Kentucky Career Center

burningglass

FOCUS Assist – Talent

Assisting Business Customers and Providing Staff Access To FOCUS Talent

Workforce Edition through v3.36

Customer Engagement

…a Dynamic Back-Office Solution

FOCUS Assist – Customer Engagement

Section 1: Introducing the FOCUS Suite

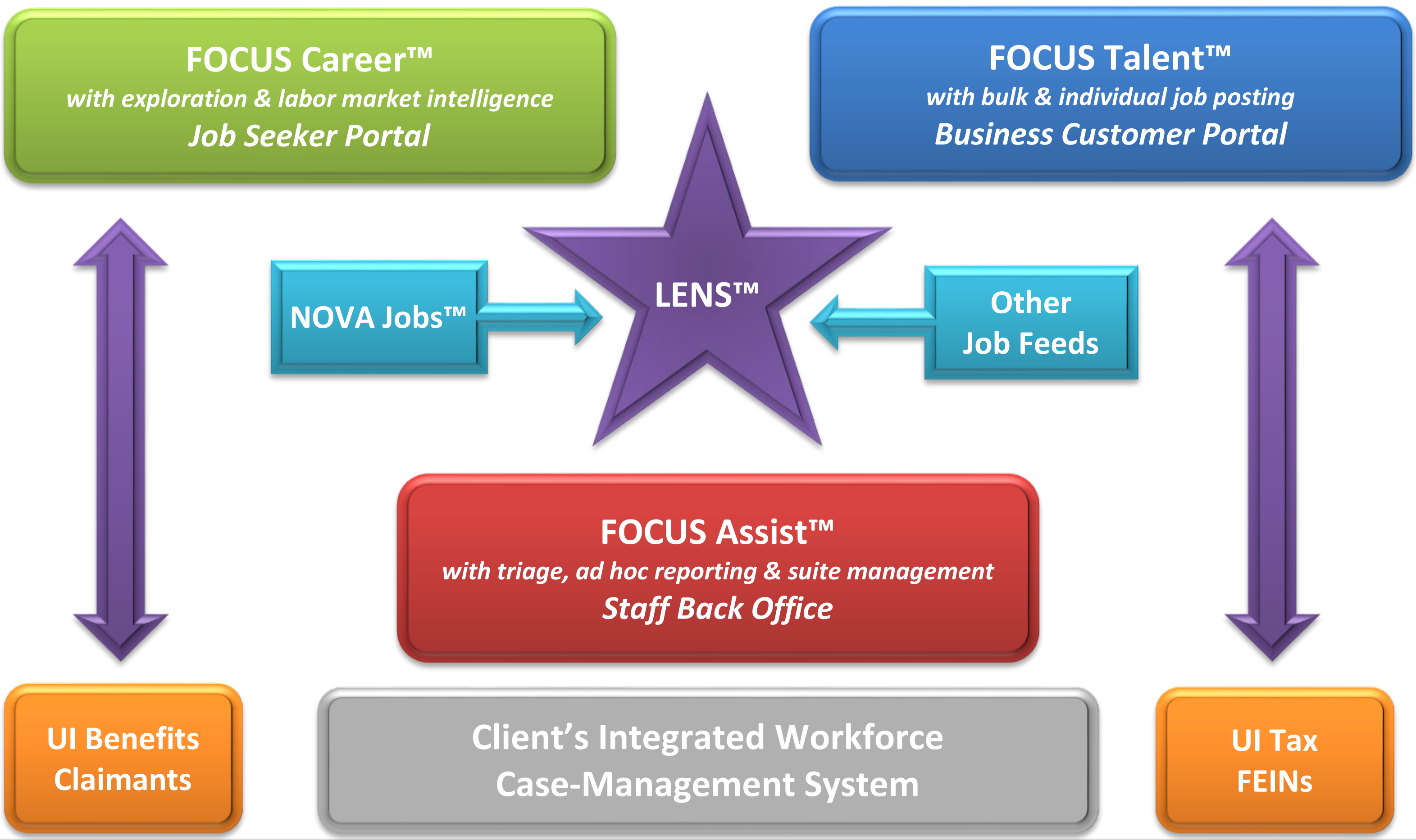
- Assist and manage job seekers who may have issues associated with their resumes, job search or use of the services available to them in FOCUS Career. Staff may create job-seeker accounts and resumes for full-service customers; send messages; manage lists; assign activities or services; post notes or reminders to records; set follow-ups and resolve issues, inactivate/reactivate accounts and access job seeker profiles or remote into accounts to update resumes and make other record changes.

- Assist and manage employers/businesses that may have issues associated with their job postings, candidate searches or use of the services available to them in FOCUS Talent. Staff members may create employer accounts and job postings for full-service customers; send messages; assign activities; post notes/reminders to records; set follow-ups and resolve issues; access business customer profiles for job orders, businesses and hiring managers; and remote into accounts to edit job postings and make other record changes.

- View or manage approval queues for business accounts, job postings and referrals requests – based on the organization's assignment of roles and permissions.

- Create ad hoc reports on the customers served – based on the organization's assignment of roles and permissions.

The FOCUS Suite will be configured as shown below. FOCUS Career and FOCUS Talent are public-facing applications made available to the job seeker and business customers. Staff members will work ONLY in FOCUS Assist. Operating in the background to drive the labor-exchange system is the search engine, where resumes (from FOCUS Career) and job posts (from FOCUS Talent) are searched, matched and viewable to job seekers, business customers and staff. Other jobs, such as the Burning Glass proprietary NOVA Jobs feed and other feeds the organization may specify will register in LENS for searching and matching. In many deployments the FOCUS Suite will be integrated with a case-management system. Other common integrations may push Unemployment Insurance claimants from the UI Benefits system to FOCUS Career, while FOCUS Talent may be validating FEINs via a Web service with the Unemployment Insurance (UI) Tax system.



Section 2: What this Training Guide Covers

When assisting business customers, staff will work from FOCUS Assist to accomplish all staff-assisted functions. While this guide covers only the functionality used specifically with business customers, it also includes the FOCUS Talent self-service business application as accessed and viewed from FOCUS Assist. This platform allows staff to directly access business customer accounts. Also covered are approval queue management and ad hoc reporting on job postings and business customers. Below are snapshots for the applications and targeted sections included in this guide. See FOCUS Assist Career training curriculum beginning on page 6 for details.

FOCUS Assist™ ***Staff Back Office***	*On arrival, staff signs in with username and password or requests password help that delivers new credentials directly to their Outlook inboxes and requires a password change.*
Staff Dashboard	*After sign-in, staff arrives at their dashboard a selects the office where they will work. Updates are displayed on pending approval queue items, daily system statistics and fast-click icons to saved ad hoc reports.*
Account Settings	*All staff may access account settings to change passwords, update contact information, set queue alerts and manage saved searches and custom messages.*
Assist Employers	*The Assist Employers tab opens the job order dashboard where staff works job orders with or without issues. Staff may create new business customer accounts or access existing ones; assign job orders to staff; assign activities; email hiring contacts; and add notes, reminders and follow-ups.*
Approval Queues	*In approval queues, staff with appropriate permissions will approve employer accounts, job postings and referral requests. Queues can be managed independently with permissions centralized or distributed across offices.*
Job post and Business Customer Reports	*Criteria panels include job characteristics, employer characteristics, compliance jobs, job activity and business customer logs, location and time period.*

FOCUS Talent™
Business Self-Service

On arrival, options include new account registration, sign-in for returning customers and password help.

Account Registration

Hiring managers provide username, password and FEIN; corporate and hiring manager details; optional company description and logo and acceptance of client-specified terms of use. Talent filters can scan registration data for potential scam signals.

Jobs Dashboard

On sign-in, the jobs dashboard displays hiring manager's job posts in active, on hold, closed and draft folders. Features allow edit, refresh, close, hold and duplicate jobs; view job and applicants; post a new job or post multiple (bulk) jobs.

Job Posting

Allows employers to upload, paste, or create job postings using questionnaire-based wizard; captures description, requirements, details, salary and benefits, and recruitment information. Talent filters for inappropriate/discriminatory language and criminal background requirements.

Talent Pool

Talent Pool allows employer to find candidates with a wide array of search options, to save searches for resume alerts by email, and to clone resumes or candidates with similar

Applicant Management

Hiring managers can screen candidates and applications; review, flag and enter notes to resumes; invite job seekers to apply to their jobs; report referral outcomes on all applicants; and respond to customer-service survey.

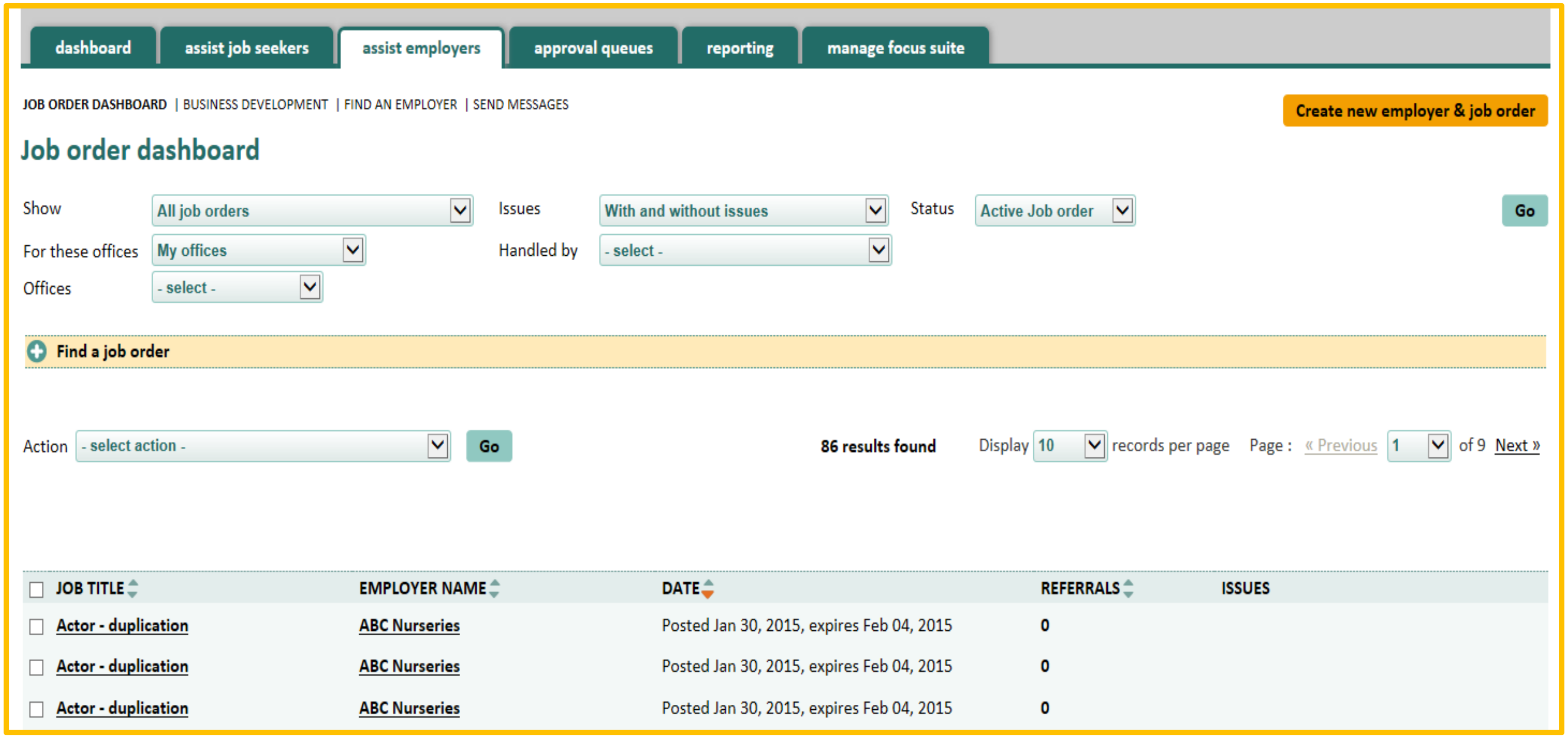
Account Settings

Hiring managers can change username and password; update contact information; add business units, company descriptions and logos; and manage saved resume alerts.

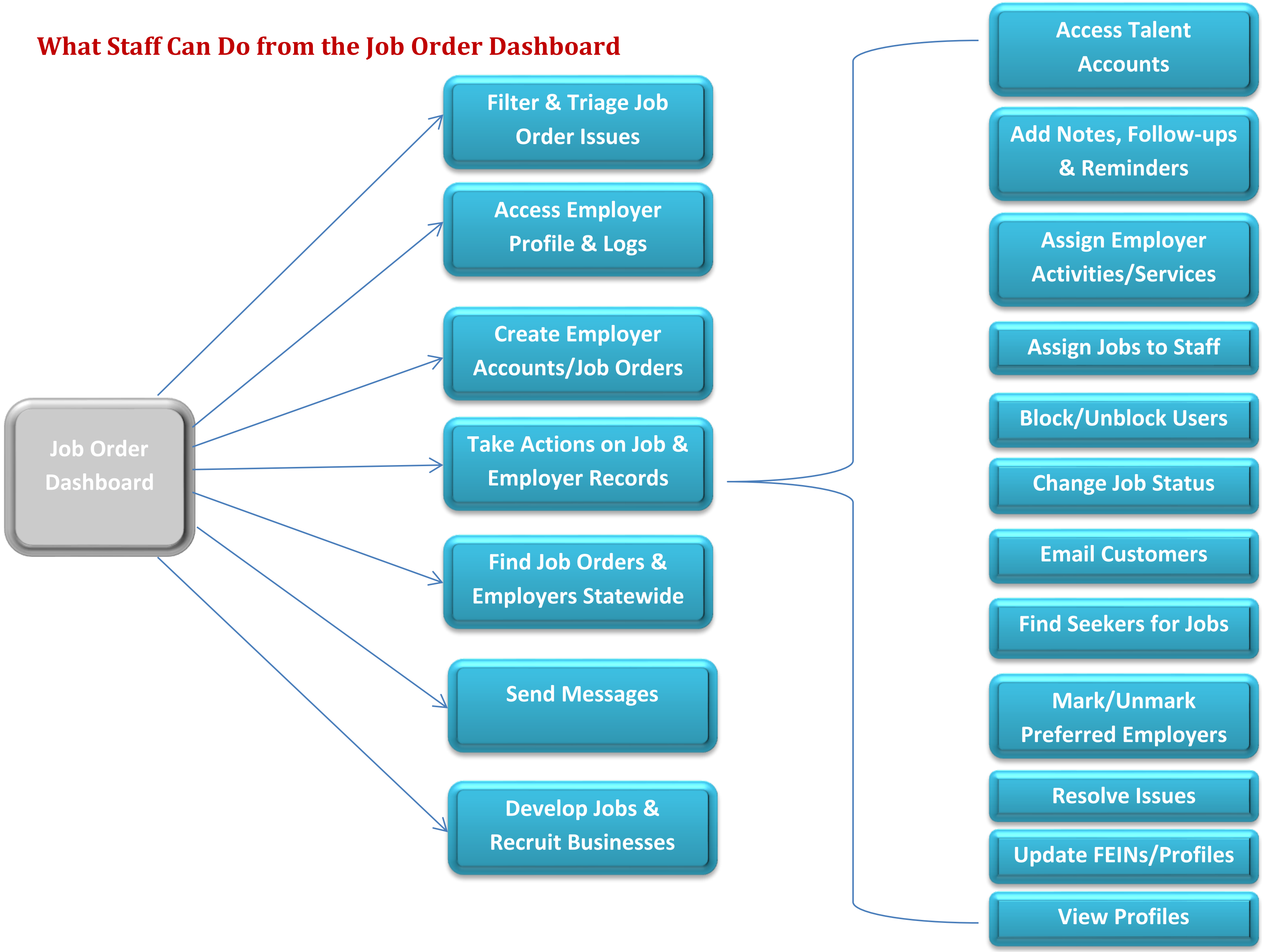
Section 3: Job Order Dashboard Features

Primary labor-exchange responsibilities include delivering services and assistance to businesses. While FOCUS Assist addresses the traditional workforce service needs, it steps beyond this classic model to offer automated services for job orders posted through FOCUS Talent. This powerful information tool uses predefined, criteria-based issues to identify customer behaviors; evaluate their system usage; and assess job order problems for appropriate outreach and issue resolution.

The job order dashboard (shown below) also consolidates feature access and automatically assigns job orders to office service areas based on their ZIP codes. When someone accesses this tab, the table displays all job orders, with and without issues, assigned to the appropriate offices. A group of filters allows staff to sort job order records in many combinations.



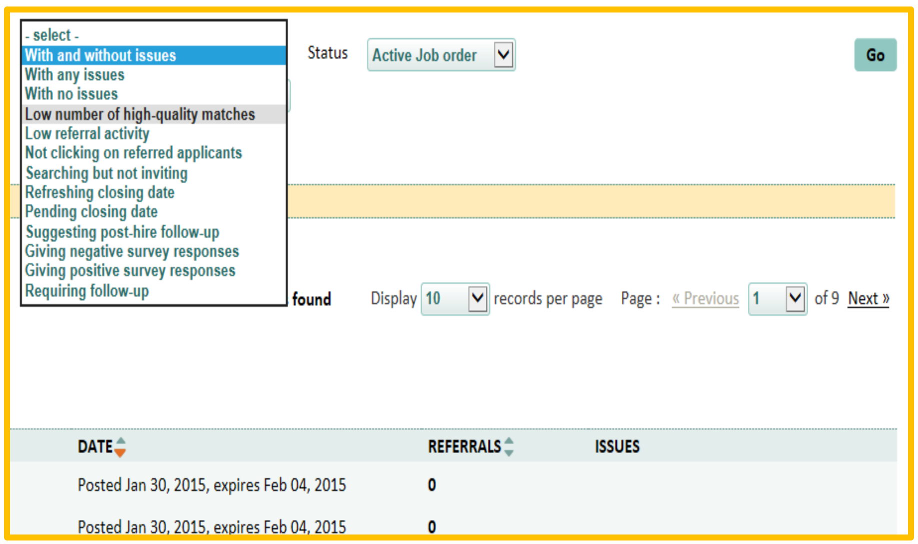
What Staff Can Do from the Job Order Dashboard



Dashboard Filters and Settings

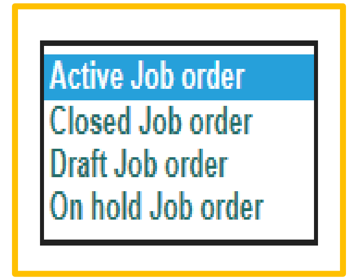
Dashboard filters provide staff with a variety of settings to sort job-seeker data in the dashboard table display. When new settings are applied, click the Go button (at right) to change the data. Note also that some filters display differently based on assigned permissions.

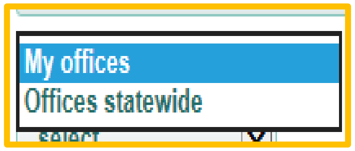
Show Filter defaults to All job orders posted in FOCUS Talent, with sorting for new orders (in the last three days); court-ordered affirmative action job orders; federal contractor job orders; or foreign labor job orders. The Foreign Labor job orders selection provides a nested drop-down (at right) that allows selections of different types of Foreign Labor jobs, by H2A, H2B and other FLC jobs, allowing field or program staff to find, work or assign these orders separately or target assistance to hiring managers who post them.



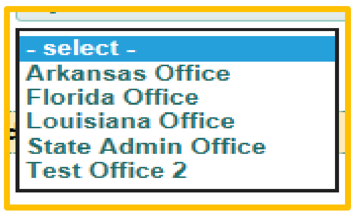
Issues Filter defaults to “With and without issues” to work in conjuction with the show filter default to present a complete view of the FOCUS Talent’s job bank, regardless of whether the job orders need attention. Staff may sort jobs with any issues. The default settings for both the Show and the Issues filters should be used when searching for jobs statewide to ensure that all results are returned, and the complete job bank is searched. The remaining items in the drop-down correspond with the Issues column in the table display, allowing staff to find all job orders with a low number of high quality matches.

Status Filter defaults to Active job orders working in conjunction with other defaults to display only those FOCUS Talent jobs that are currently in active status. Other selections are for jobs in closed, draft or on-hold status. Periodically checking the jobs in draft status gives staff an idea of jobs that hiring managers have not yet completed or may be pending staff approval. On-hold status job postings have been removed from active status at hiring manager option. Closed jobs include "hard closes," or those that were closed prior to their calendar expiration, and "soft closes" those that have closed automatically per the calendar dates set by hiring managers. Soft-closed jobs can be reactivated for 30 days.





For the Offices filter defaults to My offices brings you the job orders that are ZIP-routed to the office(s) where staff is assigned to work. When staff is searching for job orders statewide, be sure to select Offices statewide to expand the filter criteria.



Offices filter defaults to select, working in conjunction with the For these offices filter above. If staff is assigned to work in multiple offices, the drop-down will prepopulate with only those offices assigned to you. If staff is assigned to work statewide, the drop-down will prepopulate with all offices in your FOCUS office network.

Handled by filter defaults to drop-down items that display differently to staff users and manager users. In either case, it identifies the assigned workloads for each staff in office scenarios where job orders are assigned to staff. If an office elects not to assign job orders to individual staff, all staff may work from a single pool.

Staff-Users drop-down will display:

All assignments
My assignments

Manager-user drop-downs will display:

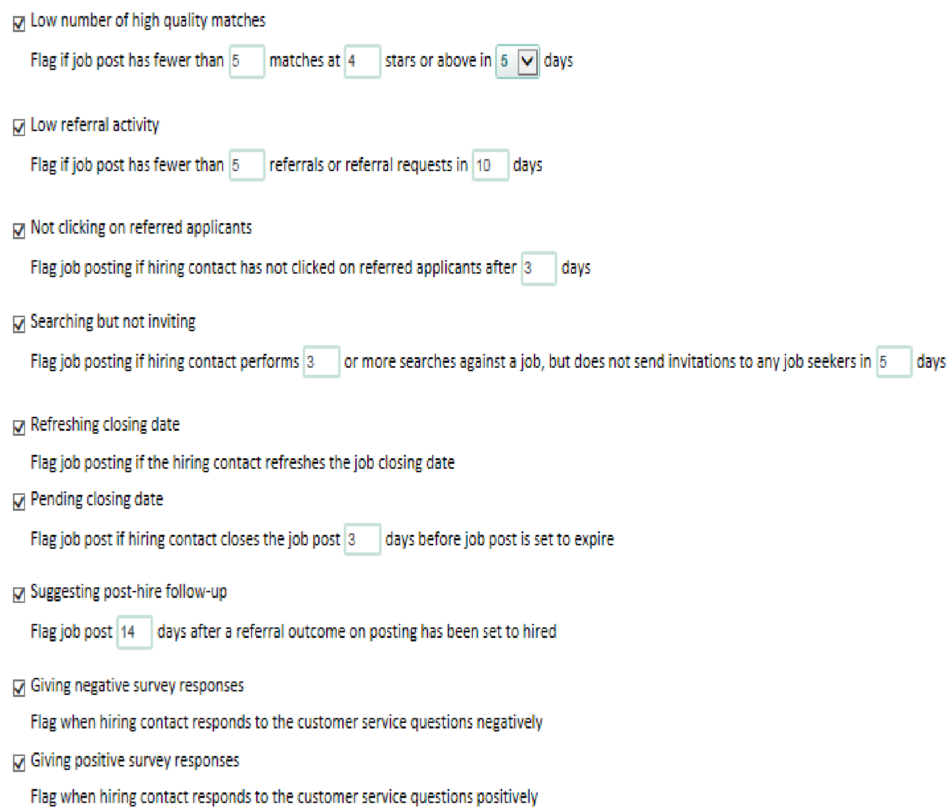
a staff list for the offices where you manage staff, allowing you to select the staff name and review that individual's assignments.

Incorporating the Service Delivery Structure

In most agencies, local managers have wide latitude in addressing the employment services mission according to the dynamics of their immediate labor market and the availability of staff resources to meet those needs. FOCUS Assist is designed to target job orders with issues that may prevent them from being attractive to job seekers and to spot hiring manager behaviors that may indicate they aren't getting the best results with their postings.

Understanding the Job Order Issue Flags: Settings for the job order issue flags will be determined by management. These client-configurable settings and criteria parameters may vary from FOCUS client to the next. The settings below are only viewable in FOCUS Assist by staff with system administrator permissions.

To the right is an example of default settings and criteria parameters. Once these are in place, FOCUS Assist finds the job seekers who meet the criteria and displays them in the job order dashboard table/issues column. Staff can then intervene with hiring managers who need help in resolving issues.



What the Issues Tell You:

1. When "Low number of high-quality matches" is flagged, your local talent pool may not have an adequate supply of job seekers who meet the job requirements, or the requirements may be so stringent that job seekers feel they aren't qualified and have no room for negotiation. If the requirements are too stringent, review the job post's Requirement tab for criteria or knock-out questions set.

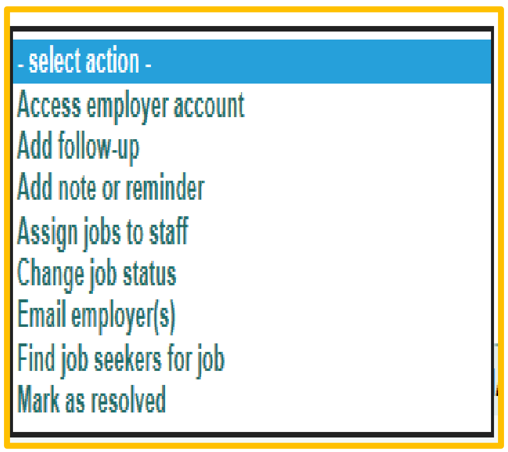
2. When “low referral activity” is flagged, review the job order’s description and requirements to find the problem. When job posts lack enough detail to attract job seekers, hiring managers may be open to adding information that improves job marketability. Use the job-post wizard to edit the posting. You may see this flag in conjunction with “low number of high quality matches.”
3. Flags for “not clicking on referred applicants” indicate that hiring managers are not viewing referrals and self-referrals to their jobs. If there are reasons that hiring managers are not checking their accounts, staff needs to know. They could be posting on multiple websites and forgot to check their Talent account. Follow up so referred applicants are not left hanging on jobs that interest them.
4. “Searching but not inviting” may indicate that hiring managers aren’t seeing candidates they find desirable and also may display with “low referral activity” or “low number of high quality matches.” A set of interrelated issues might exist. If hiring managers are not inviting job seekers to apply simply because they are dissatisfied with referral quality, someone needs to intervene.
5. “Refreshing closing date” may or may not be an issue unless it happens repeatedly on the same job. Research shows that many job seekers lose interest in postings that have been active for long periods of time without a hire, but this flag may also warn when hiring managers are not finding qualified candidates in an expected time frame.
6. Flags for “pending closing date” are reminders for staff to follow-up on jobs that are about to close. These may not represent a problem unless these jobs have no referrals. Staff members know best from experience in their labor market whether candidates are interested or widely available in particular job types. If these jobs have referred applicants, the flag may be nothing more than job posts closing as scheduled.
7. The “suggesting post-hire follow-up” is a customer-service function triggered when hiring managers, job seekers or staff report “hired” as the referral outcome, which is voluntary reporting. It is not intended as an issue, per se, but to create an opportunity for someone to reach out, thank the hiring manager for posting on the system, and follow up on new-hire satisfaction. Depending on staff resources, this may be a function that the help desk or customer service team could monitor and resolve.
8. “Giving positive (or negative) survey responses” flags tell staff when hiring managers have responded to customer service questions displayed to them while closing or refreshing their job postings. Whether it’s good news or bad, reaching out to say thanks or to resolve problems is always a good idea.

The Job Order Action Menu

FOCUS Assist provides the action menu to enable staff to accomplish tasks related to job orders, which display in the dashboard table after you filter results for the desired group and location parameters. The action menu displays directly above the table with a Go button to trigger the selection action.

