# Quality standards
## for WA* job orders

For all job orders, mark Yes or No next to each question below. A job order meets quality standards **only if you mark all questions Yes** or **N/A.**

| | Yes | No | N/A | Job order #: _____ |
|---|---|---|---|---|
| 1 | ☐ | ☐ | | Is a correct O*Net code assigned to the position? |
| 2 | ☐ | ☐ | ☐ | Is an employer description included in the position description without revealing the name of the employer? *(Mark N/A if employer chooses to reveal name, or if community/business niche is so small that the nature of the business identifies the company.)* |
| 3 | ☐ | ☐ | | Are all job requirements specific and measurable? |
| 4 | ☐ | ☐ | | Do the requirements listed in the body of the job order match the Requirements text field (3rd tab) in SKIES? |
| 5 | ☐ | ☐ | | Are all fields completed (for example, Job Requirement and Salary/Wage/Benefit)? |
| 6 | ☐ | ☐ | | Is an appropriate review date entered? |
| 7 | ☐ | ☐ | | Are spelling, grammar and punctuation correct? |
| 8 | ☐ | ☐ | ☐ | Are there detailed special instructions noted to guide the job seeker in the application process or to expand on the job order? *(If none are noted or needed, mark N/A.)* |
| 9 | ☐ | ☐ | ☐ | Are special instructions easy to understand? *(If none are noted or needed, mark N/A.)* |
| 10 | ☐ | ☐ | ☐ | Are special instructions easy for everyone to follow? *(If none are noted or needed, mark N/A.)* |

WorkSource

## WorkSource staff instructions

**1.** Use SKIES as O*Net code source.

**2.** Helps determine if customers feel they can work in specific environments.

**3.** Avoid terms such as "strong work ethic"and "good customer-service skills." When in doubt, add the word "demonstrated" in front of the requirement.

**4.** Enter appropriate drop-down menu or checkbox choices for Certificates/Licenses Required, Pre-Employment Testing and Driver Requirements, and appropriate narratives in the Required License, Certification or Registration screen.

**5.** If an item is not applicable, write N/A. Do not leave blank.

**6.** Following up at the appropriate time is essential for a high-quality job order. Review dates are used to maintain ongoing contact with the employer about the status of the recruitment, and are not limited to the employer's projected fill date. Ask your supervisor for an appropriate review date.

**7.** If we hold job seekers to this standard, we need to hold ourselves to it as well. Always use the spell-check button in the Description screen on the Employer>Job Orders>Description tab in SKIES. Save text in this field and review it to ensure accuracy.

**8-10.** Write instructions that allow all offices to make quick and efficient referrals. Ask your supervisor to review special instructions.

*** WA = WorkSource-assisted job order**

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# Quality standards
## for WA* job referrals

For all job referrals, mark **Yes** or **No** next to the SKIES data-entry questions below.

| Yes | No | Job order #: _____ |
|---|---|---|
| ☐ | ☐ | Is the job seeker's Core Basic Screen up to date and complete, including an accurate work history? |
| ☐ | ☐ | Has WorkSource completed an initial assessment for the job seeker within the past 90 days? |

Mark **Yes, No** or **N/A** (not applicable) for each question below. A job referral meets the quality standard **only if you mark all items either Yes or N/A.**

| | Yes | No | N/A | |
|---|---|---|---|---|
| 1 | ☐ | ☐ | | Does the job seeker meet all minimum requirements listed in the job order? (education, skills and experience) |
| 2 | ☐ | ☐ | ☐ | Does the job seeker have all the required documents, licenses, certifications and registrations? |
| 3 | ☐ | ☐ | | If a résumé is requested in the job order, does the résumé reflect the skills, abilities and job experience required? |
| 4 | ☐ | ☐ | ☐ | If a cover letter is requested in the job order, is the cover letter targeted for the job? |
| 5 | ☐ | ☐ | | Have you followed the special instructions listed on the job order in SKIES? |

WorkSource

## WorkSource staff instructions

**NOTE:** Local offices must maintain résumés and cover letters when job orders request them. Each office should determine a process that works best. For example, ask job seekers to send their résumés to the office electronically. Résumés can be copied into SKIES under Job Seeker>Core Services>Education/Skills>Supplementary tab. Then, move to the Work/Education Summary tab to name and date the résumé, noting the job order and date of referral. That saves the item in SKIES for easy review.

**3.** If a job order requests a résumé, we assume that the employer requested it, unless otherwise noted in the Special Instructions.

**4.** If a job order requests a cover letter, we assume that the employer requested it.

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