



**Workforce Solutions**  
**RECRUITER**

## **Position Description**

Recruiters find skilled workers to fill employers' job openings. Recruiters work with the employers listing jobs; and business consultants, counselors, service representatives and others in the system. Recruiters also source talent through contacts with individuals and organizations outside the system. They:

- Manage the full life cycle of recruitment activities, including outreaching and interviewing prospective candidates and referring qualified candidates to employers.
  - When necessary, they receive and enter job posting information from an employer
- Spend most of their time recruiting, screening, and referring qualified candidates to job postings in *WorkInTexas.com*.
  - Help candidates improve *WorkInTexas.com* applications and resumes
- Use alternate candidate sources and explore creative methods for filling job postings.
- Actively participate in networking opportunities with outside sources (business associations, educational institutions, industry organizations, etc.) to increase candidate pool.
- Communicate with employers to discuss their needs and solicit feedback on our service.
- Provide continuing service to employers with open job postings in *WorkInTexas.com*, ensuring adequate referral activity.
- Communicate employer feedback to career office staff to provide feedback for job candidates.
- May arrange and monitor the scheduling and logistics of employer interviews as well as onsite and jobsite hiring events.
- Document work as required in *WorkInTexas.com*

## **Duties and Responsibilities**

Recruiters work with employers who want to fill open jobs. A recruiter adds value to area businesses by quickly finding, screening, and sending candidates who match the business' needs for skilled talent. Relieving employers of this responsibility means they can tend to other business-related tasks and focus on keeping their business running smoothly until the opening is filled.

Once you get a good grasp of everything a job opening entails, you use *WorkInTexas.com* to search for candidates who meet the job requirements and other characteristics of the job. You contact potential job candidates to tell them about the job opening and ask a variety of targeted questions to decide if the person is a good fit for the company. You look for candidates who can clearly communicate their qualifications, understand what the job entails, and are ready to work. You use your communication skills to find people that are likely to show up on time every day, work hard, get along, follow the rules, and learn. When you find someone who meets all the criteria, you give him/her the employer's contact/referral information, or instruct the individual to email or fax the

resume directly to you for review prior to sending it to the employer. You always politely ask the job candidate to keep you posted on the outcome of the referral.

After sending several good candidates to an employer, call or email the employer to update him/her on the actions you've taken. Respond to any additional requests from the employer, document actions taken, update the status of the posting, and flag your calendar for follow-up. Always ask an employer for feedback about how we're doing and listen carefully to criticism.

When you are unable to find enough qualified candidate in WorkInTexas.com, you can tap into alternate resources, such as social media, professional organizations, university/college placement offices, online sites, and even your co-workers. **The best way to build ongoing relationships with employers is to fill their job postings quickly.**

### **Required Minimum Education/Qualifications:**

- BA or BS in Human Resources, Business Administration, Marketing, Psychology or related field OR direct experience in business administration, marketing, or human resources for at least eight years.
- Two-plus years recruiting experience with a large, complex or high volume organization, fast-paced working environment
- General knowledge of human resource topics (recruiting, application process, interviewing, hiring, etc.)
- Ability to execute recruiting strategies to deliver suitable job candidates to match employers' needs
- Ability to listen to employers and understand specific occupational requirements and candidate qualifications
- Ability to quickly assess job candidate qualification, suitability, readiness, and interest in employer positions
- Ability to use assessment tools to effectively screen candidates
- Strong oral and written communication skills
- Able to type a minimum of 35 wpm
- Proficient in Microsoft Windows and Office and willing to learn new software.
- Works well in teams including employers and other staff (flexible, congenial and adaptable).