JOB TITLE	EMPLOYER NAME	DATE	REFERRALS	ISSUES
School Janitor	Randi Sportswear Inc	Posted Jan 26, 2015, expires Feb 25, 2015	0	
Technical Writer and Editor	Randiwear Sports Outlet	Posted Jan 14, 2015, expires Mar 02, 2015	0	
Laborer, Warehouse	Randi Sportswear Inc	Posted Jan 14, 2015, expires Feb 13, 2015	0	Searching but not inviting
Director of Manufacturing Services	Randi Sportswear Inc	Posted Dec 02, 2014, expires Feb 06, 2015	0	Low referral activity, + 2 more

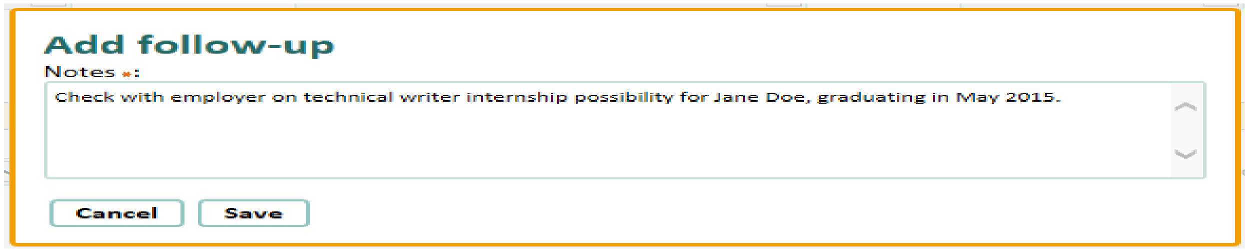
Some menu selections allow actions against only one job order or employer record at a time, while others may be applied to multiple records. In either case, select the record by clicking the check box at the left of the job seeker's name, select the desired action from the menu, then click Go to trigger the next step. The available actions for staff users and manager users are shown below. If you wish to check all job titles in your results list, click the check box next to job title. The action menu selections display on the next page.



Access employer account: Staff may access only one employer (hiring manager) account at a time. This feature launches the FOCUS Talent application allowing staff to enter the account and take actions on the hiring manager's behalf. This may be performed against self-service records or staff-assisted (full-service) records that are mediated at all times. Actions could include creating or editing a job post, troubleshooting a reported problem from the customer or changing/updating the employer's username. When accessing (or remote into) an account from the Assist application, some actions will generate automated staff-assisted activities. These will be credited to the staff and to the office they're working in at that time. Staff should not sign into a hiring manager's account from the public-facing URL or portal for FOCUS Talent, as those activities will credit as self-service.

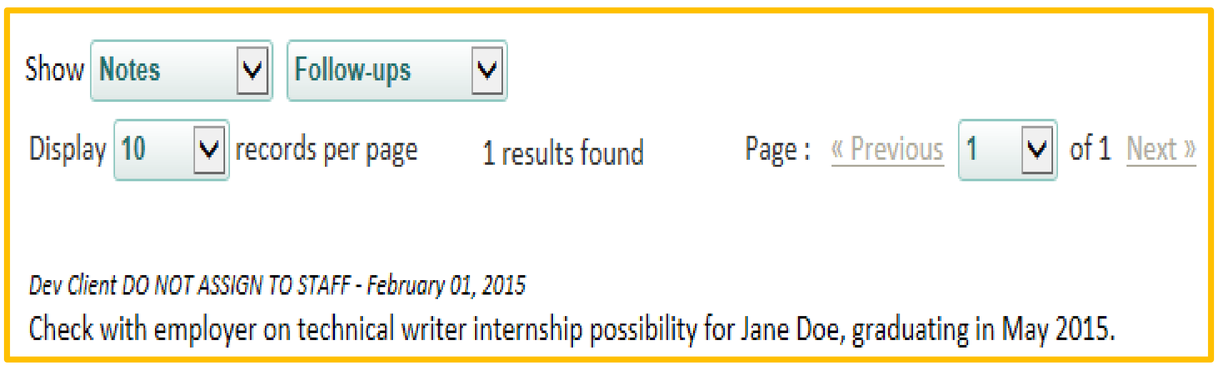
Add follow-up: Adding a follow-up to a job order creates an issue against that job posting in the dashboard table display. This enables staff to capture issues that are not among those automatically flagged by FOCUS Assist, but like all issues, they can be resolved at a later time. Once created, the follow-up issue will post to the job order dashboard/issues column and to job order profile's notes and reminders log.

Select "Add follow-up" from the action menu and click Go to trigger the light box. Enter the issue in the notes text box, and save (or cancel) your action.



After saving the follow-up, a success message will display. The follow-up will post to the Issues column in the job order dashboard table.

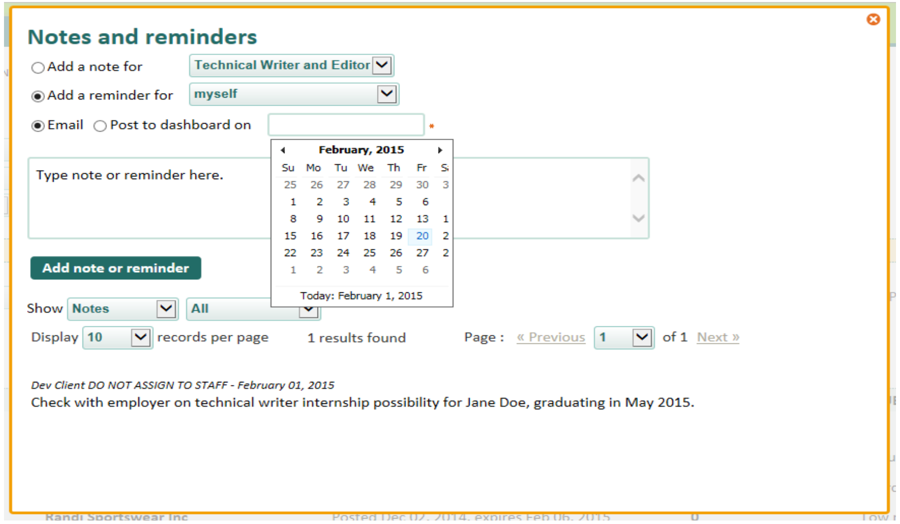
JOB TITLE	EMPLOYER NAME	DATE	REFERRALS	ISSUES
School Janitor	Randi Sportswear Inc	Posted Jan 26, 2015, expires Feb 25, 2015	0	
Technical Writer and Editor	Randiwear Sports Outlet	Posted Jan 14, 2015, expires Mar 02, 2015	0	Requiring follow-up
Laborer, Warehouse	Randi Sportswear Inc	Posted Jan 14, 2015, expires Feb 13, 2015	0	Searching but not inviting



For future reference, click the job's hyperlink to enter the job order profile. Follow-up text will post to the notes and reminders log below.

Be sure to select notes and follow-ups from the log's show filters.

Add notes and reminders: Staff members also may add notes and reminders to a single job order record. Notes and reminders will post to the notes and reminder log in the job order profile while reminders may be sent by email or posted to the employer's home page. Staff members can send or post reminders for themselves or to both staff and the hiring manager.



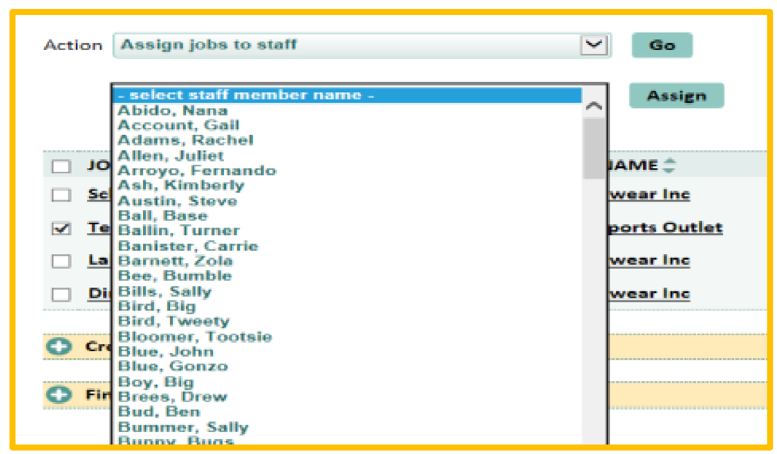
After clicking the job order's check box from the dashboard, select "add note or reminder" from the action drop-down, and click the Go button. The light box (at left) will display.

Select the radio button for note or reminder. If reminder is chosen, identify the distribution recipients from the reminder drop-down. If posting to dashboards, use the calendar picker to set the posting date.

Add the appropriate text, and then click the "add note or reminder" button. A success message will verify your action.

Assign jobs to staff: Either the staff person or their manager can assign one or more job orders to them, simulateously, but staff should first check with their manager for the business practice that will be used in the office to which they're assigned. If all staff in an office works job postings from a single pool, this feature will not be used.

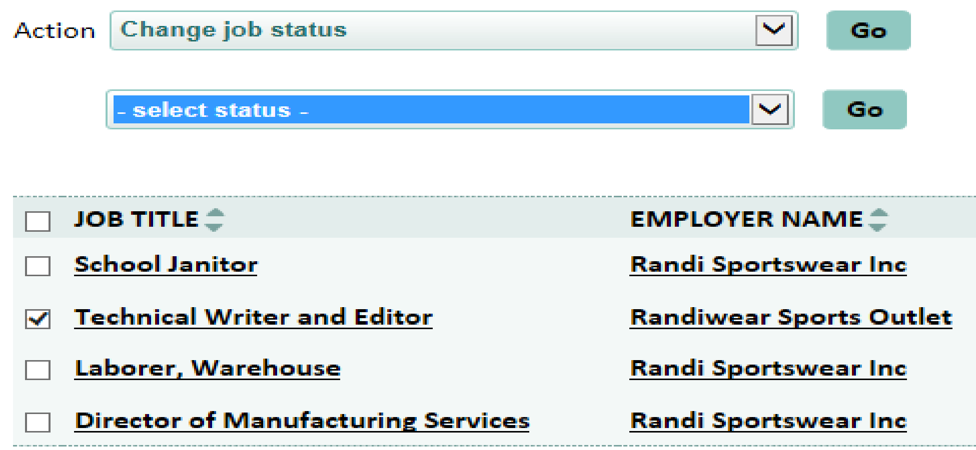
If the feature is used by an office, click the job posting check boxes to assign, select "assign jobs to staff" from the action menu, and click Go to display the drop-down of staff names. Staff members should slect their names from the list and click Assign. A success message will verify the action.



Conditions for Job Order Assignments to Staff and ZIP-Routing Procedures

- **How many people can be assigned to a job post?** At present, only one staff member can be assigned at a time to a single job post.
- **How many people can be assigned to a hiring manager?** FOCUS does not support staff assignments at the hiring manager (account holder) level. Any hiring manager can have multiple job posts. Different staff members may be assigned to different job postings.
- **Who can assign job postings to staff?** Either a staff member or a manager may assign job postings, but only a manager may reassign the job posting to another staff member.
- **Can managers assign job postings to themselves?** Yes.
- **Are any job postings assigned to staff automatically?** Yes, if a staff member or a manager creates the job posting on a self-service accountholder's behalf or on a full-service, staff-managed account, the job posting will be assigned automatically to that individual.
- **Do ZIP codes affect staff assignments?** Yes, they do. Staff members must have permissions to work in an office that handles the ZIP codes corresponding to the hiring manager's ZIP code. FOCUS Assist will display an error message when this condition is not met.
- **Does a hiring manager's location control the staff assignment?** Since ZIP codes define an office service area, employer accounts and their attached job orders are automatically routed to office(s) with the corresponding ZIP code.
- **Can a ZIP code be assigned to more than one office's service area?** Yes.
- **How are unassigned and out-of-state ZIP codes managed?** Hiring manager accounts with out-of-state or unassigned ZIP codes are sent to a default office, where they will be re-assigned to the most appropriate office to handle customers from that area. The default office may be managed by the help desk or an admin office. The default office staff can reassign hiring manager accounts to the nearest or most appropriate office service area.
- **What happens with ZIP+4 addresses?** FOCUS applications are designed to accept ZIP+four entries, but understandably customers do not provide the last four digits with any consistency. For the internal ZIP routing, FOCUS considers only the first five digits.

Change job status: Staff may change an active job's status from the action menu allowing for a quick response when an employer calls to request assistance. Click the check box for the preferred job to close or place on hold. Select "change job status" from the action menu. Click Go to open the nested drop-down for the status selection.

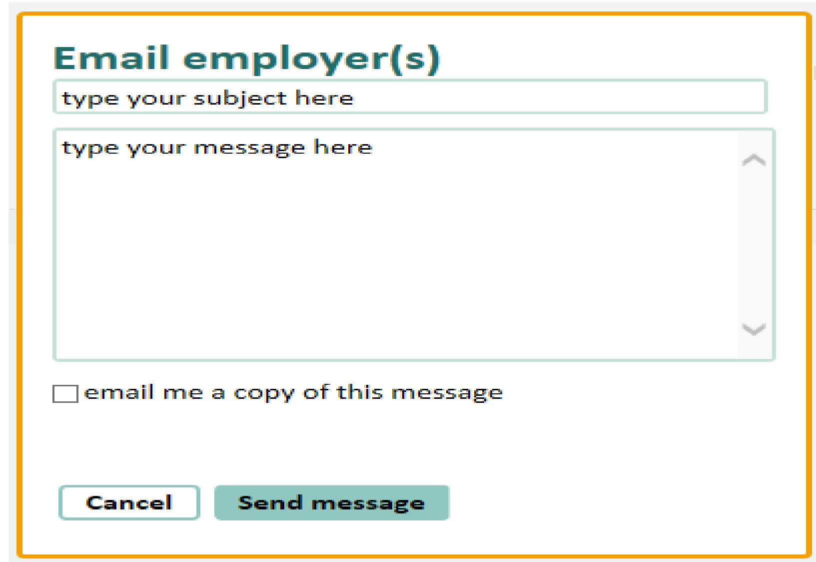


If the job is placed on hold, a success message will verify action in Assist. In FOCUS Talent, the job will move from the employer's Active to On Hold tab, and the job will no longer appear in the search engine. If any job seekers have pending requests in the Referral request approval queue, FOCUS automatically emails them to let them know that the job order has been placed on hold. If the job is reactivated, these job seekers will be returned to the queue for staff review. The status change will be reported to the case-management system.

Hard closing a job: When closing jobs from the action menu, staff will be making a hard close. The job did not expire normally from the job closing date by the calendar setting in FOCUS Talent. FOCUS will display the close posting light box. The light box displays a brief customer-service survey. If there are referred applicants against the job, their names will appear beneath the questions, each with a drop down of referral outcomes. The hiring manager may be willing to provide information on the previously referred job seekers.

When job seekers have requests in the referral request approval queue, FOCUS automatically notifies that job orders have closed and employers are no longer accepting resumes or scheduling interviews. Hard-closed jobs move from the employer's active to closed tab and will no longer appear in the search results. Staff cannot reactivate a hard-closed job, but can duplicate a closed job.

Email employer/s: From the job order action menu, staff can send an email to one or more hiring managers. Simply click the check boxes for the appropriate employer, select email employer(s) from the action drop-down, and click go to display the light box.



Remember, this is a free text email composed to fit the approriate circumstance. FOCUS will send it to the hiring manager associated with the job selected. Since the email can’t be retrieved from FOCUS, click the check box to “email me a copy of this message.” FOCUS will send this to the Outlook inbox for records purposes.

Your Referral Features

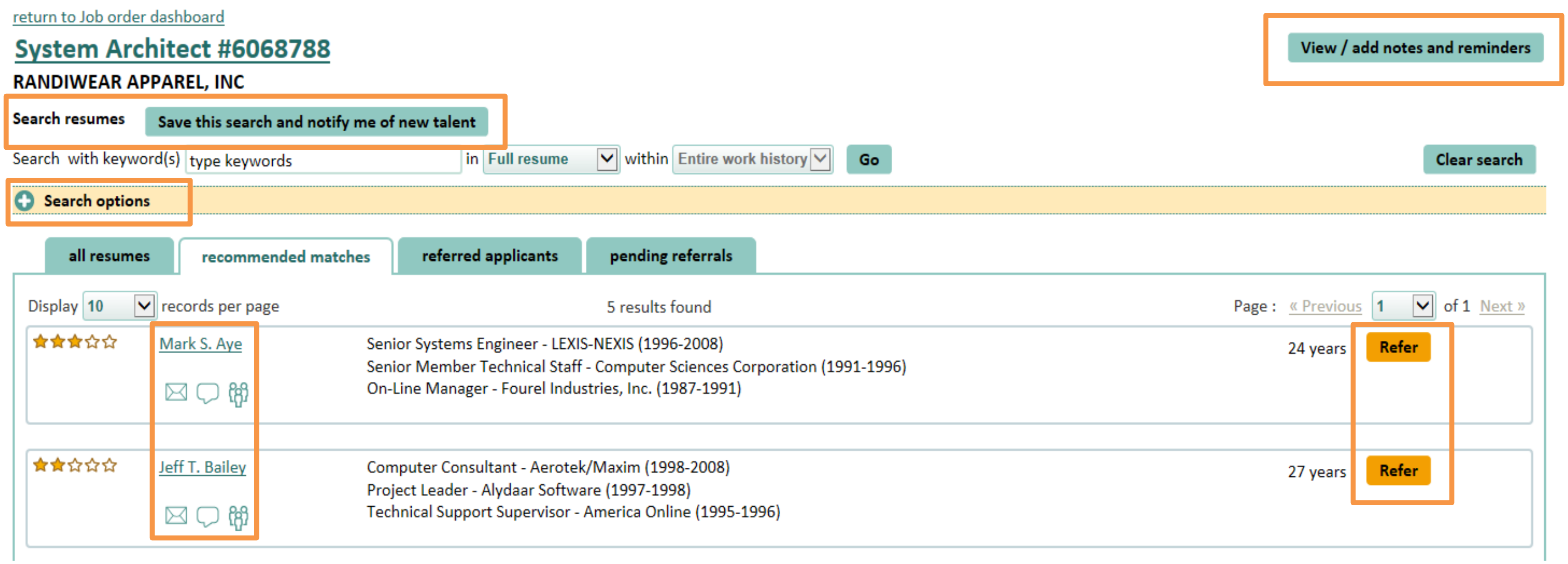
Find jobseekers for job: The “find job seekers for job” feature is mirrored in the assist job seekers tab by the “find job for job seekers” feature in the job seeker action menu. From either feature, staff will reach the functionality they need to refer qualified job seekers to jobs. What differs in these features is the view the staff has. If working from the Job Order Dashboard, FOCUS goes to a view of the job with resumes matching against the job being considered – just as the employer’s hiring contact would see this information in FOCUS Talent. When working from the Job Seeker Dashboard, FOCUS goes to a view of a job seeker’s match results against his/her resume – just as the job seeker would see this information in FOCUS Career.

In both scenarios, staff will have immediate access to the appropriate search criteria for either a business customer or a job seeker customer, preset to the search criteria they have selected. Staff can obtain this information without leaving the FOCUS Assist application. But unlike external customers, staff will have the referral feature from either view. Learning to navigate in the FOCUS Assist application, staff members will find many parallel features that will allow them to see through the customer’s eyes. There are alternate pathways to reach the same feature, strategically placed to give the most convenient access to the information needed.

Finding Recommended Candidates for the Selected Job…

As staff take the employer’s view, take note of the refer buttons on each candidate’s record and the access points to other features related to this job, such as the “save this search and notify me of new talent” and “notes and reminders” for this job, where staff can view previously added notes/reminders or add new ones. The search options panel, which is closed on the default view, can be opened to allow you to view and change all search criteria set by this employer.

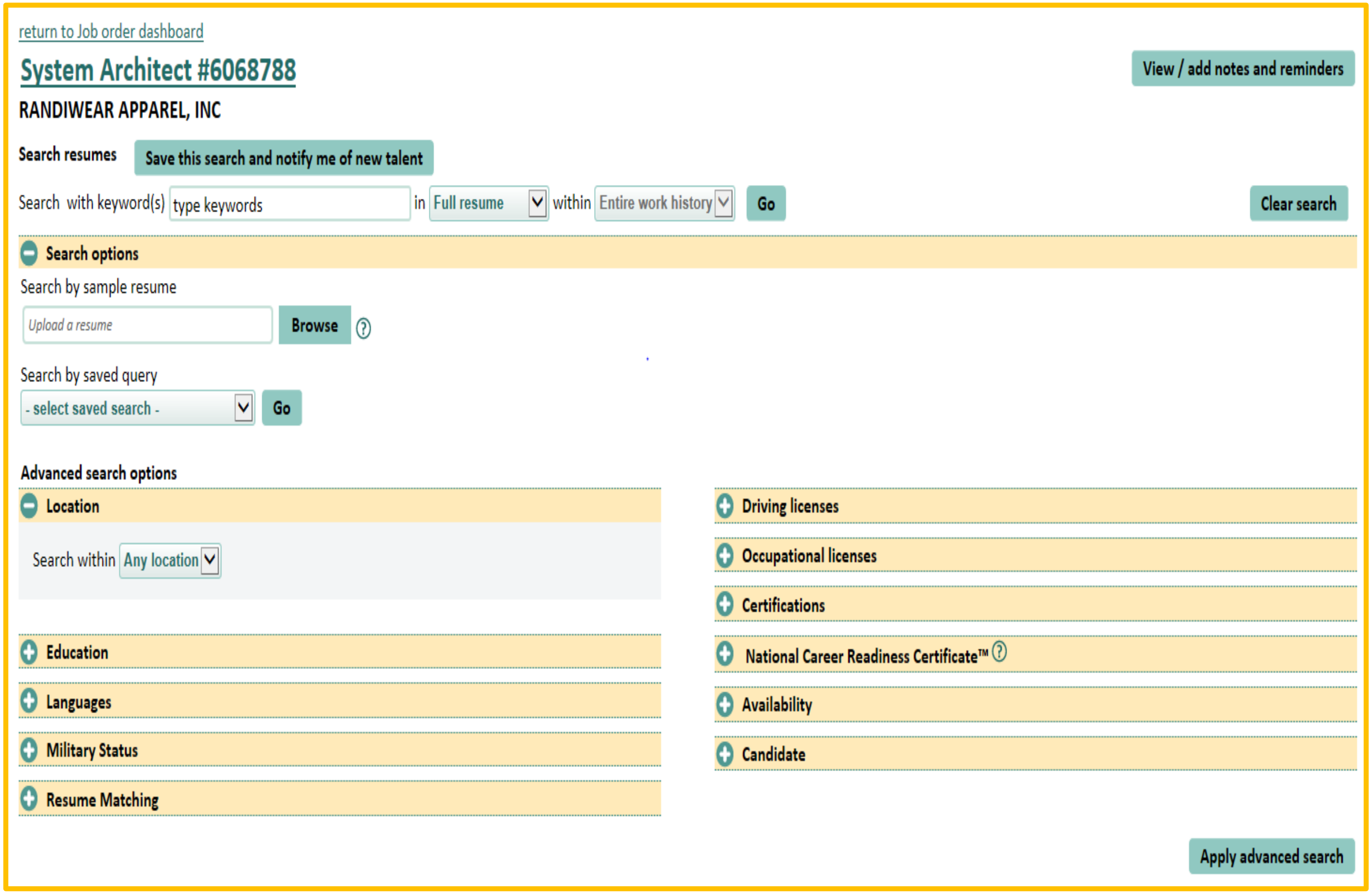
The view defaults to open the recommended matches tab, displaying job seeker by their names. In the employer view, job seeker names are not displayed – only their FOCUS job seeker ID number. Employers will not see the job seeker’s names until after they’ve referred them to a job – or if the employer has allowed job seeker self-referrals, those seekers with a high enough star match can refer themselves.



From this page, there are icon-triggered options to email job seekers, add notes to a candidate's record or find other candidates that look like the one displayed. If staff works only or primarily with job orders and do not have personal relationships with job seekers in your area, you may not wish to immediately refer them but instead email the job posting to establish interest in advance of a referral. FOCUS Assist gives staff the ability to make this important consideration. If you wish to refer, click the refer button instead.

Expanding Your Search for More Candidates…

We all know it happens – employer and job seekers, deliberately or inadvertently, limit their search criteria to very tight parameters that may not serve their best interests. As staff, you need to get around their criteria to investigate more opportunities. But there's a catch: this must be done without disturbing the customer-set criteria. Just click the search options panel. When matching to the selected job, the criteria changes made and any searches saved for this job belong only to staff. FOCUS can email staff with an internal job alert for saved searches that are set. Staff can upload a sample resume of a former job incumbent and search for candidates who closely match those qualifications.


return to Job order dashboard
System Architect #6068788
View / add notes and reminders
RANDIWEAR APPAREL, INC
Search resumes
Save this search and notify me of new talent
Search with keyword(s)
type keywords
in
Full resume
within
Entire work history
Go
Clear search
Search options
Search by sample resume
Upload a resume
Browse
Search by saved query
- select saved search -
Go
Advanced search options
Location
Search within
Any location
Education
Languages
Military Status
Resume Matching
Driving licenses
Occupational licenses
Certifications
National Career Readiness Certificate™
Availability
Candidate
Apply advanced search

Mark as resolved: This feature selection from the job order action menu allows you to resolve issues displayed on the Job order dashboard, as well as follow-ups that may have been set as reminders to yourself. Staff may only take this action against one job record at a time but can resolve one or more issues and follow-ups tied to that record.

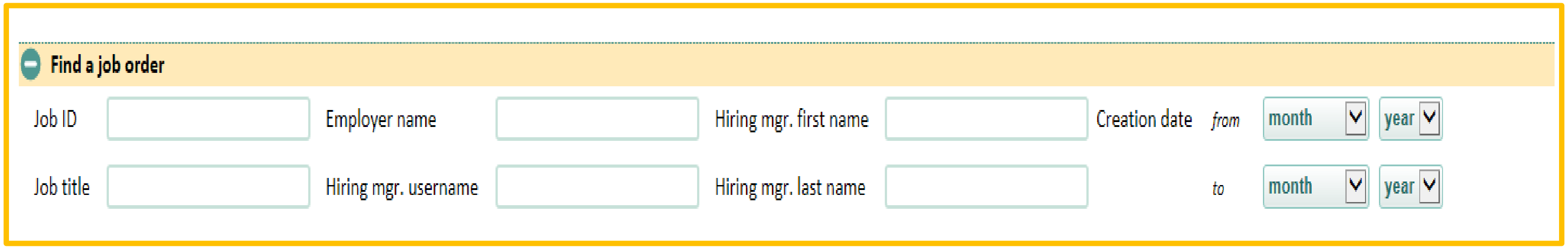
The staff clicks the check box for the job order, select mark as resolved from the action menu, and click go to display the light box (at the right). When a job has multiple issues or follow-ups, each one displays with a checkbox, allowing staff to resolve issues individually or one by one.

When all issues/follow-ups are resolved, the job will no longer display in the dashboard table results as having issues. It will drop from the list, but can be retrieved using the dashboard filters by selecting jobs “with and without issues” or “with no issues.”

Section 4: Job Order Dashboard Panels and Related Features

Panel: Find a Job Order

Searching for job orders works in conjunction with the dashboard filters and uses the same go button to display results. The search criteria below allow staff to identify job seekers in several ways. Use the dashboard filters to narrow and widen locations and job order targets.



Panel: Create a Job Order

Returning to the job order dashboard, scroll down and open the "create job order" panel. Whether staff are mediating a full-service customer or creating a new job post for a self-serve employer who needs assistance, this panel allows staff to find the account and create the job post. When records are not found in FOCUS Talent, staff can create a new account and job order from this panel.

