs (either daily or monthly counts). The system ranks job counts by area, job skills, tools and technology, occupation, industry, etc. For each display, users can link directly to a listing of advertised jobs that meet the criteria.

- When viewing an area profile, click the Jobs link at the top of the page.

To review the data categories that display on the page, click the Customize Report button.

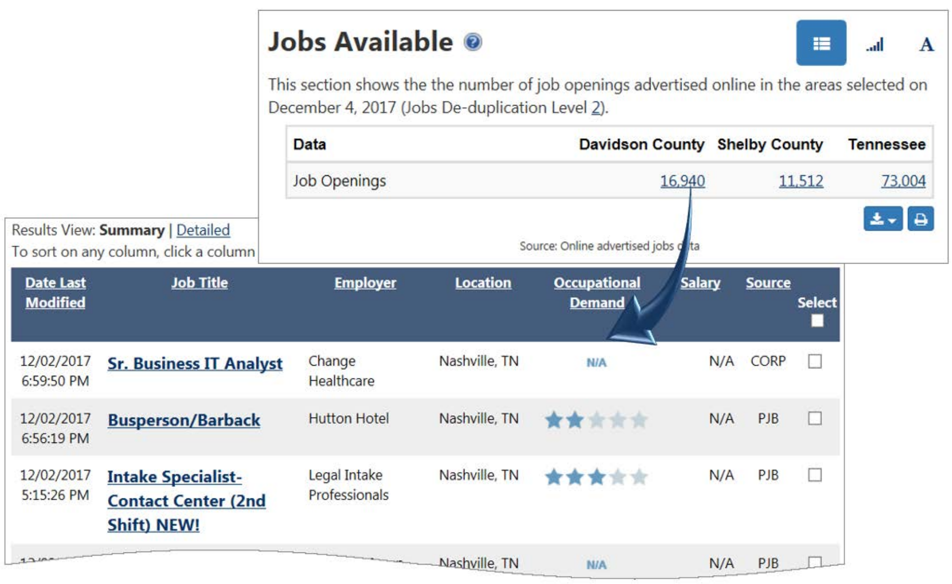


Customizing Reports for a Single or Multiple-Area Data Session

The Jobs Available table displays the total advertised job openings in the area for a single day. Displays in either single or multiple area data sessions.

Note: *The In-Demand stars shown in the table below are only available for customers who have arranged for a special loading of their state-specific Occupational Demand files.*

- Click a Job Openings link to view the jobs advertised in that area *(shown below)*.



Comparing Jobs Available in Three Areas and Accessing the Job Listings

The Monthly Job Count table displays the total advertised job openings in the area for a single month. Displays only in single area settings.

Monthly Job Count

This section shows the number of job openings advertised online in Davidson County, TN in October, 2017 (Jobs De-duplication Level 2).

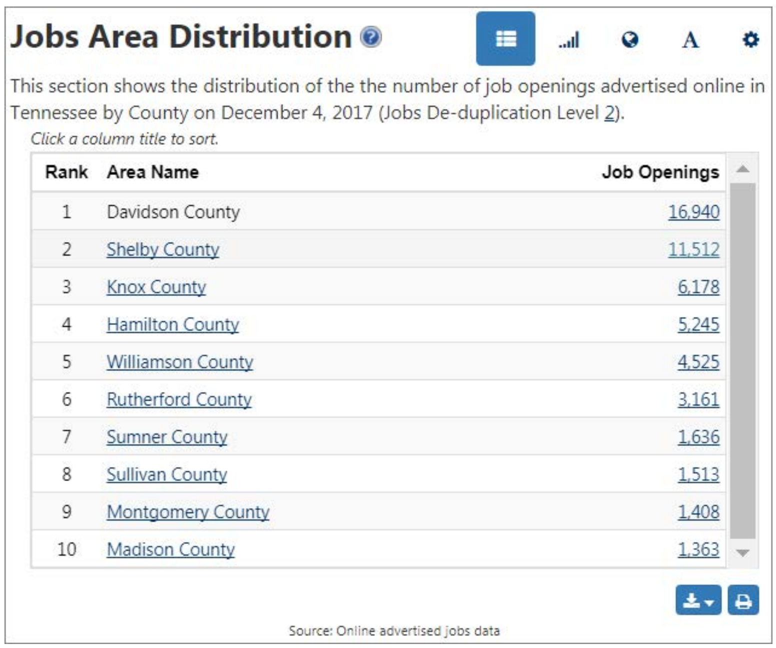
Area	Job Openings
Davidson County	39,221

Source: Online advertised jobs data

Viewing Monthly Job Count Totals for a Single County

The Jobs Area Distribution table ranks areas based on advertised job openings. As with all area distributions, the table includes both Graph and Map options, and is available only during single-area data sessions.

- Click a Job Openings link to view the jobs advertised in that area.
- Click an Area Name link to open the corresponding area profile.



Jobs Area Distribution

This section shows the distribution of the the number of job openings advertised online in Tennessee by County on December 4, 2017 (Jobs De-duplication Level 2).

Click a column title to sort.

Rank	Area Name	Job Openings
1	Davidson County	16,940
2	Shelby County	11,512
3	Knox County	6,178
4	Hamilton County	5,245
5	Williamson County	4,525
6	Rutherford County	3,161
7	Sumner County	1,636
8	Sullivan County	1,513
9	Montgomery County	1,408
10	Madison County	1,363

Source: Online advertised jobs data

Viewing Area Distribution of Jobs from Highest to Lowest

The Advertised Job Skills table ranks the prevalence of job skills found in advertised job openings. The table only displays in single area settings, and includes the graph option.

- Click a Job Openings link to view the jobs that include the detailed job skill.

Advertised Job Skills

This section shows the top advertised detailed job skills found in job openings advertised online in Davidson County, TN in January, 2016. (Jobs De-duplication Level 1)

Click a column title to sort.

Rank	Advertised Detailed Job Skill	Advertised Skill Group	Job Opening Match Count
1	Customer service	Customer Service Skills	8,908
2	Problem solving	Basic Skills	2,802
3	Interpersonal skills	Interpersonal skills	2,014
4	Time management	Basic Skills	1,301
5	Flexibility	Interpersonal skills	1,110
6	Decision making	Basic Skills	1,049
7	Positive attitude	Interpersonal skills	870
8	Business development	Business Development Skills	850
9	Mentoring	Interpersonal skills	664
10	Well versed	Interpersonal skills	625

Source: Online advertised jobs data

Viewing In-Demand Jobs Skills from Highest to Lowest

The Advertised Tools and Technology table ranks the prevalence of tools and technology found in advertised job openings. The table only displays in single area settings, and includes the graph option.

- Click a Job Openings link to view the jobs that include the detailed tool or technology.

Advertised Tools and Technology

This section shows the top advertised detailed tools and technologies found in job openings advertised online in Davidson County, TN in January, 2016. (Jobs De-duplication Level 1)

Click a column title to sort.

Rank	Advertised Detailed Tool or Technology	Advertised Tool and Technology Group	Job Opening Match Count
1	Monitors	Transport/Mobile Multiparameter Vital Sign Units or Accessories	1,612
2	PowerPoint	Presentation Software	1,056
3	Microsoft Word	Word Processing Software	713
4	Platforms	Platform Lift	641
5	Microsoft Excel	Spreadsheet Software	513
6	Cash Register	Cash Registers	452
7	JavaScript	Web Platform Development Software	426
8	Forklift	Forklifts	412
9	Linux software	Operating System Software	360
10	Ladders	Ladders	345

Source: Online advertised jobs data

Viewing In-Demand Tools and Technology from Highest to Lowest

The Industries by Advertised Jobs table ranks the industries associated with advertised job openings. The table only displays in single area settings, and includes the graph option.

- Click a Job Openings link to view the jobs that belong to that industry.

Industries by Advertised Jobs

This section shows the industries with the highest job openings advertised online in Davidson County, TN on on December 4, 2017 (Jobs De-duplication Level 2).

Click a column title to sort.

Rank	Industry	Job Openings
1	Health Care and Social Assistance	1,982
2	Administrative and Support and Waste Management and Remediation Services	1,659
3	Accommodation and Food Services	1,233
4	Retail Trade	1,192
5	Professional, Scientific, and Technical Services	1,001
6	Finance and Insurance	881
7	Management of Companies and Enterprises	725
8	Manufacturing	517
9	Wholesale Trade	515
10	Educational Services	469

Source: Online advertised jobs data

Viewing In-Demand Occupation Groups from Highest to Lowest

The Occupations by Advertised Job table ranks the occupations associated with advertised job openings. The table only displays in single area settings, and includes the graph option.

Note: *The In-Demand stars shown in the table below are only available for customers who have arranged for a special loading of their state-specific Occupational Demand files.*

- Click a Job Openings link to view the jobs that belong to the occupation.
- Click an Occupation link to open the corresponding occupation profile.

Occupations by Advertised Jobs

This section shows the occupations with the highest number of job openings advertised online in Davidson County, TN on December 4, 2017 (Jobs De-duplication Level 2).

Click a column title to sort.

Rank	Occupation	Job Openings
1	Registered Nurses	893
2	Customer Service Representatives	346
3	Heavy and Tractor-Trailer Truck Drivers	294
4	Retail Salespersons	257
5	First-Line Supervisors of Food Preparation and Serving Workers	224
6	Computer Programmers	180
7	General and Operations Managers	160
8	Executive Secretaries and Executive Administrative Assistants	157
9	Bookkeeping, Accounting, and Auditing Clerks	142
10	Accountants	140

BRIGHT OUTLOOK NATIONALLY | GREEN OCCUPATIONS | IN DEMAND OCCUPATIONS

Source: Online advertised jobs data

Viewing In-Demand Occupation Groups from Highest to Lowest

The Jobs by Occupation Group table ranks the occupation groups associated with advertised job openings. The table only displays in single area settings, and includes the graph option.

- Click a Job Openings link to view the jobs that belong to that occupation group.

- Click an Occupation Group link to open the corresponding occupation profile.

Jobs by Occupation Group

This section shows the distribution of job openings advertised online in Davidson County, TN on December 4, 2017 by occupation group (Jobs De-duplication Level 2).

Click a column title to sort.

Rank	Occupation Group	Job Openings
1	Healthcare Practitioners and Technical Occupations	1,869
2	Management Occupations	1,609
3	Office and Administrative Support Occupations	1,382
4	Computer and Mathematical Occupations	995
5	Sales and Related Occupations	994
6	Transportation and Material Moving Occupations	815
	Occupations	814

Viewing In-Demand Occupation Groups from Highest to Lowest

The Employers by Number of Job Openings table ranks employers by the number of advertised job openings in the area. Displays in either single or multiple area data sessions.

- Click a Job Count link to view the jobs listed for that employer in the corresponding area.

Employers by Number of Job Openings

This section shows the employers with the highest number of job openings advertised online in the areas selected on December 4, 2017 (Jobs De-duplication Level 2).

Click a column title to sort.

Employer Name	Davidson County, TN	Shelby County, TN	Tennessee
GSI Fresh Market	N/A	N/A	18
McDonald's Corporation	N/A	N/A	14
Methodist Le Bonheur Healthcare	N/A	14	14
Saint Thomas	13	N/A	14
Lowe's Companies, Inc	5	N/A	13
Wendy's International, Inc.	N/A	N/A	12
Cracker Barrel Old Country Store, Inc.	N/A	N/A	11
Metropolitan Nashville Public Schools	11	N/A	11
test company 1	N/A	11	11
HCA Holdings, Inc.	6	N/A	10

Source: Online advertised jobs data

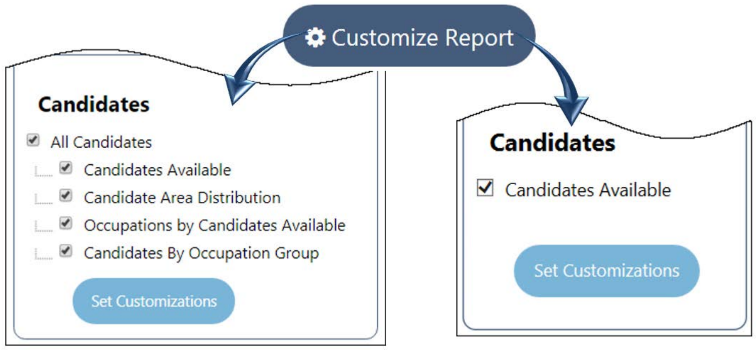
Comparing Employer Job Listings in Multiple Areas from Highest to Lowest

Candidates

The Candidates group uses current data on candidates found in the workforce system.

- When viewing an area profile, click the Candidates link at the top of the page.

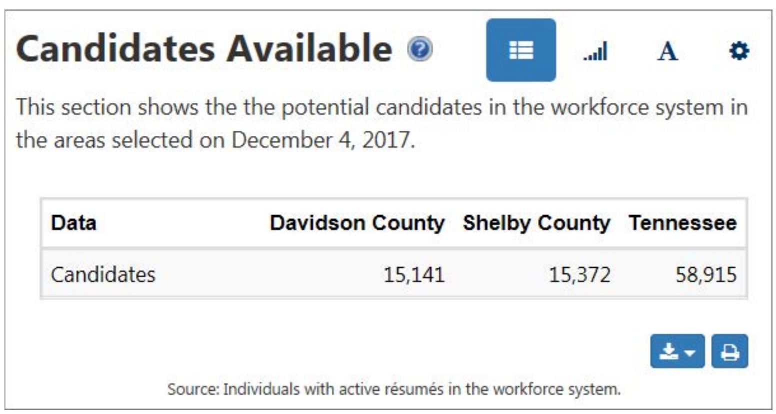
To review the data categories that display on the page, click the Customize Report button.



Customizing Reports for a Single or Multiple-Area Data Session

The Candidates Available table displays the total number of potential candidates in the workforce system for each area. Displays in either single or multiple area data sessions.

- Click a Job Openings link to view the jobs advertised in that area.



Comparing Candidates Available in Three Areas

Candidate Area Distribution

This section shows the distribution of the the potential candidates in the workforce system in Tennessee by County on December 4, 2017.

Rank	Area Name	Candidates
1	Shelby County	15,372
2	Davidson County	15,141
3	Montgomery County	12,028
4	Knox County	11,937
5	Rutherford County	11,330
6	Williamson County	10,917
7	Hamilton County	10,088
8	Wilson County	10,017
9	Cheatham County	9,932
10	Sumner County	9,648

Source: Individuals with active résumés in the workforce system.

Viewing Candidates Available in Three Areas

The Candidates Area Distribution table ranks areas based on the total number of potential candidates in the workforce system. As with all area distributions, the table includes both Graph and Map options, and is available only during single-area data sessions.

- Click an Area Name link to open the corresponding area profile.

The Occupations by Candidates Available table ranks occupations based on the total number of associated candidates available in the workforce system.

- Click an Occupation link to open the corresponding occupation profile.

Occupations by Candidates Available

This section shows the detailed occupations with the highest number of potential candidates in the workforce system that were looking for work in Davidson County, TN on December 4, 2017.

Rank	Occupation	2016 Estimated Median Annual Wage	Potential Candidates
1	Customer Service Representatives	$29,570 state level wages	966
2	Administrative Services Managers	$67,660 state level wages	410
3	General and Operations Managers	$85,220 state level wages	299
4	Office Clerks, General	$29,650 state level wages	292
5	Laborers and Freight, Stock, and Material Movers, Hand	$25,820 state level wages	270
6	Production Workers, All Other	$28,820 state level wages	248
7	Cashiers	$18,830 state level wages	229
8	Executive Secretaries and Executive Administrative Assistants	$45,300 state level wages	227
9	Bookkeeping, Accounting, and Auditing Clerks	$36,070 state level wages	223
10	Accountants	$59,130 state level wages	223

BRIGHT OUTLOOK NATIONALLY | GREEN OCCUPATIONS | IN DEMAND OCCUPATIONS

Candidate Source: Individuals with active résumés in the workforce system.
Wage Source: The mean wage is also known as the average wage. The mean wage is calculated by dividing the estimated total wages for an occupation by the number of workers in that occupation. Entry level and Experienced wage rates represent the means of the lower 1/3 and upper 2/3 of the wage distribution, respectively.

Viewing Candidates Available by Occupation from Highest to Lowest

The Candidates by Occupations Group table ranks occupation groups based on the total number of associated candidates available in the workforce system.

- Click an Occupation Group link to open the corresponding occupation profile.

Candidates By Occupation Group

This section shows the distribution of the potential candidates in the workforce system in Davidson County, TN on December 4, 2017 by occupation group.

Click a column title to sort.

Rank	Occupation Group	Candidates
1	Office and Administrative Support Occupations	3,330
2	Management Occupations	2,484
3	Production Occupations	1,526
4	Business and Financial Operations Occupations	1,074
5	Computer and Mathematical Occupations	906
6	Sales and Related Occupations	866
7	Transportation and Material Moving Occupations	861
8	Installation, Maintenance, and Repair Occupations	712
9	Architecture and Engineering Occupations	621
10	Construction and Extraction Occupations	523
11	Healthcare Practitioners and Technical Occupations	469
12	Arts, Design, Entertainment, Sports, and Media Occ	390
		384

Viewing Candidates Available by Occupation Group from Highest to Lowest

Supply and Demand

The Supply and Demand group combines current data on advertised jobs (either daily or monthly counts) with candidates found in the workforce system. Analysts can view supply and demand data for a given area, seeing how the number of advertised jobs compares with the candidates available. The system ranks data by area, number of openings, number of candidates, ratio of unemployed per job opening, occupation, occupation group, etc.

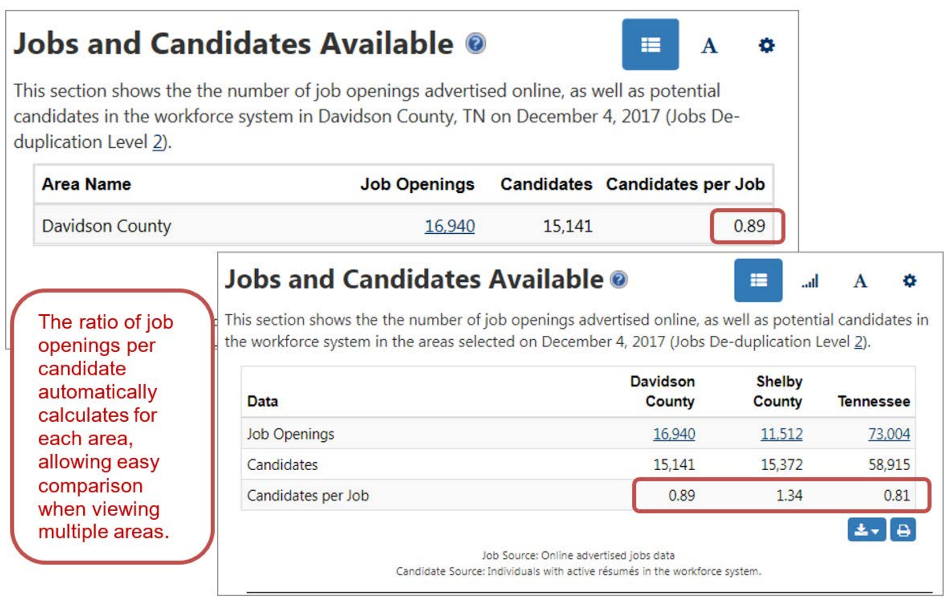
- When viewing an area profile, click the Supply and Demand link at the top of the page.

To review the data categories that display on the page, click the Customize Report button.

Customizing Reports for a Single or Multiple-Area Data Session

The Jobs and Candidates Available table displays the advertised job openings along with the candidates in the workforce system. Displays in either single or multiple area data sessions.

- Click a Job Openings link to view the jobs advertised in that area.



Jobs and Candidates Available

This section shows the the number of job openings advertised online, as well as potential candidates in the workforce system in Davidson County, TN on December 4, 2017 (Jobs De-duplication Level 2).

Area Name	Job Openings	Candidates	Candidates per Job
Davidson County	16,940	15,141	0.89

Jobs and Candidates Available

This section shows the the number of job openings advertised online, as well as potential candidates in the workforce system in the areas selected on December 4, 2017 (Jobs De-duplication Level 2).

Data	Davidson County	Shelby County	Tennessee
Job Openings	16,940	11,512	73,004
Candidates	15,141	15,372	58,915
Candidates per Job	0.89	1.34	0.81

Job Source: Online advertised jobs data
Candidate Source: Individuals with active résumés in the workforce system.

Viewing Jobs and Candidates in a Single and Multiple Areas

The Jobs and Candidates Area Distribution table ranks areas by the candidates per job ratio. As with all area distributions, the table includes both Graph and Map options, and is available only during single-area data sessions.

- Click a Job Openings link to view the jobs advertised in that area.
- Click an Area Name link to open the corresponding area profile.

Jobs and Candidates Area Distribution

This section shows the distribution of the the number of job openings advertised online, as well as potential candidates in the workforce system in Tennessee by County on December 4, 2017 (Jobs De-duplication Level 2).

Click a column title to sort.

Rank	Area Name	Job Openings	Candidates	Candidates per Job
1	Van Buren County	7	6,533	933.29
2	Clay County	10	5,958	595.80
3	Jackson County	14	6,492	463.71
4	Grundy County	16	6,571	410.69
5	Meigs County	19	6,976	367.16
6	Hancock County	18	6,179	343.28
7	Pickett County	20	5,884	294.20
8	Houston County	29	7,494	258.41
9	Grainger County	29	6,977	240.59
10	Perry County	31	6,274	202.39

Job Source: Online advertised jobs data
Candidate Source: Individuals with active résumés in the workforce system.

Viewing Area Distribution of Jobs and Candidates

The Number of Unemployed per Job Opening table calculates a ratio of unemployed per job opening.

Number of Unemployed per Job Opening

This section shows the non-seasonally adjusted number of unemployed, number of job openings advertised online, and the ratio of the number of unemployed to number of job openings advertised online in Davidson County, TN in July, 2017 (Jobs De-duplication Level 2).

Area	Unemployed	Job Openings	Number of Unemployed per Job Opening	Preliminary
Davidson County	11,980	35,801	0.33	Yes

Source: US Census Bureau and Online advertised jobs data

Viewing the Ratio of Unemployed to Job Openings

The Number of Unemployed per Job Openings Distribution ranks areas by the ratio of unemployed per job opening. As with all area distributions, the table includes both Graph and Map options, and is available only during single-area data sessions.

- Click an Area Name link to open the corresponding area profile.

Number of Unemployed per Job Openings Distribution

This section shows the non-seasonally adjusted number of unemployed, number of job openings advertised online, and the ratio of the number of unemployed to number of job openings advertised online in Tennessee by County in July, 2017 (Jobs De-duplication Level 2).

Rank	Area	Unemployed	Job Openings	Number of Unemployed per Job Opening	Preliminary
1	Grundy County	290	34	8.53	Yes
2	Van Buren County	100	13	7.69	Yes
3	Grainger County	460	62	7.42	Yes
4	Clay County	160	22	7.27	Yes
5	Meigs County	280	39	7.18	Yes
6	Jackson County	270	43	6.28	Yes
7	Morgan County	400	66	6.06	Yes
8	Polk County	370	70	5.29	Yes
9	Fentress County	370	83	4.46	Yes
10	Pickett County	110	25	4.40	Yes

Source: US Census Bureau and Online advertised jobs data

Viewing Area Rankings Based on the Ratio of Unemployed to Job Openings

The Number of Candidates and Openings for Jobs by Occupation table ranks occupations by job openings and lists the potential candidates and the ratio of potential candidates to job openings.

- Click a Job Openings link to view the jobs advertised associated with the occupation.

Number of Candidates and Openings for Jobs by Occupation

This section shows the occupations with the highest job openings advertised online in Davidson County, TN on December 4, 2017 (Jobs De-duplication Level 2).

Rank	Occupation	Median Wage	Job Openings	Potential Candidates	Potential Candidates Per Job Opening
1	Registered Nurses	$57,590	1,045	61	0.06
2	Customer Service Representatives	$29,570	359	986	2.75
3	Heavy and Tractor-Trailer Truck Drivers	$39,430	294	110	0.37
4	Retail Salespersons	$21,960	257	77	0.30
5	First-Line Supervisors of Food Preparation and Serving Workers	$27,580	224	20	0.09
6	Computer Programmers	$70,050	180	40	0.22
7	General and Operations Managers	$85,220	160	299	1.87
8	Executive Secretaries and Executive Administrative Assistants	$45,300	157	227	1.45
9	Accountants and Auditors	$59,130	155	260	1.68
10	Managers, All Other	$77,680	144	273	1.90

Job Source: Online advertised jobs data
Candidate Source: Individuals with active résumés in the workforce system.
Wage Source: TN Dept of Labor & Workforce Dev, Div Emp Sec, LMI

Viewing Occupation Rankings Based on Job Openings (Candidate Ratio Also Shown)

The Jobs and Candidates by Occupation Group table ranks occupation groups by job openings and lists the potential candidates for each occupation group.

- Click a Job Openings link to view the jobs advertised associated with the occupation.
- Click an Occupation Group link to open the corresponding occupation profile.

Jobs and Candidates by Occupation Group

This section shows the distribution of job openings advertised online, as well as potential candidates in the workforce system in Davidson County, TN on December 4, 2017 by occupation group (Jobs De-duplication Level 2).

Click a column title to sort.

Rank	Occupation Group	Job Openings	Candidates
1	Healthcare Practitioners and Technical Occupations	1,869	469
2	Management Occupations	1,609	2,484
3	Office and Administrative Support Occupations	1,382	3,330
4	Computer and Mathematical Occupations	995	906
5	Sales and Related Occupations	994	866
6	Transportation and Material Moving Occupations	815	861
7	Food Preparation and Serving Related Occupations	814	336
8	Business and Financial Operations Occupations	648	1,074
9	Installation, Maintenance, and Repair Occupations	514	712
10	Architecture and Engineering Occupations	412	621
11	Production Occupations	304	1,526
		254	

Viewing Occupation Group Rankings Based on Job Openings (Candidates Also Shown)

Education, Training and Experience

The Education, Training and Experience group displays education, certification, and job experience requirements for jobs listed online. Data includes the minimum education level required, educational level attained by potential candidates, advertised certification groups found advertised job openings, and the minimum work experience required, as well as the experience level of potential candidates.

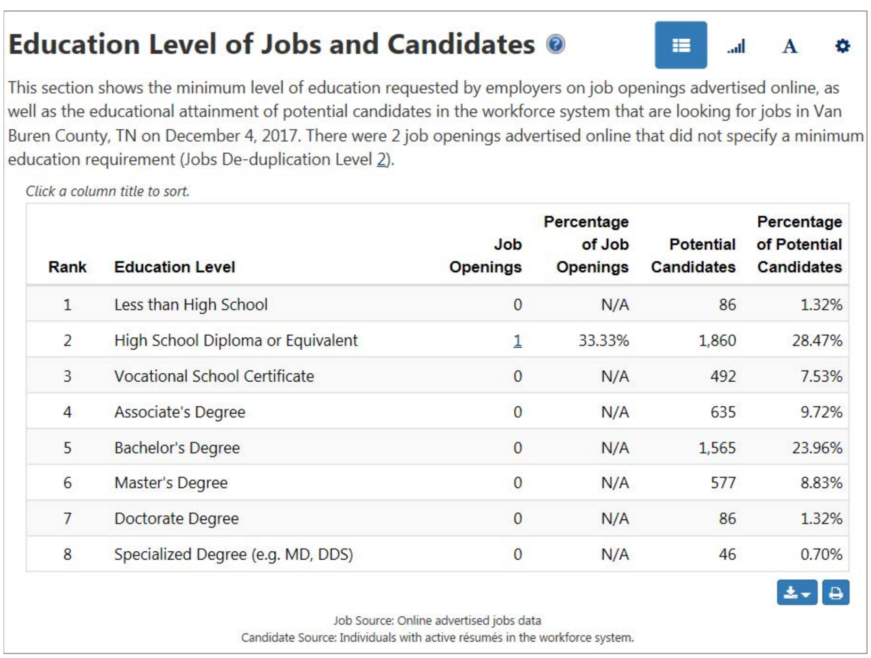
- When viewing an area profile, click the Education, Training and Experience link at the top of the page.

Customizing a Single-Area Data Session

To review the data categories that display on the page, click the Customize Report button. The data categories in this group are available only during single-area data sessions.

The Education Level of Jobs and Candidates Available table displays the job openings that correspond to a required education level along with the number of potential candidates. The potential candidates are then broken down by their level of educational achievement. Keep in mind that many job listings do not specify level of educational achievement.

- Click a Job Openings link to view the jobs advertised in that area.



Education Level of Jobs and Candidates

This section shows the minimum level of education requested by employers on job openings advertised online, as well as the educational attainment of potential candidates in the workforce system that are looking for jobs in Van Buren County, TN on December 4, 2017. There were 2 job openings advertised online that did not specify a minimum education requirement (Jobs De-duplication Level 2).

Click a column title to sort.

Rank	Education Level	Job Openings	Percentage of Job Openings	Potential Candidates	Percentage of Potential Candidates
1	Less than High School	0	N/A	86	1.32%
2	High School Diploma or Equivalent	1	33.33%	1,860	28.47%
3	Vocational School Certificate	0	N/A	492	7.53%
4	Associate's Degree	0	N/A	635	9.72%
5	Bachelor's Degree	0	N/A	1,565	23.96%
6	Master's Degree	0	N/A	577	8.83%
7	Doctorate Degree	0	N/A	86	1.32%
8	Specialized Degree (e.g. MD, DDS)	0	N/A	46	0.70%

Job Source: Online advertised jobs data
Candidate Source: Individuals with active résumés in the workforce system.

Viewing Breakdown of Job Openings and Candidates by Education Level

The Advertised Job Certifications table displays all job certifications listed in advertised job openings. Keep in mind that many job listings do not specify certification requirements.

- Click a Job Openings link to view the jobs advertised in that area.

Advertised Job Certifications

This section shows the top advertised certification groups found in job openings advertised online in Van Buren County, TN in January, 2016. (Jobs De-duplication Level 1)

Rank	Advertised Certification Group	Advertised Certification Sub-Category	Job Opening Match Count
1	Commercial Drivers License (CDL)	Ground Transportation	1

Source: Online advertised jobs data

Viewing Job Certifications as Listed in Job Openings

The Work Experience of Jobs and Candidates table displays the job openings that correspond to a required work experience level, along with the number of potential candidates. Keep in mind that many job listings do not specify work experience requirements.

Work Experience of Jobs and Candidates

This section shows the minimum required work experience on job openings advertised online, as well as the experience level of potential candidates in the workforce system that are looking for jobs in Van Buren County, TN on December 4, 2017 (Jobs De-duplication Level 2).

Click a column title to sort.

Rank	Experience	Job Openings	Percentage of Job Openings	Potential Candidates
1	Less than 1 year	1	33.33%	582
2	1 Year to 2 Years	2	66.67%	352
3	2 Years to 5 Years	0	N/A	765
4	5 Years to 10 Years	0	N/A	1,064
5	More than 10 Years	0	N/A	3,770

Job Source: Online advertised jobs data
Candidate Source: Individuals with active résumés in the workforce system.

Viewing Job Certifications as Listed in Job Openings

Employment and Wages

The Employment and Wages group displays wage statistics and distribution, allowing comparisons across industries, occupations, and labor force categories.

- When viewing an area profile, click the Employment and Wages link at the top of the page.

To review the data categories that display on the page, click the Customize Report button.

Customizing Reports for a Single or Multiple-Area Data Session

The Employment Wage Statistics table shows the number of employees in an area and calculates the average hourly, weekly, and annual wage.

- Click an Area Name link to reset your area profile to the new location.

Employment Wage Statistics

This section shows estimated average wage information for the fourth quarter of 2016.

Click a column title to sort.

Area	Number of Employees	Average Hourly Wage†	Average Weekly Wage	Average Annual Wage†
Davidson County	479,839	$29.08	$1,163	$60,476
LWDA 9	647,522	$27.38	$1,095	$56,940
Tennessee	2,949,889	$24.15	$966	$50,232

† Assumes a 40-hour week worked the year round.

Source: TN Dept of Labor & Workforce Dev, Div Emp Sec, LMI

Viewing Employment Wage Statistics as Part of Area Profile for Davidson County

The Employment Wage Statistics Distribution table ranks areas by wage amounts. Users may click on a column heading to resort the table.

- Click an Area Name link to reset your area profile to the new location.

Employment Wage Statistics Distribution

This section shows the counties with the highest average weekly wage in Davidson County for the fourth quarter of 2016.

Rank	Area	Number of Employees	Average Hourly Wage†	Average Weekly Wage	Average Annual Wage†
1	Undetermined	61,966	$33.45	$1,338	$69,576
2	Williamson County	127,960	$30.05	$1,202	$62,504
3	Roane County	18,561	$29.65	$1,186	$61,672
4	Davidson County	479,839	$29.08	$1,163	$60,476
5	Anderson County	39,479	$27.25	$1,090	$56,680
6	Hardin County	7,903	$26.70	$1,068	$55,536
		507,067	$26.68	$1,067	$55,484

Viewing Employment Wage Distribution as Part of Area Profile for Davidson County

The Desired Salary of Available Candidates table groups potential candidates into categories that reflect their desired salary range. The table includes only those candidates who have stated they desire to work in the selected area. The last column shows the percentage of candidates that fall into each salary range.

Desired Salary of Available Candidates

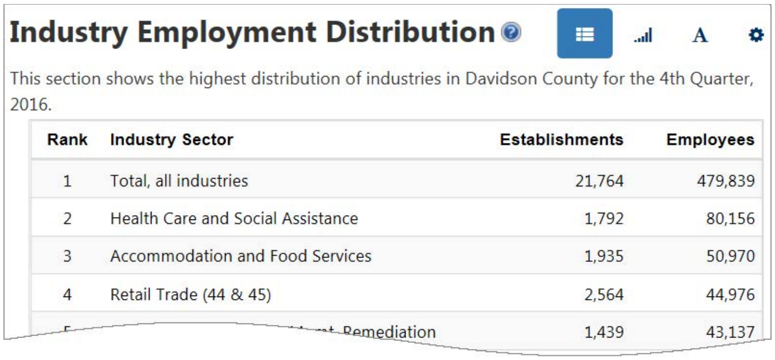
This section shows the desired salary of potential candidates in the workforce system that are looking for jobs in Davidson County on December 12, 2017.

Rank	Desired Salary	Potential Candidates	Percentage of Potential Candidates
1	Not Specified	2,174	14.84%
2	$5,000 - $19,999	248	1.69%
3	$20,000 - $34,999	4,968	33.90%
4	$35,000 - $49,999	3,674	25.07%
5	$50,000 - $64,999	1,672	11.41%
6	$65,000 - $79,999	835	5.70%
7	$80,000 - $94,999	462	3.15%
8	$95,000 or more	620	4.23%

Source: Individuals with active résumés in the workforce system.

Viewing Distribution of Candidates' Desired Salaries

The Industry Employment Distribution table ranks industries in the selected area by the highest number of employees.



Industry Employment Distribution

This section shows the highest distribution of industries in Davidson County for the 4th Quarter, 2016.

Rank	Industry Sector	Establishments	Employees
1	Total, all industries	21,764	479,839
2	Health Care and Social Assistance	1,792	80,156
3	Accommodation and Food Services	1,935	50,970
4	Retail Trade (44 & 45)	2,564	44,976
	Remediation	1,439	43,137

Viewing Industries with the Highest Number of Employees in the Area

The Industries by Advertised Jobs table shows industries with the highest number of job openings in the selected area.

- Click a Job Openings link to view the jobs advertised in that industry.

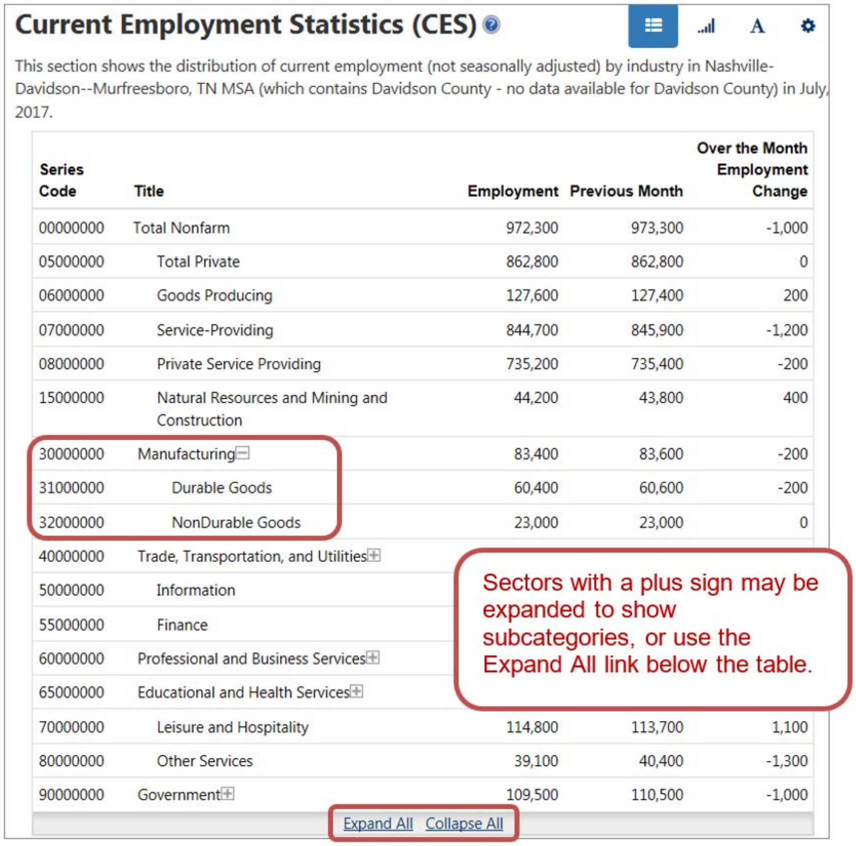
Industries by Advertised Jobs

This section shows the industries with the highest job openings advertised online in Davidson County on on December 12, 2017 (Jobs De-duplication Level 2).

Rank	Industry	Job Openings
1	Health Care and Social Assistance	1,754
2	Administrative and Support and Waste Management and Remediation Services	1,495
3	Retail Trade	1,352
4	Professional, Scientific, and Technical Services	1,107

Viewing Industries with the Highest Number of Job Openings in the Area

The Current Employment Statistics (CES) table lists all industries by Series Code to compare employment in the current month with the previous month.


Current Employment Statistics (CES)

This section shows the distribution of current employment (not seasonally adjusted) by industry in Nashville-Davidson--Murfreesboro, TN MSA (which contains Davidson County - no data available for Davidson County) in July, 2017.

Series Code	Title	Employment	Previous Month	Over the Month Employment Change
00000000	Total Nonfarm	972,300	973,300	-1,000
05000000	Total Private	862,800	862,800	0
06000000	Goods Producing	127,600	127,400	200
07000000	Service-Providing	844,700	845,900	-1,200
08000000	Private Service Providing	735,200	735,400	-200
15000000	Natural Resources and Mining and Construction	44,200	43,800	400
30000000	Manufacturing	83,400	83,600	-200
31000000	Durable Goods	60,400	60,600	-200
32000000	NonDurable Goods	23,000	23,000	0
40000000	Trade, Transportation, and Utilities			
50000000	Information			
55000000	Finance			
60000000	Professional and Business Services			
65000000	Educational and Health Services			
70000000	Leisure and Hospitality	114,800	113,700	1,100
80000000	Other Services	39,100	40,400	-1,300
90000000	Government	109,500	110,500	-1,000

Expand All Collapse All

Viewing Recent Changes to Current Employment by Industry

The Industries by Projected Growth table compares current employment estimates with projected employment ten years later. For the time period, the table shows the total annual percentage change and gives the total employment change.

- Click an Industry link to open the corresponding industry profile.

Industries by Projected Growth

This section shows the industries with the highest total annual percent change in LWDA 9 (which contains Davidson County - no data available for Davidson County) for the 2014-2024 time period.

Click a column title to sort.

Rank	Industry	2014 Estimated Employment	2024 Projected Employment	Total Annual Percent Change	Total 2014-2024 Employment Change
1	Private Households	1,420	3,250	8.60%	1,830
2	Management of Companies and Enterprises	8,840	18,320	7.60%	9,480
3	Wholesale Electronic Markets and Agents and Brokers	5,400	10,500	6.90%	5,100
4	Professional and Business Services	87,260	133,480	4.30%	46,220
5	Ambulatory Health Care Services	31,940	48,560	4.30%	16,620
6	Administrative and Support Services	46,780	69,210	4.00%	22,430
7	Professional, Scientific, and Technical Services	30,440	44,710	3.90%	14,270
8	Warehousing and Storage				
9	Motor Vehicle and Parts Dealers				
10	Other Information Services				

Sectors with a plus sign may be expanded to show subcategories, or use the Expand All link below the table.

Source: TN Dept of Labor & Workforce Dev, Div Emp Sec, LMI

Comparing Current Employment Estimates with Projected Employment by Industry

The Occupational Employment Distribution table shows occupations with the highest projected employment for the ten-year range.

Occupational Employment Distribution

The section below shows the occupations with the highest projected employment in LWDA 9 (which contains Davidson County - no data available for Davidson County) for the 2014-2024 time period.

Click a column title to sort.

Rank	Occupation Title	2014 Estimated Employment	2024 Projected Employment
1	Office and Administrative Support	106,500	125,310
2	Sales and Related	60,220	72,770
3	Transportation and Material Moving	56,170	71,720
4	Food Preparation and Serving Related	55,770	64,910

Viewing Occupations with the Highest Projected Employment in the Area

The Occupations by Employment Wage table shows occupations with the highest median annual wage in the previous year.

- Click an Occupation link to open the corresponding occupation profile.

Occupations by Employment Wage

This section shows the occupations with the highest median (annual) wages in Nashville-Davidson--Murfreesboro--Franklin, TN Metropolitan Statistical Area (which contains Davidson County, TN - no data available for Davidson County, TN) in 2016.

Rank	Occupation	Median Annual Estimated Wage
1	Psychiatrists	$196,910
2	Family and General Practitioners	$191,300
3	Pediatricians, General	$178,590
4	Judges, Magistrate Judges, and Magistrates	$167,120
		$159,480

Viewing Occupations with the Highest Median Annual Wage

The Occupations by Advertised Jobs table shows occupations with the highest number of job openings advertised online in the area.

- Click an Occupation link to open the corresponding occupation profile.

Occupations by Advertised Jobs

This section shows the occupations with the highest number of job openings advertised online in Davidson County on December 12, 2017 (Jobs De-duplication Level 2).

Rank	Occupation	Job Openings
1	Registered Nurses	933
2	Customer Service Representatives	318
3	Retail Salespersons	297
4	Heavy and Tractor-Trailer Truck Drivers	297
		180

Viewing Occupations with the Highest Number of Advertised Job Openings

The Occupations by Candidates Available table shows occupations with the highest number of potential candidates that were looking for jobs in the area.

- Click an Occupation link to open the corresponding occupation profile.

Occupations by Candidates Available

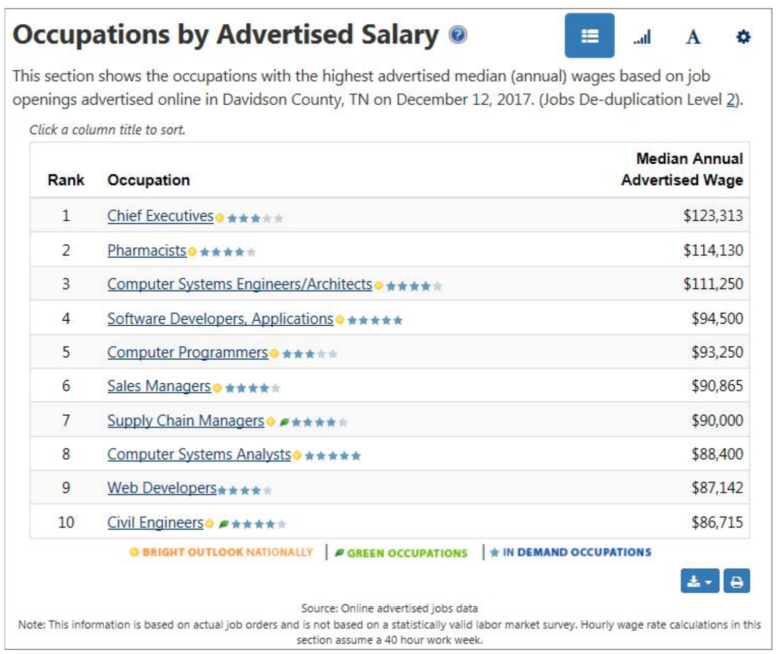
This section shows the detailed occupations with the highest number of potential candidates in the workforce system that were looking for work in Davidson County on December 12, 2017.

Rank	Occupation	2016 Estimated Median Annual Wage	Potential Candidates
1	Customer Service Representatives	$29,570 state level wages	850
2	Administrative Services Managers	$67,660 state level wages	356
3	Office Clerks, General	$29,650 state level wages	302
4	[illegible] Managers	$85,220 state level wages	294

Viewing Occupations with the Highest Number of Potential Candidates

The Occupations by Advertised Salary table shows occupations with the highest advertised median annual wage.

- Click an Occupation link to open the corresponding occupation profile.



Occupations by Advertised Salary

This section shows the occupations with the highest advertised median (annual) wages based on job openings advertised online in Davidson County, TN on December 12, 2017. (Jobs De-duplication Level 2).

Click a column title to sort.

Rank	Occupation	Median Annual Advertised Wage
1	Chief Executives	$123,313
2	Pharmacists	$114,130
3	Computer Systems Engineers/Architects	$111,250
4	Software Developers, Applications	$94,500
5	Computer Programmers	$93,250
6	Sales Managers	$90,865
7	Supply Chain Managers	$90,000
8	Computer Systems Analysts	$88,400
9	Web Developers	$87,142
10	Civil Engineers	$86,715

BRIGHT OUTLOOK NATIONALLY | GREEN OCCUPATIONS | IN DEMAND OCCUPATIONS

Source: Online advertised jobs data

Note: This information is based on actual job orders and is not based on a statistically valid labor market survey. Hourly wage rate calculations in this section assume a 40 hour work week.

