

IowaWORKS Employer Services Guide

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Introduction

IowaWORKS provides employers with tools to evaluate job seeker skills and profiles, and to locate qualified workers for entry-level or highly skilled positions.

Registered employers can:

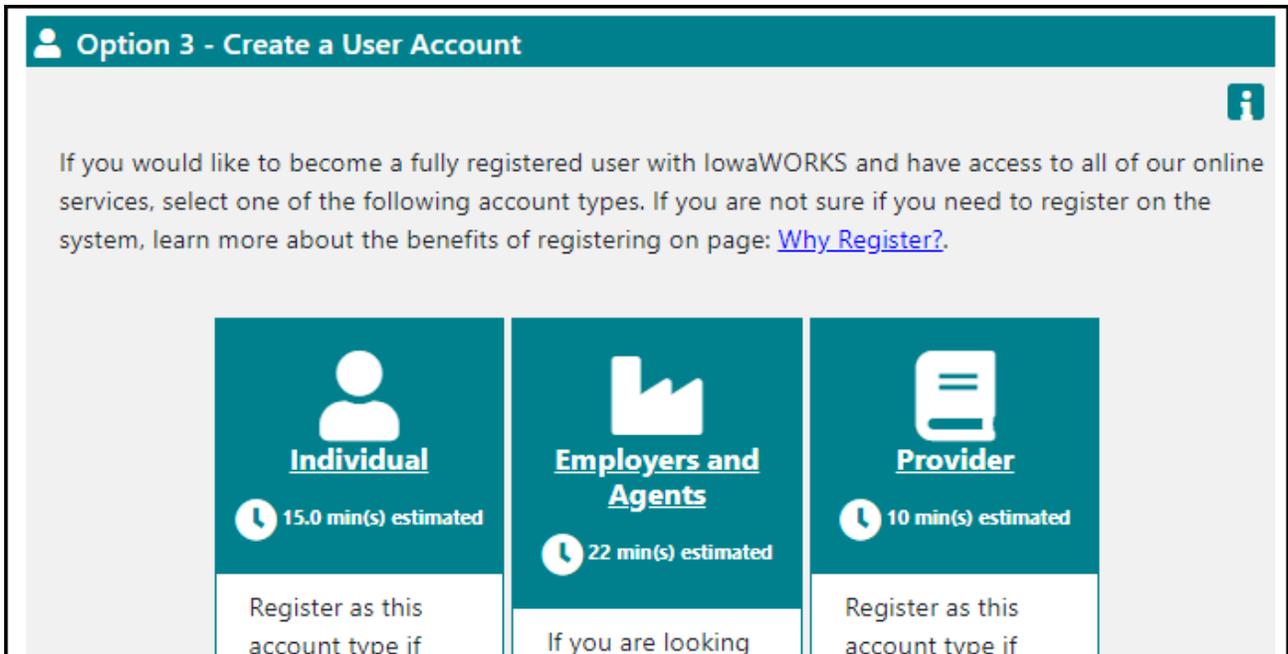
- **Post job openings** – Use the online job order system to enter a complete job description and define required job skills.
- **Find candidates and review résumés** – Use search tools to locate and review posted résumés of qualified candidates.
- **Create and store résumé searches** – Schedule a weekly or daily automated search for candidates and receive immediate notification of hits.
- **Evaluate Applicants** – See how applicants match up to job order requirements. Assign ratings, send messages, and keep notes.
- **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.

Employer Registration

Employers may register in IowaWORKS by clicking **Not Registered Yet?** on the homepage. Under **Option 3-Create a User Account** select **Employers and Agents**. The **Employer Agreement** will display. Employers will need to agree with the terms and conditions in order to move forward.



Next select if you are a **Direct Representative of your Organization** or **Third Party Agent (TPA)** (see TPA Registration for Recruitment). Direct Representatives will then need to specify the functionality needed – **Recruiting** and/or **WOTC Services**.