The display above shows a hiring manager record found in FOCUS Talent using the look-up criteria (at left of screen). In the boxed reference, notice that a radio button is selected for this record. If multiple records are returned in a search, each will display with an unselected radio button. The results list could include the parent company record, any business units or other records with similar names. Select the appropriate radio button. The next question will be: *Can I post a job for this account, and if so, how will I know?* Check the condition indicators below:

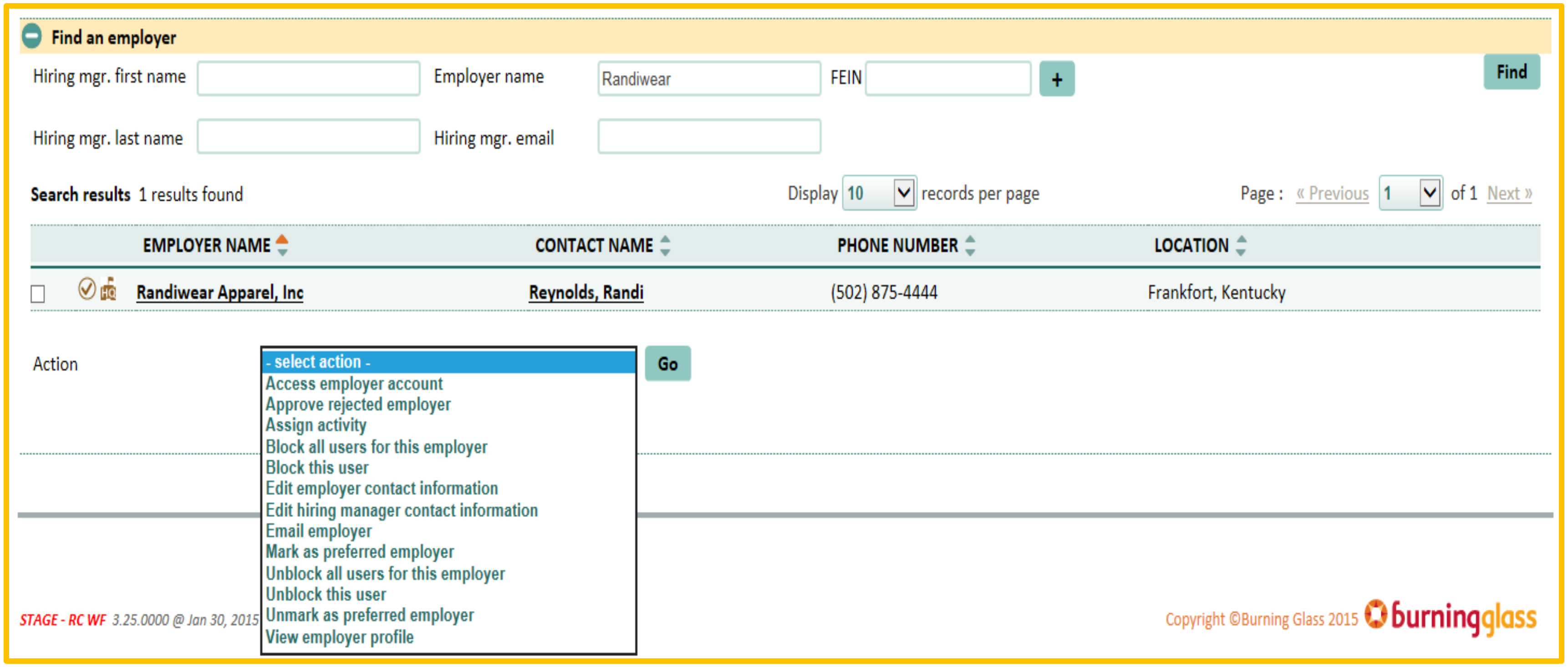
In our sample above, Randiwear Apparel, Inc. has a circled check mark to indicate that the account has been approved. Mouse-over the icon (at left) for text to describe the indicator. With this indicator, staff can post a job.

When a hiring manager account is still awaiting staff approval in the queue, the open circle icon will display. Staff may or may not have permission to approve accounts, but can post a job for this account while approval is pending. The job posting will not become active until account approval is granted. FOCUS will place the job posting in the hiring manager's draft tab. When account approval is granted, FOCUS will check the job posting for appropriate clearance of filters and requirements. It may become active immediately or be sent to the job post approval queue for staff review.

If a hiring manager account has been blocked for a policy-related reason, a job can't be posted. Look for the red circle with a minus sign to recognize this condition. When/if the account is unblocked, the approved account indicator will be restored. Know who to contact about the blocked circumstances. The security team or help desk will have the details.

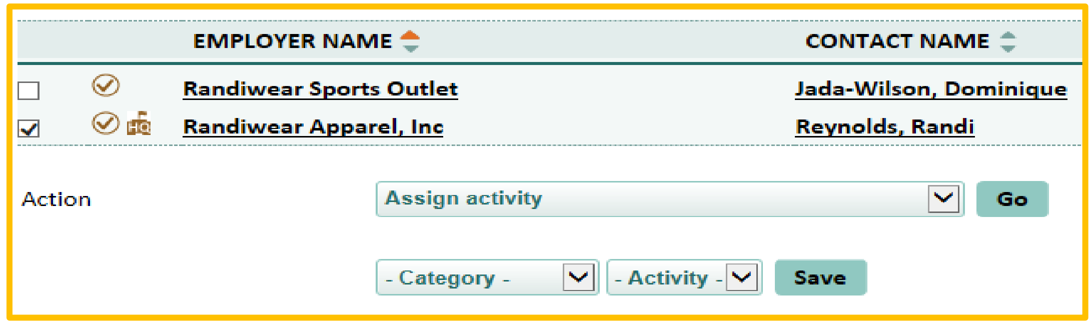
Panel: Find an Employer and the Action Menu

The last panel on the job order dashboard is the find an employer lookup. Once the account is locked, a new action menu becomes accessible (as shown below). This action menu deals with specific actions staff may take against business customer accounts. Some items in the action menu drop-down are controlled by permission and may not display.

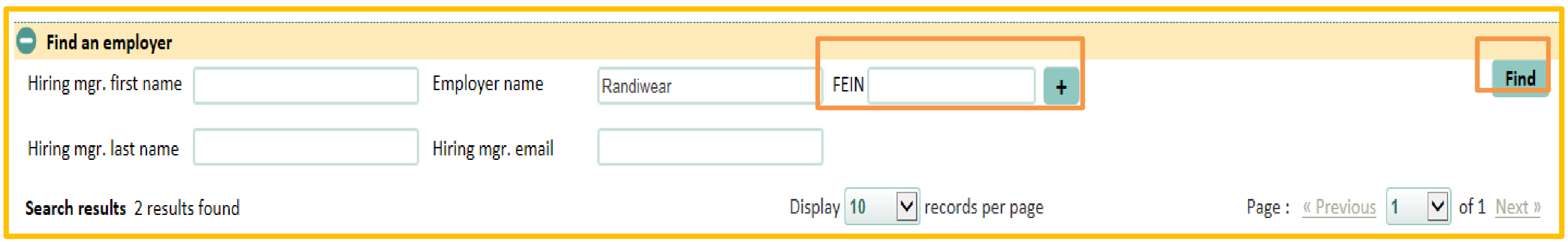


Access employer account: Staff may access only one business account at a time. This feature launches the FOCUS Talent application, allowing staff to enter the hiring manager's account and take actions on his/her behalf. This may be performed against self-service records or staff-assisted (full-service) records that are mediated. Actions could include creating or editing a job post, troubleshooting a reported problem from the customer, or changing /updating the hiring manager's credentials. When staff accesses (or remotes into) an account from the Assist application, some actions will generate automated staff-assisted activities. These will be credited to you and to the office you're working in at that time.

Assign activity: Staff may assign a single activity to one hiring manager's record by clicking the checkbox and selecting the Assign activity option from the action menu. After clicking the go button, two nested drop-downs will display for category and activity. When the category is selected, the corresponding activity drop-down populates for selection. Select and save.

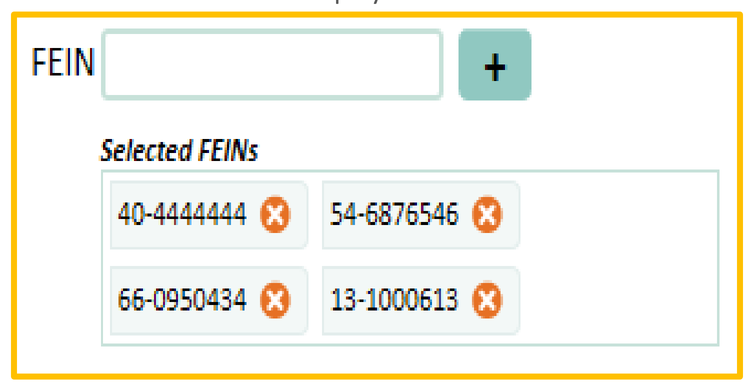


Assigning Activities to Multiple Hiring Managers

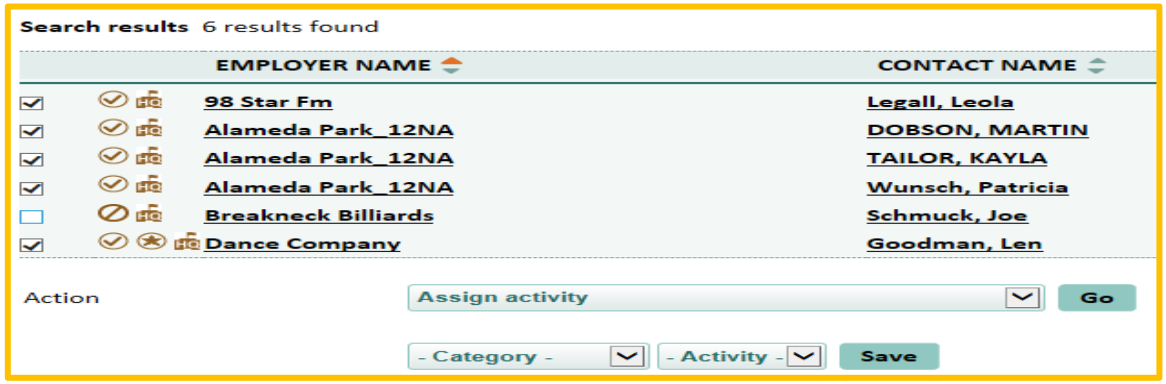


Staff can find employers by searching for their FEIN. To build your list, enter up to 20 FEINs and click the + sign after each entry. Each selected FEIN will display with a remove function. Once entries are complete, click the Find button and the results will display in the table.

Finding FEINs: To find a FEIN, use the "Find an employer" search to access his/her contact information. This also is accessible from the action menu. Simply find the hiring manager, click the check box and select "Edit employer contact information" from the action drop-down. A light box will display, providing all information the hiring manager entered at account registration. Staff can also find the FEIN in the Profile by clicking Edit FEIN.



When your Selected FEINs results display (see table at right), click the check boxes for the appropriate employers and select Assign activity from the action menu. Click the go button. Two drop-downs will display for category and activity, providing the selections from which to choose.



Blocking/Unblocking Individual or Multiple Users: Four selections from the action menu control the ability to block and unblock business accounts. This action does NOT inactivate the account/s in the case-management system, but instead blocks the user/s from logging into their FOCUS Talent account/s only. If staff do not have permission to use these features, they will not display in the action menu drop-down or be accessible to staff. Because a blocking action represents either a misuse of your organization's FOCUS Suite, a violation of the terms of use, or a serious breach of a designated policy, this permission will likely be restricted to a small number of individuals. Those who have permission will use the selections below:

1) Block all users for this employer ***and*** ***Unblock all users for this employer***

2) Block this user ***and*** ***Unblock this user***

For FOCUS Talent accounts, blocking and unblocking can be performed against an individual hiring manager (user) or against all hiring managers (users) associated with the same FEIN. When the all-users feature is used, it is only necessary to block/unblock one account to represent the FEIN. It does not matter whether the single account is the hiring manager for the FEIN parent company or a business unit– the entire FEIN family will be blocked or unblocked.

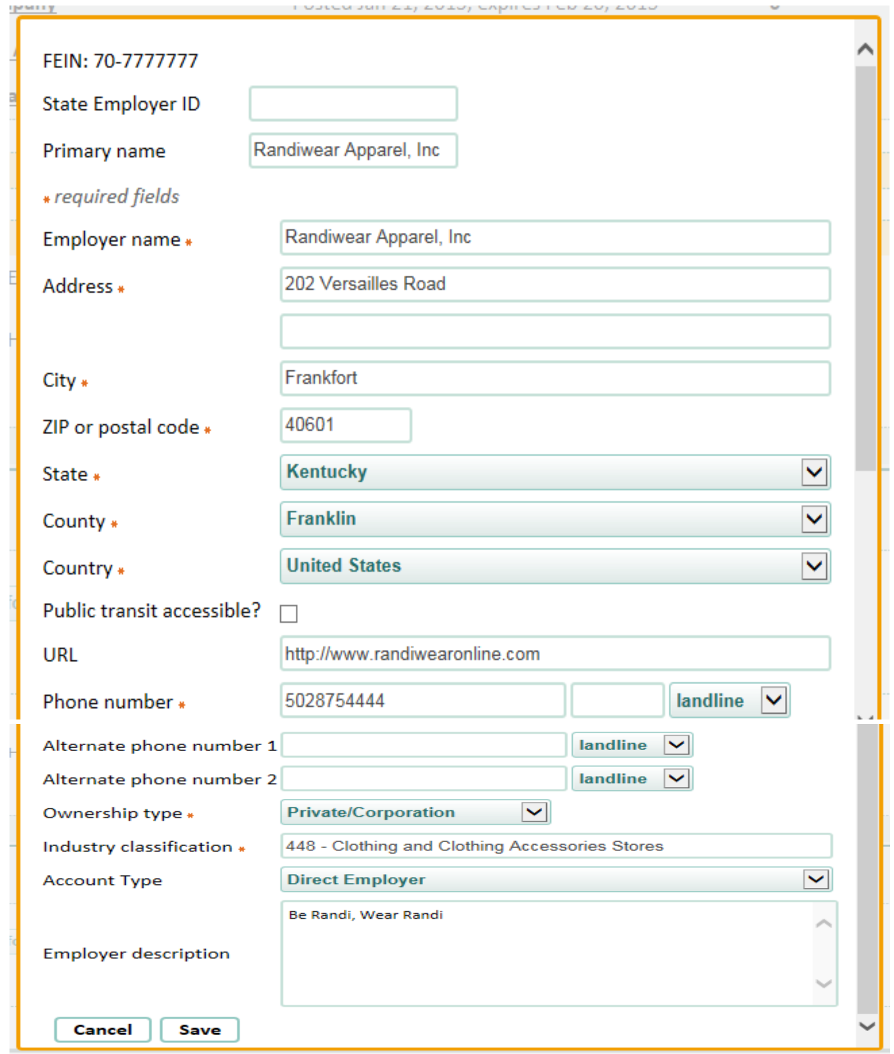
From the Find an Employer panel, search for the company or business unit to be blocked or unblocked. Click the appropriate checkbox, select the desired feature from the action menu, and then click go. A verification light box will display to provide a second opportunity to execute or cancel the action. If you execute the action, a second light box will confirm the action's success. ***Note:*** The addition of blocked to the status filter is a pending feature. This will allow you to locate blocked accounts more easily for unblocking.

Edit employer contact information:

When editing the contact information for a company or business unit, staff gains access to the information the hiring manager provided at registration. Edits can be performed against self-service or staff-assisted (full-service) accounts that are mediated.

All editable information displays in a light box (at right) with an internal scoll bar. In addition to contact information, staff may edit the ownership type, industrial classification (NAICS code), account type and company description.

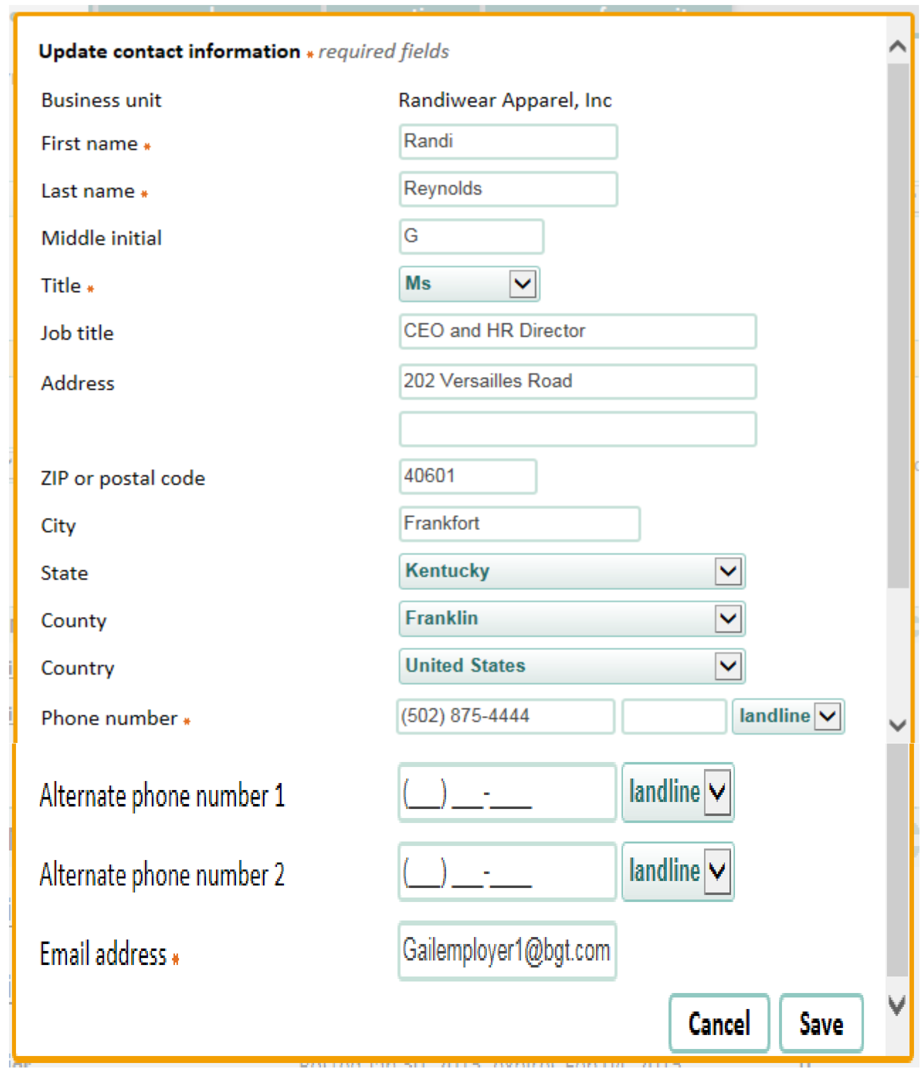
The FEIN is viewable from this light box, but is not editable. Staff may edit FEINs on the company/business unit profile. Click save, and a confirmation light box will verify any actions.



Edit hiring manager contact information:

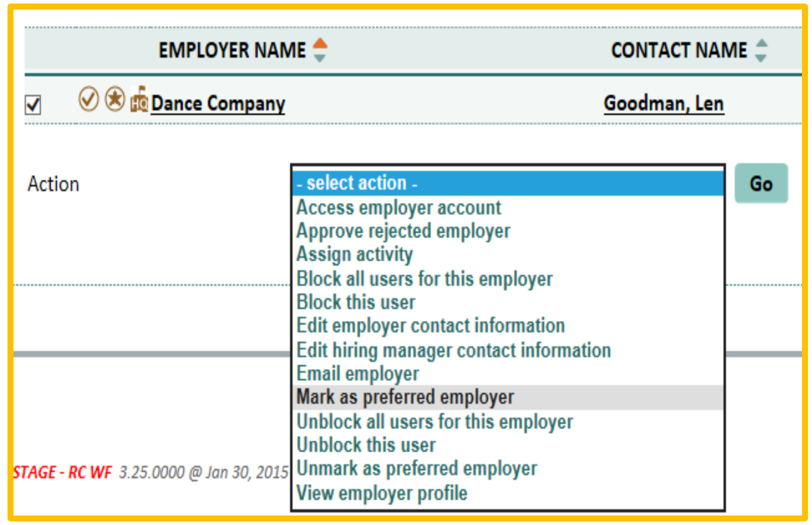
When editing the hiring manager contact information, staff gains access to the hiring manager for any company or business unit to which that individual is attached. Edits can be performed against self-service or staff-assisted (full-service) accounts that are mediated.

All editable information displays in a light box (at right) with an internal scoll bar. Click save, and a confirmation light box will verify your actions.



Email employer: The email feature in the action menu is replicated from the feature in the job order action menu.

Mark/Unmark as preferred employer:



If your organization confers preferred status for business customers and wishes to designate them as such in search results displayed to job seekers, the mark and unmark as preferred employer feature allows you to add a circled star icon to the record.

The circled star icon displays by the business in search results to job seekers and staff.

To mark the record, find the company or business unit in the find an employer look-up, click the check box for the record to be marked, select "mark as preferred employer" from the action menu, and click go. A confirmation light box will verify your actions.

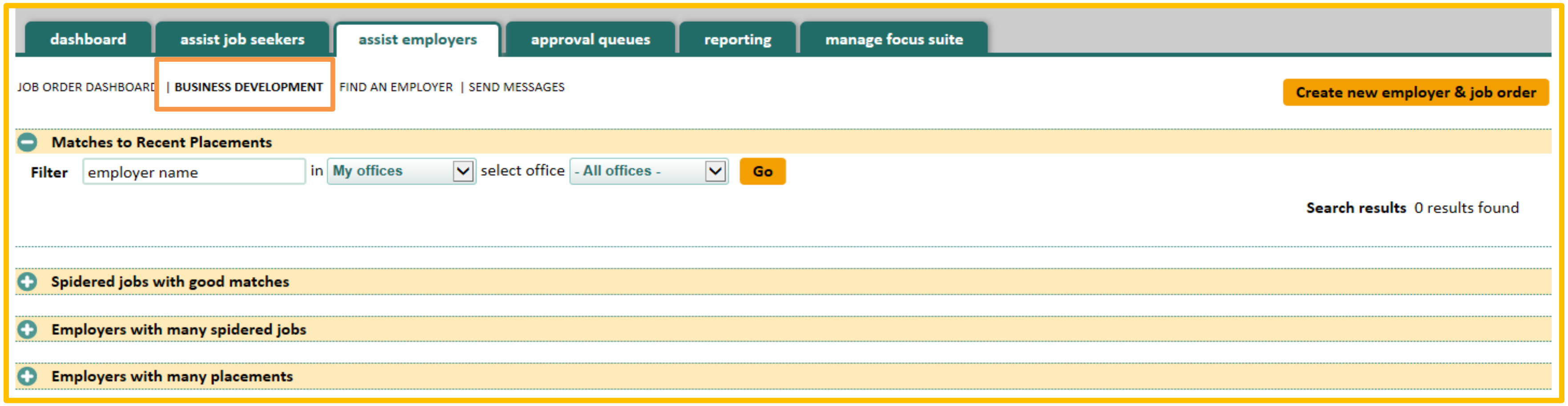
To unmark the record, follow all of the same steps, but select instead unmark as preferred employer for the action drop-down.

View employer profile:

The selection for view employer profile takes staff to the master record for company or business unit. Access this action drop-down in the same manner as other items in the drop-down. The job order, company or business unit and hiring manager profiles are discussed in Section 5.

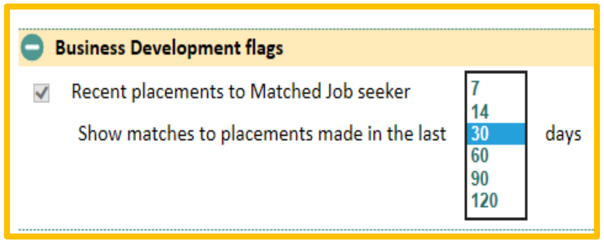
Business Development

The business development feature is accessible only by permission and is recommended for outreach staff working closely with the business community to market the organization's services. It's also useful for staff to develop jobs with businesses that have previously hired candidates from the talent pool. The four data-driven business development features promote analysis of labor market business participation and job matching from both the FOCUS Talent application and the spidered job feeds, offering real-time LMI for recruitment of jobs and new business customers.



Matches to Recent Placements: This feature sets the stage for job developers by using patented cloning technology to find qualified candidates whose resumes closely match those of applicants who were recently hired from your FOCUS talent pool. To be effective, this feature must have referral outcome data to identify recent hires. FOCUS also captures referral outcomes by reaching out to job seekers, hiring managers and staff to collect outcomes for each job order.

"Matches to recent placements" feature is client-configurable with a business development flag, which lets the agency define recent. In the clip (at right), is the related default setting shown with the available time frames. This setting is available only to account admins and system admins.



Spidered Jobs with Good Matches: This feature allows staff to recruit new business customers into the FOCUS Talent system. Staff opens this feature to a table of companies with spidered jobs that have matched against the FOCUS talent pool. In the cross section below, the talent pool has good matches to the jobs the companies are offering.

Chipotle Mexican Grill	Restaurant Team Member Crew 1922 And + 85 others with good matches	Jan 15, 2015	View Matches Contact Employer
Burger King	Crew + 42 others with good matches	Jan 14, 2015	View Matches Contact Employer
Wendy's Restaurants	All Restaurant Crew Positions + 24 others with good matches	Jan 14, 2015	View Matches Contact Employer
Department of Veterans Affairs	Maintenance Worker + 18 others with good matches	Jan 19, 2015	View Matches Contact Employer
Avalon Flooring	Dietary Aide + 15 others with good matches	Jan 14, 2015	View Matches Contact Employer

View the jobs and matches from a talent pool for any candidates to highlight. When staff contacts these potential business customers, use the existing talent pool to recruit them as FOCUS Talent users. Matches like these can be at their fingertips – real time, any time. The “spidered jobs with good matches” feature also allows staff to search by company name. Start monitoring company hiring practices and build a recruitment case.

Employers with Many Spidered Jobs: If these employers were actively posting with an organization, duplication of the job feeds against the FOCUS Talent feed would have removed the spidered jobs to prevent job seekers from seeing them and missing the chance for referral results. Results from this feature will vary from one labor market to the next.

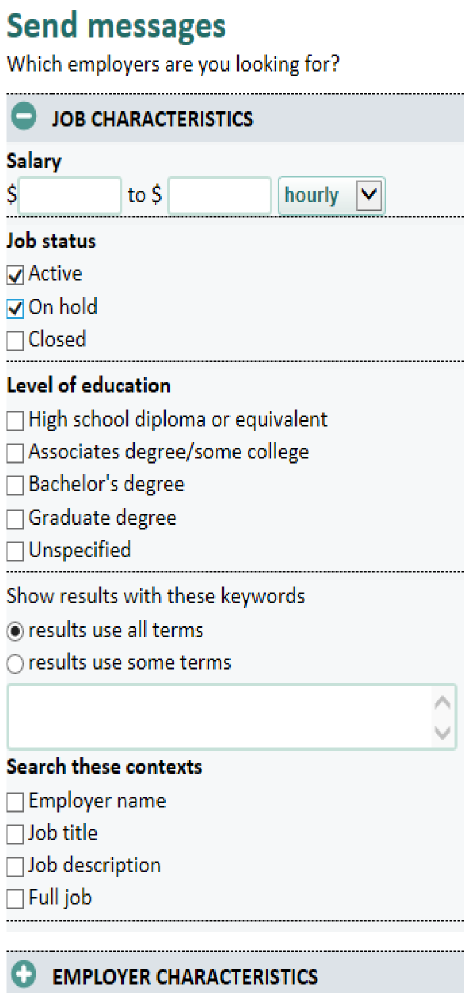
1. What are their business and management practices?
2. What are their hiring patterns and practices?
3. What size are their normal workforces?
4. What are their offered shift differentials?
5. How frequent are their layoffs?
6. Are they prone to labor disputes?
7. What are their turnover rates?
8. What are their wage rates?
9. How are their salary and benefits structured, comparatively?
10. Are they paying or appealing worker UI benefits?
11. Are they under court-ordered Affirmative Action?
12. Are they often in litigation?
13. How have they fared in OFCCP audits?
14. Do they employ large numbers of independent contractors?
15. Are they delinquent on UI taxes?
16. Were they once in your business pool?
17. When did they leave and why?
18. Do barriers still exist?
19. Are they posting with sites that charge?
20. Are they relying on spidered jobs to find highly qualified candidates?

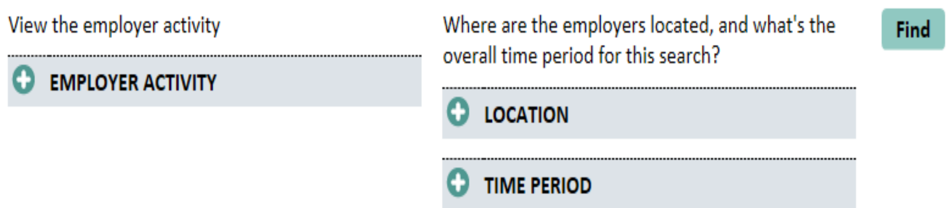
Whether evaluating agency penetration rates or setting new performance goals, FOCUS can provide valuable insight for strategic planning to bring these companies back or possibly in for the first time.

Employers with Many Placements: Looking back to your FOCUS Talent jobs, the “employers with many placements” feature can provide a glimpse into real-time placement data, but again, this feature’s strength depends on consistent referral outcomes data in your FOCUS Suite. Without sound hire data, geographic comparisons of high-placement employers may be unreliable.

