

Staff Services for Employers Using the MTB

Webinar Presentation 03-03-08

Slide One: We were asked to present this webinar to our DLEG staff on the topic of providing Talent Bank services to employers. Now, we know that some of you are fairly new to this topic and may not have had any formal training in how to use this area of the Talent Bank, so we need to present the basics. Then, there are of you who are very knowledgeable about the topic, so we are providing some new information and some of the special nuances that you may not be familiar with as well.

We have a lot of material to cover, but we will open the phone lines for questions at the end of each of the three sections.

Slide Two: We are going to start off with an important discussion of the laws and policies to set the foundation, and then review the three basic functions for employers:

--registration

--job orders

And resume searches.

Slide Three: Let's look at the Laws and Policies first that cross over into everything else!

You must be aware at all times that your services to employers are always guided by state and federal laws, regulations, and policies. From the moment you register an employer, post a job or search resumes on their behalf, you are held accountable for knowing the employment laws that apply to the services you are providing.

The web page you see here is your link to those requirements! This is your avenue to the Employment Service Manual, Forms, Policies and Memos that are critical to doing your job!

If you do not already have it book marked, you should do so. You can find it through the Mediated Services website. New policies and memos with instructions are posted here and it is your responsibility to watch this website for new information!

Here, you will find all the guidelines for serving employers, entering job orders and searching for resumes. These guidelines specifically govern how you do your job. They govern the Talent Bank as well, so when we review your registrations or job orders, we are applying the same rules.

I highly recommend that ALL of you review the material and ask your supervisor for help if you have questions. I can tell you right now that the answers to 99% of the questions we receive from staff about employers, are right on this website.

Let's look at some examples of the key laws and policies.

Slide Four: I've listed here some of the key laws that you must first be familiar with. And the best and most convenient way to learn them is to go to the **last** item on the list...the ES Manual!

I'm bringing this to your attention this way because it is very important that you know that, when we tell you...you can or cannot serve an employer with a labor dispute or enter in a job order that requires applicants to live near the employer, it is against the law to do so. It is NOT Barb Schulz or the Talent Bank staff telling you this, it is the LAW!

Slide Five: I'll give you an example of why you need to know the manual.

.....We are all familiar with the EEO rules and it probably seems obvious to you, but we still see job orders that contain things that are against the law. Employers ought to know better, but it is the job of staff to know for sure!!

For example, we get jobs posted specifically for a man or woman caregiver, a church janitor that has to be of the same faith, or someone who is a certain age!

Now, there is the allowance for what's known as a "BFOQ" -- Bona Fide Occupational Qualification. If you are not familiar with this, please check the manual for the details, because there may be times when height, sex, or location IS permitted. For instance, jobs posted by the Area Agencies on Aging that say you must be 55 or above, are legal because of their federal laws.

We ask that if you have any questions about this topic of the manual, to please get with your supervisor.

Slide Six: In this first part, we will cover the topics listed on your screen:

Slide Seven: I know this is a familiar page to you, but I must CAUTION you..... YOU must not access it through the MTB Home Page when registering an employer!! You won't get credit for the work you do.

Employers using the Talent Bank start HERE.

YOU, as staff, DO NOT START HERE.

All Staff ALWAYS use the access through the Mediated Services system to register employers and manage employer accounts.

Slide Eight: In order to access the Talent Bank through Mediated Services, you will need to log in to the One-Stop system using your password. Once you have logged in, you will get the Welcome Page.

Slide Nine: In the Welcome Page under Wagner- Peyser, you will notice the Special Function tab at the top of the page.

This tab contains information such as Staff Admin, Michigan Talent Talent Bank, and online reports. Put your cursor over the Special Function tab, then select Talent Bank.

Slide Ten: This is the entry page for providing mediated services to employers.

All MWA and ESA staff are required to use the Mediated Services/One Stop system to service employer accounts. This policy is discussed in detail in Policy Issuance: 03-10 dated January 9, 2004.

It states: "If staff enters a business registration on behalf of an employer, they must do so using the Staff Access menu item in the One-Stop Management Information System (OSMIS)." This is also referenced in the ES Manual: Section 102-B.

If you are not using this site, please speak to your supervisor or manager about it. Staff are NOT to use the general public Employer menu page to establish employer accounts, enter job orders or search resumes.

If you do not use this site, the work you do for employers will not be counted. Every morning you should start your day by logging in here, checking for the status of the Talent Bank and any new policies that may be posted.

When you want to enter a new employer registration, modify an existing one, or enter job orders for employers,

First ---mouse-over SPECIAL FUNCTIONS on the top of the Tool Bar (light blue)

Next ---mouse over Michigan Talent Bank.

The Michigan Talent Bank is broken down into two sections. One is the Employer Menu and the other is Resume Searches. We will click on the Employer Menu to continue.

Slide Eleven: Under the Employer Menu, staff can Register a new employer, Search for an existing employer under Maintain Employer Account, search jobs in the Talent Bank or jobs entered recently in the 24 hour hold section. We begin by selecting "Register New Employer", which will take us to the sign up page in Talent Bank.

