

Matching Job Bank Openings to the Customer Talent Bank using



1

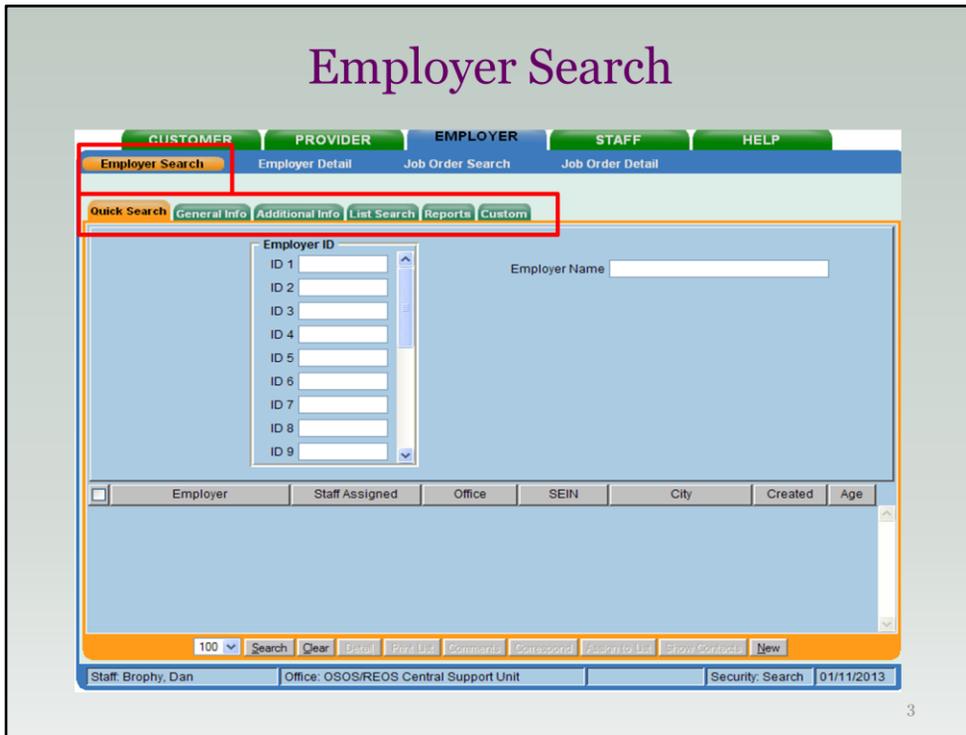
- This training will cover job matching from the Job Bank – Talent Bank.
- Starting from the Employer Module & comparing specific information between open job orders and customers.



Today we'll cover:

- 1. Employer Search**
- 2. Adding an Employer**
- 3. Job Order Search**
- 4. Job Order Matching & Referring**
- 5. Questions**

Employer Search



1. Employer Search:

- Allows you to search for a single employer record or multiple employer records by filling in one or a combination of fields on the Employer Search Screens. Using the employer's NYID number is the most accurate search.
- Main reasons to conduct an employer search include:
 - ✓ Verifying if a particular employer has already been entered into OSOS prior to entering a job order; thus avoiding a duplicate entry and to search for jobs associated with a particular employer.
 - ✓ Create a business jacket for a job central order to post a match activity.
- To conduct a search, from the OSOS Menu Bar, click on Employer, then Employer Search. The Employer Search Window contains 6 tabs: Quick Search, General info, Additional Info, List Search, Reports and Custom. Quick Search and General Info are more frequently used.

Employer Search – General Info Tab

The screenshot displays the 'Employer Search - General Info Tab' interface. It features a navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER (selected), STAFF, and HELP. Below this is a sub-navigation bar with options: Employer Search, Employer Detail, Job Order Search, and Job Order Detail. The main content area is titled 'Quick Search' and includes sub-tabs: General Info (selected), Additional Info, List Search, Reports, and Custom. The search form contains numerous fields: Origination (dropdown), State EIN, FEIN, Staff Assigned (with a Change button), Legal Name, City, County (dropdown), Tax Class (dropdown), State (dropdown), Zip, WIB (dropdown), Country (dropdown), Status (dropdown, currently 'Active', with a green arrow pointing to it), Phone, NAICS, RR Event #, Ownership (dropdown), Create Date Range (From/Thru), Activity (dropdown), Select Activity, Activity Date Range (From/Thru), and Contact Last Name. Below the form is a table header with columns: Employer, Staff Assigned, Office, SEIN, City, Created, and Age. At the bottom, a toolbar includes a '100' dropdown, 'Search', 'Clear' (circled in red), 'Details', 'Print List', 'Comments', 'Consolidate', 'Assign to List', 'Show Contacts', and 'New'. The page number '4' is located in the bottom right corner.

- On the General Information Tab take out the “Active” in the search field - “Less is Better”
- If you are unsure of the spelling of an employer’s name, you can search by placing the first 1-3 letters of the employer’s name in the Employer Name field and place your WIB in the WIB field box. If you are searching an area that contains many businesses you could try the first 1 to 3 letters in the employer’s name. **OR**
- You can search by placing the first 1- 3 letter’s of the employer’s name in the Employer Name field and type in the name of the city in the City field.
- To clear a search and start a new one, click on the Clear button located on the bottom of the screen. This clears out ALL info and allows for a new search. {NOTE: It is not recommended that you type over the old info to start a new search}.

Employer Search – General Info Tab

The screenshot displays the 'Employer Search' interface with the 'General Info' tab selected. The form includes the following fields:

- Origination (dropdown)
- State EIN (text)
- FEIN (text)
- Staff Assigned (text) with a 'Change' button
- Legal Name (text)
- City (text)
- County (dropdown)
- Office (dropdown)
- State (dropdown)
- Zip (text)
- Tax Class (dropdown)
- Country (dropdown)
- Phone (text)
- NAICS (text)
- WIB (dropdown)
- Status (dropdown, set to 'Active')
- RR Event # (text)
- Ownership (dropdown)
- Activity (text) with a 'Select Activity' button
- Create Date Range From (text) Thru (text)
- Activity Date Range From (text) Thru (text)
- Contact Last Name (text)

Below the form is a search results table with the following columns: , Employer, Staff Assigned, Office, SEIN, City, Created, and Age. The table is currently empty.

At the bottom of the interface, there is a toolbar with buttons: Search, Clear, Detail, Print List, Comments, Worksheet, Assign to List, Show Contact, and a 'New' button which is circled in red.

- The results of the search will appear in the Search Results pane on the Employer Search screen. If only one record is found, the screen will display that employer's detail screen. If no results are found, click the New button to create a new employer record. If the business you are looking for appears in the search results field, click in the box to the left of the employer name and click on the grey Detail button to view the record and post your activities etc. The Detail button will activate once you select one or more employer's from the search results field.

Creating a New Employer Record (Business Jacket)

The screenshot displays the 'Employer Search' window. The top navigation bar includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The sub-navigation bar shows 'Employer Search', 'Employer Detail', 'Job Order Search', and 'Job Order Detail'. The main content area has tabs for 'Quick Search', 'General Info', 'Additional Info', 'List Search', and 'Custom'. The 'Quick Search' tab is active, showing a form with an 'Employer ID' list (ID 1 to ID 9) and an 'Employer Name' text field. Below the form is a table with columns: Employer, Staff Assigned, Office, SEIN, City, Created, and Age. At the bottom of the window is a toolbar with buttons: Search, Clear, Details, Print List, Cancel, Return to List, Show Controls, and New. The 'New' button is circled in red. A small number '6' is visible in the bottom right corner of the window frame.

- If an employer does not have a record on OSOS you will need to create a new employer record.
- Each of the Employer Search Window tabs has a New button so that you can create a new employer record.
- Click on the New button at the bottom of any of the Search screen tabs. This will bring up the Employer Detail tabs of the Employer Detail Module.

New Business Jacket – General Info

The screenshot shows a web application interface for managing employer information. The main navigation bar includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The current view is 'Employer Detail' under the 'EMPLOYER' tab. The form is titled 'New Business Jacket – General Info' and contains several sections of input fields:

- Status:** Active (highlighted with a green circle)
- Company:** (highlighted with a green circle)
- Legal Name:** (highlighted with a green circle)
- State EIN:** (highlighted with a green circle)
- FEIN:** (highlighted with a green circle)
- Location Suffix:** (highlighted with a green circle)
- Tax Class:** (highlighted with a green circle)
- Address:** (highlighted with a green circle)
- City:** (highlighted with a green circle)
- County:** (highlighted with a green circle)
- Phone:** (highlighted with a green circle)
- Ext.:** (highlighted with a green circle)
- Alt. Phone:** (highlighted with a green circle)
- Ext.:** (highlighted with a green circle)
- Email:** (highlighted with a green circle)
- State:** New York (highlighted with a green circle)
- Zip Code:** (highlighted with a green circle)
- Country:** United States (highlighted with a green circle)
- Fax:** (highlighted with a green circle)
- URL:** (highlighted with a green circle)
- Alternate URL:** (highlighted with a green circle)
- NAICS:** (highlighted with a green circle)
- Ownership:** (highlighted with a green circle)
- Create Date:** 05/05/2010

At the bottom of the form, there are buttons for Save, Cancel, New Job, Return to Search, and Comments. A small '7' is visible in the bottom right corner of the screenshot.

- The employers' status must be Active to add a new employer. The Status box on the General Info screen will be automatically set to Active by OSOS for new records.
- Required information fields are highlighted by a green circle and must be completed.
- You will need to complete all the "green circle" required information on the General Info & Contact Info tabs.

New Business Jacket – Additional Info

The screenshot shows a web application interface for managing employer information. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER (selected), STAFF, and HELP. Below these are search options: Employer Search, Employer Detail (selected), Job Order Search, and Job Order Detail. The main header displays 'ADECCO' on the left and 'ID: NY004661359' on the right, with '1 of 1' indicating a single record. A secondary set of tabs includes General Info, Additional Info (highlighted with a red box), Contact Info, Rapid Response, Comments, Profile, Activity, and Job Orders. The 'Additional Info' section contains several dropdown menus and text input fields organized into three columns. The first column includes 'Large Companies', 'Growth Industries', 'Expanding Companies', 'Targeted Employers', 'Past Customers', and 'Current Customers'. The second column includes 'Affirmative Action', 'Public Transportation', 'Tax Credits', 'Credit Check Required', 'Drug Test Required', and 'Physical Required'. The third column, titled 'Company Benefits', includes 'Health Insurance', 'Dental Insurance', 'Vacation', 'Sick Leave', 'Holidays', 'Retirement/Pension Plan', 'Clothing/Uniform Allowances', and 'Childcare'. Below these columns are text input fields for 'FCJL Expires', '# of Employees', 'Unions', and '# of Seasonal hires'. A small number '8' is visible in the bottom right corner of the screenshot.

- The Additional Info tab has several fields that aren't required to create an employer record but should be marked "Yes" if you have the information.
- Click on the down arrow next to each field that you would like to update & select "Yes".

New Business Jacket – Contact Info

The screenshot displays the 'New Business Jacket – Contact Info' web application. The interface includes a navigation bar with tabs for 'Employer Search', 'Employer Detail', 'Job Order Search', and 'Job Order Detail'. The 'Employer Detail' tab is active, and the 'Contact Info' sub-tab is highlighted with a red box. Below the navigation bar, there are several tabs: 'General Info', 'Additional Info', 'Contact Info', 'Rapid Response', 'Comments', 'Profile', 'Activity', and 'Job Orders'. The 'Contact Info' tab is selected. The main content area is divided into two sections: 'Contact List' on the left and 'Contact Detail' on the right. The 'Contact List' section has a table with columns for 'Name' and 'Title', and a 'Lists' section with buttons for 'Name', 'Office', 'Staff', and 'State/W'. The 'Contact Detail' section contains various input fields for 'First Name', 'Last Name', 'Title', 'Address', 'City', 'State', 'Zip', 'Country', 'Phone', 'Ext.', 'Alt. Phone', 'Ext.', 'Fax', 'Email', 'Staff Assigned', 'Responsibility', and 'Comments'. At the bottom of the 'Contact Detail' section, there are buttons for 'Add Contact', 'Delete Contact', 'Copy Employer Address', 'Schedule', and 'Correspond'. At the very bottom of the page, there are buttons for 'Save', 'Activity', 'New Job', 'Return to Search', and 'Comments'. A green arrow points to the 'Add Contact' button.