Send Messages

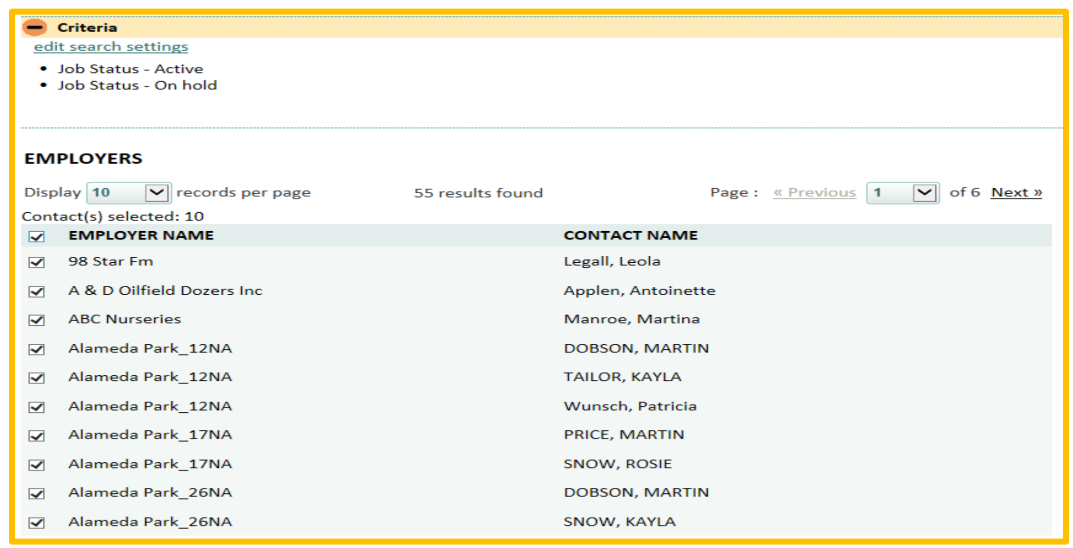
The send messages feature is triggered by defining the characteristics of the message recipients, and if desired, their activities, location and a time period. Selections are made from the filters below, which mirror those in the FOCUS Assist reporting tab for ad hoc reports. In this example, we'll look for all employers with jobs in both Active" and On Hold job statuses, without further selections. The find button will search the FOCUS database and return results.





Search Results:

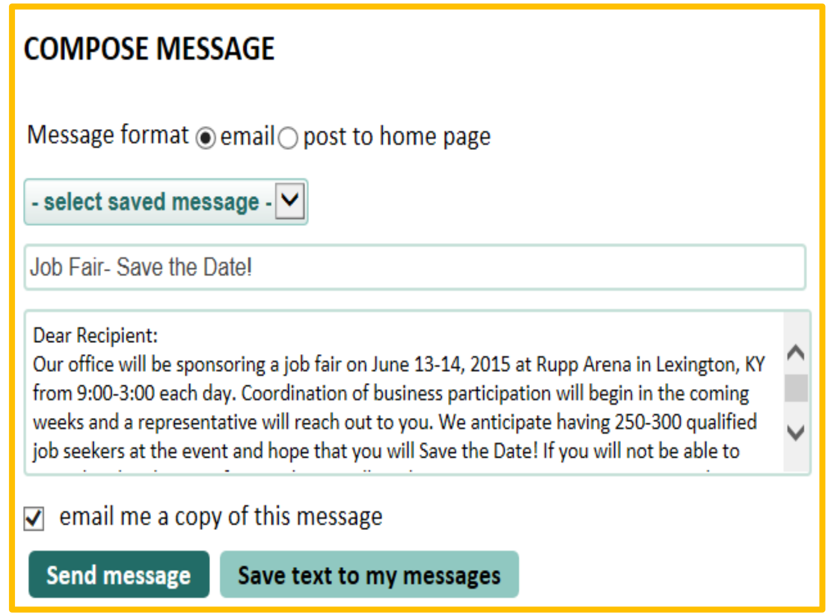
As shown in the clip below, the specified criteria are presented with an edit feature, and the results are displayed in table format. By clicking the check box by employer name, all check boxes are auto-checked and the messaging feature present (next page).



The compose message feature provides an editable email template that can be saved for future use. Messages may be sent by email or by posting items to the customers FOCUS Talent home page.

When “save text to my messages” is clicked, the message saves and the subject line populates the drop-down. A check box allows you to receive a copy of the email. Send message triggers the distribution.

Messages composed in the send messages feature allows staff to “save the text to my messages,” creating correspondence set for both job seekers and business customers. Once saved, staff can locate and edit messages by accessing account settings/saved messages.



Section 5: Profiles: Job Orders, Companies/Business Units, and Hiring Managers

When accounts are created in FOCUS Talent or via FOCUS Assist, the FOCUS Suite creates a core/master record for each company/business unit, its hiring manager. The master record is known as the profile. In addition, a profile is created for each job order. Staff can access profiles from two primary locations in FOCUS Assist. These are:

- **Job Order Dashboard:** From the table display, both the job order title and the employer/company name are hyperlinked in the records display. Click on the hyperlinked item to reach the respective profile.

JOB TITLE	EMPLOYER NAME	DATE	REFERRALS	ISSUES
Actor - duplication	ABC Nurseries	Posted Jan 30, 2015, expires Feb 04, 2015	0	

- **Find an Employer panel:** From the find an employer panel (on the Job Order Dashboard), the look-up results display the employer/company name and the (hiring) contact name hyperlink.

EMPLOYER NAME	CONTACT NAME	PHONE NUMBER	LOCATION
ABC Nurseries	Manroe, Martina	(111) 146-6666 (ext 12345)	New York, New York

Driven by dynamic data collection, profiles immediately begin building a wealth of information to assist in helping and tracking customers. These collections include summaries, logs, usage data and note trackers. The profiles also feed information to the FOCUS Assist reporting tab.

The Job Order Profile

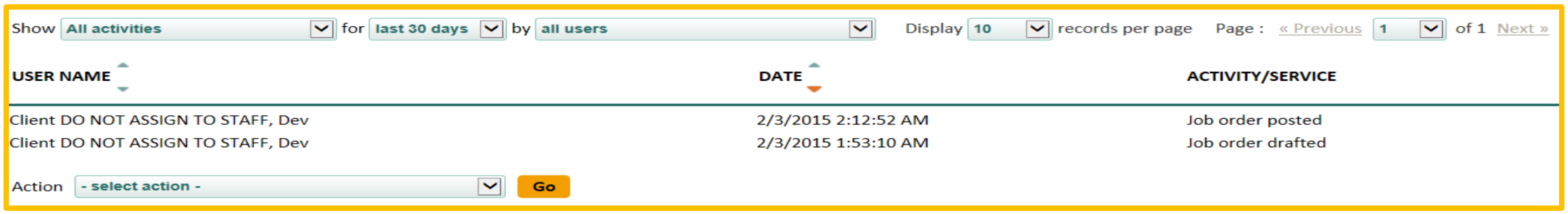
The Job order profile defaults to the position below. A profile is created for each job posting. Staff can open and close panels by clicking on the plus/minus icons. Each profile displays the job title, the FOCUS job ID and the external job ID that is shown in the case-management application. In the applicant status panel, staff can see the number or applicants for the job as well as the number of recommended candidates. A print feature also is available, and a breadcrumb hyperlink returns to the Job order dashboard.

Job Post Details: This panel captures hiring contact detail and the last-action data for creating, editing, refreshing or closing the job posting.

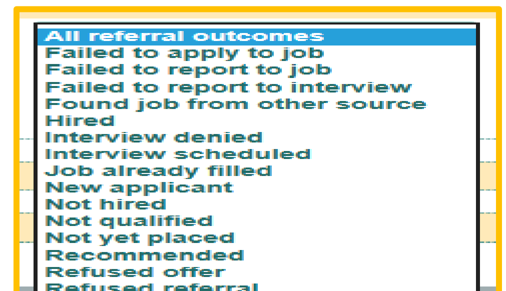
Job Post Description: This panel captures a view of the job posting; an icon set to edit, refresh, close, duplicate or place on hold; and a button to view matches from the database. In addition, hyperlinks can jump to job postings, job post preview, hiring manager's account or the email to contact the hiring contact.

Job Post Activity Summary: This panel captures running totals for various staff-assisted and self-service activities, such as invitations sent and referrals/self-referrals made to the job, as well as targeted referral outcomes that highlight strained interactions be the job order and job seekers.

Job Post Activity Log: This panel captures a date/time-stamped transactional log of activities against the job posting, including all referrals (self-services and staff-assisted) and status changes. Filters allow views of like items, timeframes from seven up to 180 days, and an action-populating drop-down of all staff and job seekers whose interactions with the job have been captured. The table can be filtered by page and number of items per page. In addition, an action menu drop-down allows staff to access the hiring manager's account, email the hiring manager, change the job's status or trigger the search/match to find job seekers for the job.

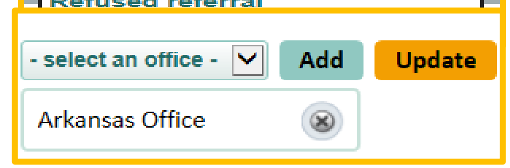


Referral Outcomes: As referral outcomes are reported by job seekers, hiring managers and staff, the referral outcome logs each and allows staff to filter by specific outcomes and timeframes from seven up to 180 days. The outcomes tracked cover all applicant status and USDOL-reportable items that FOCUS captures on a voluntary basis in the FOCUS Talent applicant-management system, as well as with strategic survey features of job seekers, hiring managers and staff.



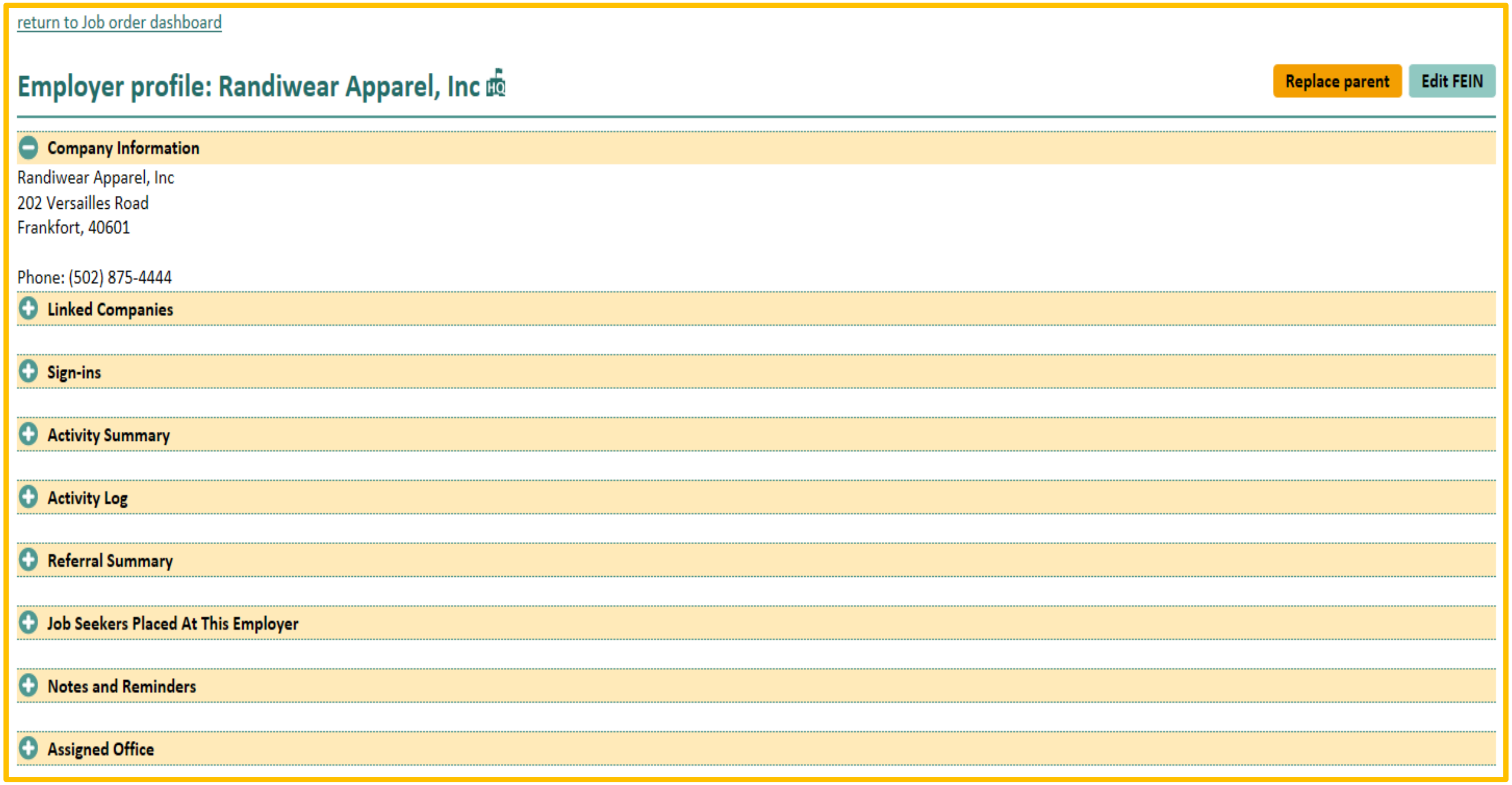
Notes and Reminders: Discussed and shown earlier in this manual, the panel includes corresponding log for notes, reminders, and follow-ups that staff have captured in relation to this job order.

Assigned Office: Used by the default office to reassign job orders within the FOCUS office network, this feature is actionable only by permission. The assignment displays to all staff as information.

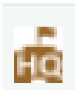


The Employer/Company Profile

The employer (company/business unit) profile defaults to the position below. Staff may open and close panels by clicking on the plus/minus symbols. Each company's information panel displays contact information. In the applicant status panel, staff sees the number of applicants for the job as well as the number of recommended candidates. A print feature also is available and a breadcrumb hyperlink returns to the Job order dashboard.

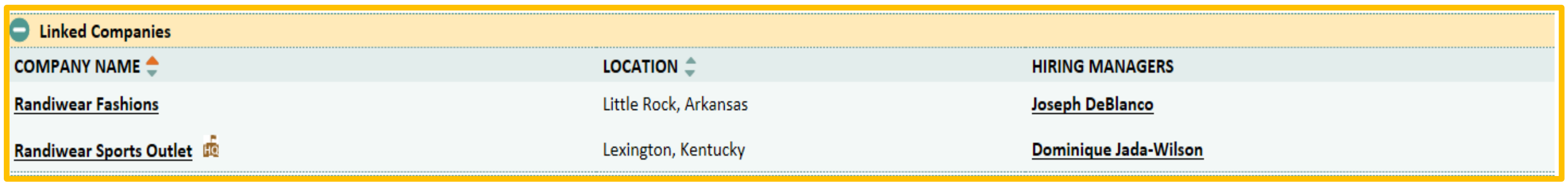


- **Linked Companies:** The FEIN hierarchy is created as companies and their business units register in FOCUS Talent. Because registration is on a first-come, first-serve basis, there is no guarantee that a parent company will register first. FOCUS automatically assigns the “parent role” to the first registrant; subsequent registrants with the same FEIN attach to the parent as child records or business units. In the real world, however, this does not provide an accurate representation of the business organization.



The Linked Companies feature allows staff to re-order the FEIN hierarchy as it learns more about the business and its appropriate subdivisions. FOCUS now displays an HQ icon to designate “who’s on first.”

From the employer (company/business unit) profile of Randiwear Apparel, Inc., the linked companies panel shows two other business accounts tied to the same FEIN – Randiwear Fashions and Randiwear Sports Outlet. You frequently work with Randi Reynolds, the company’s owner and operator and you know that Randiwear Apparel, Inc. is the corporate office. As shown in the panel below, Randiwear Sports Outlet registered in FOCUS Talent first and is designated as the HQ. Click the hyperlink of the currently designated HQ. This will switch to that entities profile.

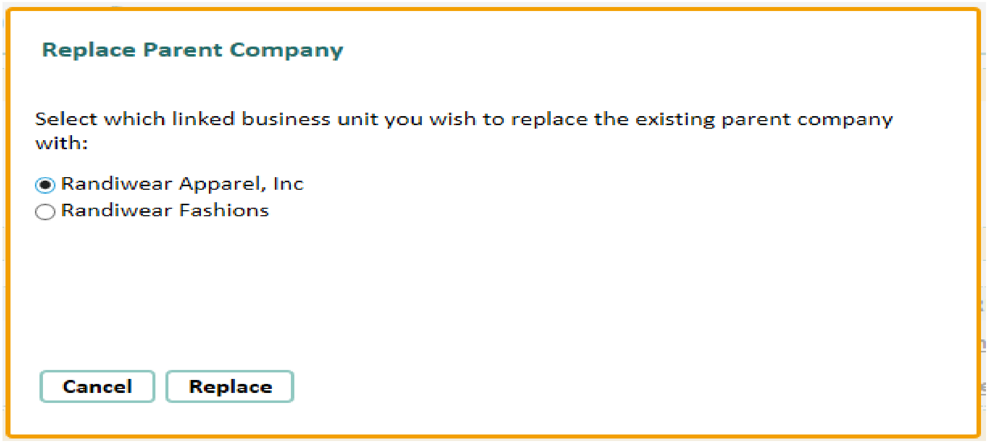


Linked Companies

COMPANY NAME	LOCATION	HIRING MANAGERS
Randiwear Fashions	Little Rock, Arkansas	Joseph DeBlanco
Randiwear Sports Outlet	Lexington, Kentucky	Dominique Jada-Wilson

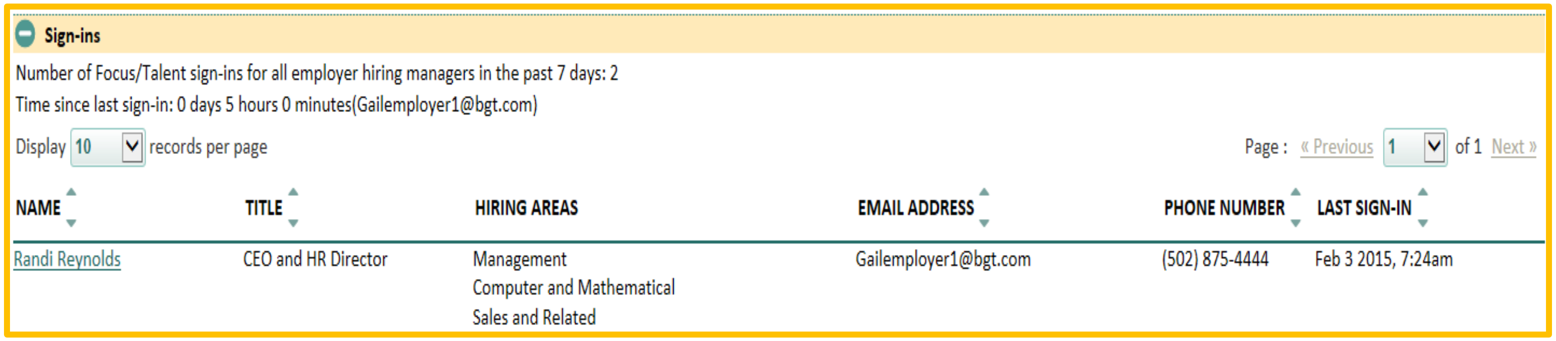
When the HQ profile displays, a new button for Replace parent will display beside the Edit FEIN button. Click Replace parent.

The light box below will display. Select the radio button for the entity that will replace the current HQ, and click replace (or cancel). A confirmation screen will display. Close the confirmation light box.



The new HQ is…

- **Sign-ins:** The sign-ins panel displays below and is self-explanatory. ***Note:*** Click the hiring manager's hyperlinked name to access the hiring manager profile.



- **Activity Summary:** The activity summary panel mirrors the job order panel, but deals instead with activities this employer (company/business unit) has taken.

- **Activity Log:** The Activity Log chronicles specific activities, time/date stamped for this employer (company/business unit).

- **Referral Summary:** The Referral Summary panel mirrors the job order panel, but instead reflects referrals made against this employer's (company/business unit) job postings.

- **Job Seekers Placed at this Employer:** This panel identifies the job seekers registered in FOCUS Career who have been hired by this employer (company/business unit).

- **Notes and Reminders:** Discussed and shown earlier in this guide, the panel includes a corresponding log for notes, reminders and follow-ups that staff has captured in relation to this employer (company/business unit).

- **Assigned Offices:** Used by the default office to reassign customer accounts within the FOCUS office network, this feature is actionable only by permission. The office assignment, however, displays to all staff.

The Hiring Manager/Contact Profile

The hiring manager/contact profile defaults to the position below. You may open and close panels by clicking on the plus/minus symbols. Each hiring manager/contact panel displays contact information. Access to the hiring manager/contact profile is from any hyperlinked name for the individual displaying on the job order dashboard, search results or from the hyperlinks in the associated employer (company/business unit).

return to Job order dashboard

Hiring manager profile: Randi Reynolds / Randiwear Apparel, Inc

Contact Information

Randi Reynolds
Randiwear Apparel, Inc
202 Versailles Road
Frankfort, 40601

Access employer's Focus/Talent account

Phone: (502) 875-4444
email: Gailemployer1@bgt.com

Sign-ins

Activity Summary

Referral Outcomes

Survey Responses

Hiring Manager Activity Log

Notes and Reminders

- **Contact Information:** The contact panel provides the hiring manager's contact information and a hyperlink to the associated employer (company/business unit).
- **Sign-ins:** This sign-ins panel provides counter information on days since registration, sign-ins since registration, sign-in in past seven days and time since last sign-in.
- **Activity Summary:** The activity log chronicles specific activities, time/date stamped for this hiring manager.
- **Referral Outcomes:** Referral outcomes reported by job seekers, hiring managers and staff against jobs this hiring manager has posted.
- **Survey Responses:** This panel counts positive/negative survey responses from this hiring manager.
- **Hiring Manager Activity Log:** The activity log chronicles specific activities, time/date stamped for this hiring manager.
- **Notes and Reminders:** Discussed and shown earlier in this guide, the panel includes a corresponding log for notes, reminders and follow-ups that staff have captured in relation to this hiring manager.

Section 6: Managing Approval Queues

Staff permissions for review of business accounts and job postings will vary from one organization to the next, depending on workflows and approval defaults determined by program and operational managers. The FOCUS Assist approval queues may be managed individually, at a centralized location or distributed across the agency's office network. While various triggers drive accounts and job orders to the queues for staff review, the queue items are subject to FOCUS ZIP-routing parameters. Offices are defined by service areas, service areas are defined by ZIP codes, and staff is assigned to offices that serve customers channeled to these offices by their ZIP codes. Filters in the queues allow reviewers to sort data accordingly.

Employer Account Approval Queue

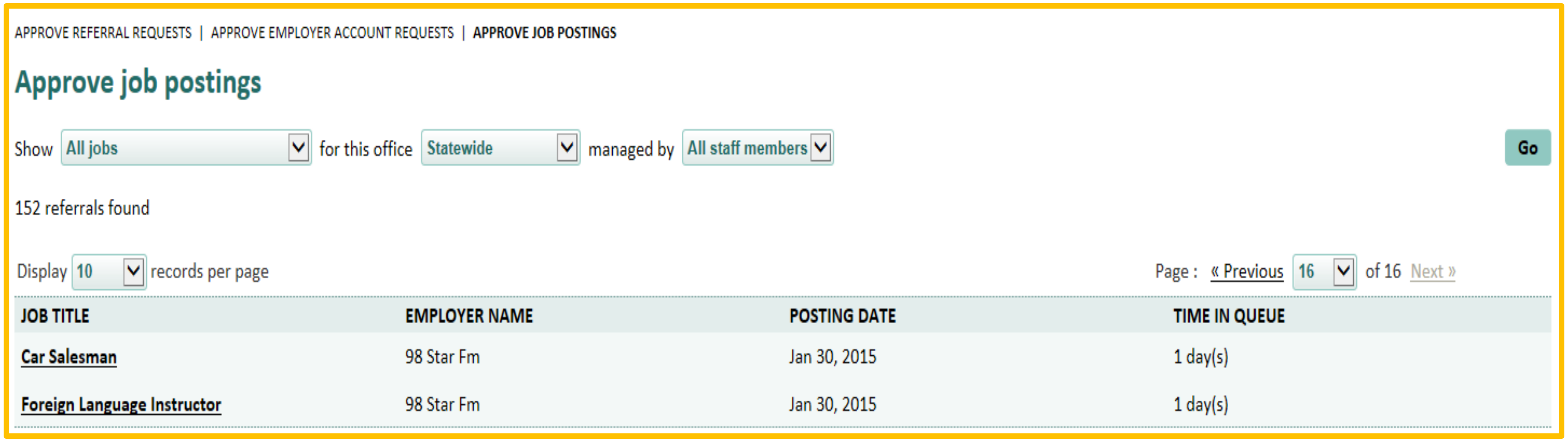
Kentucky centralizes this approval process for employers and thus only central office help desk staff will have access to edit this queue. Queues will not display to staff without appropriate permissions for either view or view and edit.

Job Post Approval Queue

Most agencies distribute this queue across their field office network given the immediate need to approve job postings from employers/companies in their local service areas, as well as field staff's close relationship to business customers. However, it may be necessary to create a hybrid or mixed queue structure to isolate certain job types that need program-level review or intervention. FOCUS allows for approvals to be targeted for all of the job types below:

- Foreign Labor Certification jobs involving time-sensitive advertising requirements
- Federal contractor jobs involving OFCCP requirements
- Jobs including criminal background check requirements, per TEGL 33-11 policy
- Court-ordered Affirmative Action job involving employer compliance with EEOC requirements
- Jobs involving wage monitoring of commission-based or commission + salary jobs
- Home-based/remote jobs, which may offer excellent emerging possibilities or also the potential for work-at-home scams

Overall permission settings include view or view and edit, but job-based permissions are available for all of the items above. Individual permissions for Foreign Labor Certifications can be drilled down further to H2A, H2B and Other. This can help spread review responsibilities across program areas. Queue will not display to staff without appropriate permissions for either view or view and edit. In its default position, the queue opens as a sample shown below.

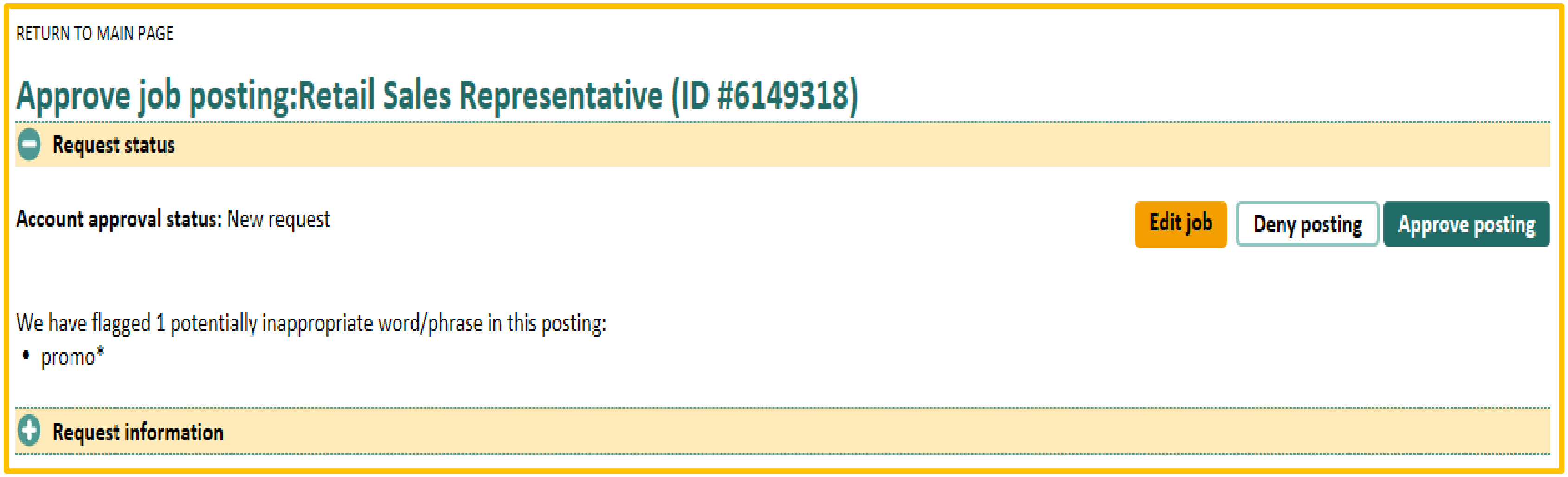


Main Page Queue Filters

- **Show:** Selections include "All jobs," "Commission only," "Court-ordered affirmative action," "Federal contractor," "Foreign labor (H2A)," "Foreign labor (H2B)," "Foreign labor (other)," "Home-based" and "Salary + commission-based."
- **For the office:** Selections include "statewide" and "all offices" populated to the system via the manage offices feature or Office data migration.
- **Managed by:** The only selection is for "All" staff members.