Viewing Occupations with the Highest Advertised Annual Wage

The Occupations by Projected Growth table shows occupations with the highest total annual openings averaged over the ten-year time period.

- Click an Occupation link to open the corresponding occupation profile.

Occupations by Projected Growth

This section shows the occupations with the highest total annual average openings in LWDA 9, TN (which contains Davidson County, TN - no data available for Davidson County, TN) for the 2014-2024 time period.

Rank	Occupation	2014 Estimated Employment	2024 Projected Employment	2014-2024 Annual Avg. Percent Change	Total Annual Average Openings
1	Laborers and Freight, Stock, and Material Movers, Hand	19,110	26,690	3.40%	1,325
2	Retail Salespersons	18,360	22,650	2.10%	1,065
3	Waiters and Waitresses	13,190	14,930	1.30%	810
4	Registered Nurses	13,290	16,840	2.40%	670
5	Customer Service Representatives	12,250	15,770	2.60%	655
6	Cashiers	12,000	13,140	0.90%	625
7	Team Assemblers	12,800	16,140	2.30%	610
8	Combined Food Preparation and Serving Workers, Including Fast Food	10,730	13,070	2.00%	580
9	Stock Clerks and Order Fillers	10,350	12,130	1.60%	505
10	General and Operations Managers	9,810	12,020	2.00%	470

BRIGHT OUTLOOK NATIONALLY | GREEN OCCUPATIONS | IN DEMAND OCCUPATIONS

Source: TN Dept of Labor & Workforce Dev, Div Emp Sec, LMI

Viewing Occupations with the Highest Projected Growth

The Area Labor Force, Employment and Unemployment Data table compares employment data for the selected area with the state as a whole and the United States.

- Click an Area Name link to open the corresponding area profile.

Area Labor Force, Employment and Unemployment Data

This section shows preliminary estimated labor force, employment and unemployment information in July, 2017 for Davidson County and Tennessee and United States (no data available for Davidson County, TN). These figures are not seasonally adjusted.

Click a column title to sort.

Area	Civilian Labor Force	Number Employed	Number Unemployed	Unemployment Rate	Preliminary
Davidson County	392,670	380,690	11,980	3.1%	Yes
Tennessee	3,210,300	3,077,500	132,800	4.1%	Yes
United States	161,911,000	154,470,000	7,441,000	4.6%	Yes

Source: US Census Bureau

Viewing Overall Employment and Unemployment Numbers for the Area

When using the comparison feature, the system shows areas as column headings to facilitate display of multiple areas (shown below).

Area Labor Force, Employment and Unemployment Data

This section shows preliminary estimated labor force, employment and unemployment information in July, 2017 for and and and and (no data available for the areas selected). These figures are not seasonally adjusted.

Click a column title to sort.

Data	Davidson County	Shelby County	Tennessee
Civilian Labor Force	392,670	447,050	3,210,300
Number Employed	380,690	425,720	3,077,500
Number Unemployed	11,980	21,330	132,800
Unemployment Rate	3.1%	4.8%	4.1%
Preliminary	Yes	Yes	Yes

Source: US Census Bureau

Comparing Labor Force and Unemployment Data for Multiple Areas

The Labor Force, Employment and Unemployment Distribution table ranks areas by unemployment rate. As with all area distributions, the table includes both Graph and Map options, and is available only during single-area data sessions.

- Click an Area Name link to open the corresponding area profile.

Labor Force, Employment and Unemployment Distribution

This section shows the counties with the highest preliminary unemployment rate in Tennessee for July, 2017 These figures are not seasonally adjusted.

Click a column title to sort.

Rank	Area	Civilian Labor Force	Number Employed	Number Unemployed	Unemployment Rate	Preliminary
1	Weakley County	15,360	14,230	1,130	7.4%	Yes
2	Hancock County	1,950	1,810	140	7.0%	Yes
3	Rhea County	12,870	11,970	900	7.0%	Yes
4	Bledsoe County	4,190	3,910	280	6.6%	Yes
5	Houston County	3,120	2,910	200	6.5%	Yes
6	Lauderdale County	9,450	8,850	600	6.4%	Yes
7	Grundy County	4,630	4,350	290	6.2%	Yes
8	Sequatchie County	6,250	5,860	390	6.2%	Yes
9	Wayne County	6,130	5,750	380	6.2%	Yes
10	Jackson County	4,420	4,150	270	6.1%	Yes

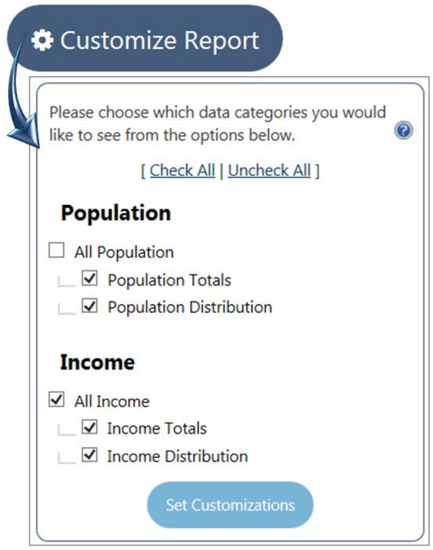
Viewing Overall Employment and Unemployment Numbers for the Area

Demographics

The Demographics group displays totals and distributions for population and income.

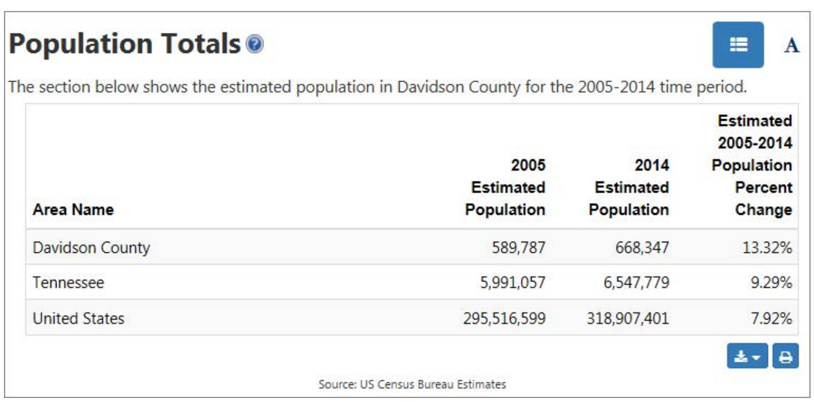
- When viewing an area profile, click the Demographics link at the top of the page.

To review the data categories that display on the page, click the Customize Report button. The data categories in this group are available only during single-area data sessions.



Customizing Reports for Single-Area Data Session

The Population Totals table compares estimated population for the selected area with the state as a whole and the United States. Additional areas can be included when using the Area Comparison feature.



Population Totals

The section below shows the estimated population in Davidson County for the 2005-2014 time period.

Area Name	2005 Estimated Population	2014 Estimated Population	Estimated 2005-2014 Population Percent Change
Davidson County	589,787	668,347	13.32%
Tennessee	5,991,057	6,547,779	9.29%
United States	295,516,599	318,907,401	7.92%

Source: US Census Bureau Estimates

Comparing Population Totals at the County, State and National Level

The Population Distribution table ranks areas by estimated population and shows the percent change over the time period. As with all area distributions, the table includes both Graph and Map options, and is available only during single-area data sessions.

Population Distribution

This section shows the counties with the highest 2014 estimated population in Tennessee.

Click a column title to sort.

Rank	Area Name	2005 Estimated Population	2014 Estimated Population	Estimated 2005-2014 Population Percent Change
1	Shelby County	913,201	938,803	2.80%
2	Davidson County	589,787	668,347	13.32%
3	Knox County	404,234	448,644	10.99%
4	Hamilton County	317,901	351,220	10.48%
5	Rutherford County	221,318	288,906	30.54%
6	Williamson County	154,099	205,226	33.18%
7	Montgomery County	151,122	189,961	25.70%
8	Sumner County	144,124	172,706	19.83%
9	Sullivan County	153,463	157,047	2.34%
10	Blount County	115,336	126,339	9.54%

Source: US Census Bureau Estimates

Viewing Area Distribution of Population Totals

The Income Totals table shows several income types and gives the data source for each type.

Income Totals

The section below shows the most recent income data for Davidson County.

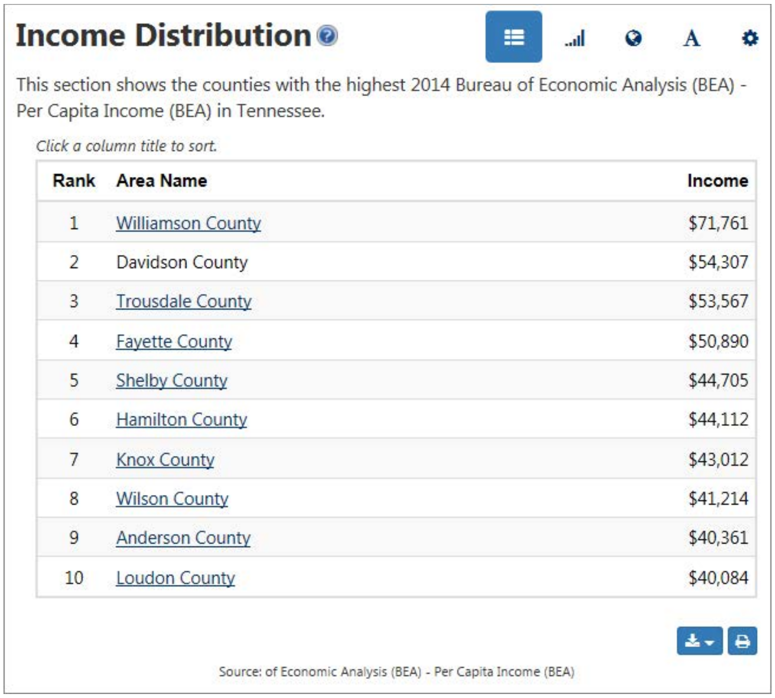
Click a column title to sort.

Income Description	Income Source	Year	Income
Median Family Income Estimates (HUD)	Housing and Urban Development (HUD)	2005	$60,900
Median Household Income Current Dollars (Census)	Census Bureau	2014	$48,195
Per Capita Income (BEA)	Bureau of Economic Analysis (BEA)	2014	$54,307
Total Income (BEA)	Bureau of Economic Analysis (BEA)	2014	$36,295,950,000

Viewing Various Income Totals for the Selected Area

The Population Distribution ranks areas by BEA Per Capita income. As with all area distributions, the table includes both Graph and Map options, and is available only during single-area data sessions.

- Click the Tool icon to change the area type or data item displayed.
- Click an Area Name link to reset your area profile to the new location.



Income Distribution

This section shows the counties with the highest 2014 Bureau of Economic Analysis (BEA) - Per Capita Income (BEA) in Tennessee.

Click a column title to sort.

Rank	Area Name	Income
1	Williamson County	$71,761
2	Davidson County	$54,307
3	Trousdale County	$53,567
4	Fayette County	$50,890
5	Shelby County	$44,705
6	Hamilton County	$44,112
7	Knox County	$43,012
8	Wilson County	$41,214
9	Anderson County	$40,361
10	Loudon County	$40,084

Source: of Economic Analysis (BEA) - Per Capita Income (BEA)

Viewing Area Distribution of Income Totals

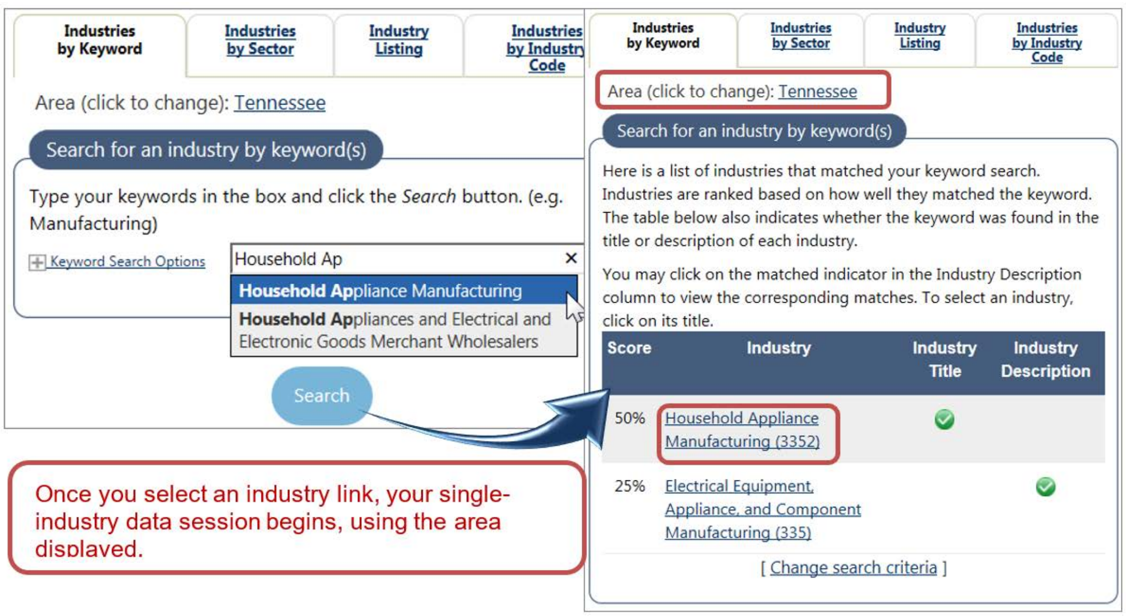
Industry Profiles

Compiling information from multiple sources, the system provides a complete statistical profile of a selected industry. Data elements include available jobs associated with the industry, employers listed for the industry, employment and wage data, industry and occupational projections, staffing patterns, and the numbers and employers and workers in the industry.

- Select Labor Market Services Industry Profile from the Navigation menu or Directory of Services.

Select an Industry

For all Industry Profile data sessions, you must first identify an industry, or multiple industries when using the comparison feature.



Selecting an Industry for a Single-Industry Data Session

The industry you select will display as a link at the top of each Industry Profile page. The current Industry link will allow you to select a new industry for the data session. The current Area link will allow you to select a new area for the data session. The Compare links, when available, will allow you select multiple industries or areas for comparison (*see next section).* In addition, you may use the Change Industry link located at the bottom of each page.

Reviewing Profile Selections and Accessing the Change Feature

Compare Industries

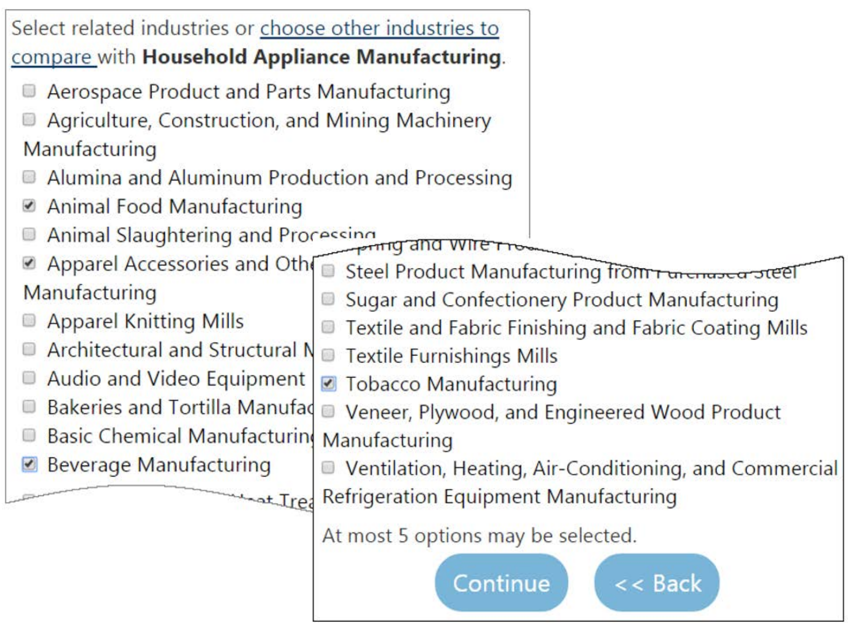
The Compare feature allows you to compare multiple industries in one area, or compare a single industry across multiple areas. When comparing industries, if information is not available for one of the comparison areas, the system will default to the next highest level where information is available. If no information is available, even at a higher informational level, the system will merely state that no information is available.

You may also set up a multiple-industry or multiple-area data session using the Compare links located at the top of each industry profile page.

- To select multiple industries, click the Compare link below the current industry.
- To select multiple areas, click the Compare link below the current area.

Accessing the Compare Feature from Current Industry Profile Settings

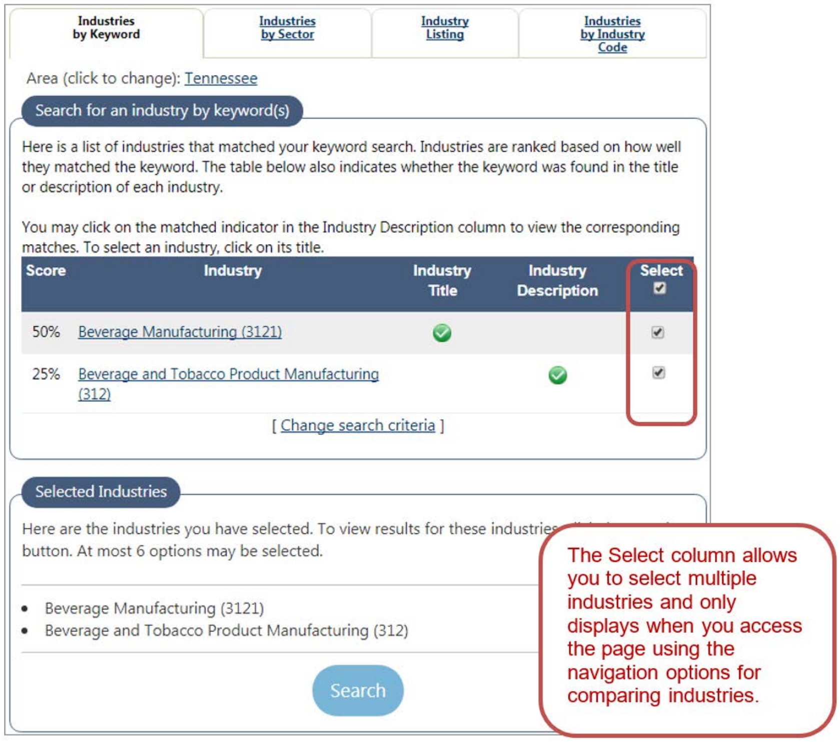
When using the Compare link for industries, the system displays a list of related industries from which to select. When you have finished making selections, click the Continue button to return to the industry profile with the new industries included.



Selecting Industries to Compare with Current Industry Selection

When you need to use the full industry search feature, click choose other industries to compare. When in comparison mode, each tab will have checkboxes allowing you to up to six programs. Working from any search tab, check the industries you want to include in the session. You can review your selections in the Selected Industries panel before clicking the Search button to begin the data session.

Note: *If you do not see the Select column and/or checkboxes on the search tabs, be sure you have accessed the page from the Compare link shown at the top of each page.*



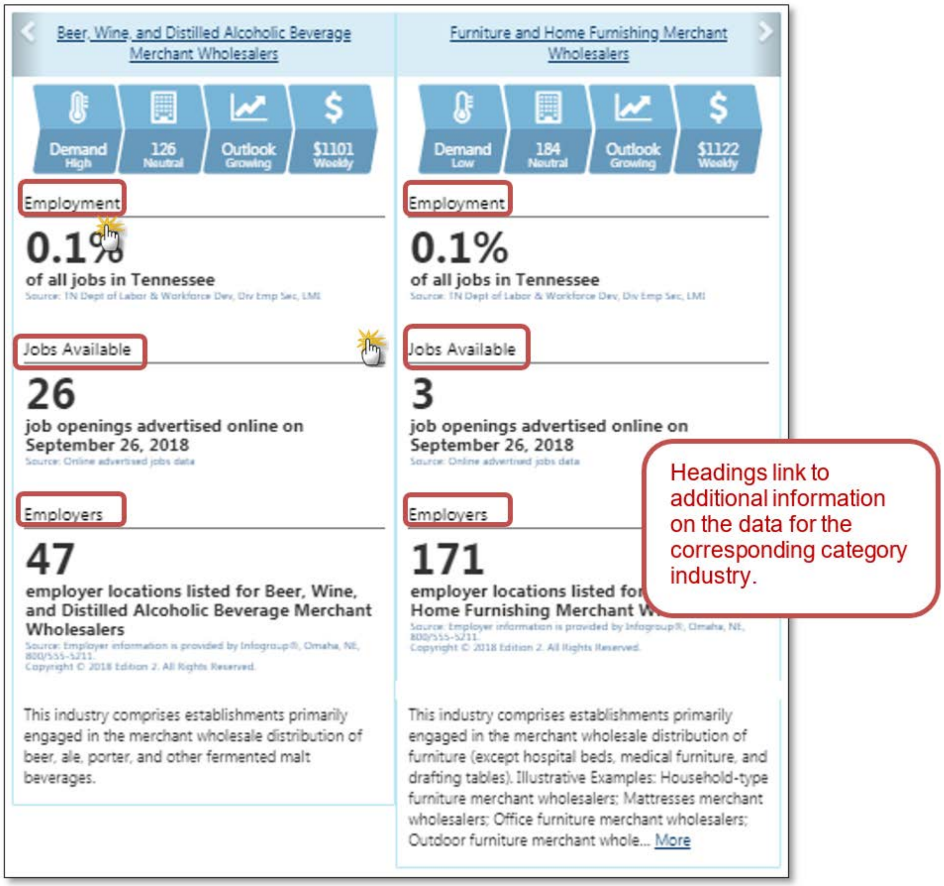
Selecting Multiple Industries for Comparison

Keep in mind that while all data *groups* are available in both single- and multiple-industry sessions, some data categories will only display in single-industry sessions. After selecting a data group, you may use the Customize Report button to see which data categories are available.

Comparison Snapshot

For multiple-industry data sessions, the Summary group displays data for all industries in an easy-to-read table. All snapshot headings link to view the complete data category, display options and links.

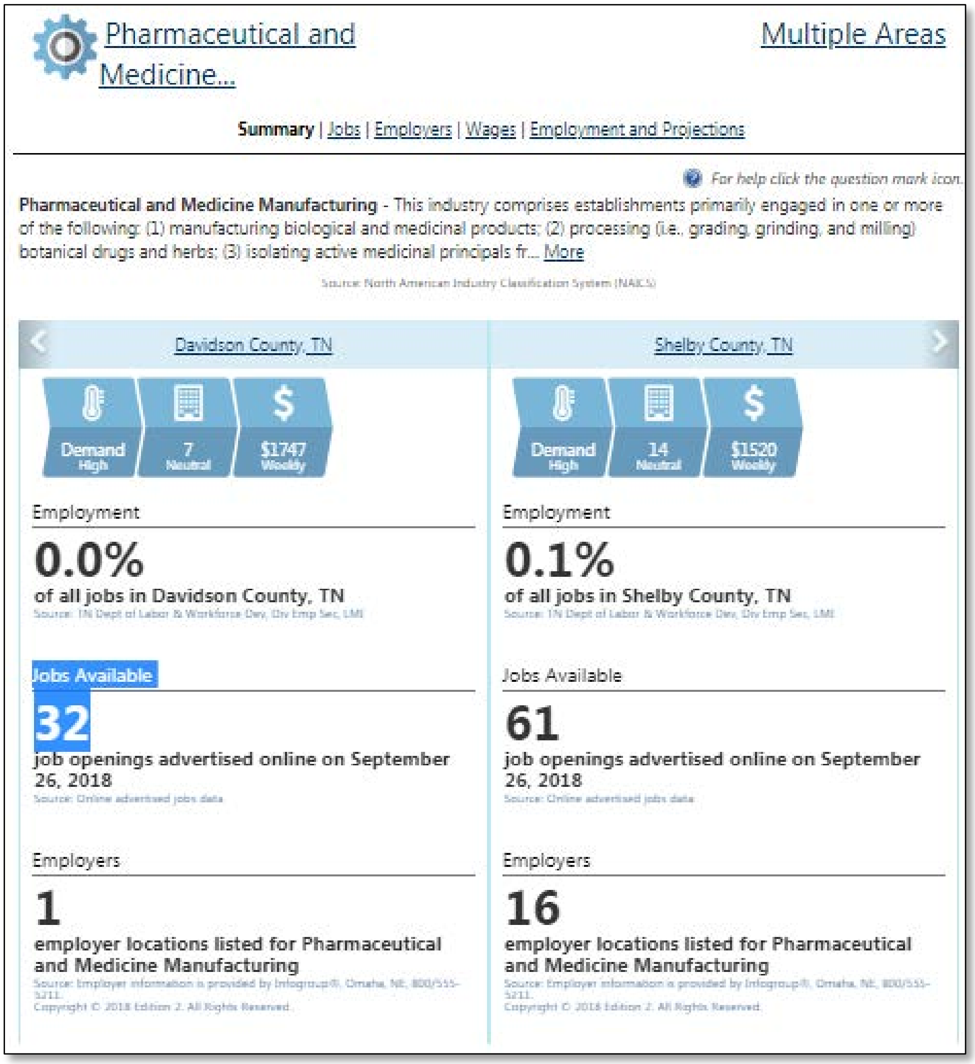
- Click an Industry link to open the corresponding industry profile.
- Click any Snapshot Heading to navigate to the complete data set for that topic and industry, such as Employment or Jobs Available shown below. Use the Return to Industry Summary button to return to the main page.



Comparing Two Industries Using the Summary Tables

When comparing a single industry across multiple areas, the Summary group uses one column for each area, aligning data categories for easy comparison.

- Click an Area Name link to reset the area for the current industry profile.
- Click any Snapshot Heading to navigate to the complete data set for that topic and area, such as Employment or Jobs Available shown below. Use the Return to Industry Summary button to return to the main page.



Comparing an Industry across Two Areas

Industry Summary

For each industry, the Summary group highlights in words and graphics key LMI data that define the industry. The narrative incorporates current data into an all-you-need-to-know overview of the industry. Graphic icons focus on key indicators and link to tables and maps with supporting data. Finally, the system provides context to industries through comparison with related industries in the state.

- When viewing an industry profile, click the Summary link at the top of the page.

As you explore the features and links in the Industry Summary, be sure to use the Return to Industry Summary button located at the bottom of all linked pages – this returns you to the main page. Other features allow you to share or print the data you are viewing.

Narrative Description of Industry

The Summary group begins with a narrative summary of the selected industry derived from the North American Industry Classification System (NAICS).

- Click the More link to see the full narrative, as some can be quite extensive

Seafood Product Preparation and Packaging - This industry comprises establishments primarily engaged in one or more of the following: (1) canning seafood (including soup); (2) smoking, salting, and drying seafoods; (3) eviscerating fresh fish by removing heads, fins, scales, bones, and entrails; (4) shucking a... More

Source: North American Industry Classification System (NAICS)

Viewing the Complete Narrative Summary of an Industry

Quick Reference Icons

The Summary group also includes icons focused on key industry indicators. With just a glance, users can assess current data for the industry. When comparing industries, the icons allow for quick at-a-glance assessments.

Icon	Description and Functions
Demand High or Demand Low	**Number of Jobs Available.** Hover to see the number of jobs available. Click to display a list of the jobs for the area.
2,357 High	**Number of Establishments.** The total number for the industry. Click to see the table showing number of establishments *and* employees.
Outlook Growing or Outlook Decline	**Projected Annual Openings.** Hover to see estimated average of openings (or closings) per year.
$ $1514 Weekly	**Average Weekly Wage.** Considers all occupations in the industry.

Snapshots

For single-industry data sessions, the Summary group includes several snapshots, each focused on one or two key indicators.

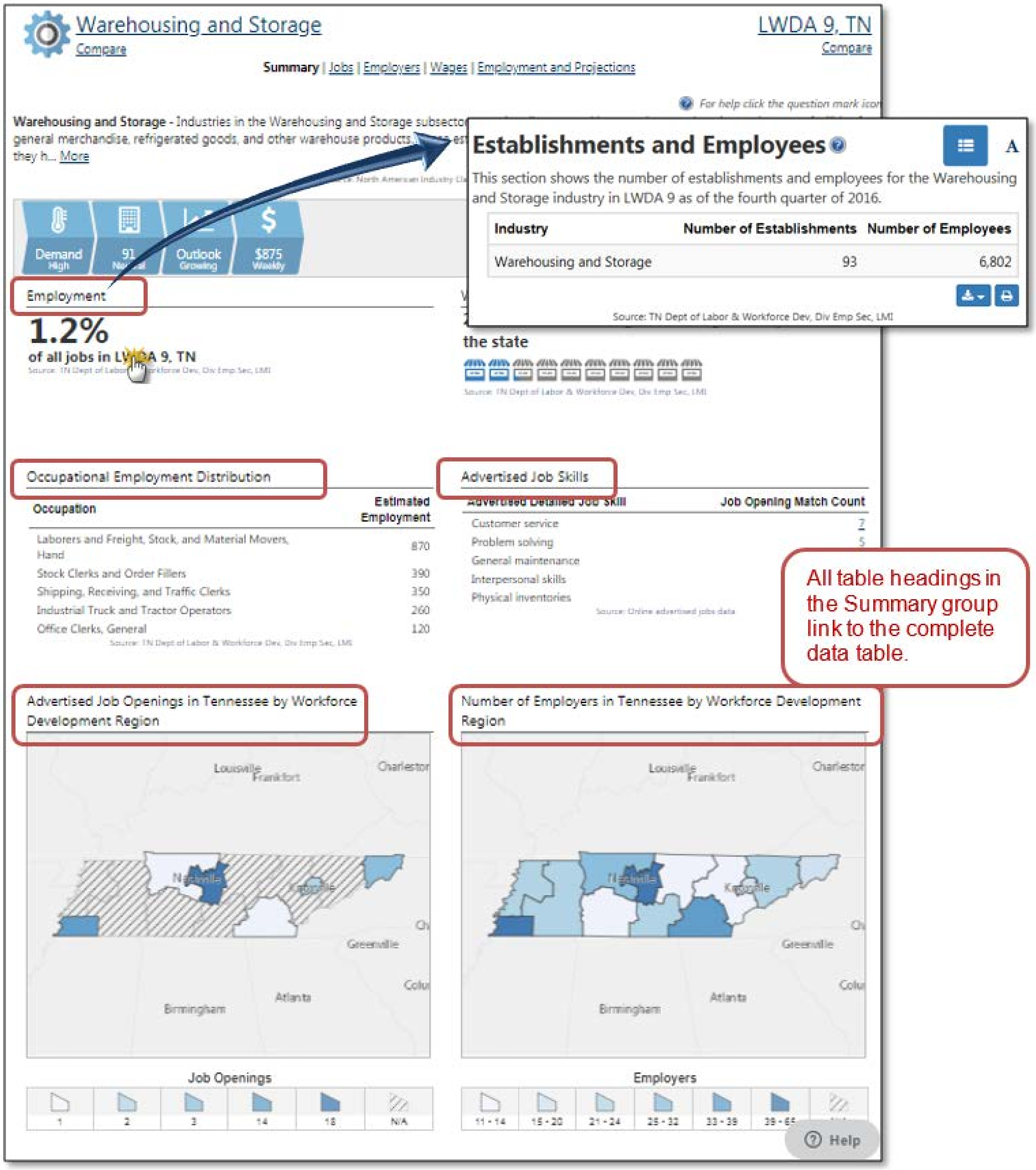
For each industry, the Summary group includes the following snapshots:

- Work Places
- Occupational Employment Distribution
- Advertised Job Skills
- Jobs Available
- Monthly Job Count
- Employers
- Advertised Job Certifications
- Advertised Tools and Technology

- Employers
- Wages

All snapshot headings link to view the complete data category, display options and links. Many tables in the Summary group also include links to open new profiles or to access job lists.

- Click a Job Openings link to view the jobs advertised for that job skill, industry, area, etc.
- Click any Snapshot Heading to navigate to the complete data set for that topic, as shown below for Employment. Use the Return to Industry Summary button to return to the main page.



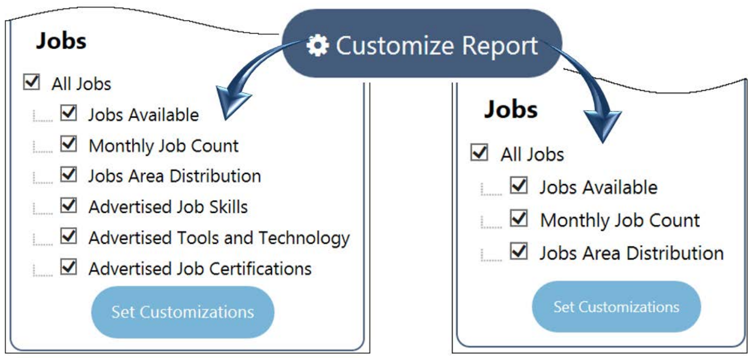
Using Snapshots in the Summary Group to Access Complete Data

Jobs

The Jobs group uses current data on advertised jobs in the industry (either daily or monthly counts). The system ranks Job counts by area, job skills, tools and technology, occupation, industry, etc. For each display, users can link directly to a listing of advertised jobs that meet the criteria.

- When viewing an industry profile, click the Jobs link at the top of the page.

To review the data categories that display on the page, click the Customize Report button.



Customizing Reports for a Single or Multiple-Area Data Session

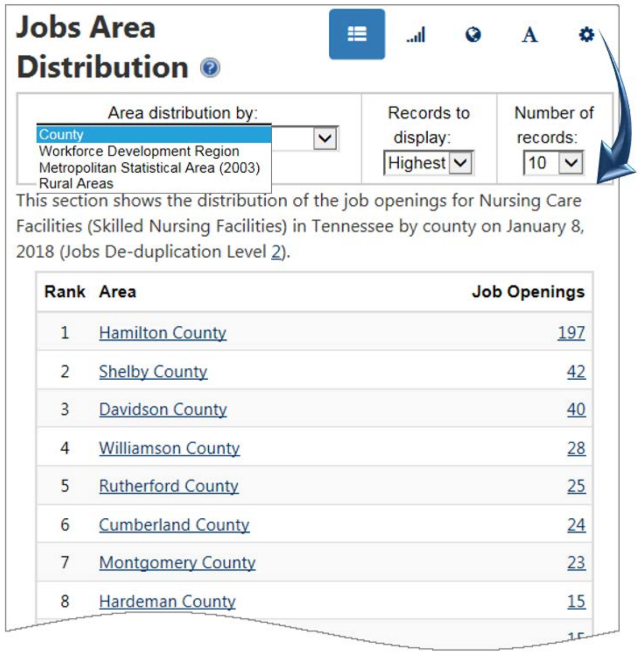
Many data categories in the Jobs group are also found in Area and Occupation profiles. Viewing all industry jobs data on one page allows analysts to make a full assessment of an industry and discover new areas of inquiry.

The Jobs Available table shows the total advertised job openings in the industry for a single day.

The Monthly Job Count table shows the total advertised job openings in the industry for a single month.

The Jobs Area Distribution table ranks areas based on the advertised job openings. The display of jobs data follows similar formats as area distribution displays.

- Click the Tool icon to change the area type used for the distribution.
- Click a Job Openings link to view the jobs advertised for that industry and area.
- Click an Area Name link to reset the area for the current industry profile.



Reviewing Area Distribution by County for the Selected Industry

The Advertised Job Skills table ranks the prevalence of job skills found in advertised job openings.

The Advertised Tools and Technology table ranks the prevalence of tools and technology found in advertised job openings.

The Advertised Job Certifications table shows all job certifications listed in advertised job openings.

- Click a Job Openings link to view the jobs advertised for the corresponding certification.

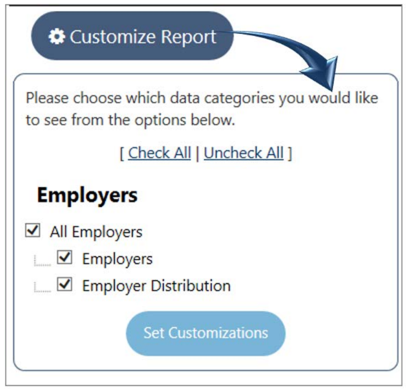
Reviewing Ranking of Advertised Job Certifications for the Selected Industry

Employers

The Employers group counts and lists the employers in the selected area that belong to the industry you selected. This information is based on data from Infogroup®.

- When viewing an industry profile, click the Employers link at the top of the page.

To review the data categories that display on the page, click the Customize Report button.



Customizing Reports for a Single or Multiple-Area Data Session

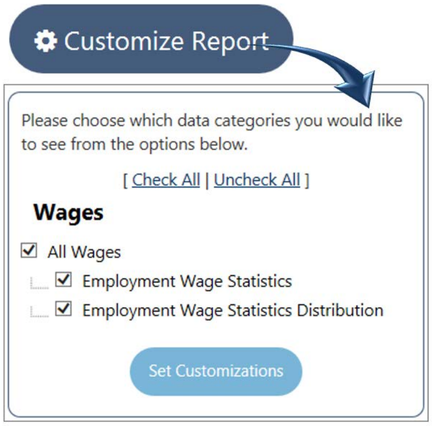
Some data categories in the Employers group are also found in Area and Occupation profiles. Viewing all industry employer data on one page allows analysts to make a full assessment of an industry and discover new areas of inquiry.

The Employers table shows the total advertised job openings for the industry (*shown below*).

The Employer Distribution ranks areas based on the advertised job openings for the industry.

- Click an Area Name link to reset the area for the current industry profile.

Reviewing Employer Data for a Specific Industry



Options for a Single or Multiple-Industry Session

Wages

The Wages group shows the number of employees in an industry and calculates the average hourly, weekly, and annual wage. The Wages group also includes an area distribution, ranking areas by average weekly wage

- When viewing an industry profile, click the Wages link at the top of the page.

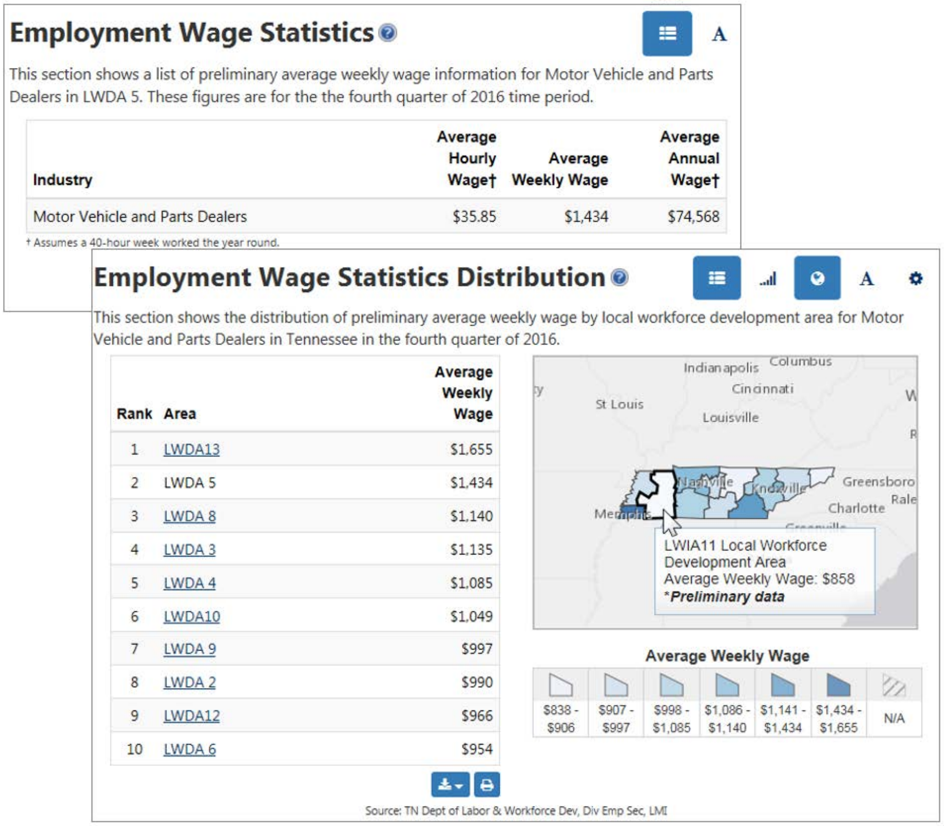
To review the data categories that display on the page, click the Customize Report button.

Some data categories in the Wages group are also found in Area and Occupation profiles. Viewing all industry wage data on one page allows analysts to make a full assessment of an industry and discover new areas of inquiry.

The Employment Wage Statistics table shows the total average weekly wage information for the industry (*shown below*).

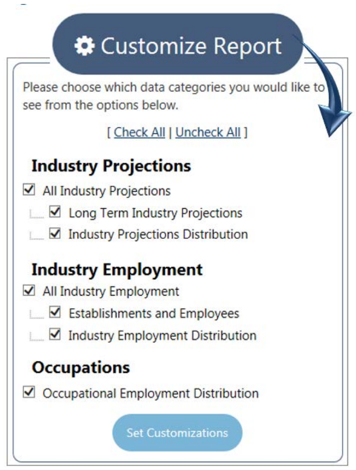
The Employment Wage Statistics Distribution ranks areas based on the average weekly wage information for the industry.

- Click an Area Name link to reset the area for the current industry profile.



Reviewing Wage Statistics for a Specific Industry

Employment and Projections



Single or Multiple-Industry Session Options

The Employment and Projections group shows long-term industry projections and area distributions. The Employment and Projections group also shows the area distribution for industry employment, and then shows a breakdown by occupation for the selected area.

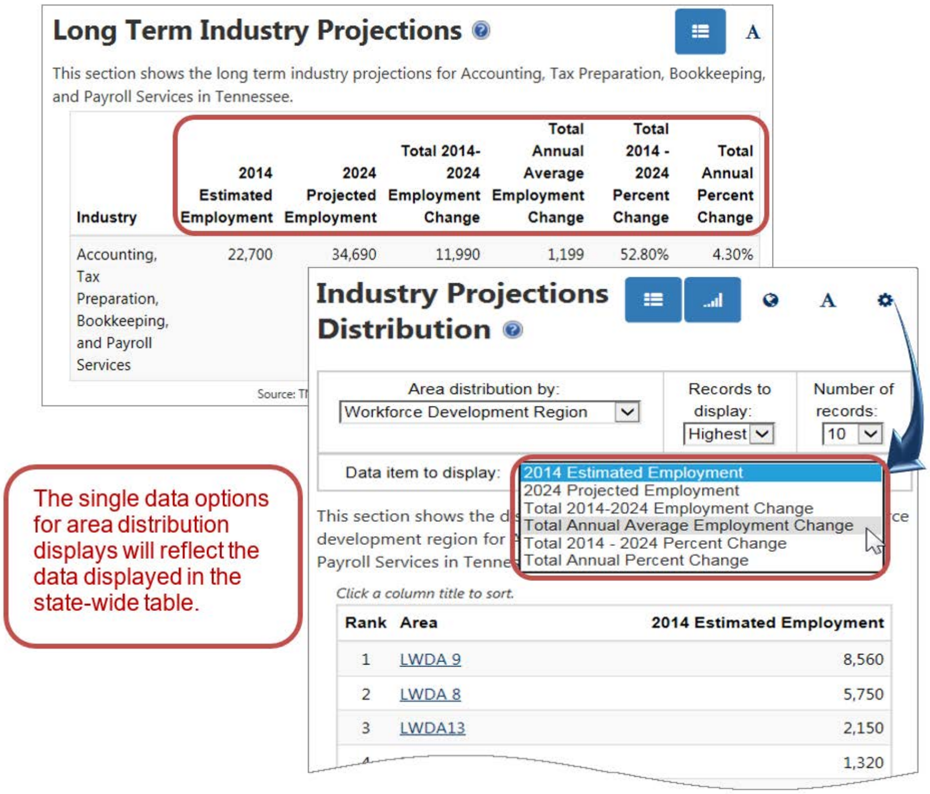
- When viewing an industry profile, click the Employment and Projections link at the top of the page.

To review the data categories that display on the page, click the Customize Report button.

The Long Term Industry Projections table shows all data items for estimated and projected employment (ten years out), and calculated changes *(shown below)*.

The Industry Projections Distribution table ranks areas based on current employment estimates for the ten-year projection period. As with all distributions, the table includes both Graph and Map options, and requires selecting a single data item to display.

- Click the Tool icon to change the data item displayed.

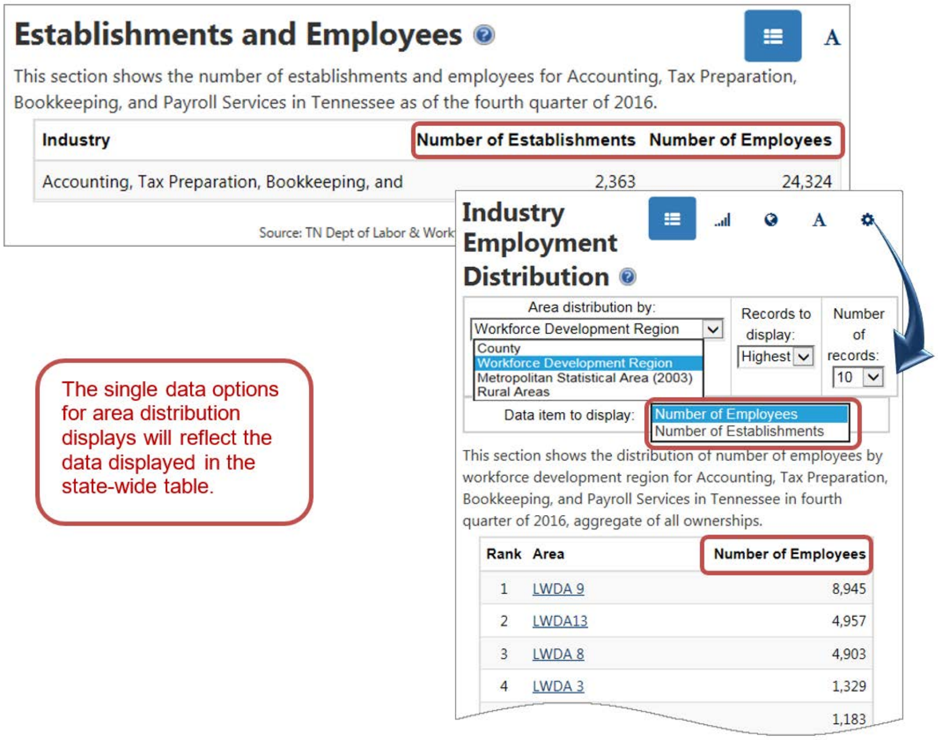


Reviewing Industry Projections and Area Distribution over Ten-Year Span

The Establishments and Employees table shows totals for establishments and employees for the selected area and industry *(shown below)*.

