

<b>CareerSource Heartland</b>	
SECTION: Wagner-Peyser	PROCEDURE # G03 PAGE 1 of 4
TITLE: Job Orders	EFFECTIVE DATE: <del>7/1/2019</del> 7/1/2022
APPROVED BY:	REPLACES G03 dated <del>7/1/2019</del> 09/25/2012, 01/25/2008

**PURPOSE:**

To ensure compliance with federal, state, and local requirements in the entry of job orders into the specified database and to promote provision of quality services to all customers utilizing CareerSource Heartland (CSH) services.

**PROCEDURE:**

A Job Order is the outline of an employer's requirements for filling of vacant positions. A Job Order Form (Attachment G03-01) is completed and forwarded to the CSH Business Services Team.

**Job Order Requirements**

Job Orders are required to contain, at a minimum, the following information:

1. Businesses will employ workers who are legally authorized to work in the United States;
2. There is a currently available and non-duplicative position;
3. Minimum qualifications the worker must have in order to satisfactorily perform the duties of the position;
4. A detailed description of the work to be performed;
5. Information relating to specific hiring requirements;
6. Information about the job (pay, benefits, hours, etc.) which may affect or influence an applicant's interest or acceptance of the job offer;
7. Instructions for the referral of applicants to the employer;
8. O\*NET code that matches the job description; and
9. If from a private employment agency, the phrase "Position offered by no fee agency" must be included. NOTE: A fee cannot be charged to the job seeker.
10. The job order is verifiable through email, telephone, or online.
11. The employing entity has not yet selected a candidate to hire.

**Note: Agricultural job orders must also contain the following:**

1. Specific days and hours must be included in the job description (Example: "M-S 6:30 A.M. – 4:00 P.M. – Days and hours to be worked depend on crop and weather conditions".)
2. The job description should include data pertinent to the job (Example: "Pick oranges by hand, use up to 24-foot ladder with 1¾ bushel sack, will dump into large bins").
3. If pay is by piece rate, the job description should include: (a) the amount to be paid; (b) the unit of measurement; (c) a brief, concise description of the size or capacity of the measurement; and (d) a statement as to whether or not the agricultural employer is covered by the Fair Labor Standards Act (FLSA) or employer guarantees minimum wage (Example: "\$0.90 per 1 and 3/5 bushel, employer covered by FLSA").
4. If the employer is a Crew Leader, Farm Labor Contractor (FLC) or Farm Labor Contractor Employee (FLCE), the job order must include the crew leader's, farm labor contractor's or farm labor contractor employee's federal and state registration number

- on the job order.
5. Job description must state “Refer within commuting distance only” if the job is not regular or permanent.
  6. If the work site is different from the employer address, both addresses are needed. Job description must contain the job site location and driving directions to the job site location.
  7. Use job titles that match the O\*NET codes if possible, otherwise use the job title that the employer provides.
  8. If 4-140 days of duration are indicated on the job order, a specific estimated number of days or months must be shown. (Example: February-June depending on weather, crop, etc.).
  9. A wage rate must be specific, “depending on experience (DOE)” is not acceptable.

As information shown on job orders will be used to screen applicants for referral, the Business Representative receiving and verifying the job orders should take care to obtain and document as much information as possible to assist in identification of qualified applicants. Familiarity with specific work environments, job duties, employer specific soft skills, employer screening tools, etc. should be considered in job order development.

#### Job Order Entry

Prior to entering a job order in Employ Florida (EF), the Business Representative will need employer authorization to post the job order. Authorization includes staff obtaining one of the following:

- A completed Job Order Form submitted by the employer
- An email from the employer outlining the position’s requirements
- Employer’s authorization and requirements by phone.
  - In the event the employer provides the authorization by phone, staff should document the position’s requirements on a Job Order Form and document the employer’s authorization by entering a case note in EF.

NOTE: Should the employer be newly-registered, a Business Representative must conduct an independent verification of the employer prior to posting a job order. A case note describing the verification will need to be entered in EF. (See procedure G-09 *Employer Registrations Entered in Employ Florida by Staff, Employers and Third-Party Agents*).

Job orders received by staff must be entered in EF within one (1) business day of receipt from an employer or third-party agent.

All job orders must be entered into the state-specified database and must be written according to federal and state laws, including Equal Employment Opportunity (EEO) and Immigration and Nationality Act laws, regulations and guidance, as well as the *EF Terms and Conditions of Use*. If an employer submits an order that is substandard or contrary to the law, that order should be placed “On Hold” and called to the attention of the designated Business Representative. No further action should be taken until the issue in question is resolved.

If staff learns that duplicate positions are being posted in order to advertise a position for which a job order is about to expire, they should place those job orders “On Hold” and contact the employer to explain the process for extending existing job orders. If staff is unable to reach the employer by phone, a follow up email should be sent requesting contact within two business days and indicating the job order has been placed on hold. If the employer still does not respond, the duplicate job order must be closed with a case note detailing the reason.

Staff will not accept job orders for an employer who wants to post a job in order to build up a database of possible employees. Staff will advise the employer to contact CSH once the position has been

determined available.

### Employer Entered Job Orders

Job orders entered by employers must be reviewed and verified within one business day of posting to EF. Job orders should be reviewed for content, EEO compliance, and thoroughness. Staff must case note in EF their review to verify the job order.