By clicking the *job title* hyperlink on the main page, staff opens an individual record to view the job post request and descriptive information on the display shown below in its default position. Located in the Account request status panel, are the three primary actions taken in this queue: ***Edit job***, ***Deny posting*** and ***approve posting***.

Information in the "Request status"panel provides the status of the request and cites any issues that have been flagged for staff review, such as inappropriate language that may be discriminatory. Information in the "Request information" panel displays the job posting in detail.



Status Considerations

To provide status considerations, FOCUS runs filters and extracts job and requirement-related conditions to help you address various federal requirements and policy directives.

1. **The FOCUS inappropriate language filters** include a three-tier approach for isolating language that is profane, offensive, inappropriate or potentially discriminatory in a professional business environment. Red-cards, yellow-cards, and white listed filters run against account registrations, email addresses and job postings.

    - **Red-card Words:** This filter identifies derogative and profane language that are unacceptable by any standard. If such references are found, FOCUS Talent returns these to employers for removal or correction. Once addressed, the job posting is cleared only for red-card words/phrases but may still go to the approve job post queue for staff to resolve yellow-card words.

    - **Yellow-card Words:** Potentially discriminatory language will drive the job posting to the job post approval queue for staff review. For approval in the queue, the decision only may involve accepting that the word/phrase is used in an appropriate context.

2. **Criminal Background Exclusions:** This filter responds to ETA TEGL 33-11, calling for agencies to identify jobs that require a criminal background check and to provide specific EEOC information to job seekers for any jobs that may potentially discriminate against ex-felons. The CBE feature includes staff ability to exclude job postings where a criminal background check is legitimate or required by law (e.g., a daycare center excluding sex offenders).

3. **Minimum Age Requirements:** Jobs may specify a minimum-age requirement for reasons that represent Bona Fide Occupational Qualifications (BFOQs), such as candidates being of legal age to sell alcohol or tobacco products, to be bonded or insured or to qualify for commercial driver licenses or endorsements. While FOCUS allows hiring managers to post other reasons for minimum-age requirements, any reason beyond the pre-established BFOQ will drive the job to the job post approval queue for staff review.

4. **Special Requirements:** Similarly, "applicants must" requirements are allowed in FOCUS Talent but are subject to staff review if they do not clear the FOCUS Talent filters for inappropriate or potentially discriminatory language.

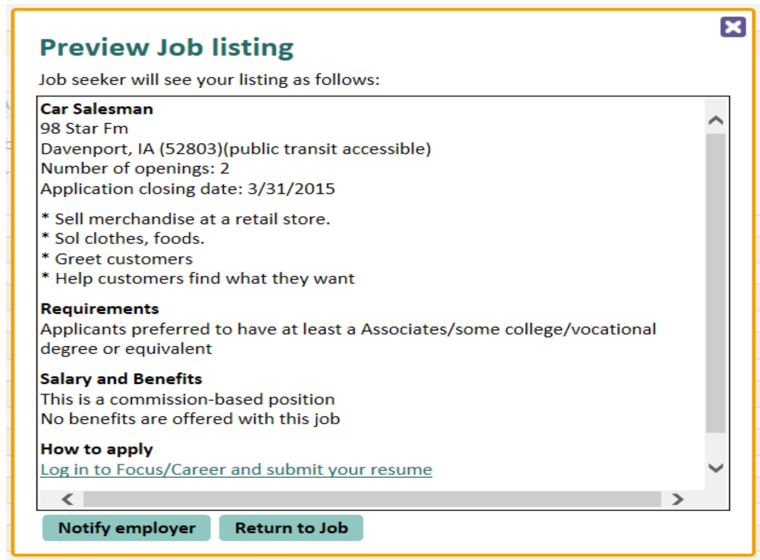
5. **Commission-only jobs and Commission + salary jobs:** While not all organizations accept postings for these jobs, some that do elect to monitor them closely. All are sent to the queue for staff approval as are **home-based/remote jobs**.

6. **Other jobs that may require staff review** are court-ordered Affirmative Action, Federal Contractors Job Listing and Foreign Labor Certification.

Final Actions in the Job Post Approval Queue

Approve Posting: When staff approves a job posting request, FOCUS sends an automated notification that is controlled by a custom template. Staff does not send anything else to the account holder.

Edit job: When staff edits a job posting, FOCUS returns them to the edit path for the job posting to make changes to any section of the text. At completion, post the job changes and the Preview Job listing light box (at right) displays. When staff clicks "Notify employer," FOCUS sends an automated notification to the employer's hiring managers and provides the changes you've made. Staff does not send anything else to the account holder.



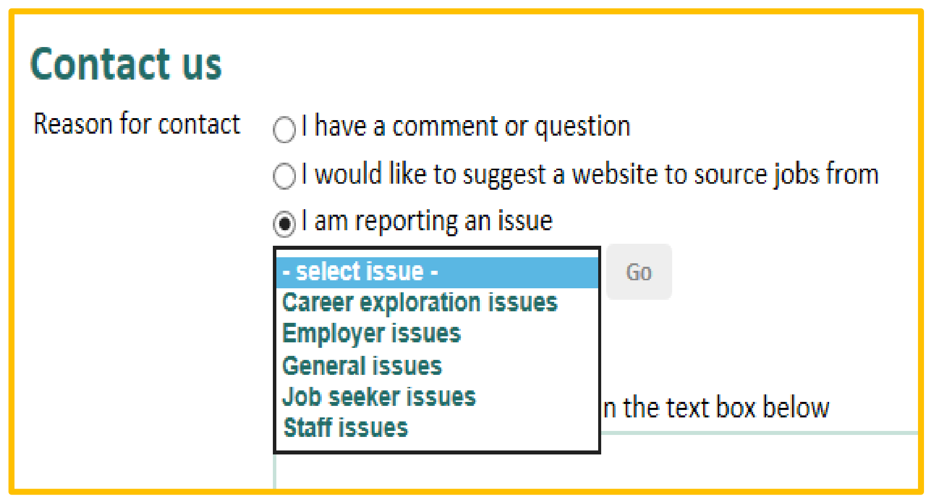
Deny Posting: When staff denies a job posting request, FOCUS displays the light box (below), allowing you to provide a reason for the denial. Denied jobs remain in the hiring manager's Drafts tab.

Section 7: Send Feedback

In the Manage FOCUS Suite tab, the only feature that displays to all staff, regardless of their roles or permissions, is Send Feedback.

This feature allows any staff with a FOCUS Assist account to submit comments or questions, application issues, and suggestions for new websites that might be considered for spidered job feeds.

Information sent through this feature is emailed to the Level 1 help desk team's mailbox. Help desk teams determine what issues are forward for resolution.



Section 8: The Staff-Assisted Workspace – Your Assist Connection with FOCUS Talent

From FOCUS Assist, staff may create new employer accounts and job postings without exiting the staff application. Both the functionality and workflows mirror FOCUS Talent, keeping you fully engaged with the same features available to self-service business customers but with the ease of managing the full-service employers staff may continue to mediate. Any account created or managed can be passed off to customers with simple credential changes to their personal or business email accounts. When creating mediated accounts, staff can use the existing email accounts an employer has and share password credentials. As staff navigates in the full-service mode, customers can observe their account activities; receive resume alerts and other system-generated email while advising on what actions or recruitment strategies they want to take.

To initiate staff-assisted account creation (with or without job posting) from FOCUS Assist, functionality will display strategically in the Assist Employers tab. Look for the locations and buttons below to start the process.

From the Job Order Dashboard — Create new employer & job order

From the "Find an Employer" feature — Create new employer & job order

From the "Create a Job Order" panel — Create new employer & job order | Create job order

From Business Development feature — Create new employer & job order

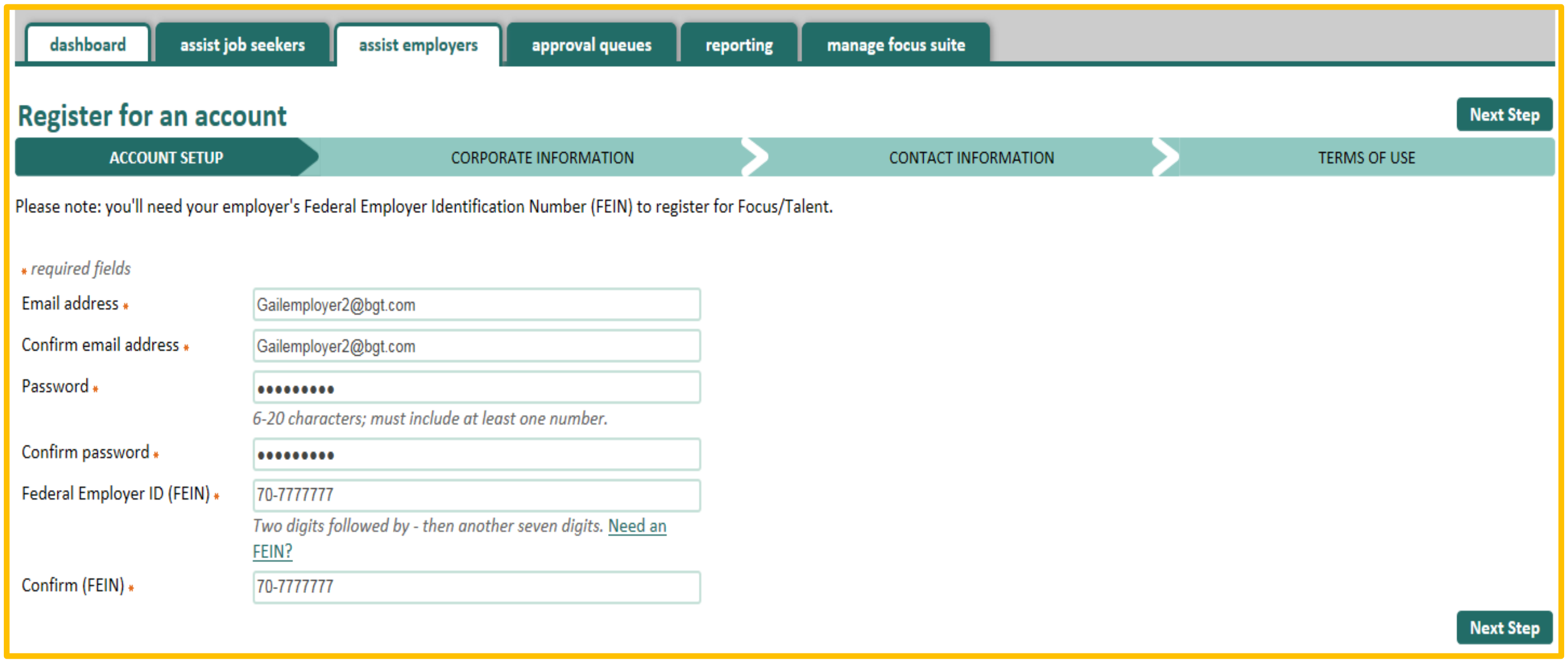
- **To create a new business account** staff will need: a username email, a password and the correct FEIN.
- **To complete the registration workflow** staff will need: the Business's contact information, the industrial classification (NAICS code or title) and information for at least one company description. If mediating an account, staff can enter their information on the contact section as the hiring manager. When you reach the terms of use, remember to read or provide this information to the employer since you must sign off on the terms of use on the customer's behalf.
- **To complete a job post** you will need: the job title, job description, all preferred/mandatory requirements, the number of openings, the closing date for the job and as much information as possible to make the position as appealing as possible to job seekers.

Section 9: Creating a new business account

Registration Step 1 – ACCOUNT SETUP

To create a new business account, employers will need: a Username email, a password (case-sensitive) and the correct FEIN. Enter and re-enter each element to ensure accuracy. Click, Next Step, FOCUS will check the agency's FEIN resource to match/validate the FEIN entered.

1. **If no FEIN match is found,** the account will be treated as new.
2. **If FEIN match is found,** the account will attach to the existing FEIN as part of the same "corporate family" in the FOCUS business hierarchy.



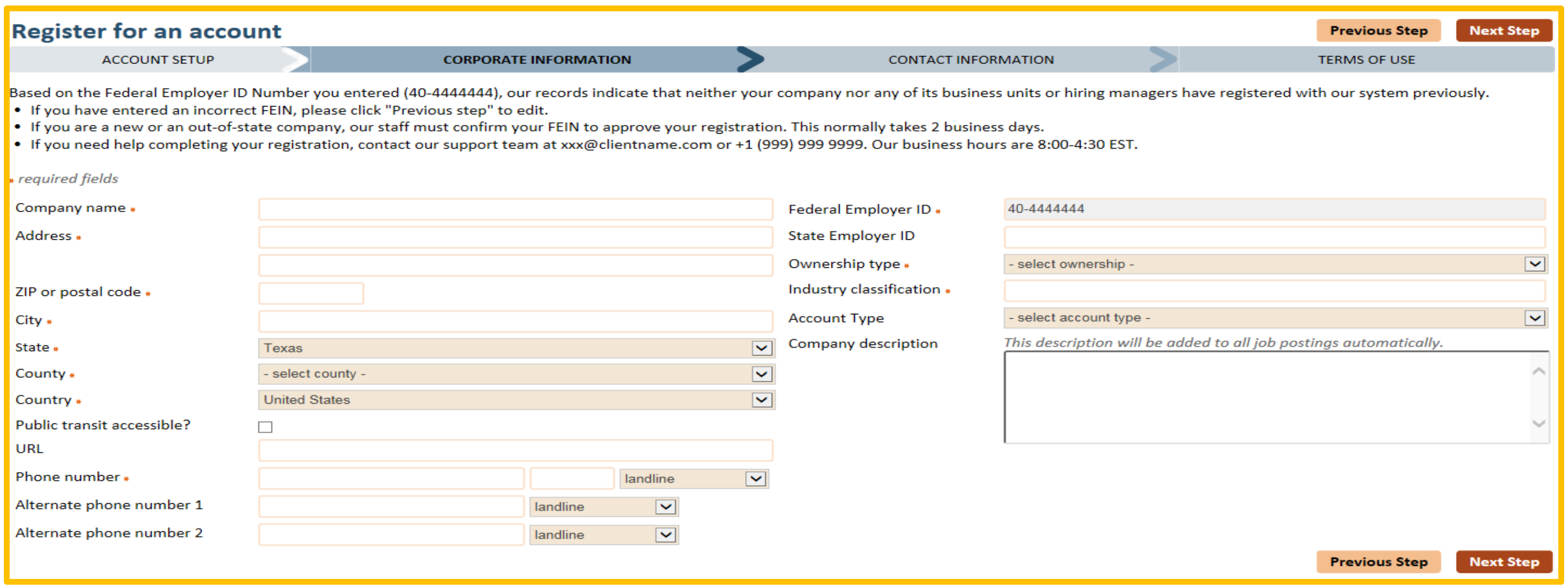
Registration Step 2 – CORPORATE INFORMATION

If no FEIN match is found, FOCUS will navigate to the CORPORATE INFORMATION tab and display the message below.

> Based on the Federal Employer ID Number entered (##-#######), our records indicate that neither the company nor any of its business unites or hiring managers have registered with our system previously.
>
> - If an incorrect FEIN is entered, please click Previous Step to edit.
> - If employers are new or out-of-state, agency staff must confirm their FEIN to approve employer registration. This normally takes two business days.
> - If employers need help completing their registration, contact the support team at KentuckyCareerCenterSupport@ky.gov or (502) 564-0871. The business hours are 8 a.m. to 4:30 p.m. EST.

Conditions:

1. The FEIN entered will populate to the appropriate field, but will **NOT** be editable until after the registration is completed.
2. As a staff-created account, this registration request will not go to the approve employer account requests queue.

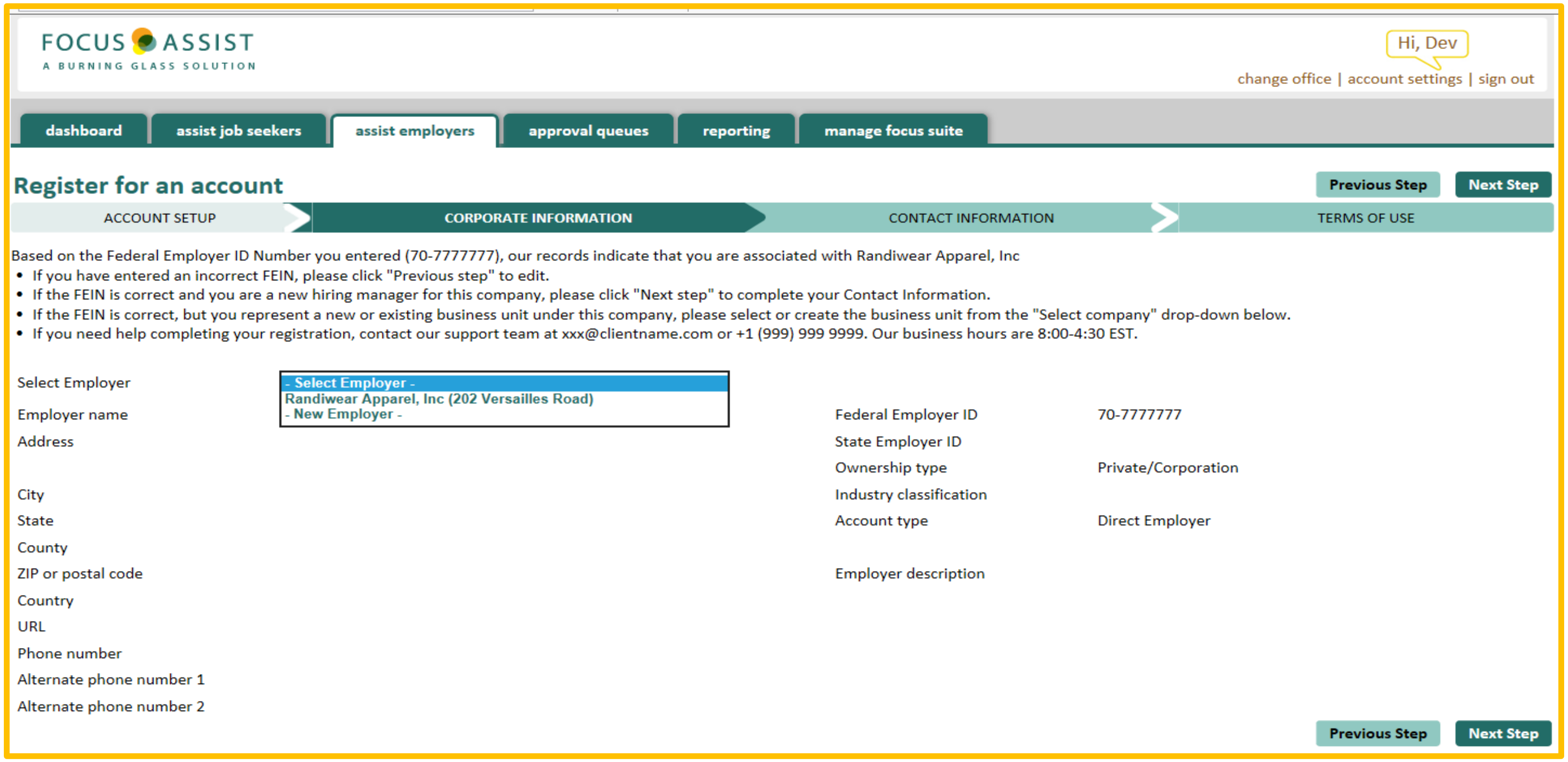


If FEIN match is found, FOCUS will navigate to the CORPORATE INFORMATION tab and display the message below.

Based on the Federal Employer ID Number entered (##-#######), our records indicate that you are associated with [Company Name].

- If an employer enters an incorrect FEIN, please click Previous Step to edit.
- If the FEIN is correct, click Next Step to complete the Contact Information.
- If the FEIN is correct, but they represent a new or existing business unit under this company, please select or create the business unit from the “Select Company” drop-down below.
- If employers need help completing their registration, contact our support team at KentyckyCareerCenterSupport@ky.gov or (502) 564-0871. The business hours are 8 a.m. to 4:30 p.m. EST.

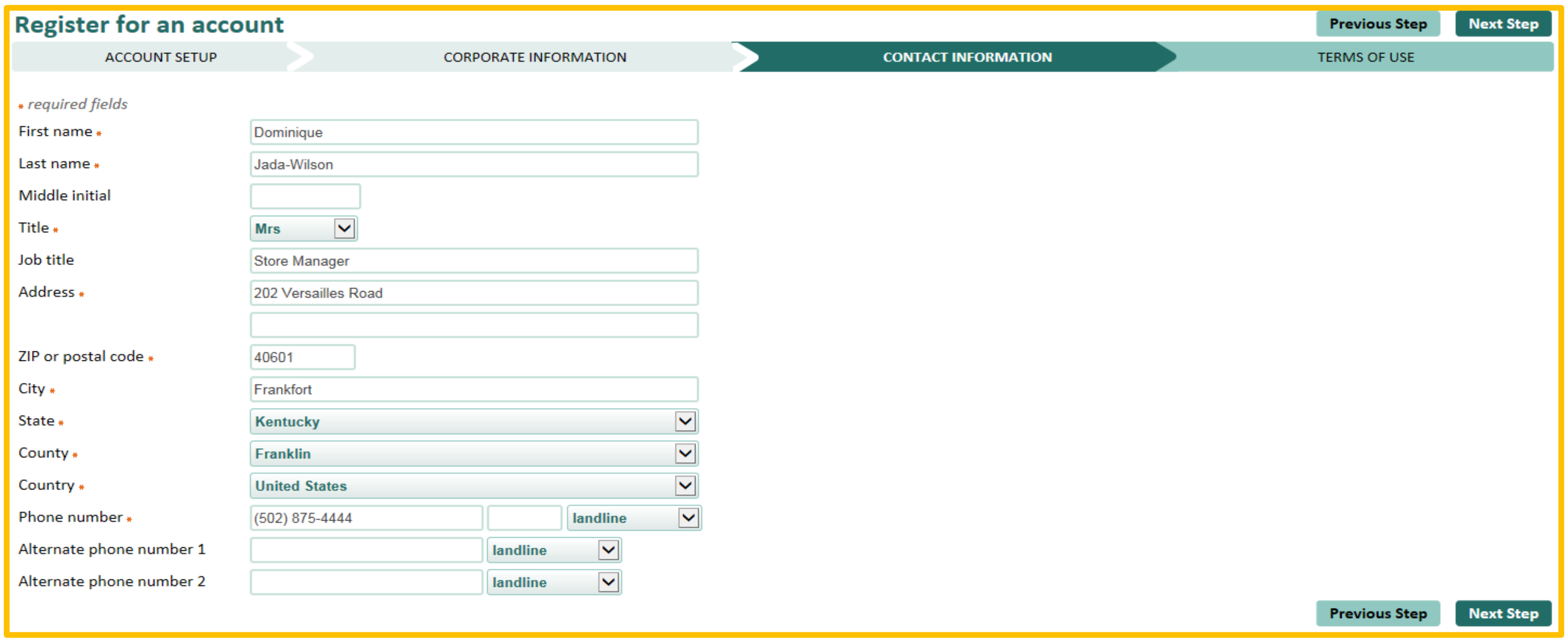
Note: Follow the instructions above carefully and note that two options will exist for Step 3.



Step 3/Option 1: If the FEIN is correct and the employer is a new hiring manager for this company, please click Next Step to complete the Contact Information.

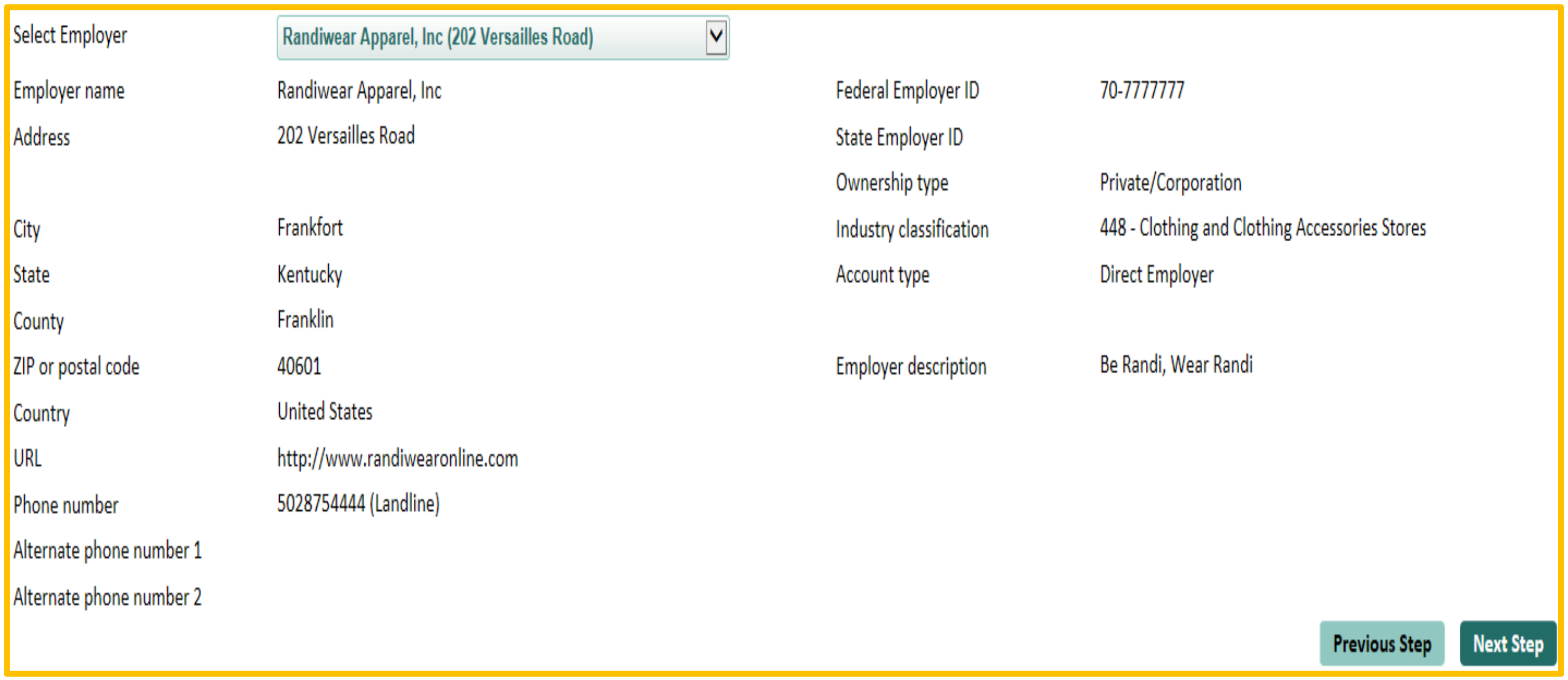
RegistrationStep 3 – CONTACT INFORMATION – Add Hiring Manager for this Company

Note: You have been taken to the CONTACT INFORMATION tab to complete the screen below and then to click Next Step.