The Industry Employment Distribution table ranks areas by the number of establishments or employees for the selected area and industry. As with all distributions, the table includes both Graph and Map options, and requires selecting a single data item to display.

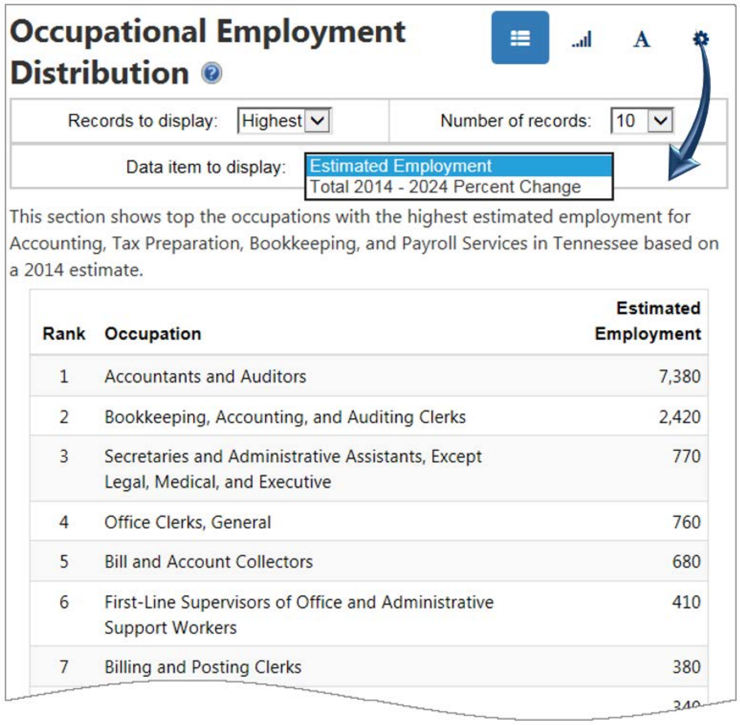
- Click the Tool icon to change the data item displayed.
- Click an Area Name link to reset the area for the current industry profile.



Reviewing Current Totals and Area Distribution for Establishments and Employees

The Occupational Employment Distribution table ranks occupations in the industry based on *Estimated Employment* or *Total Percent Change*. As with all distributions, the table includes both Graph and Map options, and is available only during single-area data sessions.

Note: *Use the Tool icon to change the data item used for the display.*



Reviewing Occupational Employment Distribution for Selected Industry

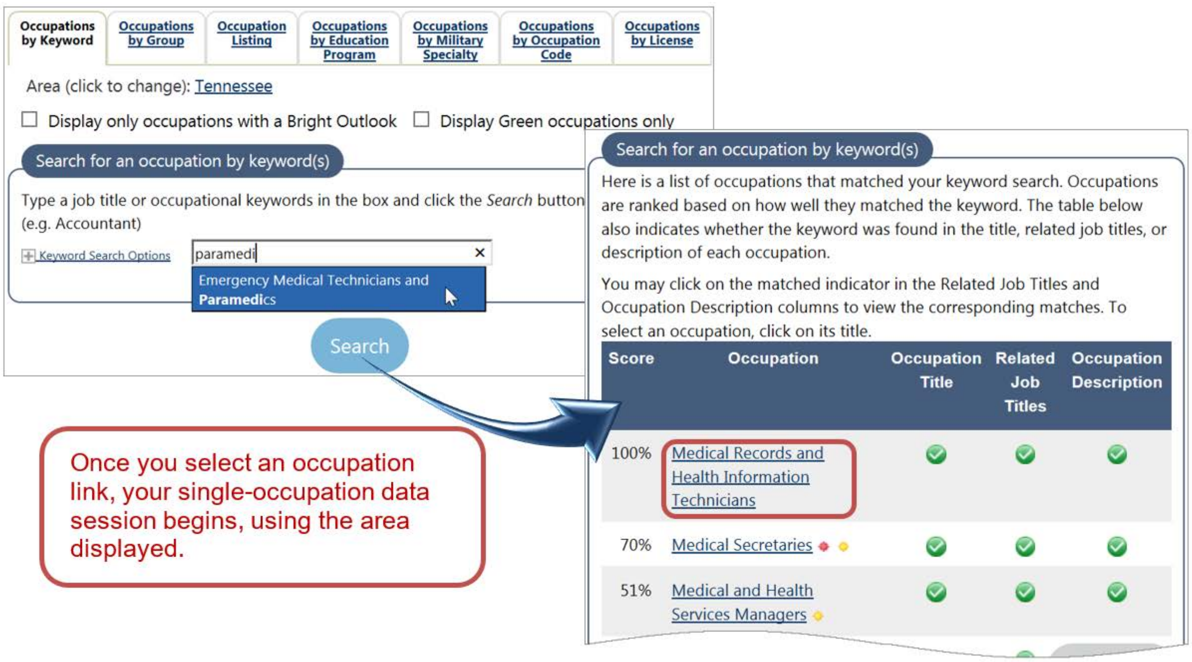
Occupation Profiles

Compiling information from multiple sources, the system provides a complete statistical profile of a selected occupation. Data elements include occupational duties, wages, projections, short-term growth forecasts, industries of employment (i.e., types of employers, industry groups), skills and tasks, training programs, licensing agencies, and actual job listings related to the occupation for a selected area.

- Select Labor Market Services → Occupation Profile from the Navigation menu or Directory of Services.

Select an Occupation

For all Occupation Profile data sessions, you must first identify an occupation, or multiple occupations when using the comparison feature.



Selecting an Occupation for a Single-Occupation Data Session

The occupation you select will display at the top of each Occupation Profile page. The current Occupation link will allow you to select a new occupation for the data session. The current Area link will allow you to select a new area for the data session. The Compare links, when available, will allow you select multiple occupations or areas for comparison (*see next section).* In addition, you may use the Change Occupation link located at the bottom of each page.

Reviewing Profile Selections and Accessing the Change Feature

Occupation Comparison Feature

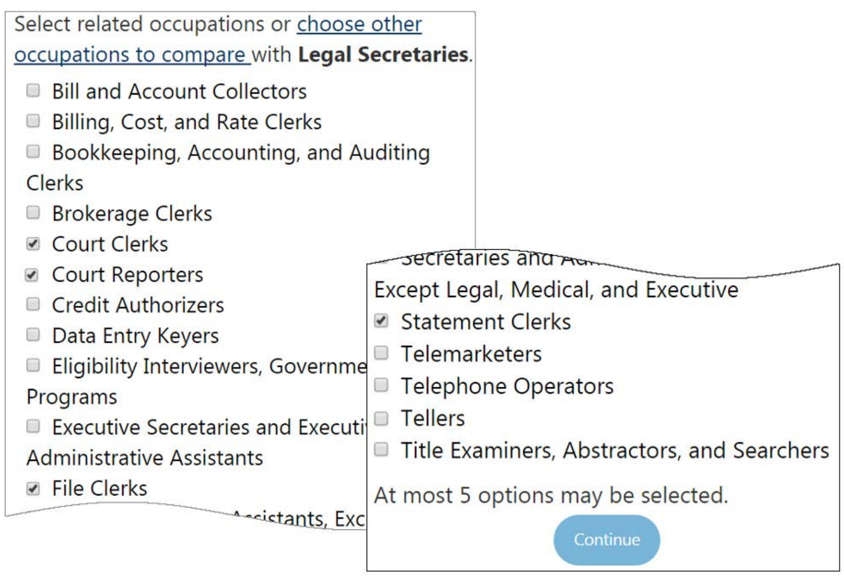
The Occupation Comparison feature allows you to compare multiple occupations in one area, or compare a single occupation across multiple areas. When comparing occupations, if information is not available for one of the comparison areas, the system will default to the next highest level where information is available.

You may set up a multiple-occupation or multiple-area data session using the Compare links located at the top of each located at the top of each occupation profile page.

- To select multiple occupations, click the Compare link below the current occupation.
- To select multiple areas, click the Compare link below the current area.

Accessing the Compare Feature from Current Occupation Profile Settings

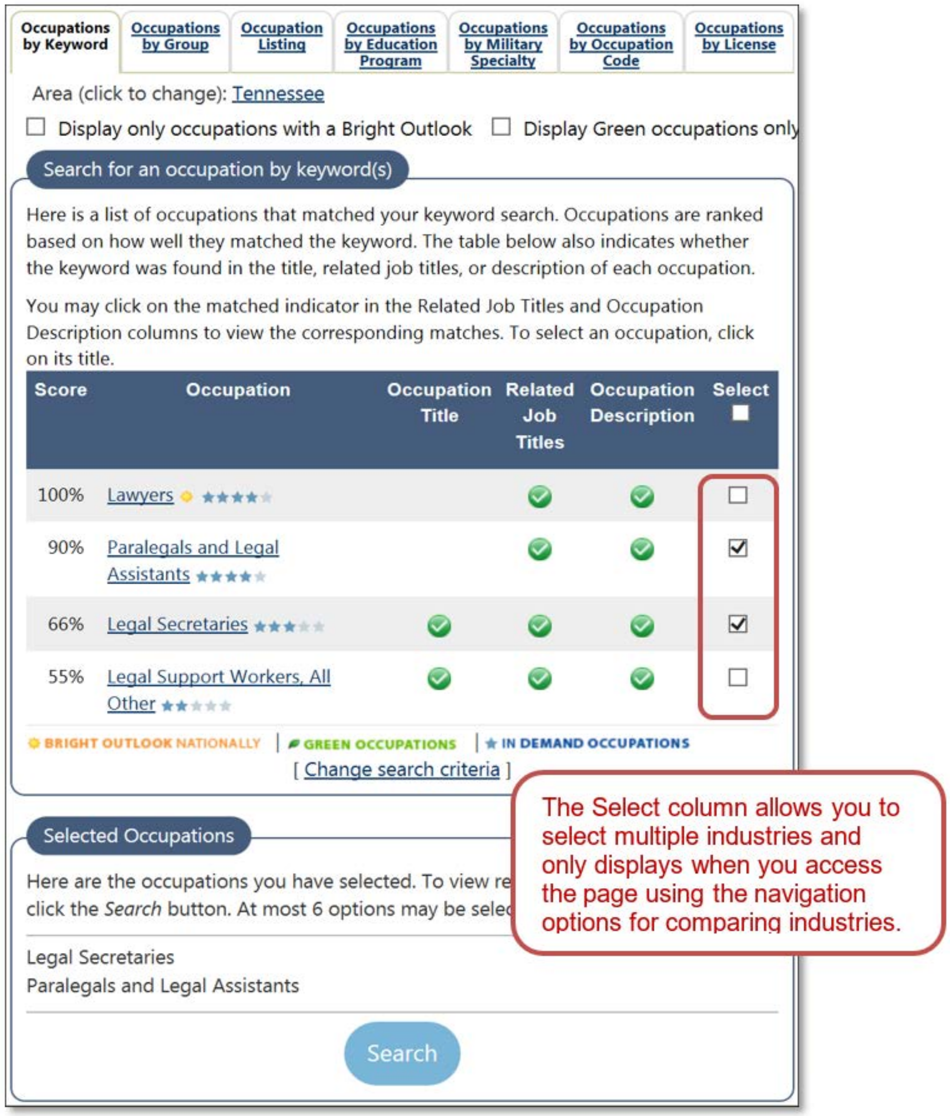
When using the Compare link for occupations, the system displays a list of related occupations from which to select. When you have finished making selections, click the Continue button to return to the occupation profile with the new occupations included.



Selecting Occupations to Compare with Current Occupation Selection

When you need to use the full occupation search feature, click choose other occupations to compare. When in comparison mode, each tab will have checkboxes allowing you to up to six programs. Working from any search tab, check the occupations you want to include in the session. You can review your selections in the Selected Occupations panel before clicking the Search button to begin the data session.

Note: *If you do not see the Select column and/or checkboxes on the search tabs, be sure you have accessed the page from either the Occupation Comparison option on the Navigation menu, or the Compare link shown at the top of each page.*



Selecting Multiple Occupations for Comparison

Keep in mind that some data groups are only available in single-occupation sessions. In addition, within each data group certain data categories only display in single-occupation sessions. After selecting a data group, you may use the Customize Report button to see which data categories are available.

Comparison Snapshot

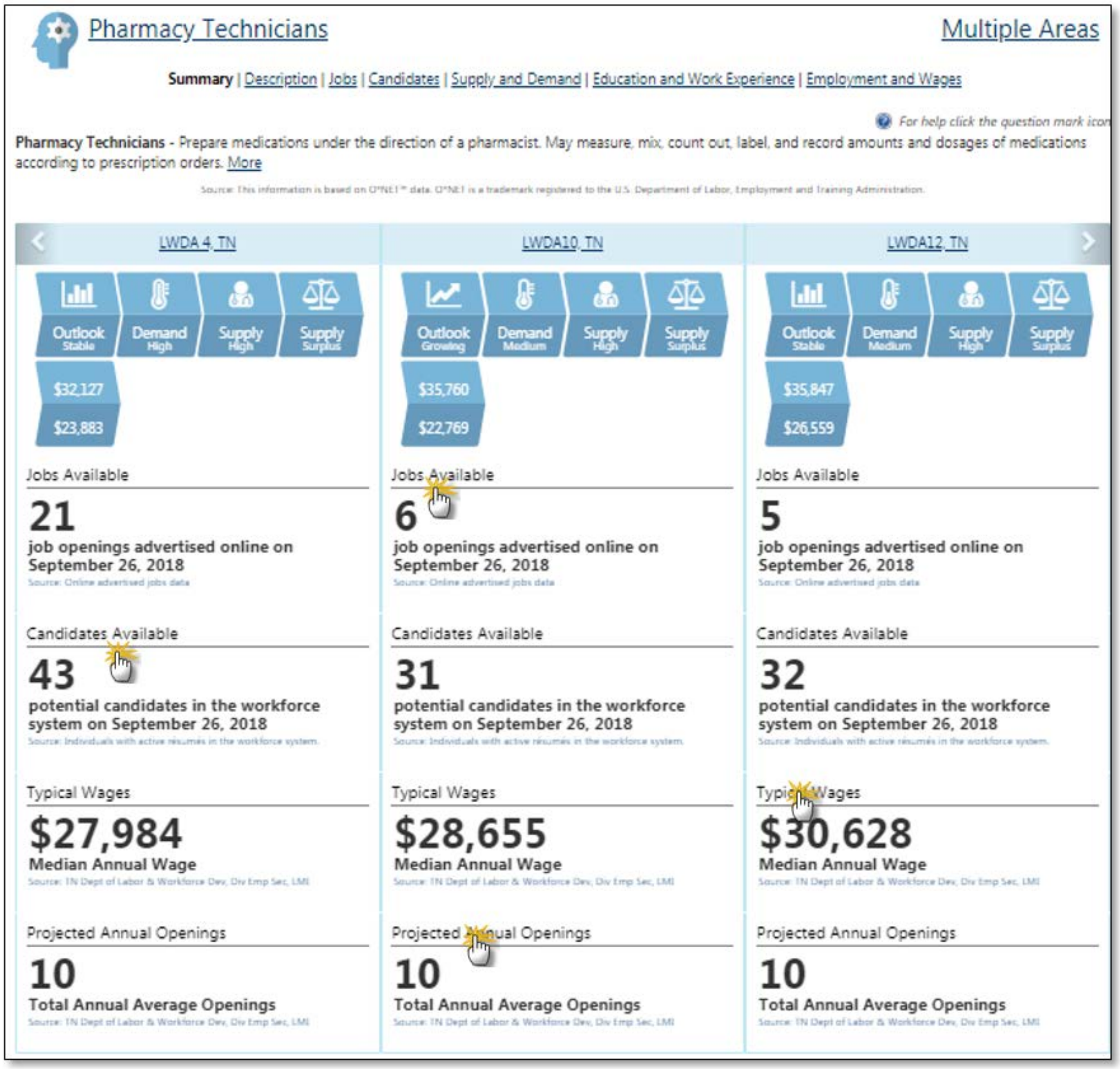
For multiple-occupation data sessions, the Summary group displays data for all areas in an easy-to-read table. All snapshot headings link to view the complete data category, display options and links.

- Click an Occupation link to open the corresponding occupation profile.
- Click any Snapshot Heading to navigate to the complete data set for that topic and occupation, such as Jobs Available or Candidates Available shown below. Use the Return to Occupation Summary button to return to the main page.

Comparing Three Occupations Using the Summary Tables

When comparing a single occupation across multiple areas, the Summary group uses one column for each area, aligning data categories for easy comparison.

- Click an Area Name link to reset the area for the current occupation profile.
- Click any Snapshot Heading to navigate to the complete data set for that topic and area, such as Jobs Available or Candidates Available shown below. Use the Return to Occupation Summary button to return to the main page.



Comparing an Occupation across Three Areas

Occupation Summary

For each occupation, the Summary group highlights in words and graphics key LMI data that define the occupation. The narrative incorporates current data into an all-you-need-to-know overview of the occupation. Graphic icons focus on key indicators and link to tables and maps with supporting data. Finally, the system provides context to occupations through comparison with related occupations or all occupations in the state.

- When viewing an occupation profile, click the Summary link at the top of the page.

As you explore the features and links in the Occupation Summary, be sure to use the Return to Occupation Summary button located at the bottom of all linked pages – this returns you to the main page. Other features allow you to share or print the data you are viewing.

Narrative Description of Occupation

The Summary group begins with a narrative summary of the selected occupation derived from O*NET data.

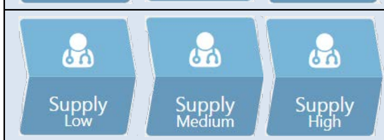
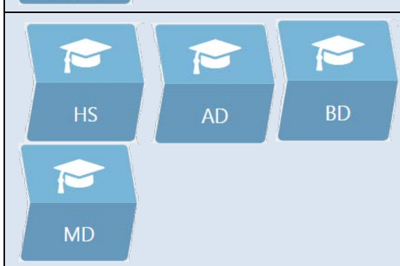
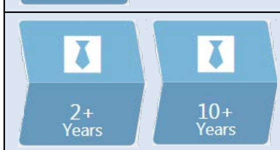
- Click the More link to see the full narrative, as some can be quite extensive.

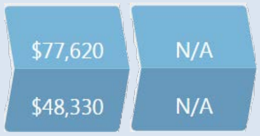
> **Civil Engineering Technicians** - Apply theory and principles of civil engineering in planning, designing, and overseeing construction and maintenance of structures and facilities under the direction of engineering staff or physical scientists.

Viewing the Complete Narrative Summary of an Industry

Quick Reference Icons

The Summary group also includes icons focused on key occupation indicators. With just a glance, users can assess current data for the occupation. When comparing occupations, the icons allow for quick at-a-glance assessments.

Icon	Description and Functions
	**Projected Annual Openings.** Hover to see number of projected openings per year. Click to see comparison with all occupations.
	**Jobs Available.** Hover to see number currently available. Click to see comparison with other occupations.
	**Candidates Available.** Hover to see number of candidates available. Click to see comparison with other occupations.
	**Jobs and Candidates Available.** Hover to see number of candidates available per job opening. Click to see comparison with other occupations.
	**Required Level of Education.** Displays the most common education level requested by employers. Hover to see a description of the requirement. Click to see the breakdown of employer requests.
	**Related Work Experience.** Displays the most common work experience requested by employers. Hover to see a description of the requirement. Click to see the breakdown of employer requests.

Icon	Description and Functions
	**Employment Wage Statistics.** Hover to see an explanation of the range. Click to see a breakdown of wage and salary submissions, if available.

Snapshots

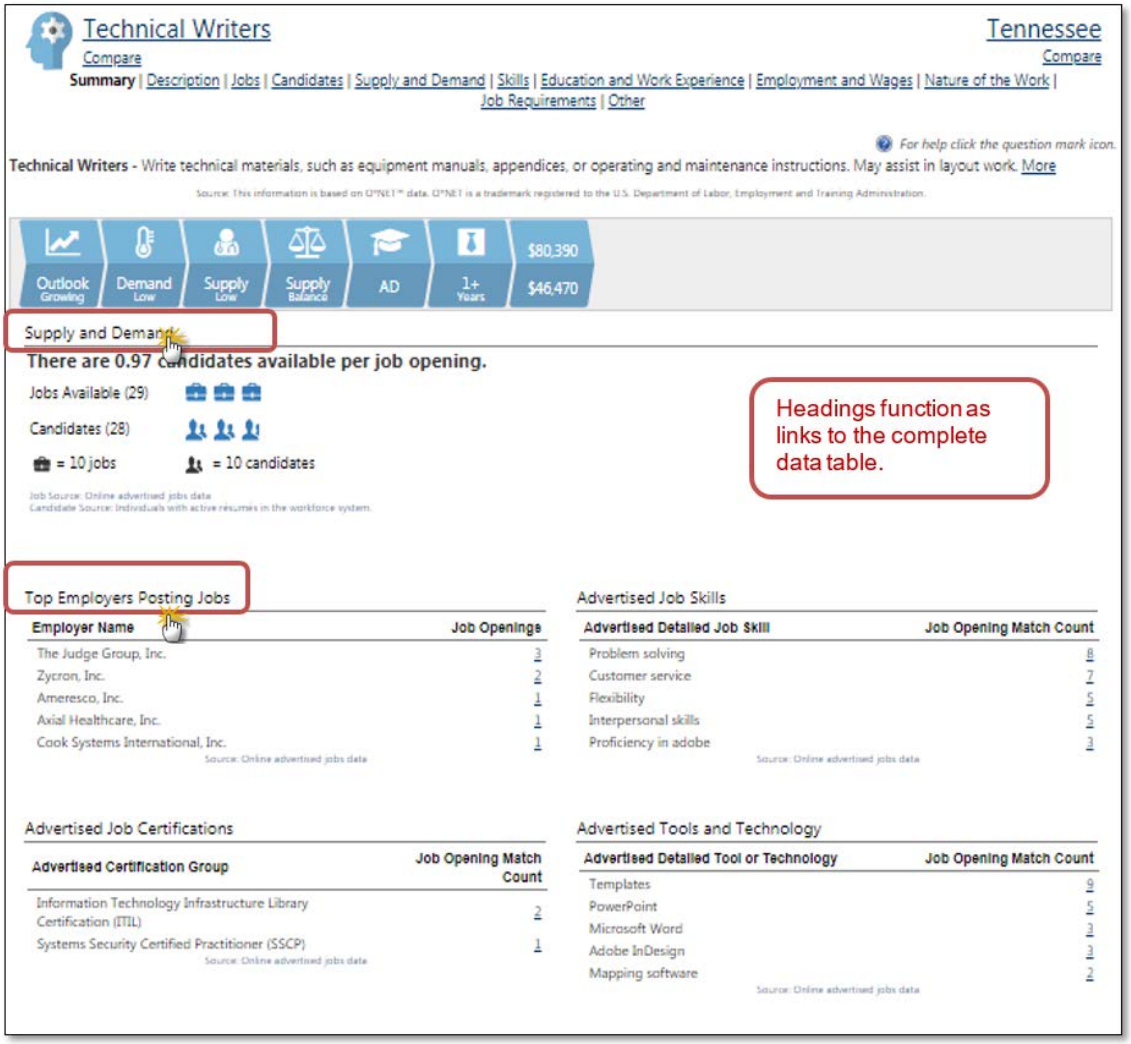
For single-occupation data sessions, the Summary includes several snapshots, each focused on one or two key indicators.

For each occupation, the Summary group includes the following snapshots:

- Supply and Demand
- Top Employers Posting Jobs
- Advertised Job Skills
- Advertised Job Certifications
- Advertised Tools and Technology
- Advertised Job Openings (Area Distribution)
- Potential Candidates (Area Distribution)
- Projected Annual Openings
- Typical Wages
- Real-Time Wages
- Industries by Employment

All snapshot headings link to view the complete data category, display options and links. Many tables in the Summary group also include links to open new profiles or to access job lists.

- Click a Job Openings link to view the jobs advertised for that job skill, industry, area, etc.
- Click any Snapshot Heading to navigate to the complete data set for that topic, such as Supply and Demand or Top Employers Posting Jobs shown below. Use the Return to Occupation Summary button to return to the main page.

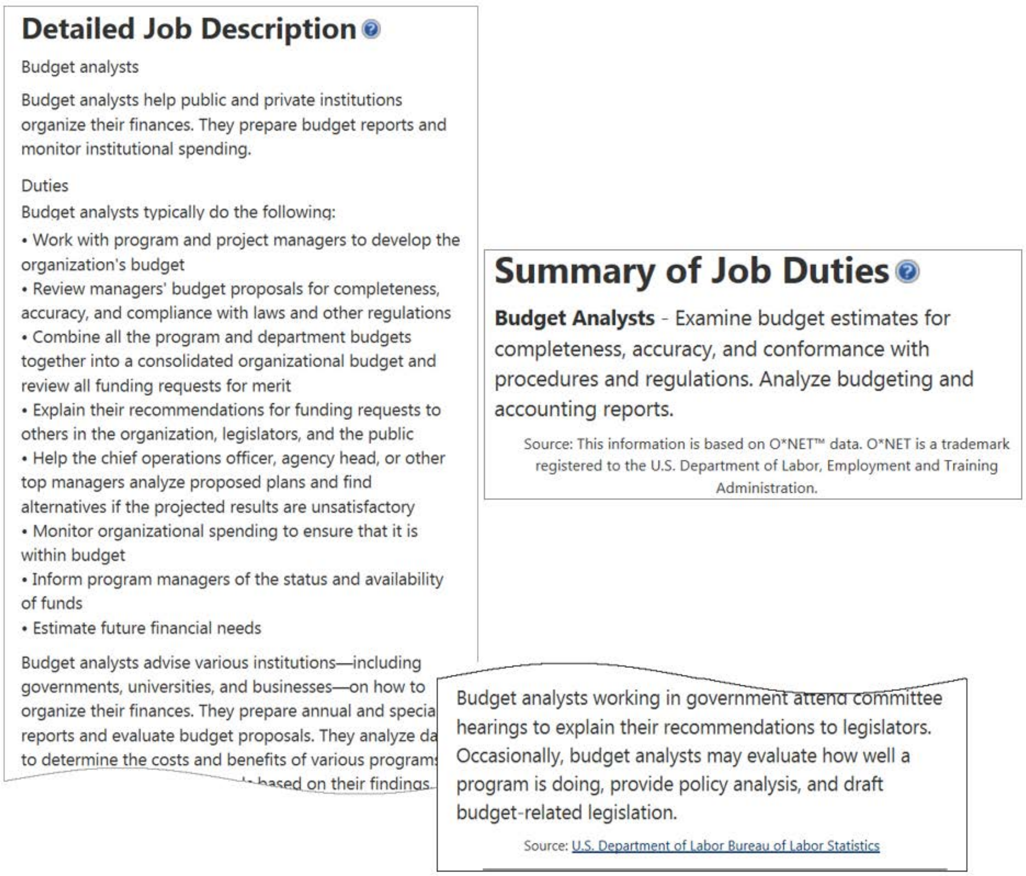


Reviewing the Summary Group for a Single Occupation

Description

The Description group provides complete details of typical job duties and responsibilities associated with the occupation. The in-depth Detailed Job Description comes from the U.S. Department of Labor Bureau of Labor Statistics, compared with the shorter Summary of Job Duties, which derives from O*NET data (and also displays in the Summary group).

- When viewing an occupation profile, click the Description link at the top of the page.



Detailed Job Description

Budget analysts

Budget analysts help public and private institutions organize their finances. They prepare budget reports and monitor institutional spending.

Duties

Budget analysts typically do the following:

- Work with program and project managers to develop the organization's budget
- Review managers' budget proposals for completeness, accuracy, and compliance with laws and other regulations
- Combine all the program and department budgets together into a consolidated organizational budget and review all funding requests for merit
- Explain their recommendations for funding requests to others in the organization, legislators, and the public
- Help the chief operations officer, agency head, or other top managers analyze proposed plans and find alternatives if the projected results are unsatisfactory
- Monitor organizational spending to ensure that it is within budget
- Inform program managers of the status and availability of funds
- Estimate future financial needs

Budget analysts advise various institutions—including governments, universities, and businesses—on how to organize their finances. They prepare annual and specia reports and evaluate budget proposals. They analyze da to determine the costs and benefits of various program ... based on their findings.

Summary of Job Duties

Budget Analysts - Examine budget estimates for completeness, accuracy, and conformance with procedures and regulations. Analyze budgeting and accounting reports.

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Budget analysts working in government attend committee hearings to explain their recommendations to legislators. Occasionally, budget analysts may evaluate how well a program is doing, provide policy analysis, and draft budget-related legislation.

Source: U.S. Department of Labor Bureau of Labor Statistics

Reviewing Summary and Detailed Descriptions of Occupation

Jobs

The Jobs group uses current data on advertised jobs for the occupation (either daily or monthly counts). The system ranks job counts by area, job skills, tools and technology, occupation, industry, etc. For each display, users can link directly to a listing of advertised jobs that meet the criteria.

- When viewing an occupation profile, click the Jobs link at the top of the page.

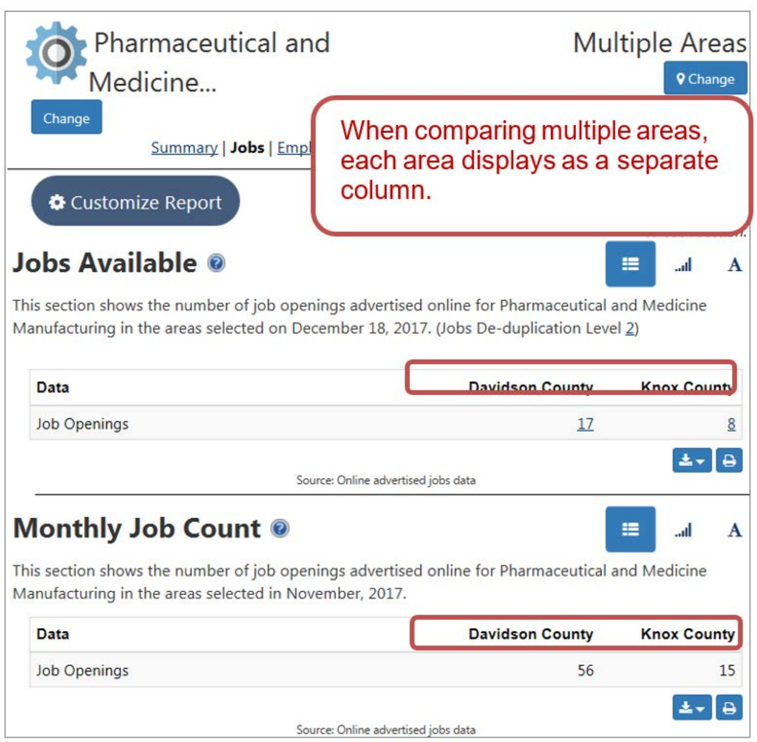
To review the data categories that display on the page, click the Customize Report button.

Customizing Reports for a Single or Multiple-Area Data Session

The Jobs Available table shows Displays the total advertised job openings for the occupation for a single day.

The Monthly Job Count table shows the total advertised job openings for the occupation for a single month.

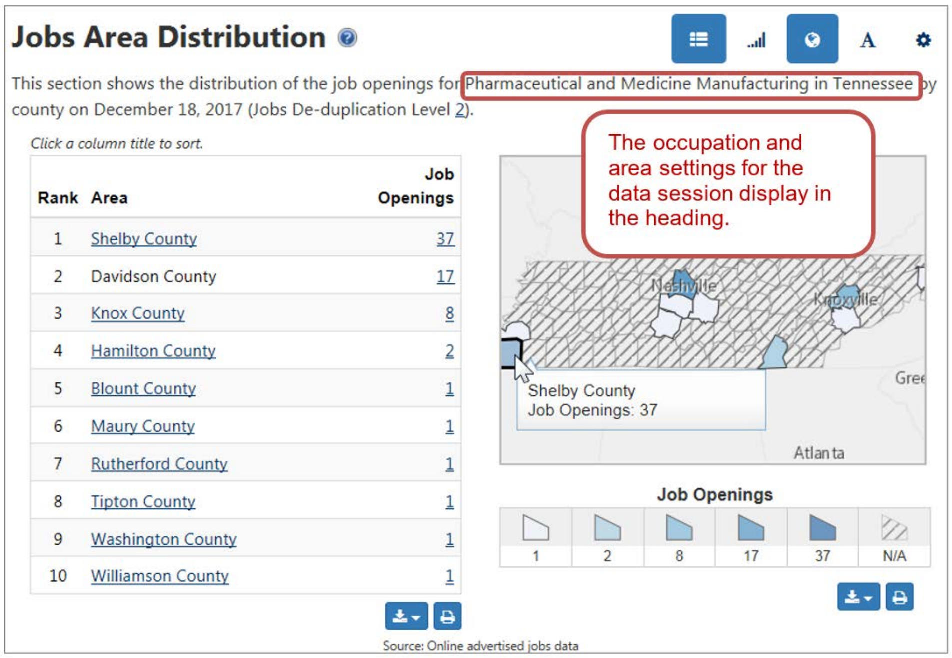
- Click a Job Openings link to view the jobs advertised for that occupation and area.



Reviewing Jobs Available and Monthly Counts for Multiple Areas

The Jobs Area Distribution table ranks areas based on the advertised job openings. The display of jobs data follows similar formats as area distribution displays.

- Click the Tool icon to change the area type used for the distribution.
- Click a Job Openings link to view the jobs advertised for that occupation and area.
- Click an Area Name link to reset the area for the current occupation profile.



Reviewing Jobs Area Distribution for an Occupation in the Jobs Group

The Advertised Job Skills table ranks the prevalence of job skills found in advertised job openings.

The Advertised Tools and Technology table ranks the prevalence of tools and technology found in advertised job openings.

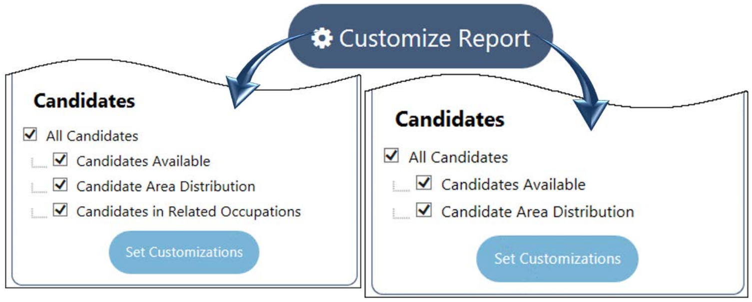
The Advertised Job Certifications table shows all job certifications listed in advertised job openings.

Candidates

The Candidates group uses current data on candidates found in the workforce system whose posted résumés are associated with the selected occupation in the selected area.

- When viewing an occupation profile, click the Candidates link at the top of the page.

To review the data categories that display on the page, click the Customize Report button.



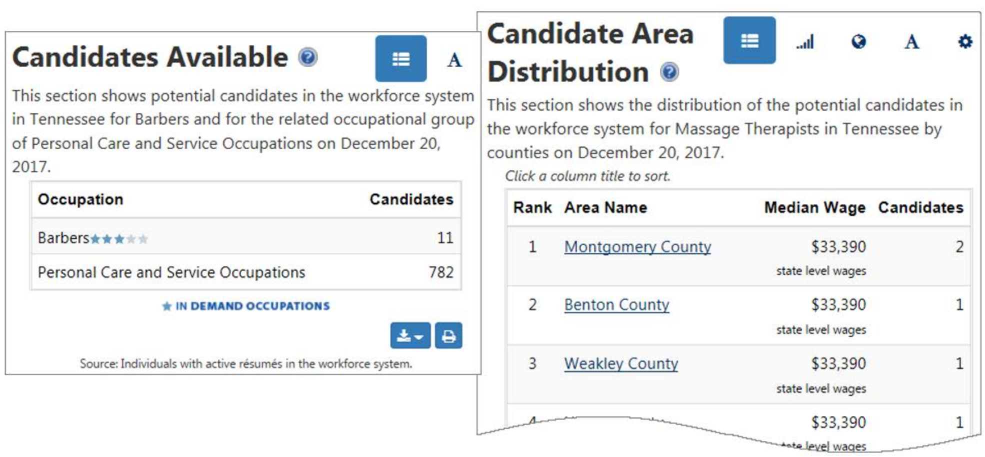
Customizing Reports for a Single or Multiple-Area Data Session

Occupation data in the Candidates group include many categories also found in Area and Industry profiles. Viewing all candidate data on one page allows analysts to make a full assessment of an occupation and discover new areas of inquiry.

Candidates Available table shows the total potential candidates in the workforce system for the occupation, and a separate total for the related occupational group.

Candidates Area Distribution table ranks areas based on the candidates. The display of jobs data follows similar formats as area distribution displays.

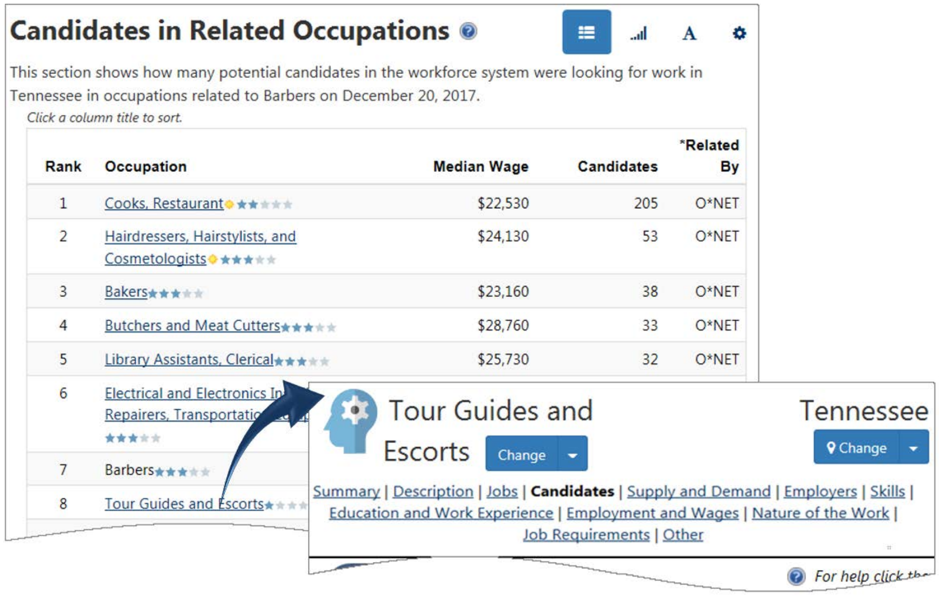
- Click the Tool icon to change the area type used for the distribution.
- Click an Area Name link to reset the area for the current occupation profile.



Viewing Candidate Totals and Area Distribution for Two Different Occupations

Candidates in Related Occupations table ranks related occupations by the number of candidates in the workforce system. The table includes the median wage for each occupation. To sort by the median wage, click the column heading.

- Click an Occupation link to open the corresponding occupation profile.



Using an Occupation Link to Begin a New Profile Session

Supply and Demand

The Supply and Demand group displays specific data about the labor supply and market demand in the selected area from U.S. Department of Labor Bureau of Labor Statistics.

- When viewing an occupation profile, click the Supply and Demand link at the top of the page.

To review the data categories that display on the page, click the Customize Report button.

Single or Multiple-Occupation Session

Occupation data in the Supply and Demand group include many categories also found in Area and Industry profiles. Viewing all data on one page allows analysts to make a full assessment of an occupation and discover new areas of inquiry.

The Jobs and Candidates Available table shows job openings advertised online together with candidates available in the area, and then gives the ratio of candidates per job.

- Click a Job Openings link to view the jobs advertised for that occupation and area.

Jobs and Candidates Available

This section shows the number of job openings advertised online, as well as potential candidates in the workforce system in Tennessee for Dental Assistants and for the related occupational group of Healthcare Support Occupations on December 20, 2017 (Jobs De-duplication Level 2).

Occupation	Job Openings	Candidates	Candidates per Job
Dental Assistants	66	111	1.68
Healthcare Support Occupations	1,486	1,996	1.34

BRIGHT OUTLOOK NATIONALLY | IN DEMAND OCCUPATIONS

Job Source: Online advertised jobs data
Candidate Source: Individuals with active résumés in the workforce system.

Viewing Supply and Demand Data for a Single Occupation (Occupational Group Also Shows)

When comparing multiple occupations, the table aligns all selected occupations (up to 6) for easy comparison.

- Click a Job Openings link to view the jobs advertised for that occupation and area.

Jobs and Candidates Available

This section shows the number of job openings advertised online, as well as potential candidates in the workforce system in Tennessee for the occupations selected on December 20 2017 (Jobs De-duplication Level 2).

Data	Dental Assistants	Massage Therapists	Medical Assistants
Job Openings	66	36	256
Candidates	111	6	594
Candidates per Job	1.68	0.17	2.32

Job Source: Online advertised jobs data
Candidate Source: Individuals with active résumés in the workforce system.

Comparing Ratio of Candidates per Job of Three Occupations

The Jobs and Candidates Area Distribution table ranks areas based on the ratio of candidates per job. When comparing multiple occupations and viewing a Jobs and Candidates Distribution, some occupations show extensive data while others have too little data to show (N/A).

Jobs and Candidates Area Distribution

This section shows the distribution of the potential candidates in the workforce system for the occupations selected in Tennessee by counties on December 20, 2017 (Jobs De-duplication Level 2).

Area	Dental Assistants	Massage Therapists	Medical Assistants
Madison County	38.00	N/A	54.00
Sevier County	15.50	N/A	49.00
Loudon County	N/A	N/A	48.00
Anderson County	N/A	N/A	44.00
Lincoln County	N/A	N/A	40.00
Giles County	N/A	N/A	31.00
Lawrence County	N/A	N/A	30.00
Dickson County	36.00	N/A	23.00
Franklin County	N/A	N/A	21.50
Hamblen County	N/A	N/A	19.50

Candidate Source: Individuals with active résumés in the workforce system.

Area Distribution Ranks Each Selected Occupation by Candidates per Job Ratio

Employers

The Employers group counts and lists the employers with jobs advertised in the selected area that belong to the occupation you selected.

- When viewing an occupation profile, click the Employers link at the top of the page.

To review the data categories that display on the page, click the Customize Report button. The data categories in this group are available only during single-occupation data sessions.

Single or Multiple-Occupation Session

Occupation data in the Employers group include a data category also found in Area profiles. Limiting data to a single occupation allows analysts to make a full assessment of an occupation and discover new areas of inquiry.

Employers by Number of Job Openings. Displays the total advertised job openings for the occupation.

- Click a Job Openings link to view the jobs advertised for that employer.

Viewing Employer Data for a Single Occupation

Skills

The Skills group displays data for advertised job skills, tools and technology, as well as typical job skills and personal skills required (ranked out of 100) for the selected occupation.

- When viewing an occupation profile, click the Skills link at the top of the page.

To review the data categories that display on the page, click the Customize Report button. The data categories in this group are available only during single-occupation data sessions.

Single or Multiple-Occupation Session

The Advertised Job Skills table shows the top advertised job skills found in job openings for the occupation.

- Click a Job Openings link to view the jobs that include the advertised job skill.

Reviewing Advertised Job Skills for an Occupation

The Advertised Tools and Technology table shows the top advertised tools and technologies found in job openings for the occupation.

- Click a Job Openings link to view the jobs that include the advertised tool or technology.

Advertised Tools and Technology

This section shows the top advertised detailed tools and technologies found in job openings advertised online for Funeral Attendants in Tennessee in January, 2016. (Jobs De-duplication Level 1)

Click a column title to sort.

Rank	Advertised Detailed Tool or Technology	Advertised Tool and Technology Group	Job Opening Match Count
1	Hearse	Limousines	2
2	Limousine	Limousines	2

Source: Online advertised jobs data

Reviewing Advertised Tools and Technology for an Occupation

The Typical Job Skills table ranks the job skills associated with the occupation.

Typical Job Skills

This section shows the job skills that are related to Funeral Attendants.