The system will walk you through the rest of the registration process. The red asterisk (*) indicates required fields. The final page of the registration process contains a notice regarding federal laws, regulation and policies. Click **Next** to confirm you have read and understand the notice.

Use the **Next** and **Back** buttons displayed at the bottom of each page. Using the Back and Forward buttons on your browser may delay navigation, and may not save the data entered on the current page.

If there are any questions, clicking the blue i (i) at the top of the section will display a pop-up box with help text.

TPA Registration for Recruitment

Third Party Agents (TPA) representing one or more employers (who are already registered in IowaWORKS) can register to conduct recruitment activities on behalf of their client/s.

The registration process is:

1. TPA completes a registration as a TPA. The registration is similar to the Employer registration, but the agent must select **Third Party Agents**.
2. An IowaWORKS Center staff member must add the NAICS code, number of employees, etc., before the TPA is fully registered.
3. For each employer the TPA selects, the IowaWORKS system will send a request notification to the employer.
4. Employers review the TPA request, activate, or not, the relationship and define the agent's access privileges.
5. Based on the privileges granted by the employer, TPAs perform recruiting tasks on behalf of the employer.
6. At any time, either party can choose to deactivate the relationship.

Agents Complete a Registration as a TPA

To complete a registration:

1. From the IowaWORKS homepage click **Not Registered Yet?**
2. Under **Option 3-Create a User Account**, click **Employer**.
3. Select **Third Party Agents**.
4. The system will walk you through the registration process.

TPA Requests to Represent an Employer

The last step of registration is to add at least one employer the TPA wants to represent.

1. Use the search feature to find at least one employer.
 - a. Enter the search criteria
 - b. Click **Find Employer**
 - c. Click the box for the employers you want to select
 - d. Click the Select link below the results.

The **Representing Employers** tab will display with the added employer. For each employer the TPA selects, IowaWORKS will send a request notification to the employer.

IowaWORKS Center Staff adds Company Info

The IowaWORKS system will notify staff to assist the agent in adding the NAICS code, number of employees, public or private employer, etc. After staff save this information, the TPA will be fully registered.

Employers Activate TPAs

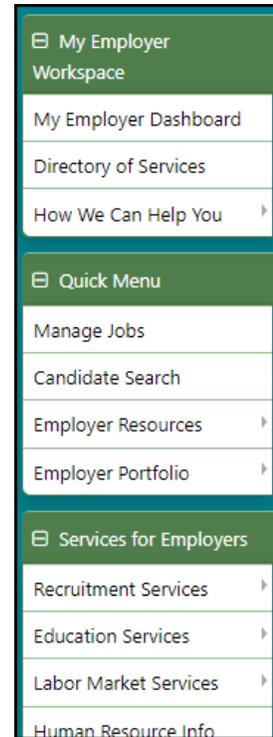
Each employer selected by a TPA will receive a request notification. The employer will need to review the agent, activate the relationship and determine the TPA's access privileges.

Navigation Features

IowaWORKS offers several options for navigating the system. You may use a combination of navigation methods, depending on where you are in the system.

Consider the following navigation methods when you want to:

- Work quickly with direct access to regular activities.
 - **Quick Menu** and other Navigation menus
 - **Employer Portfolio** with access to main folders and tabs
 - **How Can We Help You** screens have in-context links
- Review account activity before deciding on the next task:
 - **My Employer Dashboard and widgets** that summarize activity
 - **How Can We Help You** screens summarize activity
- Explore new features and learn how to make best use of the system:
 - **Directory of Services** shows menus with descriptive text
 - **How Can We Help You** screens provide suggestions for next steps



My Employer Workspace

The **My Employer Workspace** menu includes three starting points for all navigation in the system. When the menu is open, each displays as a tab, as well as a menu option.