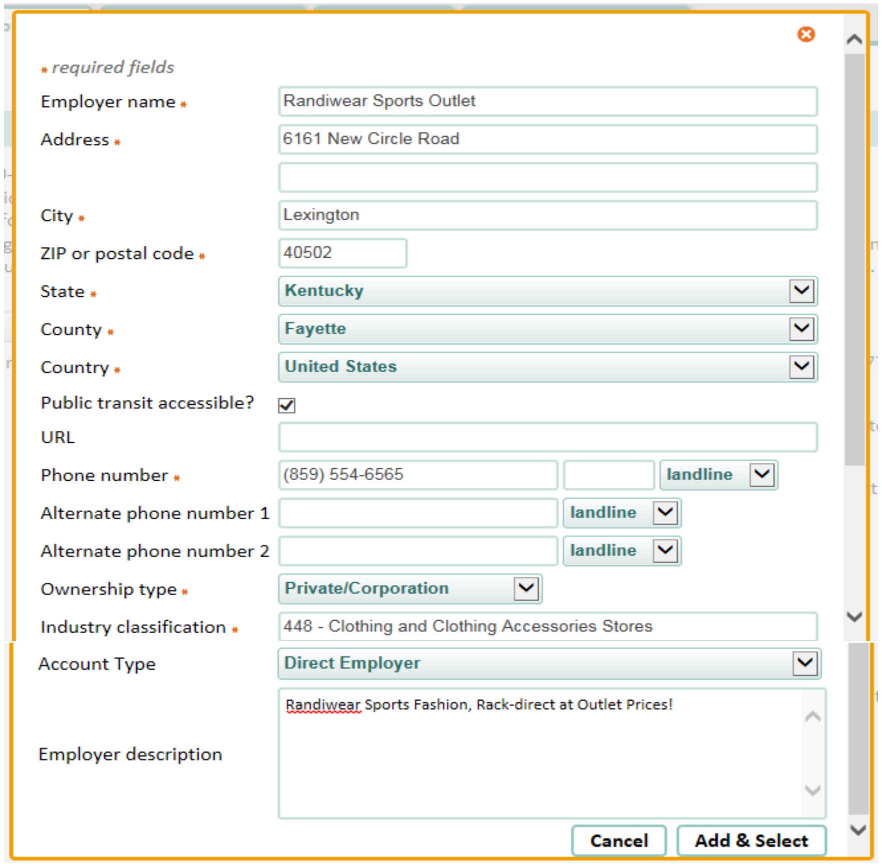
Registration Step 3 – CONTACT INFORMATION – RESULT: After Adding Hiring Manager for this Company

Note: After adding a new hiring contact to the company presented, below are the results. Advance to the terms of use.



Step 3/Option 2: If the FEIN is correct, but represents a new or existing business unit under this company, please select or create the business unit from the “select company” drop-down below.

Registration Step 3 – CONTACT INFORMATION – Creating a new business unit light box



Registration Step 3 – CONTACT INFORMATION – RESULT: After Creating New Business Unit

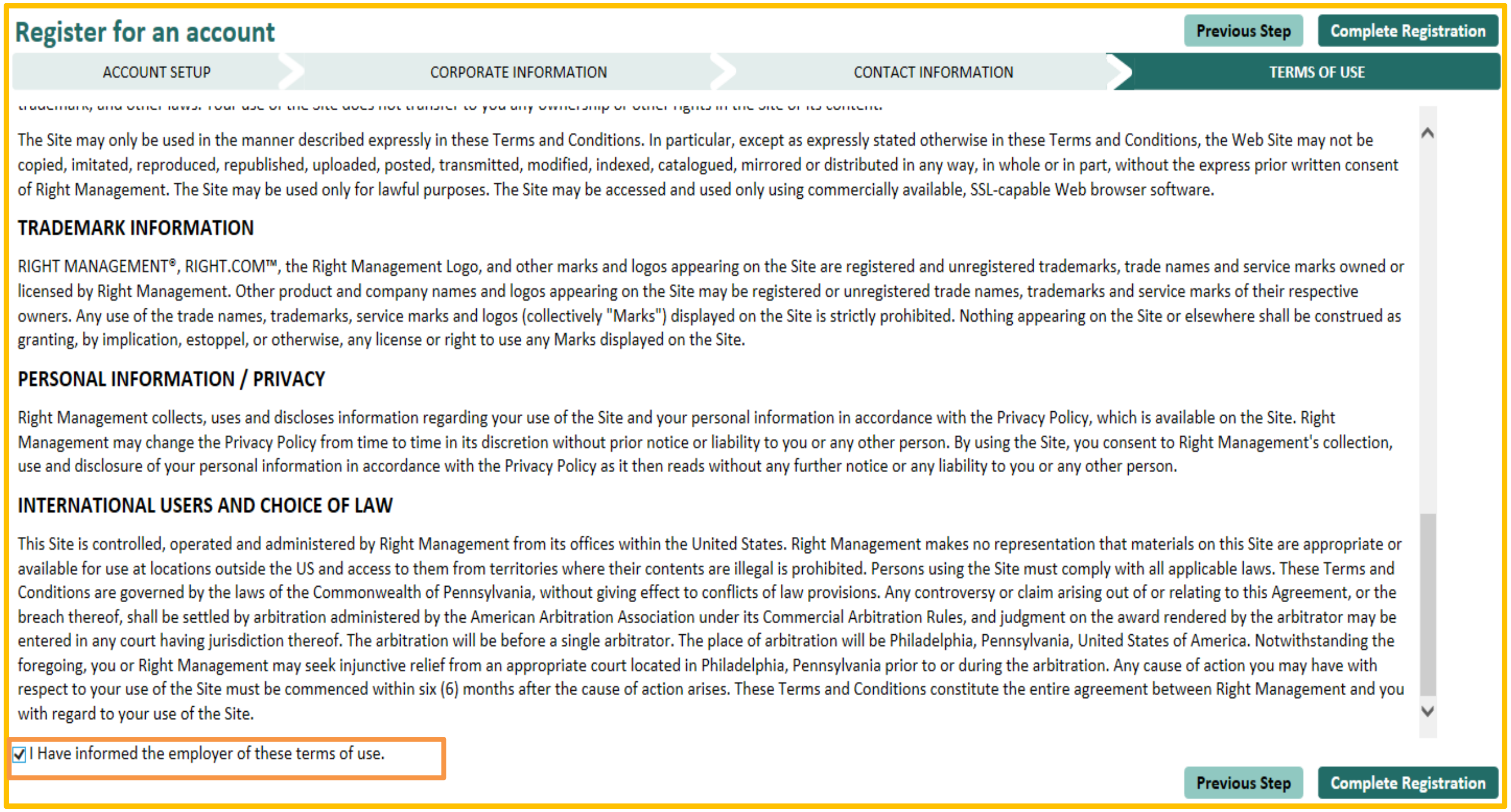
Note: After creating a new business unit for the company presented, below are the results. Advance to the terms of use.

Select Employer	Randiwear Sports Outlet (6161 New Circle Road)		
Employer name	Randiwear Sports Outlet	Federal Employer ID	70-7777777
Address	6161 New Circle Road	State Employer ID	
		Ownership type	Private/Corporation
City	Lexington	Industry classification	448 - Clothing and Clothing Accessories Stores
State	Kentucky	Account type	Direct Employer
County	Fayette		
ZIP or postal code	40502	Employer description	Randiwear Sports Fashion, Rack-direct at Outlet Prices!
Country	United States		
URL			
Phone number	(859) 554-6565 (Landline)		
Alternate phone number 1			
Alternate phone number 2			

Previous Step | Next Step

Registration Step 4 - Terms of Use – Agreeing on a company's behalf

Note: Remember that staff is responsible to advise the customer they are registering of terms of use on his/her behalf. Check the organization's policy on how the terms of use information will be conveyed to customers who are not self-service.


Register for an account

Previous Step | Complete Registration

ACCOUNT SETUP | CORPORATE INFORMATION | CONTACT INFORMATION | TERMS OF USE

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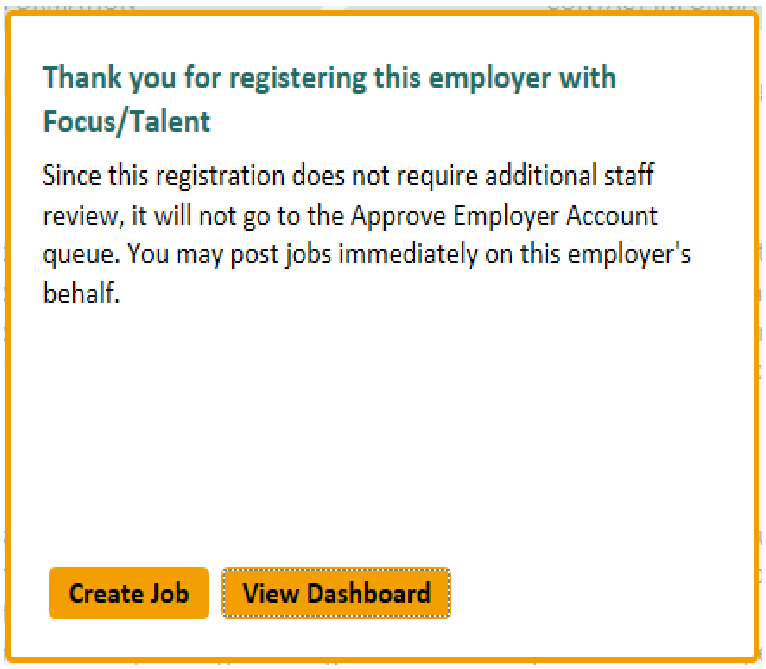
☑ I Have informed the employer of these terms of use.

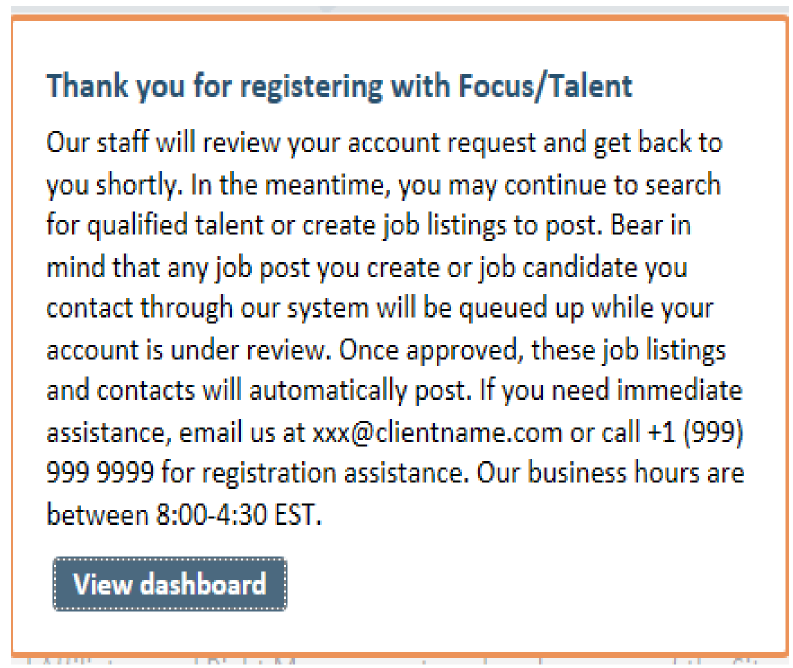
Previous Step | Complete Registration

Post-Registration Approvals

Training Issue: After signing off on the terms of use, one of the two post-registration light boxes will display. As noted above, FOCUS currently does ***NOT*** send staff-created business accocunts to the approve employer account requests queue for an additional level of review. The light boxes shown below are messaging for the business self-service customers, left intact to view so they will become familiar with messaging that self-service customers see.

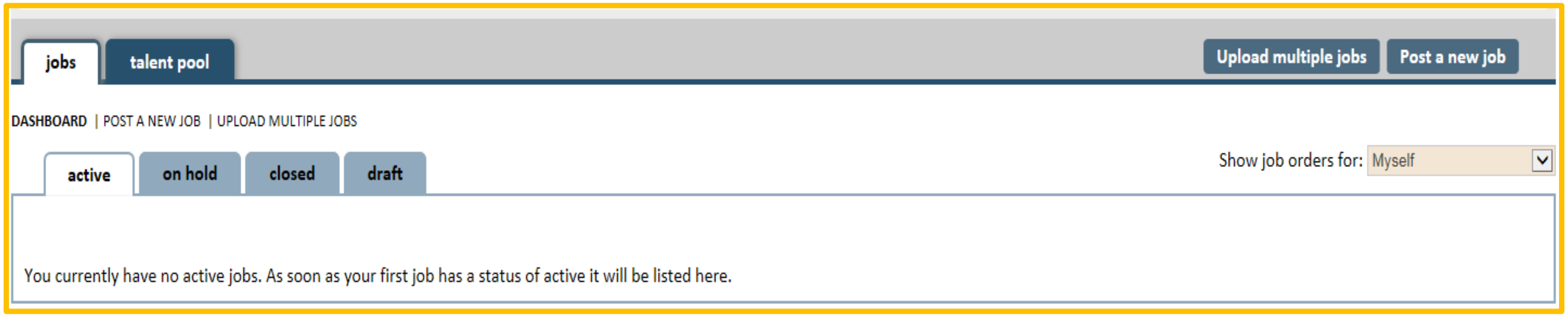
FOCUS presumes that staff understands the registration process. However, there is a client-configurable option to require a second-level of review at the queue level for both registrations and job orders created by staff. This option is not yet available.



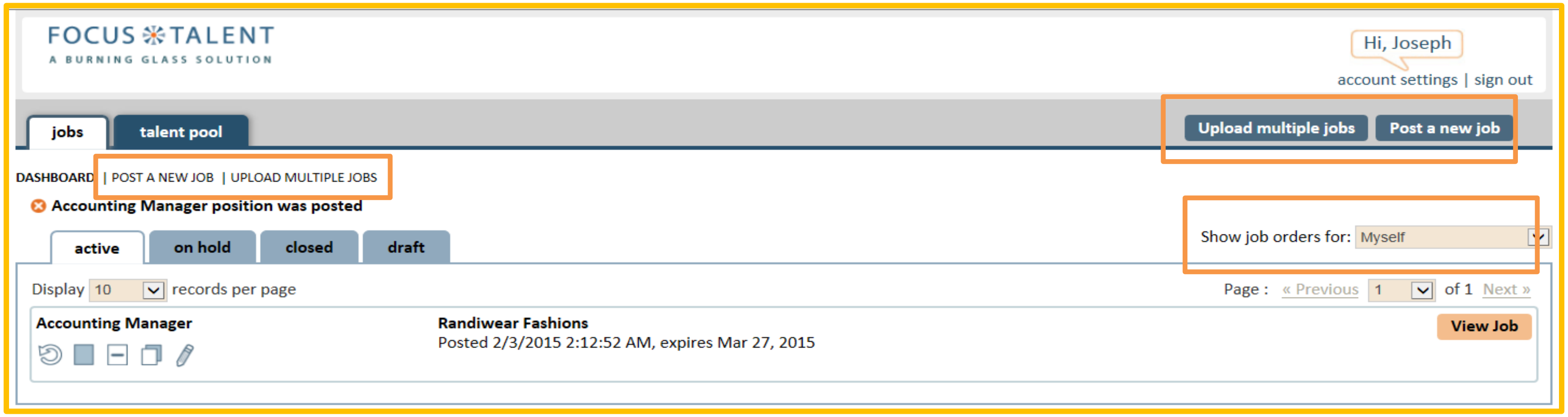


Section 10: Jobs Dashboard

After creating a business account from either FOCUS Assist or FOCUS Talent, the view dashboard options navigate customers to the jobs dashboard, which serves as the business customer's home page. Behind its companion tab – Talent pool – FOCUS provides robust search criteria and a capable applicant-management system interfaced with the LENS search-and-match engine. FOCUS pivots between the Jobs and the Talent Pool tabs from a primary function – view job matches.



From the jobs dashboard, staff can access an employer with the same features that a self-service employer can access. The key features from the dashboard are: job folders, account settings, upload multiple jobs, post a new job and from talent pool – searching, matching and the applicant management system features.



Job Folders and the Job Order Life Cycle

From the jobs dashboard view (above), staff has access to a four-folders set for jobs in active, on hold, closed and draft statuses. Staff and hiring managers can track the jobs they've posted and take actions against them such as refreshing, closing, holding, duplicating, reactivating and editing or placed on hold. Job order statuses control a job's life cycle – from its creation through its closing to its eventual home in the client's data warehouse. Broadly, the definitions, conditions and status change information below will help you understand the job order's life cycle.

- **Draft:** Every job begins as a draft and will remain in the drafts folder until it's approved. The approval may be an automated clearance or by staff review in the approve job post requests queue. A draft job can be edited, duplicated and activated, but once it leaves the drafts tab it can never return to draft status.

- **Active:** When a job goes active, it's registered in the lens search engine, becomes available for searching and matching, and becomes viewable to job seekers and staff. An active job can be edited, duplicated, placed on hold or closed. When a job expires from its preset calendar date, it soft closes but can be reactivated for 30 days. When staff or a hiring manager manually closes a job before it expires, it's a hard close and cannot be reactivated.

- **On Hold:** Whenever an active job is placed on hold, FOCUS will be removed from search, which removes it from job seeker viewing and resume-matching availability. The job may stay on hold indefinitely. It also can be reactivated from the on hold folder or it can be edited, which will lead to a posting decision that will reactivate it. Oh hold jobs also can be duplicated or hard closed from the On Hold folder.

- **Closed:** Closed status includes two levels: 1) if the job expires on the pre-set calendar date, it's a soft close, which you can reactivate for 30 days before it hard closes. The reactivation feature is removed after 30 days. A hard-closed job is one that you or an employer has closed before its pre-set expiry. It cannot be reactivated. Both hard and soft-closed jobs can be duplicated.

  - **Refresh Action:** A refresh gives an active job a facelift by making it appear as newly posted. FOCUS retains the original posting date but advances the refresh date so job seekers won't consider the job as stale. A refresh also allows you to extend the closing date, change the number of job openings available, respond to a brief customer service survey and report referral outcomes on any job seeker who was previously referred or self-referred.

  - **Automated Notification Actions:**

    - When a job is Hard-Closed with a job seeker referral request in the approval queue, FOCUS notifies the seeker that the job is no longer available. The job seeker is automatically removed from the queue.

    - When a job is placed On-Hold with a job seeker referral request in the approval queue, FOCUS notifies the seeker that the job has been placed On-hold and moves the seeker to On-hold status in the queue. If the job is reactivated, FOCUS automatically restores the job seeker's referral request.

    - When a job Expires/Soft Closes with a job seeker referral request in the approval queue, FOCUS notifies the seeker that the job has expired and they may no longer be considered for the position unless the job is reactivated in 30 days. The seeker is moved to On-hold status in the queue until the job Hard-Closes, at which time the job seeker is removed from the queue.

Action icons display on each job record, including mouse-over text as reminders. The available icons are dependent on the job's status and folder location. Some status changes are manual while others are automated.

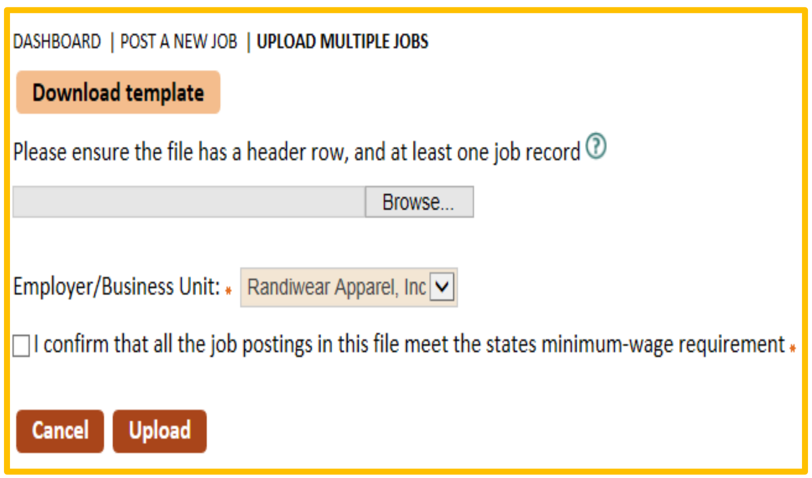
Shared Job-Order Viewing Among Hiring Managers

Shared job-order viewing is available between hiring managers in the same FEIN. The feature does not allow hiring managers to take actions against each other's job postings, except to duplicate a job order from another hiring manager's page.

Located on FOCUS Talent's jobs dashboard, the feature provides a drop-down that lists the company, each business unit, and an All business units selection that generates a combined display of the cumulative postings.

Reason-Pending Indicators in Drafts Tab

Because jobs can remain in the drafts tab for a variety of reasons, hiring managers with large numbers of jobs may not remember what action is needed to push the job to Active status. With reason-pending indicators, drafts that are simply incomplete stand without an indicator but now can be distinguished from drafts that are pending review by staff, require edit for inappropriate language or require edit or acceptance (*post as is*) of the criminal background exclusion.



Upload Multiple Jobs

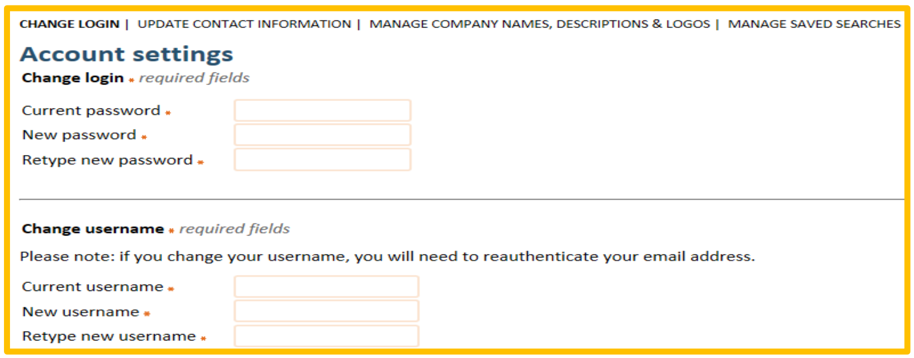
A long-awaited feature for uploading multiple – or bulk – jobs was recently deployed so business customers can populate their FOCUS Talent accounts from a spreadsheet rather than to build jobs one at a time. A downloadable template also is provided as is the required sign-off for jobs that meet the state's minimum wage requirement. Jobs can be loaded to a company's main account or any of its business units. As business customers learn this feature, remind them to retain the header row on the template and to include at least one job record in their upload.

Account Settings

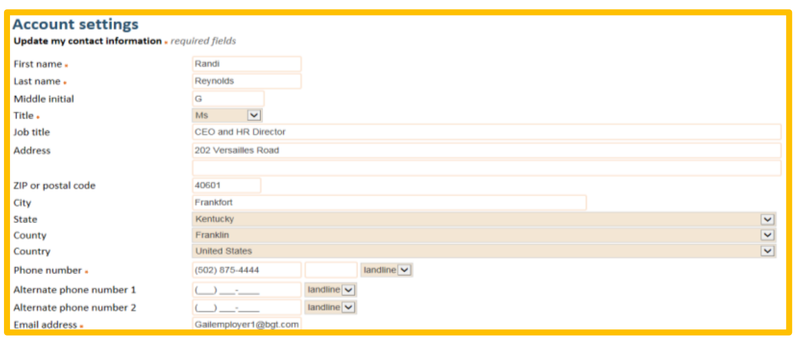
Staff and their business customers have numerous account settings as well as sustained access to features that display in the account registration and job-posting workflows. Since some features would be challenging or impossible to access again, FOCUS Talent includes more than the typical account settings. As shown in the clip below, the settings are divided into four accessible groups: Change login; Updated contact information; Manage company names, descriptions and logos; and Managed saved searches (resume alerts). Some are self-explanatory.

Change login

A pending update to the change username will be to populate the Current username field, so staff can make this change on a business customer's behalf.

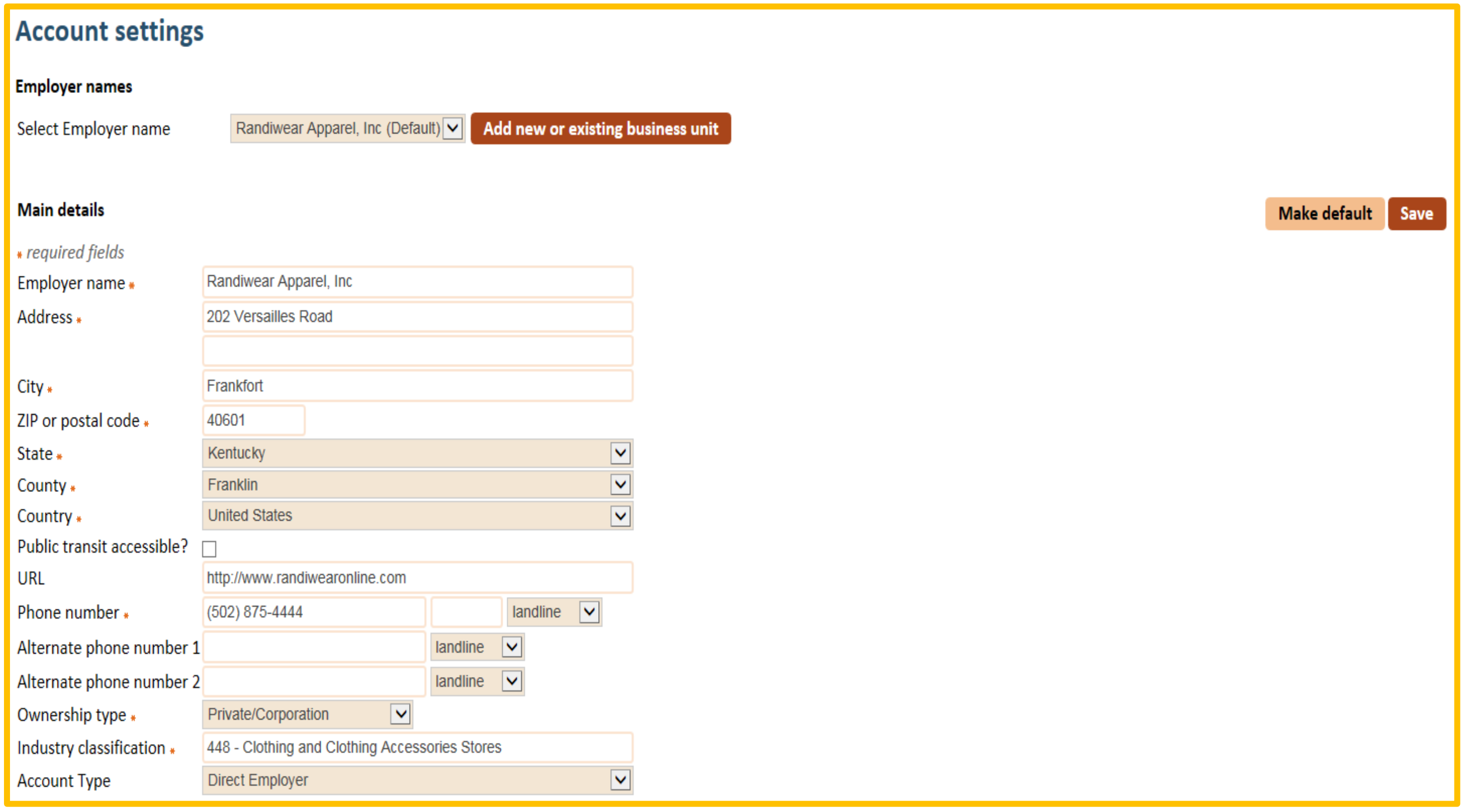


Update contact information – for hiring managers

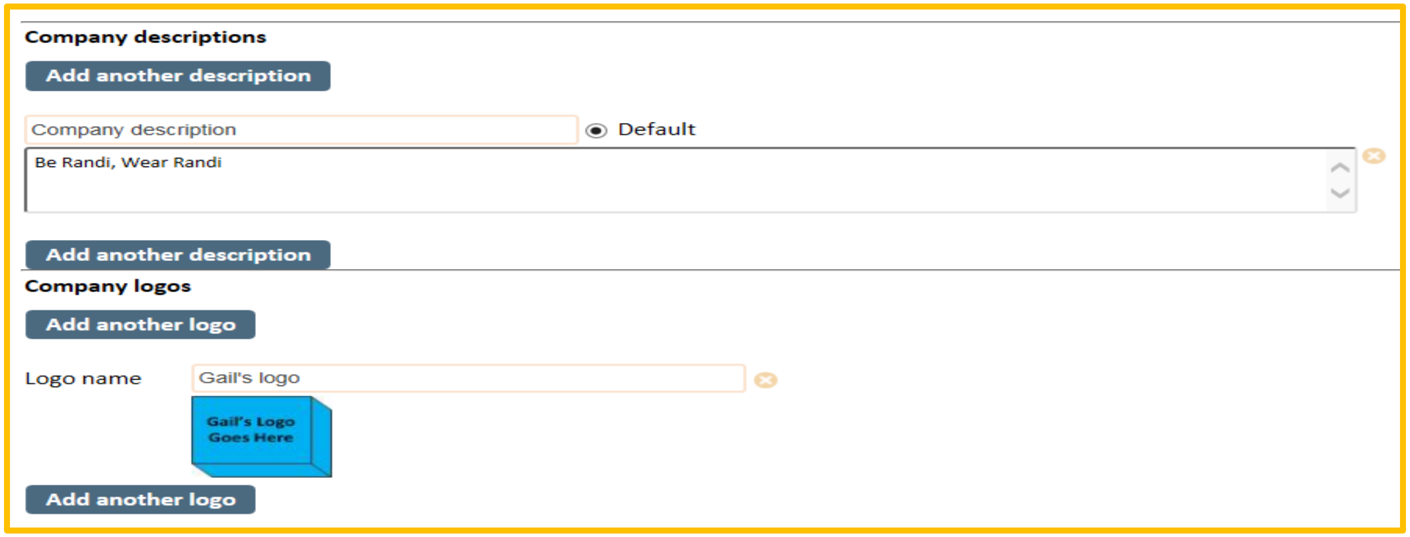


Manage company names, descriptions, and logos

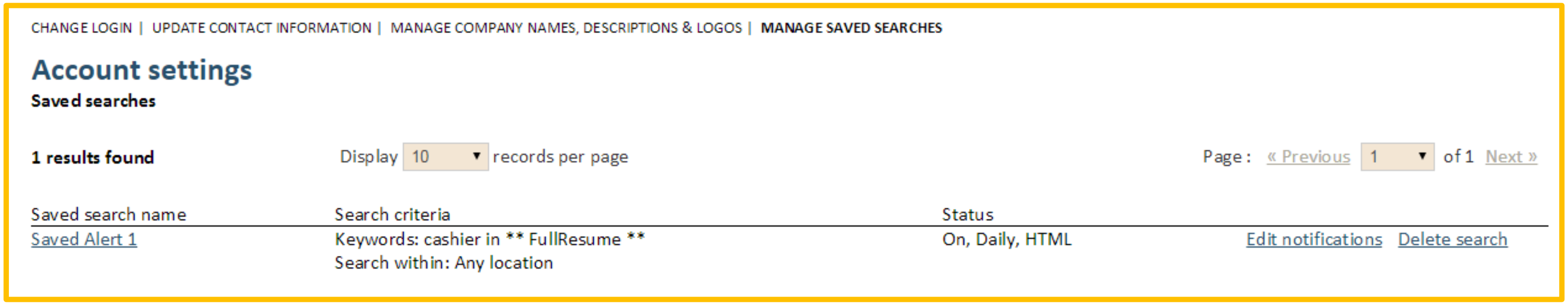
In addition to updating hiring manager details (previous page), customers also can keep their business details updated for their main company and any business unit associated with the FEIN. They also can add a new or existing business unit, and set any selection from the drop-down as the default record. Staff may prefer to update this information from the Employer profile in FOCUS Assist as that location also allows you to correct the FEIN, which business customers cannot do.