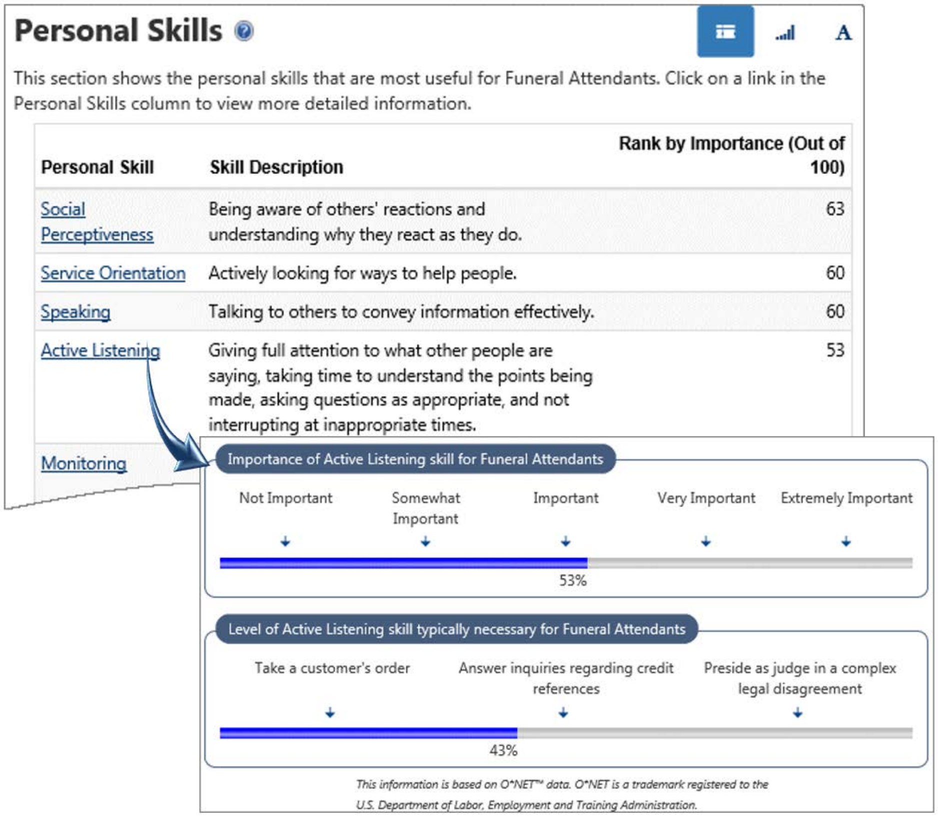
Click a column title to sort.

Rank	Typical Job Skills
1	Apply makeup to alter or enhance appearance
2	Embalm corpses
3	Greet customers, patrons, or visitors
4	Maintain financial or account records
5	Provide escort or transportation
6	Provide patrons with directions to locales or attractions
7	Handle caskets
8	Provide counsel, comfort, or encouragement to individuals or families
9	Assist patrons with entering or exiting vehicles or other forms of transportation
10	Prepare administrative documents

Reviewing Work Abilities and Drilling Down to See How Important for Occupation

The Personal Skills table ranks the personal skills that are most useful for the occupation.

- Click a Personal Skill link to drill down for the importance and level typically necessary for the selected occupation.



Reviewing Work Styles and Drilling Down to See Importance for Occupation

Education and Work Experience

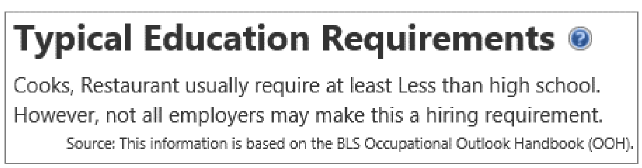
The Education and Work Experience option displays data such as typical education requirements; national education, training and experience; education on jobs; education level of candidates; national education, training, licensing and qualifications, local training programs, advertised job certification, and training program completers.

- When viewing an occupation profile, click the Education and Work Experience link at the top of the page.

To review the data categories that display on the page, click the Customize Report button. The data categories in this group are available only during single-occupation data sessions.

Customizing Reports for a Single-Occupation Data Session

The Typical Education Requirements panel provides a narrative overview of the requirements.



Reviewing Typical Education Requirements for the Occupation

The Required Level of Education table shows the results of a national survey listing the most common education requirements for the occupation.

The On the Job Training table shows the results of a national survey listing the most common lengths of on-the-job training for the occupation.

On The Job Training

This section shows the results of a national survey listing the most common lengths of on the job training for Cooks, Restaurant.

Rank	On The Job Training	Percentage of Respondents
1	Anything beyond short demonstration, up to and including 1 month	40.99%
2	Over 3 months, up to and including 6 months	32.37%
3	Over 1 month, up to and including 3 months	15.31%
4	None or short demonstration	7.77%
5	Over 6 months, up to and including 1 year	1.78%
6	Over 2 years, up to and including 4 years	1.78%

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Reviewing Survey Results Showing On-the-Job Training Expectations

The On-Site or In-Plant Training table shows the results of a national survey listing the most common lengths of on-site or in-plant training for the occupation.

The Education Level of Jobs and Candidates table shows minimum education level requested by employers and indicates the percentage of job openings that specified the requirement.

- Click a Job Openings link to view the jobs that specify the corresponding education level.

Education Level of Jobs and Candidates

This section shows the minimum level of education requested by employers on job openings advertised online, as well as the educational attainment of potential candidates in the workforce system that are looking for jobs as Cooks, Restaurant in Tennessee on January 9, 2018. There were 224 job openings advertised online that did not specify a minimum education requirement (Jobs De-duplication Level 2).

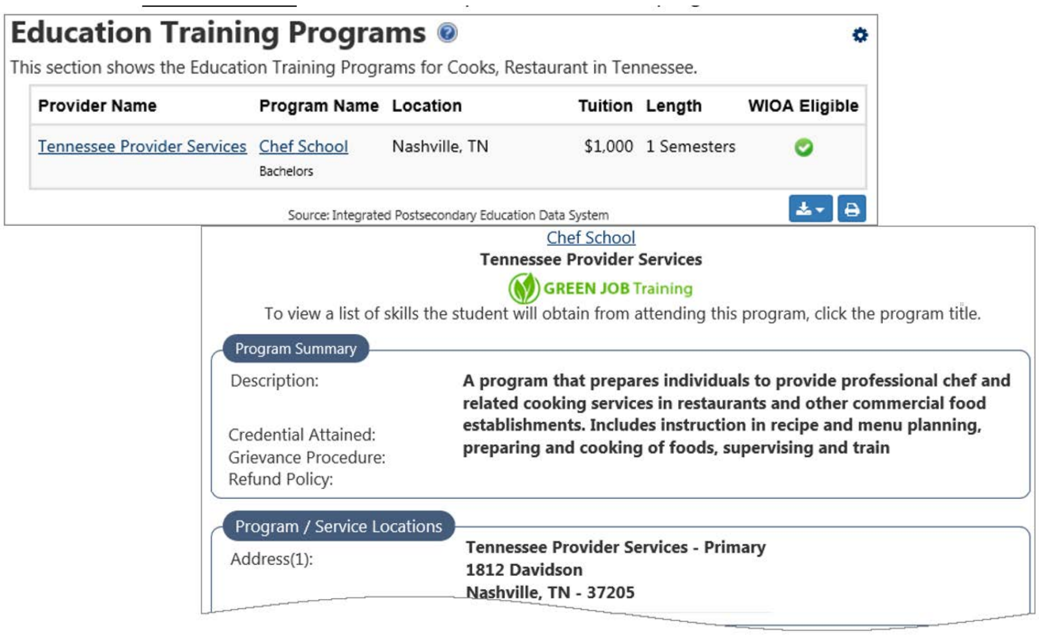
Rank	Education Level	Job Openings	Percentage of Job Openings
1	Less than High School	2	0.71%
2	No Minimum Education Requirement	23	8.19%
3	High School Diploma or Equivalent	29	10.32%
4	1 Year of College or a Technical or Vocational School	1	0.36%
5	2 Years of College or a Technical or Vocational School	0	N/A
6	3 Years of College or a Technical or Vocational School	0	N/A
7	Vocational School Certificate	0	N/A
8	Associate's Degree	2	0.71%
9	Bachelor's Degree	0	N/A
10	Not Specified	224	79.72%

Job Source: Online advertised jobs data
Candidate Source: Individuals with active résumés in the workforce system.

Comparing Education Levels of Advertised Jobs and Candidates for the Occupation

The Education Training Programs table lists the training programs in the area associated with the occupation.

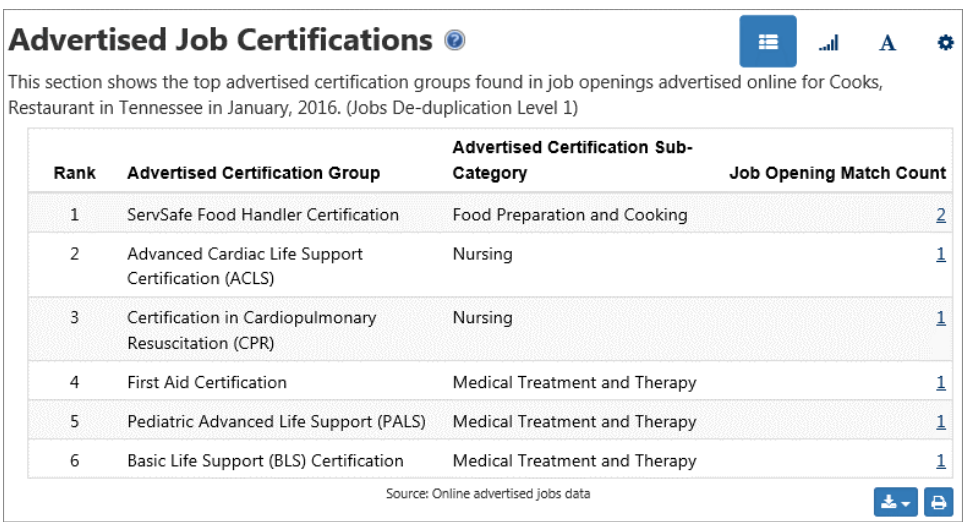
- Click a Provider Name link to view provider details including a list of all their programs.
- Click a Program Name link to view complete details of the program.



Reviewing Training Providers and Programs Related to the Occupation

The Advertised Job Certifications table shows the top certification groups found in advertised job openings.

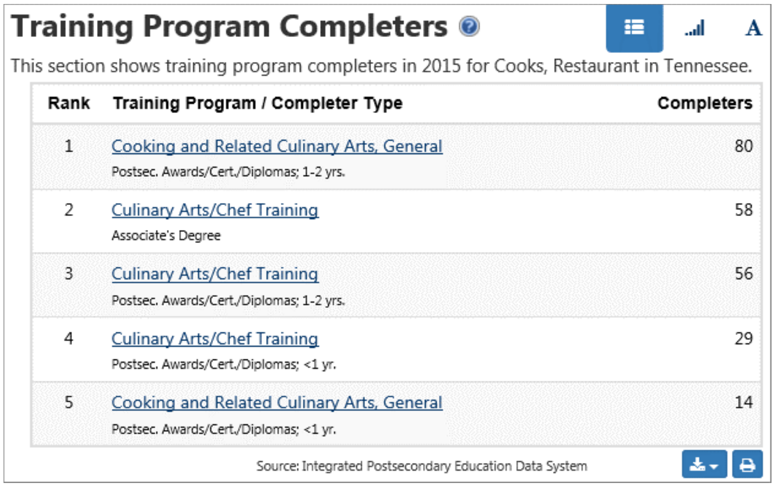
- Click a Job Openings link to view the jobs that specify the corresponding certification.



Reviewing Advertised Certifications for the Occupation

The Training Program Completers table shows the number of individuals who have completed training programs related to the occupation.

- Click a Training Program link to view complete details of the program



Training Program Completers

This section shows training program completers in 2015 for Cooks, Restaurant in Tennessee.

Rank	Training Program / Completer Type	Completers
1	Cooking and Related Culinary Arts, General Postsec. Awards/Cert./Diplomas; 1-2 yrs.	80
2	Culinary Arts/Chef Training Associate's Degree	58
3	Culinary Arts/Chef Training Postsec. Awards/Cert./Diplomas; 1-2 yrs.	56
4	Culinary Arts/Chef Training Postsec. Awards/Cert./Diplomas; <1 yr.	29
5	Cooking and Related Culinary Arts, General Postsec. Awards/Cert./Diplomas; <1 yr.	14

Source: Integrated Postsecondary Education Data System

Reviewing Advertised Certifications for the Occupation

The National Education, Training, Licensing and Qualifications panel provides a narrative overview from the Bureau of Labor Statistics Occupational Outlook Handbook. This panel describes the education, training, work experience, advancement, and important worker qualities associated with the occupation.

The Typical Work Experience Requirements panel provides a narrative overview of the requirements.

Typical Work Experience Requirements

Employees in these occupations need anywhere from a few months to one year of working with experienced employees. A recognized apprenticeship program may be associated with these occupations.

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Reviewing Typical Work Experience Requirements for the Occupation

The Related Work Experience Requirements table shows the results of a national survey listing the minimum work experience expectations for the occupation.

The Work Experience of Jobs and Candidates table shows minimum work experience requested by employers and indicates the percentage of job openings that specified the requirement.

- Click a Job Openings link to view the jobs that specify the corresponding work experience level.

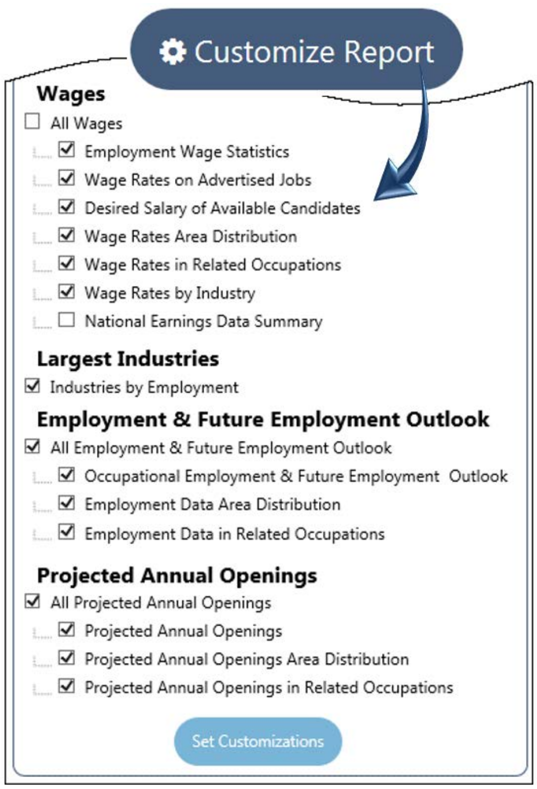
Work Experience of Jobs and Candidates

This section shows the minimum required work experience requested by employers on job openings advertised online, as well as the experience level of potential candidates in the workforce system that are looking for jobs as Cooks, Restaurant in Tennessee on January 9, 2018. There were 223 job openings advertised online that did not specify a minimum experience requirement (Jobs De-duplication Level 2).

Rank	Experience	Job Openings	Percentage of Job Openings	Potential Candidates	Percentage of Potential Candidates
1	Not Specified	223	79.36%	0	N/A
2	Entry Level	24	8.54%	0	N/A
3	Less than 1 year	16	5.69%	18	8.78%
4	1 Year to 2 Years	16	5.69%	10	4.88%
5	2 Years to 5 Years	2	0.71%	41	20.00%
6	5 Years to 10 Years	0	N/A	50	24.39%
7	More than 10 Years	0	N/A	86	41.95%

Job Source: Online advertised jobs data
Candidate Source: Individuals with active résumés in the workforce system.

Comparing Work Experience Levels of Advertised Jobs and Candidates for the Occupation



Customizing a Single-Occupation Session

Employment and Wages

The Employment and Wages option displays occupation wage data such as employment wage statistics, wage rates on jobs, desired salary of candidates, wage distribution, wages in related occupations, wages by industry, and national earnings summary. This option also displays employment data such as industries by employment, occupational employment and future outlook, employment distribution, and employment in related occupations. Projected data displayed includes long-term projected annual openings, and annual openings in the selected area and in related occupations.

- When viewing an occupation profile, click the Employment and Wages link at the top of the page.

To review the data categories that display on the page, click the Customize Report button. The data categories in this group are available only during single-occupation data sessions.

The Employment Wage Statistics table shows the estimated annual and hourly wage for entry level, median and experienced workers in the occupation.

Employment Wage Statistics

This section shows the estimated employment wage statistics for individuals in Tennessee employed for Funeral Attendants in 2016.

Click a column title to sort.

Rate Type / Statistical Type	Entry level	Median	Experienced
Annual wage or salary	$17,910	$24,560	$29,930
Hourly wage	$8.61	$11.81	$14.39

Source: TN Dept of Labor & Workforce Dev, Div Emp Sec, LMI
The median wage is the estimated 50th percentile; 50 percent of workers in an occupation earn less than the median wage, and 50 percent earn more than the median wage. Entry level and Experienced wage rates represent the means of the lower 1/3 and upper 2/3 of the wage distribution, respectively. Data is from an annual survey.

Reviewing Employment Wage Statistics as an Occupation Profile

The Wage Rates on Advertised Jobs table breaks down the available wage data on jobs advertised online for the occupation.

- Click the Job Openings link in the heading to view the jobs associated with the occupation.

Wage Rates on Advertised Jobs

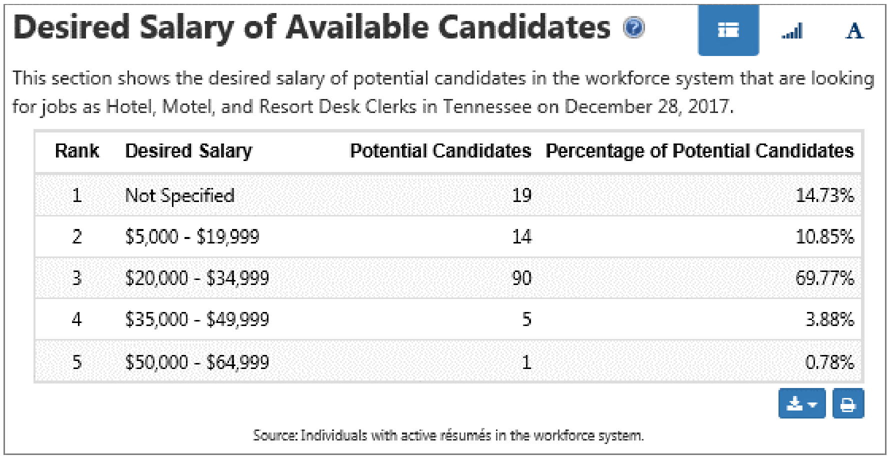
This section shows a statistical breakdown of available wage data on the 15 job openings advertised online for Hotel, Motel, and Resort Desk Clerks in Tennessee that posted a salary on December 28, 2017.

Rate Type / Statistical Type	Entry Level	Median	Experienced
Annual wage or salary	N/A	$19,240	N/A
Hourly Wage	N/A	$9.25	N/A

Source: Online advertised jobs data
Note: This information is based on actual job orders and is not based on a statistically valid labor market survey. Hourly wage rate calculations in this section assume a 40 hour work week.

Viewing Employment Wage Statistics as an Occupation Profile

The Desired Salary of Available Candidates table shows the desired salary of potential candidates for the occupation in the workforce system.



Desired Salary of Available Candidates

This section shows the desired salary of potential candidates in the workforce system that are looking for jobs as Hotel, Motel, and Resort Desk Clerks in Tennessee on December 28, 2017.

Rank	Desired Salary	Potential Candidates	Percentage of Potential Candidates
1	Not Specified	19	14.73%
2	$5,000 - $19,999	14	10.85%
3	$20,000 - $34,999	90	69.77%
4	$35,000 - $49,999	5	3.88%
5	$50,000 - $64,999	1	0.78%

Source: Individuals with active résumés in the workforce system.

Reviewing Salary Expectations of Potential Candidates for the Occupation

The Wage Rates Area Distribution table shows the estimated annual and hourly wage for entry level, median and experienced workers in the occupation.

Employment Wage Statistics

This section shows the estimated employment wage statistics for individuals in Tennessee employed for Funeral Attendants in 2016.

Click a column title to sort.

Rate Type / Statistical Type	Entry level	Median	Experienced
Annual wage or salary	$17,910	$24,560	$29,930
Hourly wage	$8.61	$11.81	$14.39

Source: TN Dept of Labor & Workforce Dev, Div Emp Sec, LMI

The median wage is the estimated 50th percentile; 50 percent of workers in an occupation earn less than the median wage, and 50 percent earn more than the median wage. Entry level and Experienced wage rates represent the means of the lower 1/3 and upper 2/3 of the wage distribution, respectively. Data is from an annual survey.

Viewing Employment Wage Statistics as an Occupation Profile

The Wage Rates in Related Occupations table shows median annual rates for occupations in the same occupational family.

- Click an Occupation link to open the corresponding occupation profile.

Wage Rates in Related Occupations

This section shows a comparison of 2016 median annual rates for occupations that are in the same occupational family as Funeral Attendants for Tennessee.

Click a column title to sort.

Rank	Occupation	Median	*Related By
1	Embalmers	$34,800	SOC4
2	Bailiffs	$32,730	O*NET
3	Shampooers	$31,850	O*NET
4	Couriers and Messengers	$30,170	O*NET
5	Costume Attendants	$28,640	O*NET
6	Crossing Guards	$28,110	O*NET
7	Library Assistants, Clerical	$25,730	O*NET
8	Funeral Attendants	$24,560	N/A
9	Stock Clerks, Sales Floor	$23,380	O*NET
10	T... Except Flight Attendants	$22,160	O*NET

Reviewing Wage Rates in Related Occupations

The Employment Wage Statistics table shows the estimated annual and hourly wage for entry level, median and experienced workers in the occupation.

Employment Wage Statistics

This section shows the estimated employment wage statistics for individuals in Tennessee employed for Funeral Attendants in 2016.

Click a column title to sort.

Rate Type / Statistical Type	Entry level	Median	Experienced
Annual wage or salary	$17,910	$24,560	$29,930
Hourly wage	$8.61	$11.81	$14.39

Source: TN Dept of Labor & Workforce Dev, Div Emp Sec, LMI
The median wage is the estimated 50th percentile; 50 percent of workers in an occupation earn less than the median wage, and 50 percent earn more than the median wage. Entry level and Experienced wage rates represent the means of the lower 1/3 and upper 2/3 of the wage distribution, respectively. Data is from an annual survey.

Viewing Employment Wage Statistics as an Occupation Profile

The National Earnings Data Summary panel provides a narrative overview from the Bureau of Labor Statistics Occupational Outlook Handbook. The panel shows a complete earnings summary for the occupation at the national level.

National Earnings Data Summary

Registered Nurses

Median annual wages, May 2015

Health diagnosing and treating practitioners
$76,760

Registered nurses
$67,490

Total, all occupations
$36,200

Note: All Occupations includes all occupations in the U.S. Economy.
Source: U.S. Bureau of Labor Statistics, Occupational Employment Statistics

The median annual wage for registered nurses was $67,490 in May 2015. The median wage is the wage at which half the workers in an occupation earned more than that amount and half earned less. The lowest 10 percent earned less than $46,360, and the highest 10 percent earned more than $101,630

In May 2015, the median annual wages for registered nurses in the top industries in which they worked were as follows:

Government $72,100
Hospitals; state, local, and private 69,510
Home healthcare services 63,840
Offices of physicians 60,820
Nursing and residential care facilities 60,370

Employers may offer flexible work schedules, childcare, educational benefits, and bonuses.

Because patients in hospitals and nursing care facilities need round-the-clock care, nurses in these settings usually work in shifts, covering all 24 hours. They may work nights, weekends, and holidays. They may be on call, which means that they are on duty and must be available to work on short notice. Nurses who work in offices, schools, and other places that do not provide 24-hour care are more likely to work regular business hours.

In 2014, about 1 out of 6 registered nurses worked part time.

Source: U.S. Department of Labor Bureau of Labor Statistics

Reviewing National Earnings Summary for an Occupation Profile

The Industries by Employment table lists the industries that employed the highest number of workers in the occupation in the area.

- Click an Industry Title link to open the corresponding industry profile.

Industries by Employment

This section shows the industries that employed the highest number of Registered Nurses (no data availab for Acute Care Nurses) in Tennessee in 2014.

Rank	Industry Title	Estimated Number of Registered Nurses Employed	Percent of Total Employment
1	General Medical and Surgical Hospitals	33,960	61.24%
2	Home Health Care Services	3,540	6.38%
3	Offices of Physicians	2,450	4.42%
4	Outpatient Care Centers	2,440	4.40%
5	Nursing Care Facilities (Skilled Nursing Facilities)	2,180	3.92%
6	Management of Companies and Enterprises	900	1.62%
		760	1.36%

Reviewing Industries Employing Workers in the Occupation

The Occupational Employment & Future Employment Outlook table shows the long-term employment projections for the occupation.

Occupational Employment & Future Employment Outlook

This section shows the long term employment projections for Registered Nurses (no data available for Acute Care Nurses) in Tennessee.

Occupation	2014 Estimated Employment	2024 Projected Employment	Total 2014-2024 Employment Change	2014-2024 Annual Avg. Percent Change
Registered Nurses	55,450	69,090	13,640	2.20%
Total All	3,032,960	3,432,960	400,000	1.20%

Source: Occupational Employment Projections

Reviewing Long-Term Employment Projections for the Occupation

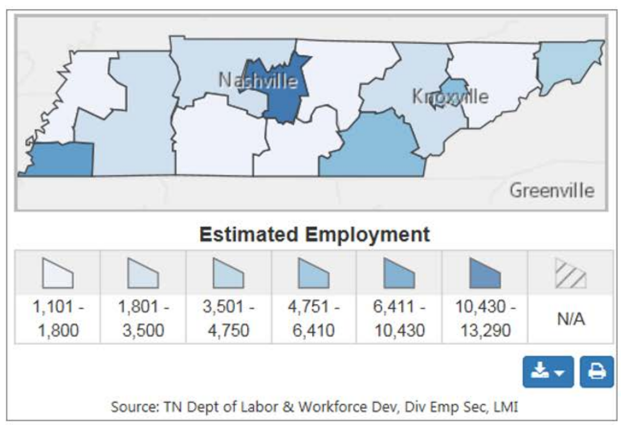
The Employment Data Area Distribution table shows the area distribution of the estimated employment for the occupation.

- Click the Tool icon to change the area type or data item displayed.
- Click an Area link to change the area selection for the occupation profile.

Employment Data Area Distribution

This section shows the distribution of the 2014 estimated employment for Registered Nurses (no data available for Acute Care Nurses) in Tennessee by workforce development region.

Rank	Area	2014 Estimated Employment
1	LWDA 9	13,290
2	LWDA13	10,430
3	LWDA 5	6,410
4	LWDA 3	5,670
5	LWDA 1	4,750
		3,500



Reviewing Employment Distribution by Area for the Occupation

The Employment Data in Related Occupations table shows the 2014 Estimated Employment in in the area for related occupations.

- Click an Occupation link to open the corresponding occupation profile.

Employment Data in Related Occupations

This section shows the 2014 Estimated Employment in Tennessee for occupations related to Acute Care Nurses.

Rank	Occupation	2014 Estimated Employment	*Related By
1	Critical Care Nurses	55,450	O*NET
2	Registered Nurses	55,450	O*NET
3	Licensed Practical and Licensed Vocational Nurses	23,080	O*NET
4	Medical Assistants	14,100	O*NET
5	Emergency Medical Technicians and Paramedics	8,060	O*NET
6	Radiologic Technologists	5,680	O*NET
7	First-Line Supervisors of Personal Service Workers	4,160	O*NET
8	Respiratory Therapists	3,320	O*NET
9	Career/Technical Education Teachers, Secondary	3,140	O*NET

Reviewing Employment Estimates for Related Occupations

The Projected Annual Openings table shows the long term projected annual openings for the occupation.

Projected Annual Openings

This section shows the long term projected annual openings for Registered Nurses (no data available for Acute Care Nurses) in Tennessee from 2014 to 2024.

Occupation	Total Annual Average Openings	Annual Average Openings Due to Growth	Annual Average Openings Due to Replacement
Registered Nurses	2,440	1,365	1,075
Healthcare Practitioners and Technical	8,825	4,975	3,850

Source: TN Dept of Labor & Workforce Dev, Div Emp Sec, LMI

Reviewing Projected Annual Openings for the Occupation

The Projected Annual Openings Area Distribution table shows the area distribution of the total annual average openings for the occupation over a ten-year period.

The Projected Annual Openings in Related Occupations shows the projected total annual average openings in the area for related occupations over a ten-year period.

Single or Multiple-Occupation Session

Nature of the Work

The Nature of the Work group describes the occupation giving a detailed assessment of the typical activities, tasks, working conditions, work values and needs, and tools and technologies.

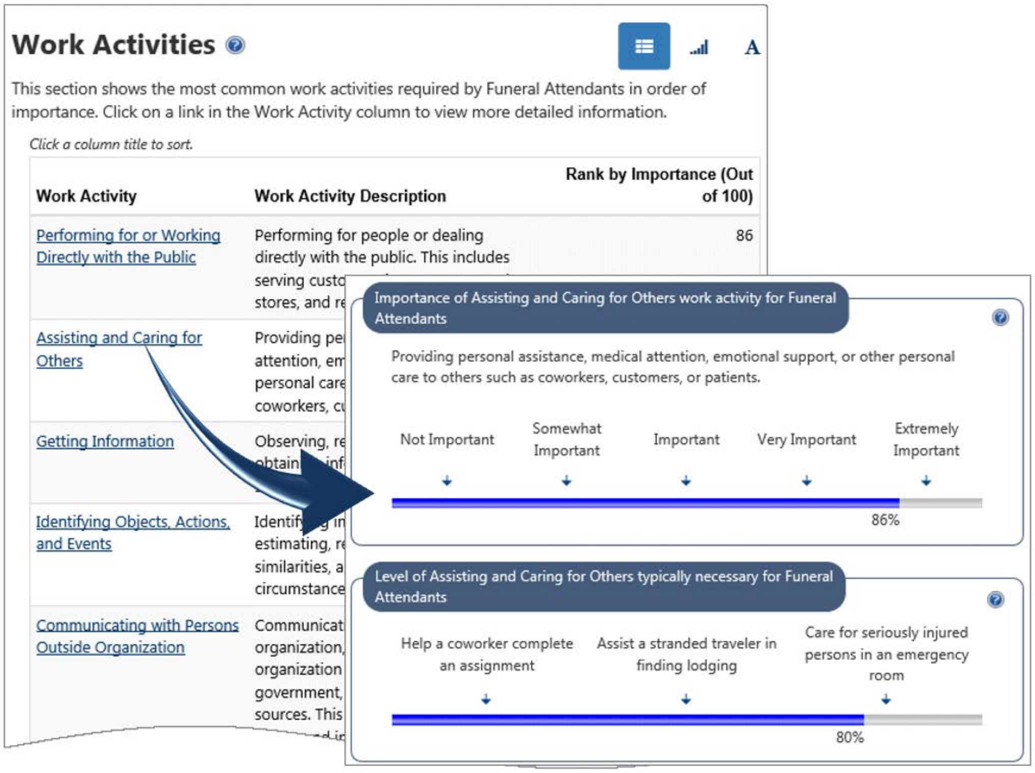
- When viewing an occupation profile, click the Nature of the Work link at the top of the page.

To review the data categories that display on the page, click the Customize Report button. The data categories in this group are available only during single-occupation data sessions.

Occupation data in the Nature of the Work group is only found in Occupation profiles. The relevance rankings for activities, tasks, etc., allow analysts to make a full assessment of an occupation and discover new areas of inquiry.

The Work Activities table ranks the most common activities associated with the occupation in order of importance.

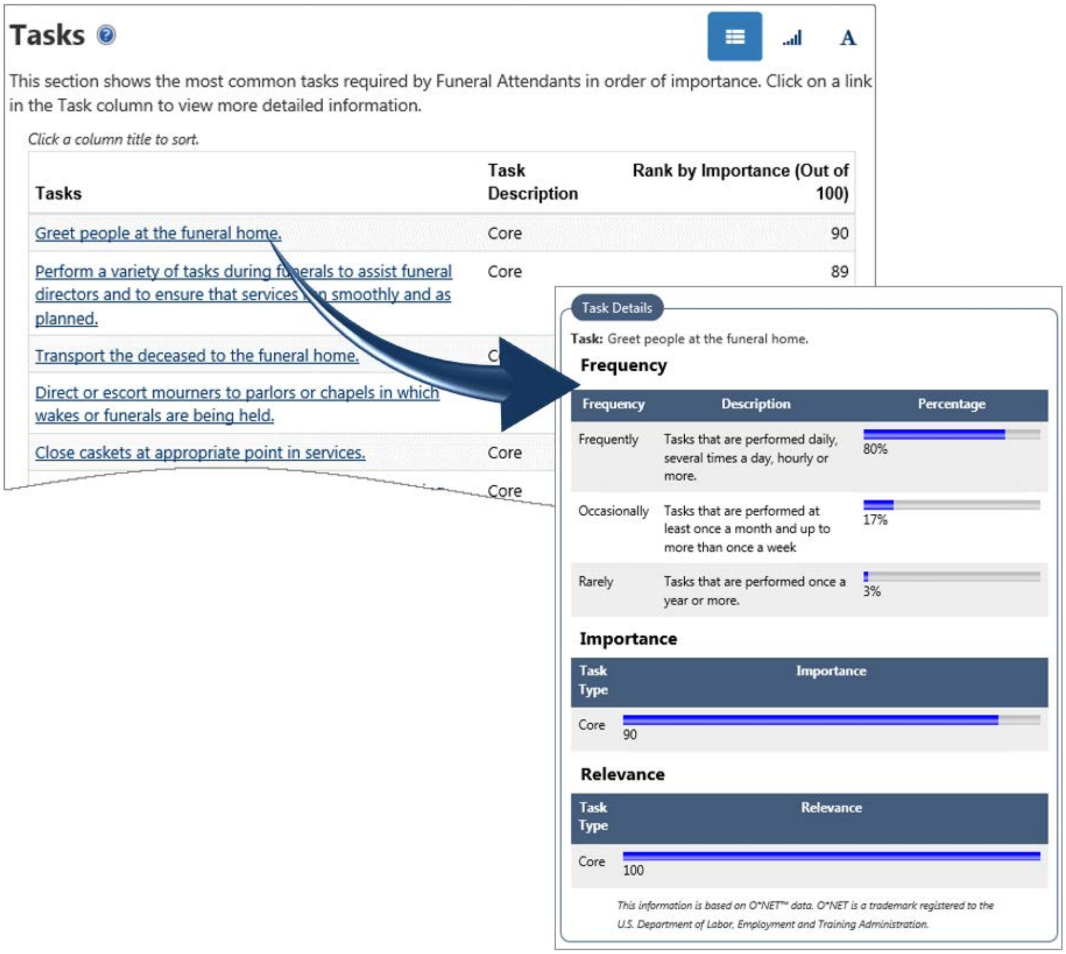
- Click a Work Activity link to drill down for the importance and level typically necessary for the selected occupation.



Reviewing Work Activities for the Occupation and Drilling Down to See Details

The Tasks table ranks the most common tasks associated with the occupation in order of importance.

- Click a Task link to drill down for the frequency, importance, and relevance of the task for the selected occupation.



Reviewing Tasks for the Occupation and Drilling Down to See Details

The National Working Conditions panel provides a narrative overview from the Bureau of Labor Statistics Occupational Outlook Handbook. The panel includes sections on general working conditions, injuries and illnesses, and work schedules associated with the occupation.

The Typical Work Conditions table lists in order of importance the most common working conditions associated with the occupation. The information is based on O*NET data.

The Work Values and Needs table lists in order of extent the most common work values associated with the occupation. Each value is described in detail. The information is based on O*NET data.

The Typical Tools table lists the tools and tool groups most commonly associated with the occupation. The information is based on O*NET data.

The Typical Technology table lists the technology and technology groups most commonly associated with the occupation. The information is based on O*NET data.

Single or Multiple-Occupation Session

Job Requirements

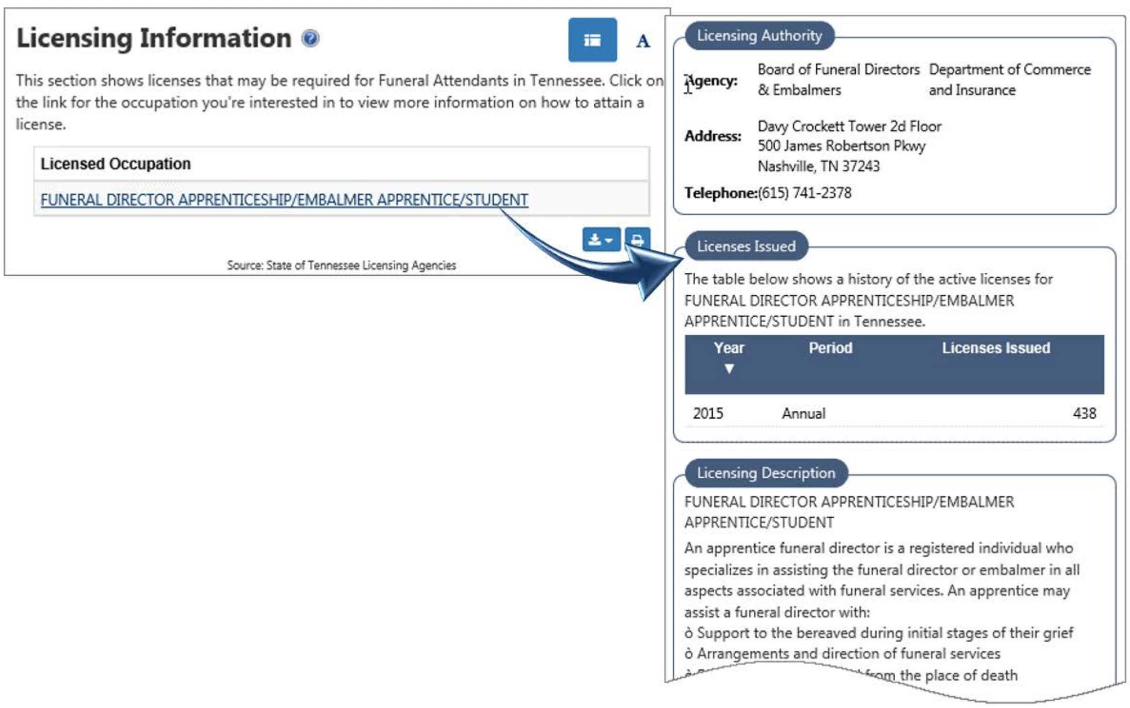
The Job Requirements group displays license information, typical knowledge, typical work abilities required, and typical work interests and work styles.

- When viewing an occupation profile, click the Job Requirements link at the top of the page.

To review the data categories that display on the page, click the Customize Report button. The data categories in this group are available only during single-occupation data sessions.

The Licensing Information table lists the licensed occupations associated with the occupation, if any.

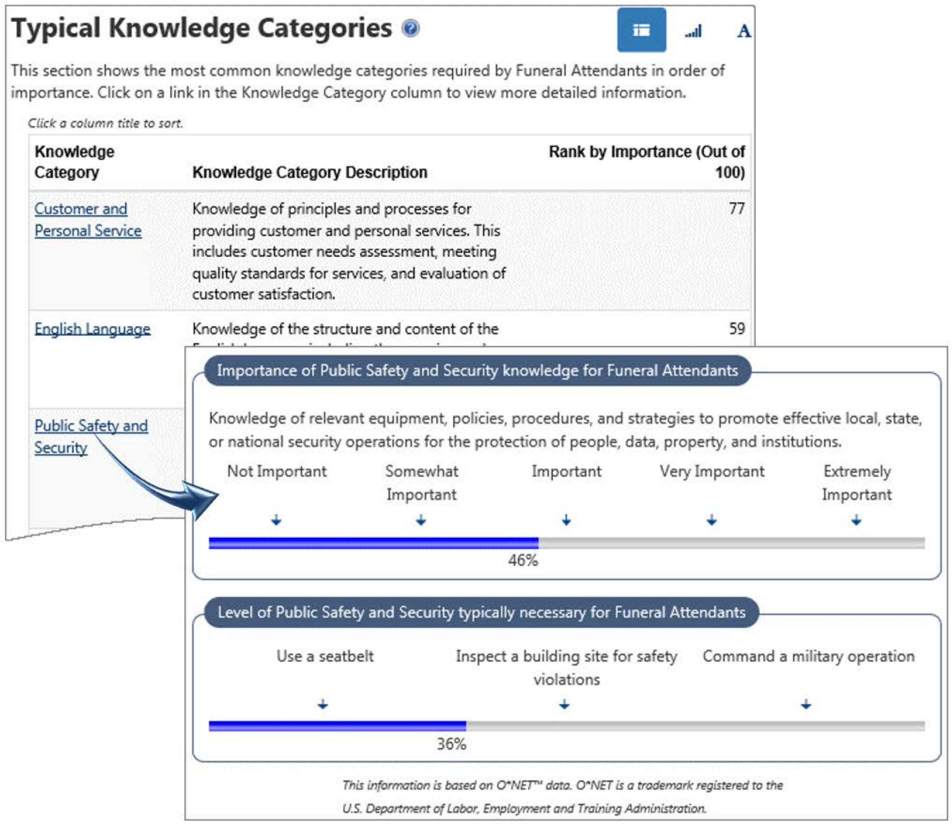
- Click a Licensed Occupation link to drill down for a complete description of the licensure, including the licensing authority and the number of licenses issued.



Reviewing Details of Licensure for a Specific Occupation

The Typical Knowledge Categories table ranks the most common knowledge categories in order of importance. The information is based on O*NET data.

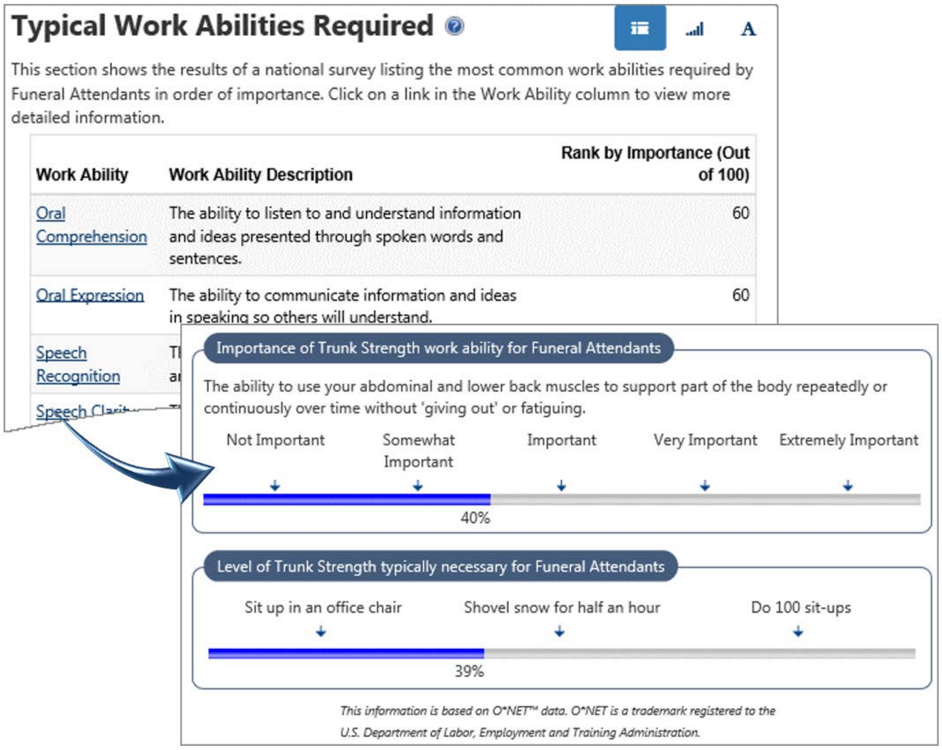
- Click a Knowledge Category link to drill down for the importance and level typically necessary for the selected occupation.



Reviewing Knowledge Categories and Drilling Down to See How Important for Occupation

The Typical Work Abilities Required table ranks the most common work abilities in order of importance. The information is based on O*NET data.

- Click a Work Ability link to drill down for the importance and level typically necessary for the selected occupation.



Reviewing Work Abilities and Drilling Down to See How Important for Occupation

The Typical Work Interests table ranks the most common work interests in order of importance. The information is based on O*NET data.

Typical Work Interests

This section shows the results of a national survey listing the most common work interests for Funeral Attendants in order of importance.

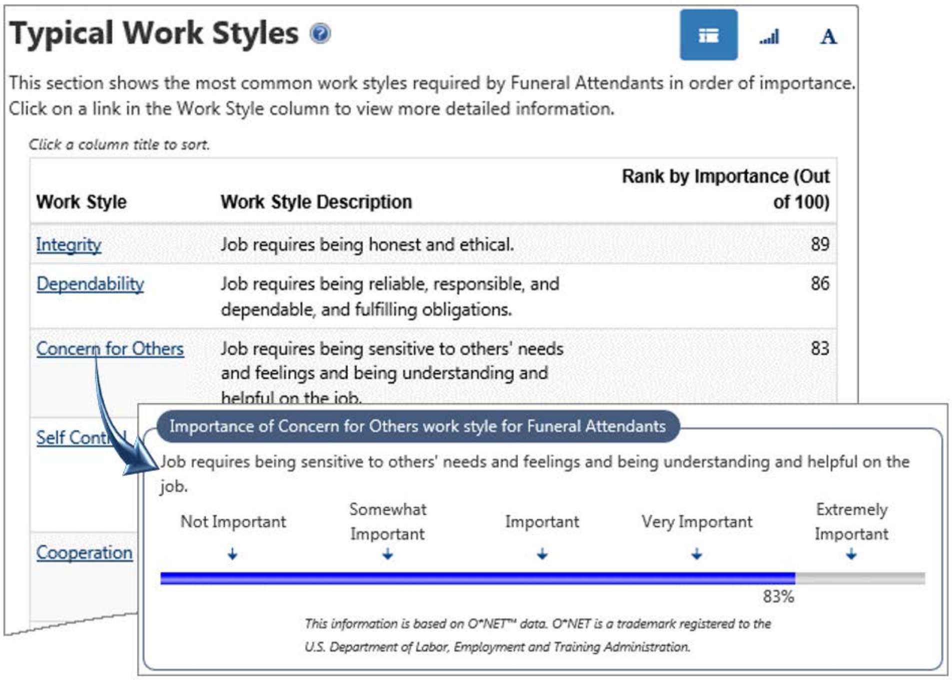
Work Interest	Work Interest Description	Rank by Importance (Out of 100)
Social	Social occupations frequently involve working with, communicating with, and teaching people. These occupations often involve helping or providing service to others.	89
Realistic	Realistic occupations frequently involve work activities that include practical, hands-on problems and solutions. They often deal with plants, animals, and real-world materials like wood, tools, and machinery. Many of the occupations require working outside, and do not involve a lot of paperwork or working closely with others.	56
Enterprising	Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.	56
Conventional	Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.	28

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Reviewing Work Interests Typically Associated with an Occupation

The Typical Work Styles table ranks the most common work styles in order of importance. The information is based on O*NET data.