- At least one employer contact person is required. If multiple contacts are created the first contact will be the default contact. The contact information is carried over into job orders' associated with the employer.
- *The Rapid Response unit will use the Rapid Response tab.*
- You can use the Comments tab to keep the employer record up to date once it is created.

New Business Jacket – Profile

The screenshot displays a web application interface for creating a new business jacket. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER (selected), STAFF, and HELP. Below these are search options: Employer Search, Employer Detail (selected), Job Order Search, and Job Order Detail. The main content area is titled 'ID: 1 of 0'. A secondary set of tabs includes General Info, Additional Info, Contact Info, Rapid Response, Comment, Profile (highlighted with a red box), Activity, and Job Orders. The Profile tab is active, showing three text input fields: Mission, Business Description, and Business Interests. To the right of the Mission field is a Business Type dropdown menu. At the bottom of the form, there are buttons for Save, Activity, New Job, Return to Search, and Comments.

- You can enter information about what type of business it is on the Profile tab. This information is not required to complete the new business jacket.

New Business Jacket – Activity & Job Order

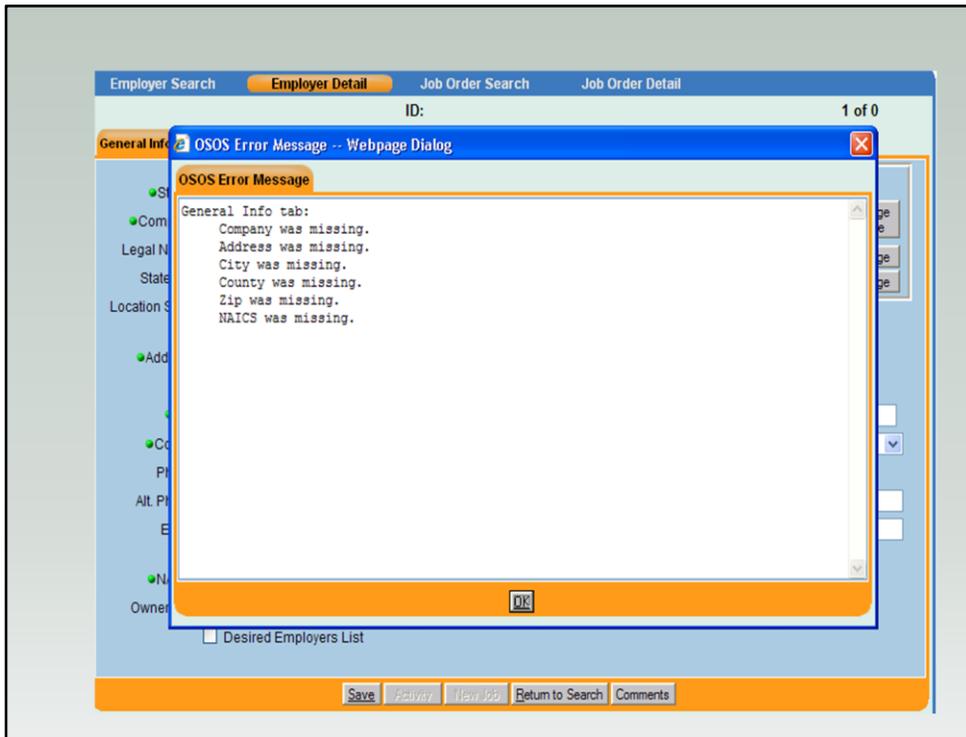
The image displays two screenshots of a web application interface, likely for managing business jackets. The interface features a navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this, there are sub-tabs for Employer Search, Employer Detail (selected), Job Order Search, and Job Order Detail. An ID field is present, followed by a '1 of 0' indicator.

The top screenshot shows the 'Activity' tab selected. The table below it has the following columns: Date, Activity, Employer Rep., Emp. Contact, Staff, VETS, and Comments. The table is currently empty.

The bottom screenshot shows the 'Job Orders' tab selected. The table below it has the following columns: Order #, Job Title, Office, Status, Listing Date, O*Net Title, Staff Assigned, and Contact Name. The table is currently empty.

The page number '11' is visible in the bottom right corner of the second screenshot.

- The Activity tab will record any OSOS activities provided to the employer by staff after the business jacket is created & the Job Order tab will contain all the employer's staff entered job orders.



- You cannot save a new employer record until all the required information is completed. An error pop-up message will notify you of any required information that you haven't completed.

Using Comments - Examples

- Employer participated in NYS DOL Career Fair on 11/15/12.
- Customer NY006135561 was hired at Adecco as an Administrative Assistant on October 31, 2012. Pay rate \$10.80 an hour.
- Open Recruitment – 10/12/12 -2pm - Finger Lakes Works – Seneca
- Emailed confirmation to employer contact Susan. discussed Youth Tax Credits and sent job order form and Youth Tax Credit fact sheet.

The Matching A B C's



A

Matching is an administrative process, not a service, **and will not create or extend an enrollment.**



B

In Matching, specific information is compared between customer and open job orders (Job Bank).



Matching



C

Matching is usually done when the job seeking customer is not at your desk and you will be mailing or emailing information about a job lead to them.

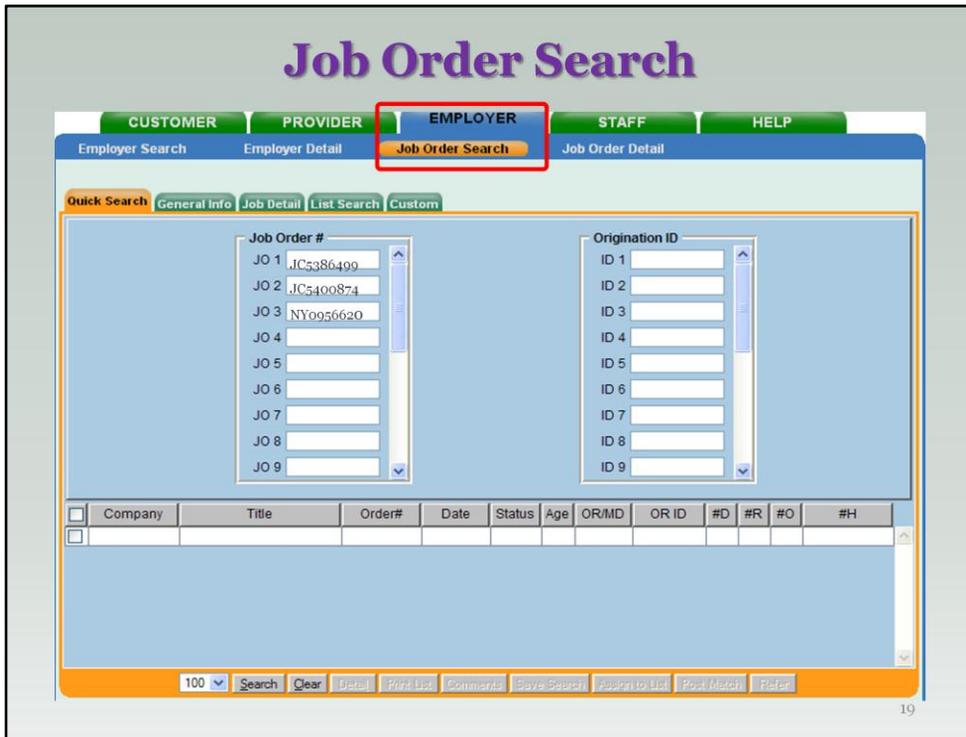


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Performing Matches from the Employer Module Job Order → Customer

The screenshot displays the 'EMPLOYER' module interface. The main window is titled 'Job Order Search' and contains a search form. The form includes a dropdown menu for 'Employer ID' with options from ID 1 to ID 9, and a text input field for 'Employer Name'. Below the form is a table with columns: Employer, Staff Assigned, Office, SEIN, City, Created, and Age. The bottom of the interface features a toolbar with buttons for Search, Clear, Detail, Print List, Command, Connect, Assign to List, Show Contact, and New. The page number 18 is located in the bottom right corner.

- Job Order matching starting from the Employer Module & comparing specific information between open job orders and customers.



- Job Order Search Window.
- The most common search method is to use the Job Order #. You can add multiple Job Order numbers on the Quick Search tab.
- Using the Job Order # search is a stand alone search, you don't need to add any more search criteria.

Job Order Search – General Info Tab

CUSTOMER
PROVIDER
EMPLOYER
STAFF
HELP

Employer Search
Employer Detail
Job Order Search
Job Order Detail

Quick Search
General Info
Job Detail
List Search
Custom

Origination

Emp Job Title

Source (State)

O*Net Title

Category

WIB

Order Status Open

Emp Req #

Source (Fed)

O*Net Titles

Job Order Date From Thru

Last Open Date From Thru

Office

Employer Information

Employer ID

Company Name

Ownership

NAICS

Contact Information

Contact Last Name

Suppressed

Email URL Fax

Phone Mail In Person

Job Location

City

County

Zip Radius

| <input type="checkbox"/> | Company | Title | Order# | Date | Status | Age | OR/MD | OR ID | #D | #R | #O | #H |
|--------------------------|---------|-------|--------|------|--------|-----|-------|-------|----|----|----|----|
| <input type="checkbox"/> | | | | | | | | | | | | |

100
Search
Clear
Detail
Print List
Comments
Save Search
Change to List
Post Match
Refer

20

- General searches for open job orders if you do not have the job order #.
 - ✓ Order Status – Open
 - ✓ Employer Job Title , WIB, Job Location, Company Name (if known).
 - ✓ Job order date From/Thru can be helpful if you know the approximate date the order was posted.

- Set Search Results Listing box to 100 to pull in the maximum # of search results.

- Click on the **Search** button to start your search.

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Job Order Search Results

CUSTOMER
PROVIDER
EMPLOYER
STAFF
HELP

Employer Search
Employer Detail
Job Order Search
Job Order Detail

1 - 5 of 5

Quick Search
General Info
Job Detail
List Search
Custom

Origination
 Emp Job Title
 Source (State)

Order Status
 Emp Req #
 Source (Fed)

Job Order Date From Thru
 Last Open Date From Thru

O*Net Title
 Category
 WIB

Staff Assigned
 Office

O*Net Titles
 Change

Employer Information
 Employer ID
 Company Name
 Ownership
 NAICS

Contact Information
 Contact Last Name
 Suppressed
 Email URL Fax
 Phone Mail In Person

Job Location
 City
 County
 Zip Radius

| <input type="checkbox"/> | Company | Title | Order# | Date | Status | Age | OR/MD | OR ID | #D | #R | #O | #H |
|--------------------------|------------------|---------|-----------|------------|--------|-----|--------|-------|----|----|----|----|
| <input type="checkbox"/> | Ace Hardware | Cashier | NY0012103 | 07/22/2011 | Open | 26 | AOSOS- | | | 0 | 5 | |
| <input type="checkbox"/> | Blatt Electrical | Cashier | NY0013104 | 08/11/2011 | Open | 6 | AOSOS- | | | | 5 | |
| <input type="checkbox"/> | Kmart | Cashier | NY0013107 | 08/11/2011 | Open | 6 | AOSOS- | | | 1 | 6 | |
| <input type="checkbox"/> | Tri-City AutoPa | Cashier | NY0013105 | 08/11/2011 | Open | 6 | AOSOS- | | | | 6 | |
| <input type="checkbox"/> | Wendy's | Cashier | NY0013106 | 08/11/2011 | Open | 6 | AOSOS- | | | 2 | 6 | |

100
Search
Clear
Detail
Print List
Comments
Save Search
Return to List
Pool Match
Reset

21

- Successful search results will be displayed on the Search Results Listing screen.
- In this example we have 5 job orders using the search criteria of Emp. Job Title/WIB & Order Status Open.
Note: WIB will only yield staff entered job orders; use Job Location to include all (job central/jobs express) job orders and a Zip Code search yields more results than using County or City.
- Highlight the job orders you wish to review & this will activate the grey Detail button.

