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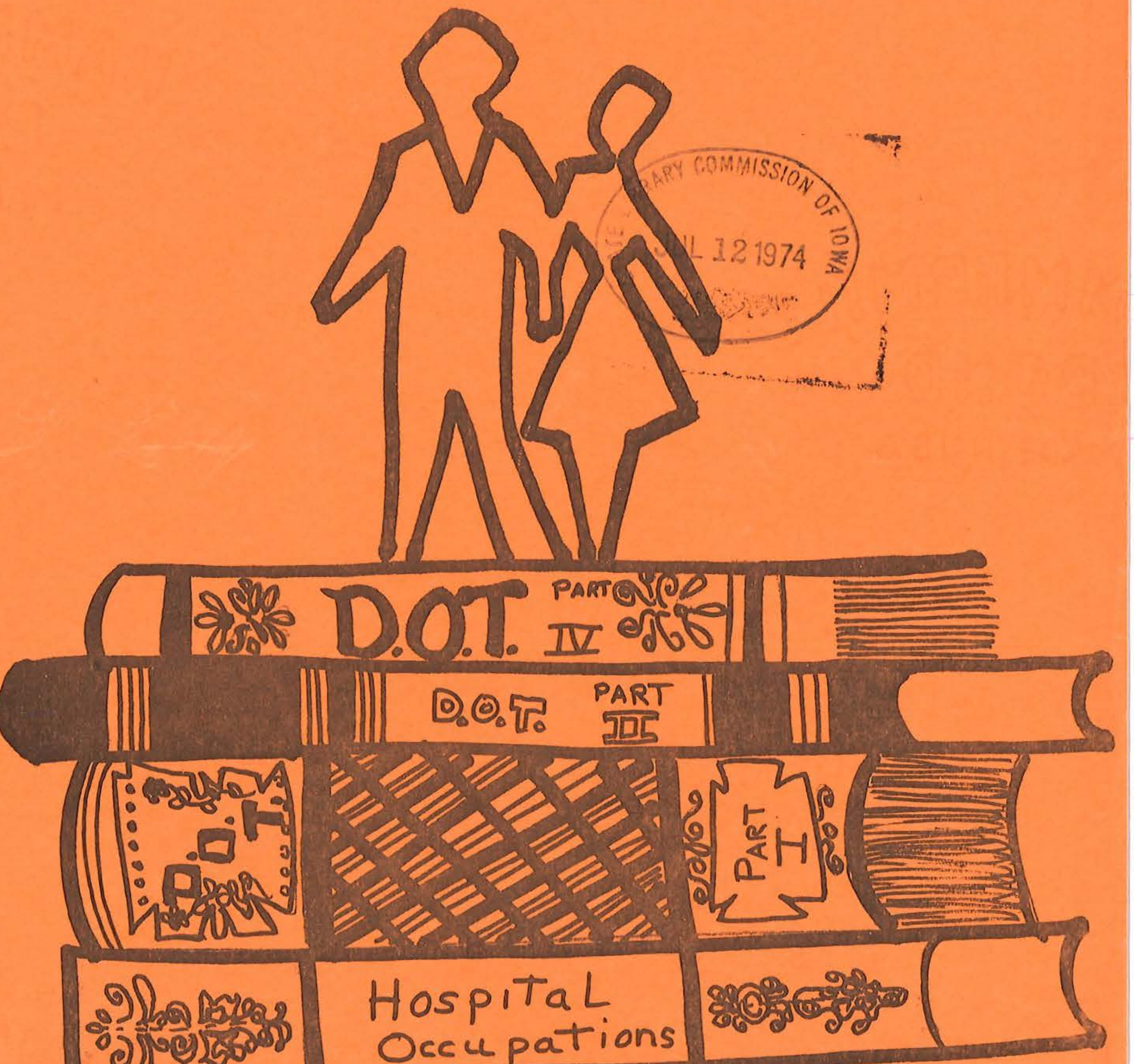
IOWA

Unit Three

THE PLACEMENT PROCESS


D.O.T. PART IV
D.O.T. PART II
D.O.T.
PART I
Hospital Occupations

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INTRODUCTION

Have you thought of the importance of your job in your life? Every aspect of your life is affected by the decision you make in your choice of jobs--the friends you make, the location in which you live, the things you do for recreation and entertainment. In other words, your physical, mental, and emotional outlook on life is vitally affected by the job you choose.

In like manner, the life of each individual who comes to you for service will be so affected. One of your responsibilities in the public employment service is to help maintain an efficient placement service with all its effort directed toward bringing workers and jobs together.

The placement process in our public employment service is based upon Application Taking, Order Taking, and Order Filling. In the training on the Application Process, you learned what information is needed about the job seeker and how this information is recorded. Before this record of applicant qualifications is useful in the placement process, we must have a request from the employer for assistance in filling his labor needs.

We must obtain adequate and accurate information from the employer so that we know what the job is and what is required of the worker needed to fill the job. The process of obtaining information as to the type of job, the job duties, the requirements necessary to the performance of the job, and recording and classifying that information is known as Order Taking.

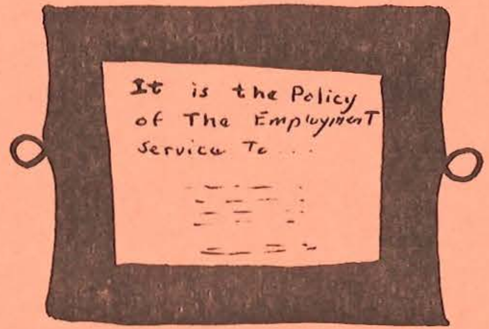
Our completed orders and applications, representing requests for assistance from employers seeking workers and from applicants seeking employment, are the tools we use to match requirements of employees with qualifications of applicants and fulfill our function of bringing workers and jobs together. The process of appraising the qualifications of applicants and the requirements of orders, matching these qualifications and requirements, referring the applicant to the job, and verifying that he was hired and went to work is known as Order Filling.

A placement is defined as an acceptance by an employer of a person for a job as a direct result of employment office activities, provided the employment office completed the following four steps:

1. Applicant makes application for work
2. Receipt of an order from the employer
3. Selection and referral of the applicant to the employer
4. Verification that the applicant was hired and started working

PART I

POLICY


It is the Policy
of The Employment
Service To . . .

PART I

POLICY

IT IS THE POLICY OF THE EMPLOYMENT SERVICE:

A. To accept an application from any applicant, legally qualified to work, without regard to his place of residence, current employment status, or occupational qualifications. (See Section 1011)

B. To obtain from an applicant only that information which is necessary to determine his qualifications for employment and facilitate his placement on a job and such additional information as the Secretary of Labor may require.

C. To classify an applicant in terms of the Dictionary of Occupational Titles on the basis of an evaluation of all of his occupational qualifications, as shown by work experience, training, and personal characteristics. (See Sections 1190-1249)

D. To give priority in selection and referral to qualified veterans and to give disabled veterans priority over other veterans. (See Sections 1465 and 3120)

E. To extend no preference in referral to any applicant or group of applicants, except in accordance with legal requirements. (See Section 1507)

F. To ensure so far as practicable that workers are placed on jobs which utilize their highest skills. (See Section 1507)

G. To ensure insofar as practicable that applicants suitably qualified for job openings are referred to employers. (See Section 1507)

H. To make no referral as a result of which a charge would be made either to the worker or to the employer for filling the job. (See Section 1461 C)

I. To make no referral which will aid directly or indirectly in filling a job:

   1. Which is vacant because the former occupant is on strike or is being locked out in the course of a labor dispute; or

2. The filling of which is an issue in a labor dispute.

But, with respect to positions not covered by clause 1 or 2 above, an individual may be referred to a place of employment in which a labor dispute exists provided he is given written notice of such dispute prior to or at the time of his referral. (See Sections 1461 C, 1653 and 1656)

J. To make no referral to a position where the services to be performed or the terms or conditions of employment are contrary to Federal, State, or local law. (See Section 1461 C)

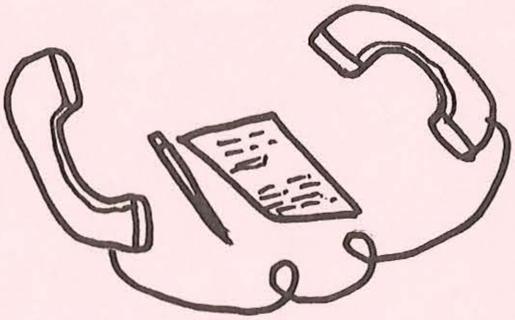
K. To recruit no workers for employment if the wages, hours, or other conditions of work offered are substantially less favorable to the individual than those prevailing for similar work in the locality. (See Sections 1461 C, 1507, and 1531)

L. To give equitable consideration on the basis of qualifications, insofar as practicable, to all applicants who have indicated their availability for employment without regard to their presence in the office at the time of selection. (See Section 1466)

M. To recruit no workers from one area within a state for employment in agriculture in another in-state area if transportation from the pickup point to the place of employment, and return, each day is not provided by the employer to any available local workers, in accordance with the common practice of employers in the area.

PART II

ORDER TAKING



PART II

THE ORDER TAKING PROCESS

ORDER TAKING DEFINED

The formal definition of order taking is "that part of the placement process in which the interviewer obtains, records, and classifies all information essential to the selection and referral of qualified applicants to an employer's job openings".

An employer's request for help in filling his employment needs is the counterpart of the applicant's request for employment. Both types of requests are necessary to maintain a placement service. The obtaining and recording of job information about job openings must be regarded as an activity of equal importance to application taking.

When we use the term "order", we mean a job order for a specific type and kind of applicant who possesses the skills, knowledges, and abilities necessary to perform a given job. Suppose, for example, that you had a job order for a General Office Clerk. You would need information on the job order such as:

1. Knowledge of filing
2. Ability to type
3. Post records
4. Serve as receptionist
5. Answer telephone
6. Education and experience required
7. Rate of pay
8. Hours of work

You can see that a large amount of significant information is needed before we can select the best qualified applicant to fill the job opening.

OBJECTIVE

Your objective during the order-taking interview is to obtain and record accurately and completely information essential to satisfactory selection of applicants for referral to the employer.

In this training, we are going to learn how to obtain, record and evaluate the specifications or requirements of employer orders.

What do we need to know about a job in order to select the most fully qualified applicant to fill that job?

List your ideas on the lines below:

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These items represent the information which is usually obtained from an employer. We get this because it is significant in selecting applicants to fill the jobs.

Let us compare the application card and order form. Note the similarity of the information obtained.

Both cards may ask the following questions about the applicant, the employer, or the job: occupational title and code--name, address, telephone, marital status; physical condition of applicant, physical requirements of job; education and training of applicant, education and training requirements of job; special skills, knowledges and abilities applicant possesses and the special skills, knowledges and abilities required to do the job; the order form calls for union status if required, the application lists the union status of an employee at the time of our interview; the miscellaneous requirements of the job allow for such items as tools, uniforms, and transportation, just as the applicant's card has a space for these under "Comments and Special Information".

PURPOSE OF ORDER TAKING

We have agreed that the purpose of application taking is to obtain and preserve the information concerning the applicant that is necessary for placement purposes.

The purpose of order taking is to obtain and record:

1. The details of the job that is to be filled, and
2. The "type" of worker that is needed to perform the job.

The interview with the employer is for the purpose of getting such information and is planned with that purpose in mind. Because of this, the interview should be an organized conversation whether that conversation occurs over a telephone or face to face.

Getting adequate job information and employer requirements makes order taking primarily a fact-gathering proposition, where the information is gathered from the employer by interview.

IMPORTANCE OF GOOD ORDER TAKING

Since the success of our placement function depends upon the accurate matching of worker qualifications with job requirements, the importance of both good application taking and good order taking is obvious.

Good order taking is usually not as easily accomplished as good application taking.

In application taking, we talk to the applicant, we observe him, sometimes we give him tests; we get as much information as is possible for anyone to get--and we get it first-hand.

In order taking, we talk to the employer--usually by telephone, sometimes personally in his office. Either way, we do not ordinarily get the first-hand information about the job that we get about the applicant. We are usually limited to what the employer tells us about the job and its requirements. We seldom observe the job and get "first-hand" information.

The placement interviewer is often further limited to the amount of that "second-hand" information the order taker records.

It is obvious then that the placement process usually involves matching "first-hand" applicant information with "second-hand" job information.

In the order taking process, all parts of the form are important and necessary but, as in the application process, some information is easier to obtain and write down concisely and accurately than other information. The "Summary of the Job" is the most difficult, and yet as important, or more important, than some of the other items since it contains the "meat of the job specifications". Therefore, we shall concentrate on that part of the order form.

One of the greatest weaknesses in order taking is to assume that we know what the employer wants and what the job involves. The employer asks for a Warehouseman or a Stenographer--these are common jobs, so we assume that detailed information is unnecessary.

Order taking of this type assumes that all Warehouseman jobs are the same--all Stenographer jobs are the same. We know that is not true.

In one respect, jobs are very similar to applicants--they are all different. To find identical jobs would be about as unusual as finding identical applicants.

Another weakness in order taking is to assume that we know what an employer wants because we are personally acquainted with his establishment.

If we are to do an effective placement job, we must match the individual applicant with the specific job. Through order taking we must determine what the specific job is and what it requires.

If we are to have a proper mutual understanding with the employer as to the type of work wanted, we must have factual information, not assumptions, as a basis to work from.

One good rule or technique in order taking is to assume nothing.

SUMMARY OF JOB

The "Summary of the Job" in the order should give the what, how, why, and what is involved in doing the job, just as the applicant's employment record carries this same information. All of this is necessary so that we can fit the worker to the job. The similarity of information obtained from the applicant and the employer is not an accident. It was planned that way to assist us in our comparison of job requirements with the qualifications of the worker.

Using our knowledge of the basic job structure, the questions we could ask to obtain information for the "Summary of the Job" section on the order card are:

1. What will the worker do?
    a. Identify tasks of job (may be one or more than one)
2. How will he do it?
    a. What equipment?
    b. What method?
    c. What standard?
    d. What material?
3. Why will he do it?
    a. Purpose of whole job
    b. Purchase of each task
4. The skill involved in the doing.
    a. How fast?
    b. How accurate?

For each task of the job, all or some of the above questions may be asked the employer in order to obtain full information for the "Summary of the Job" section. When you ask what the worker is to do, you are identifying the various tasks of the job. When you ask how he is to do it you find out the method, equipment, etc. to be used. When you ask why he does something, you learn the purpose of the whole job and the purpose of each task. When you ask what skill is involved in the doing, you find out the speed and accuracy with which he will be expected to do each task of the job.

Usually, the employer volunteers a considerable amount of information. We should ask appropriate questions to get pertinent information not volunteered by the employer. In asking the employer questions on the item of job content, we should develop questions in specific terms on the basis of our knowledge of the particular variables of the job. If we are not familiar with the job, we should ask our questions in general terms on the basis of our knowledge of structure common to all jobs.

Sometimes the employer will not mention certain job requirements because he may consider them too obvious or unimportant to mention. There are other instances where he may not actually know the requirements or specific information about the job. Responses to questions developed from your knowledge of basic job structure may not always produce the information necessary to complete the "word picture" of the job opening.

If it seems that there may not be sufficient information and the employer cannot supply additional information at the time of the call, close the interview by telling the employer that it may be necessary to obtain more information in order to select a qualified applicant and, if so, we may need to call him again.

In these situations, the Dictionary of Occupational Titles can provide further information or ideas which would lead to questions that could be answered by the employer to supply the necessary information for selection of qualified applicants.

GETTING REALISTIC ORDERS

Previously, we said that order taking is primarily a fact-gathering proposition. We have just emphasized that the manner, or techniques with which we gather these facts is of utmost importance.

However, it is important that we always remember that good order taking involves more than simply obtaining facts about the job and type of work wanted and recording this information in designated spaces on an order form.

GIVING INFORMATION TO THE EMPLOYER

The counterpart of getting information in the interview with employers is giving information. The primary purpose for giving information to an employer is to explain the operations of the Employment Service in relation to the actions which can or are to be taken with his job opening. He has a right to know what to expect, what the local employment office intends to do with his request, and the action it proposes to take.

A good order taker should know the policies, rules and regulations and standards governing the operation of the public employment service. He must know the municipal, State, and federal laws pertinent to or affecting the "operation of an efficient placement service" or affecting selection and referral of applicants and of wage earners generally.

He must know the general status of the labor market in regard to the current availability of applicants qualified to meet the requirements of the particular job opening. He must know and be able to explain to the employer any unrealistic specifications for the specific job opening. And he must know or be aware of limitations affecting the filling of the order, such as "rush" orders. These types of situations and conditions affect the service to be given or the action which the office might take and, therefore, should be discussed with the employer.

ORDERS IN VIOLATION OF POLICIES OR LAWS

Since questions are limited to those relating to job information or to selection and referral, only pertinent information relating to the action the office can take or expects to take should be given the employer. If portions of an employer order would violate the national policy of the Employment Service, or its rules or regulations, or of any Federal, State, or municipal law, the employer should be informed and changes suggested which would make it possible for the office to fill his order.

These situations require skillful and tactful handling on the part of the order taker to avoid ill will on the part of the employer.

We know from our experience that, in many instances, the type of worker the employer wants is just not available.

Do we gain anything by accepting such an order and putting it in our order file, knowing full well we probably can't make a referral?

The answer, of course, is "No".

Then what do we do in such instances to be assured we have an order on which we probably can make referrals?

We must attempt to bring about, as skillfully as possible, changes in those requirements which we know cannot be met.

This means that the good order taker not only should know the characteristics of the applicant supply, but also should be able to skillfully use that knowledge in influencing employers to give us orders for which we have good prospects of filling.

Therefore, during the order-taking interview, we must be alert and guide the conversation in the direction of our applicant supply. To simply accept the information given by the employer without comment, leaves him with the impression that we are satisfied the order can be filled.

To avoid misleading the employer, the order taker should inform him of the general applicant supply situation and the prospects of referring a worker who meets his requirements.

NON-ESSENTIAL REQUIREMENTS

We know that employers often establish requirements that are not essential to the performance of the job. It is on those requirements that we should concentrate our efforts when they limit our ability to fill the order.

What are some of these requirements that can often be modified?

1. The employer may specify personal or physical requirements which are not essential to job performance and which cannot be met by the applicants.
2. The employer may specify a specific type of experience or training which is not available, while workers with related experience or training could do the job.
3. Employers may ask for an amount of experience, training, or skill that is not available and not essential to job performance, when well-trained workers are available who, with a little experience, could do the job.

When we use our knowledge of the applicant supply to suggest to the employer that he eliminate, lower, or change any non-essential requirements, it is extremely important that it be done in a tactful manner.

We must not give the employer the impression we are telling him what he needs or how he should run his business. We should make it clear that our suggestions are made only so that we may be able to better serve him.

In order to do an effective job of order taking, the end result is a realistic order which accurately describes what the job is and what type of worker is needed to perform the job. Such an order, which has no rigid, non-essential requirements, obviously gives us more lee-way in terms of worker requirements and also increases our referral potential.

After we have obtained enough realistic information that will enable us to make referrals, we must not only tell the employer what the prospects are for filling his order, but assure him that we will follow through and see that his order receives immediate action. Also, that we will let him know if we are unable to find workers who are interested in his job opening.

THE CLOSING STATEMENT IS IMPORTANT

Experience has proven that closing the order-taking interview with an assurance to the employer the order will receive immediate attention and that he will be kept informed as to the progress being made, is much better than using some routine expression--such as "Thank you, we'll see what we can do" or "Thanks, call again".

This impresses the employer that we are enthusiastic and have a genuine and sincere interest in assisting him. Always remember "good will" is one key to future orders. Therefore, the good order taker impresses the employer with the fact that his order will receive prompt attention and that he is going to be kept informed of the action being taken and the results of our efforts.

The order-taking interview can be the most important and effective of all the tools available to the order taker. It must always be conducted on a professional basis. The interviewer must be courteous and tactful, always showing due respect for the rights of the employer as a person and as a businessman.

CONCLUDING THE INTERVIEW

To conserve the time of both employer and order taker, the interview should be conluded as soon as possible. However, it should not be concluded until the order taker has determined the:

1. Qualifications required of the worker to perform the job satisfactorily, as indicated in the job content.

2. Hiring requirements of the employer.

3. Full details of the employment contract. (salary, hours, etc.)

4. Instruction for the employment interview between the employer and the applicant(s) selected for referral.

5. Possible existence of any problems of selection and referral which are in the job requirements and in the conditions of employment offered. In this connection, the order taker should have in mind:

   a. The general characteristics of the worker for the job opening (availability of workers who can meet the requirements and who are willing to accept the conditions of the work in the particular job).

   b. Any problems involved in fulfilling the requirements of the order (availability of workers on the basis of salary, hours, working conditions, etc.).

   c. The general steps which may be taken to fill the employer's job opening.

6. The general principles and procedures for obtaining job information apply to all types of job openings--professional, clerical, farm service, skilled, semiskilled and unskilled jobs. In general, while the types of information to be obtained are basically the same, the contents vary.

SPECIAL ORDER-TAKING SITUATIONS

There are also some special order-taking situations that relate to Federal, State or local laws, and employment service regulations and policies with which you should be familiar. These are as follows:

Orders in Violation of Law
Orders with Union or Non-Union Specifications
Orders from Labor Organizations
Orders Predesignating the Applicants to be Referred
Orders Containing Discriminatory Specifications
Orders Involving Charge for Filling a Job
Orders on Which Youth May Be Referred
Substandard Orders
Orders from Areas Served by Other Offices

1. Orders in Violation of Law: When an order is received for a job in which the services to be performed or the terms or conditions of employment are contrary to Federal, State, or local law, the interviewer explains to the person who placed the order wherein the order is contrary to law, and informs

him that it cannot be acted upon by the local office. For example, if an order is received which specifies that wages will be paid which are below the minimum established Federal, State, or local law, the interviewer explains to the person placing the order that the order cannot be acted upon because the wages specified are below the legal minimum.

If the employer modifies the job so that the services to be performed and the terms or conditions of employment meet all legal requirements, the order is accepted. If there is no such modification, the order should be brought to the attention of the local office manager. (Section 1005 J)

2. Orders with Union or Non-Union Specifications: Orders specifying membership or nonmembership in a labor organization as a condition of employment of applicants may be in violation of a Federal, State, or local law. For example, if the employer is subject to the National Labor Relations Act, as amended, an order which specifies that an applicant must be either a member or a nonmember of a labor organization in order to be hired is contrary to the provisions of that act. However, when an order which requires an employee (because of the employer's agreement with a labor organization that meets the conditions of the National Labor Relations Act (29 U.S.C. 158 (a) (3) to join such labor organization on or after the 30th day following the beginning of employment, then it does not violate the provisions of the National Labor Relations Act. The order may be acted upon, unless the requirement that the employee join a labor organization on or after the 30th day following the beginning of employment violates a provision of an applicable State or local law.

