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## POLICY OF EMPLOYINDY

<b>Policy Name</b>	Employer Services
<b>Policy Number</b>	2017-003
<b>Program Funding Stream</b>	All
<b>Executive Team Approval</b>	(please date & initial below)
COO	<i>amdm</i> 4/21/17
CFO	<i>SW</i> 4/21/17
<b>President Approval</b>	<i>Wm</i> 4/21/17

REV	Description of Change	Author	Effective Date	Review Date
	Reissued and replaces policy #2010-BS-001, Employer Services and policy #2010-BS-002 Staff Assisted Job Orders	B. Revell	Upon Approval	6/30/18

### 1. Purpose

To ensure all employers are given the appropriate service based on their workforce development and staffing needs.

### 2. Scope

This policy is designed to define the services provided to employers by EmployIndy.

### 3. Summary of the Law, Rules, and Governing Policies

N/A

### 4. Responsibilities

EmployIndy Business Solutions Department is responsible for providing guidance, validation, and periodic review of this policy.

The EmployIndy Business Solutions Department in partnership with the WorkOne Indy System is responsible for implementing all facets of this policy and to appoint and train those who will carry

out the daily activities. Exceptions to the policy are approved by EmployIndy Business Solutions Department leadership.

## **5. Policy Statement**

In an effort to manage EmployIndy and WorkOne Indy system resources, EmployIndy has identified service levels for employers engaging in workforce development assistance (Informational Services and Recruitment Assistance) based on the industry, wages, types of positions, and long term industry needs.

### **Informational Services**

A Business Solutions Representative will contact all employers creating new accounts on Indiana Career Connect (ICC) in order to increase awareness of EmployIndy and WorkOne Indy services.

Informational Services may be offered to employers and staffing companies that have job openings, and may include industries outside EmployIndy's Sector Demand Focus. Determination of how to assist these types of businesses is dependent upon supply from WorkOne Indy System partners and collection of business information. Other informational services could include the following:

- Participation in industry roundtables;
- Invitation to employer forums;
- Collection of information regarding relevant industry credentials,
- Engaging special populations such as youth and re-entry.

Additional information on ICC, WorkOne Indy, EmployIndy, labor market data, and connection to community incentives may be provided, as appropriate.

### **Recruitment Assistance**

Employers must have full-time, non-temporary openings to be eligible for recruitment assistance. The Business Solutions Representative determines the level of recruitment assistance based on current level of projects, supply of candidates, other workforce related criteria such as economic development incentives, and special workforce projects of EmployIndy. A Business Solutions Partnership MOU is put in place to outline the objects and responsibilities associated with the recruitment.

Recruitment assistance may be offered to employers that are paying \$13.00 per hour or more and are within EmployIndy's sector demand focus.

Business Solutions staff may assist employers with any of the following appropriate services:

- Providing guidance on ICC;
- Entering the job description into ICC;
- Providing information on available assessment tools;
- Coordinating candidate assessment testing;
- Facilitating hiring events such as "invitation only" events;



- Creating awareness of employment opportunities via social media and WorkOne Indy System; and
- Coordinating other training and events.

EmployIndy Recruiters may assist employers with any of the following appropriate services:

- Providing guidance on job postings;
- Developing job descriptions;
- Entering the job description into ICC;
- Conducting resume referrals and prescreening of applicants in EmployIndy applicant tracking system;
- Sourcing additional candidates from a variety of resources such as ICC, EmployIndy contracted job board, public applicant boards, education partners and workforce development partners;
- Leveraging the employer's recruiting tools such as contracted job boards under the employer's name; and
- Coordinating the company interview process.

### **Skill Marketing**

Businesses in need of workforce development assistance may be assigned a point of contact for the purposes of skill marketing candidates who have received workforce services through the WorkOne Indy system. Businesses agree to promptly review candidates and provide feedback with regard to work readiness and relevant skill set to the industry.

## **6. Exceptions**

On a case by case basis, recruitment assistance may apply if:

- The number of job openings is greater than or equal to 10 at one given time, but paying less than \$13 per hour;
- A full-time contract or temporary position will employ a person 6 months or longer; or
- A special project is approved by Business Solutions leadership or an Executive Team member.

## **7. Definitions**

**Sector Demand Focus:** High demand/high growth/high wage industry as defined in EmployIndy's *Sector and Career Pathway Investment Policy*.

**Applicant Tracking System:** EmployIndy's contracted job board

**Sourcing:** Searching for candidates that do not directly apply for an open position

**Part-time:** Working less than 30 hours in a one week period

**Full-time:** Working 30 hours or more in a one week period

**Temporary:** Working full-time or part-time for less than 6 months

**Other training and events:** Includes training such as on-the-job training, customized training, work experience and other trainings as funding allows

**Skill Marketing:** Presenting candidate information to employer partner

## **8. Related Policies and Documents**

EmployIndy *Training Service Requirements* Policy

EmployIndy *On-The-Job Training* Policy

EmployIndy *Customized Training* Policy

EmployIndy *Rapid Response* Policy