Reviewing the Job Orders

The screenshot shows a web application interface for reviewing job orders. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER (highlighted in red), STAFF, and HELP. Below these are sub-tabs: Employer Search, Employer Detail, Job Order Search, and Job Order Detail (highlighted in red). The main content area displays details for 'Ace Hardware' with Order#: NY0012103 and ID: NY000171030. A '1 of 5' indicator with left and right arrows is in the top right. A secondary set of tabs includes General Info, Contact Info, Job Detail, Job Description, Comments, Matches, Referrals, Saved Searches, and Audit. An arrow points to the right arrow in the '1 of 5' indicator. The 'General Info' section contains various fields: Company (Ace Hardware), NAICS (444130 Hardware Stores), Ownership, FEIN, State EIN, Origination Id, Origination (AOSOS - Mediated), WIB (Albany/Rensselaer/Schenectady Count), Agency (Department of Labor), Office (ALBANY), Staff Assigned (Brophy, Daniel), VETS Program, Order Date (07/22/2011), Status Date (07/22/2011), Status (Open), Last Open Date (09/20/2011), Category (Regular), O*Net Title (41201100 Cashiers), Emp. Job Title (Cashier), Source (Fed), Source (State), Affirmative Action, and Emp Req #. The 'Job Location' section includes Address (12 Campus Club Drive), City (Albany), State (New York), Zip (12240), County (Albany), and Country (United States). At the bottom, there are buttons: Save, Duplicate, Emp New Job, Correspond, Print, Emp Detail, Return to Search, Start Match, Comments, and Tag.

- For multiple results you can toggle through the job orders using the arrows on the upper right.
- Review Job Orders – Job Detail, Contact Info, Job Description, Comments tab. We can only job match one job order at a time.
- Check last open date – how long is the job order open for?

Job Detail Tab

CUSTOMER PROVIDER EMPLOYER STAFF HELP

Employer Search Employer Detail Job Order Search Job Order Detail

Ace Hardware Order#: NY0012103 ID: NY000171030 1 of 5

General Info Contact Info Job Detail Job Description Comments Matches Referrals Saved Searches Audit

Referrals Requested Referrals Made

Openings Hires

Duration: Full Time, Regular Hours Per Week

Work Days

Monday-Friday Varies

Mon Tue Wed Thu Fri Sat Sun

Shift:

Education Required:

Experience Required: Years Months

Keyboarding Speed

Public Transportation:

Required License, Certificate or Registration

Required Degree or Formal Training

Starting Pay

Minimum

Maximum

Unit

Drivers License

Class

Endorsements

Tank Vehicle

Doubles/Triples

Pass Transport

Hazardous Materials

School Bus

Motorcycle

Air Brakes

Tank Veh & Haz Mat

Benefits

Health Insurance

Dental Insurance

Vacation

Sick Leave

Holidays

Retirement/Pension Plan

Clothing Allowance

Child Care

Lists

| Name | Office | Staff | StateW |
|--------------------------|--------|-------|--------|
| <input type="checkbox"/> | | | |

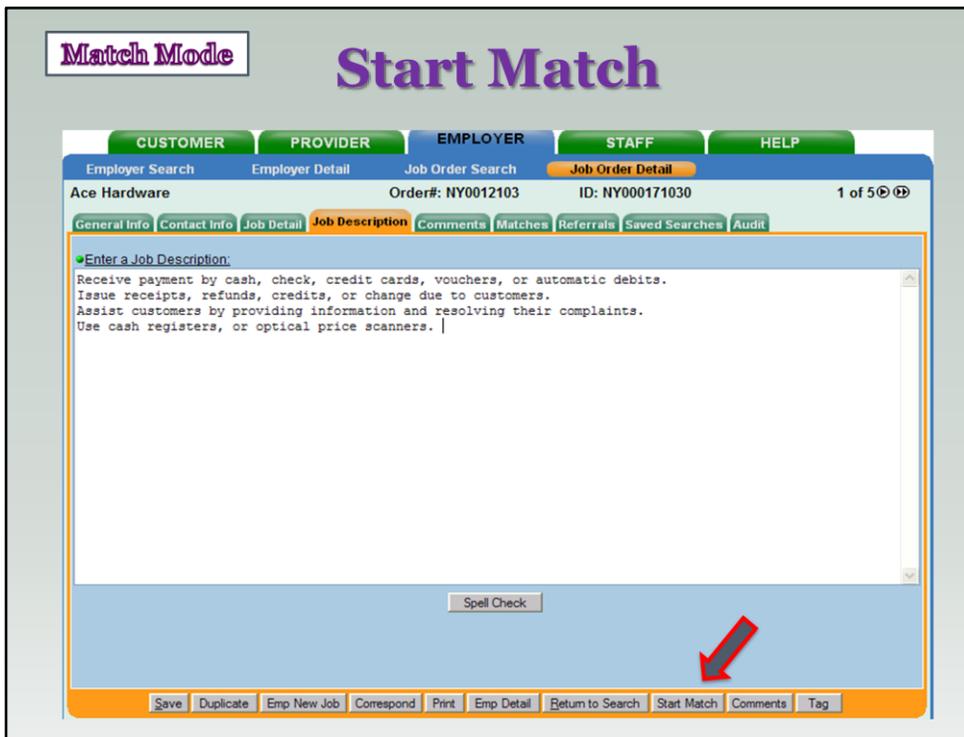
Save Duplicate Emp New Job Correspond Print Emp Detail Return to Search Start Match Comments Tag

- Check # of Openings, Duration, Education etc. on the Job Detail tab.
- In this example the employer has specified that the company provides health insurance, vacation time, a clothing allowance & is on a public transportation line.

Job Description Tab

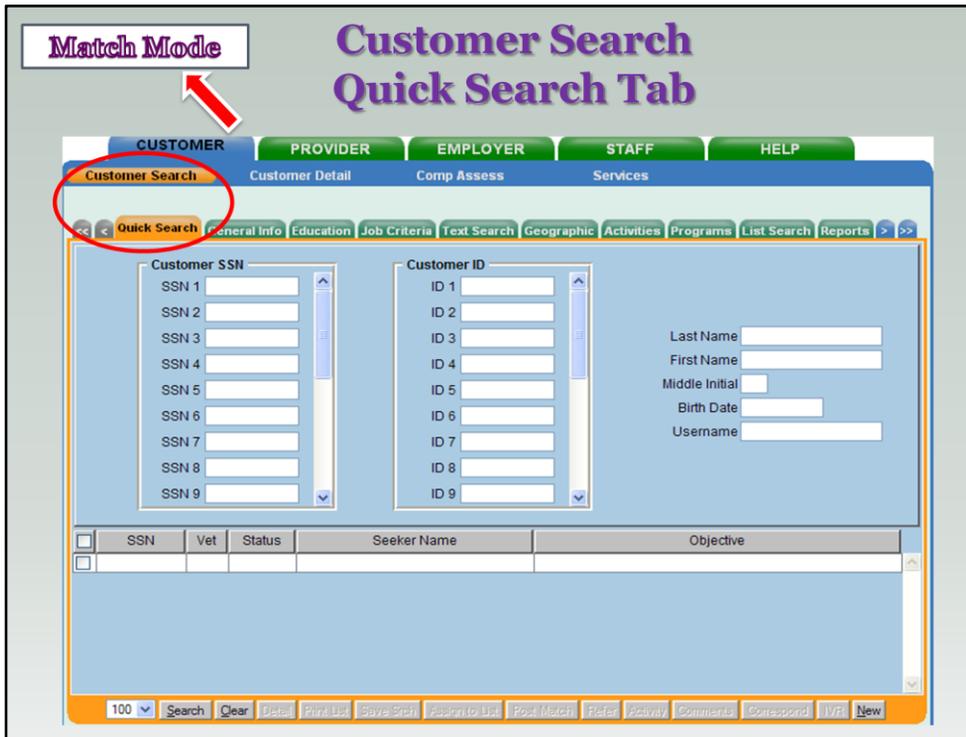


- The job description contains the specifics of the job that we can compare to our customer talent bank.
- We are comparing the job order requirements to the customer's skills and work history.
- Identify any skills keywords that you could use in your customer search.
- Check Comments Tab.



The Start Match button is available on all the Job Order Detail Window tabs.

Click on the **Start Match** button to start the job matching process to search for customers whose skills & work history match the job order. This will bring up the Customer Search Window.

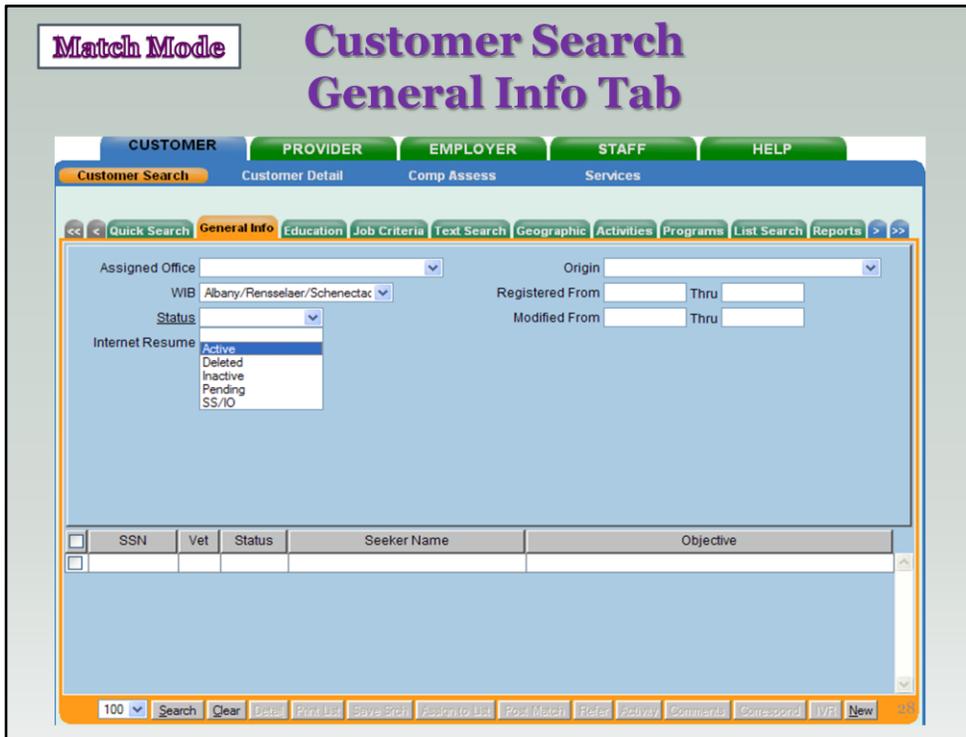


- We are now in the Match Mode or Matching process.
- Before we start our search we need to refine our search so that we can locate our local customers that fit the job order requirements.
- We're not going to add anything to the Quick Search Screen.