### **Preferred Skills**

- Flexible and creative in the use of resources to meet changing customer demands; knowledge of alternative methods of recruiting using social media
- Able to conduct labor market research on individual employers and industries, as well as specific occupations and their education, experience, and credential requirements
- Knowledge of specialized human resource topics such as benefits, turnover analysis, job skills analysis and talent development.
- Self-directed and able to make rational decisions based on what is best for a customer
- Able to effectively prioritize tasks, manage time, and stay organized
- Results oriented, self-motivated, and adaptable to changing priorities

**Reporting Requirements:** Recruiters in career offices report to a career office supervisor. Recruiters in Employer Service report to an Employer Service supervisor.

**External Relationships:** Employers, Business/Trade Associations, Community Colleges, Universities, Technical Schools, Customers

### **Internal Relationships**

*Career Offices:* Office Managers and Supervisors, Employment Counselors, Personal Service Representatives, Financial Counselors and Greeters

*Employer Service:* Business Consultants, Regional Managers, ESD Central Staff & Management

### **Performance Expectations**

1. Actively recruits on 80 - 100 new postings each month.

WorkInTexas records clearly document the customers referred to job postings. A supervisor will measure the number of new postings actively worked by each recruiter. A posting is considered actively worked if the supervisor:

- a. Determines the staff satisfactorily referred qualified customers during the first four weeks of the job posting.
- b. Determines the recruiter adequately communicated actions and next steps to the employer as noted in the job posting notepad.

Supervisors measure this expectation by reviewing job postings using the job posting review tool.

2. Averages between \* [enter range] direct placements a month.

- Recruiter I (Workforce Development Specialist (WDS) I) Proficient = between 6 and 8
- Recruiter II (WDS II) Proficient = between 8 and 10
- Recruiter III (WDS III) Proficient = between 10 and 12
- Recruiter IV (WDS IV) Proficient = between 12 and 15

3. Exhibits effective communication skills with Workforce Solutions employers and staff.

Supervisors measure this expectation by observing at least four customer interactions a month (**Minimum of one from each category**), noting a description of the interaction and explaining why the staff did a good job and/or how she/he can improve. The following lists some items the supervisor may observe and describe.

#### *Communication with Employers*

- You greeted the customer professionally and listened to understand what the employer wanted and/or clearly explained why you were contacting the customer.
- You gave professional advice and/or the appropriate service to help the employer meet her/his human resource needs.

- You took appropriate action to find qualified candidates and assured employer you screened carefully and sent the appropriate number of candidates, or explained why not.
- You explained or confirmed the “next step” and offered additional Workforce Solutions’ services, if necessary.

*Communication with Candidates*

- You greeted the candidate professionally and listened to understand what type of job opportunities her or she wanted and/or clearly explained why you were contacting him or her.
- You gave professional advice and/or the appropriate service to help the candidate meet her/his employment needs.
- You took appropriate action to find quality job postings for the candidate and you explained or confirmed the “next step” in Workforce Solutions’ service.

*Communication with Workforce Solutions staff*

- Took appropriate action to inform career office staff of employer requests
- Coordinated with Employer Service recruiters or Business Consultants
  - Recruiter I (Workforce Development Specialist (WDS) I) = 75% to 80% of recorded supervisor observations are rated acceptable
  - Recruiter II (WDS II) = 81% to 85%
  - Recruiter III (WDS III) = 86% to 90%
  - Recruiter IV (WDS IV) = 91% to 95%

4. Records Review

- Quality Referrals - The WorkInTexas work application clearly documents the candidate meets all the qualifications required in the job posting, AND
- Quality Work Applications - The WorkInTexas work application must show thorough, up-to-date information about the candidate’s work history, skills, education, and work requirements. The matching profile and the resume reflect the same information.

A supervisor will select a sample of at least five (5) referrals a month and rate the quality of the referral and application.

- Recruiter I (Workforce Development Specialist (WDS) I) = 75% to 80% of recorded supervisor observations are rated acceptable
- Recruiter II (WDS II) = 81% to 85%
- Recruiter III (WDS III) = 86% to 90%
- Recruiter IV (WDS IV) = 91% to 95%