My Employer Dashboard – Designed to be the primary workspace for employers, the Employer Dashboard is accessible from any location in the system. The dashboard displays customizable widgets summarizing recent activity and providing links to complete information.

Directory of Services – Displays the navigation menus and includes a description of each link.

How We Can Help You – Displays a menu of quick links to access data in IowaWORKS.

Retrieve Username and/or Password

If you do not remember your username and/or password, you can still access your account. You can reset your password and/or retrieve your username after providing security information for your account.



Forgot Password:

1. On the IowaWORKS homepage, click **Forgot Username and/or Password**.
2. Click **Retrieve Password**.
 - a. Enter your username.
 - b. Enter account information such as ZIP code and phone number.
 - c. Respond to the security question you selected during the registration process.
 - d. Reset your password.
 - e. After entering and confirming your new password, click Save to log in.

Forgot Username:

1. On the IowaWORKS homepage, click **Forgot Username and/or Password**.
2. Click **Retrieve Username**.
 - a. Select the account type and click **Next**.
 - b. On the **Contact Staff** page, complete the email and click Send.
 - c. You will see a message confirming the email has been sent. IowaWORKS Center staff will contact you to reset your account.

Forgot Username and Password:

1. On the IowaWORKS homepage, click **Forgot Username and/or Password**.
2. Click **Retrieve Username**.
3. Click **Retrieve Both**.
4. Select the account type and click **Next**.
5. On the **Contact Staff** page, complete the email and click **Send**.
6. You will see a message confirming the email has been sent. IowaWORKS Center staff will contact you to reset your account.

Creating and Managing Job Orders

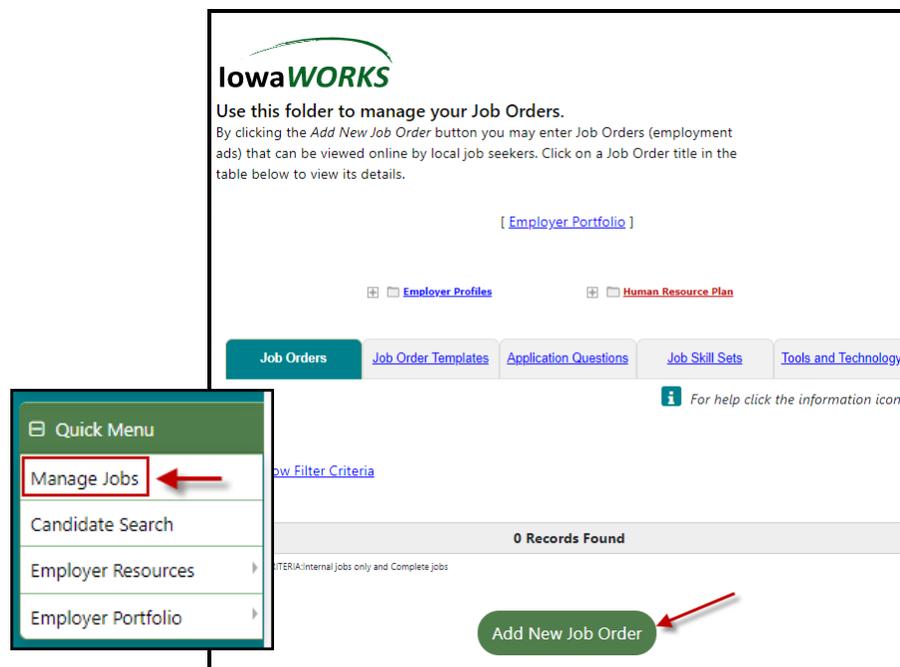
Create a Job Order

There are a couple of ways to enter a job order into IowaWORKS. Each method offers unique advantages, building on an existing job order and/or job order templates stored in the system. Select a method based on current needs and exiting job order records.

For newly registered employers, IowaWORKS Center staff must verify your company before making job orders visible to job seekers.