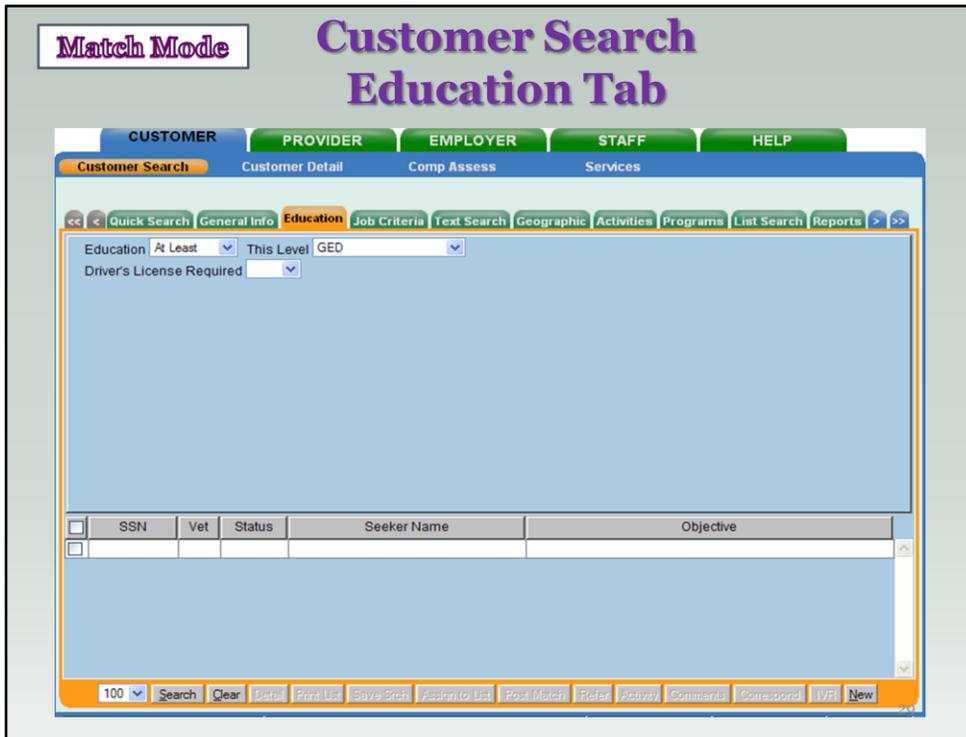
Match Mode

Customer Search General Info Tab

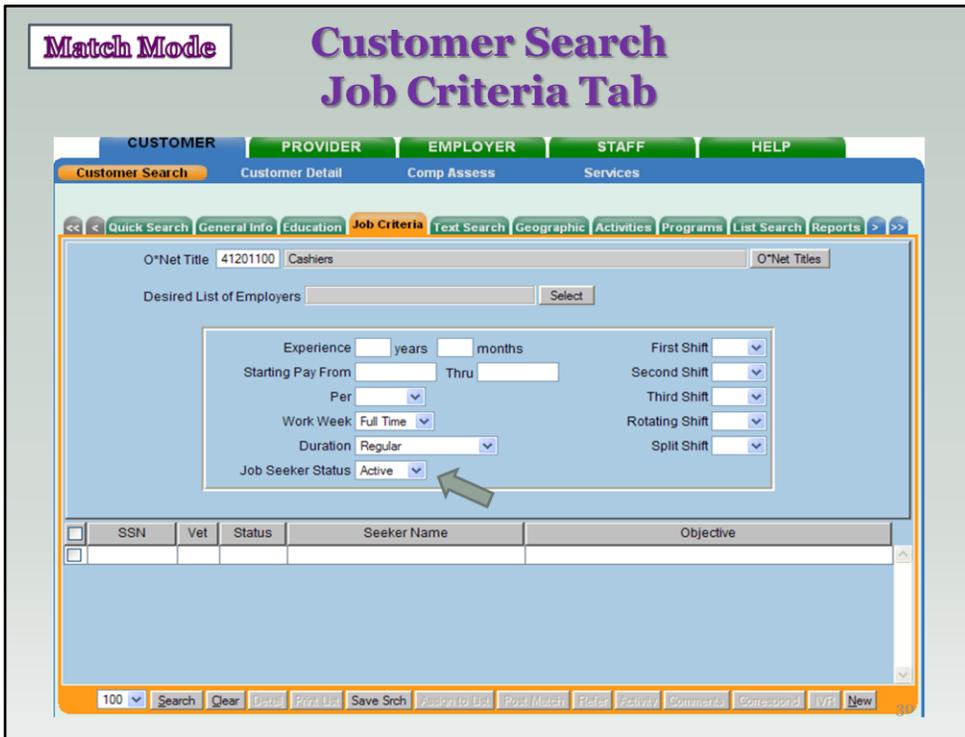
- General Info tab - add WIB.



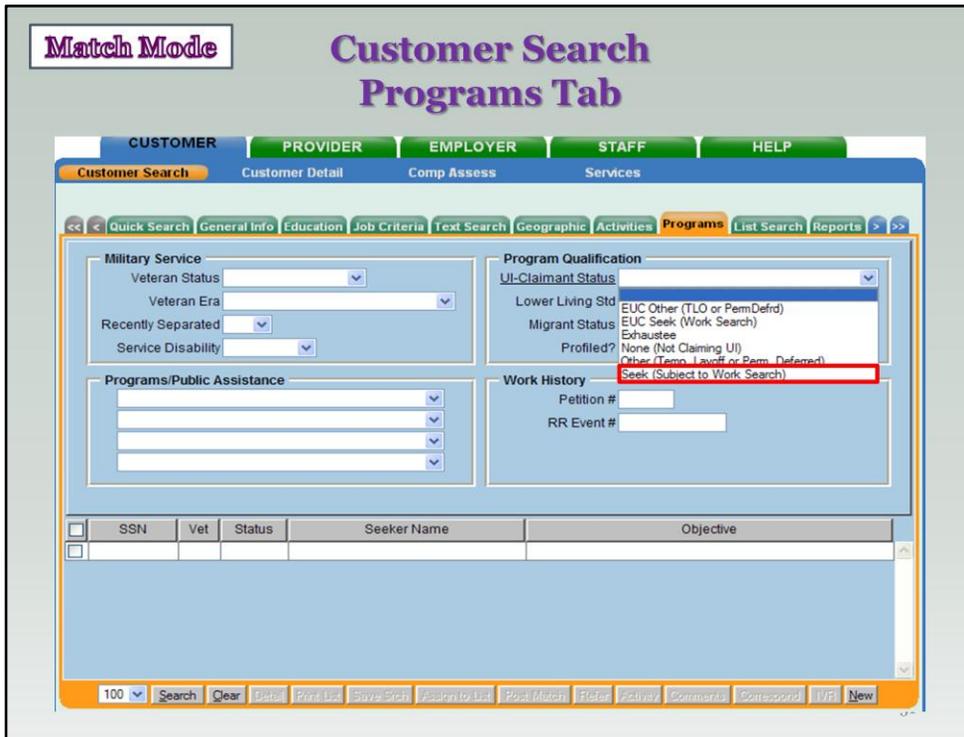
- General Info tab: make Status – Active.



- Education Tab fills in automatically from the job order.



- Job Criteria Tab. O’Net, Work Week & Duration fill in automatically. Make Job Seeker field “Active”.



- Programs tab – make UI-Claimant Status “Seek (Subject to Work Search).
- Search Criteria (WIB, Job Seeker Status – Active, Education fills in from the job order for NYOSOS job orders, Job Description fills in automatically, UI Claimant Status – Seek.)
- Click on the **Search** button to start your customer search to match our job order to a talent bank customer.
- The Search button is active on all of the Customer Search Window tabs.

Match Mode

Customer Search Results

CUSTOMER PROVIDER EMPLOYER STAFF HELP

Customer Search Customer Detail Comp Assess Services

1 - 15 of 15

Quick Search General Info Education Job Criteria Text Search Geographic Activities Programs List Search Reports

Military Service
 Veteran Status [v]
 Veteran Era [v]
 Recently Separated [v]
 Service Disability [v]

Program Qualification
 UI-Claimant Status [v]
 Lower Living Std [v]
 Migrant Status [v]
 Profiled? [v]

Programs/Public Assistance
 [v]
 [v]
 [v]

Work History
 Petition # []
 RR Event # []

| <input type="checkbox"/> | SSN | Vet | Status | Seeker Name | Objective |
|--------------------------|-------------|-----|--------|------------------|---|
| <input type="checkbox"/> | 876-45-3838 | No | Active | Malinak, Anorak | Cashier |
| <input type="checkbox"/> | 123-87-3434 | No | Active | Malinak, B J | Cashier Customer Service. |
| <input type="checkbox"/> | 345-67-8987 | No | Active | Malinak, Barrack | Cashier |
| <input type="checkbox"/> | | No | Active | Malinak, Buster | Full time Electrician, Cashier or Electrician's Helper. |
| <input type="checkbox"/> | 777-78-9865 | No | Active | Malinak, Dilbert | Cashier, electrician. |
| <input type="checkbox"/> | | No | Active | Malinak, Match R | Sales associate. Retail Sales. Customer Service. |
| <input type="checkbox"/> | | No | Active | SMITH, JADE R | TO BE UPDATED |

100 Search Clear Data Print List Save Srch Assign to List Post Match Refer Assign Comments Consented UVR New

- This search returned 15 customer records.
- If you return no search results or limited research results you can take out some of the search criteria.
- The less search criteria you use the more results you will get back.

Match Mode **Customer Search Results**

CUSTOMER PROVIDER EMPLOYER STAFF HELP

Customer Search Customer Detail Comp Assess Services 1 - 15 of 15

Quick Search General Info Education Job Criteria Text Search Geographic Activities **Programs** List Search Reports

Military Service

Veteran Status

Veteran Era

Recently Separated

Service Disability

Program Qualification

UI-Claimant Status

Lower Living Std

Migrant Status

Profiled?

Programs/Public Assistance

Work History

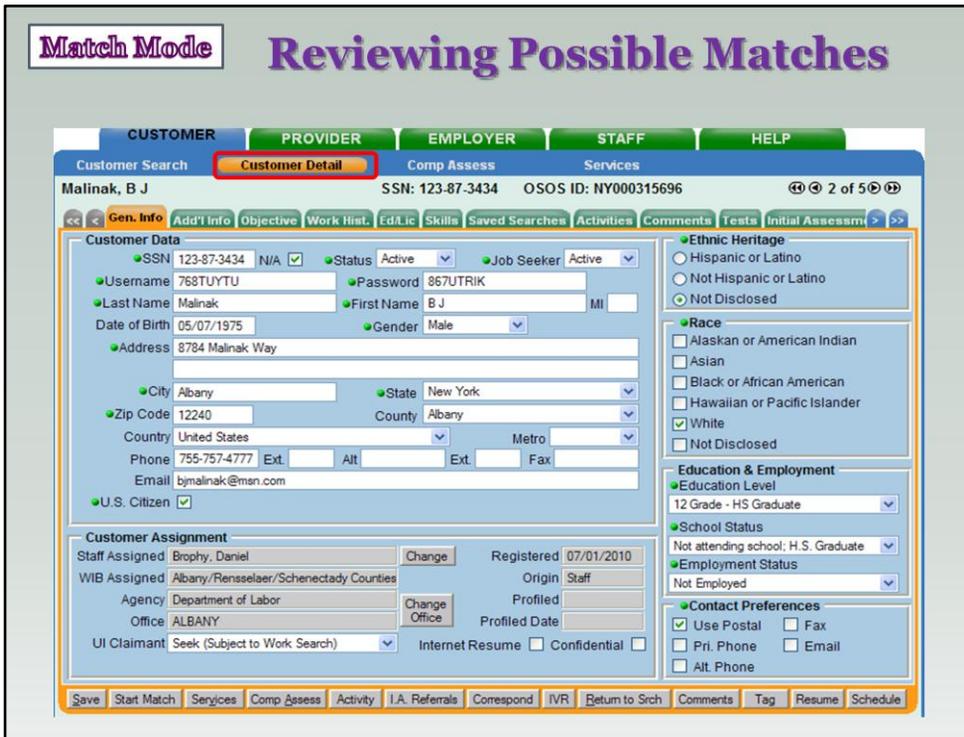
Petition #

RR Event #

| <input type="checkbox"/> | SSN | Vet | Status | Seeker Name | Objective |
|-------------------------------------|-------------|-----|--------|------------------|---|
| <input checked="" type="checkbox"/> | 876-45-3838 | No | Active | Malinak, Anorak | Cashier |
| <input checked="" type="checkbox"/> | 123-87-3434 | No | Active | Malinak, B J | Cashier Customer Service. |
| <input checked="" type="checkbox"/> | 345-67-8987 | No | Active | Malinak, Barrack | Cashier |
| <input checked="" type="checkbox"/> | 777-78-9865 | No | Active | Malinak, Buster | Full time Electrician, Cashier or Electrician's Helper. |
| <input checked="" type="checkbox"/> | 777-78-9865 | No | Active | Malinak, Dilbert | Cashier, electrician. |
| <input type="checkbox"/> | | No | Active | Malinak, Match R | Sales associate. Retail Sales. Customer Service. |
| <input type="checkbox"/> | | No | Active | SMITH, JADE R | TO BE UPDATED |

100 Search Clear **Detail** Print List Save Srch Assign to List Post Match Refer Activity Comments Correspond IVR New

- Highlight the customer records that you would like to review by checking the white check box next to their names.
- You can highlight all the records by clicking on the check box on the grey header row next to SSN.
- Click on the **Detail** button - this will place the highlighted customers in the Customer Detail Window.