   Chapter 736A of the State of Iowa Labor Laws regarding Labor Union membership states:

   > 736A.1 Right to join union. It is declared to be the policy of the state of Iowa that no person within its boundaries shall be deprived of the right to work at his chosen occupation for any employer because of membership in, affiliation with, withdrawal or expulsion from or refusal to join, any labor union, organization, or association, and any contract which contravenes this policy is illegal and void (C50, 54, 58, 62, 66(736A.1).
   >
   > 736A.2 Refusal to employ prohibited: It shall be unlawful for any person, firm, association or corporation to refuse or deny employment to any person because of membership in, or affiliation with, or resignation or withdrawal from, a labor union, organization or association. (C50, 54, 58, 62, 66 (736A.2).

> 736A.3 Contracts to exclude unlawful: It shall be unlawful for any person, firm, association, corporation or labor organization to enter into any understanding, contract, or agreement, whether written or oral, to exclude from employment members of a labor union, organization or association, or persons who do not belong to, or who refuse to join, a labor union, organization or association, or because of resignation or withdrawal therefrom. (C50, 54, 58, 62, 66 (736A.3)

Therefore, union or non-union specification on a job order either as a condition of hiring or employment would not be acceptable on an Iowa job order.

The only exception to this state law are employers or employees covered by the Federal Railraod Labor Act.

If an order violating the provisions of a Federal, State, or local law governing hiring, tenure, or conditions of employment, action is then taken, according to instructions contained in Section 1290. (See Section 1005 E., F., and J.)

3. Orders from Labor Organizations: When an order is received from a labor organization, the interviewer determines if:

   a. The labor organization has specific job openings with the employer corresponding to the openings on the order.

   b. The specifications on the order correspond to the employer's specifications for filling the opening, and

   c. The information on the order is adequate for selection and referral. (See Sections 1270-1276)

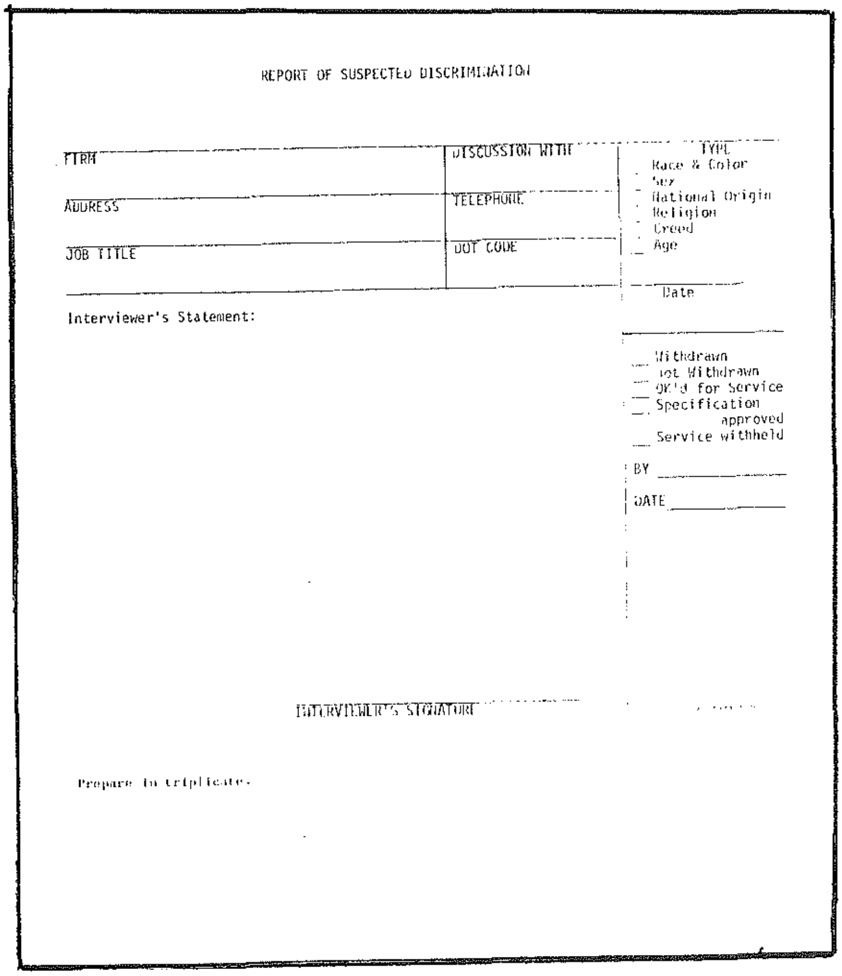
The order is acted upon after it meets the above conditions. The instructions in Sections 1290 and 1291 are applicable to orders received from a labor organization.

When an order from a labor organization is acted upon, workers are directed to the labor organization or the employer in accordance with the referral arrangements, such as the time and place to report, which have been worked out between the labor organization and the local office. If no such arrangements exist, the interviewer notifies his supervisor or manager that he has received the order. Any action which follows will depend on arrangements made with the labor organization.

4. Orders Predesignating the Applicants to be Referred: When an employer requests that certain workers be referred to him on any basis except occupational specifications, such as when he gives the names of certain individuals he wants referred, or when he specifies all former employees, the interviewer tactfully informs him that action cannot be taken on the order. The employer, however, may be given the address of a former employee if he requests it, in order to call the worker for a job, and it is available in the local office records.

5. Orders Containing Discriminatory Specifications: When an order is received containing discriminatory specifications in respect to race, creed, color, sex, national origin, or citizenship (unless citizenship is a legal requirement), the interviewer informs the employer of policies and procedures which will be followed in the selection and referral of applicants qualified for the job opening. (See Sections 8105-8110)

   By agreement between the Iowa Civil Rights Commission and the Iowa Employment Security Commission a Report of Suspected Discrimination will be made on all illegal job orders placed, withdrawn or not.



REPORT OF SUSPECTED DISCRIMINATION

FIRM
ADDRESS
JOB TITLE

DISCUSSION WITH
TELEPHONE
DOT CODE

TYPE
__ Race & Color
__ Sex
__ National Origin
__ Religion
__ Creed
__ Age

Date

Interviewer's Statement:

__ Withdrawn
__ Not Withdrawn
__ OK'd for Service
__ Specification approved
__ Service withheld

BY ____________

DATE ____________

INTERVIEWER'S SIGNATURE

Prepare in triplicate.

6. Orders Involving Charge for Filling a Job: When an order is received which would result in a charge being made for bringing the worker and employer together, the interviewer informs the employer, or the agent recruiting for an employer, that no action may be taken by the local office to select or refer workers to the job opening. (See Section 1005 H)

7. Orders on Which Youth May Be Referred: When an order is taken on which youth are to be referred and are covered by Child Labor Standards and school attendance under local, State or Federal Laws, the interviewer informs the employer that such referral will be made only in accordance with such laws. (See Section 1005 J).

SUBSTANDARD ORDERS

Substandard Orders: When the interviewer receives an order offering wages, hours, or working conditions clearly below the standard in the community for the type of work, the interviewer tactfully indicates to the employer where the order falls below the community standards. If the employer does not change the order, the interviewer informs him of the limited chance of the opening being filled. There is always a need to inform the employer as to what we can do for him, giving him reasons that explain our whys and why nots.

a. If an order is thought to be substandard, the interviewer makes a determination by reference to any records of community standards on wages, hours, and working conditions available in the local office. If the office does not have such records, the interviewer refers to previous orders for similar jobs and uses his knowledge of community standards in determining whether the order is substandard. If he is not sufficiently well-informed on the standards in the community to make this determination, he refers the order to the appropriate supervisor for a decision. Decisions made by the interviewers are reviewed by the placement supervisor or the office manager to insure that uniform decisions are made. (See Section 1005 K)

b. If discussion with the employer relative to the situation fails to induce him to alter the order, the word "substandard" is marked across the face of the order form. The interviewer may mention the order to an applicant who happens to be in the office and might be interested in the job because a better job opportunity is not available. However, the interviewer does not call in any applicants to take any of the usual actions of preliminary selection. The interviewer may also cancel any substandard order immediately if he believes there is little possibility of filling it, and route it to the placement supervisor or manager. The reason for cancellation is indicated under "Closing Summary" on the order form. (See Section 1662 B-18)

OUT OF AREA OPENINGS

Orders From Areas Served by Other Offices: If an order is received from an employer located in an area served by another local office, but within the same Job Bank area, the order should be taken and the employer should be informed that his order will be listed in each office in that Job Bank area. Explain to the employer that the office serving the area in which his establishment is located will attempt to fill the order with local qualified workers, but it also would be available to other offices in the state through the Job Bank system.

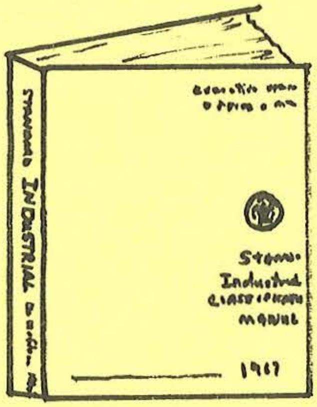
If the employer is located in an area served by another Central Control office, take the order on an IESC-431, Job Order Worksheet and mail it to that Job Bank Central Control. Explain to the employer that his order will be listed in the Job Bank system and will be available for referral in all Job Bank offices.

ORDER RECEIVED BY MAIL

Orders received by mail are treated in the same manner as those received by the more usual means. In acknowledging such orders through correspondence, the order taker attempts to cover the same information as that discussed in the usual order-taking interview.

PART III

INDUSTRIAL CODING


INDUSTRIAL
Industrial
MANUAL
1967

PART III

INDUSTRIAL CODING

ORDERS CODED BY OCCUPATION AND INDUSTRY

Placements are reported to the state administrative office under both occupational and industrial codes.

All job orders are given an industrial code number, based on the coding system set out in the Standard Industrial Classification Manual (1967).

The standard reporting procedure is used by all states in submitting reports to the national E.S. office in Washington. This coding system is also used by various agencies of the U.S. government, as well as trade associations and private research organizations.

You will find that a large number of the industries in your community have already been assigned industrial code numbers and this information should be readily available to you in your local office. It is listed on our employer records, Forms ES-330 and ES-332. However, it will be necessary that you assign new industrial code numbers to employer's orders from time to time.

Pages IX and XII of your Standard Industrial Classification Manual (1967) gives a brief outline of the method used to assign an industrial code number to a specific industry.

1. To familiarize yourself with the Standard Industrial Classification Manual, turn to the "Contents" section beginning on Page V. Note the 10-Industry Divisions--Division A through Division J.

   EXAMPLE: Division A -
   Agriculture, Forestry, and Fisheries

2. Each Industry Division is divided into Major groups. Major groups are given 2-digit codes:

   EXAMPLE: Major group - 01
   Agricultural Production

3. The remainder of the Manual is divided as follows:

Part I	Titles and Descriptions of Industries Page 3 through 320
Part II	Numerical and Alphabetical Index, Non-Manufacturing Industries; Pages 321 through 419.

Part III Alphabetical Index, Manufacturing Industries
Pages 420 through 581

Appendix Pages 585 through 615

4. You should be able to locate most of the industries by referring to the Alphabetical Index, either Manufacturing or Non-Manufacturing, in Parts II and III. After the code has been determined, it should be checked against the description of industry, as given under the code in Part I of the manual.

CODE DETERMINED BY PRINCIPAL ACTIVITY

Each establishment is assigned an industrial code on the basis of the principal activity, which is determined by the product produced or handled, or the services rendered. In cases where the establishment involves two or more types of products or services, the principal product is usually determined by the value of the product or service. Where the value cannot be determined, the number of employees may be the determining factor.

When an employer operates more than one establishment, each establishment is considered separately and is classified according to its major activity. Thus, if an employer operates a chemical factory, a food manufacturing plant, and a paper box factory, as three separate establishments, they should be classified in the chemical industry, the food products industry, and the paper products industry, respectively.

EXAMPLE: The local office receives an order for a farmhand to work on a farm owned and operated by a bank. The Industrial Code assigned would be 01-Agricultural Production.

CODING EMPLOYER ORDERS

For coding employer orders, all four digits should be entered on the order in the section marked SIC No. It is to every interviewer's advantage to know how to use the Standard Industrial Classification Handbook at the four digit level if he is to deal effectively with new industry, labor and industry surveys.

CODING AN ORDER FOR GOVERNMENT AGENCY

The method of coding a government agency is a little different than coding Manufacturing or Non-Manufacturing establishments. All government-operated establishments are to be classified in the Government Division, regardless of the industrial activity of the establishment. The first two digits indicate the level of government involved, such as 91 Federal, 92 State, 93 Local, and 94 International. The last two digits of the code indicate the specific activity performed by the agency.

For practice, turn to Page VII of your Industrial Classification Manual and locate Division I - Government.

The first step is to determine the level of government and its assigned major group code number. The next step is to determine the specific major group code number which represents the activity performed. Those code numbers are the same as described under the Major Group on Page V in your Standard Industrial Classification Manual.

EXAMPLE: Navy Yard operated by Federal Government

91 - Federal Government
37 - Transportation Equipment

The code to be reported on employer order is 9137.

EXAMPLE: Iowa Employment Security Commission

92 - State Government
90 - Regular function of government

Code to be recorded on employer order is 9290

Page 311 of your Standard Industrial Classification Manual (1967) gives an explanation of this method used in coding a Government Agency. Page 312 gives the 4-digit code assigned to various Federal government agencies; similar agencies in state, local or international government are found by substituting 92, 93, or 94, respectively, as the first two digits.

SPECIAL CODING SITUATIONS

Auxiliary units and central and district administrative offices, when separately reported, are classified under the establishment which they serve.

Auxiliary Units - There are industries where "Auxiliary" units are established for the sole purpose of serving the parent industry. Their function is normally quite different than the function of the industry as a whole. Examples of these industry units are listed below:

a. A separate research laboratory for a manufacturing plant.
b. A warehouse operated by an establishment for its own use.
c. An automobile repair shop or storage garage for establishment's own use.
d. A separate repair shop for the repair and maintenance of machinery and equipment.

Central or District Administrative Office - A Central or District Administrative Office is an establishment primarily engaged in general administrative, supervisory, purchasing, accounting and other management functions performed centrally for other establishments of the same company.

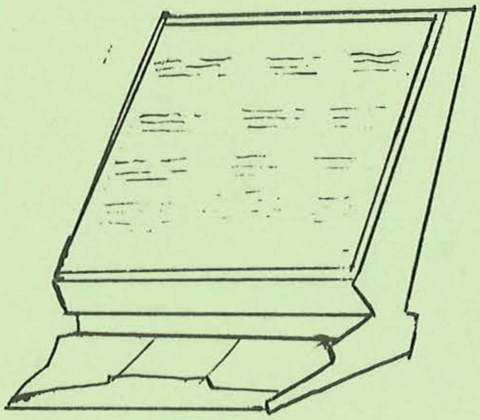
EXERCISE

Using your Standard Industrial Classification Manual, determine the Industrial Codes for the following establishments.

ESTABLISHMENT		4 -Digit Code
1.	Movie theatre, except Drive-in	
2.	Motel	
3.	Private household	
4.	Farm-crops and livestock	
5.	Building contractor	
6.	House moving contractor	
7.	Slaughter and meat packing plant	
8.	Manufacturer of men's work clothing	
9.	Manufacturer of metal doors	
10.	Trucking, local	
11.	Frozen food locker plant	
12.	Wholesale grocery firm	
13.	Retail paint, glass, and wallpaper	
14.	Retail grocery store	
15.	Labor union	
16.	State Tax Commission	
17.	Warehouse operated by department store	

PART IV

JOB ORDER FORM



THE JOB BANK SYSTEM

INTRODUCTION

Early in 1968, a new concept in placement operations was implemented in the local offices of the Baltimore State Employment Service. The Baltimore system utilized electronic data processing facilities to develop a Comprehensive Job Order Book, which included most of the current job orders in the city of Baltimore. Copies of the book were printed and distributed daily to local offices, outreach stations, and cooperating agencies.

The "Job Bank" system, as it was called in Baltimore, proved to be very successful in providing a more efficient placement service to applicants and employers.

As a result, the national Manpower Administration office in Washington made plans to expand the system to other cities and states. Their long-range plan is to eventually add to Job Bank the computerized job matching of applicants and employers, and to apply the concept on an interstate basis.

In June, 1970, the Des Moines area became the first local office in Iowa to set up and operate a Job Bank system. The Des Moines Job Bank was unique in that it was the smallest in the nation at that time.

In June, 1971, the Quad-Cities' Job Bank, located in Davenport, became operational and soon began to serve the Clinton, Davenport and Muscatine local offices in Iowa, as well as the Galesburg and Rock Falls local offices of the Illinois State Employment Service.

DESCRIPTION OF JOB BANK SYSTEM

In a Job Bank Center all job orders and referrals from local offices within the entire Job Bank area are channeled through one Central Control Unit. This Central Control Unit is divided into three major areas of responsibility:

1. Order-Taking and Verification Unit
2. Referral Control Unit
3. Change-Correction Unit

In addition to these three units, Clerical Support personnel perform the many clerical duties involved in maintaining current records, and processing of data to, from, and into data processing. Duties include filing, posting, and keytaping of data.

Communication to and from all local offices within a Job Bank area is an important part of the Job Bank system. All local offices must maintain a direct line of communication to the Central Control Unit in order for Job Bank to remain an up-to-date placement tool. The Central Control Unit, in turn, can provide the interviewer with current information on each job order and also feed the information into Data Processing so that each morning the interviewer receives an updated microfiche to work with that day.

Job Orders

The Order Taking and Verification Unit takes and/or processes employer job orders for the entire Job Bank area. This unit performs the following functions in relation to order taking:

a. Job Orders Within City or Town Where Job Bank Center Located

   1. Takes job orders by telephone directly from the employer.

   2. Processes completed job orders written by placement interviewers, e.g., job development orders.

b. Job Orders From Other Participating Local Offices Within Job Bank Area

   1. Rewrites job orders called in by telephone by placement interviewers in other participating local offices.

   2. Processes job orders sent in from participating offices via facsimile device, mail, or delivery service.

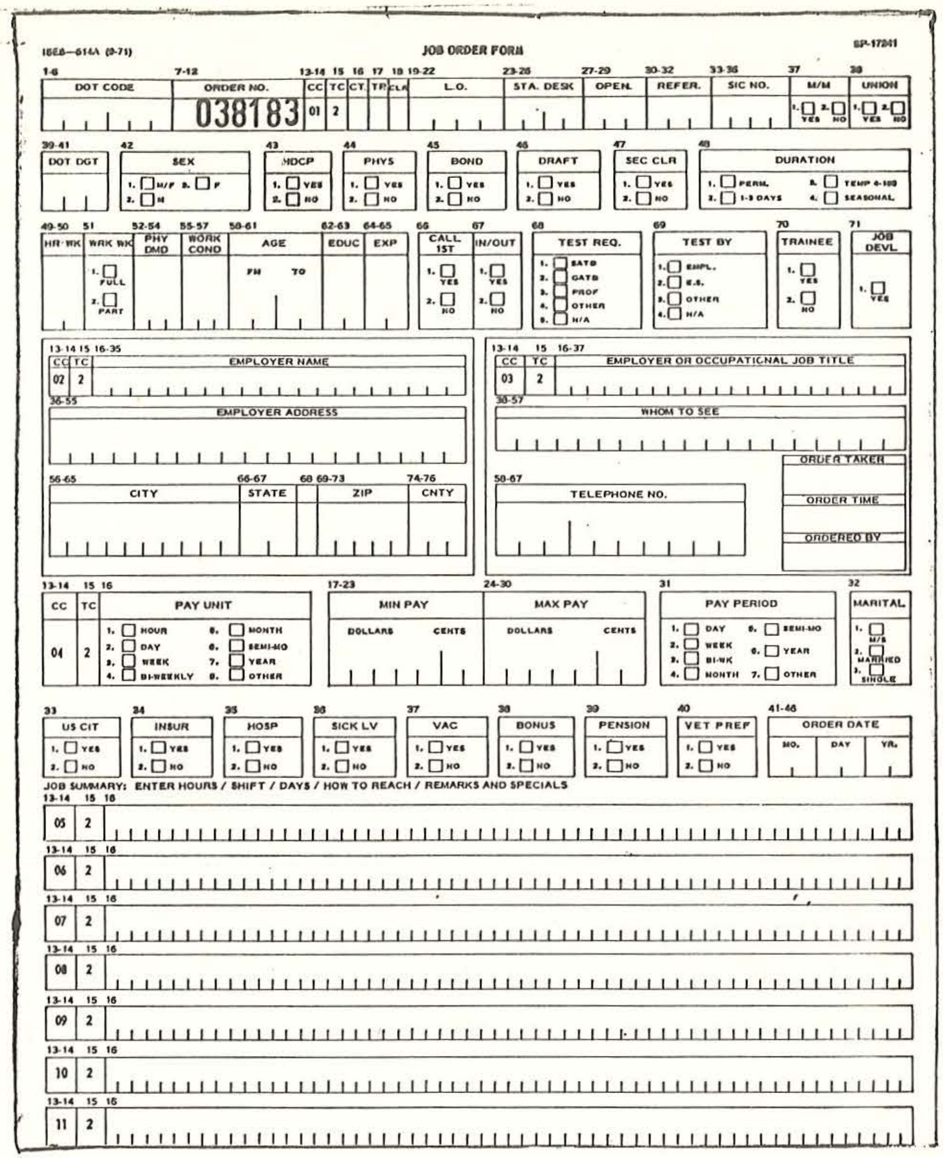
All local office job orders must be entered into Job Bank using either the Job Order Form ISES 514A-B or the Job Bank Short Order Form ISES-515.

Completed job orders, written on the Job Bank Job Order Form ISES-514A and ISES-515, are keypunched or keytaped and then processed through data processing during evening hours. The computer prints out a Job Bank Book which includes all job orders currently active in the entire Job Bank area. This Job Bank Book is then microfilmed so that a microfiche copy of all current orders in the Job Bank area is available to each placement interviewer the next morning.

The microfiche is placed at the interviewer's desk and used for placement purposes throughout the day. The microfiche lists all active orders by DOT code; thus, each interviewer has complete access to all active orders. Also, included on the fiche are various indexes and general information.

Another printout of job orders received daily in some local offices contains the same information as on the fiche, except that the employer's name and address is omitted. This printout is for use in the Job Information Service (JIS) where it may be reviewed by applicants.

Clearance orders received from local offices outside of a specified Job Bank area, may also be entered into Job Bank and appear on the daily computer printout and fiche. When a job order is extended outside the Job Bank area through either the State Job Inventory or a Clearance order, the order is identified on the fiche as an Order-Holding Office Order.



