

The Standard(s):

C17. Placement activities must include a feedback mechanism between WSO and employers. Employer feedback will be solicited to validate/concur with the readiness/quality of referrals. That feedback will be shared with career development staff to improve the supply and quality of available candidates.

B8. Placement and recruitment activities must include a feedback mechanism between the WSO and employers. Employer feedback will be solicited to validate/concur with the readiness/quality of referrals.

The Process:

- A. At the beginning of the recruitment or job development, WSO Staff visits with the employer, on-site if necessary, for a pre-recruitment consultation to gain knowledge and insight into employer's needs, work place environment, job-related particulars, labor market information and marketing strategies.
- B. WSO staff markets relevant WSO customized recruitment services, work place training opportunities, NCRC Letter of Support, incentives, etc. to the employer.
- C. WSO staff maintains frequent contact with the employer throughout the duration of the recruitment:
 - a. To ascertain that referred candidates are a good "fit" for employer's work environment,
 - b. To confirm referred candidates meet employer's requirements and qualifications, education and certifications, and work experience,
 - c. To ensure referred candidates follow through with instructions, required documents (application, resume, etc.), and appointments, and
 - d. To discuss additional options, if insufficient referrals have been made due to lack of labor pool, hard to fill position, etc.
- D. At the close of the recruitment or completion of the job development, WSO staff meets with the employer (in person or by telephone) to discuss the recruitment and solicit feedback, including:
 - a. Did candidates meet employer's requirements, as agreed during pre-recruitment consultation? If not, identify possible training needs.
 - b. Did the quality of referred candidates meet employer's expectations? If not, identify improvements in staff screening and talent pool practices.
 - c. Did candidates demonstrate readiness to work, soft skills, etc? If not, review staff process and available resources for assessing job seeker's work readiness.
- E. WSO staff enters appropriate notes in iMatchSkills and shares feedback with WSO Center management, staff and partners to recognize successes and address opportunities identified above and implement changes, training solutions, process improvements, and access to additional resources as possible.