Manual Entry Job Order

From the **Quick Menu**, click **Manage Jobs** and then on the **Job Orders** tab.



To complete a job order using either the Basic or Custom job order wizard:

1. Click **Add New Job Order** on the **Job Orders** tab.
2. Select either **Manual Entry Basic Job Order** or **Manual Entry Custom Job Order**.
3. The job order wizard presents each step with clear instruction and numbering so you know how to proceed and your progress through the wizard.
4. Complete each page, using the **Next** button to advance. If needed, use the **Exit Wizard** link if more information or time is needed. Current progress will be saved and you will be able to begin where you left off. The partial job order will be saved for 30 days.
5. After completing the job order wizard, you may return to any of the screens to review and make revisions.

To watch a training video on creating a job order, click **Other Services > Learning Center**. Under **Employer Courses**, view **Post a Job**.

Copy an Existing Job Order

When adding a new job order, it may be easier to copy an existing job order and make modifications. By starting with an existing job order, you will not need to re-enter the same job order details twice.

To create a new job order from an existing job order, on the **Job Orders** tab select the job order you want to copy. Under **Action**, click **Copy**.

#	Job Title	Employer Job Status	On-line Status	System Status	Created	Inactive After	Views	Applicants	Action	Select
555	Bakery Worker	Open and available	on-line	Open and available	5/17/2019	7/16/2019	0	0	Copy Edit Delete Search by Job Criteria	<input type="checkbox"/>

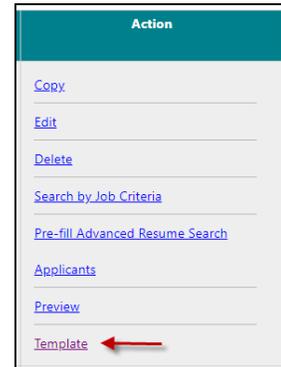
Under **Copy job options**, select either **Copy job as is (exact copy)** or **Copy job with advanced options**. Review the job order information and edit as needed. When done, click **Return to Job Orders**. The job order now will be listed on the **Job Orders** tab.

Create a Job Order Template from Existing Job Order

When entering multiple job orders, a template ensures consistency over time and can be a timesaving tool.

From the **Job Orders** tab select the job order for which you want to **Create a template**. Under **Action**, click **Template**. On the **Create a new job order template** page, enter the **Template Name** and indicate whether or not benefits are available for this position. Click **Save**.

To create a **Job Order Template** using the wizard, on the **Job Order Templates** tab, click **Create New Job Order Template**. Enter a template name and then complete the wizard. After completing the wizard, you may review or modify any of the screens.



Mass Job Orders Import

Job orders also may be entered by uploading an external file containing multiple jobs in a specified file format. During the import process, the IowaWORKS system verifies the data is in the correct format and indicates the number of records successfully uploaded. When the upload is complete the jobs will be available on the **Job Orders** tab.

To Mass Import Job Orders:

The screenshot displays the 'Job Order Templates' interface. At the top, there are navigation tabs: 'Job Orders', 'Job Order Templates' (selected), 'Application Questions', 'Job Skill Sets', and 'Tools and Technology'. Below the tabs, the page title is 'Job Order Templates'. A help icon with the text 'For help click the information icon.' is present. The main content area is titled 'Templates for Employer: Cupcake World'. It contains a table with the following structure:

Template Name	Action
Bakery Worker	Edit Create Job From Template Delete

Below the table is a green button labeled 'Create New Job Order Template'. Underneath is a section titled 'Mass Job Order Import Templates'. It features a link 'Download Excel Import Template' with a red arrow pointing to it. Below this link is the text: 'Please use the links below to view information you may need to create the Job Order file:'. There are several informational links: 'View location/worksites and Contacts', 'View Occupation Codes', 'View Special Categories', 'View Minimum Education Requirements', 'View Driver's License Certifications', and 'View Driver's License Endorsements'. At the bottom of this section is a green button labeled 'Import Job Orders'.