- Click a Work Style link to drill down for the importance for the selected occupation.



Reviewing Work Styles and Drilling Down to See Importance for Occupation

Other Information

The Other Information option displays related occupations, occupational videos, and the career ladder.

- When viewing an occupation profile, click the Other Information link at the top of the page.

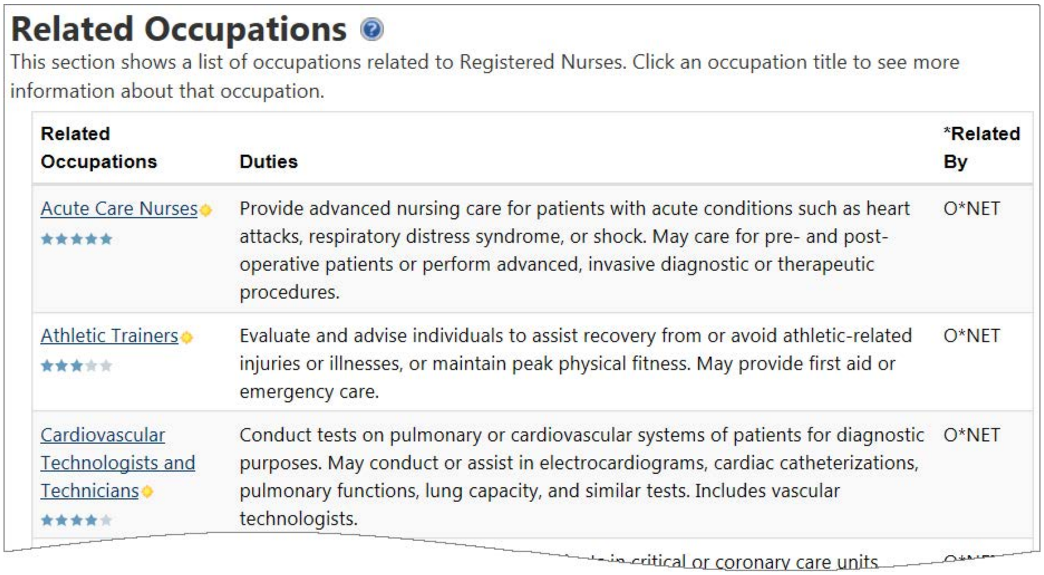
To review the data categories that display on the page, click the Customize Report button. The data categories in this group are available only during single-occupation data sessions.

Single or Multiple-Occupation Session

Related Occupations

The Related Occupations table shows similar occupations based on knowledge areas, skills, abilities, work environment, and work activities. Using the table, users can discover how the skills they already possess can be used in a different field.

- Click a Related Occupation link to open the corresponding occupation profile.



Related Occupations

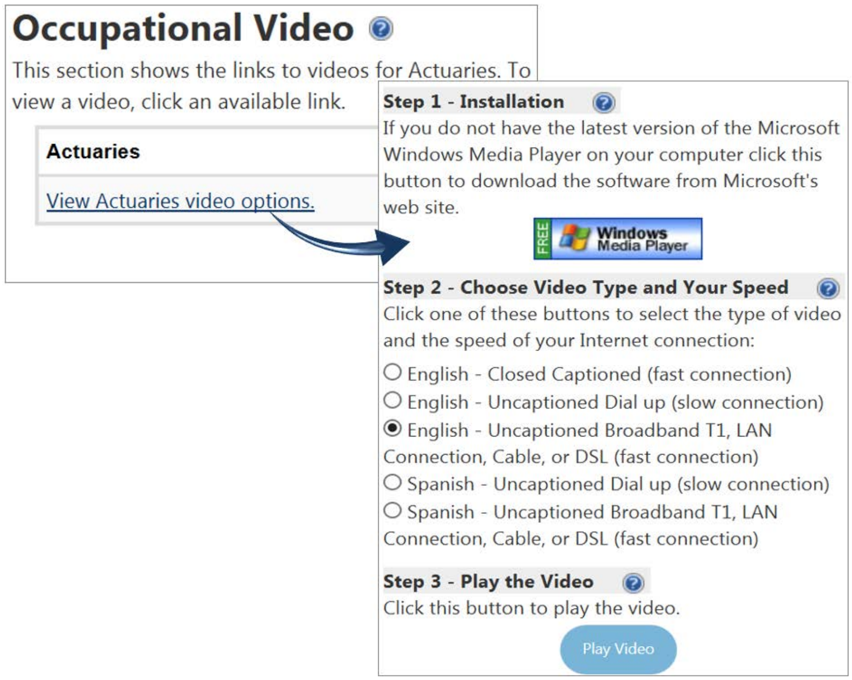
This section shows a list of occupations related to Registered Nurses. Click an occupation title to see more information about that occupation.

Related Occupations	Duties	*Related By
Acute Care Nurses	Provide advanced nursing care for patients with acute conditions such as heart attacks, respiratory distress syndrome, or shock. May care for pre- and post-operative patients or perform advanced, invasive diagnostic or therapeutic procedures.	O*NET
Athletic Trainers	Evaluate and advise individuals to assist recovery from or avoid athletic-related injuries or illnesses, or maintain peak physical fitness. May provide first aid or emergency care.	O*NET
Cardiovascular Technologists and Technicians	Conduct tests on pulmonary or cardiovascular systems of patients for diagnostic purposes. May conduct or assist in electrocardiograms, cardiac catheterizations, pulmonary functions, lung capacity, and similar tests. Includes vascular technologists.	O*NET

Related Occupations Screen

Occupational Videos

The Occupational Videos table provides the opportunity to see an example of your chosen occupation in action. If there is no video for this occupation, you will receive a message box stating a video is not available.

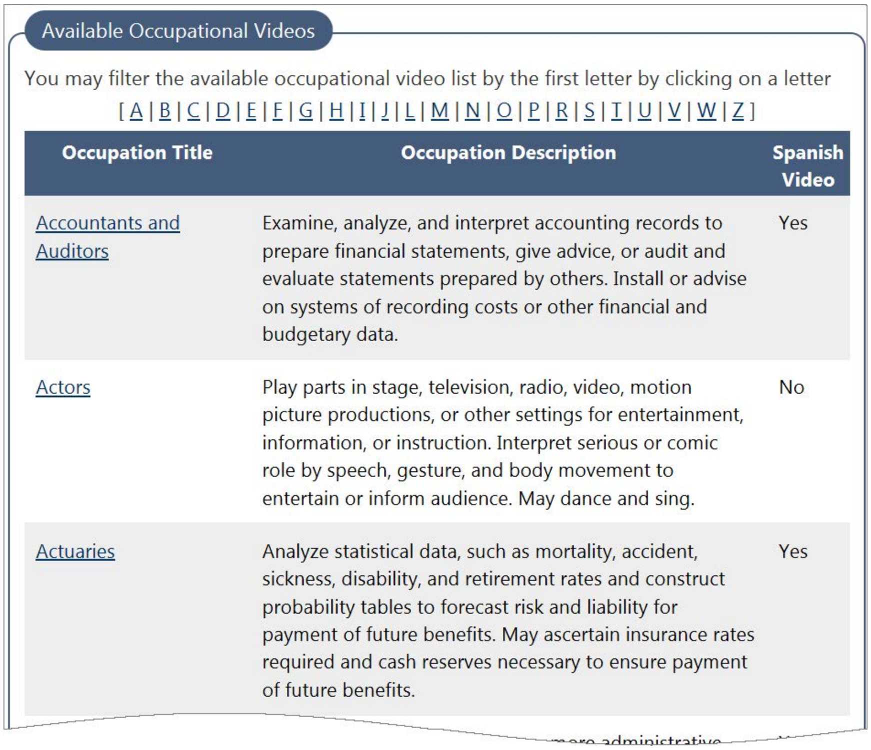


Viewing an On-Screen Video Included in the Occupation Profile

Follow the instructions displayed for playing the video. With installed video player, you can choose video speed and play the video. Otherwise, use the instructions provided on the screen to install Windows Media Player, choose the video type and speed, and click the Play Video button.

- In **Step 1**, if you click the Windows Media Player button and the application has already been installed, the system will install the player again.
- In **Step 2**, if you do not know the speed of your Internet connection, ask a staff member for assistance.
- In **Step 3**, the video will play in a separate window. When finished, you may close the window by clicking the Close button in the top right corner of the window.

If there is no video for this occupation, you will receive a message stating a video is not available, along with a link to Display All Occupational Videos. Browse the video titles using the Letter links to jump through the alphabetical listing.


Available Occupational Videos

You may filter the available occupational video list by the first letter by clicking on a letter

[A | B | C | D | E | F | G | H | I | J | L | M | N | O | P | R | S | T | U | V | W | Z]

Occupation Title	Occupation Description	Spanish Video
Accountants and Auditors	Examine, analyze, and interpret accounting records to prepare financial statements, give advice, or audit and evaluate statements prepared by others. Install or advise on systems of recording costs or other financial and budgetary data.	Yes
Actors	Play parts in stage, television, radio, video, motion picture productions, or other settings for entertainment, information, or instruction. Interpret serious or comic role by speech, gesture, and body movement to entertain or inform audience. May dance and sing.	No
Actuaries	Analyze statistical data, such as mortality, accident, sickness, disability, and retirement rates and construct probability tables to forecast risk and liability for payment of future benefits. May ascertain insurance rates required and cash reserves necessary to ensure payment of future benefits.	Yes

Viewing a List of All Occupational Videos Available

Career Ladders

Career ladders help people learn about the job options that are available as they progress through a career. Career ladders consist of a group of related jobs that comprise a career, and represent the job progression of workers within a career. They also provide detailed descriptions of the jobs, and the experiences that facilitate movement between jobs.

Career ladders display only vertical (upwards or downwards) movement between jobs and can be used in a variety of ways. For example, employers can use career ladders to:

- Attract individuals to an industry by showing potential career progression beyond entry points,
- Focus workforce development efforts,
- Show workers how different jobs interconnect within careers in an industry, and
- Inform workers about the training, education, and developmental experiences that would enable them to accomplish their career objectives.

There are several ways to view the career ladder information.

- View the Career Ladder table when viewing an occupation profile.
- Access the Visual Career Ladder with extensive interactive features.

The Career Ladder table shows how people in the chosen occupation climb the career ladder, by showing the occupations that jobseekers have moved into *after* this occupation.

- Click an Occupation Title link to open the corresponding occupation profile.

Career Ladder

This section shows the top 10 occupations and the corresponding individuals in the workforce system who were previously Registered Nurses and have changed their occupation over the last 5 years.

Occupation Title	Number of Individuals that Moved	Percentage of Individuals that Moved
Nurse Practitioners	370	23.11%
Medical and Health Services Managers	330	20.61%
Nursing Instructors and Teachers, Postsecondary	150	9.37%
Licensed Practical and Licensed Vocational Nurses	140	8.74%
Managers, All Other	125	7.81%
Acute Care Nurses	125	7.81%
Critical Care Nurses	97	6.06%
Customer Service Representatives	93	5.81%
Cashiers	92	5.75%
Nursing Assistants	79	4.93%

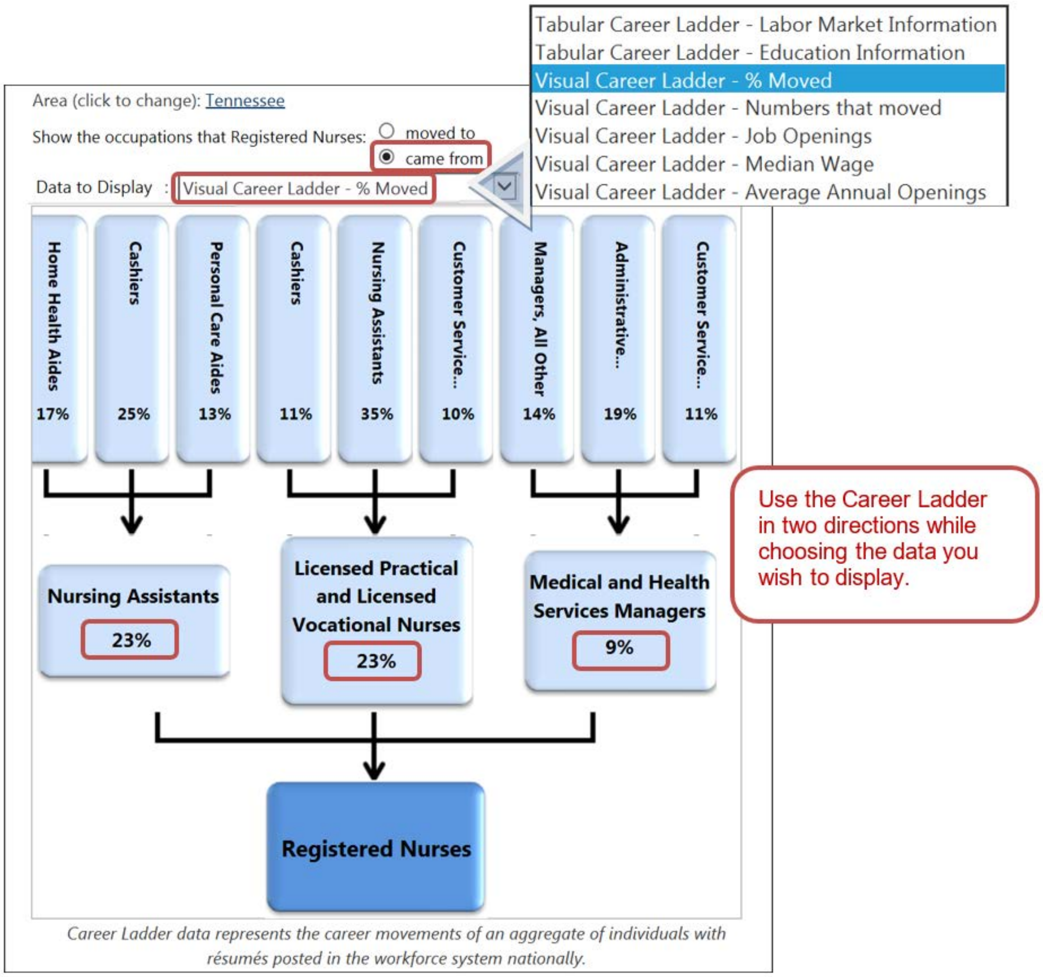
BRIGHT OUTLOOK NATIONALLY | GREEN OCCUPATIONS | IN DEMAND OCCUPATIONS

Source: Individuals with active résumés in the workforce system.

Viewing the Career Ladder Table

The Visual Career Ladder includes several interactive features allowing users to change the data to display for each occupation, and to turn the ladder upside-down to see which occupations individuals typically have *prior to* entering the selected occupation.

- Click Go to the Visual Career Ladder for (Selected Occupation) link that displays below the Career Ladder table of the occupation profile.



Viewing the Complete Career Ladder and Setting Data and Display Options

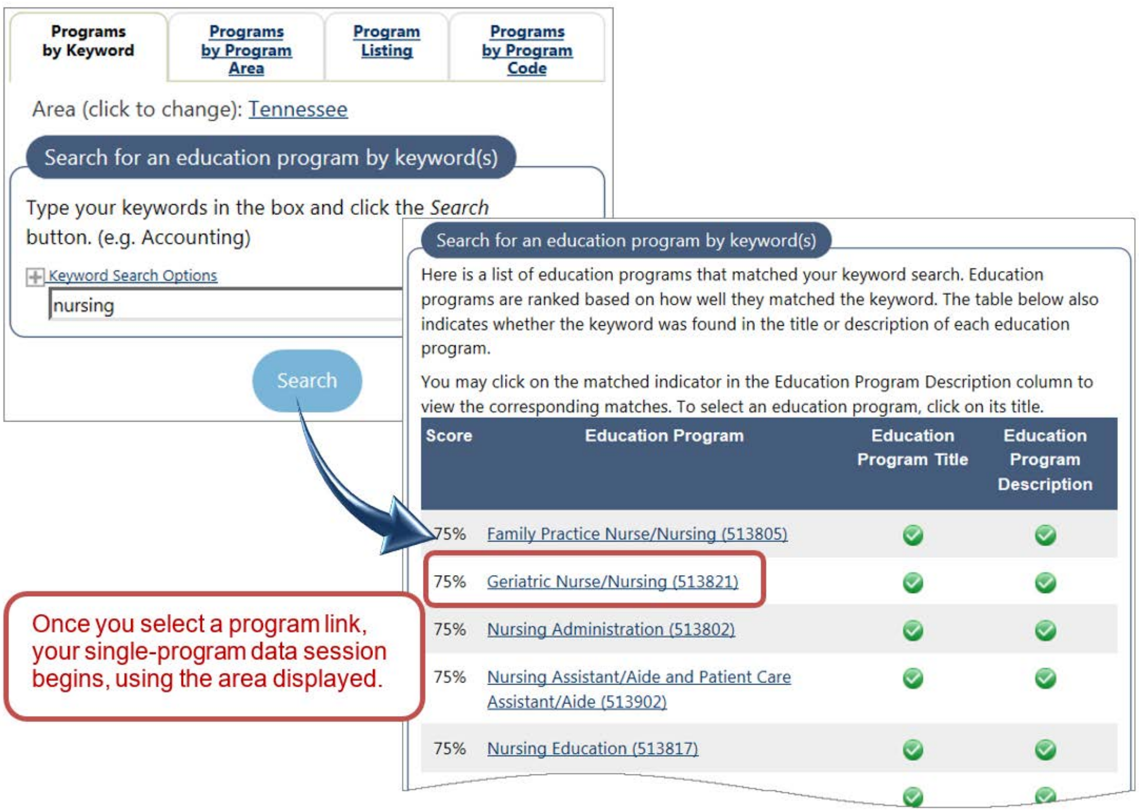
Education Profiles

Compiling information from multiple sources, the system provides a complete statistical profile of a selected education program. Most programs are associated with a Classification of Instructional Programs (CIP) code, which aggregate college majors, allowing for a systematic description of instructional activity.

- Select Labor Market Services Education Profile from the Navigation menu or Directory of Services.

Select an Education Program

For most Educational Profile data sessions, you must first identify a program, or multiple programs when using the comparison feature. For some data sessions, you will search for a training provider.



Selecting a Program Using a Keyword Search

The education program you select will display at the top of each Education Profile page. The current Program link will allow you to select a new program for the data session. The current Area link will allow you to select a new area for the data session. The Compare links, when available, will allow you select multiple education programs or areas for comparison (*see next section).* In addition, you may use the Change Education link located at the bottom of each page.

Reviewing Profile Selections and Accessing the Change Feature

Education Comparison Feature

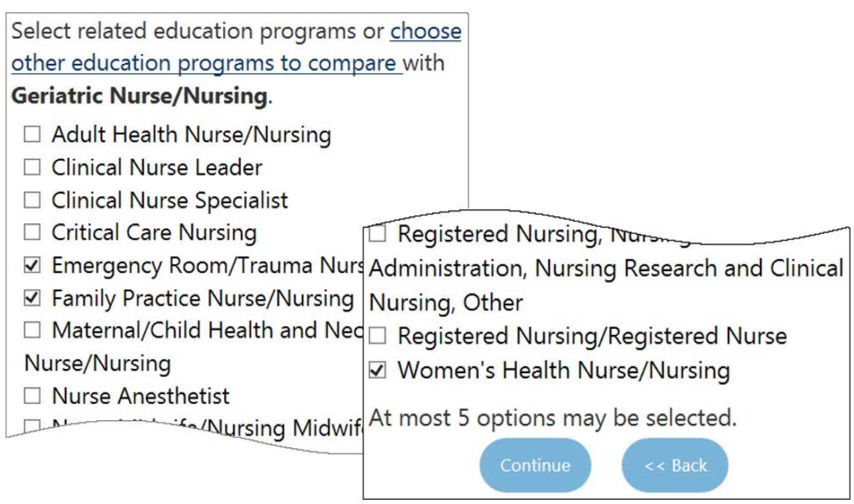
The Education Comparison feature allows you to compare multiple programs in one area, or compare a single program across multiple areas. When comparing several education programs, the system displays easy-to-read snapshots and table displays of key data categories. If information is not available for a comparison item, the system will display the next highest level where information is available.

You may set up a multiple-program or multiple-area data session using the Compare links located at the top of each education profile page.

- To select multiple programs, click the Compare link below the education program.
- To select multiple areas, click the Compare link below the current area.

Accessing the Compare Feature from Current Occupation Profile Settings

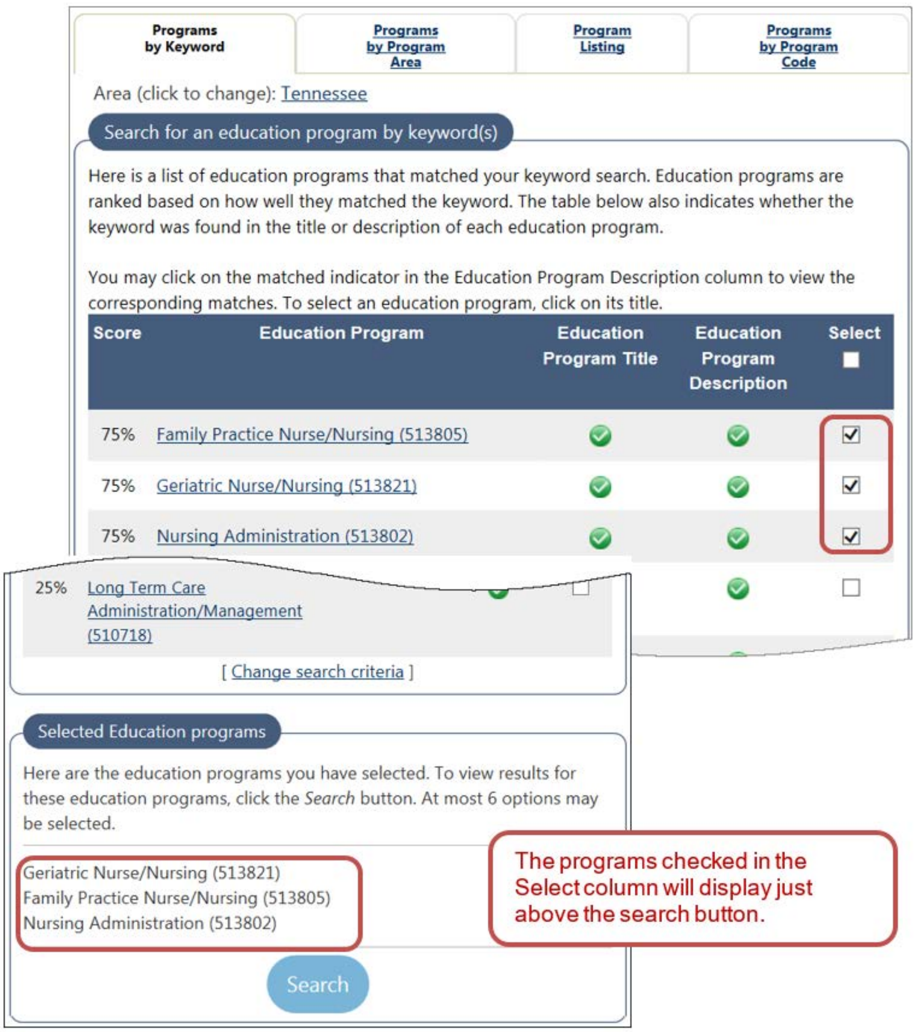
When using the Compare link for education programs, the system displays a list of related programs occupations from which to select. When you have finished making selections, click the Continue button to return to the education profile with the new programs included.



Selecting Education Programs to Compare with Current Program Selection

When you need to use the full program search feature, click choose other education programs to compare and you will see the search tabs shown on the next page. When in comparison mode, each tab will have checkboxes allowing you to up to six programs. Working from any search tab, check the education programs you want to include in the session. You can review your selections in the Selected Education Programs panel before clicking the Search button to begin the data session.

Note: *If you do not see the Select column and/or checkboxes on the search tabs, be sure you have accessed the page from either the Education Comparison option on the Navigation menu, or the Compare link shown at the top of each page.*



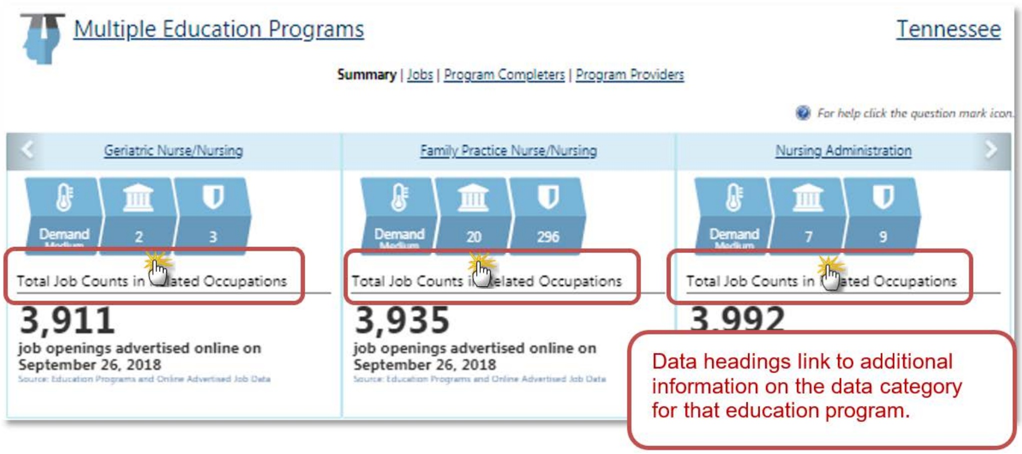
Selecting Multiple Occupations for Comparison

Keep in mind that some data categories are only available in single-program sessions. In addition, within each data group certain data categories only display in single-program sessions. After selecting a data group, you may use the Customize Report button to see which data categories are available.

Comparison Snapshot

For multiple-program data sessions, the Summary group displays data for all areas in an easy-to-read table.

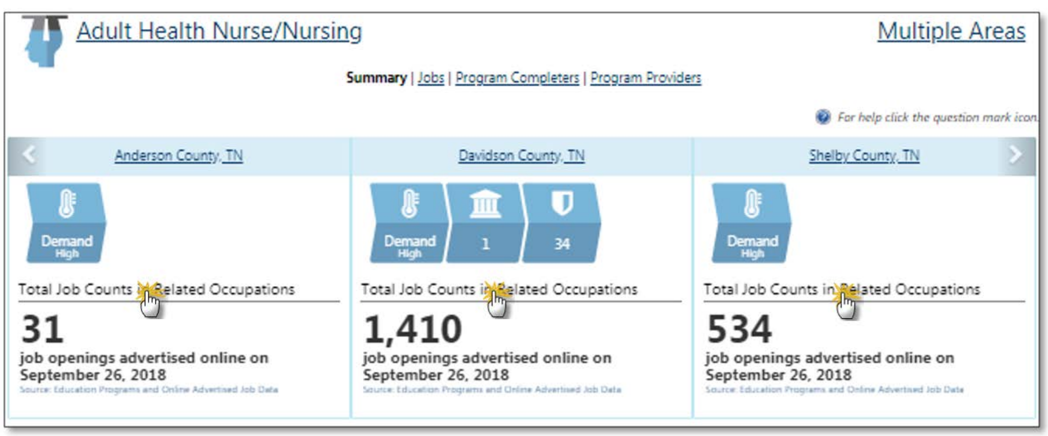
- Click an Education Program link to view the complete education profile for the program.
- Click any Snapshot Heading to navigate to the complete data set for that topic and program, such as Total Job Counts in Related Occupations shown below. Use the Return to Education Summary button to return to the main page.



Comparing Three Occupations in One Area Using the Summary Tables

When comparing a single education program across multiple areas, the Summary group uses one column for each area, aligning data categories for easy comparison.

- Click an Area Name link to reset the area for the current education profile.
- Click any Snapshot Heading to navigate to the complete data set for that topic and area, such as Total Job Counts in Related Occupations shown below. Use the Return to Education Summary button to return to the main page.



Comparing One Education Program across Three Areas

Summary

For each education program, the Summary group highlights in words and graphics key LMI data related to the education program. The narrative incorporates current data into an all-you-need-to-know overview of the program. Graphic icons focus on key indicators and link to tables and maps with supporting data. Finally, the system provides content to education programs through listing all providers and occupations related to the degree.

- When viewing a program profile, click the Summary link at the top of the page.

As you explore the features and links in the Summary group, be sure to use the Return to Education Summary button located at the bottom of all linked pages – this returns you to the main page. Other features allow you to share or print the data you are viewing.

Narrative Description of Program

The Summary group begins with a narrative summary of the selected occupation derived from O*NET data.

- Click the More link to see the full narrative, as some can be quite extensive.

Adult Health Nurse/Nursing - A program that prepares registered nurses to provide general care for adult patients. Includes instruction in adult primary care, adult pathophysiology, clinical management of medication and treatments, patient assessment and education, patient referral, and planning adult health m... More

Viewing the Complete Narrative Summary of an Industry

Quick Reference Icons

The Summary group also includes icons focused on key program indicators. With just a glance, users can assess an extent of available programs and job prospects. When comparing education programs, the icons allow for quick at-a-glance assessments.

Icon	Description and Functions
	**Jobs Available.** Hover to see number currently available. Click to see comparison with other occupations.
	**Providers.** Number of providers for this education program
	**Completers.** Number of completers for this education program

Snapshots

For single-occupation data sessions, the Summary includes several snapshots, each focused on one or two key indicators.

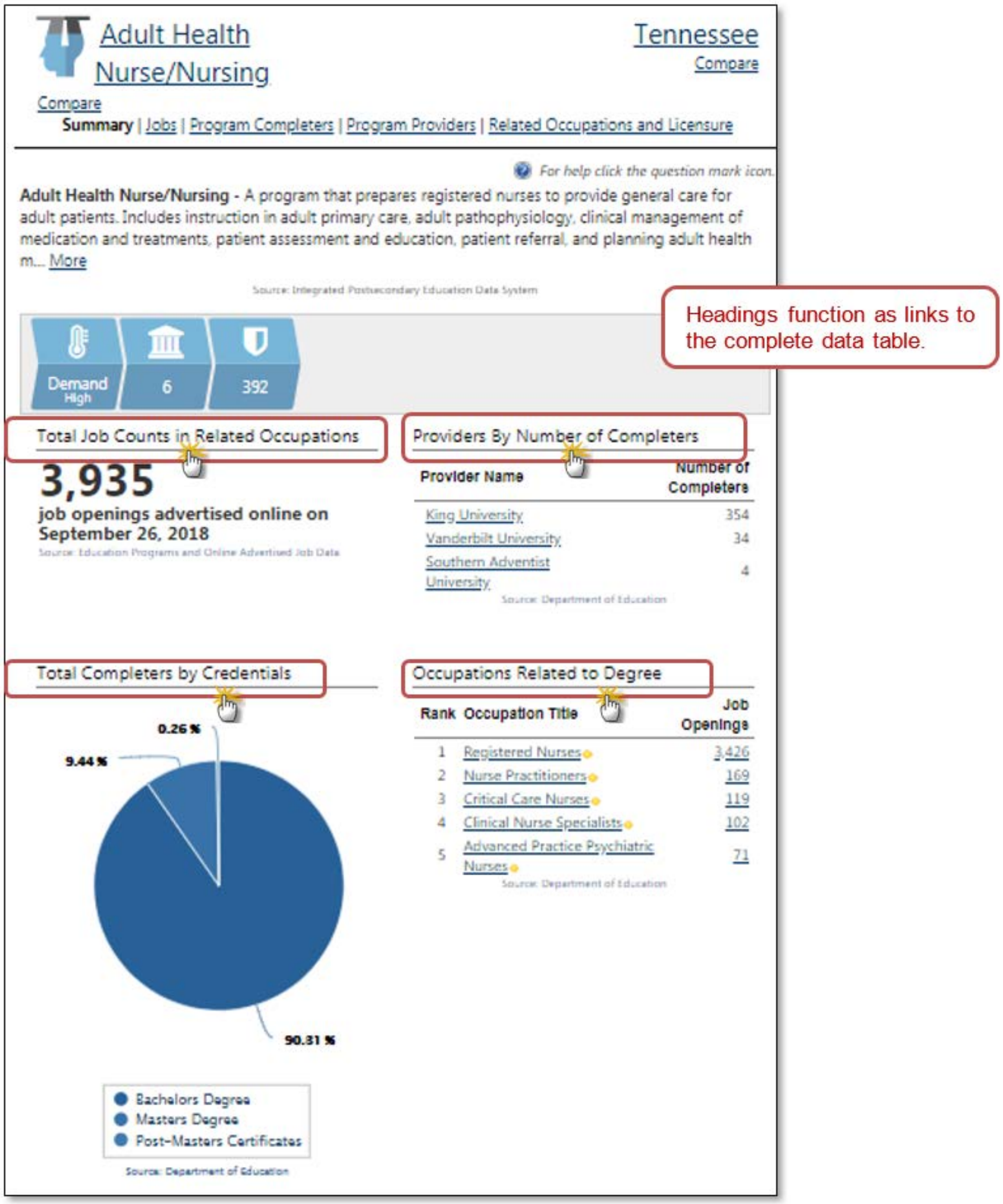
For each occupation, the Summary group includes the following snapshots:

- Total Job Counts in Related Occupations
- Providers by Number of Completers

- Total Completers by Credentials
- Occupations Related to Degree
- Advertised Job Certifications
- Advertised Job Skills
- Advertised Tools and Technology
- Advertised Job Openings (Area Distribution)
- Potential Candidates (Area Distribution)
- Projected Annual Openings
- Typical Wages
- Real-Time Wages
- Industries by Employment

All snapshot headings link to view the complete data category, display options and links. Many tables in the Summary group also include links to open new profiles or to access job lists.

- Click a Job Openings link to view the jobs advertised for that job skill, industry, area, etc.
- Click any Snapshot Heading to navigate to the complete data set for that topic, such as Total Job Counts in Related Occupations shown below. Use the Return to Education Summary button to return to the main page.



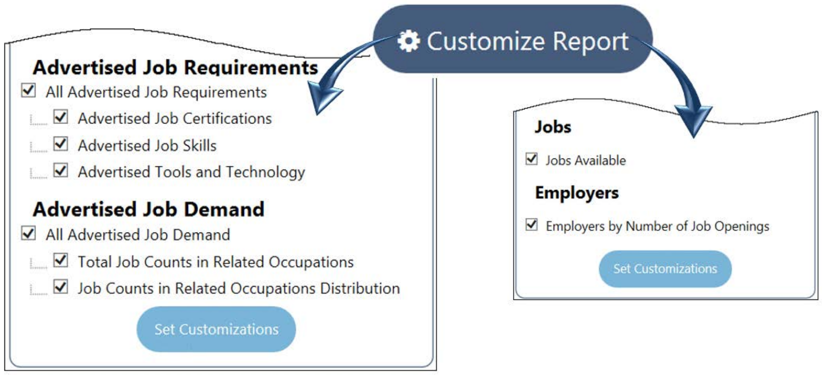
Reviewing the Summary Group for a Single Education Program

Jobs

The Jobs group uses current data on advertised jobs (either daily or monthly counts). The system ranks job counts by area, job skills, tools and technology, occupation, industry, etc. For each display, users can link directly to a listing of advertised jobs that meet the criteria.

- When viewing a program profile, click the Jobs link at the top of the page.

To review the data categories that display on the page, click the Customize Report button.



Customizing Reports for a Single or Multiple-Program Data Session

Education Program data in the Jobs group include many categories also found in Area, Industry and Occupation profiles. Viewing all jobs data on one page allows analysts to make a full assessment of an education program and discover new areas of inquiry.

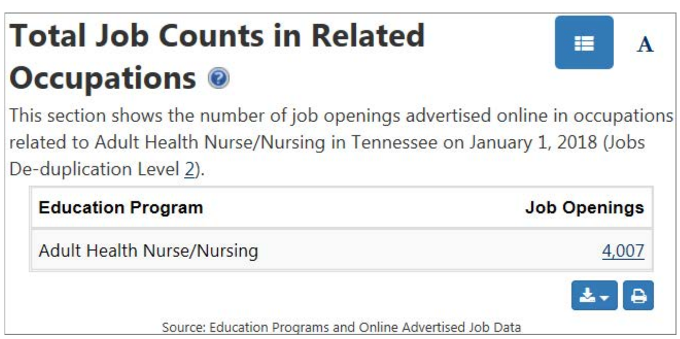
The Advertised Job Certifications table shows all job certifications listed in advertised job openings.

The Advertised Job Skills table ranks the prevalence of job skills found in advertised job openings.

The Advertised Tools and Technology table ranks the prevalence of tools and technology found in advertised job openings.

The Total Job Counts in Related Occupations table shows the total number of advertised job openings related to the education program for the entire area.

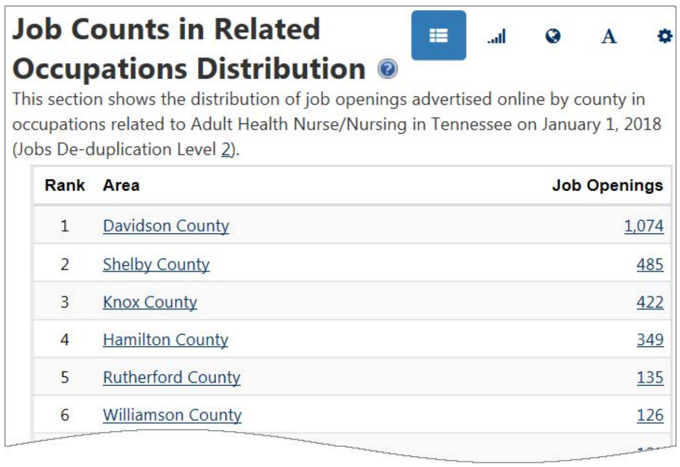
- Click a Job Openings link to view the jobs advertised for that occupation and area.



Reviewing Total Job Counts in Related Occupations

The Job Counts in Related Occupations Distribution table shows the area distribution of advertised job openings.

- Click a Job Openings link to view the jobs advertised related to the education program for the selected area.
- Click an Area Name link to reset the area for the current education profile.


Job Counts in Related Occupations Distribution

This section shows the distribution of job openings advertised online by county in occupations related to Adult Health Nurse/Nursing in Tennessee on January 1, 2018 (Jobs De-duplication Level 2).

Rank	Area	Job Openings
1	Davidson County	1,074
2	Shelby County	485
3	Knox County	422
4	Hamilton County	349
5	Rutherford County	135
6	Williamson County	126

Reviewing Area Distribution of Job Openings in Related Occupations

Program Completers

The Program Completers group shows the number of students that completed training and education programs for an occupation. Analysts can view data on completers by area and by credentials.

Single or Multiple-Program Session Options

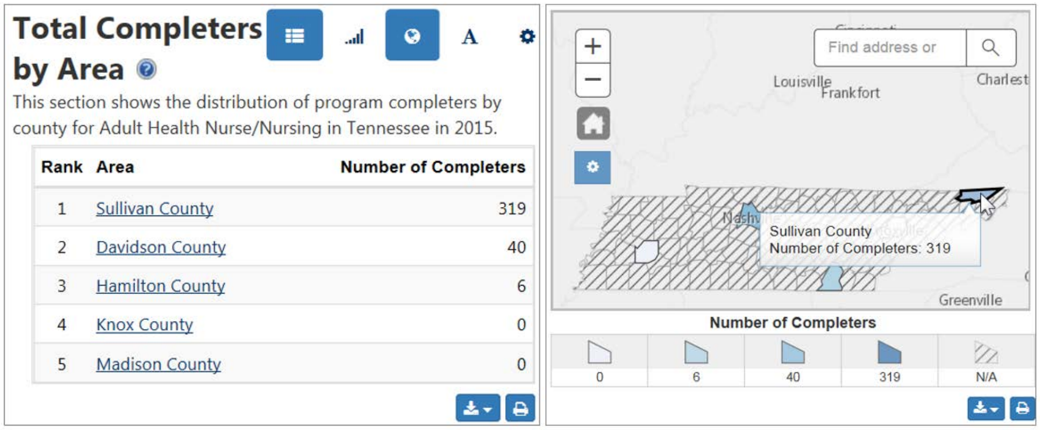
- When viewing a program profile, click the Program Completers link at the top of the page.

Alternatively, select Labor Market Profiles Education and Training Data Educational Program Completers from the Navigation menu or Directory of Services.

To review the data categories that display on the page, click the Customize Report button.

The Total Completers by Area table shows the areas (counties, etc.) with the highest number of program completers for the program.

- Click the Tool icon to change the area type or data item displayed.
- Click an Area Name link to reset the area for the current education profile.



Reviewing Areas with Highest Number of Completers (Table and Map)

The Total Completers by Credentials table ranks the number of completers for each education credential for the program.

Program Providers

The Program Providers group displays providers by number of completers (the number of students that completed training and education programs for an occupation), total completers by area, and total completers by credentials

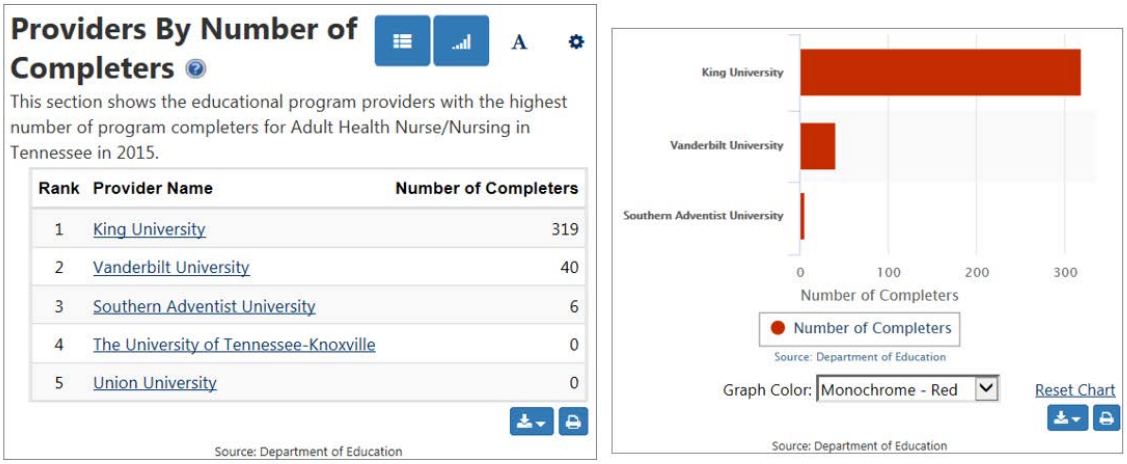
Single or Multiple-Program Session Options

- When viewing a program profile, click the Program Providers link at the top of the page.

To review the data categories that display on the page, click the Customize Report button.

The Providers by Number of Completers table shows the area providers with the highest number of program completers for the program.

- Click a Provider Name link to view the provider profile and all their program listings.



Rank	Provider Name	Number of Completers
1	King University	319
2	Vanderbilt University	40
3	Southern Adventist University	6
4	The University of Tennessee-Knoxville	0
5	Union University	0

Reviewing Providers with Highest Number of Completers (Table and Graph)

Related Occupations and Licensure

The Related Occupations and Licensure displays occupations related to selected occupation and licensure requirements connected with education programs.

- When viewing a program profile, click the Related Occupations and Licensure link at the top of the page.

Single-Program Session Options

To review the data categories that display on the page, click the Customize Report button. The data categories in this group are available only during single-program data sessions.

The Occupations Related to (Selected Education Program) table shows the total number of job openings for all occupations related to the selected program.

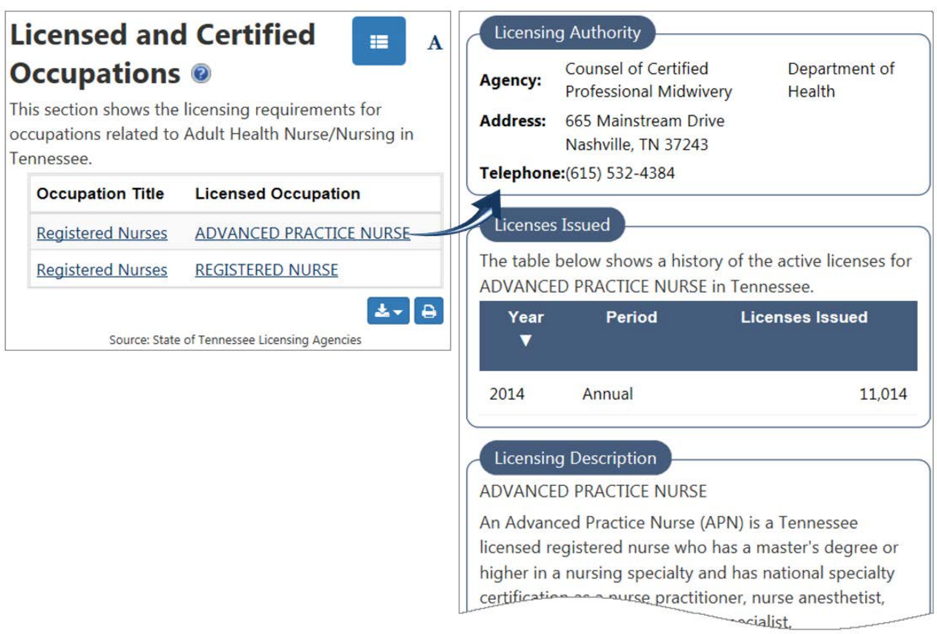
Note: *The In-Demand stars shown in the table below are only available for customers who have arranged for a special loading of their state-specific Occupational Demand files.*

- Click an Occupation Title link to open the corresponding occupation profile.
- Click a Job Openings link to view the jobs advertised related to the education program for the selected area.

Reviewing Job Openings for Occupations Related to Education Program

The Licensed and Certified Occupations table shows the total number of job openings for all occupations related to the selected program.

- Click an Occupation Title link to open the corresponding occupation profile.
- Click a Licensed Occupation link to view complete licensing information.