ISES—514A (9-71)

JOB ORDER FORM

SP-17241

1-6	7-12	13-14	15	16	17	18	19-22	23-26	27-29	30-32	33-36	37	38
DOT CODE	ORDER NO.	CC	TC	CT.	TR	CLA	L.O.	STA. DESK	OPEN.	REFER.	SIC NO.	M/M	UNION
	038183	01	2									1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO

39-41 DOT DGT

42 SEX: 1. ☐ M/F 3. ☐ F 2. ☐ M

43 HDCP: 1. ☐ YES 2. ☐ NO

44 PHYS: 1. ☐ YES 2. ☐ NO

45 BOND: 1. ☐ YES 2. ☐ NO

46 DRAFT: 1. ☐ YES 2. ☐ NO

47 SEC CLR: 1. ☐ YES 2. ☐ NO

48 DURATION: 1. ☐ PERM. 2. ☐ 1-3 DAYS 3. ☐ TEMP 4-100 4. ☐ SEASONAL

49-50 HR/WK

51 WRK WK: 1. ☐ FULL 2. ☐ PART

52-54 PHY DMD

55-57 WORK COND

58-61 AGE: FM TO

62-63 EDUC

64-65 EXP

66 CALL 1ST: 1. ☐ YES 2. ☐ NO

67 IN/OUT: 1. ☐ YES 2. ☐ NO

68 TEST REQ.: 1. ☐ SATB 2. ☐ GATB 3. ☐ PROF 4. ☐ OTHER 5. ☐ N/A

69 TEST BY: 1. ☐ EMPL. 2. ☐ E.S. 3. ☐ OTHER 4. ☐ N/A

70 TRAINEE: 1. ☐ YES 2. ☐ NO

71 JOB DEVL: 1. ☐ YES

13-14 CC	15 TC	16-35 EMPLOYER NAME
02	2	

36-55 EMPLOYER ADDRESS

56-65 CITY

66-67 STATE

68

69-73 ZIP

74-76 CNTY

13-14 CC	15 TC	16-37 EMPLOYER OR OCCUPATIONAL JOB TITLE
03	2	

38-57 WHOM TO SEE

58-67 TELEPHONE NO.

ORDER TAKER

ORDER TIME

ORDERED BY

13-14 CC	15 TC	16 PAY UNIT
04	2	1. ☐ HOUR 2. ☐ DAY 3. ☐ WEEK 4. ☐ BI-WEEKLY 5. ☐ MONTH 6. ☐ SEMI-MO 7. ☐ YEAR 8. ☐ OTHER

17-23 MIN PAY: DOLLARS CENTS

24-30 MAX PAY: DOLLARS CENTS

31 PAY PERIOD: 1. ☐ DAY 2. ☐ WEEK 3. ☐ BI-WK 4. ☐ MONTH 5. ☐ SEMI-MO 6. ☐ YEAR 7. ☐ OTHER

32 MARITAL: 1. ☐ M/S 2. ☐ MARRIED 3. ☐ SINGLE

33 US CIT: 1. ☐ YES 2. ☐ NO

34 INSUR: 1. ☐ YES 2. ☐ NO

35 HOSP: 1. ☐ YES 2. ☐ NO

36 SICK LV: 1. ☐ YES 2. ☐ NO

37 VAC: 1. ☐ YES 2. ☐ NO

38 BONUS: 1. ☐ YES 2. ☐ NO

39 PENSION: 1. ☐ YES 2. ☐ NO

40 VET PREF: 1. ☐ YES 2. ☐ NO

41-46 ORDER DATE: MO. DAY YR.

JOB SUMMARY: ENTER HOURS / SHIFT / DAYS / HOW TO REACH / REMARKS AND SPECIALS

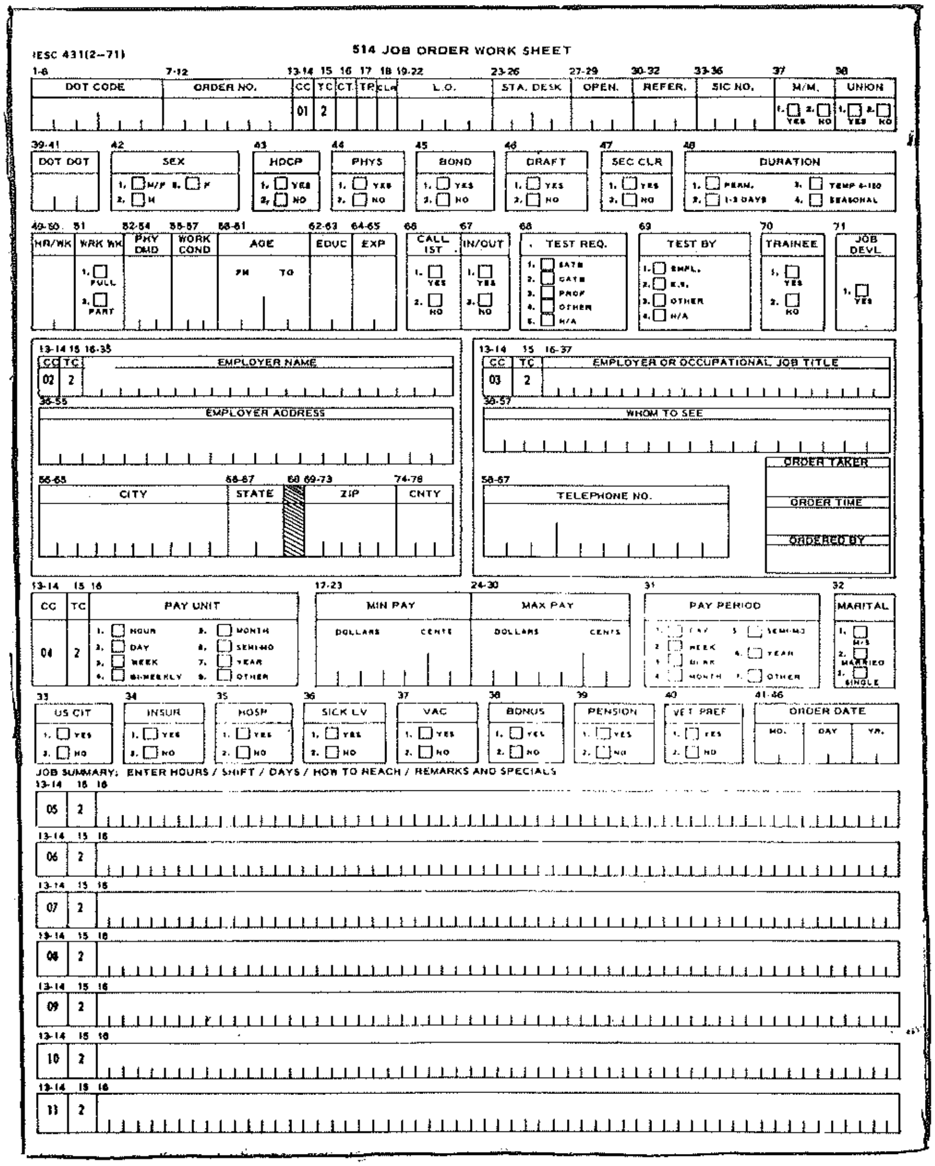
13-14	15	16
05	2	
06	2	
07	2	
08	2	
09	2	
10	2	
11	2	

ISES-514A-B is divided into eleven areas of information identified as CC-01 through CC-11. Each card contains specific numbered items. For example, the Employer Name is found in Card 02 (CC-02) and Employer or Occupational Job Title is found in Card 03 (CC-03). Cards 05-11 are used for the Job Summary (TEXT) portion of the job order.

All information recorded on the Job Order Form must be legible. Please print using block letters. In the fields requiring check marks, check only one appropriate box.

If the job order is to be keypunched or keytaped from the order you have written, use red ball point pen.

If the job order is to be transmitted to Central Control via a facsimile machine, use a black ball point pen.



IESC 431(2–71)

514 JOB ORDER WORK SHEET

1-6	7-12	13-14	15	16	17	18	19-22	23-26	27-29	30-32	33-36	37	38
DOT CODE	ORDER NO.	CC	TC	CT.	TR	CLR	L.O.	STA. DESK	OPEN.	REFER.	SIC NO.	M/M.	UNION
		01	2									1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO

39-41	42	43	44	45	46	47	48
DOT DOT	SEX	HDCP	PHYS	BOND	DRAFT	SEC CLR	DURATION
	1. ☐ M/F 3. ☐ F 2. ☐ M	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ PERM. 3. ☐ TEMP 4-150 2. ☐ 1-3 DAYS 4. ☐ SEASONAL

49-50	51	52-54	55-57	58-61	62-63	64-65	66	67	68	69	70	71
HR/WK	WRK WK	PHY DMD	WORK COND	AGE	EDUC	EXP	CALL 1ST	IN/OUT	TEST REQ.	TEST BY	TRAINEE	JOB DEVL
	1. ☐ FULL 2. ☐ PART			FM TO			1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ SATB 2. ☐ GATB 3. ☐ PROF 4. ☐ OTHER 5. ☐ N/A	1. ☐ EMPL. 2. ☐ E.S. 3. ☐ OTHER 4. ☐ N/A	1. ☐ YES 2. ☐ NO	1. ☐ YES

13-14	15	16-35
CC	TC	EMPLOYER NAME
02	2	

36-55
EMPLOYER ADDRESS

56-65	66-67	68	69-73	74-76
CITY	STATE	▨	ZIP	CNTY

13-14	15	16-37
CC	TC	EMPLOYER OR OCCUPATIONAL JOB TITLE
03	2	

38-57
WHOM TO SEE

58-67
TELEPHONE NO.

ORDER TAKER
ORDER TIME
ORDERED BY

13-14	15	16	17-23	24-30	31	32
CC	TC	PAY UNIT	MIN PAY	MAX PAY	PAY PERIOD	MARITAL
04	2	1. ☐ HOUR 5. ☐ MONTH 2. ☐ DAY 6. ☐ SEMI-MO 3. ☐ WEEK 7. ☐ YEAR 4. ☐ BI-WEEKLY 8. ☐ OTHER	DOLLARS CENTS	DOLLARS CENTS	1. ☐ DAY 5. ☐ SEMI-MO 2. ☐ WEEK 6. ☐ YEAR 3. ☐ BI-WK 4. ☐ MONTH 7. ☐ OTHER	1. ☐ M-S 2. ☐ MARRIED 3. ☐ SINGLE

33	34	35	36	37	38	39	40	41-46
US CIT	INSUR	HOSP	SICK LV	VAC	BONUS	PENSION	VET PREF	ORDER DATE
1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	MO. DAY YR.

JOB SUMMARY: ENTER HOURS / SHIFT / DAYS / HOW TO REACH / REMARKS AND SPECIALS

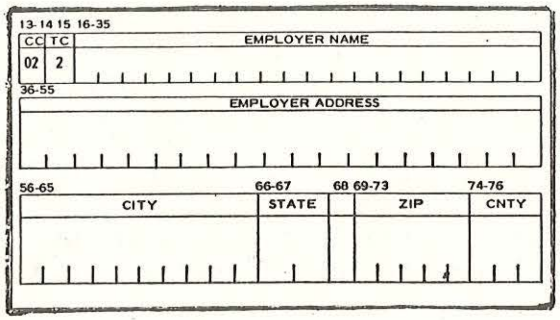
13-14	15	16
05	2	
06	2	
07	2	
08	2	
09	2	
10	2	
11	2	

The IESC-431 514 Job Order Work Sheet may be used to write job orders. However, the information must be transferred to a IESC-514A-B to be assigned a Job Order number and entered into the Job Bank system. The IESC-431 Work Sheet is also used to write job development orders. After the referral is verified by the interviewer, the order is transferred to a ISES-514 Job Order and entered into the Job Bank system as an in/out order.

When a job order is taken on an IESC-431 Work Sheet, it may be written with either pen or pencil.

These instructions should be followed in completing the ISES-514A-B, Job Order Form (or IESC-431 Job Order Work Sheet). We will look at the form in relation to the way information is generally received from an employer when he places a job order. We will consider the Job Order Form one card or section at a time to learn the correct way to enter the information.

CARD 2



Columns

13-14 CARD CODE (CC) (Pre-printed)

15 TRANSACTION CODE (TC) (Pre-printed)

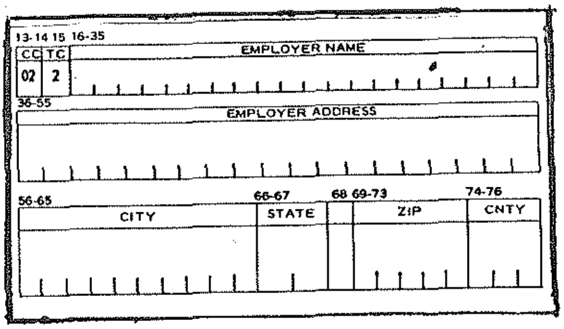
16-35 EMPLOYER NAME

There are twenty (20) spaces available for the employer's name. Begin at the left-most space. Please print clearly, placing one letter only in each space. Leave one space between words.

The employer's name may be abbreviated. When you abbreviate (or shorten name) be sure that it can be recognized by anyone else who reads the order.

NOTE: Job Bank Central Control receives a daily print-out from the computer for verification purposes. On the print-out the employers are listed alphabetically, as recorded on the job order.

If an employer is recorded as Mrs. John Smith, the order would be listed under the M's; if received under John, it would be listed under the J's. The order should be written as Smith, Mrs. John or Smith, John Mrs.


13-14 15 16-35
CC TC EMPLOYER NAME
02 2
36-55
EMPLOYER ADDRESS
56-65 CITY
66-67 STATE
68 69-73 ZIP
74-76 CNTY

36-55 EMPLOYER'S STREET ADDRESS

There are twenty (20) spaces available for the number and name of street of employer. Enter only one number or letter in each space; leave one space between number and street. Please print clearly. Abbreviations are acceptable.

If the applicant is to be referred for interview to a location other than at the employer's address given above, enter referral instruction in the TEXT portion of the job order. (This address should also be recorded on the Applicant Introduction ISES-508B).

56-65 CITY

There are ten spaces available for the name of the city, beginning in the left-most space. Please print clearly. Enter one letter in each of the assigned spaces; leave one space between words. If necessary, abbreviations are acceptable. (See page 38).

66-67 STATE

Enter two (2) digit abbreviations (employer's state).

Illinois - IL Minnesota - MN Nebraska - NB Wisconsin - WI
Iowa - IA Missouri - MO South Dakota - SD

(See Appendix B for abbreviations for other states)

68 Column 68 is always left blank

69-73 ZIP CODE

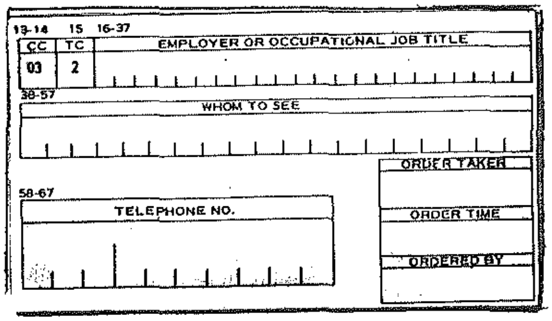
Enter employer's 5-digit zip code. Begin at left-most space.

NOTE: A zip code must be entered. If unknown, enter a fictional code. Computer will reject if this item is not filled in.

74-76 COUNTY

Enter three (3) digit county code of employer. The county code number under Job Bank is the ESARS county code number. If other than your state, enter the specific county code. (Do not use 997 or 998). Refer to Appendix A for county codes for adjoining states. Use three zeros (000) if unable to obtain code for counties in other states.

CARD 3



13-14 CC	15 TC	16-37 EMPLOYER OR OCCUPATIONAL JOB TITLE
03	2	

38-57 WHOM TO SEE

ORDER TAKER

58-67 TELEPHONE NO.

ORDER TIME

ORDERED BY

Columns

13-14 CARD CODE (CC) (Pre-printed)

15 TRANSACTION CODE (TC) Pre-printed)

16-37 EMPLOYER OR OCCUPATIONAL JOB TITLE

Enter employer's job title or DOT title. There are twenty-two (22) spaces available. Please print clearly. Begin at left-most space. Enter one letter in each space; leave one space between words. Abbreviations are acceptable.

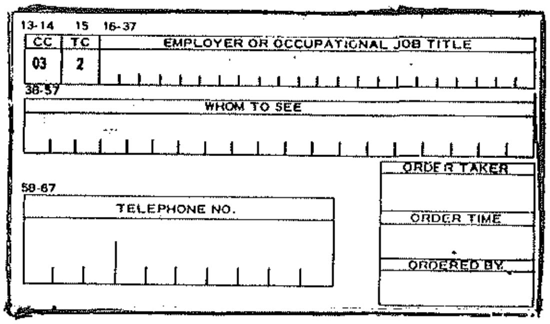
NOTE: The employer's job title will be printed in the Job Bank book read by applicants in Job Information Service; so it is important that any abbreviation is easily interpreted.

38-57 WHOM TO SEE

There are twenty (20) spaces available. Leave one blank space between initial (or first name) and the last name.

If space is limited, enter only the last name of the person to see and give the complete name (and title, if pertinent) in the Job Summary (TEXT).

NOTE: If, for example, the person to see is Leslie Day, it is good practice to enter Miss, Mr. or Mrs. to identify the sex of the individual.



13-14 15 16-37

CC	TC	EMPLOYER OR OCCUPATIONAL JOB TITLE
03	2	

38-57

WHOM TO SEE

58-67

TELEPHONE NO.

ORDER TAKER

ORDER TIME

ORDERED BY

Columns

58-67 TELEPHONE NUMBER

There are ten (10) spaces available. Enter three (3) digit area code followed by seven (7) digit telephone number.

Enter only numeric digits. Please print clearly.

ORDER TAKER

Initial or sign your name in this space. (This item is not keypunched or keytaped).

ORDER TIME

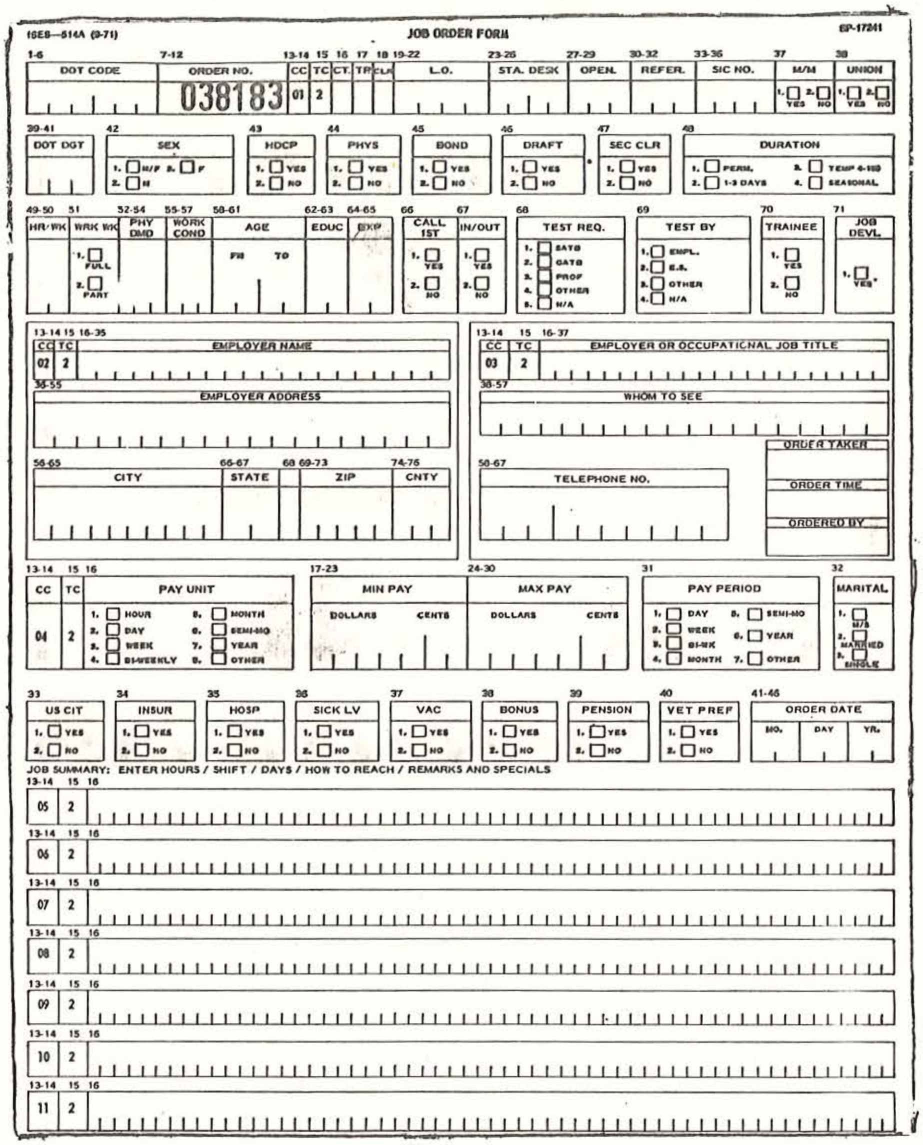
Enter the time the order was taken. (This item is not keypunched or keytaped).

ORDERED BY

If person placing the order is the person the applicant is to see for an interview, enter "Same".

If person placing the order is not the person the applicant is to see for an interview, enter the name of the person placing the order. (This item is not keypunched or keytaped).

CARDS 5-11



16ES—514A (9-71) **JOB ORDER FORM** EP-17241

1-6	7-12	13-14	15	16	17	18	19-22	23-26	27-29	30-32	33-36	37	38
DOT CODE	ORDER NO.	CC	TC	CT.	TR	CLR	L.O.	STA. DESK	OPEN.	REFER.	SIC NO.	M/M	UNION
	038183	01	2									1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO

39-41	42	43	44	45	46	47	48
DOT DGT	SEX	HDCP	PHYS	BOND	DRAFT	SEC CLR	DURATION
	1. ☐ M/F 3. ☐ F 2. ☐ M	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ PERM. 3. ☐ TEMP 4-150 2. ☐ 1-3 DAYS 4. ☐ SEASONAL

49-50	51	52-54	55-57	58-61	62-63	64-65	66	67	68	69	70	71
HR/WK	WRK WK	PHY DMD	WORK COND	AGE	EDUC	EXP	CALL 1ST	IN/OUT	TEST REQ.	TEST BY	TRAINEE	JOB DEVL.
	1. ☐ FULL 2. ☐ PART			FR TO			1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ SATB 2. ☐ GATB 3. ☐ PROF 4. ☐ OTHER 5. ☐ N/A	1. ☐ EMPL. 2. ☐ E.S. 3. ☐ OTHER 4. ☐ N/A	1. ☐ YES 2. ☐ NO	1. ☐ YES

13-14	15	16-35
CC	TC	EMPLOYER NAME
02	2	

36-55 EMPLOYER ADDRESS

56-65	66-67	68	69-73	74-76
CITY	STATE		ZIP	CNTY

13-14	15	16-37
CC	TC	EMPLOYER OR OCCUPATIONAL JOB TITLE
03	2	

38-57 WHOM TO SEE

ORDER TAKER

ORDER TIME

ORDERED BY

58-67 TELEPHONE NO.

