

# GUIDE FOR ONE-ON-ONE SESSIONS

## STAFFING SPECIALISTS

One-on-One sessions between Staffing Specialists and their supervisors assures, at a minimum, the staffing specialist has the opportunity to hear the supervisor's evaluation of her/his strengths and weaknesses in all areas of the job. Written feedback and ratings in each area, and overall, gives the staffing specialist a clear understanding of the supervisor's satisfaction with her/his performance.

**INSTRUCTIONS:** When rating a staffing specialist's performance, consider time on the job and previous discussions concerning expectations and performance. Conduct at least one formal session each quarter with each staffing specialist you supervise. Discuss each of the categories listed in the job description, and in this guide, during each conference. Explain in writing areas of importance that affect the ratings.

The bulleted items next to some categories come from the job description and further explain duties included in that category. This form lists items in the job description "Duties and Responsibility" not measured by Fill Rate, Follow-up, and Quality Referrals reviews. You may address each item listed here or you may choose to discuss only those you believe are important in assigning the rating in that category.

This guide has a place for you to note what is discussed in the one-on-one sessions with the staffing specialist. You may write in the area provided in the guide or attach notes to the guide. Both you and the staffing specialist sign and date the notes after the conference, and each retains a copy. Signature does not imply agreement but acknowledges the meeting took place.

Give the staffing specialist one of the following ratings in each of the categories and explain, in written notes, the reason for the assigned rating. Ratings are:

- Exceeds Expectations
- Meets Expectations, or
- Does not Meet Expectation

Use an accumulation of the categorical evaluations in assigning the staffing specialist one overall rating for demonstration of mastery of job-related skills and abilities.

- Exceeds Expectations
- Meets Expectations or
- Does not Meet Expectation

The attached notes explain the supervisor's reasons for the overall rating as well as a rating in each of the categories.

**DISCUSSION GUIDE FOR ONE-ON-ONE SESSIONS  
STAFFING SPECIALISTS**

<b>CATEGORY</b>	<b>TASKS ASSOCIATED WITH CATEGORY</b>	<b>CATEGORY RATING</b>
<p>Provides job posting information to central order taking unit for data entry into WorkInTexas.com. May occasionally directly enter job postings into WorkInTexas.com</p>		
<p>Provides quality customer service to employers listing positions with Workforce Solutions.</p>	<ul style="list-style-type: none"> <li>• Assigns job postings in WorkInTexas.com to herself/himself as directed. Communicate hot job information - including referral instructions - to office staff so they can help fill jobs with people looking for work at Workforce Solutions.</li> <li>• Reviews assigned jobs and determines best strategy for filling the openings, including: refer candidates from WIT database; use Internet recruiting sources; network with colleges, trade associations and other candidate sources when appropriate.</li> <li>• Determines which jobs in the assigned recruiting area will be worked personally, runs matches, contacts qualified candidates, screens, and refers to employer; identifies qualified candidates and confirms they are registered in the www.workintexas.com system; contacts the qualified unregistered candidate and explains the registration process.</li> <li>• Deals with difficult to fill jobs where candidates are either not interested or not qualified, or the job description is incongruent with the work conditions, due to unrealistic expectations by employer (low wage, too high qualifications, too many qualifications); determines the priority status of the employer; contacts Business Consultants responsible for priority employers and directly contacts other employers in order to address the reasons that a particular job posting would be difficult to fill; refrains from contacting those employers that appear on the “Do Not Contact” list maintained by the Central ES office.</li> </ul>	

Maintains job postings to assure adequate activity for good customer service	<ul style="list-style-type: none"> <li>• Works posting thoroughly until employer requests it closed.</li> <li>• Documents progress in WorkInTexas.com.</li> </ul>	
Effectively communicates with other Workforce Solutions staff	<ul style="list-style-type: none"> <li>• Records routine account activity, including note padding pertinent employer information, referrals and services in WIT on a daily basis.</li> <li>• Reports non-routine, pressing activity that requires immediate attention, such as employer requests for services Workforce Solutions does not provide, as well as requests for customized training, media contact, and off hour needs to Employer Service staff – Business Consultant or Regional Manager.</li> <li>• Reports general and specific labor recruitment information that must be distributed system-wide to the supervisor, Business Consultant or Regional Manager.</li> <li>• Works with office management to ensure a mutually acceptable means of communication to alert staff on employer requests about recruiting.</li> </ul>	
Verifies hires		
Updates WorkInTexas.com work applications & reviews resumes	<ul style="list-style-type: none"> <li>• Data enters work and skills information learned from candidates to assure the WIT.com work application and resume are thorough and accurate.</li> </ul>	
Monitors scheduling and logistics of onsite and jobsite events.		

## SUPERVISOR'S COMMENTS

Please provide written feedback regarding the Staffing Specialist's strengths and weaknesses in each of the categories

Provides job posting information to central order taking unit for data entry into WorkInTexas.com.

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Provides quality customer service to employers listing positions with Workforce Solutions.

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Maintains job postings to assure adequate activity for good customer service

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Effectively communicates with other Workforce Solutions staff

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Overall rating: (Circle one) Explained above or on attached notes.

Exceeds Expectations

Meets Expectations

Does not meet Expectations

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Office Manager's Signature

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Date

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Supervisor's Signature

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Date