Adding additional company descriptions and uploading more logos also can be accomplished in account settings. A default can be set when multiple company descriptions are entered.



Manage Saved Searches

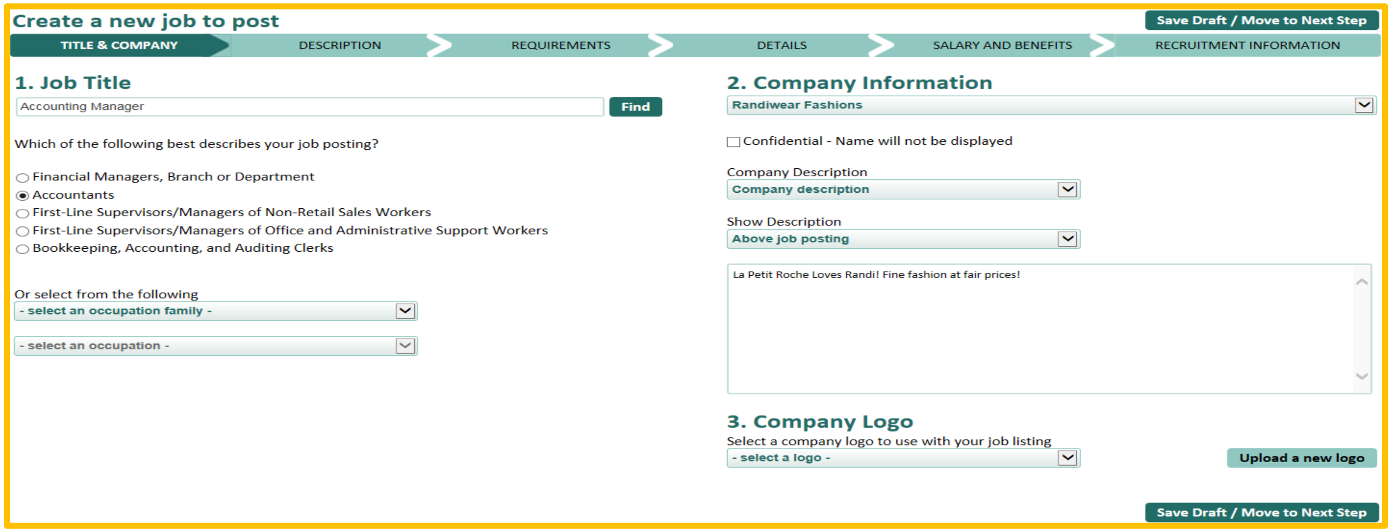


Section 11: Posting Jobs

Posting jobs in FOCUS allows access to upload/paste individual job description, build descriptions using the job-post wizard options or to upload multiple (bulk) jobs using an Excel spreadsheet. The FOCUS Talent features and workflows are designed to help the business community target jobs more effectively for the right candidates, automatically screen applicants with knock-out questions, and manage their own applicant talent pool at their convenience. To create a job post, the process begins with the steps below.

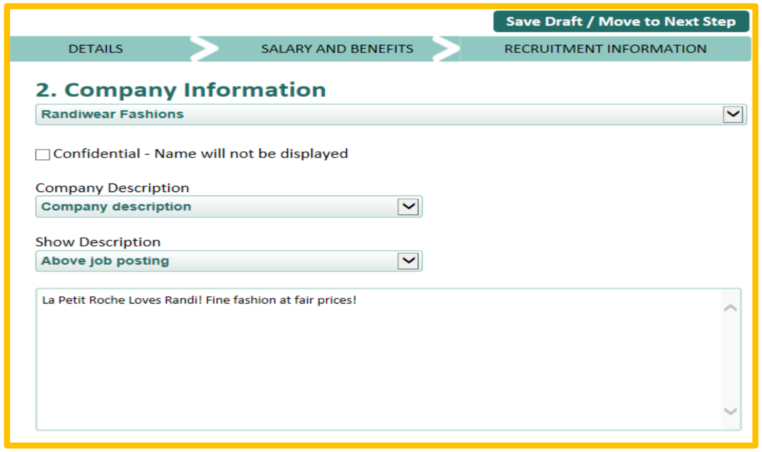
TITLE and COMPANY TAB

Below is TITLE and COMPANY tab in full display. In a live environment, this page opens only with Step 1 displayed.

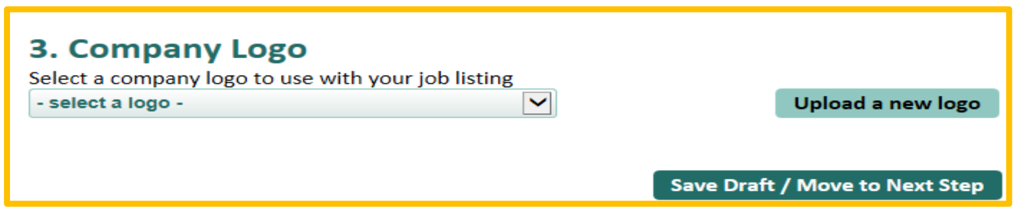


Step 1 – Job Title: Enter the job title and click Find button. Five radio button selections will display, based on jobs that FOCUS found most closely associated to the job title entered. Select the radio button that you believe is the most related descriptions. If none of the radio buttons are close enough, select from the two drop-down menus for occupational family and occupation. These options may help you locate a more granular description. Steps 2 and 3 will display after Step 1 selections are made.

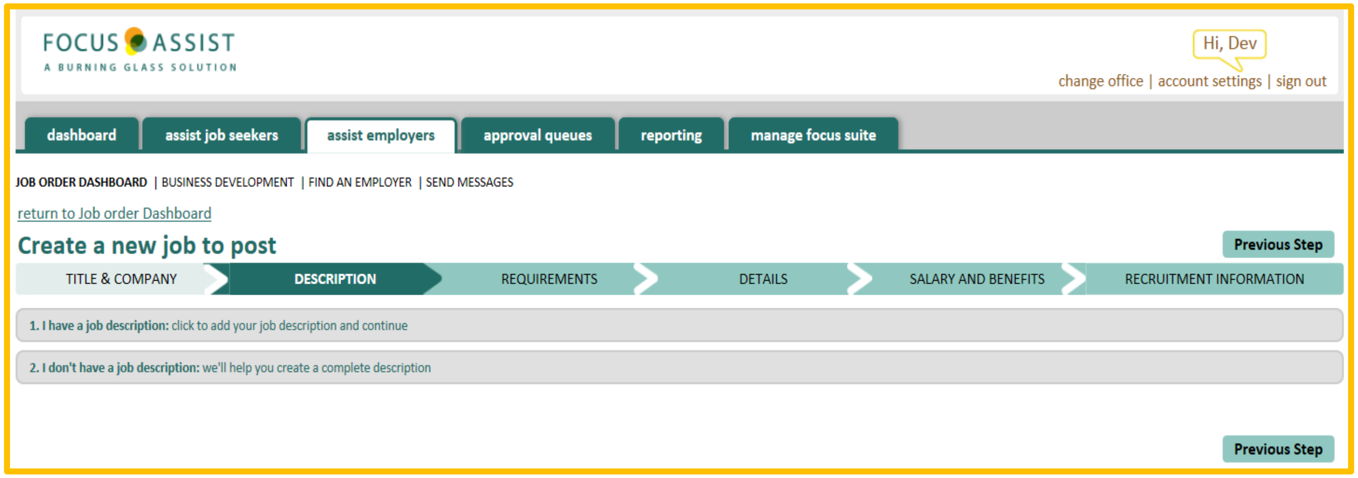
Step 2 – Company Information: Select the business name you would like to use from the dropdown. The Confidential checkbox displays in some configurations (in Kentucky all Talent employers are confidential until a referral is done, so this option is removed). A company description may be selected, or a new one created, and options are available to show above and below the job post description.



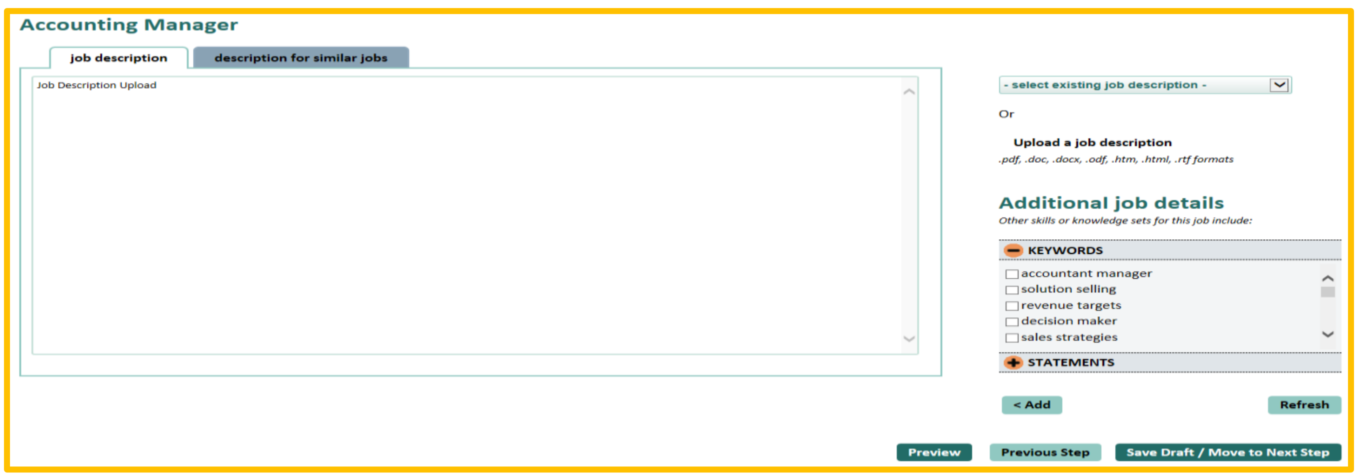
Step 3 – Company Logos: Previously uploaded logos may be selected from the dropdown, or a new one can be uploaded from your local machine.



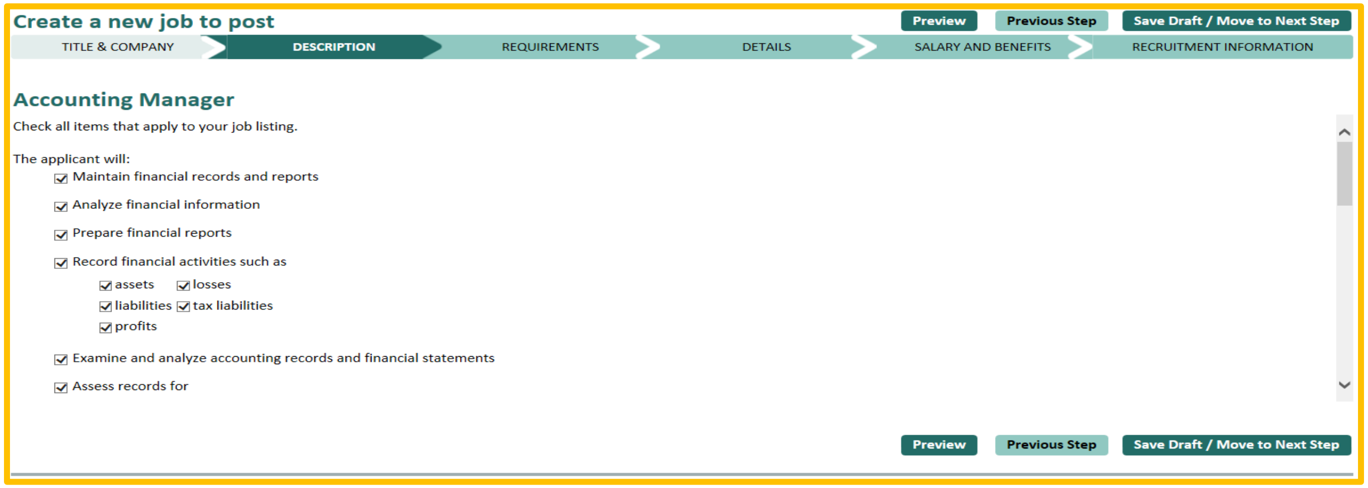
Description – Wizard Step 1: Choosing the Resume Path



Description – Wizard Step 2A: Uploading/Pasting Resumes

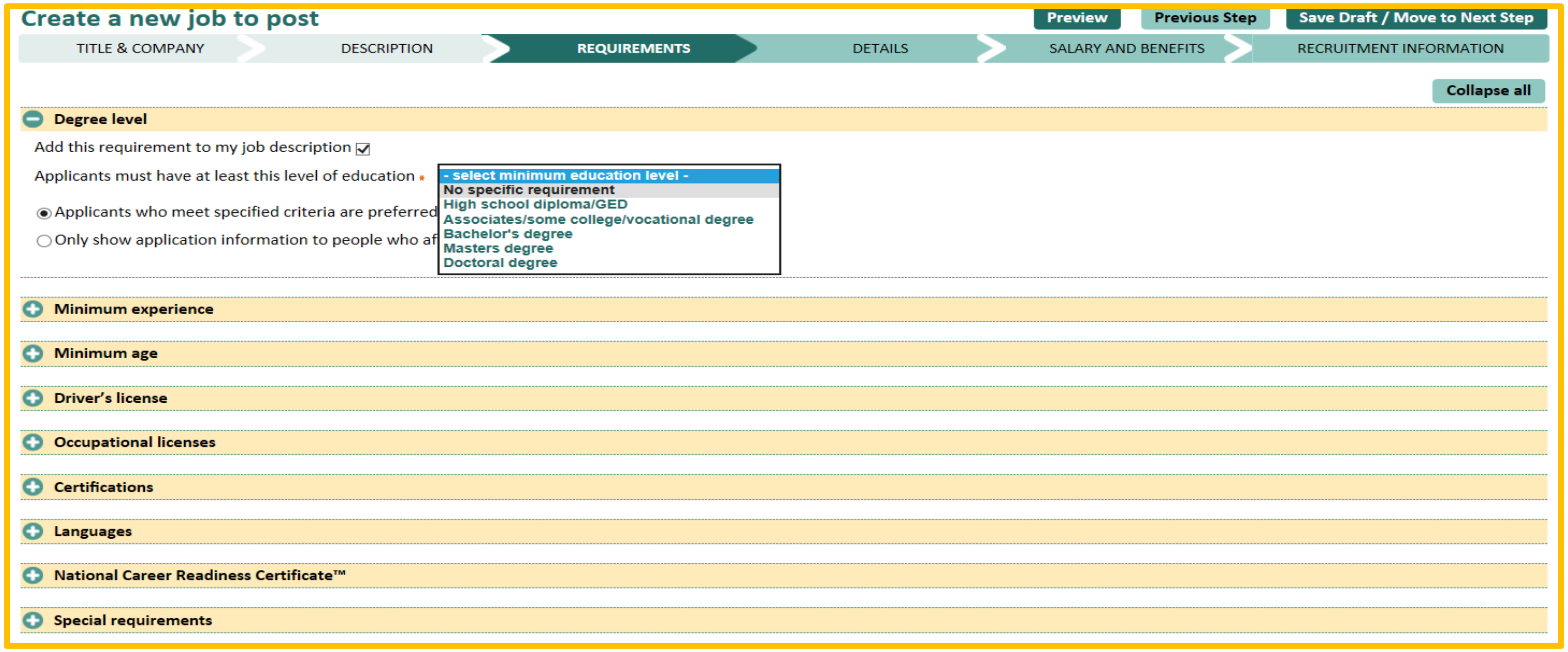


Description – Wizard Step 2B: Building Resumes Using Questionnaires



Description Wizard Step 3: Reviewing and Editing Resumes

REQUIREMENTS TAB

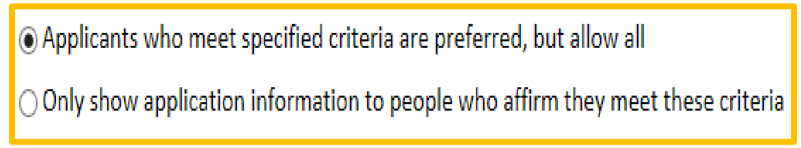


The Special Requirements Tab

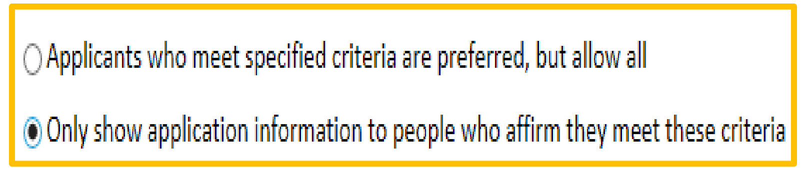
While the requirements tab captures substantial information and triggers numerous features across the FOCUS Suite, it includes only one required selection: minimum education, which displays above. More notably, details captured on this tab can set up criteria for automated special requirements questions to help you and business customers narrow the candidate pool to those most qualified for their positions. In addition, details provided in two panels can potentially drive a job post to the *"Approve Job Post Requests"* queue for staff review.

Let's begin with two features that repeat in each panel. First is the *"Add this requirement" to my job description* check box, which defaults to checked in all panels. Most users will leave the default setting in place.The check box controls only the job order display. It is not needed to trigger the knockout questions.

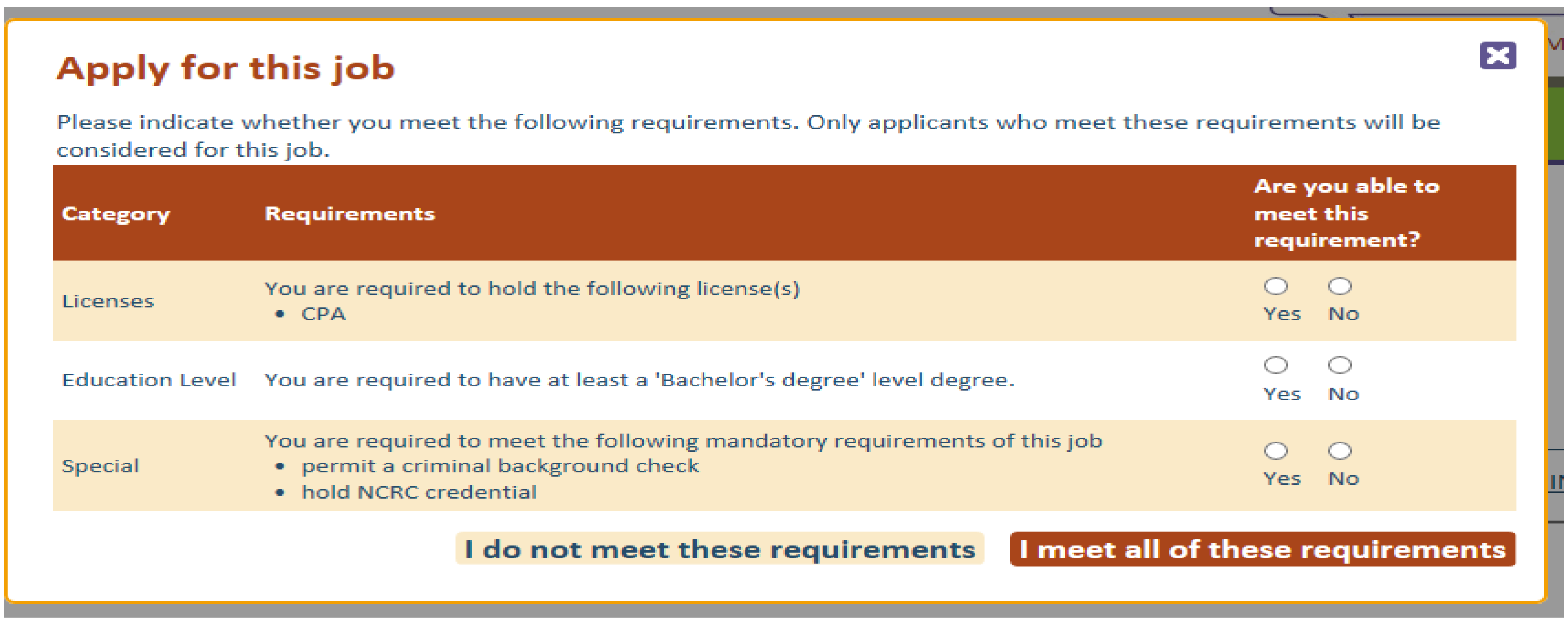
Default Setting: Applicants who meet specified criteria are preferred, but allow all. FOCUS assumes that you do NOT wish to apply these criteria to a knock-out question.



Special Requirements setting: Only show application information to people who affirm they meet these criteria. With this selection, any job seeker who clicks “Show me how to apply” in FOCUS Career will not be provided contact information for the job or referred to staff to obtain information until they affirm their qualifications for the job.



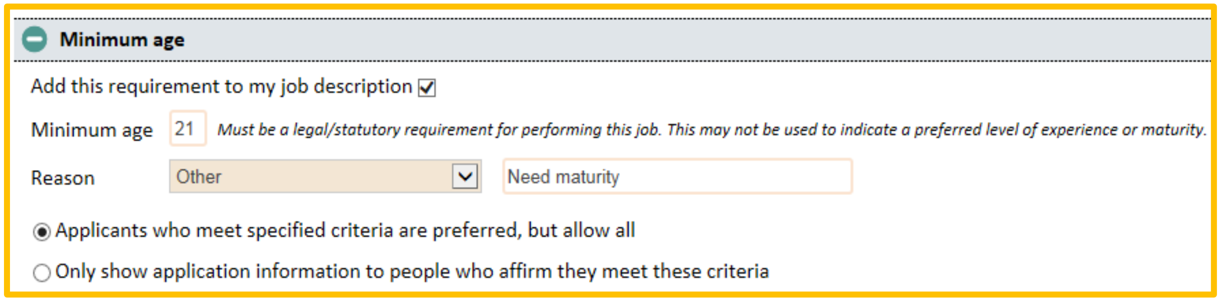
Special Requirements Question Display to Job Seekers

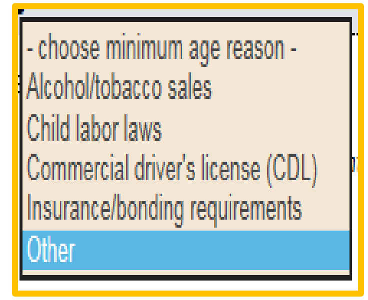


Degree level: Captures the minimum level of education the job requires. This is the only required selection on the requirements tab.

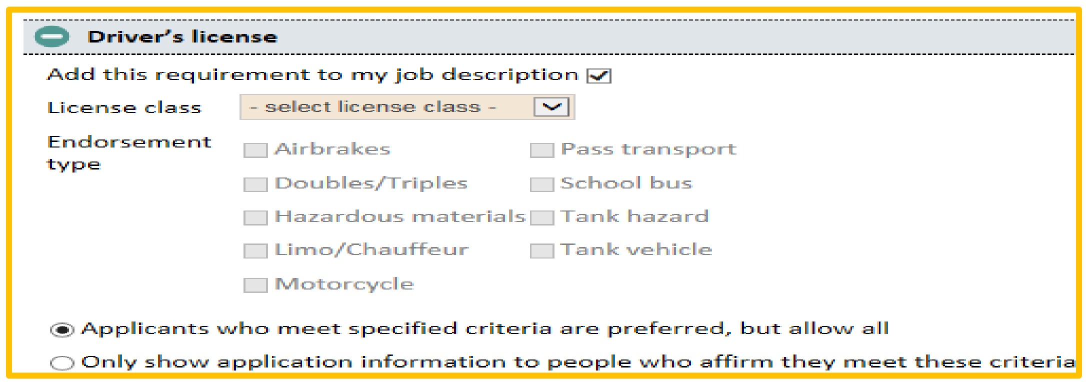
Minimum experience: Captures both the number of years and months of experience the job requires.

Minimum age: Targeted for *bona fide occupational qualifications* (BFOQs), the minimum age panel captures specific legal and statutory requirements that justify an age requirement. The most common reasons display in the drop-down, but also providing a selection for "other," which displays a required text box for you or the business customer to provide a reason. When "other" is selected, this job will be sent automatically to the job post approval queue for staff review and decision on the other reasons legal applicability.





Driver's licenses: Elements in this panel display to staff and their business customers with the same format and functionality as displayed to job seekers in FOCUS Career's/Education tab. Data entered by job seekers will match to jobs that include this requirement. Note: Driver's license panels are customized to each client's Department of Motor Vehicle standards.

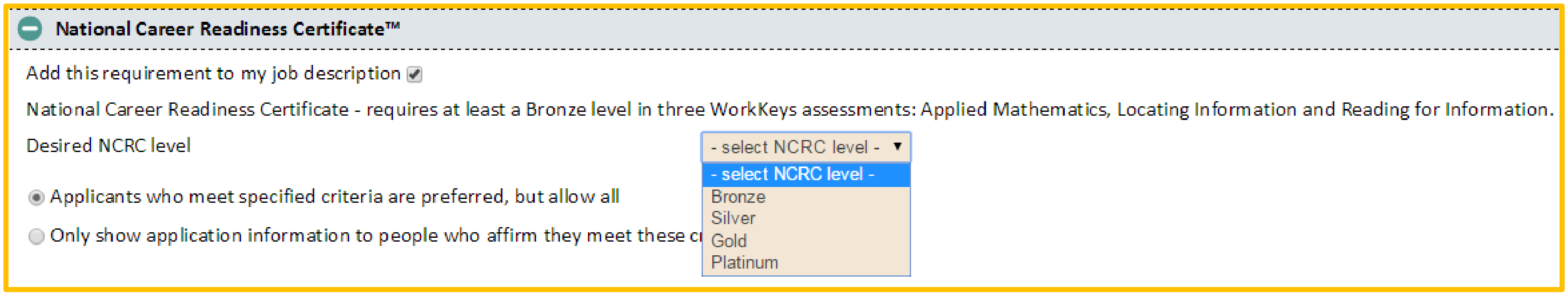


Occupational licenses: Captures occupational licenses entered by staff or their business customer; matching against occupational licenses provided by job seekers in FOCUS Career.