To pull these orders for review:

- Go to Detailed Reports
- Go to Employer Reports
- Click on Job Order
- Go to Internal
- Click on By Employer Job Order Status
- Go to Entry Type and select Employer Entered
- Go to the bottom and select Date Range (enter the amount of days since report was last run)
- Click on Run Report
- Click on Open and Available link.

Review the job orders that have not been previously reviewed. (Printing the first page of the results and comparing it to a printed copy of the last list checked may assist in identifying which job orders are new and need to be reviewed).

Job orders posted by employers or third-party agents in EF must be reviewed and verified within one business day of posting into EF. Staff must case note their review to verify the job order.

### Third-Party Agent Job Orders

Third-party agents (TPA) are companies that post job orders on behalf of employers. These companies must obtain written consent from the employer and provide it to CSH staff. Written consent may be in the form of a letter drafted on the employer's letterhead or an email that originates directly from the employer. The written consent must authorize the TPA to post open and available positions on the employer's behalf. The written consent will be uploaded in EF or stored as a hard copy and properly documented in case notes in EF.

In addition, when a new job order is entered by a TPA, a Business Representative is required to verify the position with the employer prior to job order approval. If the Business Representative is unable to reach the employer, they may employ means such as accessing the employer's corporate website to verify the job listing. If staff is not able to verify the job order through the employer or other means within two business days, staff must close the affected job order and case note the reason for closing the job order. Staff may not close the employer's entire account due to the inability to verify a job order with an employer.

NOTE: Verification by the employer is not required if the TPA verifies the job openings as required.

The primary contact in EF must be the employer, including address and contact information. The TPA must be listed as the secondary contact.

### Recording Wages on Job Orders

CSH will not post job orders that pay less than the Florida minimum wage or pay commission only, unless minimum wage is guaranteed in accordance with federal or state law, or the employer is exempt per the Fair Labor Standards Act.

The actual wage or wage range must be listed on all job orders entered in Employ Florida. Employers who choose not to enter actual wage information must enter a minimum value of \$0.00

on the job order form. In instances where a value less than minimum wage is entered, staff will verify that the job pays at least the Florida minimum wage and document it in a case note. If it is determined that the jobseeker was hired and went to work at a higher wage, the higher wage should be entered in a case note on the hired jobseeker's placement information. In the case of multiple positions being filled on one job order, staff can enter one case note for multiple hires stating the names and wages for each hired customer.

#### Job Order Follow-Up

Designated staff members will follow up on all job orders to assure quality of service, determine job order status, determine status of referrals made, etc. Job order follow up must occur at least monthly unless otherwise requested by an employer and documented in EF case notes. All follow ups must be documented in the database case notes, with additional computer screens completed as appropriate (i.e. status of order (open, hold), status of applicants referred, update to number of referrals, etc.). If an employer expresses dissatisfaction with the quality of referrals being sent, efforts should be made to further clarify the employer's needs and the job order details should be revised as needed.

It is understood when a job order is entered by staff that there has been contact with the employer. It is expected that a positive relationship has been established and that the employer understands the follow-up requirements. If, after three attempts at follow-up, staff is unable to obtain the mandated follow-up information, the job order will be closed, and staff will then enter a case note outlining the outcome.

#### Labor Disputes in Progress

If at any point, CSH staff become aware of a strike or labor dispute, a Business Representative must contact the employer to verify if the work stoppage affects any open job order. If an open job order is affected, no referrals will be made to the job order. A case note should be entered detailing the effects on the job order, if any, other pertinent information, the name/title of person spoke to and the date of contact. Written notice must be provided to all applicants referred to jobs not at issue in the labor dispute that a labor dispute exists in the employing establishment and that the job to which the applicant is being referred is not at issue in the dispute. CSH shall resume full job referral services after notification and verification with the employer/worker's representative(s), that the labor dispute has ended.

#### Nondiscrimination Requirement

CSH will not post job orders that discriminate against individuals based on race, color, religion, gender, pregnancy, national origin, age, handicap, or marital status, except where the state requirement is a bona fide occupational qualification (BFOQ) pursuant to U.S.C. 2000(e)-2(e), 29 CFR 1604, 1605, 1606, and 1625, and Chapter 760 Florida Statutes. If an employer claims a BFOQ, staff should advise their supervisor prior to listing the job order. BFOQ status will be documented in the job order's case notes.

#### Availability to Migrant and Seasonal Farmworkers (MSFWs)

CSH staff will provide assistance to MSFWs to access job order information easily and efficiently. Assistance will be provided in their native language, whenever requested or necessary.

#### Agricultural Recruitment System (ARS)

CSH staff will refer employers wanting to list job orders pursuant to the ARS to Department of Economic Opportunity for job order posting.

#### Job Order Retention

Job order records will be maintained for three years with an electronic copy uploaded to the Job Orders Folder in the "S" Shared Drive. Job Orders will be filed by program year with file name to include Job Order Number and Employer Name.

(Ex. File Name: PY7.1.22-6.30.23, Document Name: 11934567 CityofAvonPark)

~~Job order records will be maintained for three years either by electronic copy uploaded to the employer's account in EF, or by hard copy maintained in a job order file.~~