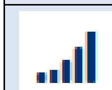
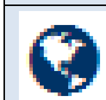
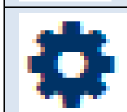
Reviewing Licensure Information for Licensed Occupations Related to Education Program

Mastering Labor Market Functionality

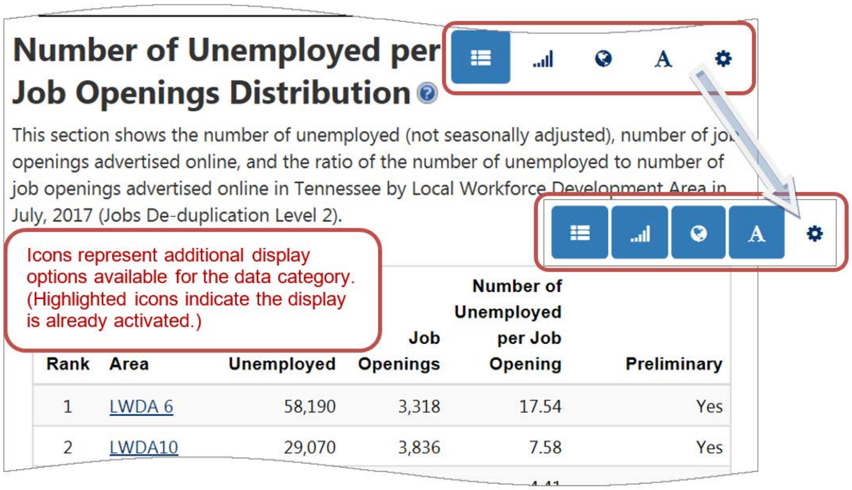
All Labor Market Services options offer several ways to display the data. The display options appear as icons on each data category.

Note: *Only area distributions offer map options, and some options are not available when comparing multiple areas, occupations, industries, etc.*

- Click a Display Icon (*shown below*) to toggle the display on or off. You may activate several display options at a time, allowing tables, text, graphs, and/or maps to display simultaneously.

Icon	Display Mode
	Table Display
	Graph Display
	Map Display
	Text Display
	Filter Tools - used for Area Distributions to define the area type, data displayed, number of records, or sort order.

Note: *Graphics and maps rely on Microsoft Silverlight software, which is compatible with Windows operating systems and most browsers.*



Viewing Table and Activating Additional Display Options

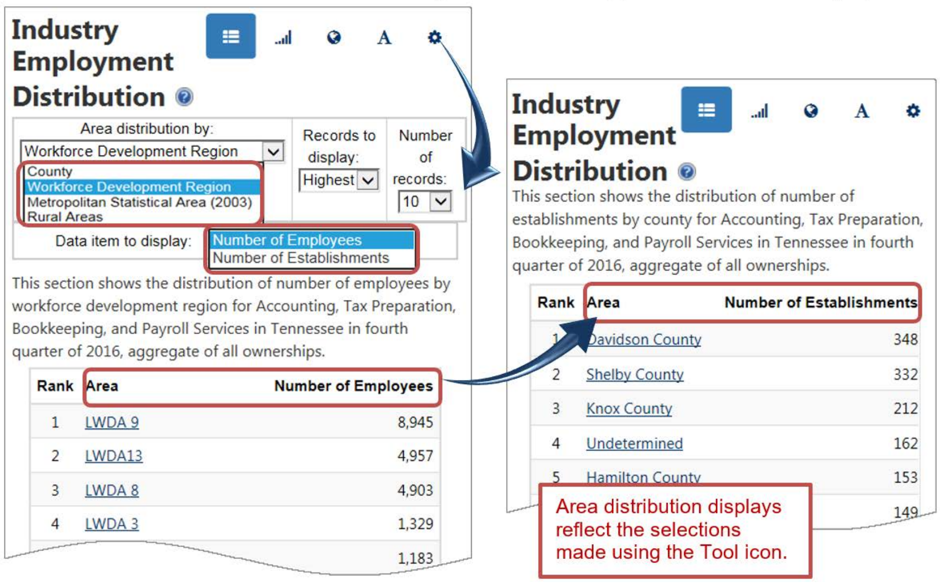
Filters and Settings for Area Distributions

When viewing profiles, users may use the Tool icon to set the display parameters directly from the area distribution tables. Once set, the new parameters will apply to all display formats (table, graph, narrative, and map).

Users will have the option to define the sort order, set the number of records to display, and, in many cases, define the data that displays.

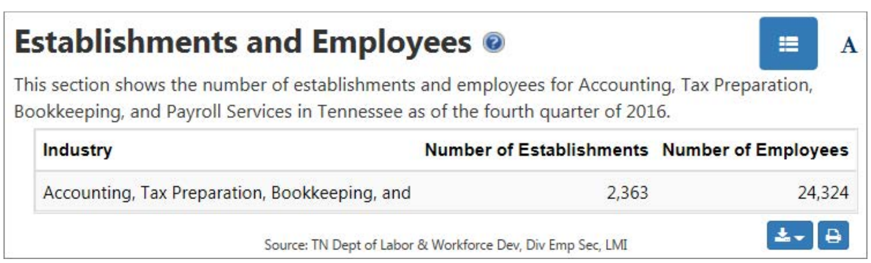
The data options will vary for each area distribution table, so it is always a good idea check. To do so:

- Click the Tool icon and review the display options. Select new values from the drop-down menus. As shown below, new values may include the area type and the data item displayed.



Selecting a New Area Type and Data Item to Display on an Area Distribution Table

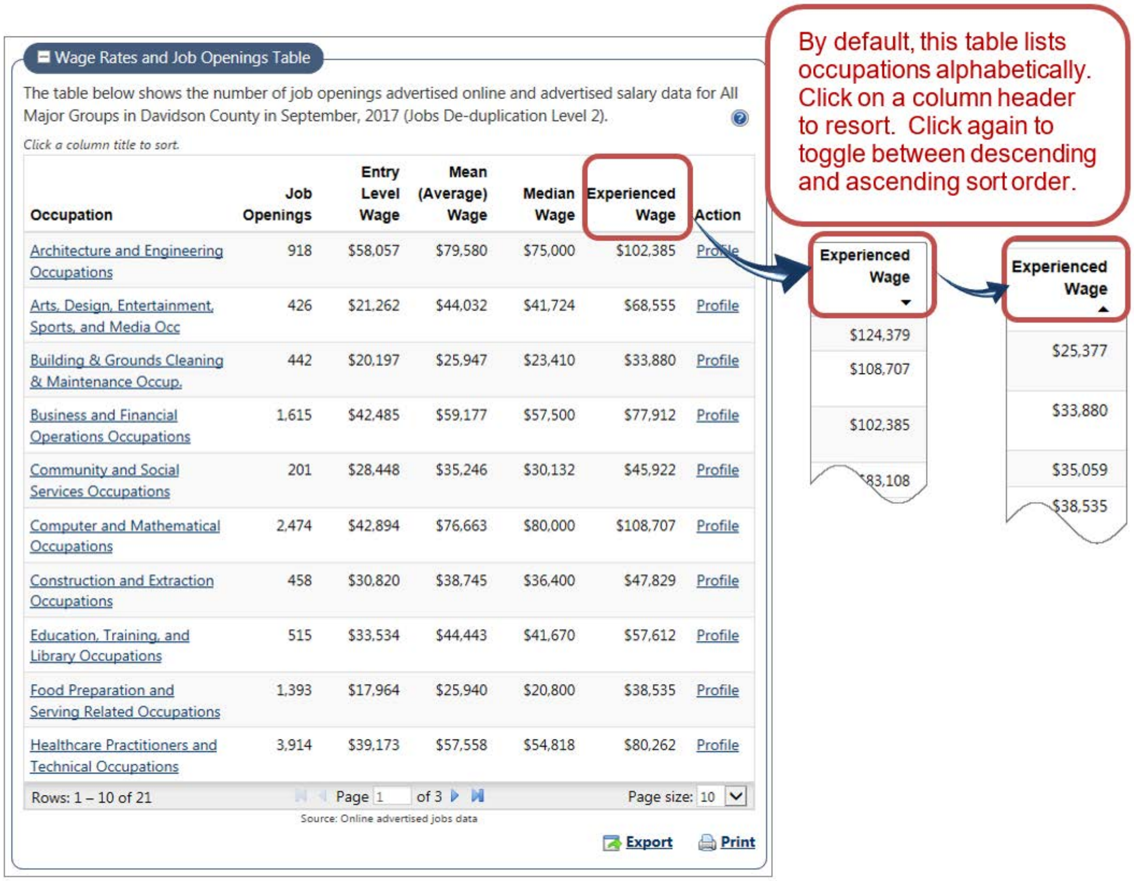
As analysts become familiar with area distribution tables, they will discover companion tables that display the same data for the state as a whole. The companion table for the above table is shown below.



Reviewing the Companion Table Showing All Data Elements for the Entire State

Table Display Features

Most data tables allow you to resort records according to any column. This can be very helpful with wage data when you want to highlight the highest or lowest wages. Once sorted, you can reverse the sort order by clicking the column header a second time.



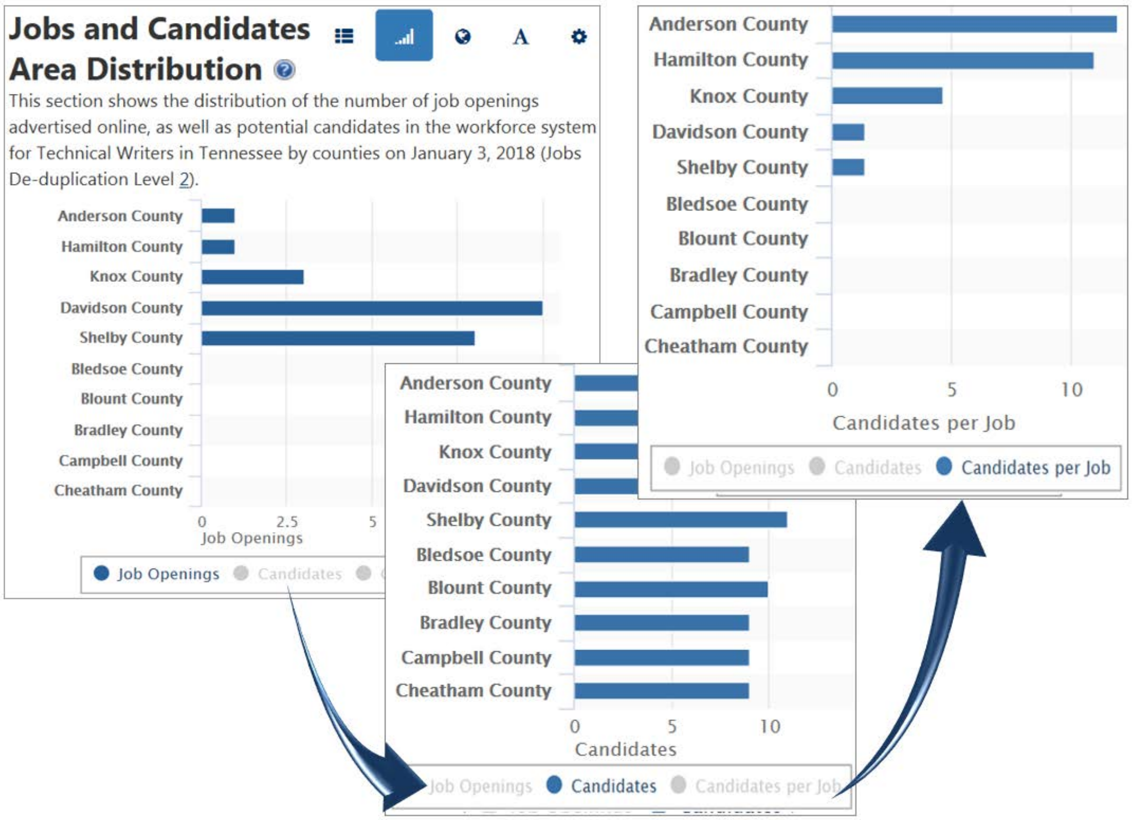
Occupation	Job Openings	Entry Level Wage	Mean (Average) Wage	Median Wage	Experienced Wage	Action
Architecture and Engineering Occupations	918	$58,057	$79,580	$75,000	$102,385	Profile
Arts, Design, Entertainment, Sports, and Media Occ	426	$21,262	$44,032	$41,724	$68,555	Profile
Building & Grounds Cleaning & Maintenance Occup.	442	$20,197	$25,947	$23,410	$33,880	Profile
Business and Financial Operations Occupations	1,615	$42,485	$59,177	$57,500	$77,912	Profile
Community and Social Services Occupations	201	$28,448	$35,246	$30,132	$45,922	Profile
Computer and Mathematical Occupations	2,474	$42,894	$76,663	$80,000	$108,707	Profile
Construction and Extraction Occupations	458	$30,820	$38,745	$36,400	$47,829	Profile
Education, Training, and Library Occupations	515	$33,534	$44,443	$41,670	$57,612	Profile
Food Preparation and Serving Related Occupations	1,393	$17,964	$25,940	$20,800	$38,535	Profile
Healthcare Practitioners and Technical Occupations	3,914	$39,173	$57,558	$54,818	$80,262	Profile

Resorting Occupational Wage Rates by Experienced Wage

Graph Display Features

Most data tables will also include graph display options with both distribution and interactive features. When viewing a graph, users may hover over any individual element to display the exact data. Many graphs have interactive options in the legend, allowing users to change the data displayed (*shown below*).

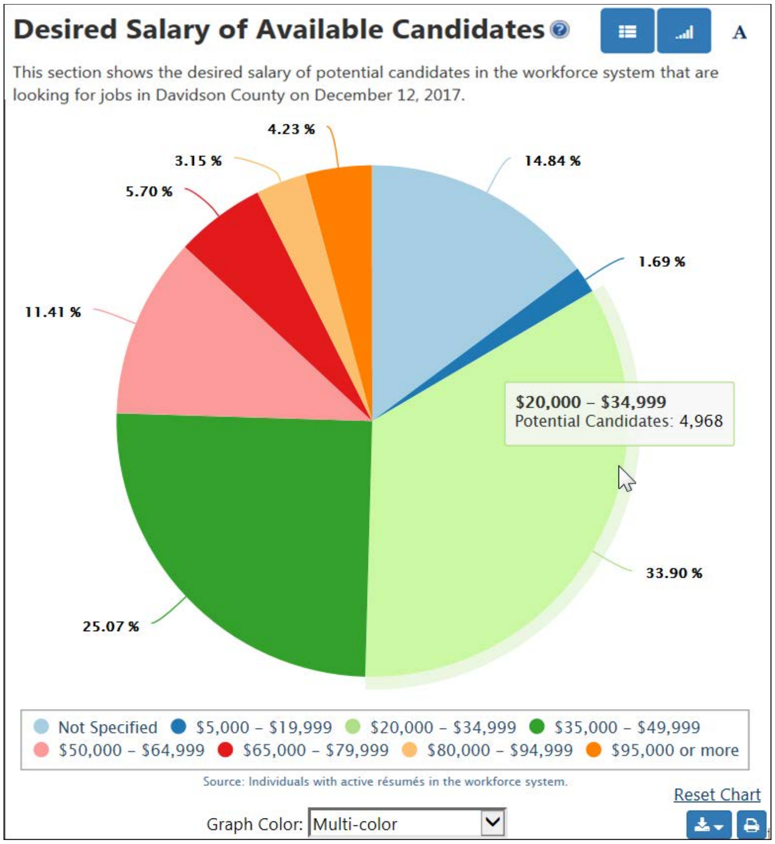
- Hover over the graph to display the actual data values.
- Click a Legend Item to toggle the display on or off in the graph.



Scrolling Through Data Options Using the Graph Legend

Colors. All graphs have color options to optimize your ability to discern groups more by clicking on the name in the legend key. Simply click the name once more to show it again.

- Hover over the graph to display the actual data values



Viewing Graph Using Multi-Color Option and Hover Function

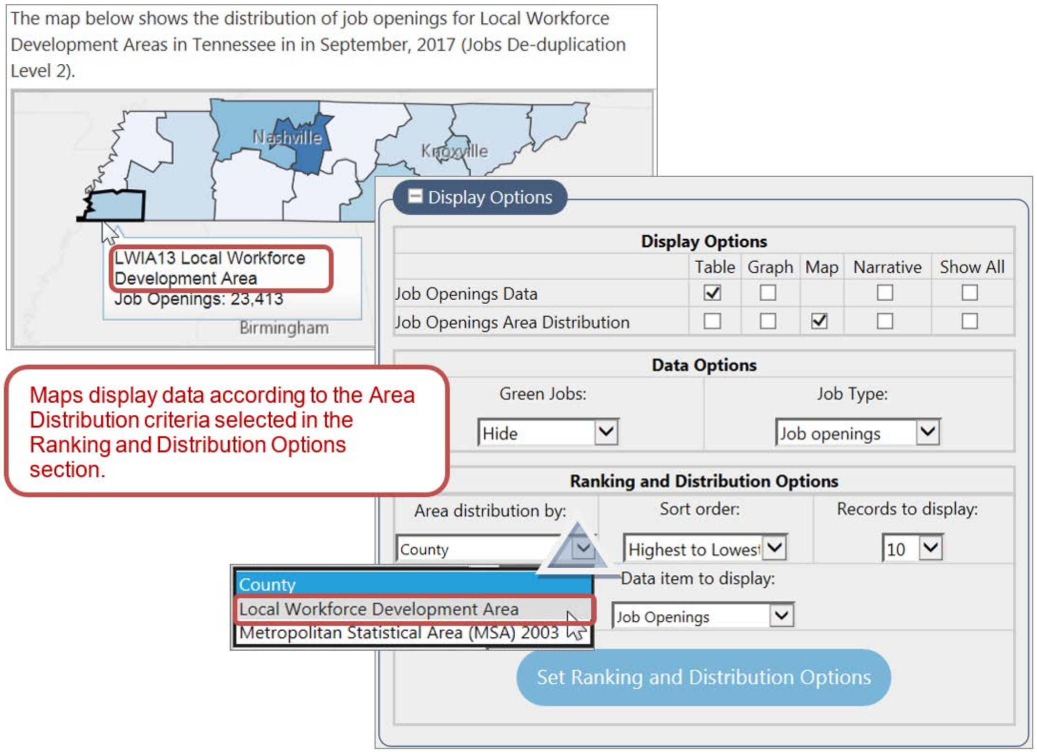
Map Display Features

All area distribution tables include map display options with interactive features. The map indicates the number of unemployed, the job openings, or the number of unemployed per job openings.

Default Map Display. By default, the system checks the Map checkbox in the Display Options panel, meaning the area distribution map for the data session displays without having to click the Area Distribution Map bar. The name of the area distribution map will vary according to the data session you are currently in.

Default Ranking and Distribution Options. By default, the system sets the Area Distribution to *County*, the Sort Order from *Highest to Lowest*, and the Records to Display is *10* and the Data Item to Display is *Job Openings*. Data Item options will vary and you may need to identify a specific occupation, industry, etc.

Set Ranking and Distribution Options. When users change the current values in for the Ranking and Distribution options, they must click the Set Ranking and Distribution Options button to apply the new selections to the page. Once changed, the newly selected values will remain until changed again.



Changing Area Distribution Criteria on the Display Options Panel

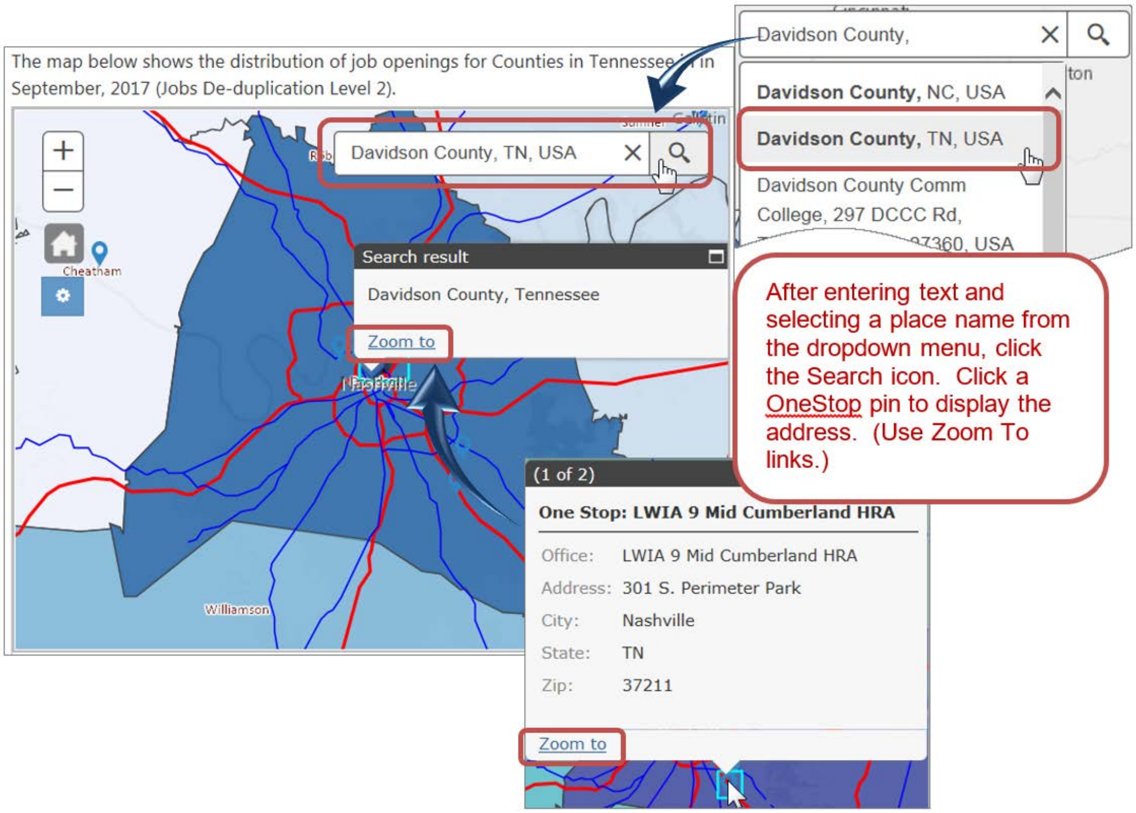
Map Display Options. For all map displays hover over the map to reveal the following functions for adjusting the view.

Note: *When working with multiple display and layering features, you may need to click outside the map once in order to activate the hover over features.*

- Click the plus sign to zoom in. Click the House icon to return to the default view.
- Click the minus sign to zoom out. Click the House icon to return to the default view.
- Click and hold anywhere on the map, then use the grabber to drag the map and re-center.

Map Search Options. Begin typing a geographic area in the Search textbox, and then select the exact area you want from the dynamic dropdown menu. The dropdown includes place names from all over the United States so be sure you select carefully.

- Use the Zoom To link to show details of the location.
- If you have chosen to layer OneStop locations (see below), you can click on a unique OneStop pin, on the map, to see the address of the OneStop, and then Zoom To its location.



Searching Place Names on a Maps and Viewing OneStop Locations

Map Layering Options. For all map displays, click the Tool icon to display all the layering options available for the map. Each layering button is described below (use pictures for reference):

- Area Labels – Displays the names of the targeted areas on map (i.e., LWIA numbers, county names, or MSA indicators, based on Area Distribution criteria selected in the Display Options panel).
- Data Labels – Displays the data values directly on the targeted area (i.e., LWIA numbers, county names, or MSA indicators, number of job openings.)

Note: *Data Labels and Area Labels may not be displayed concurrently for the entire map. However, you will see both area and data information for each area when you hover over it.*

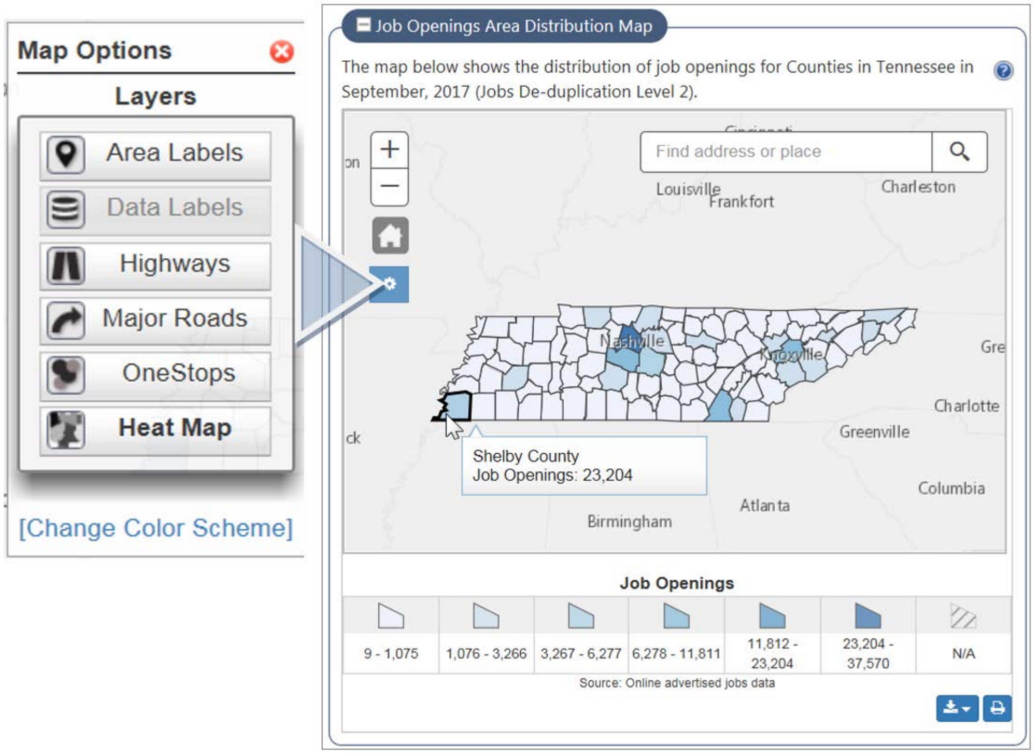
Highways – Displays highways in red.

Major Roads – Displays major roads in blue.

OneStops – Places pins in the location of each OneStop in the state. Click on a pin to display the OneStop address and use the Zoom to link to show the exact location.

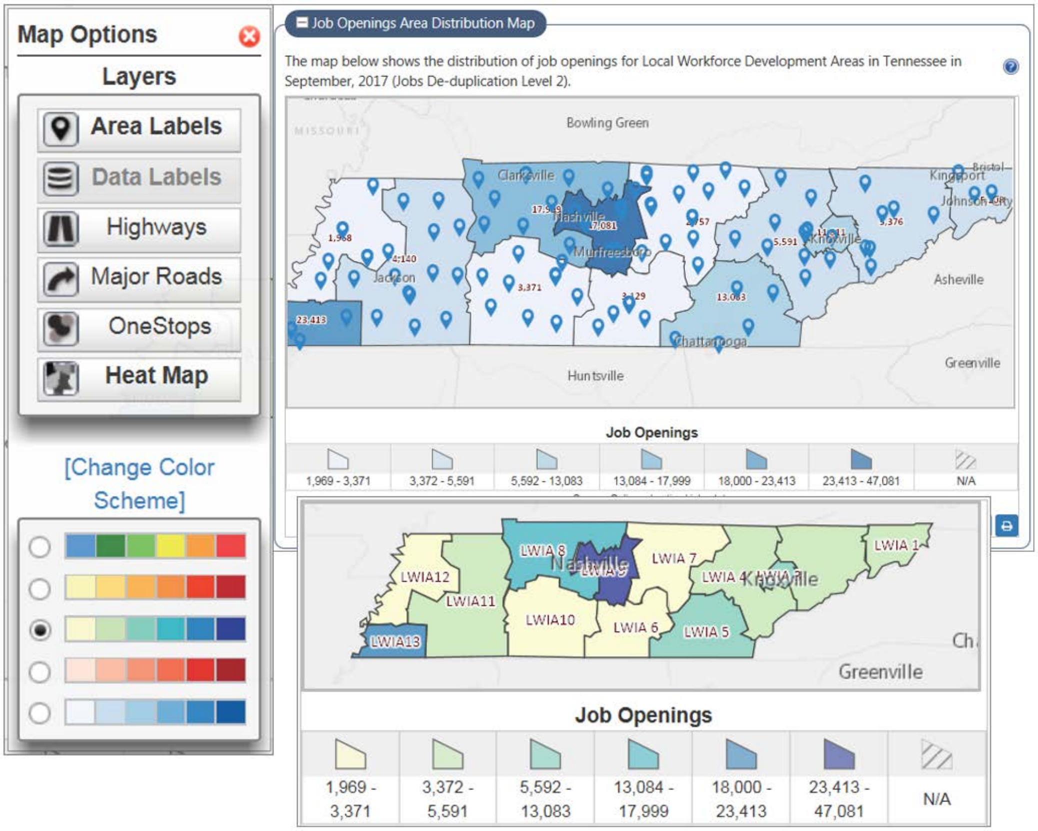
Heat Map – Removes the data-sensitive overlay allowing users to focus on other map layers.

Change Color Scheme – Displays options for changing the map color scheme. Updates immediately after selection *(shown below)*.



Hovering Over an Area to View Both Area and Data Information (Viewing Tools Menu)

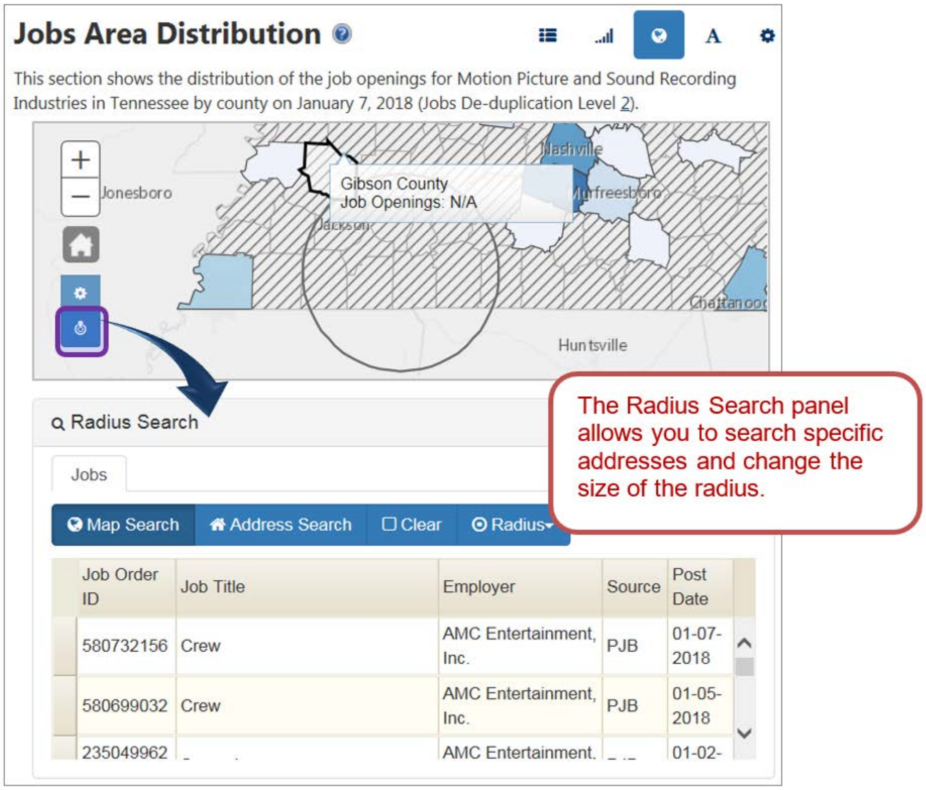
Map Colors. Changing color schemes can be very helpful when viewing maps at a very high scale. At first, you may try to zoom in to improve your ability to discern color differences. The system offers several color schemes to facilitate distinguishing data groups.



Changing a Map Color Scheme (Also, Changing from Data Labels to Area Labels)

Radius Search. When you click the Radius icon, the Radius Search panel displays listing the jobs available in the selected area, and offering several tools:

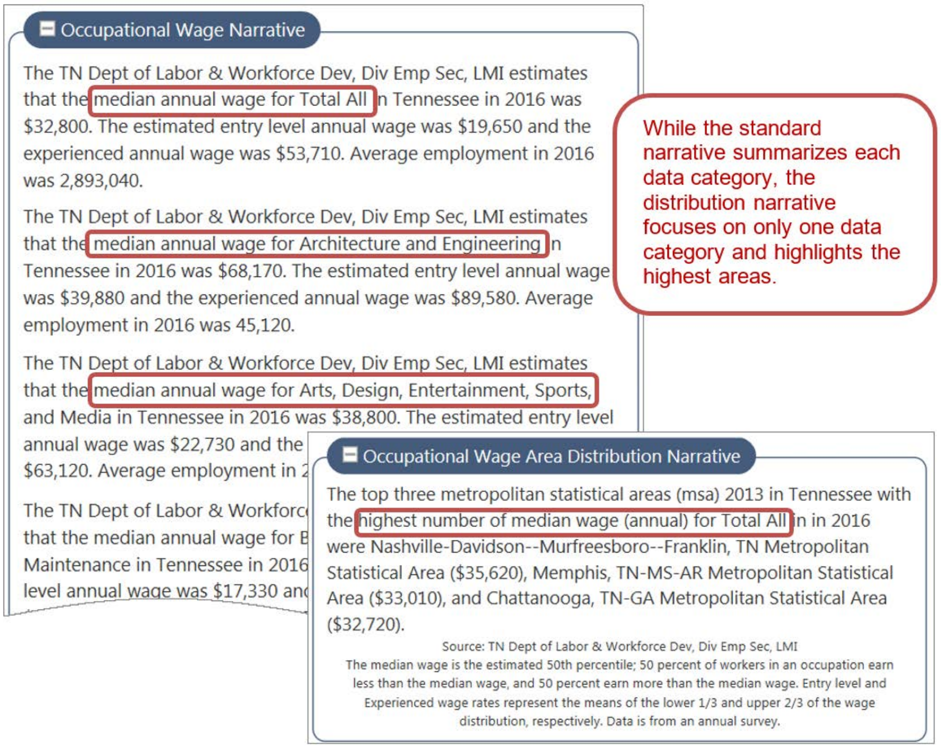
- Use the Radius dropdown to change the size of the radius.
- Use the Address Search features to enter a specific location.



Using Radius Search to View Job Openings in a Specified Radius

Text or Narrative Display Features

Most data sessions offer users the option to read a narrative summary of the data. This can be particularly useful when dealing with large amounts of data. To help interpret the data, the system will offer a standard narrative and a distribution narrative, if applicable.



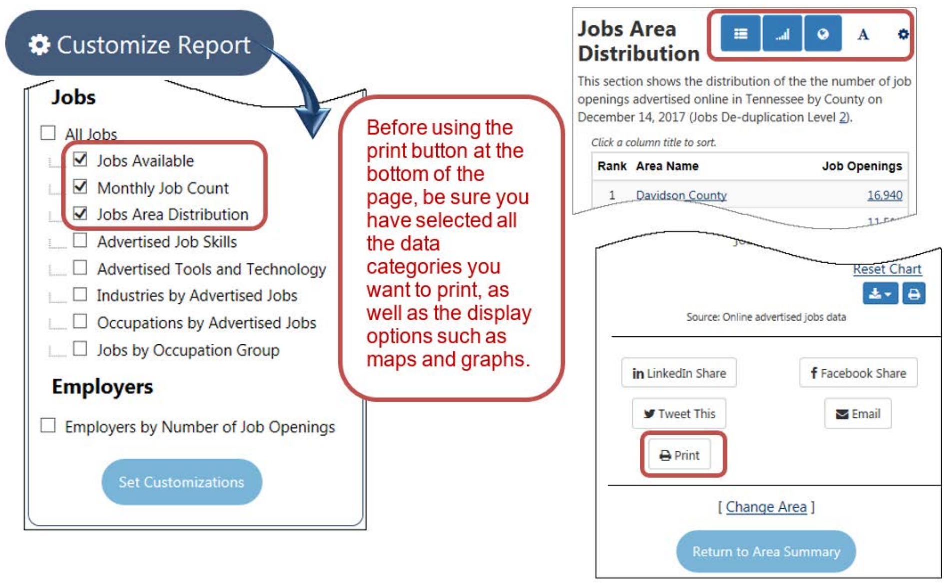
Comparing Standard and Area Distribution Narratives

Print a Custom Report

When printing Profile data, users have the option of printing just one data display (table, map, graph, etc.) or printing the entire report.

- To print a single data display, use the Print icon that displays in the bottom right corner of each data category.
- To print the report as displayed on the page, use the Print button at the bottom of the page.

Tip: *Be sure to activate your desired data categories and data display options before printing the entire report.*



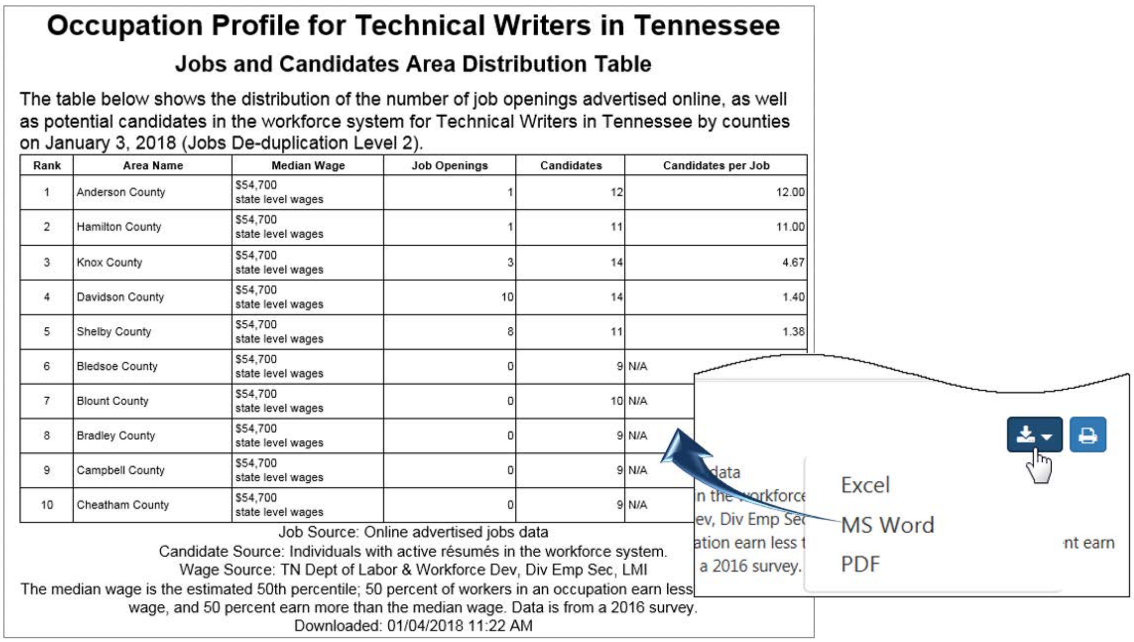
Printing Multiple Data Categories and Data Display Options

Export a Custom Report

When exporting an individual data display, users have several formats to choose from. The available formats are different for tables than for graphs and maps.

- For all Profile sessions, click the Export icon to see your available options.

Tables. When exporting tables, the format options include *Excel*, *Word,* or *PDF*. In all cases, the download date and time automatically display at the bottom of the document.


Occupation Profile for Technical Writers in Tennessee

Jobs and Candidates Area Distribution Table

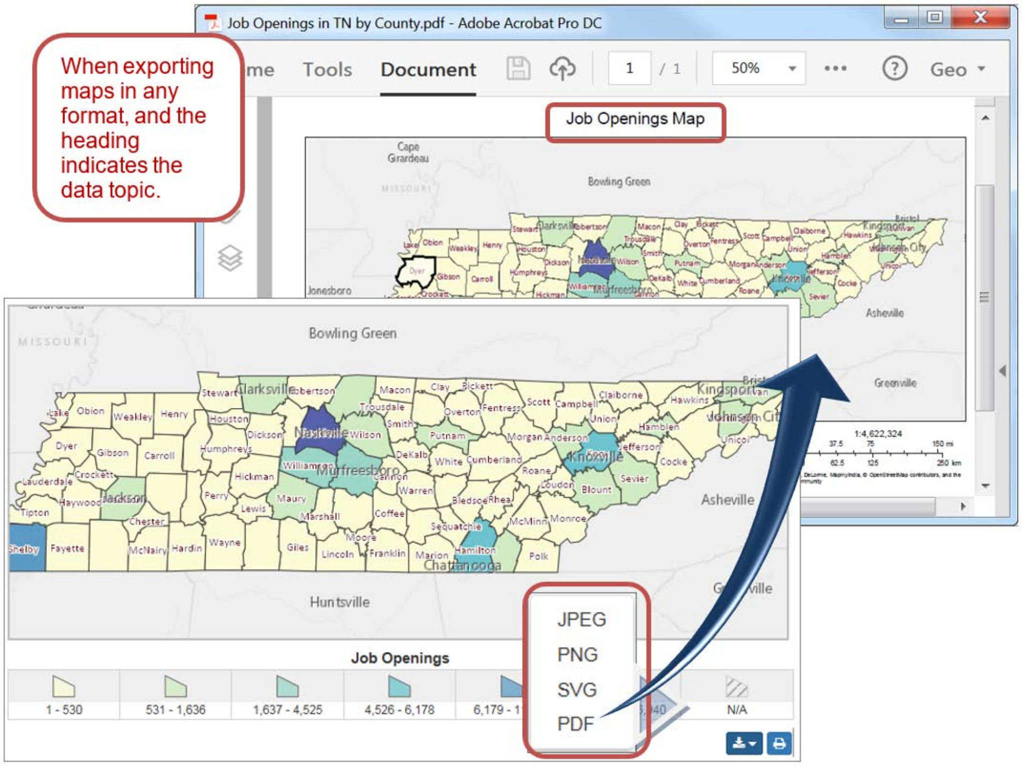
The table below shows the distribution of the number of job openings advertised online, as well as potential candidates in the workforce system for Technical Writers in Tennessee by counties on January 3, 2018 (Jobs De-duplication Level 2).

Rank	Area Name	Median Wage	Job Openings	Candidates	Candidates per Job
1	Anderson County	$54,700 state level wages	1	12	12.00
2	Hamilton County	$54,700 state level wages	1	11	11.00
3	Knox County	$54,700 state level wages	3	14	4.67
4	Davidson County	$54,700 state level wages	10	14	1.40
5	Shelby County	$54,700 state level wages	8	11	1.38
6	Bledsoe County	$54,700 state level wages	0	9	N/A
7	Blount County	$54,700 state level wages	0	10	N/A
8	Bradley County	$54,700 state level wages	0	9	N/A
9	Campbell County	$54,700 state level wages	0	9	N/A
10	Cheatham County	$54,700 state level wages	0	9	N/A

Job Source: Online advertised jobs data
Candidate Source: Individuals with active résumés in the workforce system.
Wage Source: TN Dept of Labor & Workforce Dev, Div Emp Sec, LMI
The median wage is the estimated 50th percentile; 50 percent of workers in an occupation earn less wage, and 50 percent earn more than the median wage. Data is from a 2016 survey.
Downloaded: 01/04/2018 11:22 AM

Exporting a Profile Table to a MS Word File

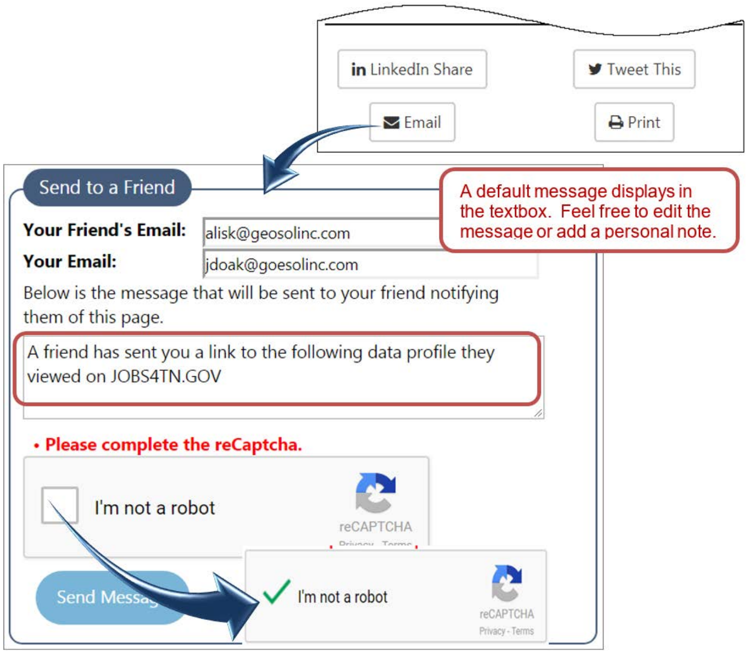
Export Graphs and Maps. When exporting graphs and maps, the format options include *JPEG*, *PNG*, *SVG*, or *PDF.* The color scheme, area labels, etc., you select will be preserved in the exported version.