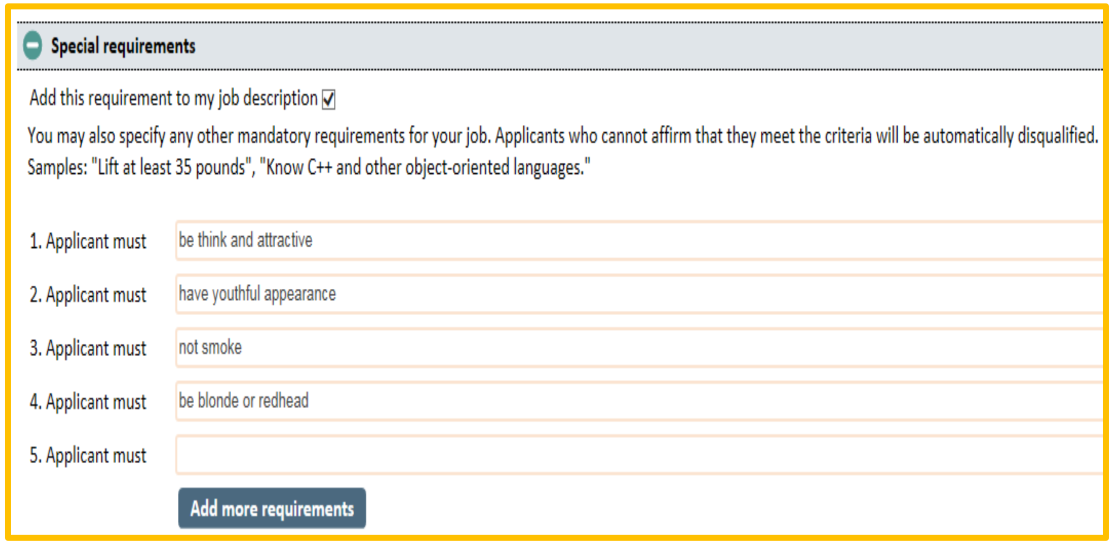
Certifications: Captures certifications entered by staff or their business customer; matching against certifications provided by job seekers in FOCUS Career.

Languages: Captures languages entered by staff or their business customer; matching against languages provided by job seekers in FOCUS Career.

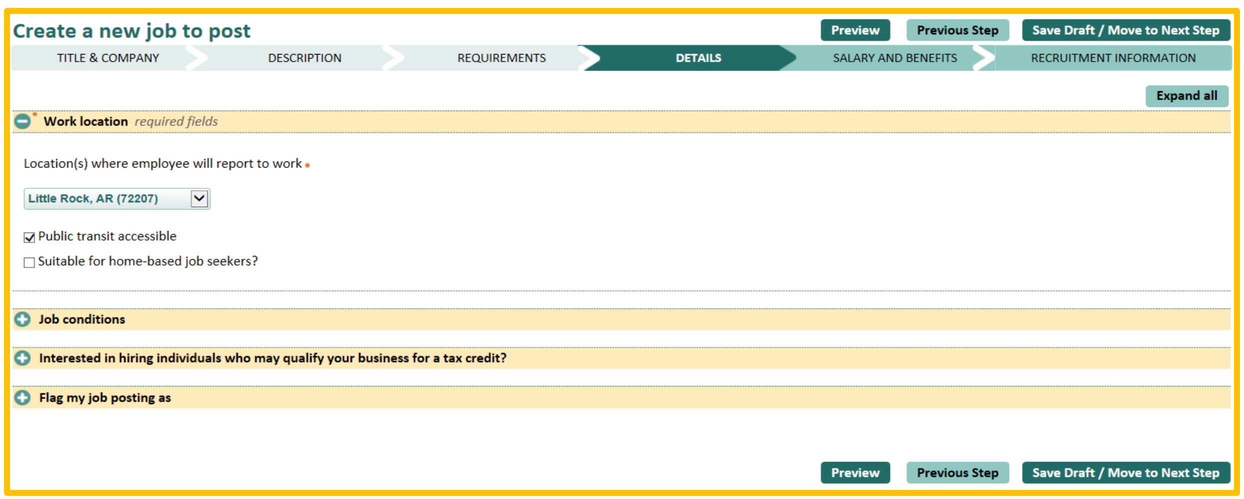
National Career Readiness Certificate™: New in v3, FOCUS is rolling out NCRC features that allow job seekers and employers to connect NCRC job requirements with NCRC levels. NCRC credential holders are displayed in resume searches with an icon representing their level, while jobs with NCRC requirements are displayed in job searches with a corresponding level. Job seekers also may include NCRC credentials on their resumes. The addition of Work Keys assessments also will be added in future versions. These features can be hidden for clients who do not participate in these ACT programs.



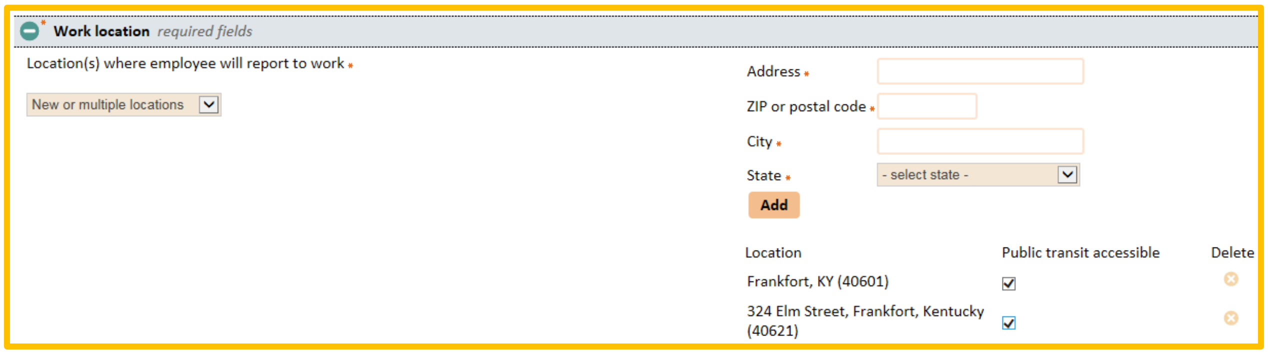
Special requirements: The special requirements panel contains absolute qualifications that job seekers must bring to the job. Because these are free text and must meet EEOC standards for non-discrimination, jobs with entries to this panel will be sent automatically to job post approval queue when entered by self-service customers. Special requirements entered in staff-assisted accounts currently do not go to the approval queue. FOCUS presumes that staff is trained to use appropriate, EEO-compliant language.



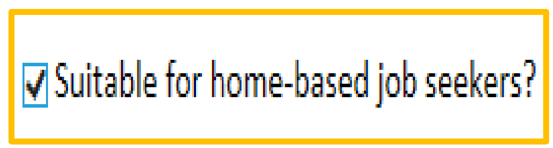
DETAILS TAB



Work locations:



Suitable for home-based job seekers: Hiring managers can now state whether their postings are suitable for candidates looking for home-based positions. All home-based job postings are sent to the Assist posting approval queue for validation. In FOCUS Career, job seekers can state "home-based" as their location search preference and identify Talent postings that meet this criteria.



Job Conditions:

Job conditions

- [ ] Court-ordered affirmative action
- [x] Federal contractor

Expiration date. * Federal contractor expiration date required

- [ ] Foreign labor certification types
  - ( ) Foreign labor certification H2A agriculture
  - ( ) Foreign labor certification H2B non-agriculture
  - ( ) Foreign labor certification other

Tax Credit interest:

Interested in hiring individuals who may qualify your business for a tax credit?

Hiring qualified individuals from the target groups below may result in tax-credit eligibility. Indicate your interest and our staff will reach out to provide tax-credit assistance.

- [ ] Ex-felons
- [ ] SNAP recipients
- [ ] TANF (short-term) recipients
- [ ] EZ and RRC residents
- [ ] SSI recipients
- [ ] Veterans
- [ ] TANF (long-term) recipients
- [ ] Summer youth
- [ ] Vocational rehabilitation participants

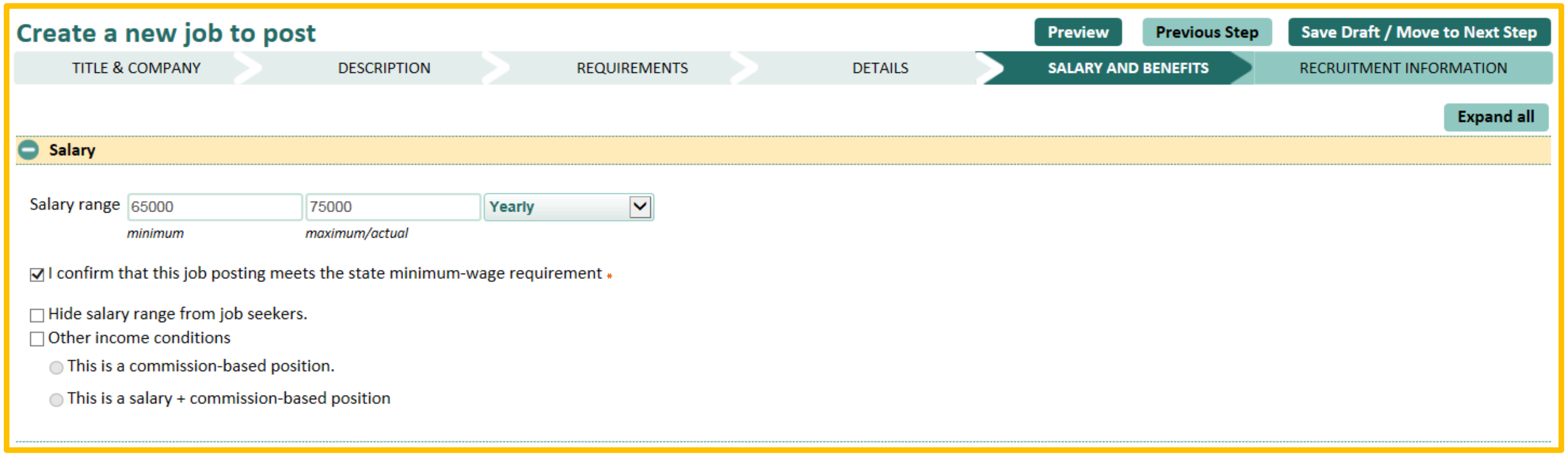
Flag my job posting as:

Flag my job posting as

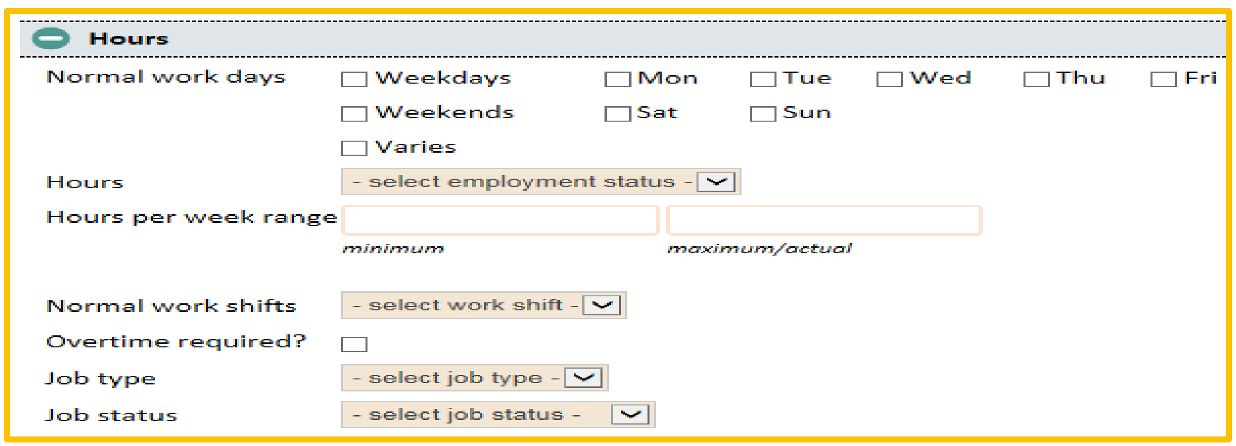
Does your job fit any of the categories below? Focus/Talent enables interested job seekers to search specifically for opportunities in designated sectors. By selecting any of the categories below, your posting will be flagged accordingly and will turn up in searches for that sector.

- [ ] Advanced Manufacturing
- [ ] Aerospace
- [ ] Biotechnology
- [ ] Business Services
- [ ] Consulting
- [ ] Energy
- [ ] Green
- [ ] Health Infomatics
- [ ] Healthcare
- [ ] Information Technology
- [ ] Research & Development
- [ ] SMART
- [ ] Transportation & Distribution

SALARY AND BENEFITS TAB



Hours:



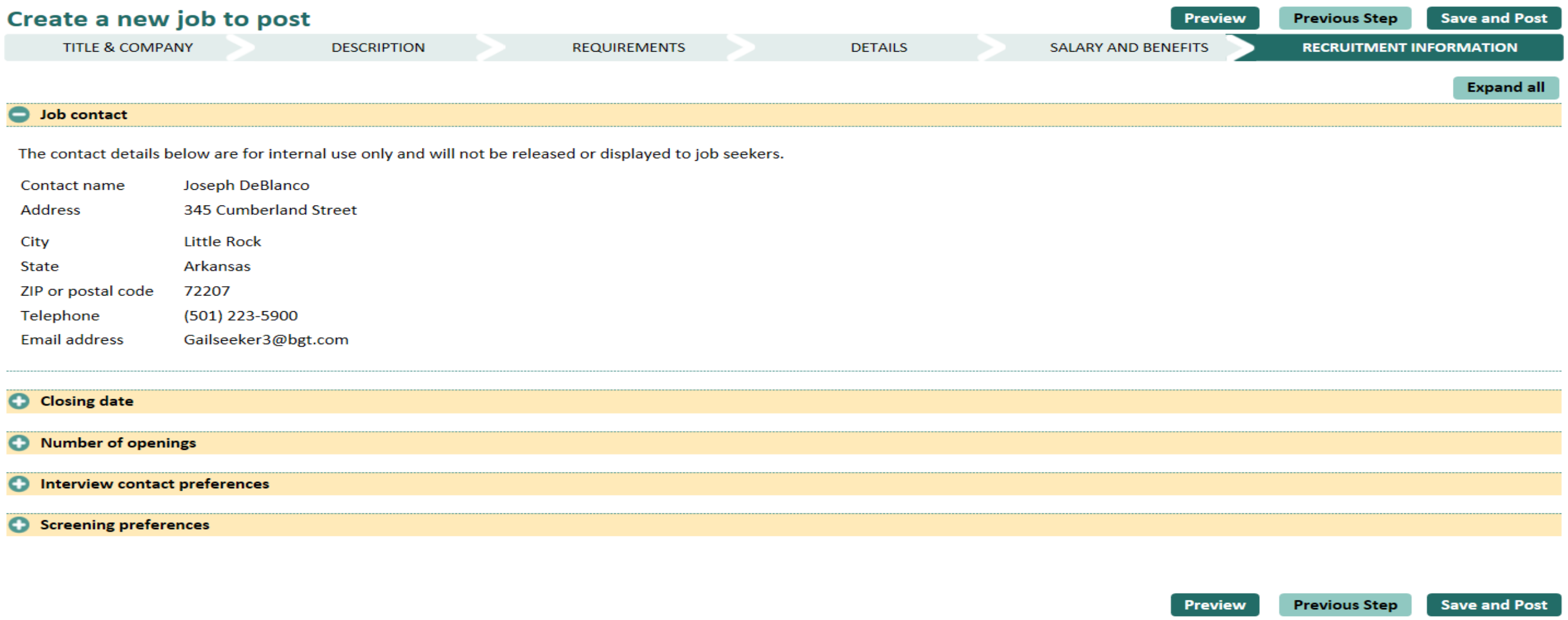
Benefits:

Benefits

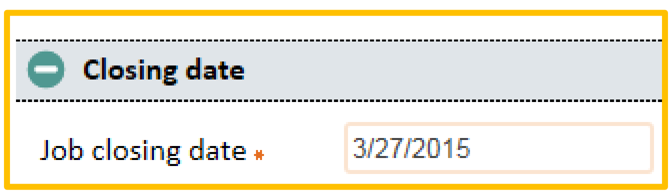
Does your posting have benefits as part of the package? (●) Yes ( ) No

Leave	☑ Paid holidays ☑ Sick	☑ Vacation/Paid time off ☑ Medical	☐ Leave sharing
Retirement	☐ 403B Plan ☐ Pension plan	☐ 401K ☐ Profit sharing	☐ Deferred Compensation
Insurance	☑ Dental ☐ Disability ☐ Domestic Partner Coverage	☑ Health ☐ Health savings	☐ Life ☐ Vision
Miscellaneous	☑ Benefits negotiable ☐ Child care	☐ Tuition assistance ☐ Relocation	☐ Clothing/Uniform ☑ Other please specify

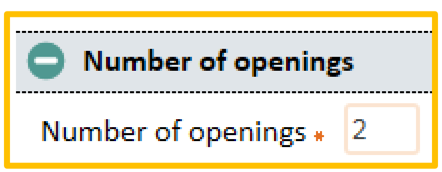
RECRUITMENT INFORMATION TAB



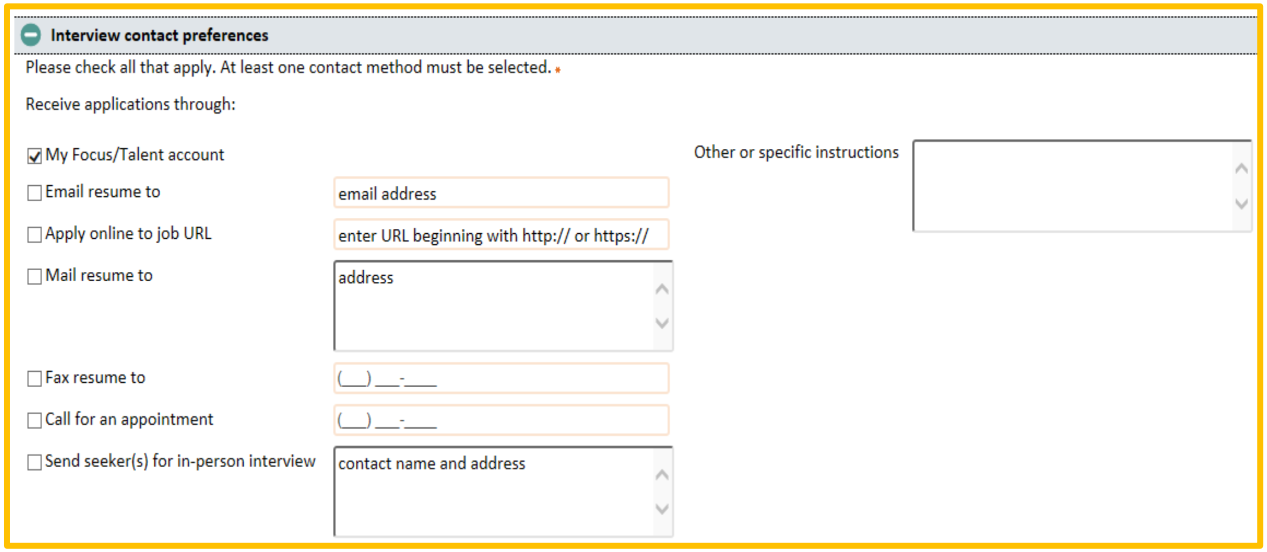
Closing date:



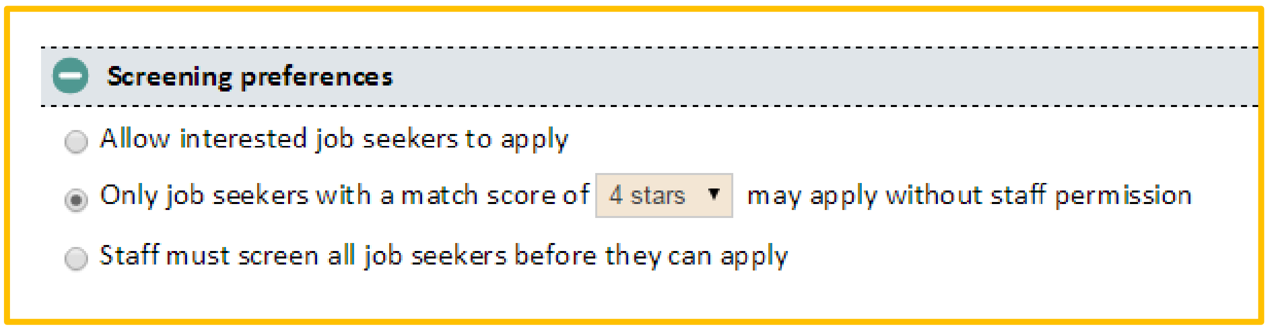
Number of openings:



Interview contact preferences:



Screening preferences:



Veteran priority of service:

Veteran priority of service

In order to comply with the Jobs for Veterans Act by the US Department of Labor, postings will automatically be available exclusively to veterans for 24 hours as standard. This is providing relevant veterans are found when this job is saved, and those veterans will be alerted to your vacancy.

The options below allow the extension of this exclusivity for a date of your choice, up to and including the life of the posting.

☑ I wish to extend the veteran priority of service for this posting

○ Extend until

○ Extend for life of the posting

Criminal Background Exclusion Feature

Your posting includes the following content:

criminal background check

Our system must comply with federal civil rights laws, including those concerning nondiscrimination in employment. The federal government requires that we provide you with the following information:

EEOC Information on Employer Consideration of Arrest and Conviction History

Title VII of the Civil Rights Act of 1964 makes it unlawful to discriminate in employment based on race, color, national origin, religion, or sex. This law does not prohibit an employer from requiring applicants to provide information about arrests, convictions or incarceration. But, employers may not treat people with the same criminal records differently because of their race, national origin or another protected characteristic. In addition, unless required by federal law or regulation, employers may not automatically bar everyone with arrest or conviction record from employment. This is because an automatic bar to hiring everyone with a criminal record is likely to unjustifiably limit the employment opportunities of applicants or workers of certain racial or ethnic groups.

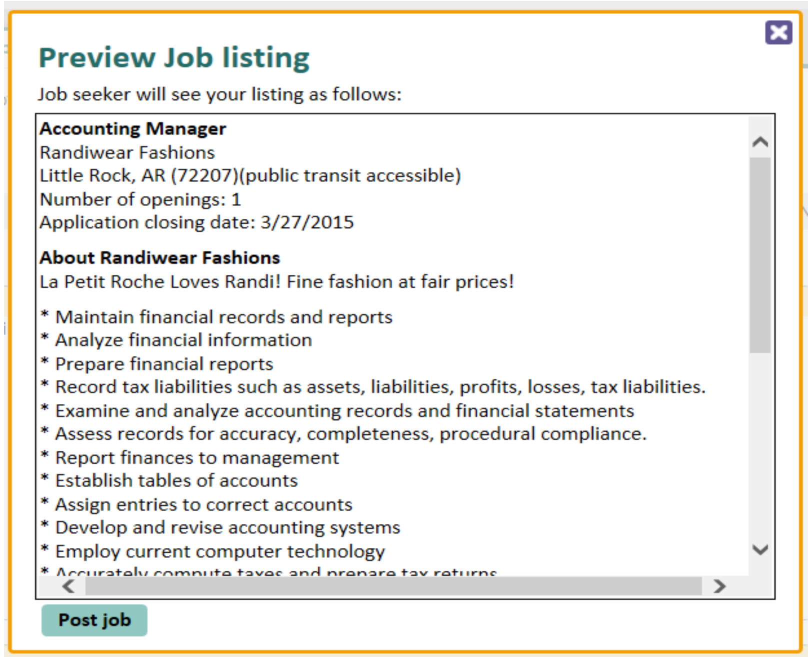
If an employer's criminal record exclusion policy or practice has disparate impact on Title VII-protected individuals, it must be job related and consistent with business necessity. For greater details on meeting this standard, please see the EEOC's Guidance reference below.

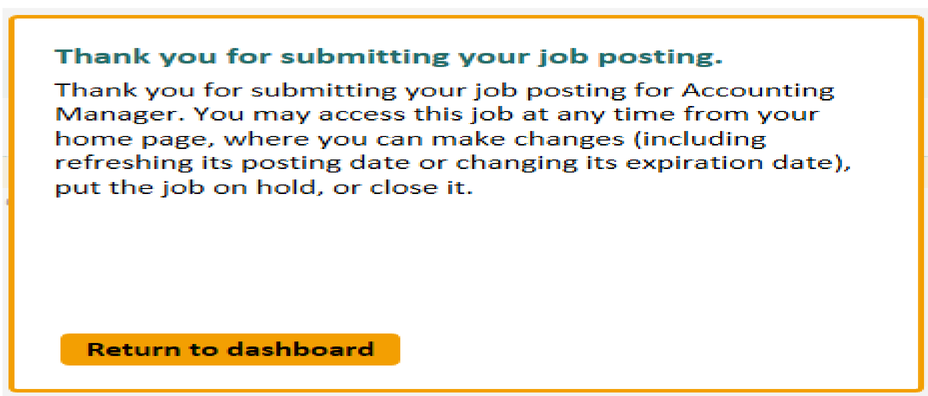
Please review or edit your posting as needed to ensure that you are in compliance with the law. If you wish to post your job as-is, it will be posted along with information about the civil rights laws that may apply to such restrictions

If you believe we have flagged your post in error, please contact us at +1 (999) 999 9999 or xxx@clientname.com.

Return & edit job posting **Post my job as-is**

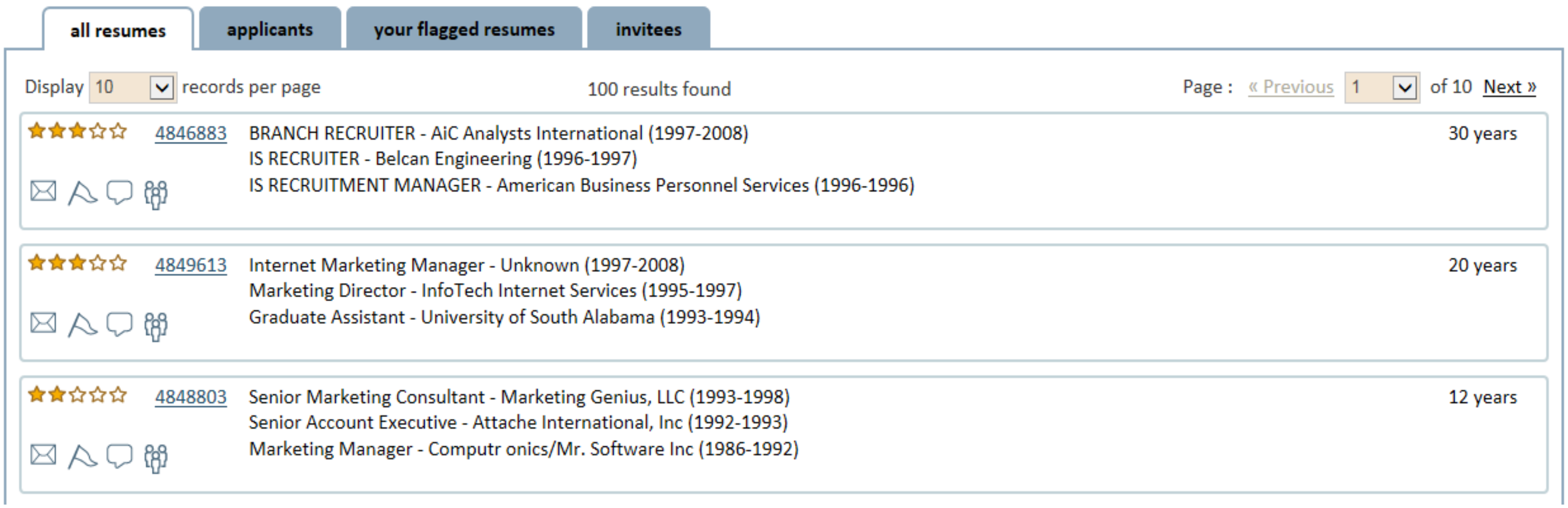
Posting and Confirmation





Section 12: Talent Pool

Resume Matching and the Applicant Management System



Thank you for attending our training.

If you have any questions regarding this training material, please contact:

KentuckyCareerCenterSupport@ky.gov

502-564-0871

Monday – Friday 8:00am to 4:30pm EST