13-14	15	16	17-23	24-30	31	32
CC	TC	PAY UNIT	MIN PAY	MAX PAY	PAY PERIOD	MARITAL
04	2	1. ☐ HOUR 5. ☐ MONTH 2. ☐ DAY 6. ☐ SEMI-MO 3. ☐ WEEK 7. ☐ YEAR 4. ☐ BI-WEEKLY 8. ☐ OTHER	DOLLARS CENTS	DOLLARS CENTS	1. ☐ DAY 5. ☐ SEMI-MO 2. ☐ WEEK 6. ☐ YEAR 3. ☐ BI-WK 4. ☐ MONTH 7. ☐ OTHER	1. ☐ M/S 2. ☐ MARRIED 3. ☐ SINGLE

33	34	35	36	37	38	39	40	41-46
US CIT	INSUR	HOSP	SICK LV	VAC	BONUS	PENSION	VET PREF	ORDER DATE
1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	MO. DAY YR.

JOB SUMMARY: ENTER HOURS / SHIFT / DAYS / HOW TO REACH / REMARKS AND SPECIALS

13-14	15	16
05	2	
06	2	
07	2	
08	2	
09	2	
10	2	
11	2	

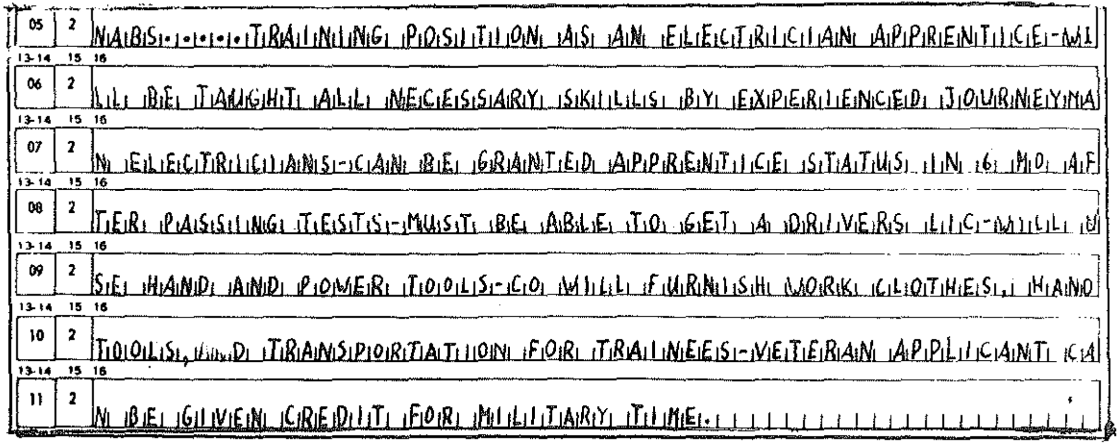
TEXT (JOB SUMMARY)

PRINT CLEARLY (or type). Record all pertinent information.

There are only 58 spaces for your use on each line, a total of 406 spaces. You cannot exceed that number.

-- EXAMPLE --

JOB SUMMARY (Hand-printed)



13-14	15	16
05	2	NABS....TRAINING POSITION AS AN ELECTRICIAN APPRENTICE-WI
06	2	LL BE TAUGHT ALL NECESSARY SKILLS BY EXPERIENCED JOURNEYMA
07	2	N ELECTRICIANS-CAN BE GRANTED APPRENTICE STATUS IN 6 MO AF
08	2	TER PASSING TESTS-MUST BE ABLE TO GET A DRIVERS LIC-WILL U
09	2	SE HAND AND POWER TOOLS-CO WILL FURNISH WORK CLOTHES, HAND
10	2	TOOLS, AND TRANSPORTATION FOR TRAINEES-VETERAN APPLICANT CA
11	2	N BE GIVEN CREDIT FOR MILITARY TIME.

Utilizing Space

The following suggestions should help you utilize space:

1. Use hyphens instead of commas, semicolons or periods. (No space required after a hyphen).
2. Use a period only at the end of a sentence or complete statement. Use only one space after a period.
3. Use abbreviations where possible. Do not use a period after an abbreviation.
4. Use only the following special characters: $ (dollar) , (comma) - (hyphen) / (slash) % (percent) # (pound or number) & (and) * (asterisk) and @ (at).
5. Do not include cents in dollar amounts unless necessary. ($40 means $40.00).
6. Never put more characters in a field than are allowed.
7. The symbols for apostrophe ('), for feet ('), and for inches (") cannot be used.
8. Do not use a hyphen at the end of a line. When writing the Job Summary, do not use a hyphen to divide a word at the end of the line. Instead, use the 58th space and continue the word on the next line. The reason for this is that the words are keypunched or keytaped continuously from one to the next. If a word is divided in your copy, it will be divided on the printed copy, but may appear in the middle of a line rather than at the end of the line.
9. Use the last space, or nearly the last space, in the line (except last line). Using the last space insures that no extra spaces will appear in the printout; however, a few extra spaces between words would be insignificant.
10. Always spell out the name of the city or town unless space does not permit. If abbreviations are necessary, enter as: Cedar Rapds, Ft. Madison, Co Bluffs, Charles Cty, Marshalltn, or Webster Cy.

-- EXAMPLE --

JOB SUMMARY (Typed)

13-14	15	16
05	2	NABS.....TRAINING POSITION AS AN ELECTRICIAN APPRENTICE-WI
06	2	LL BE TAUGHT ALL NECESSARY SKILLS BY EXPERIENCED JOURNEYMA
07	2	N ELECTRICIANS-CAN BE GRANTED APPRENTICE STATUS IN 6 MO A
08	2	FTER PASSING TESTS-MUST BE ABLE TO GET A DRIVERS LIC-WILL
09	2	USE HAND AND POWER TOOLS-CO WILL FURNISH WORK CLOTHES, HAN
10	2	D TOOLS, AND TRANSPORTATION FOR TRAINEES-VETERAN APPLICANT
11	2	S CAN BE GIVEN CREDIT FOR MILITARY TIME-,

When the Job Summary is to be typed, set the typewriter for 58 spaces. Type above the marked off spaces as in the above example.

Recommended Format

The following format is recommended in writing the Job Summary:

1. First, if the job order is for a special type of applicant, a special type of order or a special program, enter the title and five periods. This This flags the attention of the placement interviewer and tells him it is a special type of order.

   NABS.....
   VETERANS.....
   PART-TIME.....

2. Next, enter the hours, shifts (if any) and days of work.

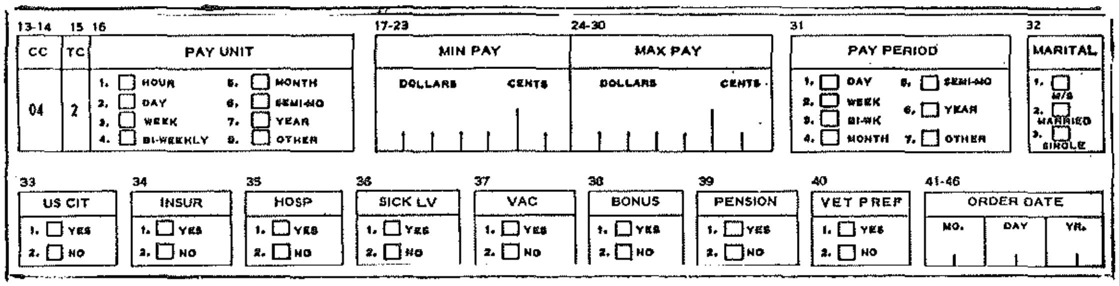
   8-530 M-F means 8:00 to 5:30 p.m., Monday through Friday.

   T/2 over 40 means time and one-half over 40 hours.

3. If "How to Reach" needs additional instructions for the applicant to help him locate the employer's place of business, enter this information next.

4. Enter summary of the job. Include clarification of any items that need additional information or explanation on the upper part of the job order.

CARD 4



13-14 CC: 04
15 TC: 2
16 PAY UNIT: 1. ☐ HOUR 2. ☐ DAY 3. ☐ WEEK 4. ☐ BI-WEEKLY 5. ☐ MONTH 6. ☐ SEMI-MO 7. ☐ YEAR 8. ☐ OTHER
17-23 MIN PAY: DOLLARS CENTS
24-30 MAX PAY: DOLLARS CENTS
31 PAY PERIOD: 1. ☐ DAY 2. ☐ WEEK 3. ☐ BI-WK 4. ☐ MONTH 5. ☐ SEMI-MO 6. ☐ YEAR 7. ☐ OTHER
32 MARITAL: 1. ☐ M/S 2. ☐ MARRIED 3. ☐ SINGLE
33 US CIT: 1. ☐ YES 2. ☐ NO
34 INSUR: 1. ☐ YES 2. ☐ NO
35 HOSP: 1. ☐ YES 2. ☐ NO
36 SICK LV: 1. ☐ YES 2. ☐ NO
37 VAC: 1. ☐ YES 2. ☐ NO
38 BONUS: 1. ☐ YES 2. ☐ NO
39 PENSION: 1. ☐ YES 2. ☐ NO
40 VET PREF: 1. ☐ YES 2. ☐ NO
41-46 ORDER DATE: MO. DAY YR.

Columns

13-34 CARD CODE (CC) (Pre-printed)

15 TRANSACTION CODE (TC) (Pre-printed)

16 PAY UNIT

Check the appropriate box to indicate whether the applicant will be paid at an hourly rate, a daily rate, weekly rate, etc.

If the applicant works on commission basis only, check OTHER.

17-23 MINIMUM PAY

Enter the minimum pay rate given by the employer. (If only one pay rate is given, enter as the minimum pay)

Enter the cents in the two spaces to the right of the cents line; enter dollars immediately to the left of cents. Fill in remaining spaces with zeros.

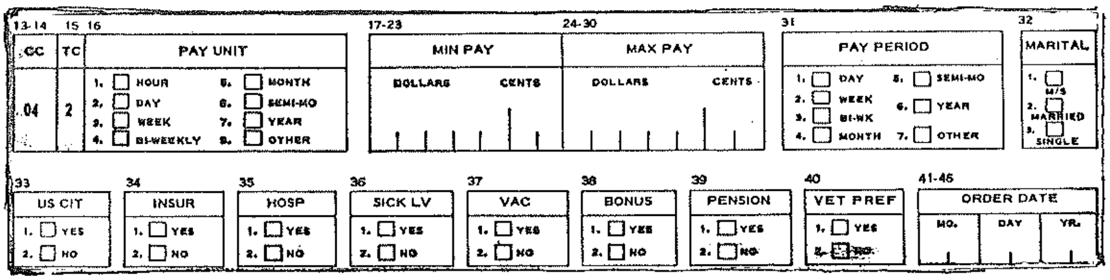
If, for example, the rate of pay was $3.00 per hour, the minimum pay would be entered as:

0,0,0,0,3|0,0

If $30.00 per week was the minimum rate, enter as:

0,0,0,3,0|0,0

If you are unable to obtain a minimum rate (example, commissions only), enter 0.00 and fill in remaining spaces with zeros.



13-14	15	16	17-23	24-30	31	32
CC	TC	PAY UNIT	MIN PAY	MAX PAY	PAY PERIOD	MARITAL
.04	2	1. ☐ HOUR 2. ☐ DAY 3. ☐ WEEK 4. ☐ BI-WEEKLY 5. ☐ MONTH 6. ☐ SEMI-MO 7. ☐ YEAR 9. ☐ OTHER	DOLLARS CENTS	DOLLARS CENTS	1. ☐ DAY 2. ☐ WEEK 3. ☐ BI-WK 4. ☐ MONTH 5. ☐ SEMI-MO 6. ☐ YEAR 7. ☐ OTHER	1. ☐ M/S 2. ☐ MARRIED 3. ☐ SINGLE

33	34	35	36	37	38	39	40	41-46
US CIT	INSUR	HOSP	SICK LV	VAC	BONUS	PENSION	VET PREF	ORDER DATE
1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	MO. DAY YR.

Columns

24-30 MAXIMUM PAY

If the employer gives a maximum starting pay, enter as above.

If the employer states that the maximum depends on experience, qualifications of the applicant, or commission earned, it is permissible to enter as:

DOE	COM	DOQ

These entries must be made at the extreme left and the remainder of the box left blank.

If only one pay rate is given by employer, enter as minumum pay. Leave maximum pay blank.

31. PAY PERIOD

Check the one appropriate box to indicate whether the applicant is paid daily, weekly, bi-weekly, monthly, etc. If Other, explain in TEXT portion of the job order.

32 MARITAL

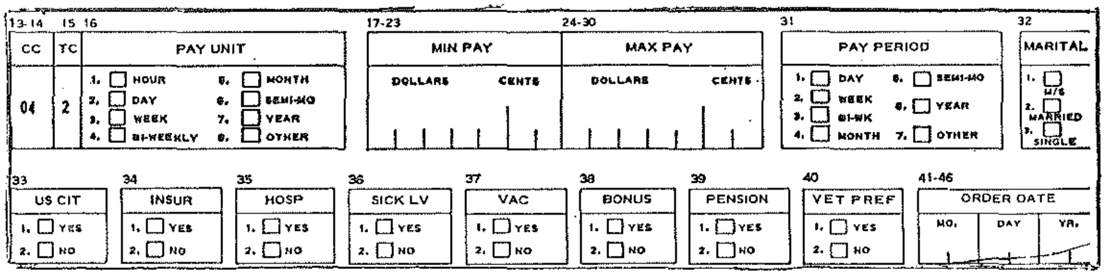
Check M/S if marital status is not specified; or if the requirement of married or single is not bona fide; otherwise, check the one appropriate box.

33 U.S. CITIZENSHIP

If U.S. citizenship is a requirement for the job, check Yes; if not, check No.

34 INSURANCE

If the job is covered by insurance benefits, check Yes; if not, check No. (This item does not refer to Workmen's Compensation paid by the employer). If an explanation is needed, explain in TEXT.



13-14	15	16	17-23	24-30	31	32
CC	TC	PAY UNIT	MIN PAY	MAX PAY	PAY PERIOD	MARITAL
04	2	1. ☐ HOUR 2. ☐ DAY 3. ☐ WEEK 4. ☐ BI-WEEKLY 5. ☐ MONTH 6. ☐ SEMI-MO 7. ☐ YEAR 8. ☐ OTHER	DOLLARS CENTS	DOLLARS CENTS	1. ☐ DAY 2. ☐ WEEK 3. ☐ BI-WK 4. ☐ MONTH 5. ☐ SEMI-MO 6. ☐ YEAR 7. ☐ OTHER	1. ☐ M/S 2. ☐ MARRIED 3. ☐ SINGLE

33	34	35	36	37	38	39	40	41-46
US CIT	INSUR	HOSP	SICK LV	VAC	BONUS	PENSION	VET PREF	ORDER DATE
1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	MO. DAY YR.

Columns

35 HOSPITALIZATION

If the job is covered by hospitalization benefits, check Yes; if not, check No. If an explanation is needed, explain in TEXT.

36 SICK LEAVE

If the job is covered by sick leave benefits, check Yes; if not, check No. If an explanation is needed, explain in TEXT.

37 VACATION

If the job is covered by vacation benefits, check Yes; if not, check No. If explanation is needed, enter in TEXT.

38 BONUS

If the job is covered by bonus benefits, check Yes; if not, check No. If explanation is needed, enter in TEXT.

39 PENSION PLAN

If the job is covered by a pension plan, check Yes; if not, check No. If explanation is needed, enter in TEXT.

40 VETERAN PREFERENCE

If the employer prefers to hire a Veteran, but would consider other qualified applicants, check Yes, if not, check No.

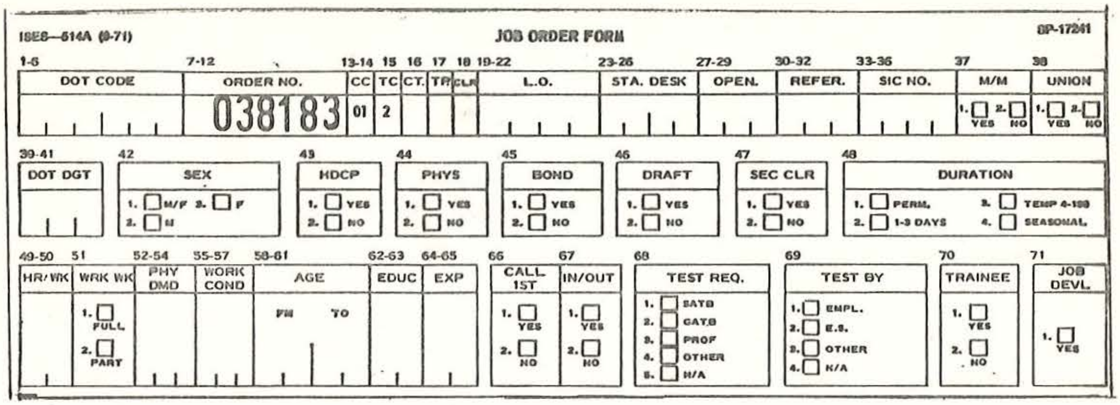
41-46 ORDER DATE

Enter the date the order was taken. Use a 6-digit number.

Example: Job Order received November 3, 1971, e.g.

1 1	0 3	7 1

CARD 1



ISES—514A (9-71) **JOB ORDER FORM** SP-17241

1-6	7-12	13-14	15	16	17	18	19-22	23-26	27-29	30-32	33-36	37	38
DOT CODE	ORDER NO.	CC	TC	CT.	TR	CLR	L.O.	STA. DESK	OPEN.	REFER.	SIC NO.	M/M	UNION
	038183	01	2									1.☐ YES 2.☐ NO	1.☐ YES 2.☐ NO

39-41	42	43	44	45	46	47	48	
DOT DGT	SEX	HDCP	PHYS	BOND	DRAFT	SEC CLR	DURATION	
	1. ☐ M/F 3. ☐ F 2. ☐ M	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ PERM. 2. ☐ 1-3 DAYS	3. ☐ TEMP 4-180 4. ☐ SEASONAL

49-50	51	52-54	55-57	58-61	62-63	64-65	66	67	68	69	70	71
HR/WK	WRK WK	PHY DMD	WORK COND	AGE	EDUC	EXP	CALL 1ST	IN/OUT	TEST REQ.	TEST BY	TRAINEE	JOB DEVL.
	1. ☐ FULL 2. ☐ PART			FM TO			1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ SATB 2. ☐ GATB 3. ☐ PROF 4. ☐ OTHER 5. ☐ N/A	1. ☐ EMPL. 2. ☐ E.S. 3. ☐ OTHER 4. ☐ N/A	1. ☐ YES 2. ☐ NO	1. ☐ YES

Columns

1-6 DOT CODE

Enter 6-digit code. Begin at left-most space.

If you are recording a 9-digit DOT code, enter the last 3 digits on the 2nd line directly below in the block entitled DOT DGT.

7-12 ORDER NUMBER (Pre-printed)

Each ISES-514A-B Job Order form will have a job order number pre-printed on the form.