Exporting a Profile Map to a PDF File

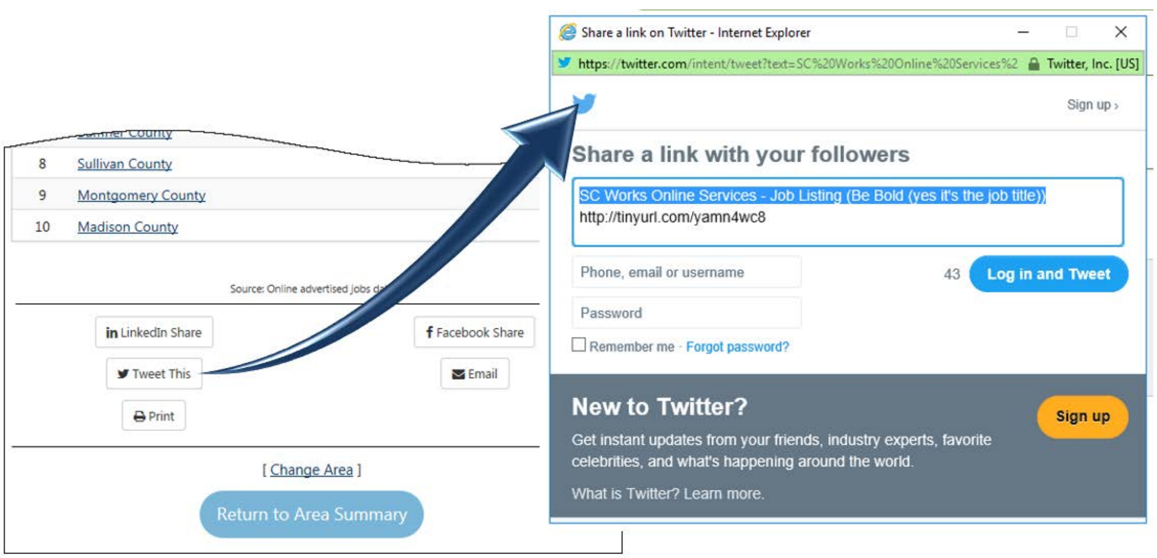
Send Links via Email or Social Media

Located at the bottom of the page of most Labor Market Profile data sessions, users will see an Email link. The system will automatically include a standard message and a link to the data profile. You can edit the message or add additional text, if desired. Otherwise, simply enter your friend's email address along with your own, and click Send Message.



Emailing a Link to a Data Profile

Social Media. When sending a link to the web page via Twitter, Facebook, or LinkedIn, the site name and URL display automatically. You need only log into your account to send the link.



Using Twitter to Send Sending a Link to the LMI Page

13: Additional Resources

Chapter Contents

Assistance Center 13-2
- Quick Reference Cards 13-3
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- Feedback (User Survey) 13-4
- Email Your Questions 13-5
- Contact Us Directly 13-6

Learning Center 13-7

Site-Specific Resources for Employers 13-8
- Human Resource Information 13-9
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- Wellness and Ergonomics 13-11
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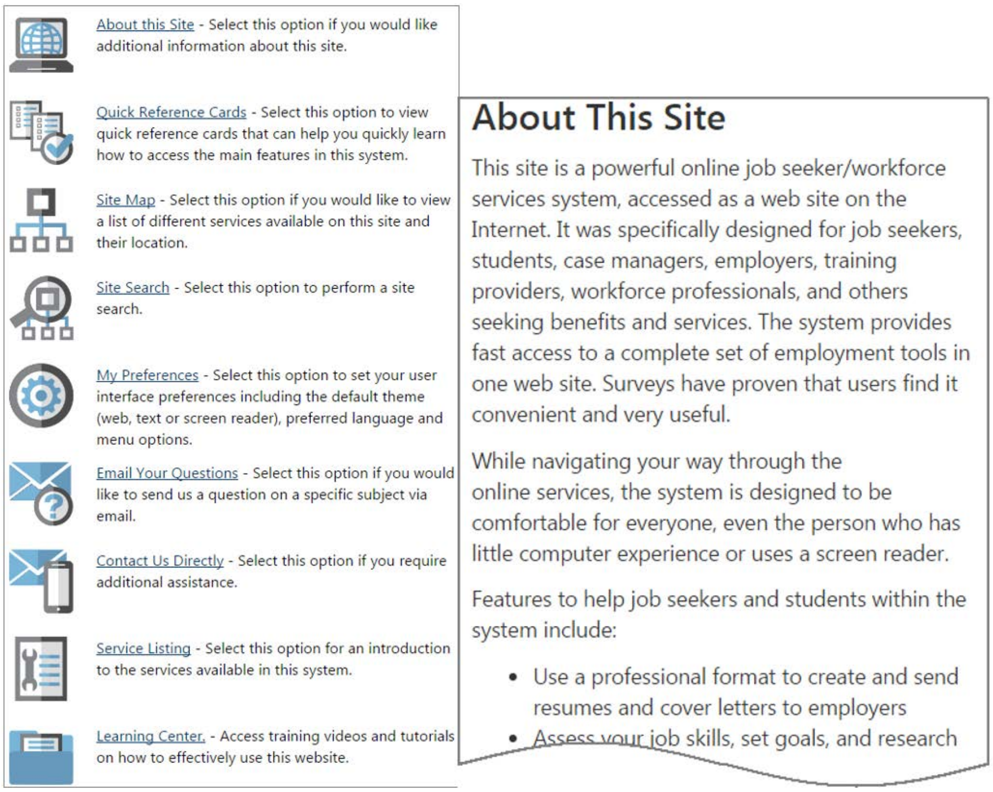
- Staff-Provided Services 13-12

This chapter covers the wide variety of resources and assistance to help you use the site.

Assistance Center

Use the Assistance Center features if you need additional help using the system, or you would like to contact a workforce office or provide feedback on the system. The features include access to helpful resources, such as Quick Reference Cards, online videos, and one-stop office listings and email addresses.

Select Other Services ▸ Assistance Center from the Navigation pane.



Accessing Helpful Information Using the Assistance Center Features

As shown above, the About this Site feature describes the overall system features, allowing employers to plan how to best use the system.

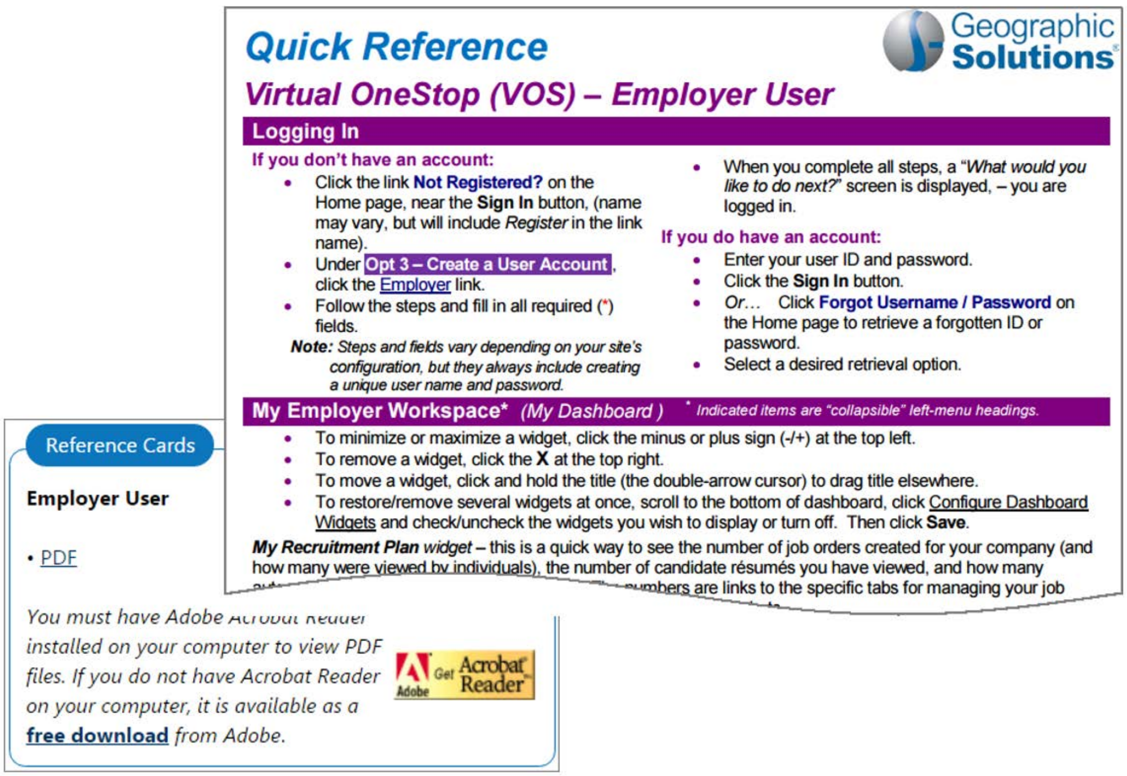
Quick Reference Cards

Quick Reference Cards explain the main functions of the system and describe navigation methods and shortcuts for each feature. These “cheat sheets” for the system are available in PDF format.

Select Other Services ▸ Assistance Center ▸ Quick Reference Cards from the Navigation pane.

- Click the PDF link to open the document.

Note: *To be able to use the PDF format, you may need to install Adobe Acrobat® Reader using the link displayed.*



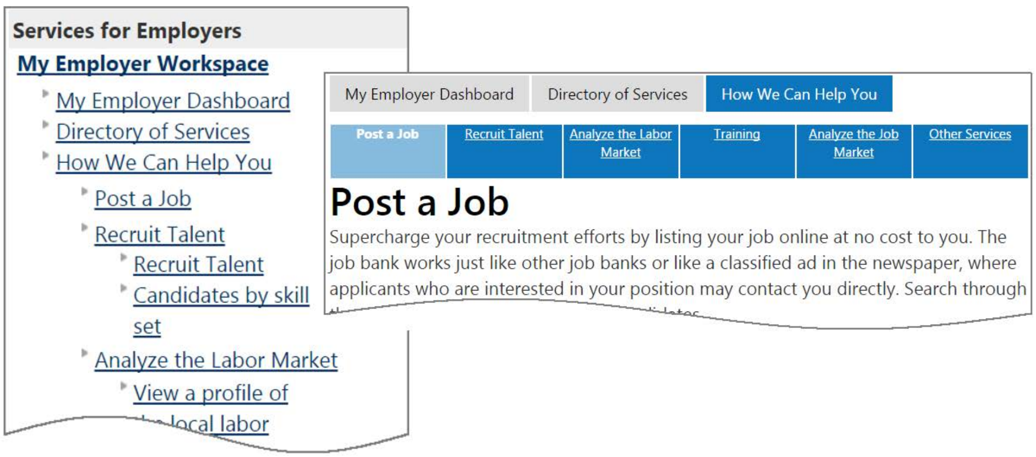
Accessing the Employer Quick Reference Card in PDF Format

Site Map

The Site Map lists all the service categories and subcategories as links. If users get lost or accidentally navigate away from familiar pages, the Site Map will assist them in finding their way back to their intended location.

Select Other Services ▸ Assistance Center ▸ Site Map from the Navigation pane.

- Alternatively, click the Site Map link on the Footer Toolbar.



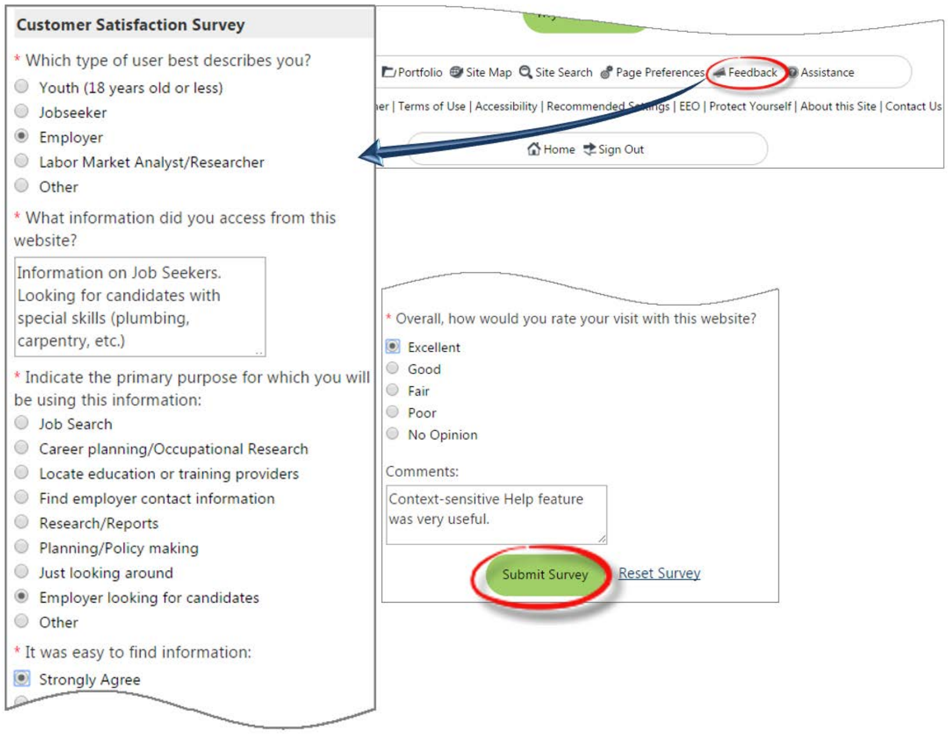
Using Site Map Links to Navigate

Feedback (User Survey)

We want your feedback. Please use the Feedback available at the bottom of every page to tell us what worked best for you, what caused problems, and what changes we can make to improve the system. We seriously consider all comments for improving the system.

▶ **To submit your feedback:**

1. Click Feedback on the Footer Toolbar.
2. Respond to each question using the radio buttons and text boxes provided.
3. When you have completed the form, click Submit Survey. If you want start again with a blank form, click the Reset Survey link.



Completing the Customer Feedback Form

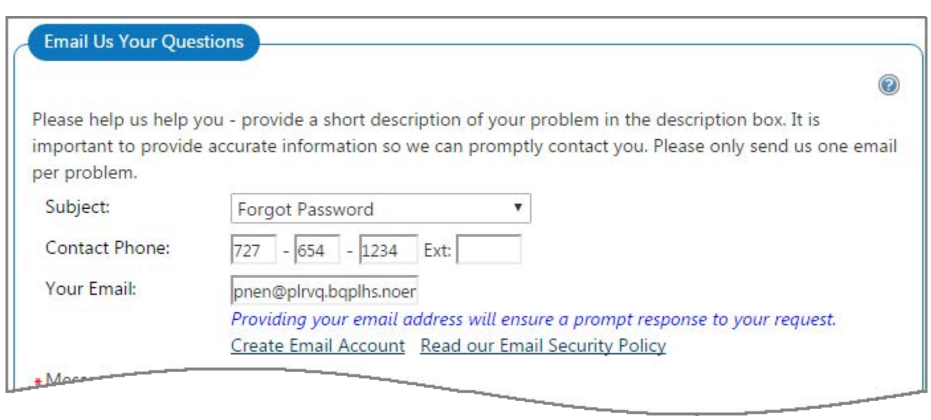
Email Your Questions

The system includes an email form to ask for assistance. Each customer may configure this so that employers clicking the link are sent directly to their agency feedback form.

Select Other Services ▸ Assistance Center ▸ Email Your Questions.

▶ **To email a question:**

1. Select a subject from the **Subject** dropdown list.
2. Type the content of your message in the **Description** box.
3. Click the Send button. You will receive a response from an administrator at your local one-stop center.



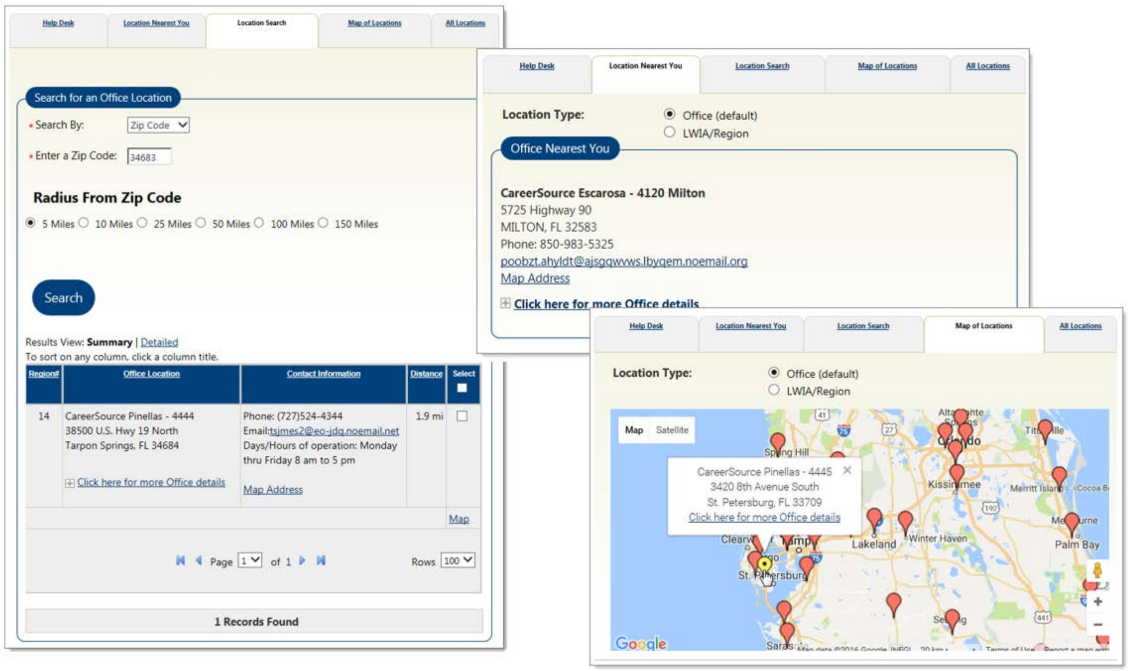
Email Form

Contact Us Directly

The Contact Us page provides contact information for users to contact their local workforce office or Help Desk, if available.

Select Other Services ▸ Assistance Center ▸ Contact Us from the Navigation pane.

- Alternatively, click Assistance on the Footer Toolbar, then select Contact Us.



Contact Us Tabs

The Contact Us tabs offer many ways to access information on workforce offices, as described below.

- **Help Desk** – Displays the email and/or phone number of the system Help Desk, if available.
- **Location Nearest You** – Displays the workforce office nearest you, based upon the zip code for your account, displayed on the Corporate Profile ▸ General Information tab.
- **Location Search** – Search for workforce offices by county, region, or radius from a specific zip code.
- **Map of Locations** – For each location, the map displays a pin that users can click to display complete address information along with a link for More Office Details.
- **All Locations** – Displays all workforce offices in your state.

Learning Center

The Learning Center lists the latest online videos on system functionality. As an employer, you will only see those videos related to general and employer-specific functions. You can use the video duration and descriptive information provided on this page to plan your viewing.

▶ **To watch a Learning Center video:**

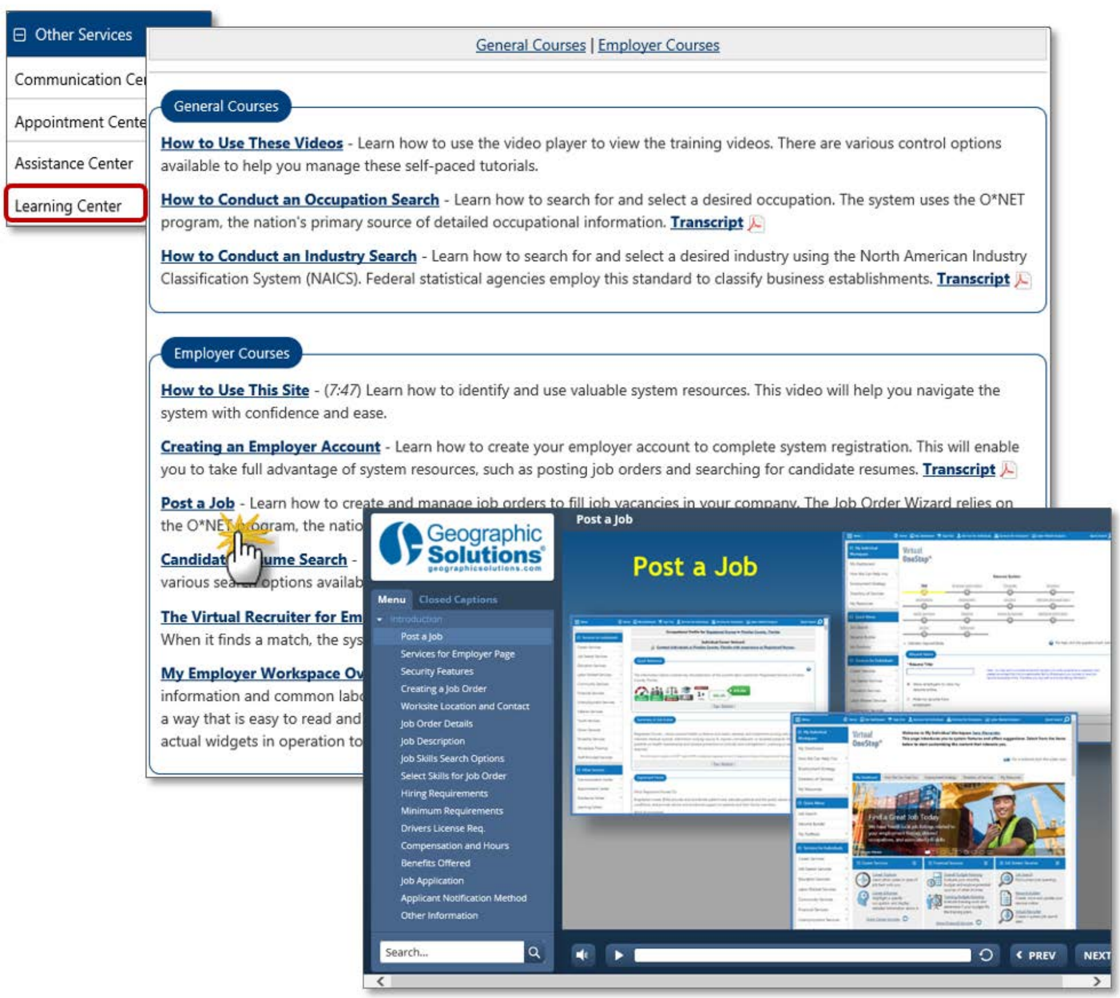
1. Select Other Services ▸ Learning Center from the left Navigation Panel.

   A page displays with the links to videos that are associated with your user type (shown below).

2. Click a Video Title link, to start running that video in a separate browser window.

   Notes: *In some sites, the Learning Center may be under Other Services ▸ Assistance Center.*

   The General Courses list includes introductory videos lasting from one to four minutes. The Employer Courses list includes topical videos designed to address employer needs and build confidence in navigating the system.



Selecting an Online Video to View

Site-Specific Resources for Employers

Most states include additional menu options in the Services for Employers or Other Services navigation menus. These options provide access to customized information managed by the local Virtual OneStop site administrator. As shown in the brief examples that follow for each site-specific page, these site-specific resources address employers' need for a wide variety of government and workplace information.

Services for Employers Navigation Menu

To report any issues, or to comment on available information, use the Contact Us Directly feature described above.

The Service for Employers page provides quick access to the major site-specific services available in the system. With all the service links in one place, users can explore all areas of the system from this one page.

The Service Listing page includes links to all the services that are important to employers (as shown in the figure below).

[Recruitment Services] - has access to a wide variety of valuable information for employers. You can also search for the resumés of qualified candidates on the Internet.

[Education Services] - can help you find a suitable training or educational program, as well as provide information on the various training providers and schools in the area.

[Labor Market Services] - can help answer your detailed questions on the economy and labor market.

[Human Resource Information] - can help you find information on HR-related topics, such as news, trends, employee policies, and problem resolution.

[EEO Information] - can help you find information on topics such as diversity, affirmative action, disabled workers, and other equal employment opportunity issues.

[Labor Resources] - can help you find information on labor relations and legal issues, including area statutes, federal workforce laws and labor policies.

[Government Resources] - can help you find information on federal programs such as OSHA, Social Security, IRS, wage reporting, labor statistics and commerce.

[Wellness & Ergonomics] - can help you learn how to reduce workplace injuries, create a drug-free work atmosphere and encourage a healthy work environment.

[Employer Incentives] - can help you find out if you qualify for local, state or federal tax incentives, like the Welfare To Work and Work Opportunity tax credits.

Exploring Options for Additional Resources

Following are brief example of some of these Additional Resources links, and the pages displayed from the indicated links/section, shown above.

Human Resource Information

The Human Resource Information feature provides links to HR-related topics. This tool is useful for determining trends, common employee policies, and problem resolution. Human Resource options may vary depending on the system type.

About.Com Guide to Human Resources
Articles, information, and links of interest the general human resource community.

American Society for Training and Development
ASTD provides information, research, analysis and practical information derived from its own research, the knowledge and experience of its members, its conferences, expositions, seminars, publications and the coalitions and partnerships it has built through research and policy work.

Business and Legal Reports
Includes a Resources & Document Center with useful reportson employment compliance issues. Free registration required.

Business Forum on Aging
Organization focusing on the implications and opportunities of the age 50+ market and a middle-aging workforce.

Career Magazine
Includes articles on employment trends and advice on recruiting.

College & University Personnel Association
Founded more than 50 years ago, CUPA serves more than 6,500 human resource administrators at nearly 1,700 colleges and universities worldwide, as well as others interested in the advancement of human resources in higher education, including students and human resource service providers.

E-LAWS
Developed by the Department of Labor to assist the human resource community understand and comply with workplace employment laws.

Employee Benefits Security Administration (EBSA)
The EBSA, formerly known as the Pension and Welfare Benefits Administration (PWBA), protects the integrity of ... fits for more than 150 million people.

Human Resource Information Page

EEO Information

The system includes a page allowing access to a number of sources for Equal Employment Opportunity (EEO) information.

ADA Home Page
Information on the Americans With Disability Act From the U.S. Department of Justice.

Bridges from School to Work
Presented by the Marriott Foundation, this site offers a school-to-career program model and presents employment issues and opportunities facing young people with disabilities.

Catalyst
A nonprofit organization working to advance women in business.

Diversity: The Bottom Line
Hemisphere. Inc. website devoted to diversity in the workplace includes articles on the initiatives major companies are putting in place, how they measure their success and why diversity is a good investment.

Equal Employment Opportunity Commission (EEOC)
Information on laws enforced by the EEOC, fact sheets and related information.

Equal Opportunity Publications
Since 1968, Equal Opportunity Publications, Inc. (EOP) has led the way from affirmative action to diversity recruitment by publishing career magazines for women, members of minority groups, and people with disabilities.

GSA Office of Equal Employment Opportunity
Equal Employment Opportunity (EEO) is the right of all persons to work and advance on the basis of merit, ability and potential.

Minority Business Development Agency
The Minority Business Development Agency (MBDA) is the only federal agency created specifically to foster the establishment and growth of minority-owned businesses in America. MBDA provides assistance to socially or economically disadvantaged groups who wish to start or expand their own businesses, including African Americans, Native Americans, Puerto Ricans, Spanish-speaking Americans, Eskimos, Aleuts, Asian Indians, Asian Pacific Americans and Hasidic Jews.

U.S. Department of Labor's Office of Disability Employment Policy
...ment of People with Disabilities', ODEP's mission is to

EEO Information Page

Labor Relations

The system includes a page allowing access to a number of sources for labor relations information, such as labor statistics, arbitration links, and labor law topics.

AFL-CIO
The AFL-CIO's mission is to bring social and economic justice to our nation by enabling working people to have a voice on the job, in government, in a changing global economy and in their communities.

America's Career InfoNet
Connecting employment, education, and training services into a coherent network of resources at the local, state, and national level.

Bureau of International Labor Affairs
The Bureau of International Labor Affairs (ILAB) carries out the Department of Labor's international responsibilities under the direction of the Deputy Under Secretary for International Affairs, and assists in formulating international economic, trade, and immigration policies affecting American workers.

Bureau of Labor Statistics
The Bureau of Labor Statistics (BLS) is the principal fact-finding agency for the Federal Government in the broad field of labor economics and statistics. The BLS is an independent national statistical agency that collects, processes, analyzes, and disseminates essential statistical data to the American public, the U.S. Congress, other Federal agencies, State and local governments, business, and labor. The BLS also serves as a statistical resource to the Department of Labor.

Department of Labor Poster Page
Some of the statutes and regulations enforced by agencies within the Department of Labor require that posters or notices be posted in the workplace. The Department provides electronic copies of the required posters and some of the posters are available in languages other than English.

FindLaw's Labor Law Subject Index
FindLaw is a legal Web site providing a comprehensive set of legal resources on the Internet for legal ...and consumers. These resources include Web search

Labor Relations Information Page

Government Resources

The Government Resources page offers links to various government websites, providing information such as congressional email addresses, legislative information, etc.

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Government Resource Information Page

Wellness and Ergonomics

The Wellness and Ergonomics page offers access to wellness and ergonomics information.

Please select an option below to view information on Wellness and Ergonomics.

CTD News
A source for information on cumulative trauma injuries (CTDs) and workplace repetitive stress injuries.

CUErgo - Cornell University Ergonomics Website
CUErgo presents information from ergonomics research studies and class work by students and faculty in the Cornell Human Factors and Ergonomics Research Group (CHFERG). The research focuses on ways to enhance usability by improving the ergonomic design of hardware, software, and workplaces, to enhance people's comfort, performance and health.

Ergocise - Stretch At Your Desk
Animated stretches, free reminder program, ergonomic and anatomical information. Includes informative repetitive stress injury (RSI) symptom and disease entities.

Ergoweb
ErgoWeb® Inc., 'the place for ergonomics™,' is a full service occupational ergonomics company, providing innovative software solutions, professional consultation and training, and valuable, credible information to a worldwide audience.

Healthy Computing
A free public resource for computer-related health and ergonomics information. Comprehensive resources with information on preventing computer-related injuries such as Carpal Tunnel Syndrome.

Hewlett Packard Safety and Comfort Guide
This guide describes proper workstation setup, posture, and health and work habits for computer users.

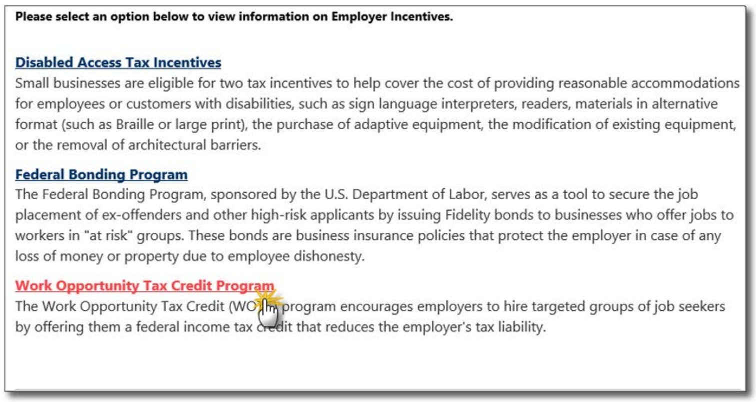
Institute for a Drug-Free Workplace
The Institute for a Drug-Free Workplace is an independent, self-sustaining coalition of businesses, business organizations, and individuals dedicated to preserving the rights of employers and employees in drug-abuse prevention ... the national debate of these issues.

Wellness and Ergonomics Information Page

Employer Incentives

The Employer Incentives page offers access to information about employer tax incentives, such as the disabled access tax incentive and the Work Opportunity Tax Credit (WOTC) program.

The page lists links to various websites containing information on employer incentives.

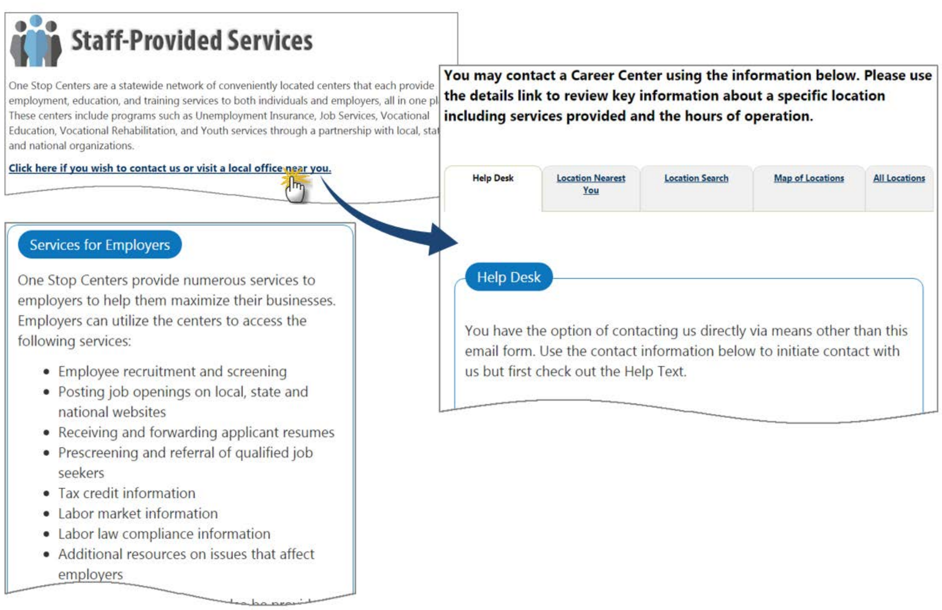


Employer Incentives Information Page

Staff-Provided Services

Select the Staff-Provided Services link to view information about the services workforce center staff members can provide to employers.

The page lists workforce center services and a link to view the contact information for your local workforce office. If you have questions after reviewing the services on the page, contact your local workforce center for assistance.



Information on Staff Provided Services and One-Stop Locations

Appendix A: Common System Tools

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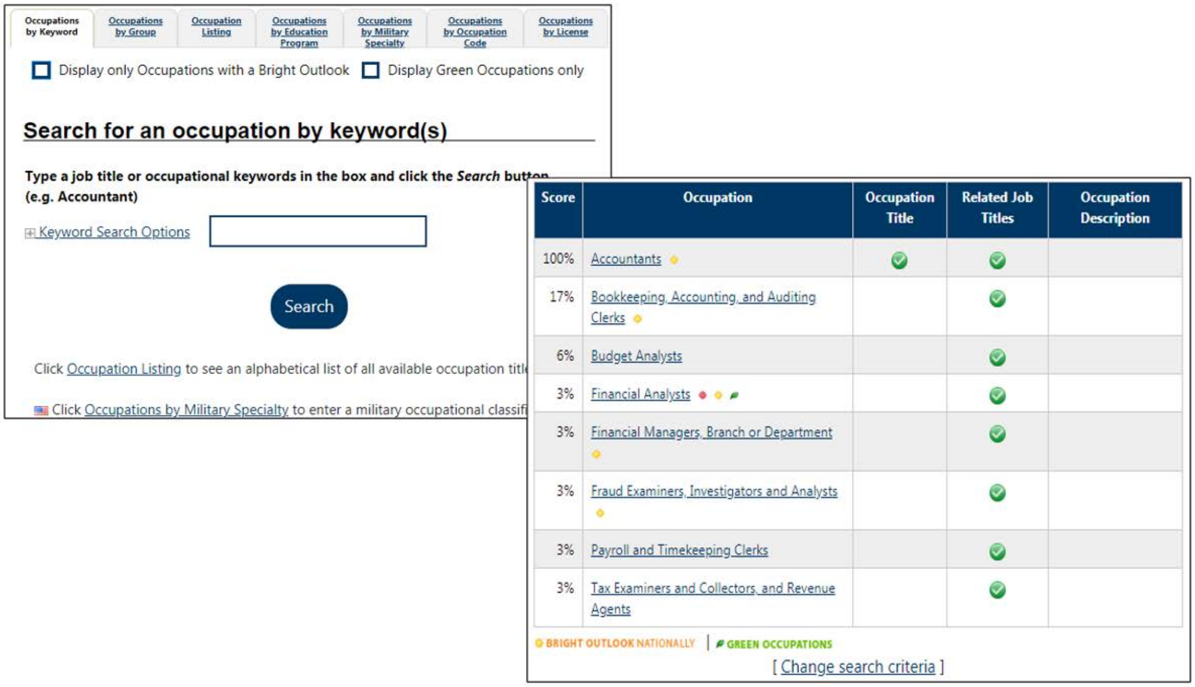
Many tasks that employers perform while using the system are used in multiple areas, for example, employers are required to select a geographic area when searching for candidates and when researching an occupation. This appendix describes some commonly used functions in the system.

Search by Keyword

Searching by keyword is used often throughout the system. Keyword searches can be used to identify an occupation or to search for a candidate, etc.

▶ **To perform a keyword search:**

1. On a search criteria page, enter a keyword into the **Keywords** text box. You can also enter part of a keyword and select from the options that display in the resulting drop-down list.
2. Click the **Search** button. The page redisplays with selections that match the keyword (see figure below).
3. Click the appropriate link to select from the results.

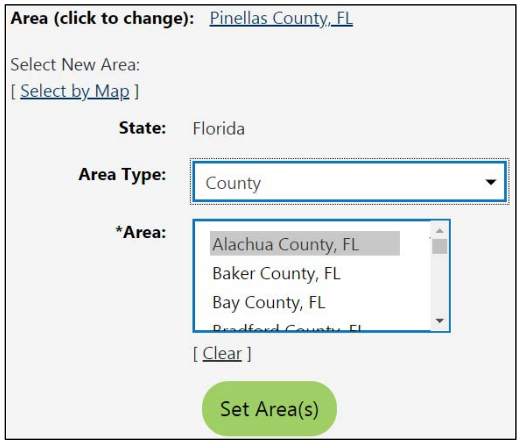


Keyword Search and Search Results Page – Occupation Example

Most Keyword Search pages include links to more search options. You can click the [+] Keyword Search Options link and/or the [+] Show Additional Search Options link to use even more search options, such as occupation group, minimum acceptable salary, or education level.

Search by Geographic Area

The system contains geographic area maps, which you can use to search for jobs, training locations, and employers within a certain area. They can also research labor market information within an area or a region.



Area Selection on Search Criteria Page

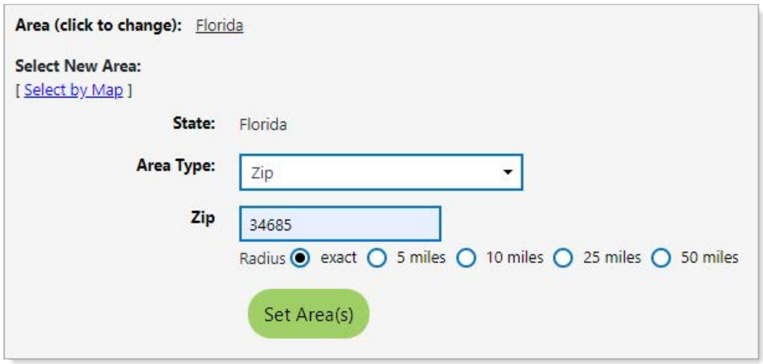
▶ **To select an area:**

1 On a search criteria page, click the default Area link to change it. In the example shown above, you would click the Pinellas County, FL link. The page expands to display two drop-down lists and the Select by Map link.

2 The first drop-down list is for area type. The second drop-down list is for selections within that area type, for example, if County is selected from the **Area Type** drop-down list, the second drop-down list allows you to select a specific county, as shown in the figure below.

Area Type Selection Lists

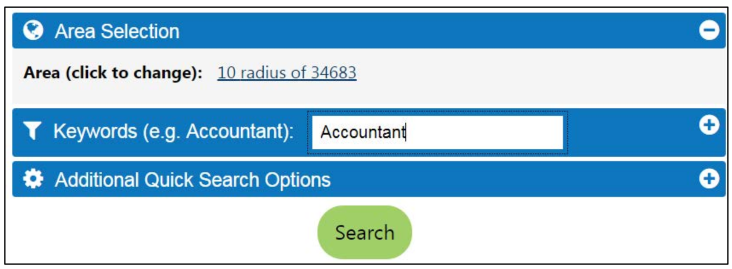
3 If Zip Code is selected from the **Area Type** drop-down list, you can then select the radius (in number of miles) from the specified zip code.



Zip Code Selection

a. After making selections from the drop-down lists, click the **Set Area(s)** button.

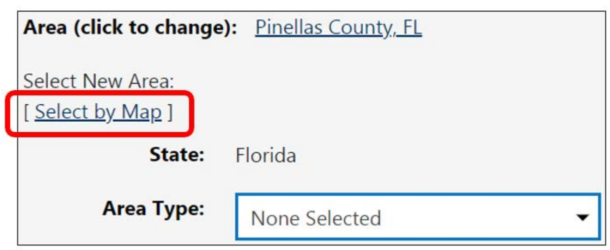
b. When the page refreshes, the new area will appear (similar to the following example).



Change Radius of a Zip Code

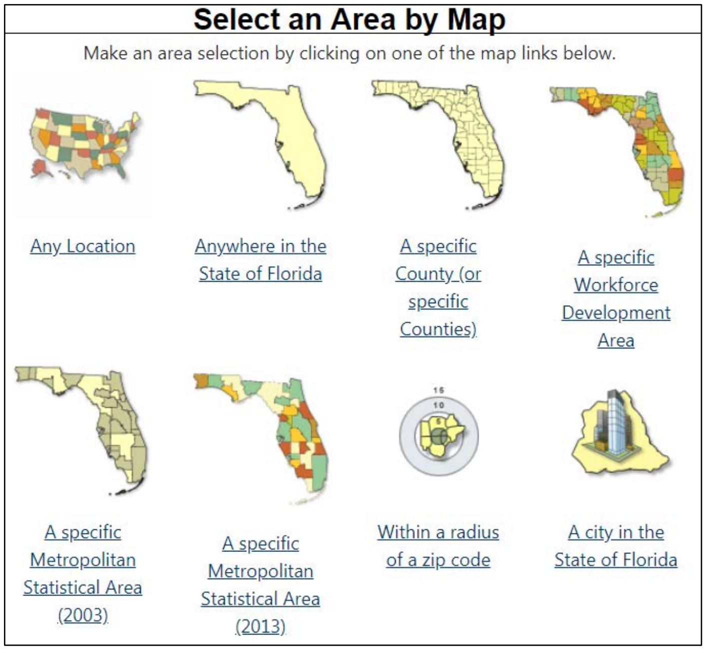
▶ **To select an area on a map:**

1 Click the Select by Map link.



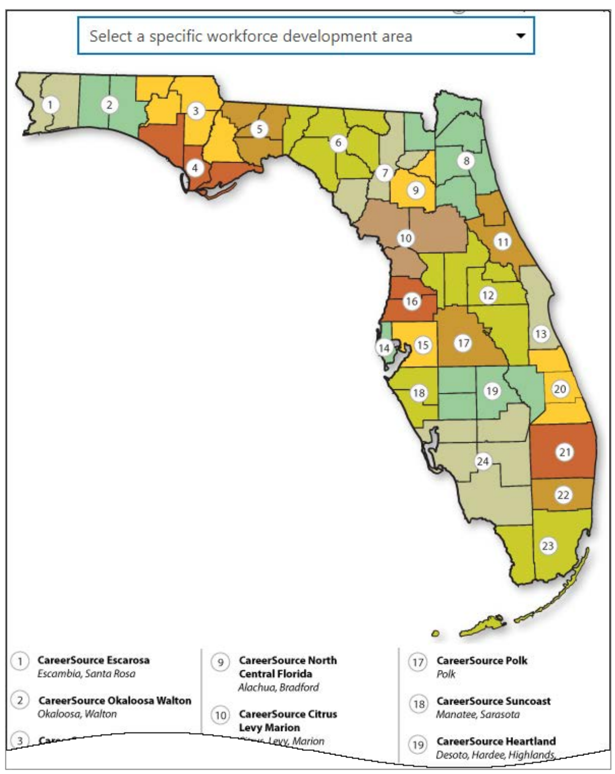
Select by Map Link

A Map page will appear, similar to the following example.



Geographic Area Selection Map Page

2 Based on the map selected on the Map page, another map selection page will display. In the example above, the entire state was selected as the search area and the map titled "A specific Workforce Development Area" was selected. A map will display that shows each Workforce Development Area in the selected area (in this case, the entire state) as shown in the figure below.



Geographic Area Selection Page

3 Click an area of the map to select it or select a drop-down list option to focus on that area.

4 The next page allows you to begin the search within the selected area.

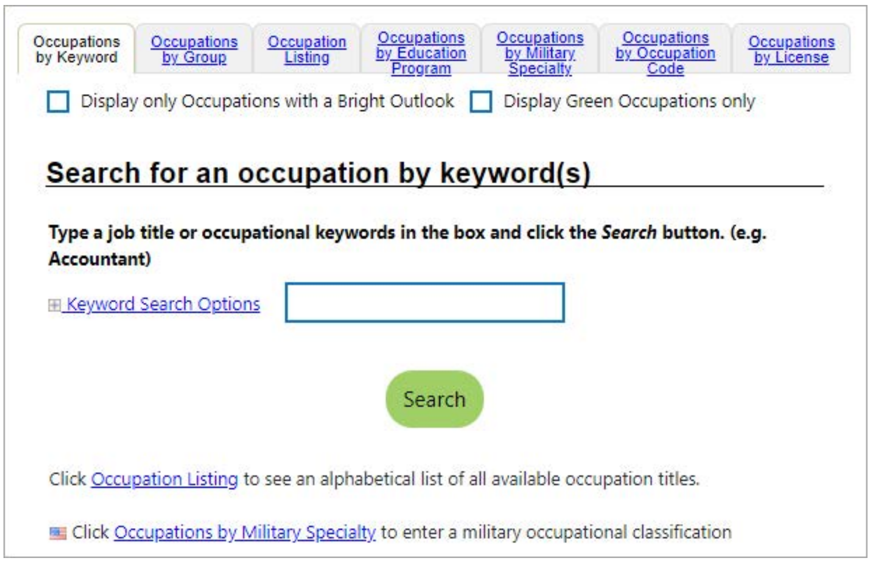
Note: *The location selected becomes the default location for later searches until a different area is selected.*

Select an Occupation

When you need to identify an occupation, such as when creating a job order, the same search options will display. You can search by multiple criteria, which are covered in the following tab sub-sections.

▶ **To select an occupation for a job order:**

1 On a job order detail page, click the Search for an occupation link. The Occupational Search tabs display in a separate window (see figure below).



Occupational Search Tabs

Most Keyword Search pages include links to more search options. You can click the [+] Keyword Search Options link and/or the [+] Show Additional Search Options link to use even more search options, such as occupation group, minimum acceptable salary, or education level.

