

InterOffice Memo

Department of Workforce Development

Date: June 12, 2008

File Ref: Wisconsin JobNet Call Center Operations.doc

To: Job Center Staff with JobNet Business Access
Job Service Managers

From: Brian Solomon, Director
Job Service Bureau

Subject: **Wisconsin JobNet Call Center Operations**

The Wisconsin JobNet Call Center was announced on February 21, 2008 <http://www.wisconsinjobcenter.org/jobnetbiz/archive/022108JNB.pdf>. The transition has been relatively smooth, with seven Workforce Development Areas (WDAs) already converted, and the remaining four WDAs scheduled to convert this summer (South Central on June 27th; Milwaukee, Southeast and WOW on July 25th). As WDAs have been added to the Call Center, some questions have arisen. The purpose of this memo is to clarify roles and responsibilities:

- Call Center staff are designated by the Job Service managers that oversee and supervise the Wisconsin JobNet Call Center.
- Call Center staff are responsible for handling all job orders, Requests for Assistance, and Employer Updates.
- All other staff are responsible for directing job order inquiries to the Call Center. 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 contact information:

- ♦ **Email address:** WJJobOrders@dwd.state.wi.us
- ♦ **Telephone:** 888.671.5627
- ♦ **Fax:** 888.720.5627

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 begin decreasing as job orders entered prior to conversion expire from JobNet and as employers learn about the Call Center and its contact information.

- Some Job Center staff have had the practice of providing "special" services for some employers, such as going to the employer's website and copying and pasting job listings into JobNet Business. This includes the practice of maintaining a current "open" job list and comparing this list against the company's website. As jobs are added or removed by the company, staff add or remove jobs from JobNet. Other examples include entering job orders on JobNet Business based on newspaper ads, and cold call job order taking. These activities are not normally considered to be a business service.

With the implementation of the Call Center, we are no longer providing these services for employers. Staff should explain to the affected employers that Wisconsin has moved to an automated, self-service call center environment, and provide the email address, telephone and fax numbers for the Call Center.

Employers who have internet access but are not yet registered to use JobNet Business should be encouraged by staff to do so.

Employers who do not have internet access, or for some reason need to submit their job orders via telephone, fax, or email may continue to do so.

Employers who have a high volume of job orders, or lack staff to enter job orders themselves have the option to have their job orders indexed by JobCentral <http://www.wisconsinjobcenter.org/jobnetbiz/archive/2007/112907aJNB.pdf>. This is an opportunity for staff to meet with employers and assist them with the JobCentral registration. Registration is a one-time event. Company websites are scanned daily by JobCentral. The company's job openings are downloaded to JobNet from JobCentral on a daily basis. The JobCentral indexing feature eliminates the need for staff to "mine" employer websites for job openings.

Other business or job order-related services can still be offered by Job Centers. The Wisconsin JobNet Call Center only **processes** job orders. Employers requesting other business services will be referred to their local Job Center's Business Services Team. Other services, such as onsite interviewing by a company at a Job Center, remain with local Job Centers.

While this conversion may be difficult, we know that it can be done. The first three WDAs that joined the Call Center (Northwest, North Central and Southwest) dealt with these same issues when they originally went to their own WDA-wide call centers several years ago. It is a matter of re-educating employers and not holding on to past practices simply because we are comfortable with them.

This is a time of transition for all of us, with more changes and challenges on the horizon. It can be hard to change the way we perform our job duties and impact established relationships with employers. Our goals for the Wisconsin JobNet Call Center are being met - maximizing staff resources and providing consistent, timely service to our business customers while maintaining a strong quality focus.

If you have any questions, please feel free to contact me (608.267.7514 or brian.solomon@dwd.state.wi.us).

Thank you.

cc: Ron Danowski, Administrator, DET
Gary Denis, Director, Bureau of Workforce Training
Sue Gleason, Deputy Administrator, DET
Tim Himeline, Bureau of Division Wide Services
Isabel Molina Jefferson, Job Service Bureau
Rebecca Powell, Bureau of Division Wide Services
Linda Williamson, Bureau of Workforce Training
Tom Younger, Job Service Bureau
Workforce Development Board Directors
Job Center Managers