13-14 CARD CODE (CC) (Pre-printed)

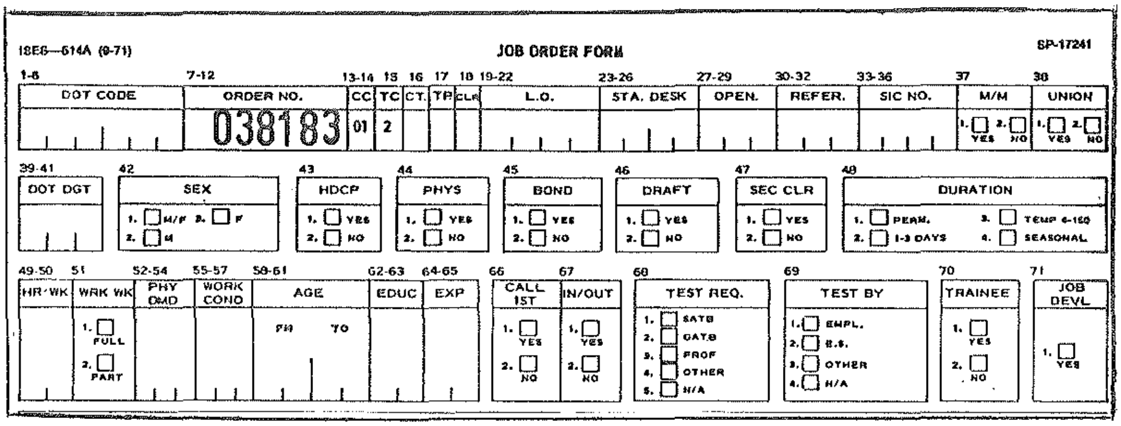
15 TRANSACTION CODE (TC) (Pre-printed)

16 CATEGORY OF ORDER

Enter the one character identifying the class of opening from the following table:

VALID COMBINATIONS:
(Using Type of Order--See Col. 17)

I. Other Than Special or Training Openings		
A. Regular (other than Domestic)	A1	A2
B. Domestic (not casual)	B1	B2
II. Special Class of Openings		
C. Apprenticeship	C1	C2
D. NAB-JOBS Contract Regular	D1	D2



18EG—614A (9-71) **JOB ORDER FORM** SP-17241

1-6	7-12	13-14	15	16	17	18	19-22	23-26	27-29	30-32	33-36	37	38
DOT CODE	ORDER NO.	CC	TC	CT.	TP	CLR	L.O.	STA. DESK	OPEN.	REFER.	SIC NO.	M/M	UNION
	038183	01	2									1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO

39-41	42	43	44	45	46	47	48
DOT DGT	SEX	HDCP	PHYS	BOND	DRAFT	SEC CLR	DURATION
	1. ☐ M/F 3. ☐ F 2. ☐ M	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ PERM. 3. ☐ TEMP 4-150 2. ☐ 1-3 DAYS 4. ☐ SEASONAL

49-50	51	52-54	55-57	58-61	62-63	64-65	66	67	68	69	70	71
HR/WK	WRK WK	PHY DMD	WORK COND	AGE	EDUC	EXP	CALL 1ST	IN/OUT	TEST REQ.	TEST BY	TRAINEE	JOB DEVL
	1. ☐ FULL 2. ☐ PART			FM TO			1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ SATB 2. ☐ GATB 3. ☐ PROF 4. ☐ OTHER 5. ☐ N/A	1. ☐ EMPL. 2. ☐ E.S. 3. ☐ OTHER 4. ☐ N/A	1. ☐ YES 2. ☐ NO	1. ☐ YES

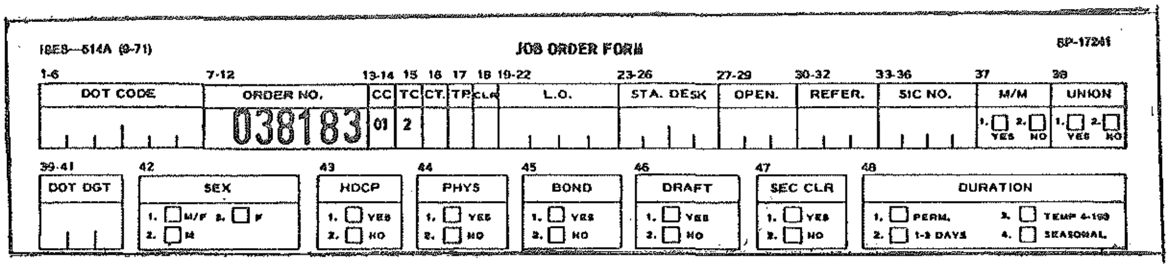
E.	NAB-JOBS Summer Youth	E1	E2
F.	NAB-JOBS Non-Contract	F1	F2
V.	WIN/OJT	V1	V2
W.	PSC	W1	W2
X.	JOP	X1	X2
Y.	EEA/PEP	Y1	Y2
Z.	Other Special Class	Z1	Z2

PSEA-WIN Public Service Employment Areas

1.	Law Enforcement	11	12
2.	Education	21	22
3.	Public Works and Transportation	31	32
4.	Health and Hospitals	41	42
5.	Environmental Quality	51	52
6.	Fire Protection	61	62
7.	Parks and Recreation	71	72
8.	Social Services	81	82
9.	Other Public Services	91	92

III. Training Openings

G.	MDTA, Institutional	G3
H.	MDTA, OJT	H3
I.	NYC, School	I3
J.	NYC, Out of School	J3
K.	WIN	K3
L.	CEP	L3
M.	Job Corps	M3
N.	Voc. Rehab.	N3
O.	Operation Mainstream	O3
Q.	Project Transition	Q3
R.	Other Manpower Training Programs	R3
S.	NYC Summer	S3
T.	NYC 2	T3



IBES—514A (9-71) **JOB ORDER FORM** SP-17241

1-6	7-12	13-14	15	16	17	18	19-22	23-26	27-29	30-32	33-36	37	38
DOT CODE	ORDER NO.	CC	TC	CT.	TP	CLR	L.O.	STA. DESK	OPEN.	REFER.	SIC NO.	M/M	UNION
	038183	01	2									1. ☐ 2. ☐ YES NO	1. ☐ 2. ☐ YES NO

39-41	42	43	44	45	46	47	48
DOT DGT	SEX	HDCP	PHYS	BOND	DRAFT	SEC CLR	DURATION
	1. ☐ M/F 3. ☐ F 2. ☐ M	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ PERM. 3. ☐ TEMP 4-150 2. ☐ 1-3 DAYS 4. ☐ SEASONAL

Columns

17 TYPE OF ORDER

Enter the one-digit code below which indicates the type of order:

1. Non-Agricultural
2. Agricultural (SIC Codes 01-07 only)
3. Training Program Opportunity

18 CLEARANCE ORDER

Enter the appropriate one-digit code below if the job order is a clearance order. Leave it blank if it is not a clearance order.

1. Clearance, Order-Holding
2. Clearance, Intra-State Applicant-Holding
3. Clearance, Inter-State Applicant-Holding

See Chapter II--Clearance (Inter-Area Placement)

19-22 LOCAL OFFICE NUMBER

Enter the 4-digit local office number.

23-26 STATION-DESK

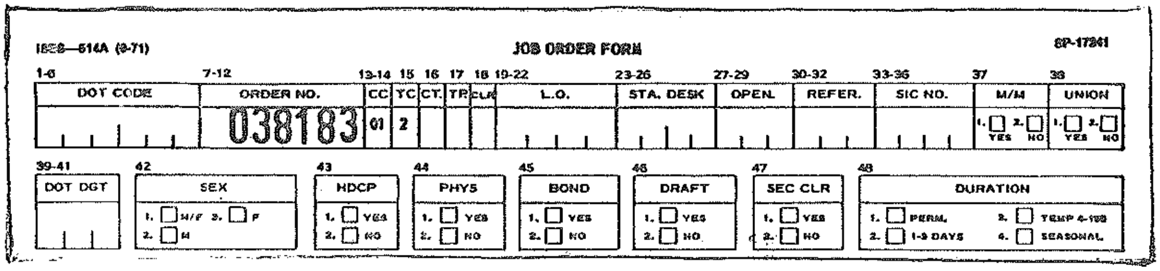
Enter your 4-digit personnel number (or assigned number). If the Job Order is one taken by cooperative agency personnel (not E.S.) enter the letters "CA" as the last two characters. For further identification, use "01CA", or "02CA", etc.

27-29 NUMBER OF OPENINGS

Enter a 3-digit number to indicate the number of openings.

Example:		
	One opening..................	001
	Two openings.................	012
	One hundred openings.........	100

If the number of openings on the order exceeds 999, write an additional order for balance of openings.



IESC—614A (9-71) **JOB ORDER FORM** SP-17241

1-6	7-12	13-14	15	16	17	18	19-22	23-26	27-29	30-32	33-36	37	38
DOT CODE	ORDER NO.	CC	YC	CT.	TR	CLR	L.O.	STA. DESK	OPEN.	REFER.	SIC NO.	M/M	UNION
	038183	01	2									1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO

39-41	42	43	44	45	46	47	48
DOT DGT	SEX	HDCP	PHYS	BOND	DRAFT	SEC CLR	DURATION
	1. ☐ M/F 3. ☐ F 2. ☐ M	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ PERM. 3. ☐ TEMP 4-150 2. ☐ 1-3 DAYS 4. ☐ SEASONAL

Columns

30-32 NUMBER OF REFERRALS

Enter a 3-digit number to indicate the number of referrals allowed on the order.

Example:	
Three referrals	003
Twelve referrals	012
One hundred referrals	100

NOTE: If the employer does not specify, enter a realistic number of referrals to allow on the order. A three-to-one ratio is often used.

*33-36 STANDARD INDUSTRIAL CODE (SIC)

Enter the four digits of the industrial code.

37 MAJOR MARKET

If the employer is a major market employer, check Yes. If not, check No.

38 UNION

If applicant must join union, check Yes, if not, check No.

Iowa has a Right-to-Work Law, so Iowa offices will always check No. If an explanation is required, enter in Job Summary (TEXT).

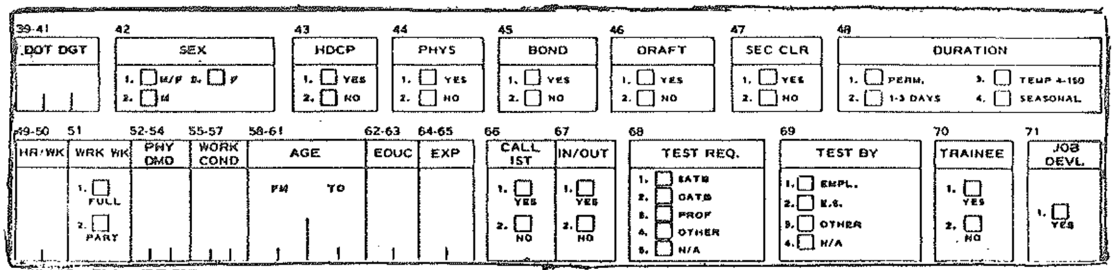
39-41 DOT DGT

Leave blank if columns 1-6 is a 6-digit DOT code.

If columns 1-6 is a 9-digit DOT code, enter the last three (3) digits of the nine (9) digit code in DOT DGT.

42 SEX

Check M/F is sex is not specified, or if the male or female requirement is not bona fide. If male is specified as a bona fide requirement, check M; if female is specified and is bona fide, check F. If bona fide, explain in Job Summary (TEXT).



39-41 DOT DGT	42 SEX	43 HDCP	44 PHYS	45 BOND	46 DRAFT	47 SEC CLR	48 DURATION
	1. ☐ M/F 3. ☐ F 2. ☐ M	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ PERM. 3. ☐ TEMP 4-150 2. ☐ 1-3 DAYS 4. ☐ SEASONAL

49-50 HR/WK	51 WRK WK	52-54 PHY DMD	55-57 WORK COND	58-61 AGE	62-63 EDUC	64-65 EXP	66 CALL 1ST	67 IN/OUT	68 TEST REQ.	69 TEST BY	70 TRAINEE	71 JOB DEVL.
	1. ☐ FULL 2. ☐ PART			FM TO			1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ SATB 2. ☐ GATB 3. ☐ PROF 4. ☐ OTHER 5. ☐ N/A	1. ☐ EMPL. 2. ☐ E.S. 3. ☐ OTHER 4. ☐ N/A	1. ☐ YES 2. ☐ NO	1. ☐ YES

Columns

43 HANDICAPPED

Leave blank. A request for referral of handicapped applicants by the employer should be entered in the Job Summary section.

44 PHYSICAL

If a physical examination is required, check Yes; if it is not required, check No.

45 BOND

If the employer requires the applicant to be bonded, check Yes; if he does not, check No.

46 DRAFT

If the applicant must be draft-exempt, check Yes; if not, check No.

47 SECURITY CLEARANCE

If security clearance is required, check Yes; if not, check No.

48 DURATION

Check the one appropriate box.

1. Permanent
2. Temporary 1-3 days
3. Temporary 4-150 days
4. Seasonal 1-150 days

49-50 HOURS WORKED PER WEEK

Enter the number of hours worked per week.
Use two (2) digit numbers.

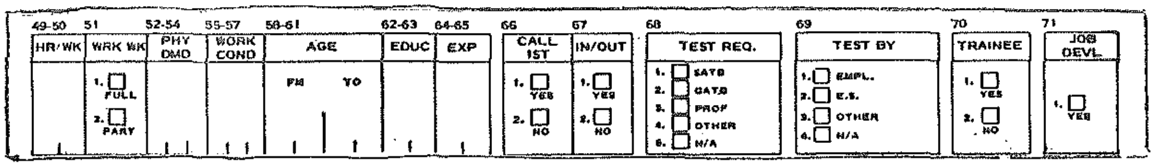
Examples: 9 hours per week............ 0 9
40 hours per week............ 4 0

If the number of hours is unknown, enter two (2) zeros.

51 WORK WEEK

Check the appropriate box to indicate whether the job opening is a full-time or a part-time job.

If a 35 hour week is normally considered a full-time work week for the employer, check full time.



49-50	51	52-54	55-57	58-61	62-63	64-65	66	67	68	69	70	71
HR/WK	WRK WK	PHY DMD	WORK COND	AGE	EDUC	EXP	CALL 1ST	IN/OUT	TEST REQ.	TEST BY	TRAINEE	JOB DEVL.
	1. ☐ FULL 2. ☐ PART			FM TO			1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ SATB 2. ☐ GATB 3. ☐ PROF 4. ☐ OTHER 5. ☐ N/A	1. ☐ EMPL. 2. ☐ E.S. 3. ☐ OTHER 4. ☐ N/A	1. ☐ YES 2. ☐ NO	1. ☐ YES

Columns

52-54 PHYSICAL DEMANDS

Use the code table below to describe significant physical demands of the job.

Physical Demands	Maximum Lift	Frequent Lift-Carry
1. Sedentary	10 pounds	----------
2. Light	20 pounds	Up to 10 pounds
3. Medium	50 pounds	Up to 20 pounds
4. Heavy	100 pounds	Up to 50 pounds
5. Very Heavy	No limit	No limit
6. Climb and Balance	--------	---------------
7. Stoop, Kneel, Crouch, Crawl	--------	---------------
8. Reach, Handle, Finger, Feel	--------	---------------
9. Talk and Hear	--------	---------------
*10. See, Color Vision, Depth Perception	--------	---------------

*Enter the number ten (10) using this symbol Ø

You may enter up to three (3) valid codes. Always enter the most significant code first. If not self-explanatory, explain in Job Summary (TEXT) portion of Job Order.

If only one code applies, enter as follows:

9		

Leave last two spaces blank.

If only two codes apply, enter:

9	2	

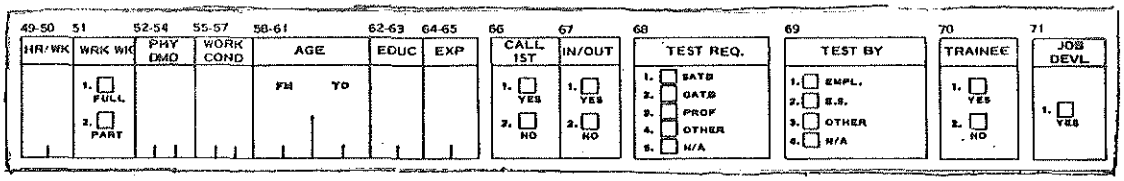
Leave last space blank

If three codes apply, enter:

9	2	3

If more than three significant physical demands, explain in Job Summary (TEXT) portion of the Job Order.

Definitions for the above codes are given in DOT II, Appendix B.



49-50 HR/WK	51 WRK WK	52-54 PHY DMD	55-57 WORK COND	58-61 AGE	62-63 EDUC	64-65 EXP	66 CALL 1ST	67 IN/OUT	68 TEST REQ.	69 TEST BY	70 TRAINEE	71 JOB DEVL
	1. ☐ FULL 2. ☐ PART			FM TO			1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ SATB 2. ☐ GATB 3. ☐ PROF 4. ☐ OTHER 5. ☐ N/A	1. ☐ EMPL. 2. ☐ E.S. 3. ☐ OTHER 4. ☐ N/A	1. ☐ YES 2. ☐ NO	1. ☐ YES

55-57 WORKING CONDITIONS

Use the code table below to describe significant working conditions of the job.

Working Conditions

1. Inside (75% or more)
2. Outside (75% or more)
3. Both (Do not count travel time)
4. Cold plus temperature changes
5. Hot plus temperature changes
6. Wet and humid
7. Noise and vibration
8. Hazards (mechanical, electrical, high places, burns, etc.)
9. Fumes, odors, dust, poor ventilation, toxic conditions

You may enter up to three (3) valid codes. Always enter the most significant code first. If not self-explanatory, explain in Job Summary (TEXT) portion of the Job Order form.

If more than three (3) codes apply, explain in Job Summary (TEXT) portion of the Job Order form.

If only one code applies, enter as follows:

9		

Leave last two spaces blank

If only two codes apply, enter as follows:

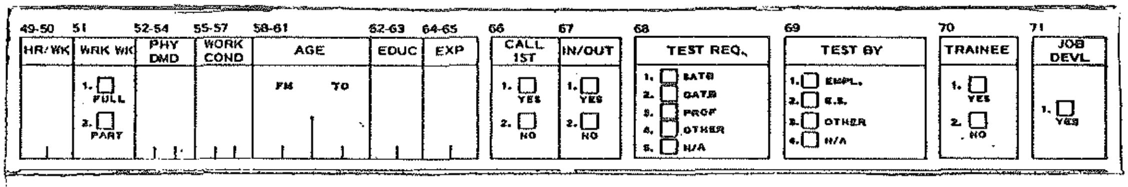
9	2	

Leave last space blank

If three codes apply, enter as follows:

9	2	3

Definitions for the above codes are given in DOT II, Appendix B.



49-50	51	52-54	55-57	58-61	62-63	64-65	66	67	68	69	70	71
HR/WK	WRK WK	PHY DMD	WORK COND	AGE	EDUC	EXP	CALL 1ST	IN/OUT	TEST REQ.	TEST BY	TRAINEE	JOB DEVL
	1. ☐ FULL 2. ☐ PART			FM TO			1. ☐ YES 2. ☐ NO	1. ☐ YES 2. ☐ NO	1. ☐ SATB 2. ☐ GATB 3. ☐ PROF 4. ☐ OTHER 5. ☐ N/A	1. ☐ EMPL. 2. ☐ E.S. 3. ☐ OTHER 4. ☐ N/A	1. ☐ YES 2. ☐ NO	1. ☐ YES

Columns

58-61 AGE

If minimum age is specified, enter under FM (if legal under State and Federal Child Welfare Laws).

If maximum age is specified, enter under TO (if bona fide under Age Discrimination Act).

If age is not specified, enter two zeros (00) under FM. Leave TO blank if maximum age not specified.

62-63 EDUCATION

Enter code below to indicate educational requirements of the Job Order:

00.....Not applicable
RW.....Read/Write Only
01-12..Grade Completed
    Enter 12 for High School graduate or GED
    Enter 16 for Bachelor's Degree
    Enter 17 for Master's Degree
    Enter 19 for Doctorate

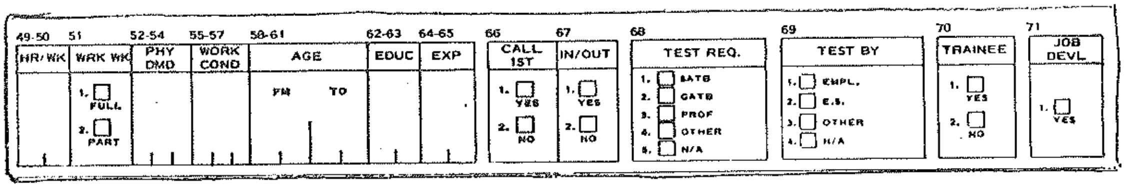
64-65 EXPERIENCE

Enter the number of months of experience required. Use two (2) digit numbers. If number of months is over 99, use 99 and explain in Job Summary (TEXT) portion of the Job Order.

Enter 00 if no experience is required.

66 CALL FIRST

If the employer requests that a telephone call be made before the applicant is referred, check Yes; if not, check No.



49-50	51	52-54	55-57	58-61	62-63	64-65	66	67	68	69	70	71
HR/WK	WRK WK	PHY DMD	WORK COND	AGE	EDUC	EXP	CALL 1ST	IN/OUT	TEST REQ.	TEST BY	TRAINEE	JOB DEVL
	1.☐ FULL 2.☐ PART			FM TO			1.☐ YES 2.☐ NO	1.☐ YES 2.☐ NO	1.☐ SATB 2.☐ GATB 3.☐ PROF 4.☐ OTHER 5.☐ N/A	1.☐ EMPL. 2.☐ E.S. 3.☐ OTHER 4.☐ N/A	1.☐ YES 2.☐ NO	1.☐ YES

Columns

67 IN/OUT SAME DAY

If all openings on the order are to be filled and verified the same day the order is received, check Yes; otherwise check No.

NOTE: A job development order and referral is never reported until the applicant is hired and went to work; therefore, the job order, referral, and placement will all be reported on the same day. As you will not want the job order to appear on the fiche, In/Out on a Job Development order should always be checked Yes.

68 TEST REQUIRED

Check the appropriate box.
If no test is required, check NA (not applicable)

69 TEST BY

Check the appropriate box.
If OTHER is checked, explain in TEXT portion of the job order.
If no test is required, check NA (not applicable)

70 TRAINEE

If the employer has indicated he will accept a trainee, check Yes; if not, check No.

71 JOB DEVELOPMENT

Check the box if the job order is a Job Development order. A Job Development order cannot be reported until it is verified as a placement.

If the applicant is hired and went to work, the placement interviewer will write up the job order on an ISES-514A-B, Job Order form, identifying the order as an In/Out and Job Development order. (See Job Development--Page 5)

NOTE: Job Development contacts for the applicant are reportable in ESARS and must have been reported prior to or at the same time the Job Development order is reported into Job Bank.

JOB BANK SHORT ORDER FORM ISES-515

Many Job Bank orders are submitted for statistical pick-up only; that is, the orders are in a placed or filled status when submitted and will never appear on the Job Bank Open Book.

Most of these orders are spot labor, casual orders, domestic day work orders, or reports of Job Development referral and placement.

The ISES-515 is designed to submit required ESARS order and referral data with a minimum of data recording and keytaping; it should be used whenever complete order information...such as Summary, Employer Address, and Whom To See, etc., is not required.

The full order should be written on an ISES-514A-B:

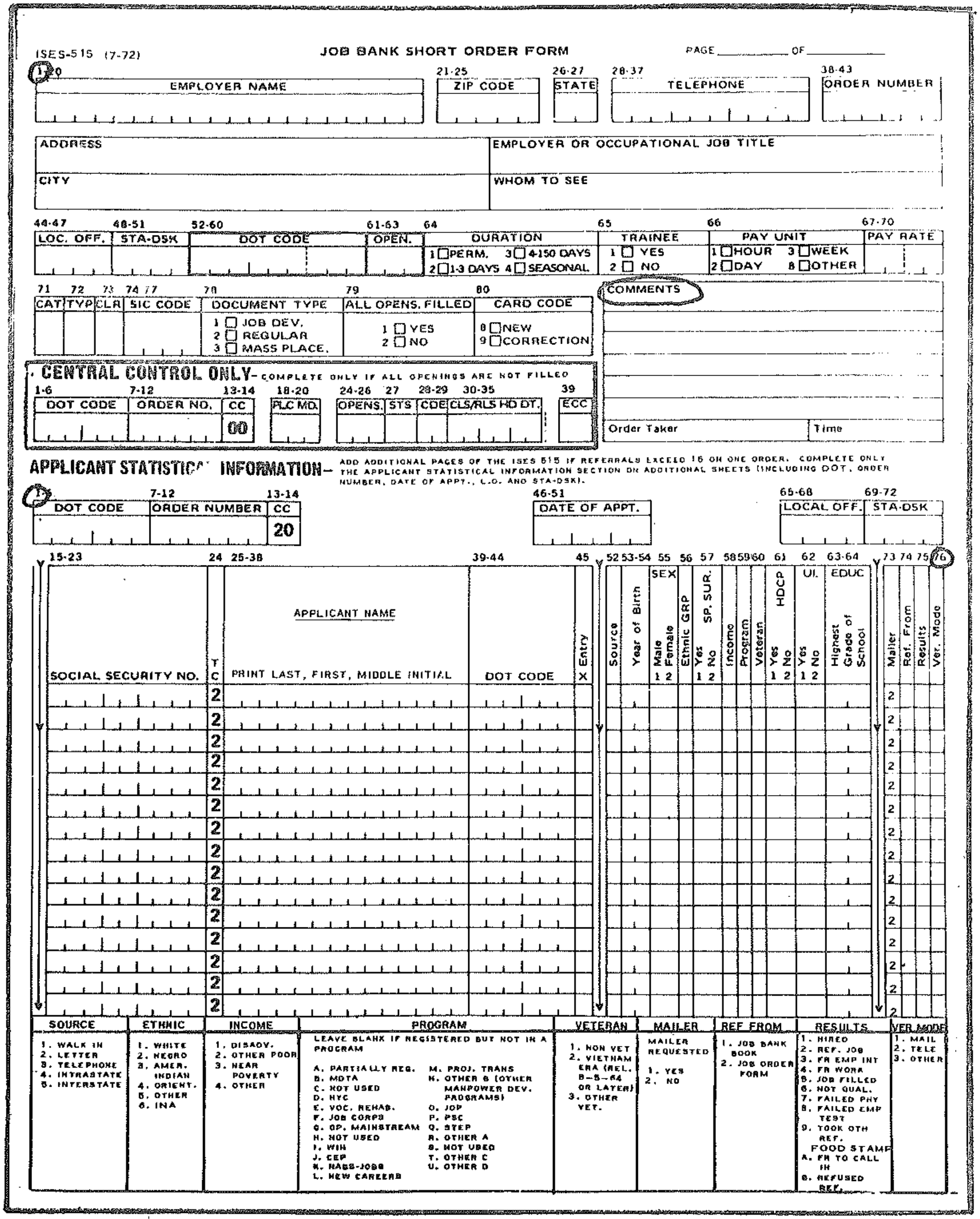
1. If Results of Referral are not complete for all referrals made.
2. If referrals will continue to be made against the order.
3. If order openings do not equal the number of "1" hire results.
4. If more than one STA-DSK makes referrals on the order.

