

# InterOffice Memo

Department of Workforce Development

Date: 5 February 2003

File Ref:

To: Job Order Entry Staff and Employer Service Team Members

From: Brian Solomon, Job Service Director

Subject: **Correcting JobNet Job Orders**

We have had (and continue to receive) many complaints concerning spelling errors, broken web site links, and other typos in JobNet. As you all know, quality job orders are essential to the effectiveness of JobNet and the perception of our ability to deliver high quality business services. Correcting even minor errors is important for maintaining overall quality and our reputation as the *best source* of job openings in Wisconsin.

This memo is a reminder to ***please double-check your work*** to assure a quality job order. I would suggest several specific actions to help improve our quality.

- Have another staff person proofread the finished job order.
- Use spell check in MS Word by cutting and pasting the job order (especially the job description) into Word.
- Send a copy of each new job order to the employer. This is a great customer service practice for two reasons. It tells the employer that we care about their business ***plus*** it allows them to help double check job order content. Please review it first; what they see should be as close to perfect as possible.
- Apply these same procedures to employer entered job orders. These job orders should be checked carefully for accuracy, clarity, legality, completeness and typos as a service to our business customers.

We are working on getting spell check built into WJOS, which hopefully will be coming soon and will help. The recent Quality Job Order Training has been effective and I am incredibly pleased to report that we are seeing marked improvements in quality (thanks to all of you!). A quality control workgroup will be meeting soon to make recommendations for a formal quality review process to build on these successes.

In the meantime, we really need each of you to double-check your work and strive for a perfect job order every single time.

Thank you very much for all your work in ensuring that JobNet and Wisconsin Job Centers are recognized for high quality business services.

cc: Job Service Directors and Supervisors  
Job Service Central Office Staff  
Rachel Langenohl, Phil Anderson, Linda Williamson