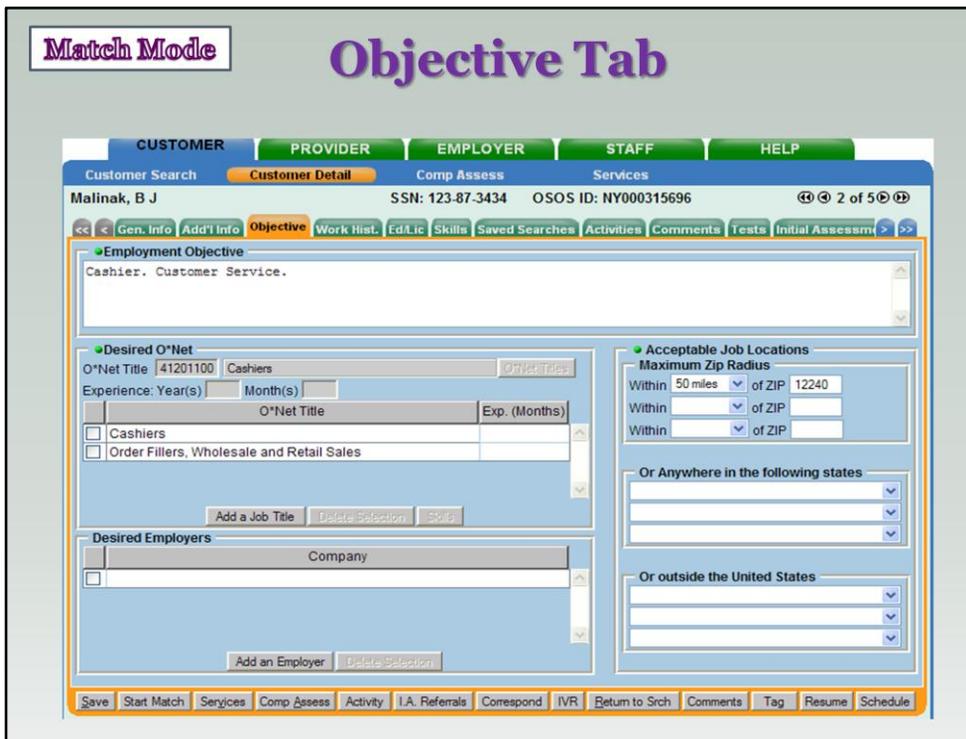
- These customer's will be your possible matches.
- Review customer records – Add'l Info, Objective, Work History, Ed/Lic, Skills & Comments tabs.

Match Mode

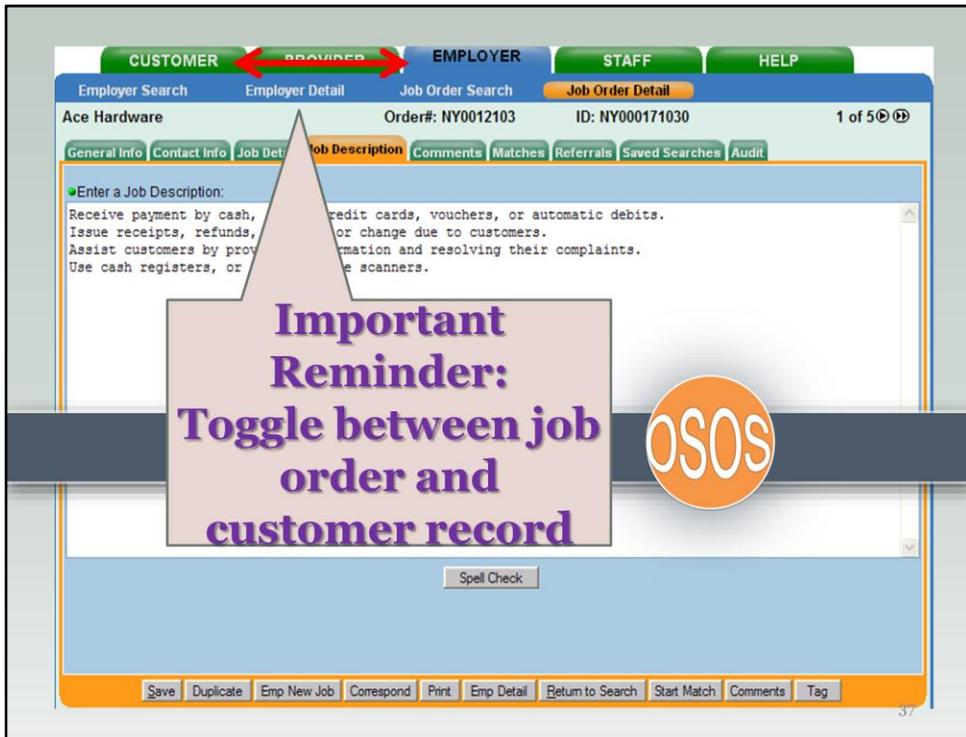
Add'l Info Tab

The screenshot displays a software interface for customer management. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail (selected), Comp Assess, and Services. The main header shows the customer name 'Malinak, B J', SSN: 123-87-3434, and OSOS ID: NY000315696. A page indicator shows '2 of 5'. The 'Add'l Info' tab is active, showing a 'Military Service' section with a 'Service Veteran' checkbox. Other sections include 'Income Status' with dropdowns for 'Lower Living Standard', 'Income 70% LLSIL', and 'Local Priority', and radio buttons for 'Disability Status' and 'Migrant / Seasonal Worker'. 'Employment Preferences' includes dropdowns for 'Work Week', 'Duration', 'Pay Unit', and a text field for 'Date Available'. 'Shift Preference' has radio buttons for 'Work Any Shift' and a list of shift options. 'Customer List Participation' has a 'List Name' dropdown and 'Assign To List' and 'Remove' buttons. A bottom navigation bar contains buttons for Save, Start Match, Services, Comp Assess, Activity, I.A. Referrals, Correspond, IVR, Return to Srch, Comments, Tag, Resume, and Schedule.

- Is the customer a Veteran? If yes, follow your office's policy for Veteran's.



- O*Net Title & Objective.
- When we search from the job order side OSOS will search all the O*Net Title's listed on a customer's record.
- When we start the job match from the customer side – starting from the Customer Detail Record - OSOS will search for only the first O*Net Title listed on the customer's Objective tab unless we highlight a specific O*Net Title before we start our search.



- You can navigate between the Customer and Employer Module in the Match Mode Process to compare the job order information with the customer information.

Work History Tab

CUSTOMER PROVIDER EMPLOYER STAFF HELP

Customer Search Customer Detail Comp Assess Services

Malinak, B J SSN: 123-87-3434 OSOS ID: NY000315696 2 of 5

Gen. Info Add'l Info Objective Work Hist. Ed/Lic Skills Saved Searches Activities Comments Tests Initial Assessm

Detail

Job Title: Cashier

Employer: Rite Aid Pharmacy Include online Start Date: 02/2007 End Date: 06/2011

Address: 456 Route 9 Supervisor: Phone: Ext:

City: Latham Wage: \$ 9.00 Hourly Hours/week: Reason for Leaving: Other

State: New York Job Duties: Running optical scanner cash register. Stocking shelves. Store cleanup.

Country: United States RR Event#:

| Job | Company | City | Start | End |
|--|-------------------|---------|---------|---------|
| <input type="checkbox"/> Cashier | Rite Aid Pharmacy | Latham | 02/2007 | 06/2011 |
| <input type="checkbox"/> Stock Clerks, Sales Floor | Target | Colonie | 08/2005 | 12/2006 |

Save Start Match Services Comp Assess Activity I.A. Referrals Correspond IVR Return to Srch Comments Tag Resume Schedule

- Work History – Is the customer’s employment objective realistic based on their work history.

Ed/Lic Tab

CUSTOMER **PROVIDER** **EMPLOYER** **STAFF** **HELP**

Customer Search **Customer Detail** Comp Assess Services

Malinak, B J SSN: 123-87-3434 OSOS ID: NY000315696 2 of 5

Gen. Info Add'l Info Objective Work Hist. **Ed/Lic** Skills Saved Searches Activities Comments Tests Initial Assessm

Driver License

Yes No Class: **Class E (Taxi/Livery)** State: []

Pass Transport Hazardous Materials Tank Vehicle Motorcycle

School Bus Doubles/Triples Tank Hazard Air Brakes

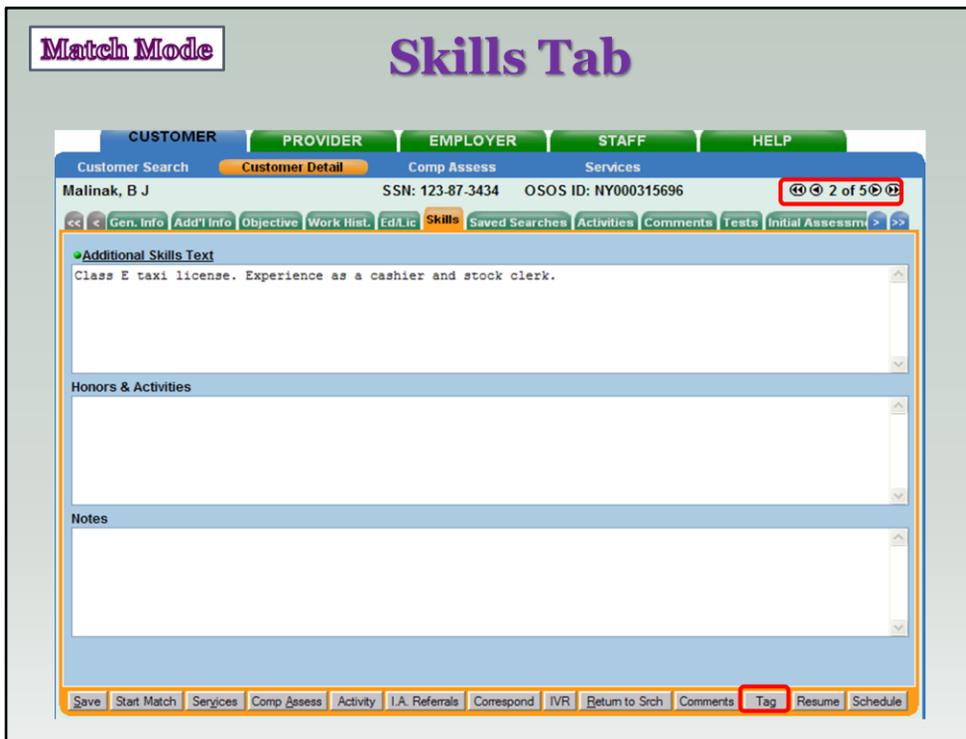
Certificates / Licenses

| Certificate/License | Issue Date | Issuing Organization | State | Country |
|---|------------|----------------------|-------|---------|
| Add Cert/Lic Edit Cert/Lic Delete Selection | | | | |