1. On the **Job Orders Templates** tab (**Quick Menu > Manage Jobs > Job Order Templates**) click the **Download Excel Import Template** and save to your computer.
 - a. Be sure to click **Enable Content** located in the Excel document to enable the data entry features of the document.
 - b. Begin entering job order data following the worksheet instructions on the About tab.
2. When the Excel template has been completed, click **Import Job Orders**.
3. Complete the import wizard and include the file to be imported, click **Upload**.
4. Review the confirmation message. If the file contained errors, a complete explanation will be provided so necessary revisions can be made.

Review/Modify Job Orders

When reviewing a job order, you can return to each job order section and edit entries as necessary.

To open the job order details page, click on the **Job Title** link on the **Job Orders** tab (or click **Edit** in the **Action** column).

The **Job Order Details** page includes all the current settings for the job order with the ability to edit information as needed. The following may be edited:

- Job Title and Occupation
- Location/Work Site of this Job
- Contact Person for this Job
- Job Order Information to be Displayed Online
- Job Details
- Skills
- Other Skills
- Hiring Requirements
- Specialized Requirements
- Minimum Education, Experience & Age Requirements
- Transportation Requirements
- Compensation and Hours
- Benefits Offered
- Job Application Methods Accepted
- Job Applicant Information Needed
- Application Question Set
- Applicant Notification Method
- Job Order Upload Options
- Other Information

Locate a Specific Job Order

To locate a specific job order, use the enhanced sort and filter functionality on the **Job Orders** tab.

- **Sort:** Click on a column heading to resort the list of job orders. Click it again to reverse the order.
- **Filter:** Use **Show Filter Criteria** to limit the records displayed. Click the **Filter** link to refresh the list to match the entered criteria.

Update Status or Thresholds

Employers can review job order activity and evaluate whether to modify a job order. For example, if a job order has reached the maximum number of applicants, that number may be increased. If the job order has been filled, the job order status may need to be updated.

To update the job order status or number of applicants:

1. Locate the job order on the **Job Orders** tab. Click the **Open and available** link. (It may also display **Position No Longer Available** or **Position Filled**.)
2. To update the **Employer Status**, select a new status from the drop-down list. Click **Save**. The **Staff Status** field will update to match the updated **Employer Job Status**. The **Staff Status** controls whether the job displays online or not.
3. Click **Positions Available** and enter the new value. Click **Save**.
4. To update the maximum number of applicants, click **Number of Applicants Requested** and enter the new value. Click **Save**.

A job order will no longer display online if:

1. The **Last Date** setting has passed and the job order has expired.
2. The **Maximum Applicants** setting has been met.
3. The **Maximum Position** has been met.
4. Employer access has been revoked by IowaWORKS Center staff.

Manage Recruitment

To access the recruitment tabs, select **Services for Employers > Recruitment Services > Manage Job Applicants**.

Tab Name	Key Features
Job Applicants	Review applicants who applied for job openings you have posted on the system.
Favorite Candidates	Review the list of résumés you have reviewed and designated as favorites.
Virtual Recruiter	Review automated Virtual Recruiter résumé searches.

Review Job Applicants

IowaWORKS provides tools to contact individuals, evaluate skills and assign ratings.

The **Job Applicants** tab will display all applicants by job order. When a job order is selected from the drop-down, the table will refresh to display all applicants for that job. After selecting a job order, the following functions are available:

- Use the **Show Filter Criteria** option to filter by applicant value.
- Switch between **Summary** and **Detailed** to expand or reduce the information displayed in the table.
- Use the **Applicant Name** or **Details** to view complete information about the applicant.
- Use the **Job Order Title** to view the job order associated with the applicant
- Click **Résumé** to view the applicant's résumé in a separate browser window.
- Click **Rating** to assign or modify a rating to one or more applicants. If a rating has not been assigned, the link will read **Not Rated**.
- Use these actions in the **Select** column for one or more applicants:
 - **Contact** – open a blank message addressed to all selected applicants
 - **Rate** – enter the same rating for all selected applicants
 - **Status** – update the status of all selected applicants
 - **Print** – select Print Options that will apply to all selected applicants
 - **Map** – view a map showing the locations of all selected applicants, as well as the job site location

Job Applicants Details – When click **Applicant Name** or **Details** on the **Job Applicants** tab, details of the job applicant will be displays with the Job Order title for reference.

