

May 30, 2008

## **Western Joins Wisconsin JobNet Call Center**

Starting today, all job orders for the Job Centers in the Western Workforce Development Area will be handled by the Wisconsin JobNet Call Center, office 8888. Effective May 30, 2008:

- All Pending Job Orders, Incomplete Job Orders and Requests for Assistance that were in the following offices will be moved to office 8888.
  - 1610 - Wisconsin Job Center-La Crosse County
  - 1620 - Wisconsin Job Center-Jackson County
  - 1635 - Wisconsin Job Center-Monroe County at Tomah
  - 1640 - Wisconsin Job Center-Juneau County
  - 1650 - Wisconsin Job Center-Crawford County
  - 1660 - Wisconsin Job Center-Trempealeau County
  - 1670 - Wisconsin Job Center-Vernon County
- All job orders, Requests for Assistance, and Employer Updates for the above offices will be handled by the Wisconsin JobNet Call Center.
- All Contacts and On JobNet job orders will be moved to office 8888.
- In addition to job orders, all types of Requests for Assistance and Employer Updates will be handled by Call Center staff.
- Staff that are not part of the Call Center have had their JobNet Business access changed to Employer Management - Job Order View Only access. For more information, please read item 9. of <http://www.wisconsinjobcenter.org/jobnetbiz/archive/042308aJNB.pdf>

As of today, the [shaded Workforce Development Areas](#) have converted to the Wisconsin JobNet Call Center:

**Instructions for Job Center Staff in Bay Area, Fox Valley, North Central, Northwest, Southwest, West Central, and Western Workforce Development Areas:**

When employers call, fax, email or walk into your local office with questions regarding job orders, please promptly forward those contacts to the Call Center and inform the employer of the Call Center's email address, telephone number and fax number.

The Wisconsin JobNet Call Center email address is:

[WIJobOrders@dwd.state.wi.us](mailto:WIJobOrders@dwd.state.wi.us)

The toll-free phone and fax numbers for the Wisconsin JobNet Call Center are:

888-671-5627 Telephone

888-720-5627 Fax

Standard business hours for staffing the phone lines will be Monday - Friday, 7:45 a.m. – 4:30 p.m. Phone calls received outside of these hours will go to voice mail.

Job order inquiries to individual Job Centers will drop off as job orders entered prior to conversion go off JobNet, and as employers learn about the Call Center's phone and fax numbers, and email address.

For more information about the Wisconsin JobNet Call Center, please read <http://www.wisconsinjobcenter.org/jobnetbiz/archive/022108JNB.pdf>

For more information about job order reports, please read <http://www.wisconsinjobcenter.org/jobnetbiz/archive/022208JNB.pdf> and <http://www.wisconsinjobcenter.org/jobnetbiz/archive/030308JNB.pdf>

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This message has been posted to the web site (<http://www.wisconsinjobcenter.org/jobnetbiz>) that holds the JobNet Business announcements. The archive holds the current edition, and all previous editions.

These editions are delivered in Adobe PDF format for online reading or downloading. The web site has a link to the DWD Viewers Download Page (<http://dwd.wisconsin.gov/viewers.htm>) to find links to software which may be necessary to view the publications.

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