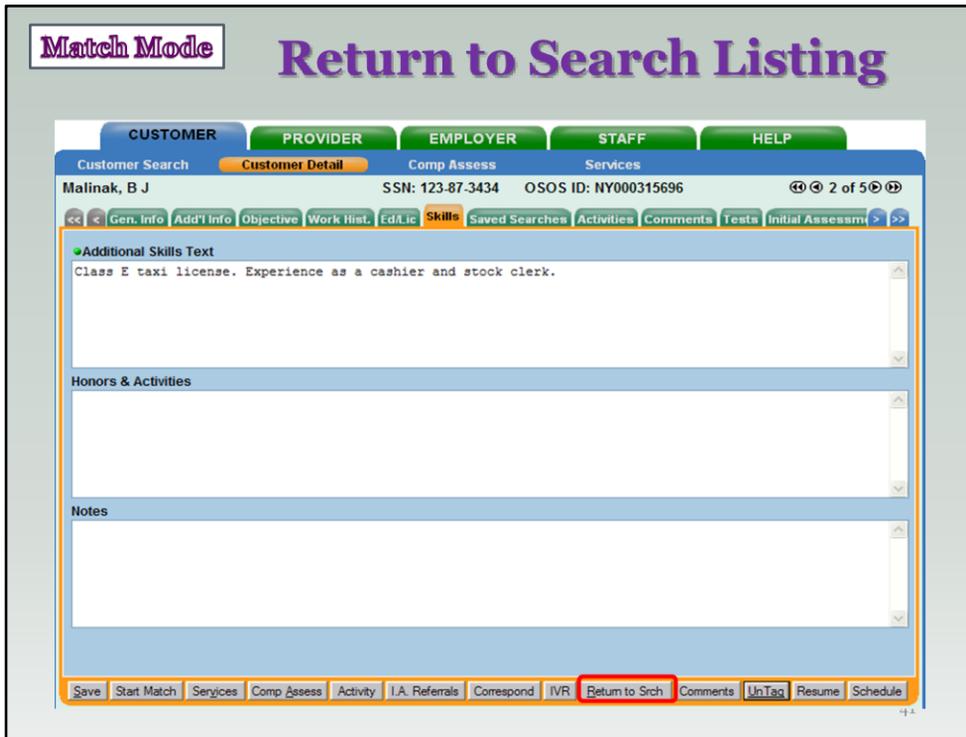
Schools

| Course of Study | Degree | Completed | Issuing Institution | State | Country |
|---|--------|-----------|---------------------|-------|---------|
| Add School Edit School Delete Selection | | | | | |

Save Start Match Services Comp Assess Activity I.A. Referrals Correspond IVR Return to Srch Comments Tag Resume Schedule



- If we see a customer that we think is a good fit for the job opening as we review both the customer record & the job order we can Tag the customer record for future reference.



- After all customer records have been reviewed in the Customer Detail Window click on the Return to Search button.
- This button will be active on all Customer Detail screens during the match process.

Customer Search

1 - 15 of 15

Quick Search General Info Education Job Criteria **Text Search** Geographic Activities Programs List Search Reports

Req License

Req Training

Job Description: Receive payment by cash, check, Issue receipts, refunds, cred Assist customers by providi Use cash registers, or opt

Search For: Keywords entered

Objective Search any all

Skill Search any all

Job Title Search any all

| | SSN | Vet | Status | Seeker Name | Objective |
|-------------------------------------|-------------|-----|--------|------------------|---|
| <input type="checkbox"/> | 118-08-7204 | No | Active | HOPKINS, JAMIE L | TO BE UPDATED |
| <input type="checkbox"/> | 876-45-3838 | No | Active | Malinak, Anorak | Cashier |
| <input checked="" type="checkbox"/> | 123-87-3434 | No | Active | Malinak, B J | Cashier, Customer Service |
| <input checked="" type="checkbox"/> | 345-67-8987 | No | Active | Malinak, Barrack | Cashier |
| <input type="checkbox"/> | | No | Active | Malinak, Buster | Full time Electrician, Cashier or Electrician's Helper. |
| <input checked="" type="checkbox"/> | 777-78-9865 | No | Active | Malinak, Dilbert | Cashier, electrician |
| <input type="checkbox"/> | | No | Active | Malinak, Match R | Sales associate. Retail Sales. Customer Service. |
| <input type="checkbox"/> | | No | Active | SMITH, JADE R | TO BE UPDATED |

100 Search Clear Detail Print List Save Srch Assign to List Post Match Refer Activity Comments Correspond IVR New

We found the best possible matches!

- The customer records that you tagged will be highlighted.

Posting the Match

The screenshot shows a web application interface for 'Posting the Match'. The interface is divided into several sections:

- Navigation Bar:** Includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail, Comp Assess, and Services.
- Search Results:** A table with columns: SSN, Vet, Status, Seeker Name, and Objective. Three rows are highlighted in blue, indicating matches:

| SSN | Vet | Status | Seeker Name | Objective |
|-------------|-----|--------|-----------------|--------------------------|
| 123-87-3434 | No | Active | Malinak B J | Cashier Customer Service |
| 345-67-8987 | No | Active | Malinak Barrack | Cashier |
| 777-78-9865 | No | Active | Malinak Dilbert | Cashier, electrician |
- Buttons:** At the bottom, there is a row of buttons: Search, Clear, Detail, Print List, Save Srch, Assign to List, Post Match (highlighted in red), Refer, Activity, Comments, Correspond, IVR, New.

- In the example that we have been doing we have identified 3 customer's that meet the job order's qualifications. 3 Matches.
- Click on the Post Match button. A Customer Matched message will appear briefly in the upper right of the window.
- No longer in the Match Mode Process.

The image displays three screenshots of a software interface, likely a human resources or job management system, showing match data for a specific individual (Malinak, B J).

Top Screenshot (EMPLOYER Module): The 'EMPLOYER' tab is selected. The 'Matches' tab is highlighted. The data table shows:

| Match | Staff | SSN | Job Seeker | Vet |
|--------------------------|---------------------------|-------------|------------------|-----|
| <input type="checkbox"/> | 08/15/2011 Brophy, Daniel | 123-87-3434 | Malinak, B J | No |
| <input type="checkbox"/> | 08/15/2011 Brophy, Daniel | 345-67-8987 | Malinak, Barrack | No |
| <input type="checkbox"/> | 08/15/2011 Brophy, Daniel | 777-78-9865 | Malinak, Dilbert | No |

Middle Screenshot (CUSTOMER Module): The 'CUSTOMER' tab is selected. The 'Activities' tab is highlighted. The data table shows:

| Match | Activity | Activity Date | Office | Staff | Employer | Job ID | SA |
|--------------------------|--|---------------|------------------|----------------|--------------|---------|----|
| <input type="checkbox"/> | Match | 08/15/2011 | OSOS Central Sec | Brophy, Daniel | Malinak, B J | NY00121 | |
| <input type="checkbox"/> | Assessment Interview, Initial Assessment | 12/02/2010 | NY9999 | Tully, Kat | | | |

Bottom Screenshot (CUSTOMER Module): The 'CUSTOMER' tab is selected. The 'Service History' tab is highlighted. The data table shows:

| Match | Service | Date | Staff | Department | SA |
|--------------------------|---------|------------|---------------|--|----|
| <input type="checkbox"/> | Match | 08/15/2011 | Daniel Brophy | Department of Social Services Central Security | |

A callout bubble with the text "Location of posted matches" points to the 'Matches' tab in the top screenshot and the 'Activities' and 'Service History' tabs in the middle and bottom screenshots.

- Customer Matched.
- OSOS will automatically update the following tabs:
 - Employer Module – Matches tab
 - Customer Module – Activities tab
 - Customer Module – Service History

Customer Correspondence

CUSTOMER PROVIDER EMPLOYER STAFF HELP

Customer Search Customer Detail Comp Assess Services

1 - 15 of 15

Quick Search General Info Education Job Criteria **Text Search** Geographic Activities Programs List Search Reports

Req License

Req Training

Job Description: Receive payment by cash, check, credit cards, vouchers, or automatic debits. Issue receipts, refunds, credits, or change due to customers. Assist customers by providing information and resolving their complaints. Use cash registers, or optical price scanners.

Search For: Keywords entered below:

Objective Search any all

Skill Search any all

Job Title Search any all

| <input type="checkbox"/> | SSN | Vet | Status | Seeker Name | Objective |
|-------------------------------------|--------------|-----|--------|------------------|---|
| <input type="checkbox"/> | 1119-08-1204 | No | Active | HOPKINS, JIMIE L | TO BE UPDATED |
| <input type="checkbox"/> | 876-45-3838 | No | Active | Malinak, Anorak | Cashier |
| <input checked="" type="checkbox"/> | 123-87-3434 | No | Active | Malinak, B J | Cashier, Customer Service |
| <input checked="" type="checkbox"/> | 345-67-8987 | No | Active | Malinak, Barrack | Cashier |
| <input type="checkbox"/> | | No | Active | Malinak, Buster | Full time Electrician, Cashier or Electrician's Helper. |
| <input checked="" type="checkbox"/> | 777-78-9865 | No | Active | Malinak, Dilbert | Cashier, electrician |
| <input type="checkbox"/> | | No | Active | Malinak, Match R | Sales associate, Retail Sales, Customer Service. |
| <input type="checkbox"/> | | No | Active | SMITH, JADE R | TO BE UPDATED |

100 Search Clear Detail Print List Save Srch Assign to List Post Match Refer Activity Comments **Correspond** IVR New

- If you are sending the highlighted (matched), customers the same letter informing them of the job opening, or you just have one customer highlighted, you can use the OSOS Correspondence function on this screen.
- Click on the Correspond button to start OSOS Correspondence to generate a match letter to send to your customer or to do a mailing to multiple customers.



New York State Department of Labor
Andrew M. Cuomo, *Governor*
Colleen C. Gardner, *Commissioner*

B J Malinak
8784 Malinak Way
Albany NY 12240

Order#: NY0012103
August 17, 2011

Dear B J Malinak:

Ace Hardware has a cashier position available at their company. Based on your educational background and/or work history, you may be qualified to apply for this position.

Please review the attached job description, complete the section below and return this letter within five business days to the New York State Department of Labor at the address below.

I applied for this job on: _____

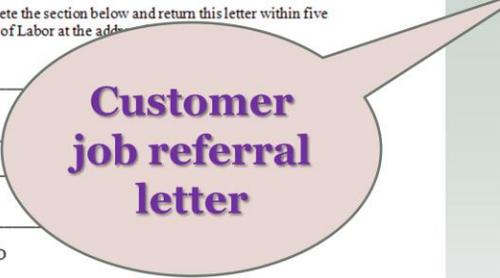
This job is not suitable for me because: _____

I am working for: _____

Date started: _____ Job Title: _____

This is a new employer for me: YES / NO

If you are currently receiving Unemployment Insurance benefits, failure to respond to this letter will delay your benefits and could result in the denial of benefits.



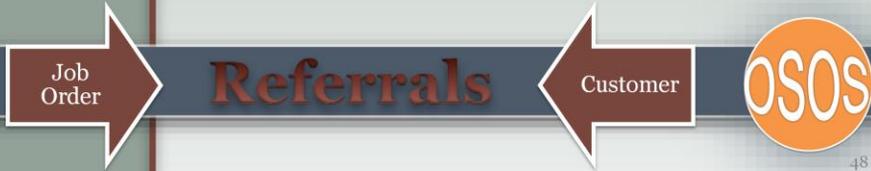
- Example customer job referral letter.

Referral Summary in 1, 2, 3



1

A Referral is a service to the customer and will create or extend an enrollment.



2

A referral service matches the customer's talents to the hiring needs of an employer.



3

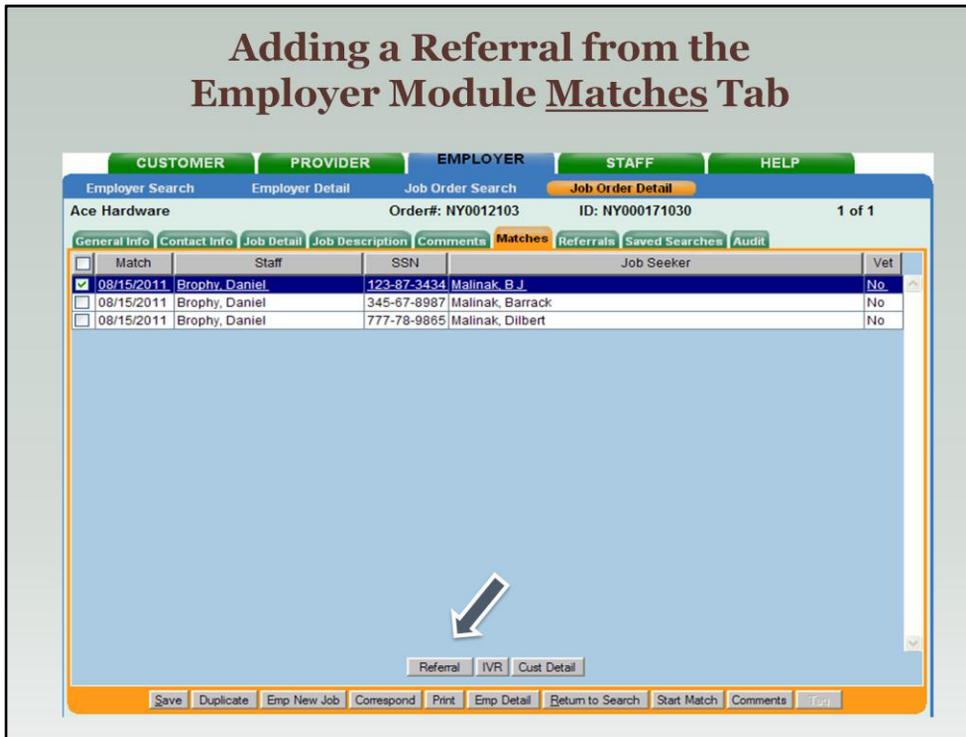
A referral is usually done when the job seeking customer is at your desk and has agreed to pursue a particular lead or has returned correspondence indicating that they have applied to a particular job.