- Use the arrows at the bottom of the page to scroll through all applicants for the job order.

Contact Options

The **Contact Information** tab displays the applicant's name, address and phone number. Please know applicants have the option to withhold certain contact information.

Email Applicants

To send an applicant a message:

1. Click one of the contact links, e.g. **Send this Individual a Message**.
2. On the message page, verify the recipient/s and delivery method are correct.
3. When contacting applicant references, their names will display for selection.
4. Enter a subject for the email. In some cases, the subject will prepopulate, but you may edit it as needed.
5. After the email message has been entered, click **Send**.
6. Click **Return to Candidate Results** to return to the search results screen.

Applicant Skills

The **Skills** tab allows for the comparison of skills required for the job and the skills of the applicant. The IowaWORKS system pulls the applicant's skills from the work history and background information. Applicants may customize their skills list or use the standard skills associated with the selected occupation.

- By default the system will display the skills associated with the occupation. You may change the displayed skills by selecting either **All Skills, Tools and Technology, Workplace Skills** or **Technical Skills** from the drop-down menu.
- Select **Applicant Skills** to view the skills associated with the applicant.

Rate Applicants

The **Applicant Overview** tab may be used to review and modify an applicant's rating. The current rating displays on the **Job Applicants** tab.

- To modify the rating, click the current rating link (**Not Rated, High, Exception, etc.**) on the **Job Applicants** tab.
- To rate multiple applicants at once, click **Rate** in the **Select** column for each applicant. All applicant names will display in the **Applicant** panel at the top of the page.
- Select the appropriate rating for the applicant/s.
- Click **Save Rating**. The new rating will apply to all applicants listed in the **Applicant** panel at the top of the page.

Applicant Status

Employers may update the recruitment status of an applicant at any time. The status is initially set as **Not Specified**. As an applicant moves through the interview and evaluation process, employers can log progress. To update a status:

1. Click **Change Status** on the **Job Applicants** tab. Or, click **Status** in the **Select** area for the applicant. You may select multiple applicants and update the status for each at the same time.
2. Select **Yes** for the appropriate **Applicant's Recruitment Stage**.
3. Complete the **Applicant Summary** box. Available options are dependent on the selected recruitment stage.

If **Yes** is selected for **Hired**, you will be required to enter the hire date and salary information.

If **Yes** is selected for **Notified of Non-Hire**, you will be required to select a reason from the drop-down menu

How Applicants Measure Up

Employers can compare how well an applicant's skills and experience match to the job requirement. **Measure Up** evaluates the applicant based on the job order's settings for **General** and **Specialized Requirements**, as well as **Skills Requirements**.

- Click **How Do They Measure Up** on the **Job Applicants** tab.
- The job requirements appear in the **Job** column and the applicant's information displays in the **Applicant** column. The **Match** column provides an overview of how well the applicant matches up.
- Under **Skills Match** the applicant's skills match the skills required by the employer. If no custom skills were selected, it shows how they match skills typically required for the position.

Search for Candidates

To begin your search, select **Services for Employers > Recruitment Services > Candidate Search** or **Quick Menu > Candidate Search**.