Slide Twelve: To sign up your Employer, fill out all the required information denoted by a RED DOT. Accuracy is extremely important here!

Please look at the blue box on the right. Remember you must have a valid FEIN number to register your employer unless you are signing up the employer for a Job Development Service. If you think there will be any problem with validating the number, please call the MTB Help Desk right away and we can work with you to get them registered.

Slide Thirteen: It is also a good idea to provide the company's website. Also, make sure you ask your employer if they are a Federal Contractor, which means they have contracts with the government for more than \$100,000 dollars and are required to post the majority of their jobs on the MTB. Check the ES Manual for more details on the FCJL.

Continue to fill in the information denoted by the red dots and click the NEXT button.

Slide Fourteen: After selecting the next button, you can now enter a User ID and password if you intend for the Employer to use the account. Tell them that they can change the password later by calling the Help Desk.

If you will be the only person using the account, it is not necessary to add the information.

Barb is now going to give an example of why you should never log in as the employer.

Click again...for BLUE box to appear!

The user ID and password are NOT for you to use on-line!! YOU ARE TO ONLY ACCESS EMPLOYER ACCOUNTS THROUGH MEDIATED SERVICES! You should never log in from the MTB Home page as if you are the employer!

The reason is that, any action you take when you are logged in as the employer, is naturally recorded as the employer doing it. If we have a problem with a job order that indicates it was entered by the employer, we are going to call the employer, NOT YOU. This is embarrassing to the agency if the employer assumes you are managing their account, so don't do it.

Slide Fifteen: After selecting the User ID and Password, you will need to agree to the terms of use. Scroll down the page and click on "Agree". The next slide shows you that on the bottom of the page.

Slide Sixteen: No notes

Slide Seventeen: You're Registration is complete once you see the Thank You page. You can scroll down and Click on Go to The Employer Menu.

Slide Eighteen: Under this Employer Main Menu for Staff, you can Modify the Account Information, Enter a job order, Modify a job order (which includes activating/and inactivating), search regular jobs, and search jobs in the 24 hour hold. We will click on Modify Account information.

Slide Nineteen: Anything in Blue cannot be modified by the user. The staff person must call the MTB Help Desk or send an email to mtbhelp@michigan.gov, as the message in Blue indicates. You can change any information that is not in Blue.

Slide Twenty: Employers using the Talent Bank must be validated or verified. We verify that all of the employer information is correct. We match their Federal Employer Identification Number (or FEIN), with Michigan Dept. of Treasury data, or they can provide other official tax information verifying their FEIN. The acceptable forms of documentation are:

1. SS-4
2. Payment Coupon
3. Schedule C
4. DBA papers
5. Correspondence from the IRS or the Dept of Treasury
6. Sales Tax License

This process is usually completed by the next business day if the data matches Treasury data. Employers are automatically notified by email that they were validated, since they provided an email address on their registration. However, if we cannot validate them through this method, we contact them by email for the above mentioned information. If we do not receive the additional information, we inactivate the account 48 hours after contact with them.

If the employer does not have an email address, please insert your email address on the registration so we can check with you for any problems.

We have a notice next to the FEIN field to give employers more information about the process. It reads:

MTB uses the FEIN (Federal Employer Identification Number) to approve your business registration. This assures that only legitimate employers access the Talent Bank. If we cannot verify the FEIN through the Michigan Department of Treasury or documents you provide, you cannot use the Talent Bank. The Internal Revenue Service (IRS) assigns the FEIN to your business. According to the IRS, all businesses employing one or more employee must have a nine-digit FEIN (visit www.irs.gov for complete rules).

If you are conducting business using your Social Security Number or a Federal Employer Identification Number and you pay business associates on an IRS-1099, you are not eligible to use the Michigan Talent Bank to post or to recruit to fill those positions. We maintain this policy because business opportunities do not come under the requirements or the protection of state and federal labor laws, such as those dealing with non-payment of wages, hours worked, employing minors, discrimination, harassment and so forth. If you have any questions, please click on Help or Contact Us below or the above.

Slide Twenty-One: No notes

Slide Twenty-Two: Now we are going to discuss entering job orders. First, remember that the rules have not changed----Staff Always Use Mediated Services to manage job orders!

We will cover entering job orders, Replicating Job Orders, and the free link to the employer's website. In addition, there is the option to apply by Website Only.

Slide Twenty-Three: To enter a job order, from the employer Main Menu for Staff, you click on "Enter Additional Job Orders."

Slide Twenty-Four: To locate the employer account, put in the company's name. The more information you use, the narrower your search will be. In other words, instead of using, "Mary's Dry Cleaning and Laundry", just enter, "Mary's Dry". You may also get Mary's Dry Goods, but at least you will find it!

After entering the name hit the search button.

Slide Twenty-Five: The search results will appear with information for the Employer Name, account status of Active or Inactive, the Employer City, and the Employer Address. We can also see who Created the account (Staff in this example), the Date Registered and the Employer ID

that was entered on the Sign Up page. Click on the highlighted Employer Name to enter a job order.