Referrals



Adding a Referral from the Employer Module Matches Tab



- For customers that have been matched to job orders in OSOS but need to be updated to a referral.
- Highlight the customer that you would like to update to a referral and click on the Referral button.
- A “Customer Referred” message will appear briefly in the upper right of the window and the customer will be posted on the Referrals Tab.

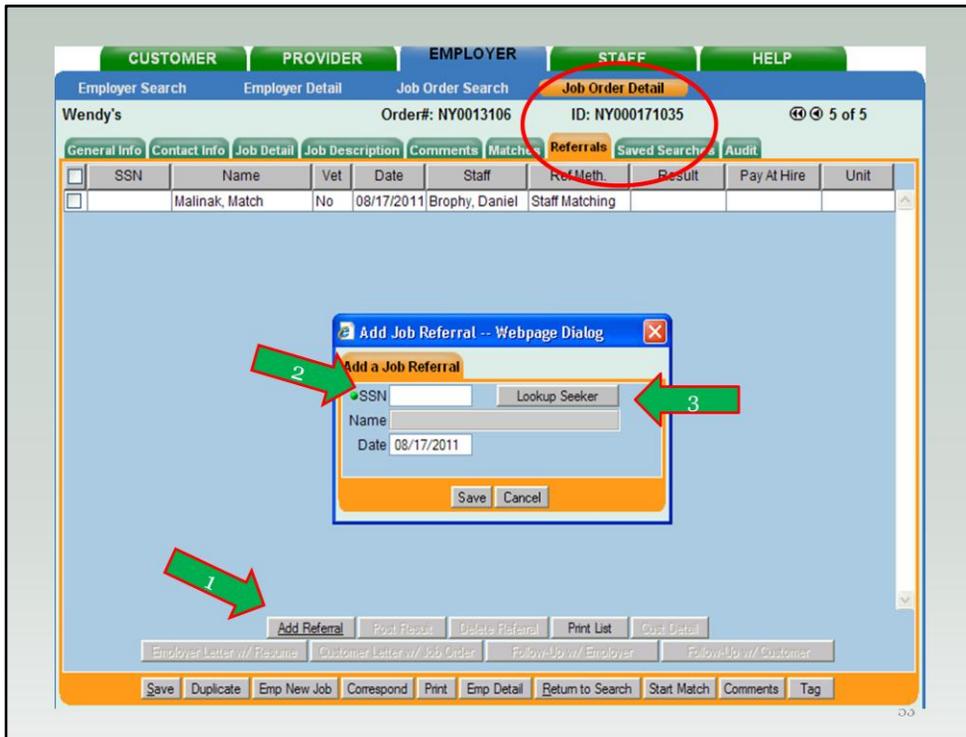
Adding a Referral from the Employer Module Referrals Tab

The screenshot displays the 'Referrals' tab within the 'Job Order Detail' section of the Employer Module. The interface includes a top navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this, there are sub-tabs for Employer Search, Employer Detail, Job Order Search, Job Order Detail, and 1 of 1. The main content area shows a table with columns for SSN, Name, Vet, Date, Staff, Ref Meth., Result, Pay At Hire, and Unit. A single row is visible, representing a referral for Daniel Brophy. The 'Referrals' tab is highlighted with a red box, and the 'Job Order Detail' sub-tab is also highlighted with a red box. The 'Referrals' tab is selected, and the 'Job Order Detail' sub-tab is active.

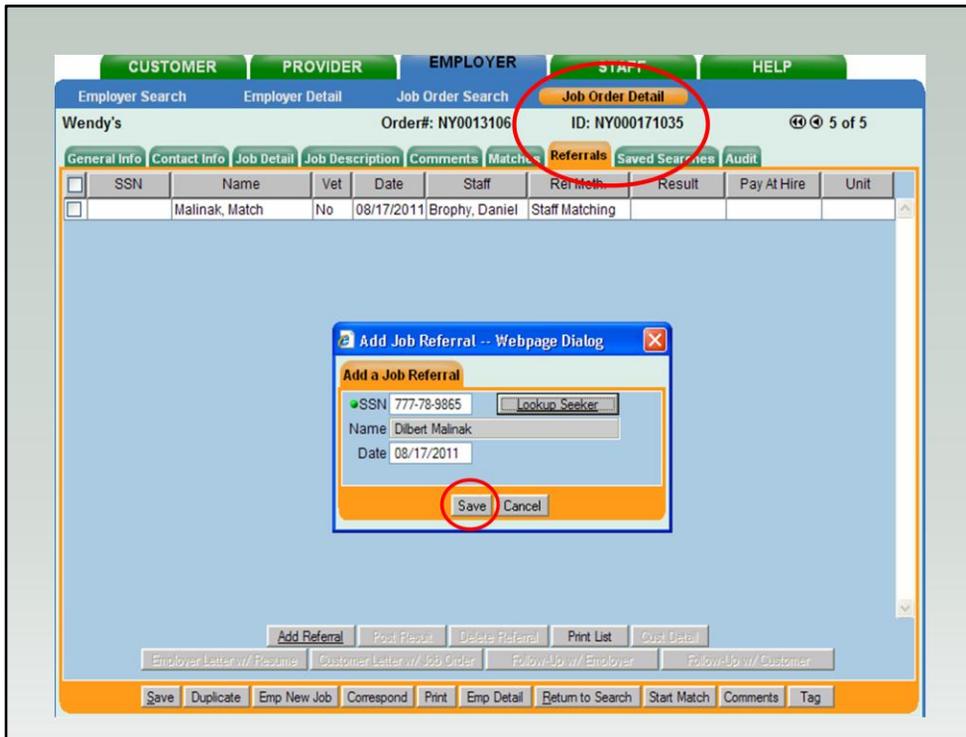
| SSN | Name | Vet | Date | Staff | Ref Meth. | Result | Pay At Hire | Unit |
|--------------------------------------|--------------|-----|------------|----------------|----------------|--------|-------------|------|
| <input type="checkbox"/> 123-87-3434 | Malinak, B J | No | 08/17/2011 | Brophy, Daniel | Staff Matching | | | |

Buttons at the bottom of the screen include: Add Referral, Post Result, Delete Referral, Print List, and Out Date. Below these are buttons for Employer Letter w/ Resume, Customer Letter w/ Job Order, Follow-Up w/ Employer, and Follow-Up w/ Customer. At the very bottom are buttons for Save, Duplicate, Emp New Job, Correspond, Print, Emp Detail, Return to Search, Start Match, Comments, and Turn.

- The referral is posted to the employer's Job Order Detail - Referrals tab.



- If a customer is not previously matched you can add a customer referral to a job order in OSOS.
- Click on the Add Referral button on this tab.
- The date box fills in automatically. Enter the customer’s SSN # in the “Add Job Referral” pop-up box and click on the “Lookup Seeker” button.



- After you enter the customer's SSN # and click on the Lookup Seeker button the customer's name will appear in the pop-up box.
- Click on Save.

CUSTOMER PROVIDER EMPLOYER STAFF HELP

Employer Search Employer Detail Job Order Search Job Order Detail

Wendy's Order#: NY0013106 ID: NY000171035 5 of 5

General Info Contact Info Job Detail Job Description Comments Matches Referrals Saved Searches Audit

| <input type="checkbox"/> | SSN | Name | Vet | Date | Staff | Ref Meth. | Result | Pay At Hire | Unit |
|--------------------------|-------------|------------------|-----|------------|----------------|----------------|--------|-------------|------|
| <input type="checkbox"/> | | Malinak, Match | No | 08/17/2011 | Brophy, Daniel | Staff Matching | | | |
| <input type="checkbox"/> | 777-78-9865 | Malinak, Dilbert | No | 08/17/2011 | Brophy, Daniel | Staff Matching | | | |

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- The customer will be added as a referral.

The image displays three screenshots of a software interface, likely for a workforce development or job training program. Each screenshot shows a different view of the system, with red circles and arrows highlighting key elements.

Top Screenshot: Employer View
 - Navigation tabs: CUSTOMER, PROVIDER, EMPLOYER (circled), STAFF, HELP.
 - Sub-tabs: Employer Search, Employer Detail, Job Order Search, Job Order Detail (selected).
 - Data: Wendy's, Order#: NY0013106, ID: NY000171035, 5 of 5.
 - Table with columns: SSN, Name, Vet, Date, Staff, Ref Meth, Result, Pay At Hire, Unit.
 - Row: Malinak, Match, No, 08/17/2011, Brophy, Daniel, Staff Matching.

Middle Screenshot: Customer Detail View
 - Navigation tabs: CUSTOMER (circled), PROVIDER, EMPLOYER, STAFF, HELP.
 - Sub-tabs: Customer Search, Customer Detail (selected), Comp Assess, Services.
 - Data: Malinak, Match R., SSN: [redacted], OSOS ID: NY000339366, 1 of 1.
 - Table with columns: Activity, Activity Date, Office, Staff, Employer, Job ID, SA.
 - Rows:
 - Referred to Job FT Regular (Over 150 Day): 08/17/2011, OSOS Central Sect, Brophy, Daniel, Wendy's, NY0013106, [redacted].
 - Labor Exchange Enrollment: 08/17/2011, OSOS Central Sect, Brophy, Daniel, [redacted], Yes.
 - Common Measures Enrollment: 08/17/2011, OSOS Central Sect, Brophy, Daniel, [redacted].

Bottom Screenshot: Customer Detail View (Service History)
 - Navigation tabs: CUSTOMER (circled), PROVIDER, EMPLOYER, STAFF, HELP.
 - Sub-tabs: Customer Search, Customer Detail, Comp Assess, Services, Service History (selected), Enrollments, Outcomes.
 - Data: Malinak, Match R., SSN: [redacted], OSOS ID: NY000339366.
 - Table with columns: Service, Date, Staff, Agency.
 - Row: Referred to Job FT Regular (Over 150 Days): 08/17/2011, Daniel Brophy, Department of Labor.

A callout bubble on the right side of the screenshots contains the text: **Location of posted referrals**. Red arrows point from this bubble to the 'Referrals' tab in the top screenshot, the 'Activities' tab in the middle screenshot, and the 'Service History' tab in the bottom screenshot.

- After you click on the Refer button to post the referral it will be recorded in OSOS in 3 locations.

Employer Job Postings

- Employers can post their jobs on the New York State Job Bank. This allows them to manage their job orders throughout the recruitment process.
- NYSDOL will post their jobs for them
- Employers can post jobs automatically using our indexing service.

Apply Online URL

The screenshot displays the OSOS Job Order Detail page for Allied Building Products Corporation. The page is divided into several sections: a top navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP; a sub-navigation bar with tabs for Employer Search, Employer Detail, Job Order Search, and Job Order Detail (which is active); and a main content area with tabs for General Info, Contact Info (highlighted with a red box), Job Detail, Job Description, Comments, Matches, Referrals, Saved Searches, and Audit. The Contact Info tab is active, showing a form with fields for Contact, Address, City, State, Zip, Country, Phone, Ext., Fax, Email, Employer URL, and Job URL. The Job URL field contains the text <http://jcnlx.com/f2d1b458770949028deb672de2933256161>. A red arrow points to the Job URL field. Below the form is a Contact Method section with radio buttons for Email, URL (checked), Fax, Phone, Mail, and In Person. At the bottom of the page, there is a row of buttons: Save, Duplicate, End New Job, Correspond, Print, End Detail, Return to Search, Start Match, Comments, and Tag. The page number 58 is visible in the bottom right corner.