The forms are prepared in pads of 50 forms. Carbons may be made, but the original should be sent to Central Control for editing and keytaping.

The form is divided into three sections:

1. The top half is used to record order information.
2. Central Control personnel will use the information within the heavy black lines to adjust orders if necessary.
3. The bottom half of the form titled "Applicant Statistical Information" is used to enter referrals and placements against the order. The information is identical to that on a 508A except that up to 15 referrals may be listed. All referrals must be made on the same day by the same person. Referral results must be complete when the ISES-515 is submitted.

The form may be adjusted after it enters the system only through Central Control.



ISES-515 (7-72)

JOB BANK SHORT ORDER FORM

PAGE ________ OF ________

1-20	21-25	26-27	28-37	38-43
EMPLOYER NAME	ZIP CODE	STATE	TELEPHONE	ORDER NUMBER

ADDRESS	EMPLOYER OR OCCUPATIONAL JOB TITLE
CITY	WHOM TO SEE

44-47	48-51	52-60	61-63	64	65	66	67-70
LOC. OFF.	STA-DSK	DOT CODE	OPEN.	DURATION	TRAINEE	PAY UNIT	PAY RATE
				1☐PERM. 3☐4-150 DAYS 2☐1-3 DAYS 4☐SEASONAL	1 ☐ YES 2 ☐ NO	1☐HOUR 3☐WEEK 2☐DAY 8☐OTHER	

71	72	73	74-77	78	79	80
CAT	TYP	CLR	SIC CODE	DOCUMENT TYPE	ALL OPENS. FILLED	CARD CODE
				1 ☐ JOB DEV. 2 ☐ REGULAR 3 ☐ MASS PLACE.	1 ☐ YES 2 ☐ NO	8☐NEW 9☐CORRECTION

COMMENTS

Order Taker ________ Time ________

CENTRAL CONTROL ONLY- COMPLETE ONLY IF ALL OPENINGS ARE NOT FILLED

1-6	7-12	13-14	18-20	24-26	27	28-29	30-35	39
DOT CODE	ORDER NO.	CC	PLC MD.	OPENS.	STS	CDE	CLS/RLS HD DT.	ECC
		00						

APPLICANT STATISTICAL INFORMATION- ADD ADDITIONAL PAGES OF THE ISES 515 IF REFERRALS EXCEED 16 ON ONE ORDER. COMPLETE ONLY THE APPLICANT STATISTICAL INFORMATION SECTION ON ADDITIONAL SHEETS (INCLUDING DOT, ORDER NUMBER, DATE OF APPT., L.O. AND STA-DSK).

1-6	7-12	13-14	46-51	65-68	69-72
DOT CODE	ORDER NUMBER	CC	DATE OF APPT.	LOCAL OFF.	STA-DSK
		20			

15-23 SOCIAL SECURITY NO.	24 TC	25-38 APPLICANT NAME PRINT LAST, FIRST, MIDDLE INITIAL	39-44 DOT CODE	45 X Entry	52 Source	53-54 Year of Birth	55 SEX Male 1 Female 2	56 Ethnic GRP	57 SP. SUR. Yes 1 No 2	58 Income	59 Program	60 Veteran	61 HDCP Yes 1 No 2	62 UI. Yes 1 No 2	63-64 EDUC Highest Grade of School	73 Mailer	74 Ref. From	75 Results	76 Ver. Mode
	2															2			
	2															2			
	2															2			
	2															2			
	2															2			
	2															2			
	2															2			
	2															2			
	2															2			
	2															2			
	2															2			
	2															2			
	2															2			
	2															2			
	2															2			

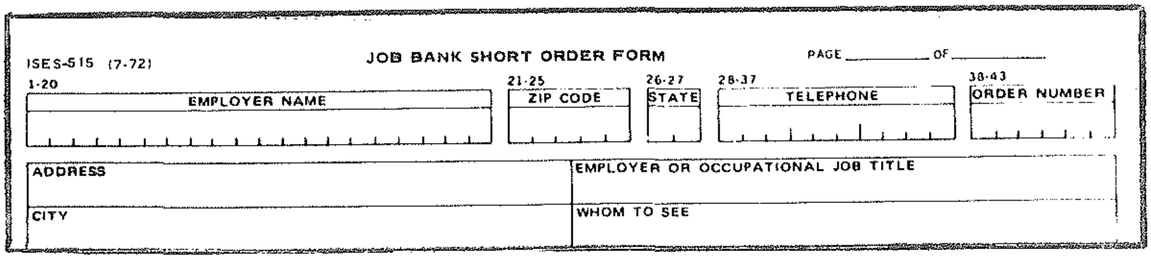
SOURCE	ETHNIC	INCOME	PROGRAM	VETERAN	MAILER	REF FROM	RESULTS	VER MODE
1. WALK IN 2. LETTER 3. TELEPHONE 4. INTRASTATE 5. INTERSTATE	1. WHITE 2. NEGRO 3. AMER. INDIAN 4. ORIENT. 5. OTHER 6. INA	1. DISADV. 2. OTHER POOR 3. NEAR POVERTY 4. OTHER	LEAVE BLANK IF REGISTERED BUT NOT IN A PROGRAM A. PARTIALLY REG. B. MDTA C. NOT USED D. NYC E. VOC. REHAB. F. JOB CORPS G. OP. MAINSTREAM H. NOT USED I. WIN J. CEP K. NABS-JOBS L. NEW CAREERS M. PROJ. TRANS N. OTHER B (OTHER MANPOWER DEV. PROGRAMS) O. JOP P. PSC Q. STEP R. OTHER A S. NOT USED T. OTHER C U. OTHER D	1. NON VET 2. VIETNAM ERA (REL. 8-5-64 OR LATER) 3. OTHER VET.	MAILER REQUESTED 1. YES 2. NO	1. JOB BANK BOOK 2. JOB ORDER FORM	1. HIRED 2. REF. JOB 3. FR EMP INT 4. FR WORK 5. JOB FILLED 6. NOT QUAL. 7. FAILED PHY 8. FAILED EMP TEST 9. TOOK OTH REF. FOOD STAMP A. FR TO CALL IN B. REFUSED REF.	1. MAIL 2. TELE 3. OTHER

Note the three district sections of the ISES-515 Short Order Form. Items 1 through 80 and the "Comments" section contain Employer Information.

Items 1-76 in the Applicant Statistical Information section are used for placement purposes.

The remaining section is used by Central Control.

INSTRUCTIONS FOR COMPLETION OF ISES-515



ISES-515 (7-72) JOB BANK SHORT ORDER FORM PAGE ______ OF ______

1-20 EMPLOYER NAME	21-25 ZIP CODE	26-27 STATE	28-37 TELEPHONE	38-43 ORDER NUMBER

ADDRESS	EMPLOYER OR OCCUPATIONAL JOB TITLE
CITY	WHOM TO SEE

Columns

1-20 EMPLOYER NAME

Beginning in the left-most space, enter the employer's name. Please print clearly, placing letters in the blocked spaces. There are 20 spaces available for the name. If the name must be abbreviated, enter the full name in the "Comments" portion of this form.

21-25 ZIP CODE

Beginning at the left-most space, enter the employer's ZIP CODE in five (5) numeric digits.

26-27 STATE

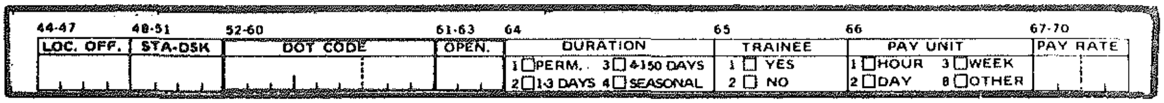
Beginning at the left-most space, enter the two (2) character employer state abbreviation. Refer to Appendix B for Abbreviations.

28-37 TELEPHONE

Beginning in the left-most space, enter the three (3) digit area code, followed by a seven (7) digit telephone number. Enter only numeric digits.

ADDRESS, CITY EMPLOYER OR OCCUPATIONAL JOB TITLE AND WHOM TO SEE

These items are not keypunched or keytaped. Enter the data for reference or information only.



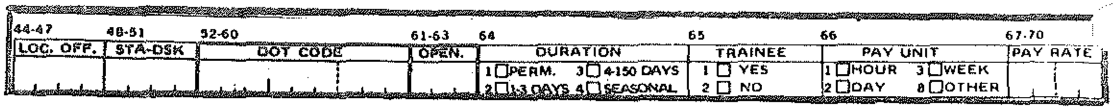
44-47	48-51	52-60	61-63	64	65	66	67-70
LOC. OFF.	STA-DSK	DOT CODE	OPEN.	DURATION	TRAINEE	PAY UNIT	PAY RATE
				1☐PERM. 3☐4-150 DAYS 2☐1-3 DAYS 4☐SEASONAL	1☐ YES 2☐ NO	1☐HOUR 3☐WEEK 2☐DAY 8☐OTHER	

61-63 OPENINGS

Beginning in the left-most space, enter in three (3) digits the number of openings for this order. Use numeric characters only and insert leading zeroes.

INSTRUCTIONS FOR COMPLETION OF ISES-515 (Continued)

Column



44-47	48-51	52-60	61-63	64	65	66	67-70
LOC. OFF.	STA-DSK	DOT CODE	OPEN.	DURATION	TRAINEE	PAY UNIT	PAY RATE
				1☐PERM. 3☐4-150 DAYS 2☐1-3 DAYS 4☐SEASONAL	1 ☐ YES 2 ☐ NO	1☐HOUR 3☐WEEK 2☐DAY 8☐OTHER	

64 DURATION

Check the appropriate box.

1 Permanent
2 Temporary 1-3 Days
3 Temporary 4-150 Days
4 Seasonal

65 TRAINEE

Check "1 Yes" if the employer will accept a trainee; if not, check "2 No".

66 PAY UNIT

Check the one appropriate box, indicating the pay rate unit of time. Convert bi-weekly, monthly, semi-monthly, or yearly rates to codes 1, 2 or 3.

1 Hour	3 Week
2 Day	8 Other

NOTE: If the proposed earnings on the job will be substantially influenced by commissions or gratuities, or if pay is by piece rate, mark "8 Other".

67-70 PAY RATE

Enter the minimum pay rate corresponding to the pay unit in dollars and cents.

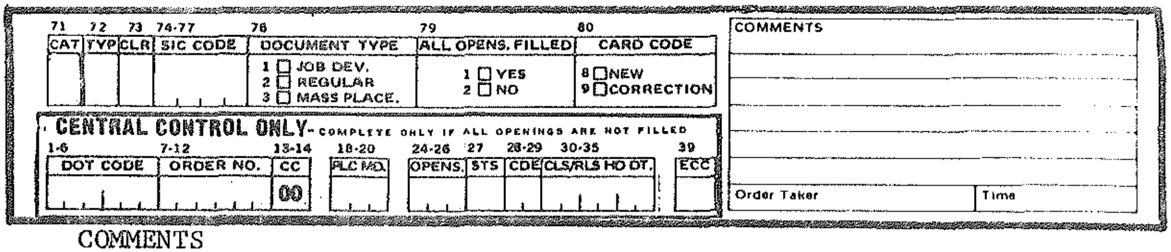
Example 1. If the minimum pay rate is $2.00 per hour, enter in the form

0	2	0	0

Example 2. If the minimum pay rate is $15.00 per day, enter in the form

1	5	0	0

INSTRUCTIONS FOR COMPLETION OF ISES-515 (Continued)



71	72	73	74-77	78	79	80
CAT	TYP	CLR	SIC CODE	DOCUMENT TYPE	ALL OPENS. FILLED	CARD CODE
				1 ☐ JOB DEV. 2 ☐ REGULAR 3 ☐ MASS PLACE.	1 ☐ YES 2 ☐ NO	8 ☐ NEW 9 ☐ CORRECTION

CENTRAL CONTROL ONLY- COMPLETE ONLY IF ALL OPENINGS ARE NOT FILLED

1-6	7-12	13-14	18-20	24-26	27	28-29	30-35	39
DOT CODE	ORDER NO.	CC	PLC MO.	OPENS.	STS	CDE	CLS/RLS HO DT.	ECC
		00						

COMMENTS

Order Taker

Time

COMMENTS

Enter any information relating to the job order, including the name of the order taker and the time it was taken. This information is not keypunched or keytaped.

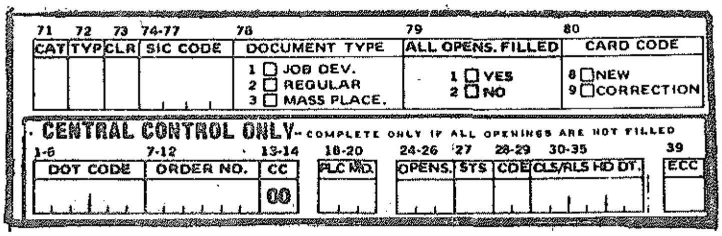
THE FOLLOWING INFORMATION WOULD PROBABLY BE COMPLETED AFTER YOU HAVE CONCLUDED YOUR INTERVIEW WITH THE EMPLOYER.

Column

• 71 CATEGORY OF ORDER

		Valid Combinations with Order Type	
I.	Other Than Special or Training Openings		
A.	Regular (other than Domestic)	A1	A2
B.	Domestic (not casual)	B1	B2
II.	Special Class of Openings		
C.	Apprenticeship	C1	C2
D.	NAB-JOBS Contract Regular	D1	D2
E.	NAB-JOBS Summer Youth	E1	E2
F.	NAB-JOBS Non-Contract	F1	F2
V.	WIN/OJT	V1	V2
W.	PSC	W1	W2
X.	JOP	X1	X2
Y.	EEA/PEP	Y1	Y2
Z.	Other Special Class	Z1	Z2
	PSEA-WIN Public Service Employment Areas		
1.	Law Enforcement	11	12
2.	Education	21	22
3.	Public Works & Transportation	31	32
4.	Health & Hospitals	41	42
5.	Environmental Quality	51	52
6.	Fire Protection	61	62
7.	Parks & Recreation	71	72
8.	Social Services	81	82
9.	Other Public Services	91	92
III.	Training Openings		
G.	MDTA, Institutional	G3	
H.	MDTA, OJT	H3	
I.	NYC, School	I3	
J.	NYC, Out of School	J3	
K.	WIN	K3	
L.	CEP	L3	
M.	Job Corps	M3	
N.	Voc. Rehab.	N3	
O.	Operation Mainstream	O3	
Q.	Project Transition	Q3	
R.	Other Manpower Training Programs	R3	
S.	NYC Summer	S3	
T.	NYC 2	T3	

INSTRUCTIONS FOR COMPLETION OF ISES-515 (Continued)



71	72	73	74-77	78	79	80
CAT	TYP	CLR	SIC CODE	DOCUMENT TYPE	ALL OPENS. FILLED	CARD CODE
				1 ☐ JOB DEV. 2 ☐ REGULAR 3 ☐ MASS PLACE.	1 ☐ YES 2 ☐ NO	8 ☐ NEW 9 ☐ CORRECTION

CENTRAL CONTROL ONLY – COMPLETE ONLY IF ALL OPENINGS ARE NOT FILLED

1-6	7-12	13-14	18-20	24-26	27	28-29	30-35	39
DOT CODE	ORDER NO.	CC	PLC MO.	OPENS.	STS	CDE	CLS/RLS HD DT.	ECC
		00						

Columns

72 TYPE OF ORDER

Enter the one-digit code below which indicates the type of order.

1 Nonagricultural
2 Agricultural (SIC Codes 01-07 Only)
3 Training Program Opportunity

73 CLEARANCE ORDER

Enter the appropriate one-digit code if the order is a clearance order.

1 Clearance, order-holding
2 Clearance intrastate applicant-holding
3 Clearance interstate applicant-holding

74-77 STANDARD INDUSTRIAL CODE (SIC)

Enter the four digits of the Standard Industrial Code

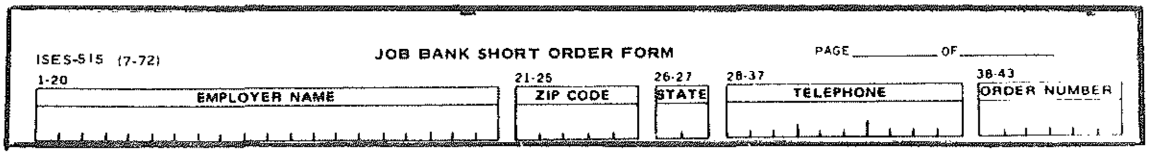
78 DOCUMENT TYPE

Check one appropriate box.

1 Job Development
2 Regular Order
3 Mass Placement Order

80 CARD CODE

Check "8 New" for new orders. To adjust or change information on the order after the order has been submitted, call the change into Central Control. They will prepare an ISES-515 and check the "9 Correction" block. Note the DOT, Order Number, and Openings may not be changed using the correction block.



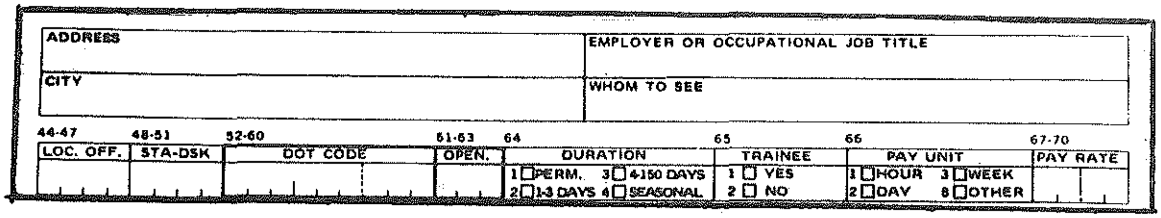
ISES-515 (7-72) JOB BANK SHORT ORDER FORM PAGE ______ OF ______

1-20	21-25	26-27	28-37	38-43
EMPLOYER NAME	ZIP CODE	STATE	TELEPHONE	ORDER NUMBER

Columns

38-43 ORDER NUMBER

Obtain this number from a valid blank ISES-514A-B. Enter the number exactly as preprinted and then destroy both copies of the ISES-514A-B.



ADDRESS	EMPLOYER OR OCCUPATIONAL JOB TITLE
CITY	WHOM TO SEE

44-47	48-51	52-60	61-63	64	65	66	67-70
LOC. OFF.	STA-DSK	DOT CODE	OPEN.	DURATION	TRAINEE	PAY UNIT	PAY RATE
				1☐PERM. 3☐4-150 DAYS 2☐1-3 DAYS 4☐SEASONAL	1☐ YES 2☐ NO	1☐HOUR 3☐WEEK 2☐DAY 8☐OTHER	

44-47 LOCAL OFFICE

Enter the four (4) digit number assigned to the local office where the order is written.

48-51 STATION-DESK

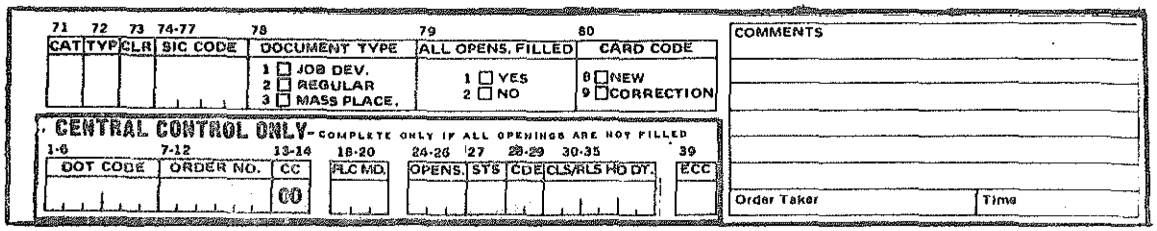
Enter the station and desk numbers or four (4) digit station number assigned to the person (or agency) writing the order.

NOTE: To identify a cooperating agency, enter the characters CA as the last two characters (columns 50-51).

52-60 DOT CODE

This information must be entered on the form. Beginning in the left-most space, enter the appropriate DOT Code. The first six (6) digits must be non-blank and numeric. The last three (3) digits may be numeric for nine (9) digit codes, or may be left blank.

INSTRUCTIONS FOR COMPLETION OF ISES-515



71 CAT	72 TYP	73 CLR	74-77 SIC CODE	78 DOCUMENT TYPE	79 ALL OPENS. FILLED	80 CARD CODE
				1 ☐ JOB DEV. 2 ☐ REGULAR 3 ☐ MASS PLACE.	1 ☐ YES 2 ☐ NO	8 ☐ NEW 9 ☐ CORRECTION

CENTRAL CONTROL ONLY - COMPLETE ONLY IF ALL OPENINGS ARE NOT FILLED

1-6 DOT CODE	7-12 ORDER NO.	13-14 CC	18-20 PLC MO.	24-26 OPENS.	27 STS	28-29 CDE	30-35 CLS/RLS HO DT.	39 ECC
		00						

COMMENTS

Order Taker	Time

Columns

79 ALL OPENINGS FILLED

Check "Yes". If you cannot check yes, the order should be written on a regular ISES-514A-B. The number of "1" result codes should equal the order openings.

APPLICANT STATISTICAL INFORMATION

This section is identical to the data and format of the 508A. Refer to Part IV of this Manual for detailed completion instructions.

Remember that all referrals must be made against only one DOT and order number.

All referrals must be given the same date of appointment and must be referred by the same LOCATION-STATION-DESK Number.

Additional sheets of the ISES-515 may be attached if more than 15 referrals are made on the same order. Instructions are included on the form.