Tab Name	Key Features
Quick Résumé Search	Search by keyword in a defined area. You may also set some commonly used dropdown options.
Advanced Résumé Search	Select among extensive parameters for a targeted résumé search.
Résumé Search by Skills	Define skills before searching. Once defined, you may rerun the search at any time using your customized saved skill set.
Résumé Search by Job Order Criteria	Incorporate job order parameters into your search criteria.
Résumé Number Search	Enter a résumé number to quickly bring up a specific résumé.
External Résumé Search	Search exclusively for external résumés. (Other search tabs give you the option of including external résumés in your search.)

Quick Résumé Search Tab

This tab allows employers to focus on keyword search using several parameters.

The screenshot shows the 'Quick' search tab interface. It includes a navigation bar with tabs for 'Quick', 'Advanced', 'Skills', 'Job Order', 'Number', and 'External'. The main search area contains several filter sections, each with a collapse icon (minus sign):

- Desired Work Location:** Area (click to change): Iowa
- Keyword(s):** Keywords (e.g. Accountant): [Text Input Field] Show Keyword Search Options
- Occupation:** Occupation Group: None Selected [Select Specific Occupation]
- Education Level:** Minimum Education Level: None Selected
- Salary:** Maximum Acceptable Salary: None Selected
- Résumé Modification Date:** Résumé Modification Date: None Selected
- Veteran:** Veteran: None Selected

At the bottom of the form, there are links for 'Advanced Résumé Search' and 'Reset Criteria', and a green 'Search' button.

Advanced Résumé Search Tab

This tab provides flexibility to perform a targeted résumé search. Employers can select one or more options to define custom criteria. Each candidate's ranking will display as a percentage for evaluation. Those candidate's with the desired attributes appear at the top of the list.

- An existing job order may be used to pre-fill search criteria. Click **Pre-Fill Advanced Résumé Search Criteria** on the **Job Orders** tab. The criteria may be modified prior to conducting a search.
- An applicant search can be conducted from the **Job Orders** tab using the job order data as the search criteria. Click **Search by Job Criteria**.

If there are insufficient records in the search results page, click **Change Résumé Search Criteria** to modify the criteria. Remove one or more filters until you have an acceptable list of candidates to consider.

Résumé Sources

Employers can select whether to include internal or external résumés or both. Internal résumés are added to IowaWORKS by staff or job seekers. External résumés are pulled by the system from a third-party source. When using an external résumé, some criteria may not be available, including, but not limited to, qualifications, employment type, full time/part time, applicant tools and technology and driver's license.

Candidate Ranking

For custom ranking, you may select as many criteria as needed. The system will combine all selections to generate a ranking percentage for each candidate.

For each selected criteria you must select whether it is **Required** or **Desired**. By default, **N/A** will be selected indicating the criteria will not be used. The system will automatically select **Desired** when criteria are defined.

- **N/A** – Criteria will not be used when qualifying candidates for the search.
- **Desired** – Will first display candidates who best match desired criteria, and then display those who lack the criteria. The IowaWORKS system will not exclude candidates when they do not possess a criteria marked as Desired.
- **Required** – Will only display candidates who possess the selected criteria. IowaWORKS will filter out and not display candidates who do not possess the selected criteria.

Candidate Filter Criteria Options

Employers may exclude candidates from their search who do not meet certain filter criteria. By default, the system marks all filter criteria as **N/A**. **Required** must be selected to use a filter. IowaWORKS automatically selects **Required** when a valid filter criteria is entered.

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

Review Search Results

Choose a Display Option – Toggle between **Summary** and **Detailed** to reduce or expand the amount of information displayed.

Summary allows you to scan through résumé in a short amount of time.

- Review indicators with a Star for staff-verified résumé and a Flag for Veteran candidates.
- Candidates with **Smart Seeker** status (noted by a diamond) have completed key tasks in IowaWORKS.
- **View Résumé** opens a candidate's résumé.
- **Email this Résumé** sends an email with the résumé attached.
- Click the **Column Heading** to resort the list of candidates.

Detailed provides tools for evaluating candidates. You may consider all candidates and the system will bring those with special characteristics to the top of the list.