Slide Twenty-Six: To enter your job order, fill in the information denoted by the by red dots along with any other available information. The arrow points to the question: Is this a Job Development order? Yes or No? You will find definitions and additional information on JDs in the ES Manual.

Job Development:

“Job development is contact between an ES provider and an employer for the purpose of requesting and arranging an interview for a job seeker. The communication may be via mail, telephone, computer, fax, or in person. If an ES provider has knowledge of a job posting that will satisfy a job seeker’s employment goal, then the ES provider can contact the employer to arrange a time for the job seeker to interview for the job.”

MWA service providers and BWP staff may develop job orders on behalf of specified targeted groups in accordance with state and federal law and make referrals prior to the order being entered into the MTB.

- When all job development referrals cannot be made within two business days, or thereafter are not filled by target group job seekers, an unsuppressed job order will be entered into the

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MTB. Alternatively, the unscreened results of an MTB search made using the employer’s criteria will be sent to the employer, if the employer does not wish to list an unsuppressed job order provided the employer is a registered MTB user.

- Job development orders that are filled with targeted group referrals will be entered into the MTB and immediately inactivated, as an “in-and-out” order.

Slide Twenty-Seven: Notice that the employer contact information has been pre-filled by the system. This is where you edit the contact information. However, do NOT change the name of the company.

We offer a Free link to the employer’s website. We check these out to edit it for proper URL (web address) format. If you see something that looks wrong, let us know and we will follow up with the employer.

“Web site only” was added last year for the method of contact on job orders.

Slide Twenty-Eight: no notes

Slide Twenty-Nine: no notes

Slide Thirty: Select the job location and the number of calendar days. You can choose any number of calendar days up to 180 days.

On this slide, you can also see the option to replicate Job orders. This is to be used when the employer has the same job in more than one location. When it is replicated, you can select a new city. You can replicate an order up to six times. **REMEMBER**, it is not to be used to recruit job seekers from other locations because that is against the law.

One note in terms of JDs or job development entries. Remember to check out the ES Manual sections on this topic for special circumstances. For example, if you have more than one JD for the same kind of job with the same employer, do not use the replicate function. Go to the Maintain Job Orders List and duplicate the order. You must use a separate job order for each JD, you cannot have more than one person or hire on a JD. That is because the JD order ties a specific individual to a specific job order number.

Slide Thirty-One: After hitting Submit, the system gives you a message that your Job Order has been successfully entered and will be searchable by jobseekers after a period of 24 hours. It also includes information regarding Veterans' Preference while the jobs are in the 24 hour hold.

Here, you can view the information that was put into the job order form and see it just like the job seeker will see it.

Slide Thirty-Two: If the Talent Scout is activated, it will send a minimum of five resumes and a maximum of 20 resumes per day. The default is 5 if no other number is chosen by the employer.

We will now answer your questions about entering job orders.

Slide Thirty-Three: No notes

Slide Thirty-Four: No notes

Slide Thirty-Five: You can tailor a search to find the right candidates. When we get a complaint from an employer who can't find the right candidates, it is usually because they are not using all of these features to search the resumes.

When you select Location, it should be the location OF THE JOB as we discussed before.

Select Text to specify key words to search on. Examples would be specific software the candidate must be able to use, a particular machine they must be trained on, or a task they must do.

Non-text search features include a resume date range (30 day default), educational level, and/or wage offered.

Use job title to match job titles entered by job seekers.

Slide Thirty-Six: The arrow is pointing to the option to Save the Search Criteria. Once you find the Search criteria that works for a particular job, you can save it. You can always edit or delete it later.

Slide Thirty-Seven: This is an example of the saved search criteria page.

Slide Thirty-Eight: If you found the right resumes and want to view them later, you can save them to your resume cart by clicking on “Add Resumes to Cart” in the lower left-hand corner. You can create three carts with up to twenty five resumes per cart. If a resume has become Inactive since you saved it, it will NOT be available!

Slide Thirty-Nine: This is a view of the resume cart. After the cart has been created, you can manage it through this screen, which is accessed on the menu drop-down bar.

Slide Forty: This is the page used to manage job orders. A job order only stays in the list for one year. If the you re-activate the order, the clock starts running again and the you will have it there for another year. We recommend that you print out and save copies of job orders in case this one-year period lapses.

Now we will answer questions about searching resumes.

Slide Forty-One: No Notes

Slide Forty-Two: Here is the contact information for us.

It is important that you note the email address under the Mediated Services/One Stop MIS heading. Send all One Stop/Mediated Services questions and concerns to implementation@michworks.org.

Please bookmark the URL address for the MTB Training site. This is a mirror image of the MTB and can be used to train staff or try different functions without the public seeing job orders or resumes. If you are going to be using the site for training, please send an email to implementation@michigan.gov to make sure we are not changing it around! New features and functions appear here first. If we know you are having a class or demonstration, we will leave it alone during that time. If you are on the site and something doesn't work right, call the Help Desk and we will check it out for you.

Now we will take any questions from you about the presentation