Do not use this section if reporting mass placements.

APPENDIX

A - FEDERAL STANDARD 3-DIGIT COUNTY CODES
(Iowa and Surrounding States)

B - TABLE OF STATE ABBREVIATIONS

APPENDIX A

FEDERAL GENERAL STANDARD 3 DIGIT COUNTY CODES

IOWA STATE CODE: 19

COUNTY	CODE	COUNTY	CODE	COUNTY	CODE
Adair	001	Fremont	071	O'Brien	141
Adams	003	Greene	073	Osceola	143
Allamakee	005	Grundy	075	Page	145
Appanoose	007	Guthrie	077	Palo Alto	147
Audubon	009	Hamilton	079	Plymouth	149
Benton	011	Hancock	081	Pocahontas	151
Black Hawk	013	Hardin	083	Polk	153
Boone	015	Harrison	085	Pottawattamie	155
Bremer	017	Henry	087	Poweshiek	157
Buchanan	019	Howard	089	Ringgold	159
Buena Vista	021	Humboldt	091	Sac	161
Butler	023	Ida	093	Scott	163
Calhoun	025	Iowa	095	Shelby	165
Carroll	027	Jackson	097	Sioux	167
Cass	029	Jasper	099	Story	169
Cedar	031	Jefferson	101	Tama	171
Cerro Gordo	033	Johnson	103	Taylor	173
Cherokee	035	Jones	105	Union	175
Chickasaw	037	Keokuk	107	Van Buren	177
Clarke	039	Kossuth	109	Wapello	179
Clay	041	Lee	111	Warren	181
Clayton	043	Linn	113	Washington	183
Clinton	045	Louisa	115	Wayne	185
Crawford	047	Lucas	117	Webster	187
Dallas	049	Lyon	119	Winnebago	189
Davis	051	Madison	121	Winneshiek	191
Decatur	053	Mahaska	123	Woodbury	193
Delaware	055	Marion	125	Worth	195
Des Moines	057	Marshall	127	Wright	197
Dickinson	059	Mills	129		
Dubuque	061	Mitchell	131		
Emmet	063	Monona	133		
Fayette	065	Monroe	135		
Floyd	067	Montgomery	137		
Franklin	069	Muscatine	139		

APPENDIX A--Continued

FEDERAL GENERAL STANDARD 3 DIGIT COUNTY CODES

ILLINOIS STATE CODE: 17

COUNTY	CODE	COUNTY	CODE	COUNTY	CODE
Adams	001	Henderson	071	Ogle	141
Alexander	003	Henry	073	Peoria	143
Bond	005	Iroquois	075	Perry	145
Boone	007	Jackson	077	Piatt	147
Brown	009	Jasper	079	Pike	149
Bureau	011	Jefferson	081	Pope	151
Calhoun	013	Jersey	083	Pulaski	153
Carroll	015	Jo Daviess	085	Putnam	155
Cass	017	Johnson	087	Randolph	157
Champaign	019	Kane	089	Richland	159
Christian	021	Kankakee	091	Rock Island	161
Clark	023	Kendall	093	St. Clair	163
Clay	025	Knox	095	Saline	165
Clinton	027	Lake	097	Sangamon	167
Coles	029	LaSalle	099	Schuyler	169
Cook	031	Lawrence	101	Scott	171
Crawford	033	Lee	103	Shelby	173
Cumberland	035	Livingston	105	Stark	175
DeKalb	037	Logan	107	Stephenson	177
DeWitt	039	McDonough	109	Tazewell	179
Douglas	041	McHenry	111	Union	181
DuPage	043	McLean	113	Vermilion	183
Edgar	045	Macon	115	Wabash	185
Edwards	047	Macoupin	117	Warren	187
Effingham	049	Madison	119	Washington	189
Fayette	051	Marion	121	Wayne	191
Ford	053	Marshall	123	White	193
Franklin	055	Mason	125	Whiteside	195
Fulton	057	Massac	127	Will	197
Gallatin	059	Menard	129	Williamson	199
Greene	061	Mercer	131	Winnebago	201
Grundy	063	Monroe	133	Woodford	203
Hamilton	065	Montgomery	135		
Hancock	067	Morgan	137		
Hardin	069	Moultrie	139		

APPENDIX A--Continued

FEDERAL GENERAL STANDARD 3 DIGIT COUNTY CODES

MINNESOTA STATE CODE: 27

COUNTY	CODE	COUNTY	CODE	COUNTY	CODE
Aitkin	001	Itasca	061	Pope	121
Anoka	003	Jackson	063	Ramsey	123
Becker	005	Kanabec	065	Red Lake	125
Beltrami	007	Kandiyohi	067	Redwood	127
Benton	009	Kittson	069	Renville	129
Big Stone	011	Koochiching	071	Rice	131
Blue Earth	013	Lac Qui Parle	073	Rock	133
Brown	015	Lake	075	Roseau	135
Carlton	017	Lake of the Woods	077	St. Louis	137
Carver	019	Le Sueur	079	Scott	139
Cass	021	Lincoln	081	Sherburne	141
Chippewa	023	Lyon	083	Aibley	143
Chisago	025	McLeod	085	Stearns	145
Clay	027	Mahnomen	087	Steele	147
Clearwater	029	Marshall	089	Stevens	149
Cook	031	Martin	091	Swift	151
Cottonwood	033	Meeker	093	Todd	153
Crow Wing	035	Mille Lacs	095	Traverse	155
Dakota	037	Morrison	097	Wabasha	157
Dodge	039	Mower	099	Wadena	159
Douglas	041	Murray	101	Waseca	161
Faribault	043	Nicollet	103	Washington	163
Fillmore	045	Nobles	105	Watonwan	165
Freeborn	047	Norman	107	Wilkin	167
Goodhue	049	Olmsted	109	Winona	169
Grant	051	Otter Tail	111	Wright	171
Hennepin	053	Pennington	113	Yellow Medicine	173
Houston	055	Pine	115		
Hubbard	057	Pipestone	117		
Isanti	059	Polk	119		

FEDERAL GENERAL STANDARD 3 DIGIT COUNTY CODES

MISSOURI STATE CODE: 29

COUNTY	CODE	COUNTY	CODE	COUNTY	CODE
Adair	001	Buchanan	021	Chariton	041
Andrew	003	Butler	023	Christian	043
Atchison	005	Caldwell	025	Clark	045
Audrain	007	Callaway	027	Clay	047
Barry	009	Camden	029	Clinton	049
Barton	011	Cape Girrardeau	031	Cole	051
Bates	013	Carroll	033	Cooper	053
Benton	015	Carter	035	Crawford	055
Bollinger	017	Cass	037	Dade	057
Boone	019	Cedar	039	Dallas	059
Daviess	061	Macon	121	Ripley	181
De Kalb	063	Madison	123	St. Charles	183
Dent	065	Maries	125	St. Clair	185
Douglas	067	Marion	127	St. Francois	187
Dunklin	069	Mercer	129	St. Louis	189
Franklin	071	Miller	131	Ste Genevieve	193
Gasconade	073	Mississippi	133	Saline	195
Gentry	075	Moniteau	135	Schuyler	197
Greene	077	Monroe	137	Scotland	199
Grundy	079	Montgomery	139	Scott	201
Harrison	081	Morgan	141	Shannon	203
Henry	083	New Madrid	143	Shelby	205
Hickory	085	Newton	145	Stoddard	207
Holt	087	Nodaway	147	Stone	209
Howard	089	Oregon	149	Sullivan	211
Howell	091	Osage	151	Taney	213
Iron	093	Ozark	153	Texas	215
Jackson	095	Pemiscot	155	Vernon	217
Jasper	097	Perry	157	Warren	219
Jefferson	099	Pettis	159	Washington	221
Johnson	101	Phelps	161	Wayne	223
Knox	103	Pike	163	Webster	225
Laclede	105	Platte	165	Worth	227
Lafayette	107	Polk	167	Wright	229
Lawrence	109	Pulaski	169		
Lewis	111	Putnam	171		
Lincoln	113	Ralls	173		
Linn	115	Randolph	175		
Livingston	117	Ray	177		
McDonald	119	Reynolds	179	St. Louis City	510

FEDERAL GENERAL STANDARD 3 DIGIT COUNTY CODES

NEBRASKA STATE CODE: 31

COUNTY	CODE	COUNTY	CODE	COUNTY	CODE
Adams	001	Frontier	063	Nance	125
Antelope	003	Furnas	065	Nemaha	127
Arthur	005	Gage	067	Nuckolls	129
Banner	007	Garden	069	Otoe	131
Blaine	009	Garfield	071	Pawnee	133
Boone	011	Gosper	073	Perkins	135
Box Butte	013	Grant	075	Phelps	137
Boyd	015	Greeley	077	Pierce	139
Brown	017	Hall	079	Platte	141
Buffalo	019	Hamilton	081	Polk	143
Burt	021	Harlan	083	Red Willow	145
Butler	023	Hayes	085	Richardson	147
Cass	025	Hitchcock	087	Rock	149
Cedar	027	Holt	089	Saline	151
Chase	029	Hooker	091	Sarpy	153
Cherry	031	Howard	093	Saunders	155
Cheyenne	033	Jefferson	095	Scotts Bluff	157
Clay	035	Johnson	097	Seward	159
Colfax	037	Kearney	099	Sheridan	161
Cuming	039	Keith	101	Sherman	163
Custer	041	Keyapaha	103	Sioux	165
Dakota	043	Kimball	105	Stanton	167
Dawes	045	Knox	107	Thayer	169
Dawson	047	Lancaster	109	Thomas	171
Deuel	049	Lincoln	111	Thurston	173
Dixon	051	Logan	113	Valley	175
Dodge	053	Loup	115	Washington	177
Douglas	055	McPherson	117	Wayne	179
Dundy	057	Madison	119	Webster	181
Fillmore	059	Merrick	121	Wheeler	183
Franklin	061	Morrill	123	York	185

APPENDIX A--Continued

FEDERAL GENERAL STANDARD 3 DIGIT COUNTY CODES

SOUTH DAKOTA STATE CODE: 46

COUNTY	CODE	COUNTY	CODE	COUNTY	CODE
Aurora	003	Faulk	049	Meade	093
Beadle	005	Grant	051	Mellette	095
Bennett	007	Gregory	053	Miner	097
Bon Homme	009	Haakon	055	Minnehaha	099
Brookins	011	Hamlin	057	Moody	101
Brown	013	Hand	059	Pennington	103
Burle	015	Hanson	061	Perkins	105
Buffalo	017	Harding	063	Potter	107
Butte	01[illegible]	Hughes	065	Roberts	109
Campbell	021	Hutchinson	067	Sanborn	111
Charles Mix	023	Hyde	069	Shannon	113
Clark	025	Jackson	071	Spink	115
Clay	027	Jerauld	073	Stanley	117
Codington	029	Jones	075	Sully	119
Corson	031	Kingsbury	077	Todd	121
Custer	033	Lake	079	Tripp	123
Davison	035	Lawrence	081	Turner	125
Day	037	Lincoln	083	Union	127
Deuel	039	Lyman	085	Walworth	129
Dewey	041	McCook	087	Washabaugh	131
Douglas	043	McPherson	089	Yankton	135
Edmunds	045	Marshall	091	Ziebach	137
Fall River	047				

APPENDIX A--Continued

FEDERAL GENERAL STANDARD 3 DIGIT COUNTY CODES

WISCONSIN STATE CODE: 55

COUNTY	CODE	COUNTY	CODE	COUNTY	CODE
Adams	001	Buffalo	011	Columbia	021
Ashland	003	Burnett	013	Crawford	023
Barron	005	Calumet	015	Dane	025
Bayfield	007	Chippewa	017	Dodge	027
Brown	009	Clerk	019	Door	029
Douglas	031	Lincoln	069	Rock	105
Dunn	033	Manitowoc	071	Rusk	107
Eau Claire	035	Marathon	037	St. Croix	109
Florence	037	Marinette	075	Sauk	111
Fond Du Lac	039	Marquette	077	Sawyer	113
Forest	041	Menominee	078	Shawano	115
Grant	043	Milwaukee	079	Sheboygan	117
Green	045	Monroe	081	Taylor	119
Green Lake	047	Oconto	083	Trempealeau	121
Iowa	049	Oneida	085	Vernon	123
Iron	051	Outagamie	087	Vilas	125
Jackson	053	Ozaukee	089	Walworth	127
Jefferson	055	Pepin	091	Washburn	129
Juneau	057	Pierce	093	Washington	131
Kenosha	059	Polk	095	Waukesha	133
Kewaunee	061	Portage	097	Waupaca	135
La Crosse	063	Price	099	Waushara	137
Lafayette	065	Racine	101	Winnebago	139
Langlade	067	Richland	103	Wood	141

APPENDIX B

TABLE OF STATE ABBREVIATIONS

AL	Alabama	KY	Kentucky	OH	Ohio
AK	Alaska	LA	Louisiana	OK	Oklahoma
AZ	Arizona	ME	Maine	OR	Oregon
AR	Arkansas	MD	Maryland	PA	Pennsylvania
CA	California	MA	Massachusetts	PR	Puerto Rico
CO	Colorado	MI	Michigan	RI	Rhode Island
CT	Connecticut	MN	Minnesota	SC	South Carolina
DE	Delaware	MS	Mississippi	SD	South Dakota
DC	District of Columbia	MO	Missouri	TN	Tennessee
FL	Florida	MT	Montana	TX	Texas
GA	Georgia	NB	Nebraska	UT	Utah
GU	Guam	NV	Nevada	VT	Vermont
HI	Hawaii	NH	New Hampshire	VA	Virginia
ID	Idaho	NJ	New Jersey	VI	Virgin Island
IL	Illinois	NM	New Mexico	WA	Washington
IN	Indiana	NY	New York	WV	West Virginia
IA	Iowa	NC	North Carolina	WI	Wisconsin
KS	Kansas	ND	North Dakota	WY	Wyoming

IOWA LOCAL OFFICE NUMBERS

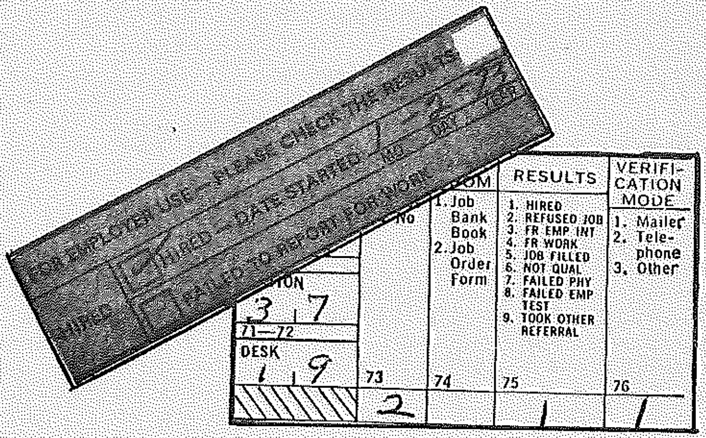
AMES	0005	FORT MADISON	0069
ATLANTIC	0007	IOWA CITY	0083
BOONE	0015	KEOKUK	0089
BURLINGTON	0017	MARSHALLTOWN	0101
CARROLL	0019	MASON CITY	0103
CEDAR RAPIDS	0023	MUSCATINE	0109
CENTERVILLE	0025	NEWTON	0113
CHARLES CITY	0029	OELWEIN	0115
CLINTON	0039	OSKALOOSA	0123
COUNCIL BLUFFS	0041	OTTUMWA	0125
CRESTON	0045	PERRY	0129
DAVENPORT	0047	SHENANDOAH	0137
DECORAH	0049	SIOUX CITY	0139
DES MOINES	0053	SPENCER	0141
DUBUQUE	0055	STORM LAKE	0143
FAIRFIELD	0065	WATERLOO	0153
FORT DODGE	0067	WEBSTER CITY	0159

ILLINOIS OFFICE NUMBERS FOR OFFICES IN QUAD-CITY JOB BANK

GALESBURG	6210
MOLINE	6230
ROCK FALLS	6160
ROCK ISLAND	6231
ROCK ISLAND, WIN	5018

PART V

ORDER FILLING


FOR EMPLOYER USE — PLEASE CHECK THE RESULTS
HIRED
HIRED — DATE STARTED 1 - 2 - 73
MO. DAY YEAR
FAILED TO REPORT FOR WORK
TION
3 7
71—72
DESK
1 9
No
73
2
OM
1. Job Bank Book
2. Job Order Form
74
RESULTS
1. HIRED
2. REFUSED JOB
3. FR EMP INT
4. FR WORK
5. JOB FILLED
6. NOT QUAL
7. FAILED PHY
8. FAILED EMP TEST
9. TOOK OTHER REFERRAL
75
1
VERIFICATION MODE
1. Mailer
2. Telephone
3. Other
76
1

PART V

ORDER FILLING

OBJECTIVE: PLACING WORKERS ON JOBS

Everything we do in the Employment Service is directed toward a definite objective--placing workers on jobs. This is the end product of all our activities. All that we may have done previously to take good applications and obtain good orders is meaningless unless we achieve this objective.

We have learned that the Placement Process consists of a series of activities--application taking, order taking, and order filling--which end in a placement. Order filling is the final link in the placement process and involves the following activities:

1. Selection of qualified applicants, and recruitment of applicants when necessary.
2. Referral of selected applicants to the employer.
3. Verification of results of referral.

The scope of order filling not only includes these specific activities, but also the related activities necessary to keep the employer informed of the steps taken or to be taken by the local office to fill his order.

This all "boils down" to the fact that order filling is THE important thing in our placement function. Unless orders are filled--all of our other placement activities are without result. Order filling is the "pay-off". We make placements only by filling employer orders.

The placement process is more than just matching workers who come to us with jobs which are listed with us. We need to take a broad viewpoint of our responsibilities--we need to actively seek applicants to fill the jobs we have; we need also to seek jobs for the applicants we have--not just take what comes our way.

The finding of jobs for applicants will be the subject of one of our future discussions, so we won't go into Job Development, or Special Job Finding efforts now.

We recognize that the openings we don't fill are usually the ones that are hardest to fill. For that reason, they should present more of a challenge to us to use all the resourcefulness and imagination we have. Surely somewhere there is a worker for each job--our challenge is to find him.

It has been said that such traits are resourcefulness, initiative and imagination, are the distinguishing features of the good placement interviewer. A good placement interviewer has an opportunity to display these traits when he is obtaining and selecting applicants for job openings.

We said that we make placements by filling employer orders. The local office has several ways of making more placements.

One way is to get more orders.

Through Employer Relations, Job Development, Community Participation, etc., the local office continuously attempts to get more orders so that it can make more placements. These programs are very important; they must be maintained and improved. We will discuss them in more detail later.

We also get more orders by making good placements. The satisfied employer continues to "use" us--and tells others about our service. We cannot get quantity by sacrificing quality. Therefore, the success of our efforts to make more placements is dependent on our ability to make good placements.

Another way the local office can make more placements is to fill a higher percentage of openings it gets.

We need to remember that each opening we don't fill is a placement lost--and may result in losing future placements as well.

Our potential for making more placements by filling a higher percentage of the openings we get becomes apparent when we look at our past records. Efforts to get more openings, although very important, are to a great extent wasted when a large percentage of the openings are not filled.

FINDING THE "RIGHT" APPLICANT

Selection is the process of choosing suitably qualified applicants for referral to jobs. It is the point at which order-taking and application-taking activities merge, since it involves "matching" of qualifications of applicants determined in the application interview with the requirements of the job opening determined during the order-taking interview.

The goal of selection is two-fold.

For the employer - that he gets a worker who "fills the bill."
For the worker - that he obtains work that he enjoys, that utilizes his highest skill, and that he has a chance for advancement and improvement.

Choosing the "right" applicant--a well qualified person--to fill a job opening, therefore, represents a most important step in taking action on an employer's order, and it is considered to be one of the heaviest responsibilities placed on interviewers by any of the related activities in the placement process.

The interviewer (1) makes decisions based on his own judgment which (2) requires knowledge of occupations, industries and people. Poor selection can destroy the best order taking and application taking.

In determining what applicants to select, be guided by (1) the particular requirements of the employer order, (2) interviewer's own experience, judgment and knowledge of occupations.

The first step involves planning, i.e., evaluating the employer order to determine:

What is wanted
Where to find it
What has to be done to find it

The interviewer reviews the job duties and the performance requirements of the order to determine what the job requires in terms of skills, knowledges, and abilities and other characteristics using the basic tools (job analysis formula and the Dictionary of Occupational Titles.

He considers these job duties and performance requirements in the light of availability of workers with the desired qualifications and determines further actions which should be taken in order to fill the opening.

He also evaluates the order in terms of any limitations the employer may have set which would limit the action the office might take.

The second step is the actual appraising of workers qualifications against job requirements.

Let us assume for the moment that we have an employer order to fill that is complete and has been classified and coded.

The first source that should be considered in attempting to find applicants for selection purposes should be the active veteran application files. If no veterans are found, next consider non-veteran.

We consider the application files first, because these files represent persons who have come to us seeking jobs and whose qualifications have been evaluated and classified through a personal interview. This is the point where the application taking interviewer's job merges with the order taking interviewer's job.

Job orders should be file searched the same day they are received in the local office before they go on the job bank microfiche and are open to J.I.S. applicants.

The Veterans' files should be checked first and qualified Veterans called-in and/or offered referrals on the same day we receive the job order. Other applicants are screened against the job order after Veterans preference is given.

The same procedure is used for all file searches.

In making preliminary selection from the files, which is really a screening out or "rough" screening, the placement interviewer is guided by:

1. The essential and rigid requirements of the order--those specified by the employer over and above the work summary.
2. The specific requirements of the job as specified in the job description.

This screening might be based on education, experience, special skills, etc. Such information is usually found on the outside of the application card which includes such information sections as skills, knowledges, and abilities. This is one explanation of why an ES 512 can often be used in preliminary selection, but not in intermediate or final selection.

After a group of application cards have been selected from the file through the "rough screening" of preliminary selection, a point-by-point comparison or appraisal of all of the qualifications of the applicant is made against the requirements on the job order.

At this point, the interviewer selects the most qualified applicants to call in for possible referral to the job opening.

Final selection is usually accomplished through a re-interview with the potentially qualified applicants either in person or by telephone. It involves verification of the applicants skills, knowledges, and abilities to meet the employers requirements. We also want to know that the job represents acceptable employment for the applicant.

It is obvious that such a selection means nothing if the applicant is not interested in the job and is not willing to accept referral to the job. So the interviewer must determine if the applicant is willing to accept referral before a final decision can be made.

TECHNIQUES FOR SEARCHING THE FILE

Like application taking techniques and order taking techniques, there is also a technique for proper and effective search of the application files.

Note that we said "search" the application files. Using the application files to fill orders is more than matching occupational codes on orders with occupational codes on applications.