- **Résumé Details** displays sort and sort order options. Click **Sort** to refresh the page with the new sort order.
- **Display Résumé Summary** returns to the standard **Detailed** view.
- **View Résumé** links to the candidate's résumé.
- **Skills** allows you to view the candidate's skills.
- **Contact Information** displays the candidate's contact information.

Applicant Rankings

Using **Advanced Search**, employers can evaluate the candidate pool according to criteria selected when creating the search.

- In **Summary** and **Detailed** views, the **Ranking** column lists the overall match percentage to assist in identifying the most desirable candidate/s.
- In **Detailed** view, click **Percentage** to view a breakdown of how the candidate received the ranking percentage.
- In **Résumé** view you may toggle between **Résumé Summary** and **Ranking Details**.
 - Display **Ranking Details** provides explanations of ranking details. The **Occupation Points** and **Total Points** columns form the basis of the evaluation.

Résumés

Click **View Résumé** to view the full résumé.

From the **Résumé** screen, you may:

- Use **Contact Info** to send the candidate a message online, and to view phone and mail information
- Use **Save to Favorites** to have candidates appear in the Favorites folder.
- Use **Email this Résumé** to send an email with the résumé attached.
- Use **Email References** to send an email one or more of the candidate's references.

Select Favorite Candidates

Save to Favorites will save the candidate to **Favorite Candidates**.

Select Services for **Employers > Recruitment Services > Manage Job Applicants**, or **Human Resource Plan > Recruitment Plan > Favorite Candidates**.

From the **Favorite Candidates** tab:

- Use **Résumé Title** to view a résumé.
- Use **Details** to view or edit the details of a favorite candidate.
- To remove a candidate from the list, click **Delete** in the **Select** column.
- **Show Filter Options** limit the number of records displayed.

To select a candidate to display on **Favorite Candidates**:

- Using your preferred search method and criteria, search for a candidate.
- Click **Details** to open the candidate's Details tabs.
- Click **Save to Favorites**.

Virtual Recruiter

Use the **Virtual Recruiter** to save résumé search criteria and schedule automatic searches. Employers define when and how frequent the **Virtual Recruiter** runs each search, as well as how the system notifies them of search results.

Select **Employers > Recruitment Services > Virtual Recruiter**, or **Human Resource Plan > Recruitment Plan > Virtual Recruiter**.

To create a **Virtual Recruiter** alert:

1. On the **Virtual Recruiter** tab, click **Create New Résumé Alert**.
2. Select your preferred search tab, enter search criteria and click **Search**.
3. Click **Save Search**. The IowaWORKS system will display the search criteria in the **Virtual Recruiter Details** page for review prior to saving.
4. Review and modify, as follows:
 - The **Title** of the alert defaults as the keyword entry. Edit as needed.
 - **How Often to Run** defaults to **Daily**. Another option may be selected or it can be made **Inactive**.
 - IowaWORKS selects **Message Center** as the **Notification Method**. Email and/or text message notification can be added.
 - The date entered in **Expires On** will determine when the search should stop running.
5. Review search criteria in the **Search Criteria Information** section.
6. Click **Save** to complete and list the search on the **Virtual Recruiter**.

EEO OFCCP Compliance Reports

An **EEO OFCCP Compliance Employer Summary** report is available on IowaWORKS.

To run the report:

1. Select **Reports > Detailed Reports** from either the left navigation menu or **Directory of Services**.
2. Under **Miscellaneous Reports**, click **Equal Employment Opportunity Reports**.
3. Select **OFCCP Employer Summary**.
4. Select the report options for Report Type, Employer and Date.
5. Click **Run Report**.

Assistance Center

The Assistance Center provides additional help in using the IowaWORKS system. Features include quick reference cards, a site map, the ability to email questions or contact an IowaWORKS Center, a listing of services, as well as a learning center.