- For employers that have selected an online application process for job seekers, their URL web address in OSOS may change or not carry over to the job orders as an active link.

New York State State Agencies

New York State JOB BANK

22933 Truck Driver CDL A or B - Local Travel / Logistics / Full Time - Albany, NY - Albany, NY

Job Information

ID : #10458562
of Positions : 1
Minimum Education Level : Unspecified
Experience Required : 1 year
License Required : CDL A or B drivers license.
Duration : Full Time Regular
Shift : First Shift (Day)
Hours per week : 40
Start Date : 1/5/2013

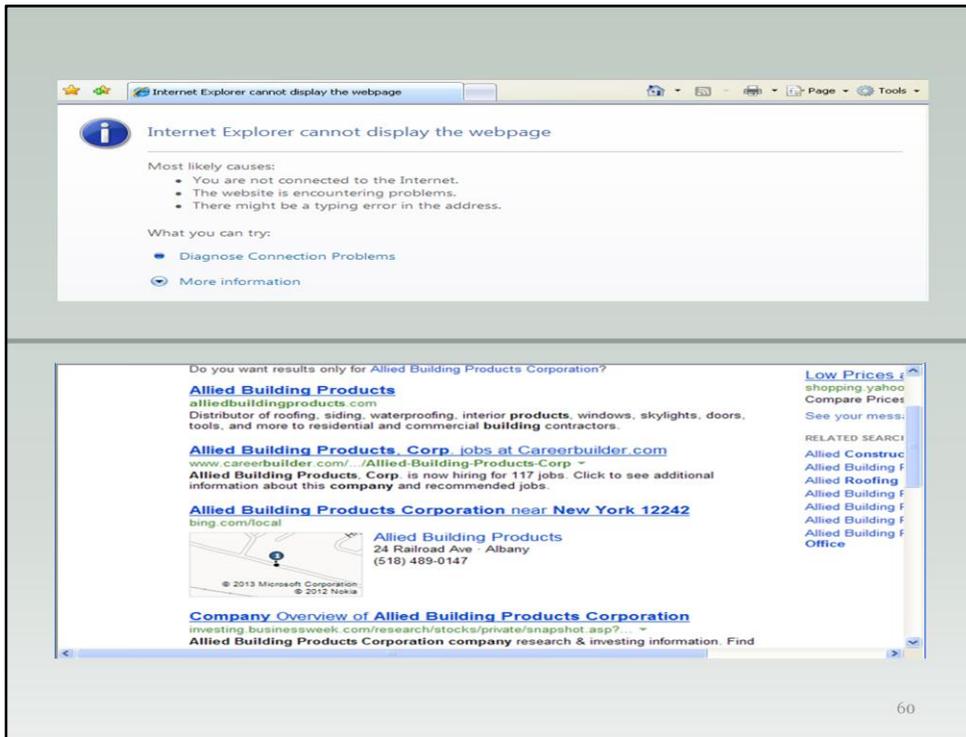
Application Information

Online : [Apply Now](#)

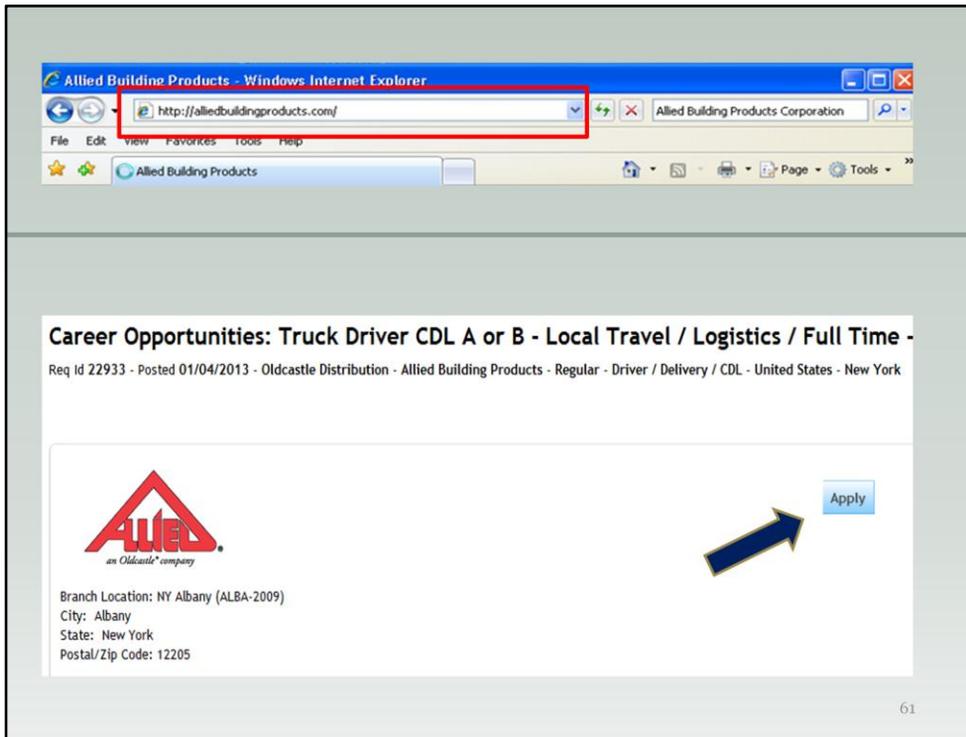
Job Posting Entered On : 1/5/2013
Job Posting Expires On : 2/4/2013

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- Make sure the link works and is current on the job bank.



- If customers use a bad “Apply To” link on the job bank website they will receive an error message.
- Do a web search for the employer’s website.



- You may have to do an internet search to locate the company's website if the link from OSOS doesn't work.
- By Copying and Pasting :
<http://jcnlx.com/f2d1b458770949028deb672de2933256161> into your web browser and doing a bit of research, the actual website is:
Equals <http://alliedbuildingproducts.com/careers/careers.aspx>
- You can copy and paste the link to the company website into the job order summary prior to sending it out to the matched customer.

Missing job order information

The screenshot displays the 'Job Order Detail' page for 'Allied Building Products Corporation' (Order#: JC6891143, ID: NY010038862). The interface includes tabs for 'General Info', 'Contact Info', 'Job Detail', 'Job Description', 'Comments', 'Matches', 'Referrals', 'Saved Searches', and 'Audit'. The 'Job Detail' tab is active, showing various fields for job specifications. Two red boxes highlight missing information: one around the 'Education Required' field and another around the 'Drivers License' field. The 'Education Required' field is empty, and the 'Drivers License' field is also empty. Other fields like 'Referrals Requested', 'Referrals Made', 'Openings', 'Hires', 'Duration', 'Hours Per Week', 'Starting Pay', 'Benefits', and 'Endorsements' are visible. The bottom of the page has a navigation bar with buttons for 'Save', 'Duplicate', 'End New Job', 'Correspond', 'Print', 'End Detail', 'Return to Search', 'Start Match', 'Comments', and 'Tag'. The page number '62' is located in the bottom right corner.

- Sometimes job orders that migrate to the OSOS Job Order Module do not include all the fields that are required to complete a staff entered job order in OSOS.
- In the example that we have been doing the education field is not completed. The driver's license field is not required but for this particular job would be essential (Truck Driver CDL a or B).

Employer Search Employer Detail Job Order Search **Job Order Detail**

Allied Building Products Corporation Order#: JC6891143 ID: NY010038862 1 of 1

General Info Contact Info Job Detail Job Description Comments Matches Referrals Saved Searches Audit

Employer Information

Company Allied Building Products Corporation

NAICS

Ownership FEIN State EIN

Order Date 01/06/2013

Status Date 01/06/2013

Status Open

Last Open Date 01/06/2014

Category

O*Net Title 53303200 Truck Drivers, Heavy and Tractor-Trailer

Emp. Job Title Truck Driver CDL A or B - Local Travel / Logistics / Full Time - Albany, NY

Source (Fed) Mandatory Listing Affirmative Action

Source (State) Emp Req #

Job Location

Address

City Albany State New York Zip 12260

Country United States

Save Duplicate Emp. New Job Correspond Print Emp. Detail Return to Search **Start Match** Comments Tag

63

- If the job is posted on the company website and is still open it's OK to start the match process.

Suppressed Jobs

The screenshot displays a web application interface for managing job orders. At the top, there are navigation tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these, there are sub-tabs for Employer Search, Employer Detail, Job Order Search, and Job Order Detail (which is currently selected). The main header shows the employer name 'Brophy Brothers Inc.', the order number 'NY1006859', and the ID 'NY009994660'. There is a '1 of 1' indicator on the right. Below the header, there are several tabs: General Info, Contact Info (selected), Job Detail, Job Description, Comments, Matches, Referrals, Saved Searches, and Audit. The main content area is titled 'Contact Detail' and contains a form for contact information. The form includes a dropdown menu for 'Contact' (set to 'Tester, Dave'), a 'Suppress Job' dropdown menu (set to 'No'), and fields for Address, City, State, Zip, Country, Phone, Ext., Fax, Email, Employer URL, and Job URL. Below the form, there is a 'Contact Method' section with checkboxes for Email, URL, Fax, Phone, Mail, and In Person. The 'Phone' and 'Mail' checkboxes are checked. At the bottom of the form, there is a row of buttons: Save, Duplicate, Emp New Job, Correspond, Print, Emp Detail, Return to Search, Start Match, Comments, and Print. The page number '64' is visible in the bottom right corner.

- NYS DOL acts as the contact point for the initial screening of job candidates on the employer's behalf.
- The local office decides how they will be contacted on suppressed jobs that staff enter for their office. The default method is mail even if other contact methods are selected on the Contact Info tab of the job order.

Job Order NY1006859 WITH
Contact Info - Suppressed "Yes"

Pay:
Starting pay not specified.
Benefits:
Health Insurance, Dental Insurance, Vacation
Hours per Week:
Not specified.
Duration:
Full Time, Regular
Work Days:
Not specified.
Shift:
Not specified.
Public Transportation:
Information not provided.
Minimum Education Required:
Some College
Driver Licenses, Including Endorsements:
No Driver License requirements specified.

How to Apply:
OSOS/REOS Central Support Unit
Room 440
Bldg 12
State Office Campus
Albany, NY 12240

Job Order NY1006859 WITH
Contact Info - Suppressed "No"

Pay:
Starting pay not specified.
Benefits:
Health Insurance, Dental Insurance, Vacation
Hours per Week:
Not specified.
Duration:
Full Time, Regular
Work Days:
Not specified.
Shift:
Not specified.
Public Transportation:
Information not provided.
Minimum Education Required:
Some College
Driver Licenses, Including Endorsements:
No Driver License requirements specified.

How to Apply:
To apply, contact the employer by mail, or by telephone:
Tester, Dave
345 Tester Way
Testerville, NY 12240
Phone: Tester, Dave (518) 256-3456

65

- The "How to Apply" information defaults to the mailing address of the office of the staff person that entered the job order for a suppressed job order.



Best Practices

- ✓ If you work in multiple offices, be sure to log-in to the proper office.
- ✓ Communicate with Labor Market Analysts and Business Services Team Members (gathering labor market intelligence), to discover employment opportunities outside the OSOS system.
- ✓ To protect customer confidentiality be careful when using a customer's Social Security Number; use the customer's OSOS ID whenever possible.

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To protect customer confidentiality be careful when using a customer's Social Security Number; use the customer's OSOS ID whenever possible.

- Never say the customer's SSN number out loud because it could be overheard.
- Do not leave papers with SSN numbers on your desk.
- Do not email SSN numbers.



Questions ?

NYOSOS data entry questions:

Help.OSOS@labor.ny.gov

**Phone: OSOS Help Desk
(518) 457-6586**

Thanks