2 Select one of the Occupation tabs to search for the appropriate occupation.

3 Select the occupation by clicking on the occupation title link on the Search Results page.

***Note**:* *When selecting an occupation, notice that certain occupations may include three different colored icons: an orange sun indicates the occupational has a high national demand for workers, or "Bright Outlook"; a red sun indicates a high statewide demand; and a green leaf indicates the occupation is a "Green Occupation." These designations are based on data from the U.S. Department of Labor.*

Colored Occupational Icons

Occupations by Keyword

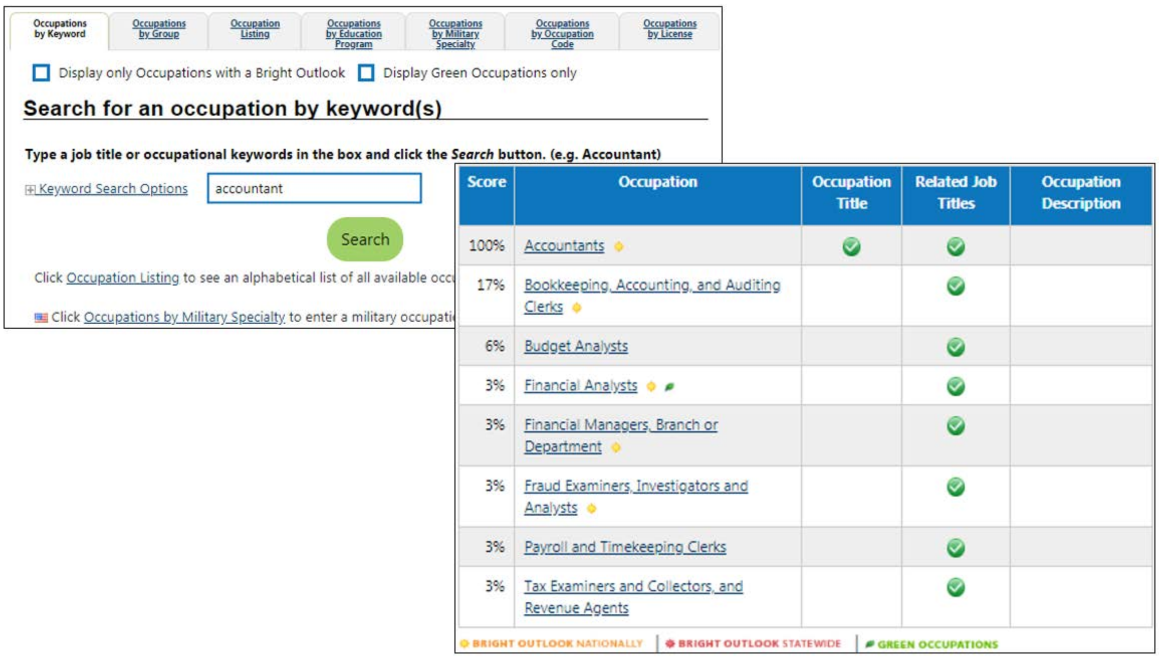
The most common way to search for an occupation is through a keyword search.

▶ **To search for an occupation by keyword:**

1 On the Occupations by Keyword tab, enter a keyword (or partial word) and then click the **Search** button (see figure below).

The Search Results page displays occupations that contain the keyword in the Occupational Information Network (O*NET) title, general occupation title, or occupation description.

2 Click the appropriate occupation title to select it. The occupation data will display on the main page in the related function (e.g., Occupation Profile).



Occupations by Keyword Search and Results Page

The Search Results page shows a green checkmark in the Occupation Title column for all occupations where the O*NET occupation title matches the keyword used. A green checkmark in the Related Job Titles column means the keyword matches the more generic job titles used for the occupations. A green checkmark in the Occupation Description column means the keyword was found in the occupation's description.

The Search Results page also displays a Score column. This percentage refers to how closely the occupation matches the keyword; the higher the percentage, the closer the match.

Occupation by Group

You can search for an occupation by O*NET occupation group.

▶ **To search for an occupation by group:**

1. On the Occupations by Group tab, expand a group by clicking an occupation group name or clicking the plus sign [+] next to the group name that most closely matches the occupation being searched.
2. Select the appropriate occupation from the expanded list. The occupation data will display on the main page in the related function (e.g., Occupation Profile).

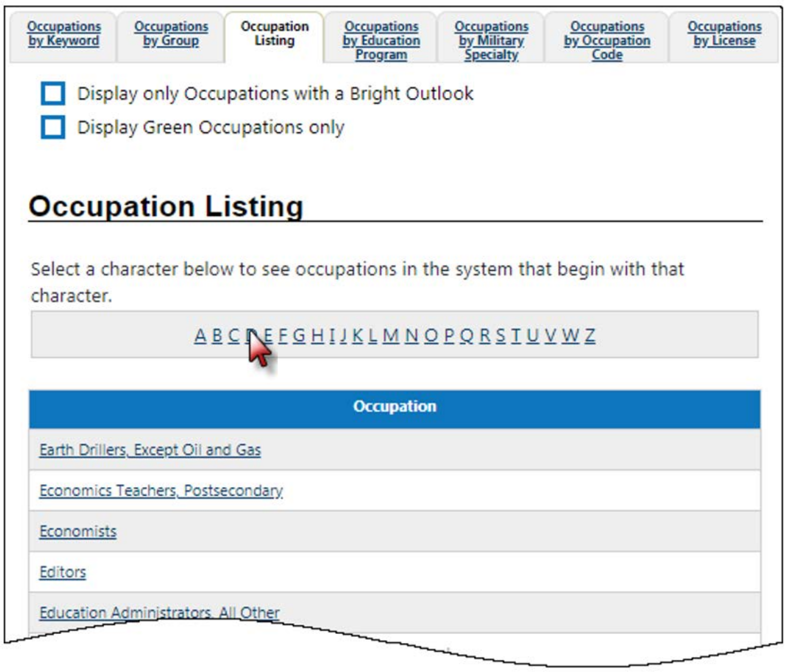
Expand Occupation Group and Expanded Occupation Group List

Occupation Listing

You can search for an occupation from a list of occupations (displayed in alphabetical order), as shown in the following example.

▶ **To select an occupation from the list:**

1. On the Occupation Listing tab, click the letter for occupations that begin with that letter.
2. Select the occupation title that most closely matches. The occupation data will display on the main page in the related function (e.g., Occupation Profile).



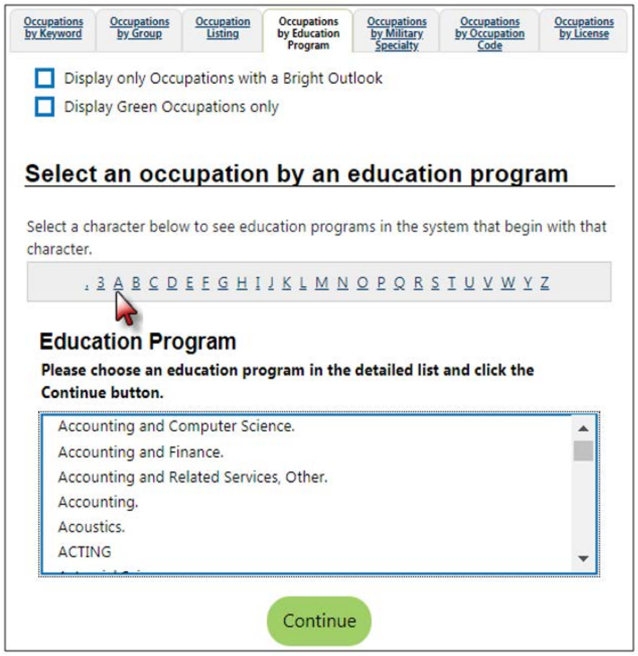
Occupation Listing Page

Occupations by Education Program

You can search for an occupation based on the educational programs that provide training for the occupation.

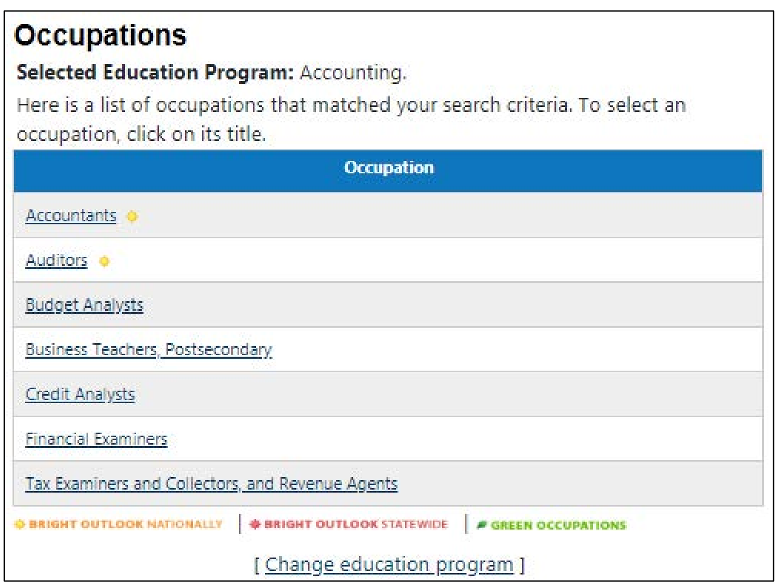
▶ **To search for an occupation by education program:**

1 On the Occupations by Education Program tab, click the first letter of the program to display a list of programs beginning with that letter.



Occupations by Education Program Page

2 Select the program from the Education Program selection list and click **Continue**.



Occupations Related to an Education Program

3 On the Search Results page, click an occupation in the list to select it. The occupation data will display on the main page in the related function (e.g., Occupation Profile).

Occupations by Military Specialty

Within the system, military occupations are matched to corresponding civilian occupations using the Military Occupational Classification (MOC) to Standard Occupational Classification (SOC) Crosswalk that was developed by the Defense Manpower Data Center. The crosswalk cross-references military occupational codes of the Army, Navy, Marine Corps, Air Force, and Coast Guard with the equivalent civilian occupation codes.

Military Occupational Classification

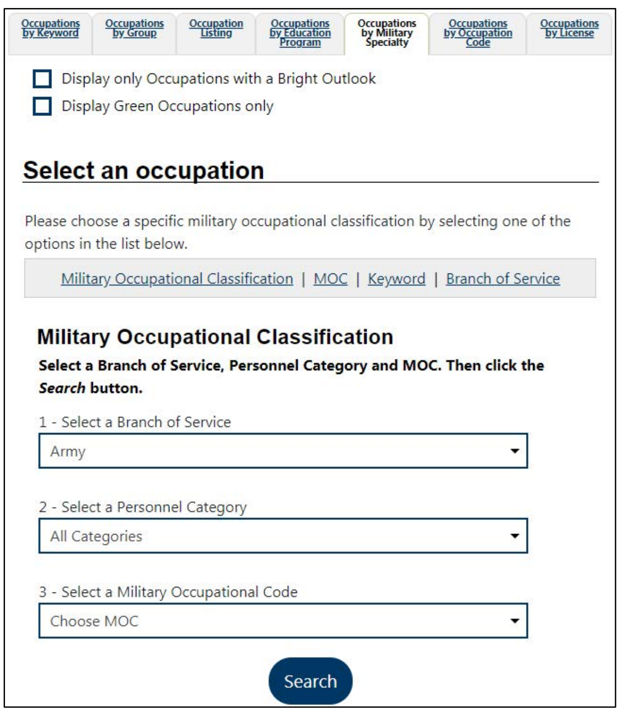
▶ **To search for an equivalent occupation by military occupational classification:**

1 On the Occupations by Military Specialty tab, select the **Branch of Service** from the corresponding drop-down list.

2 Select the **Personnel Category** from the corresponding drop-down list.

3 Select the **Military Occupation Code** (if known) from the corresponding drop-down list.

4 Click the **Search** button.



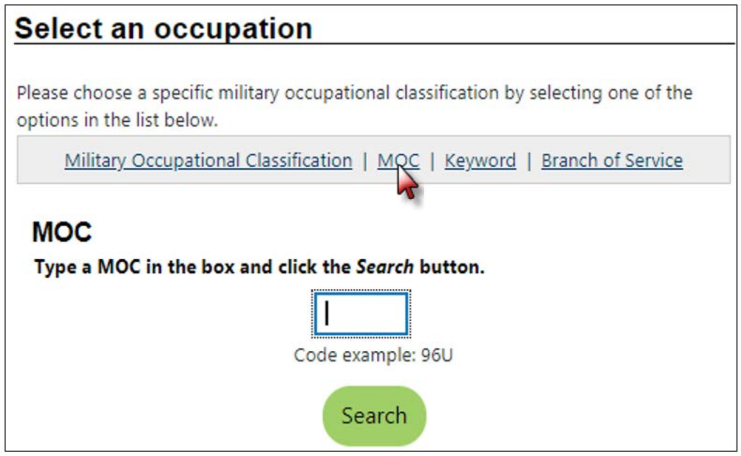
Occupation Search by Military Occupational Classification

Searches will return civilian occupations based on the equivalent military responsibilities or duties using the Military Occupation Specialties (MOS) database. You can then cross-reference the occupation to an O*NET-defined civilian occupation and continue searching with the associated skills and information for the occupation.

MOC Code

▶ **To search for an occupation by MOC Code:**

1. Click the MOC link in the Select an occupation section to search by the Military Occupational Classification code.



MOC Code Option

2. Enter the MOC code in the box provided and click the **Search** button.

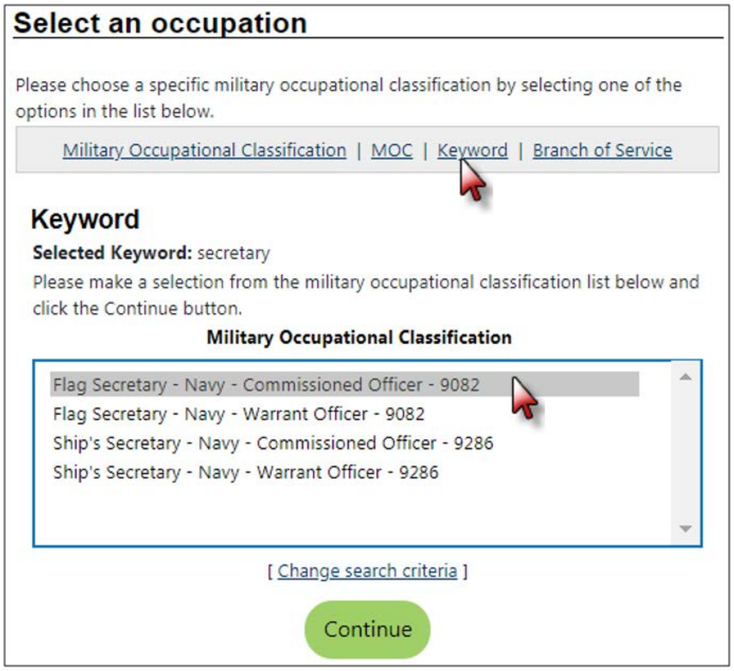
3. From the listed results, select the appropriate civilian occupation. The occupation data will display on the main page in the related function (e.g., Occupation Profile).

Occupation by Military Specialty Search - Matching Civilian Occupation

Keyword

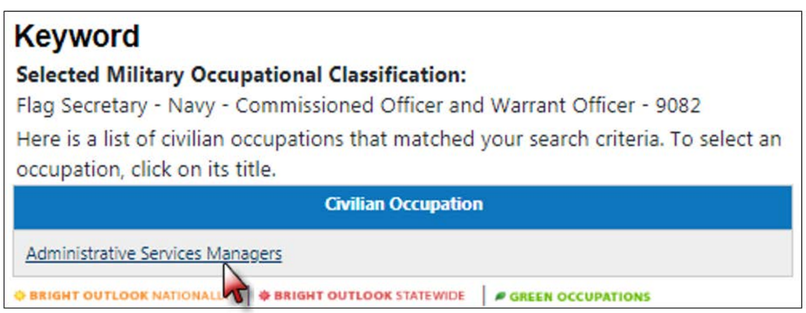
▶ **To search for an occupation by keyword:**

1. Click the Keyword link in the Select an occupation section.
2. Enter a job title or occupational keyword in the textbox and click **Search**.



Select Military Occupational Specialty

3. From the listed results, select the Military Occupation from the list and click **Continue**.



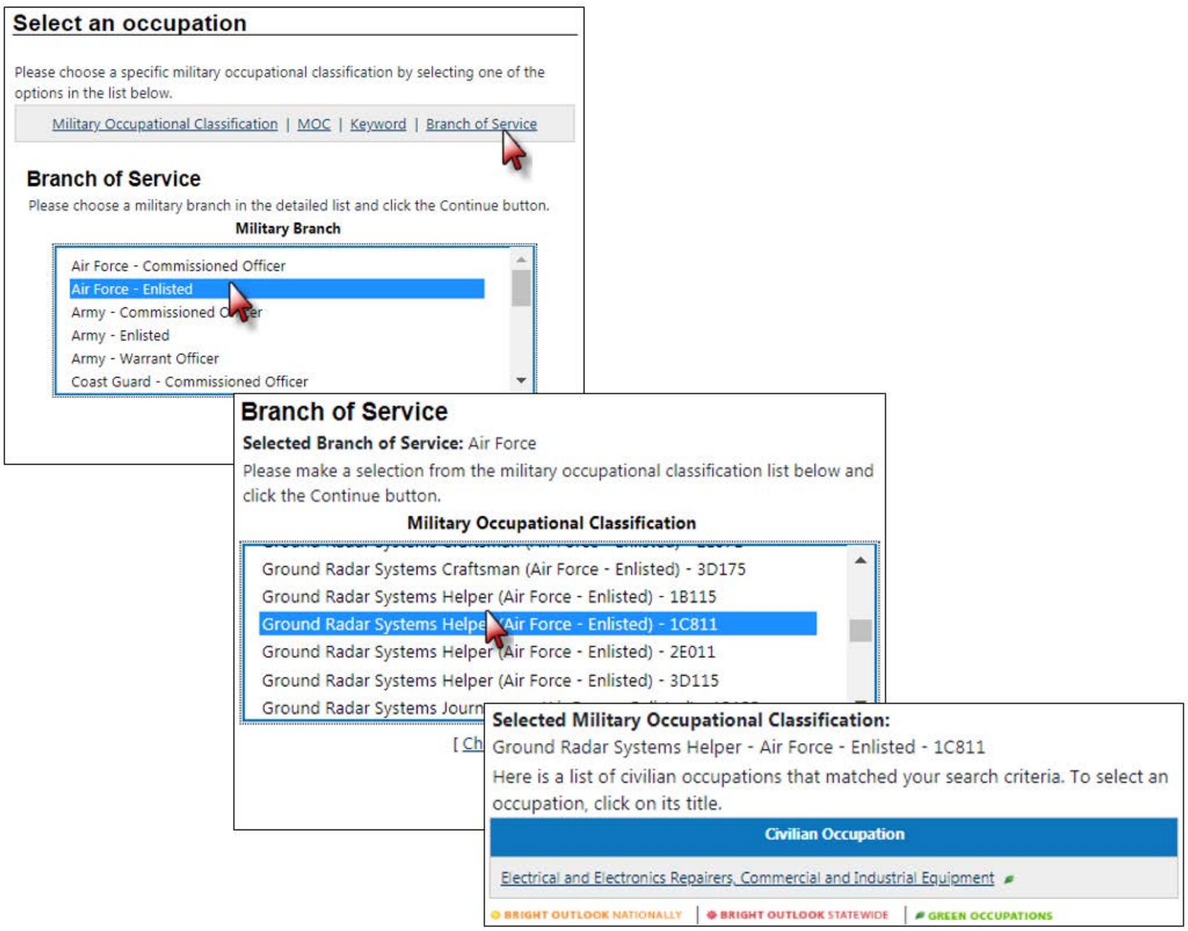
Select the Civilian Occupation

4. From the listed results, select the civilian occupation. The occupation data will display on the main page in the related function (e.g., Occupation Profile).

Branch of Service

▶ **To search for an occupation by branch of service:**

1. Click the Branch of Service link in the Select an occupation section.
2. Select a branch of the military/status (officer, enlisted, etc.) and click **Continue**.
3. From the listed results, select the Military Occupational Specialty and click **Continue**.
4. From the listed results, select the appropriate civilian occupation. The occupation data will display on the main page in the related function (e.g., Occupation Profile).



Occupation by Military Specialty – Branch of Service Search

Occupations by Occupation Code

You can search for a desired occupation by O*NET Code. The O*NET database assigns every occupation a unique code. You can enter the entire O*NET code or a partial code to search for occupations.

To search for an occupation by its O*NET code:

1. On the Occupations by Occupation Code tab, enter the O*NET Code (whole or partial) and click **Search**. The system will display a list of occupations matching the code.

*O*NET Code Search Page*

2. Select a title from the occupation list that displays. The occupation data will display on the main page in the related function (e.g., Occupation Profile).

*O*NET Occupation Selection Page*

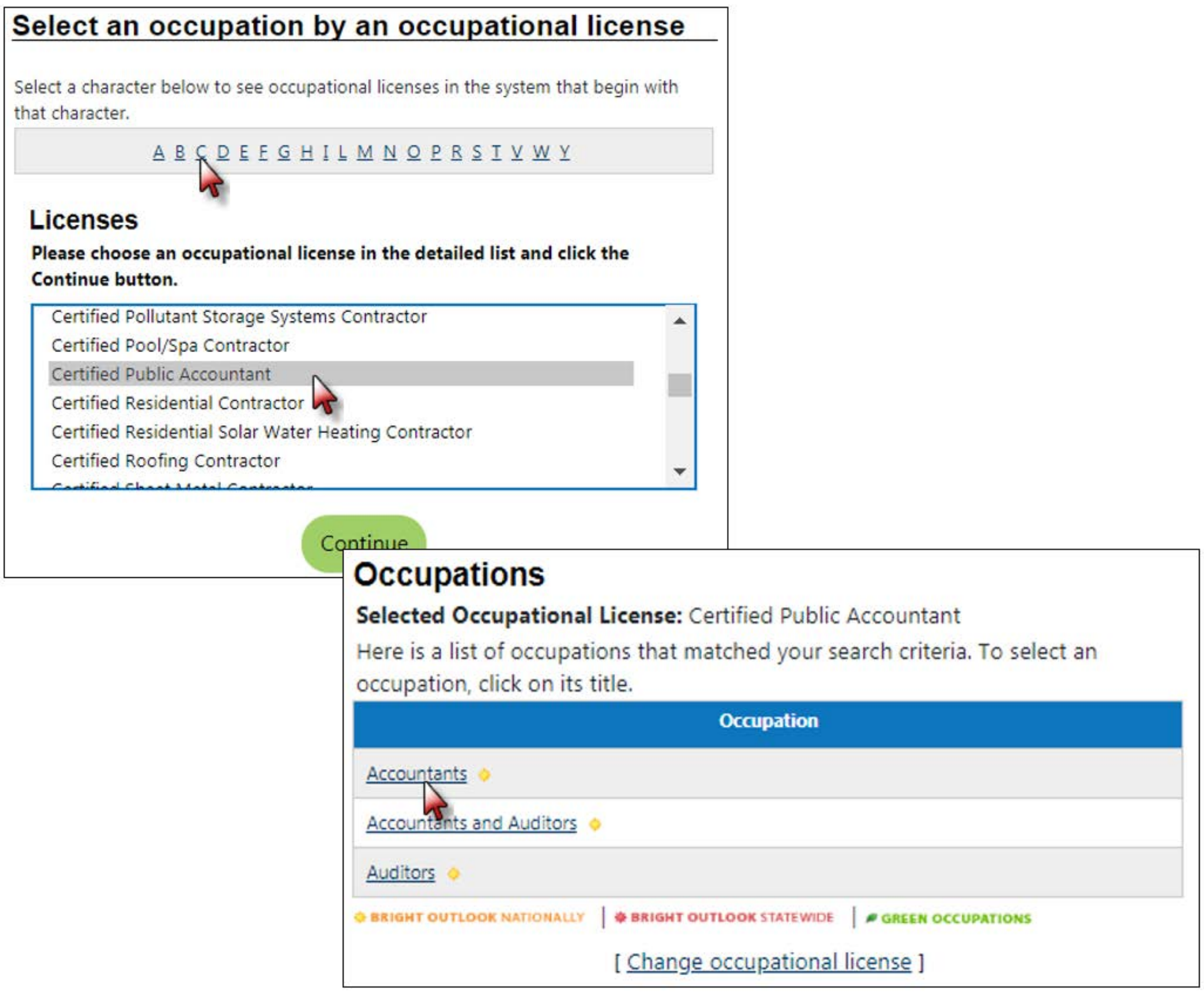
Note: *If you enter an O*NET Code for which there is more than one O*NET Occupation detail listing, (e.g., "13-2011" – the code associated with the Title "Accountants and Auditors"), you will need to pick from a list to identify the specific Occupation Title. This ensures that all of the detailed occupational profile information exists for the occupation, including details such as Nature of Work (e.g., "Tasks") or Job Requirements (e.g., "Skills Required").*

Occupations by License

Depending on the state Occupational License data supplied, your site may not include the Occupations by License tab. This tab is dependent on WID data supplied by the state, which is used to associate the state's requirements for occupational licenses to the various O*NET occupation codes.

▶ **To search for O*NET code by a license:**

1. On the Occupations by License tab, click the first character of the desired occupational license (e.g., C for CPA, L for LPN). The system will display a list of Occupation Licenses starting with that letter.
2. Select the desired license in the list and click the **Continue** button. The system will display a list of occupations matching the license.



Occupational License Search and Selection Pages

3. Select a title from the list. The occupation data will display on the main page in the related function (e.g., Occupation Profile).

Select an Industry

When employers are registering their account, the system allows them to search for a specific industry (NAICS) code. The various methods for searching for industries on the Industry Search tabs are described in the following sections.

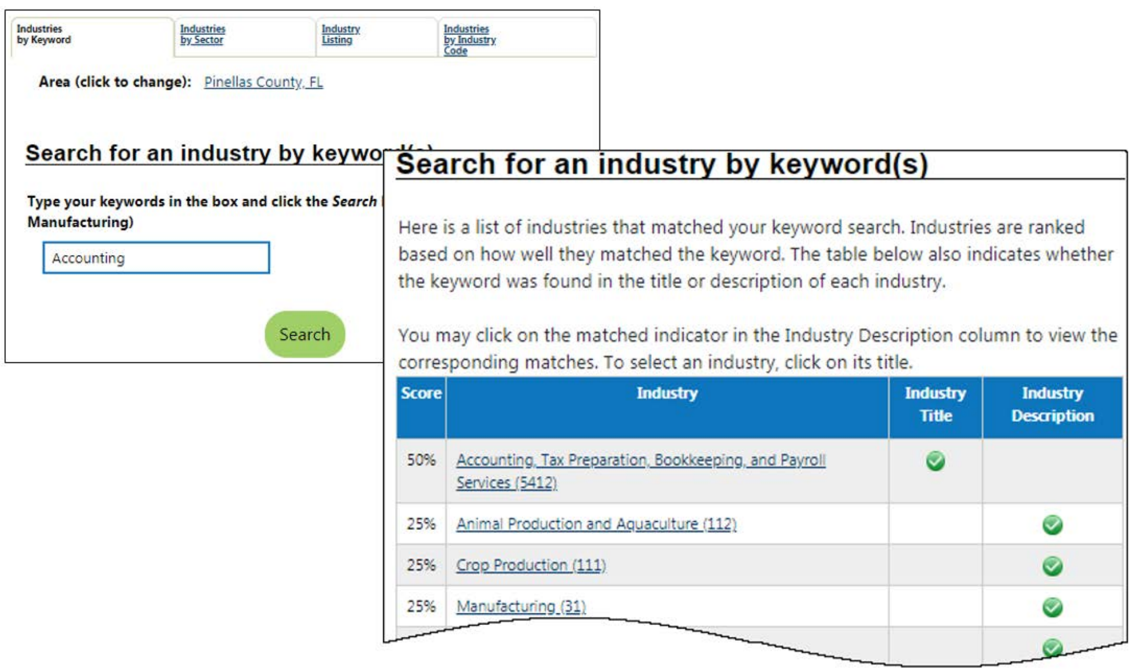
▶ **To access the Industry Search tabs any time:**

- From the left navigation menu, select **Labor Market Services** ▸ **Industry Profile**.

Industries by Keyword

▶ **To search for an industry by keyword:**

1. On the Industries by Keyword tab, type an industry keyword in the textbox and click the **Search** button. A list of industries will appear that matches the keyword search (as shown below).
2. Select the industry title that most closely matches. The industry profile data will display.



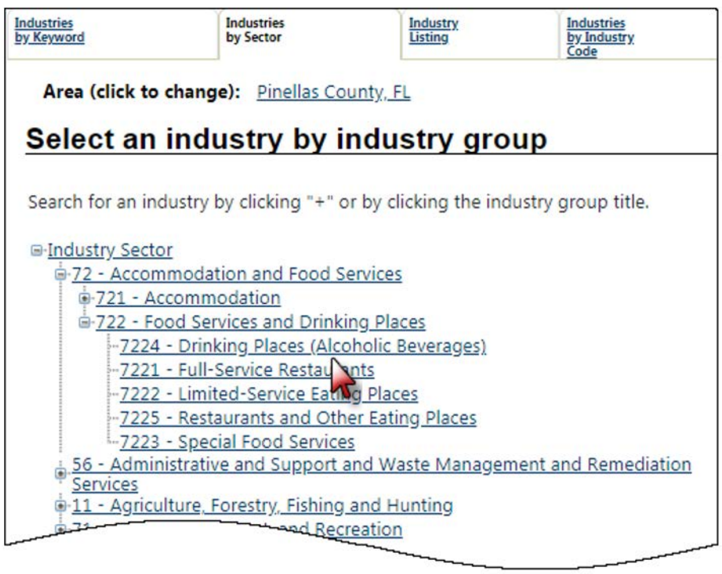
Industries by Keyword Search

Industries by Sector

You can search through industries grouped by sector.

▶ **To search for an industry by sector:**

1. On the Industries by Sector tab, click an option that most closely matches the industry. You can also click the plus sign to expand the sector list.
2. Continue expanding the list until the industry is located. Each sector level is an industry title, which is also a link. The industry profile data will display.



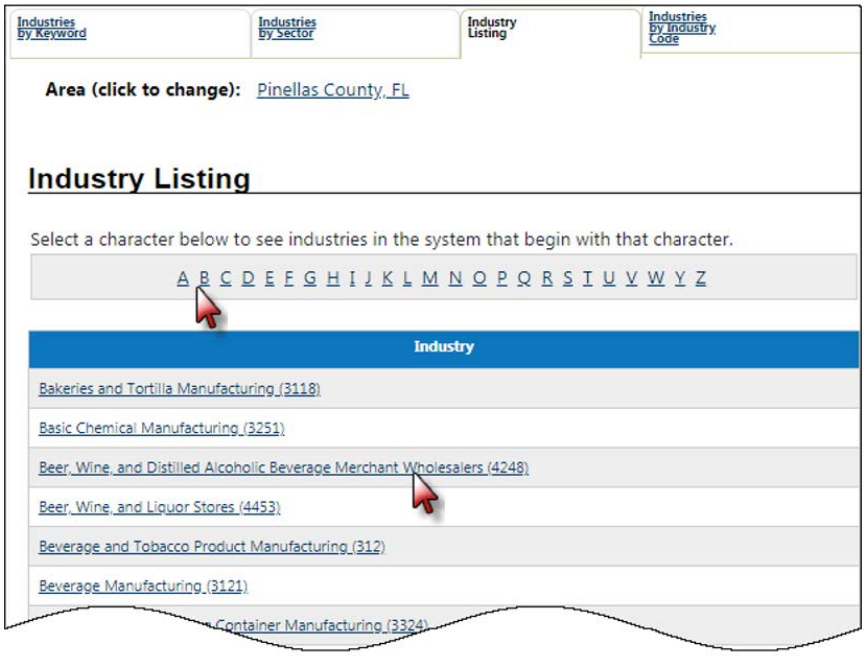
Industries by Sector Search

Industry Listing

You can search for an industry through the Industry Listing tab, which lists industries alphabetically.

▶ **To select an industry from the listing:**

1. On the Industries Listing tab, click a letter at the top of the list for industries that begin with that letter.
2. Select the industry that most closely matches. The industry profile data will display.



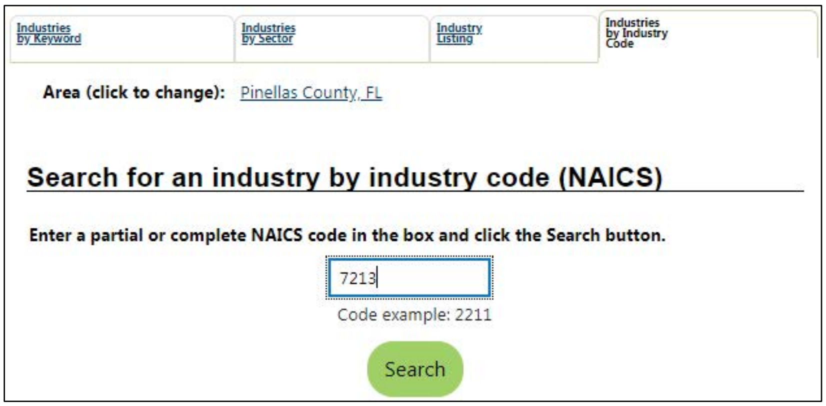
Industries by Sector Search

Industries by Industry Code

During employer registration there is a link to search for Industry NAICS code to associate a standard industry type to the company. Because registered employers are tied to a specific NAICS code, other users can search for registered employers by industry code.

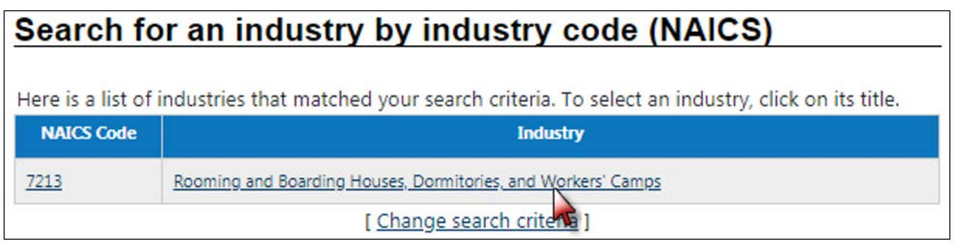
▶ **To search for an industry by industry code:**

1 On the Industries by Industry Code tab, enter the NAICS code (full or partial) and click the **Search** button.



Industry Search by Industry Code

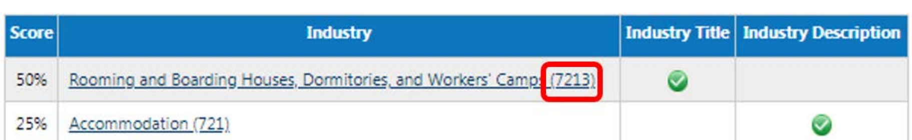
2 Select the industry from the search results list. The industry profile data will display.



Search by Industry (NAICS) Code

Determine the NAICS Code

To look up the NAICS code, use the Industries by Keyword tab or the Industries by Sector tab to find the industry title or group and its code. To use the example above, on the Industries by Keyword tab, search for ‘rooming.’ On the Search Results page, the NAICS code is displayed in the last column. See the topic “Industries by Sector” earlier in this appendix for instructions on searching by sector.

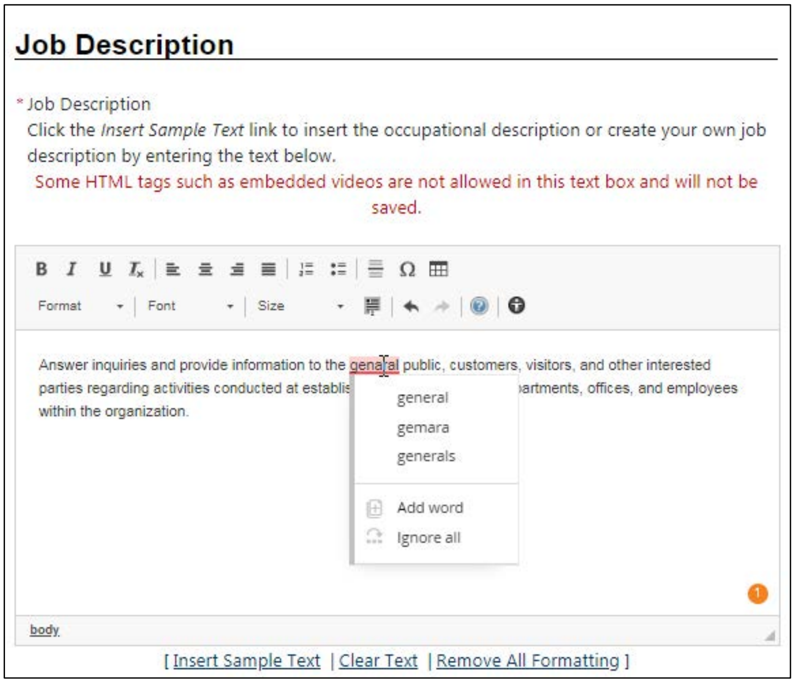


Score	Industry	Industry Title	Industry Description
50%	Rooming and Boarding Houses, Dormitories, and Workers' Camps (7213)	✔	
25%	Accommodation (721)		✔

NAICS Code Displays on the Search Results Page

Spell Check

To assist with entering text in freeform text fields, the system provides a Spell Check feature, which allows you to correct spelling errors. As you type, the Spell Check feature will indicate if a misspelling or grammar error has occurred. The checker will offer suggestions that you can select and then replace the error.

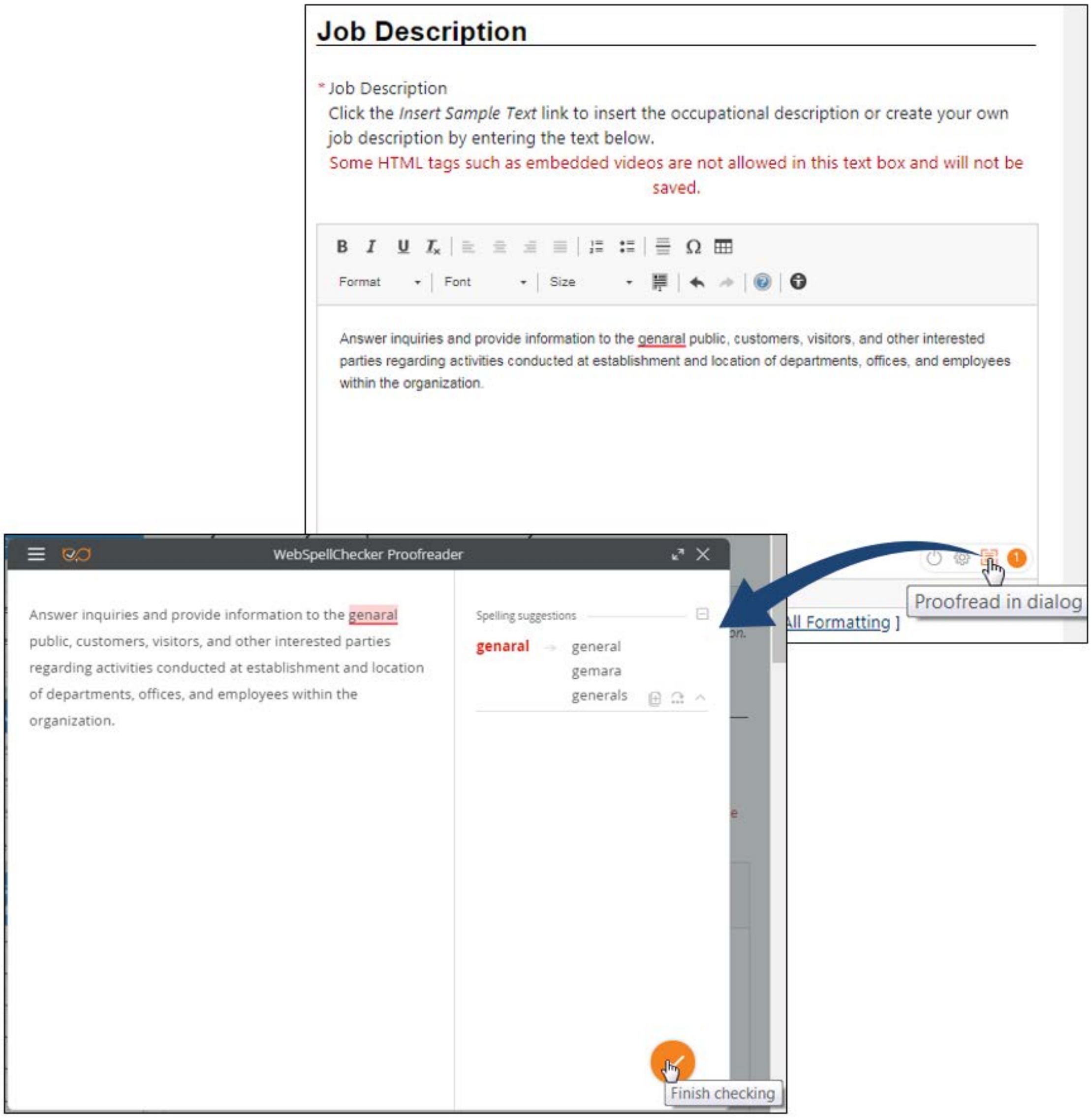


Automatic Spell Check

You can also use the Proofread in Dialog feature to correct any errors.

▶ **To use the Proofread in Dialog feature:**

1. Hover over the orange circle at the bottom right of the text field (the number in the circle indicates the number of errors in the text).
2. Click the **Proofread in dialog** icon (next to the orange circle).
3. Edit the text in the pop-up window that displays. This window will offer suggestions for editing.
4. Click the **Finish checking** icon at the bottom right of the window.

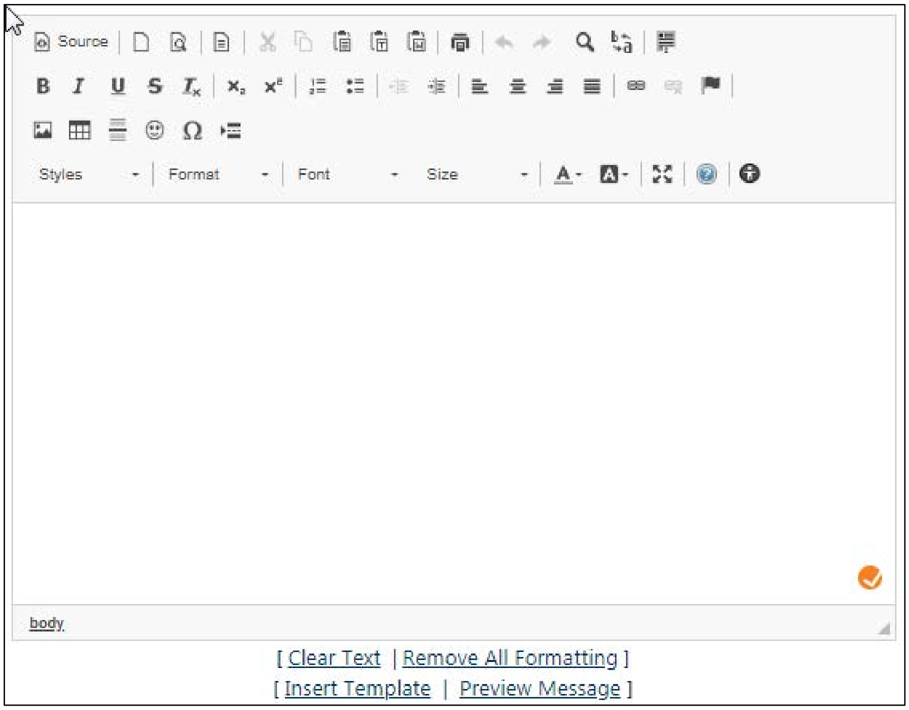


Proofread in Dialog Feature

Formatting Controls

The formatting toolbar lets you customize text in large text-entry fields, using formatting tools and icons similar to those found in standard word processing programs.

Large text fields are found in various areas of the system, such as Correspondence Templates or the Message Center.

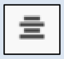
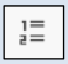
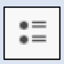
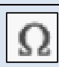


Formatting Controls

Some of the commonly used icons and their uses are described below. Some icons may not appear in the toolbar, depending on which area of the system you are currently visiting.

Note: *The formatting applies to text entered manually, copied and pasted, or inserted as a sample text entry.*

Control Icon	Control Name and Description
Format	Select from a list of pre-set text formats (e.g., *Heading 1*) to control the appearance of the selected text.
Font	Select from a list of pre-set font styles (e.g., *Tahoma*) to control the appearance of the selected text.
Size	Select from a list of pre-set font sizes (e.g., *medium*) to control the appearance of the selected text.
B	**Bold** – Changes highlighted text to **bold**
I	**Italic** – Changes highlighted text to *italics*
U	**Underline** – Underlines the highlighted text

Control Icon	Control Name and Description
	**Left Justify** – Aligns the text to the left edge (this is the default alignment until changed)
	**Center Justify** – Centers the selected text
	**Right Justify** – Aligns the text to the right edge
	**Block Justify** – Aligns the text to both the left and right edges
	**Number List** – Converts the selected text to a number list according to paragraph breaks
	**Bullet List** – Converts the selected text to a bullet list according to paragraph breaks
	**Horizontal Line** – Inserts a horizontal line *before* the insertion point's location
	**Special Character** – Inserts a special character (e.g., ®) at the insertion point
	**Text Color** – Displays a color palette to change the color of the selected text
	**Selects All Text** – Selects all text within the window
	**Undo** / **Redo** – Undoes or redoes the last formatting of text
	**Help** – Provides detailed assistance with the textboxes and formatting tools

In addition to these options, you may also choose from the following link options:

[Clear Text | Remove All Formatting]
[Insert Template | Insert Variable | Preview Message]

Link Options

Clear Text – This link removes the text displayed. Click **OK** in the pop-up window to confirm.

Remove All Formatting – This link restores the text to the default format.

Insert Template –Select a template to insert into the text field. For more information, see the topic "Creating Communication Templates" in Chapter 8 – Manage Communications.

Insert Variable – Place variables, such as Recipient's Company Name, Address, or Today's Date, into the text field, and this variable will be replaced with the actual data upon completion of the content.

Preview Message – If you are sending a message, you can preview the content you have written, as it will look when sent.

Insert Sample Text (not shown) – On some text field pages, you can place sample text into the field.

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