We know from our application training the primary purpose for assigning occupational codes is for the purpose of grouping cards of applicants with similar qualifications.

It naturally follows then that we first search among the applications which have been assigned the same occupational titles and codes as the employer order.

Filling orders would be very easy if we could always find sufficient applicants for pre-selection by the simple process of matching code numbers.

We all know this is not true and it is at this point where real skill, imagination and resourcefulness must be employed.

If we use a positive approach and assume that there are applicants registered who can do the job but are not coded the same as the order--then our search has just started. We must look further.

RELATED OCCUPATIONS

Our next step is to consider related occupations by using our occupational coding system.

In the training you had on the D.O.T., you learned that the classification structure was developed on the basis of relationship between jobs and groups of jobs. Now it is possible for different jobs to include a number of the same skills, knowledges, and abilities applied in the performance of the same and even different elements. Such jobs are termed related occupations. Jobs are said to be in the same "family" when they have many of the same characteristics.

EXAMPLE: Simple examples of jobs which are closely related are:

a. Taxi driver 913.463 and chauffeur 913.883
b. Tool maker 601.381 and die maker 601.280
c. Dressmaker 785.361 and seamstress 785.381

These relationships among jobs enable workers who have required certain skills in one type of job activity to transfer to a different type of activity which requires the same basic kinds of skills, knowledges, and abilities.

Job relationships are illustrated in the classification and code structure in Volume II of the D.O.T.

When referring to Volume II of the D.O.T., the interviewer gives consideration to the titles of jobs listed in the same catagory, division or group as the job in question.

The more definite relationship is expressed by the full, three digits group. When dealing with the full six-digit code, remember that in Volume II, all jobs listed under a six digit code are listed in order of complexity. The more complex appear at the top of the list. The fact that all of these jobs also have the same last three digits also indicates another relationship, the worker relationship to Data, People and Things.

601.381
- Die Finish (mach. shop)
  - die fitter
  - Punch Finisher (mach. shop)
- Die Maker (jewelry)
  - die cutter
  - hub cutter
  - Former Maker (jewelry)
- Die-Maker Apprentice (jewelry)
  - die-cutter apprentice
  - hub-cutter apprentice
- Die Polisher (wire)
  - carboloid-die polisher
- Plastic-Fixture Builder (mach. tool & access.)
  - model maker, plastic
  - plastic duplicator
- Plastic Tool Maker (mach. shop)
- Saw Maker (cut. tools)
  - saw mechanic
  - Sawsmith (cut, tools)
- Template Maker (any ind.)
  - Template Maker, Aircraft (aircraft mfg.)
  - Template Maker, Sheet Metal (any ind.)
  - Template Maker, Shipbuilding (ship & boat bldg. & rep.)
  - Template Maker, Structural Steel (any ind.)
- Boilermaker Loftsman (boilermaking; ship ship & boat bldg. & rep.)
  - boilermaker layer-out

Also found in Volume II is the Worker Traits Arrangement (WTA). This arrangement brings together jobs requiring similar worker traits. These traits include aptitudes, interests, temperaments, physical demands, and training time required of a worker. The worker trait arrangement does not necessarily list jobs with similar duties. When an employer will accept beginning workers or where a transfer of worker skills is needed because of applicant shortage, these worker traits may be our only selling point to show "The worker should be able to do the job."

On page 312 of Volume II you would compare your applicant with work experience and training to the Worker Requirements, Clues for Relating Applicants and Requirement, Training and Methods of Entry. In the previous example, in b. and c. Toolmaker and Seamstress have the same Worker Trait Arrangement.

OUTSIDE SOURCES

The two primary outside sources are (1) other Job Bank areas (2) Interstate clearance.

Local offices have developed many sources of available applicants, in their areas, who are not registered. These include individuals known personally by various staff members; contact with employers who hire those with the same skills to determine whether they have applicants which they cannot use; former applicants who have been placed on jobs below their highest skills because no other openings were available; individuals in small communities who are well known and as a public service are willing to contact unemployed persons; and schools and colleges where students may be available for short emergency jobs.

When the previous methods are not productive or when an unusually large number of workers are needed to meet an employer's hiring program due to increased production schedules, etc., intensive recruitment efforts may be necessary, such as radio, newspaper stories and editorials, motion pictures, billboards, public meetings, direct mail, leaflets, window displays, sound tracks, direct recruitment at congregating points, itinerant points and even house-to-house canvass.

Recruitment on a broad scale, involving extensive use of community resources, newspaper and other types of advertising, special campaigns, and public information programs, is normally a supervisory or managerial responsibility. However, the interviewer is responsible for carrying on certain specific recruiting activities to augment the supply of workers available to the office, especially those whose qualifications may match requirements of specific orders. He also should call the manager's attention to the fact he is having difficulty filling the order, and that he thinks recruitment is needed.

Clearance

Your local office is part of a nationwide system of public employment offices. Workers seeking employment in one locality can be brought together through our Clearance system. We can request the help of other employment offices in Iowa thru the use of that area's microfiche and also the use of Job Development and possibly other states through the use of the State Job Inventory and Interstate Clearance.

The way and means or methods that we are able to think of for locating workers to fill an order depend to a great extent on our attitude. If our attitude is right--if we have a sincere desire and interest in serving the employer by filling his order, then we have determination. Then there is always a "will and a way."

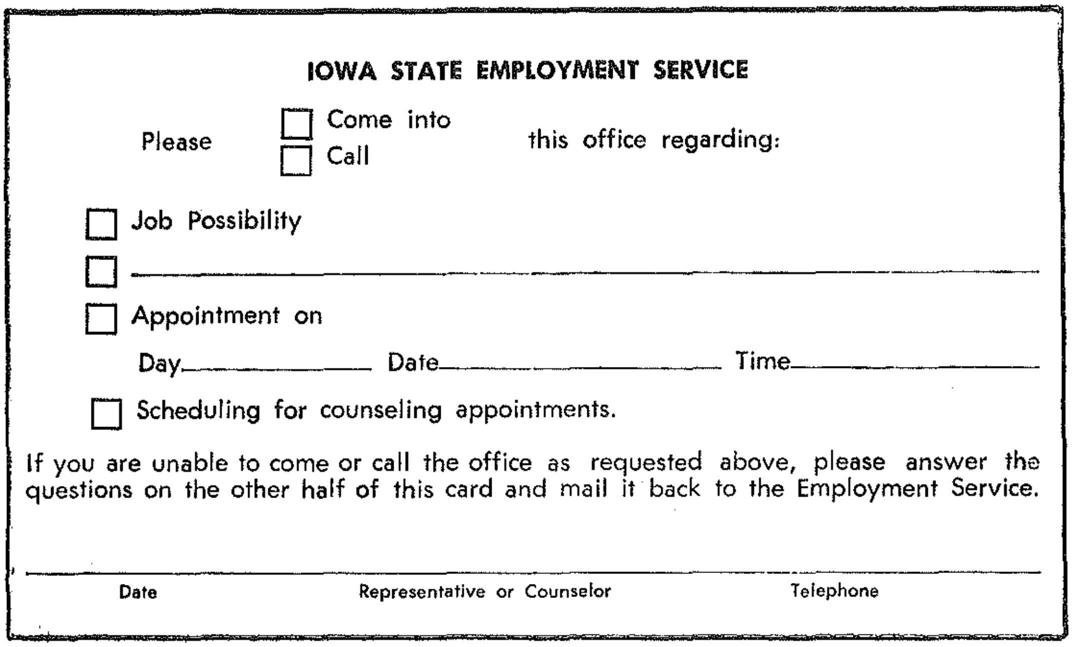
Intra state recruitment is accomplished by each office receiving a copy of all Iowa Job Bank area fiche.

If the employer is unwilling to have the order extended to other areas there must be a very good reason the employer does not want anyone from another area, this must be included in the Job Summary.

CALL-IN

Various methods of calling in applicants have been tried. Calling them by telephone is usually the most satisfactory and the quickest method. It should be used in requesting applicants to come in for final selection through pre-referral interview.

If the applicant cannot be reached by telephone, the use of other methods of call-in should be based on the probability of specific and prompt reply. The regular Call-in Card, Form ES-504, may be mailed. It is especially appropriate and is recommended on large orders.



IOWA STATE EMPLOYMENT SERVICE

Please ☐ Come into / ☐ Call this office regarding:

☐ Job Possibility

☐ ____________________

☐ Appointment on

Day__________ Date______________ Time______________

☐ Scheduling for counseling appointments.

If you are unable to come or call the office as requested above, please answer the questions on the other half of this card and mail it back to the Employment Service.

Date Representative or Counselor Telephone

SELECTING THE APPLICANT FOR REFERRAL

The first step in order filling involves finding applicants who are potentially qualified for referral. We often have to exhaust all our usual sources of applicants and try the unique or unusual sources in order to find workers. That's where resourcefulness and initiative are needed.

We must remember during the selection process, our obligation to veterans. The priority for selection of qualified workers is:

1. Handicapped veterans.
2. Veterans other than handicapped.
3. Applicants other than veterans.

The next step, after potentially qualified workers are found, is selecting the applicant or applicants who will be referred to the employer.

That brings up an important point; the applicant should not be told where the job is, until we decide that he should be referred.

The Proper Approach

The approach during the Call-in is that we want to review his qualifications with him again to see if we can't do more for him.

To guard against the possibility that a rejected applicant may apply independently to an employer, the interviewer does not discuss a job opening in sufficient detail to permit an applicant to identify the employer until he has decided to refer. The Job Bank Viewer should be placed in such a way that the applicant cannot read employer names from the viewer. This is to ensure employer confidentiality too.

In the majority of cases where careful preliminary selection has been made, referral of the applicant results. However, at times the interviewer may reject an applicant, after he has discussed his qualifications with respect to a specific job opening. The interviewer informs the applicant courteously and tactfully that he is not to be referred and explains the order requirements for which he does not qualify.

When it is decided that the applicant should be referred, he is then told about the job and offered referral to it.

By using this technique, we don't get in the position of telling an applicant about a job and then having to refuse him a referral to it.

If we tell a worker about a job and then find he is not qualified for referral, there is nothing to prevent him from applying to the employer anyway--or from advising others to apply. It's a good way not to make placements.

If the public employment service follows informal methods of giving out knowledge indiscriminately regarding vacancies, it loses its opportunity to serve as a clearing house, causes unnecessary annoyance to employers, and promotes applications at the gate. There is probably no way of eliminating entirely the dissemination of information on openings by applicants to non-applicants.

During the selection process, the interviewer carefully reviews the application card and compares the applicant's qualifications with the specific job requirements. He verifies the information on the application and questions the applicant to obtain any additional information needed.

The interviewer carefully notes any discrepancies between qualifications of the applicant and the requirements on the employer order. The interviewer's decision must also reflect the consideration of the applicant in terms of:

1. The suitability of the job for him.

2. The utilization of his highest skill (as far as practical).

3. His availability.

4. His job preferences.

If there are no discrepancies, he then decides to discuss the the opening with the applicant.

At this point the final selection becomes a two-way responsibility, since applicant acceptance is a vital part of it. Many of the points of consideration can be determined only by the applicant.

The discussion with the applicant should cover pertinent items including:

1. Duties and requirements of the job.
2. Wages, hours, working conditions, etc.
3. Duration of employment.
4. Promotional possibilities, if any.
5. General location of place of employment.
6. Conditions of employment such as
   (a) possession of tools, (b) union membership
   (c) licenses.

The interviewer should be very sure that he gives the applicant full information concerning the job, but at no time should he project his own ideas with reference to the desirability of certain jobs, industries, wage rates, etc.

There should be a full discussion of the job during which no attempt is made to disguise undesirable features of the job--should there be any--or to persuade the applicant to accept or refuse referral. On the other hand, care should be taken to review with the applicant his qualifications in relation to the requirements of the job.

The essential information given to the applicant to prepare him for an interview includes--

1. The name of the employer;
2. The time and place and person to see for the employer interview;
3. The employer hiring practices and procedures;
4. The requirements of the job as they relate to the applicant's qualifications;
5. When advisable, suggestions as to the course of action to pursue during the employment interview; and
6. Advice as to the applicant's responsibilities for reporting the results of the interview to the local office as soon as possible. This is particularly true of applicants with shortage occupation qualifications or outstanding applicants, so that they may be considered for other openings.

ATTEMPT TO OVERCOME DIFFERENCES

If there are differences, the interviewer does not refer the worker to the employer until the differences are overcome.

This ordinarily requires calling the employer and discussing the applicant with him, indicating that the worker meets most of his requirements. (Call to the employer to overcome differences should not ordinarily be made in the presence of the applicant.) In making such calls, the positive approach should always be used--emphasize what the worker can do and the requirements he does meet--not what he can't do and what he lacks.

This often results in the employer agreeing to relax requirements that we were unsuccessful in getting lowered at the time the order was taken. This should always be done, as there is no point in referring a worker who lacks qualifications the employer states are essential.

Calling the employer in these cases also keeps him informed of the action we are taking--he knows we are working on his opening.

Therefore, we should make every effort to overcome errors that appear in the matching process. The applicant should be referred only after the differences are overcome. We can't just close our eyes--go ahead and refer--and hope for the best.

When we are not able to overcome the errors that occur during the matching process, it is obvious that the worker should not be referred.

We should never take the attitude that since we have called the applicant, we're obligated to refer him even though there are differences between his qualifications and the job requirements. Nor should we go ahead and refer such applicants because it's the easy way out--it's easier than refusing referrals. If we don't refer him, he can go ahead and apply on his own--then maybe he'll get the job anyway.

It is better to explain to the applicant that his qualifications are not those required for the job we had in mind and to attempt to locate other orders in the office for which he is qualified. Otherwise, we are doing the employer, the applicant, and ourselves, a disservice by not taking a stand in rejecting referral. Rejection of applicants not qualified for a specific job is as important as selecting qualified applicants for referral.

MAKING THE REFERRAL

It is good practice to call the employer when the referral is being made. This accomplishes several things:

1. It verifies that the job is still open.
2. It gives the employer information about the applicant.
3. It "paves the way" for the applicant when he applies.
4. It lets the employer know his order has received action. If the applicant doesn't report, the employer can let us know immediately. If the employer doesn't know when we make a referral and the applicant doesn't report, the employer thinks he's received no service and we think he has--until we verify the referral.

It all ties in with the thing we've emphasized all along in these discussions--when we take an order, the employer should be kept informed as to the progress being made to fill it.

When he knows that his order is receiving attention, and realizes that we are trying in every possible way to find him a worker, misunderstandings and complaints are not likely to arise.

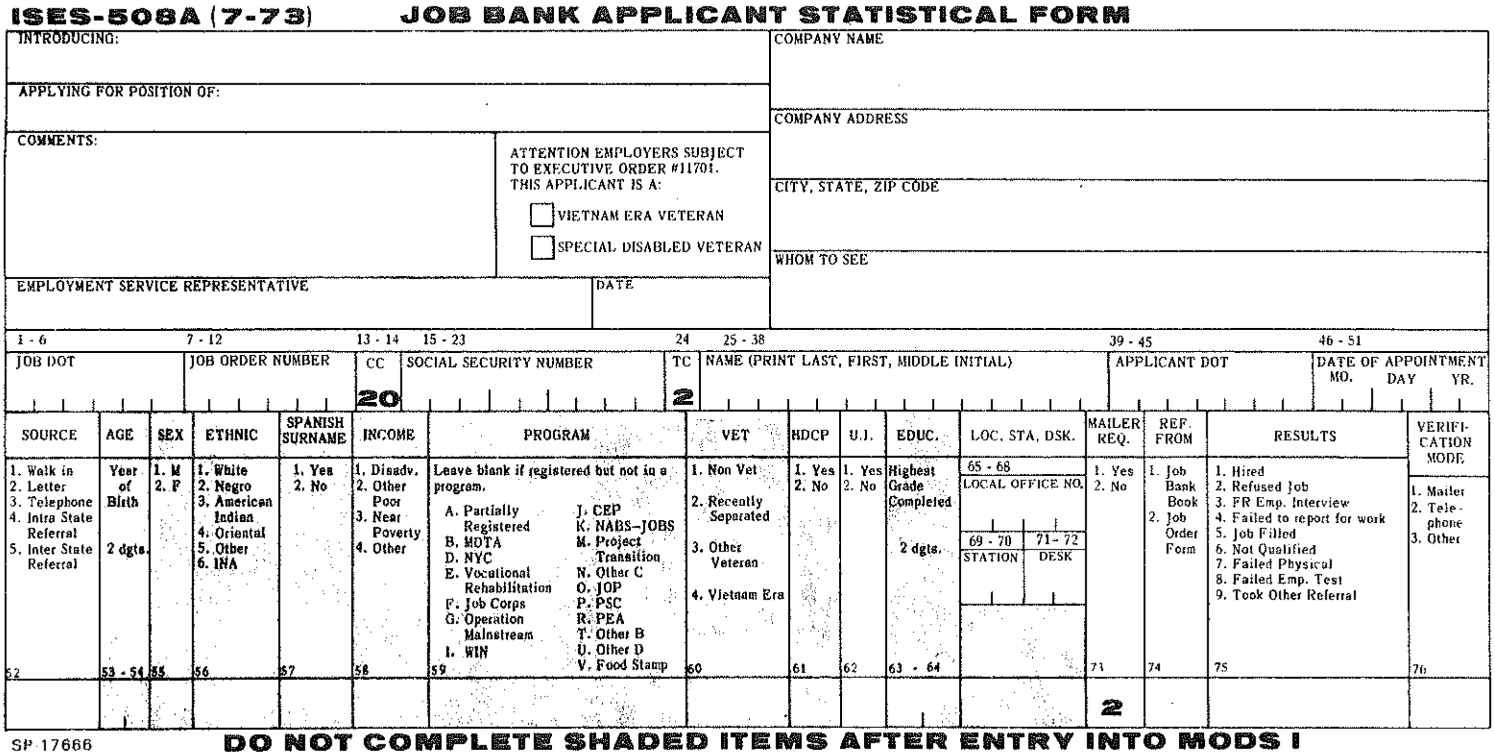
When the referral is made, the applicant should, of course, be informed of the arrangements that we have made with the employer, be given any tips possible on how to apply, and asked to let us know the result of his interview with the employer.

ES-508 INTRODUCTION CARD

Form ES-508 AB Job Bank Applicant Statistical Form (page 50 J.B. Manual), is given to the applicant and he is instructed to present it to the employer.

The purpose of the ES-508 Introduction Card is to:

1. Assist the employer by:
    a. Introducing the applicant.
    b. Identifying the applicant.
    c. Providing a means for a report on the results of the interview.
2. Assist the applicant by:
    a. Serving as his credentials from the ES.
    b. Giving information on to whom, when, and where to apply.
3. Assist the ES:
    a. Provides ES information as to the action taken by the employer. It is a means of verification on placement or need for further service to employer.
    b. Provides statistical information



ISES-508A (7-73) JOB BANK APPLICANT STATISTICAL FORM

INTRODUCING:

APPLYING FOR POSITION OF:

COMMENTS:

ATTENTION EMPLOYERS SUBJECT TO EXECUTIVE ORDER #11701. THIS APPLICANT IS A:

☐ VIETNAM ERA VETERAN

☐ SPECIAL DISABLED VETERAN

EMPLOYMENT SERVICE REPRESENTATIVE

DATE

COMPANY NAME

COMPANY ADDRESS

CITY, STATE, ZIP CODE

WHOM TO SEE

1 - 6	7 - 12	13 - 14	15 - 23	24	25 - 38	39 - 45	46 - 51
JOB DOT	JOB ORDER NUMBER	CC	SOCIAL SECURITY NUMBER	TC	NAME (PRINT LAST, FIRST, MIDDLE INITIAL)	APPLICANT DOT	DATE OF APPOINTMENT MO. DAY YR.
		20		2			

SOURCE	AGE	SEX	ETHNIC	SPANISH SURNAME	INCOME	PROGRAM	VET	HDCP	U.I.	EDUC.	LOC. STA. DSK.	MAILER REQ.	REF. FROM	RESULTS	VERIFICATION MODE
1. Walk in 2. Letter 3. Telephone 4. Intra State Referral 5. Inter State Referral	Year of Birth 2 dgts.	1. M 2. F	1. White 2. Negro 3. American Indian 4. Oriental 5. Other 6. INA	1. Yes 2. No	1. Disadv. 2. Other Poor 3. Near Poverty 4. Other	Leave blank if registered but not in a program. A. Partially Registered B. MDTA D. NYC E. Vocational Rehabilitation F. Job Corps G. Operation Mainstream I. WIN J. CEP K. NABS–JOBS M. Project Transition N. Other C O. JOP P. PSC R. PEA T. Other B U. Other D V. Food Stamp	1. Non Vet 2. Recently Separated 3. Other Veteran 4. Vietnam Era	1. Yes 2. No	1. Yes 2. No	Highest Grade Completed 2 dgts.	65 - 68 LOCAL OFFICE NO. 69 - 70 STATION 71 - 72 DESK	1. Yes 2. No	1. Job Bank Book 2. Job Order Form	1. Hired 2. Refused Job 3. FR Emp. Interview 4. Failed to report for work 5. Job Filled 6. Not Qualified 7. Failed Physical 8. Failed Emp. Test 9. Took Other Referral	1. Mailer 2. Telephone 3. Other
52	53 - 54	55	56	57	58	59	60	61	62	63 - 64		73	74	75	76
												2			

SP 17666 **DO NOT COMPLETE SHADED ITEMS AFTER ENTRY INTO MODS I**

We should be certain that the applicant understands when he is to apply, where he is to apply, and who he is going to see. An effective way is to point out to the applicant that this information is recorded on the ES-508 Introduction Card and have him repeat these instructions to us.

The important thing to remember is that the referral process is more than just a clerical operation involving making out a referral card. We need to do everything possible to arrange for a successful interview between the employer and the applicant that will result in a hire.

Unsuccessful referrals accomplish nothing useful--we waste time, the applicant wastes time, and the employer wastes time. Therefore, each referral must have a good chance to make the referral a successful one. This means that we must be sure that the applicant is qualified, is "sold" on the job, and will make a sincere effort to get it.

It is essential that the applicant realize the significance of the referral. If the job has been presented in a positive and enthusiastic manner he will be more likely to accept the referral and to follow through by reporting to the employer.

Responsibility of Applicant

He should understand that he has a responsibility to cooperate by reporting to the employer and making an honest effort to get the job when he accepts the referral.

Each interviewer should remember that the referral of an applicant has the potentiality of either enhancing or jeopardizing the relationships of the local office with employers and with applicants.

Just as unfilled openings represent lost placements, unsuccessful referrals also represent lost placements.

We know we will never be able to "bat 1000" on referrals, but anything we do to increase the percentage of successful referrals improves our placement performance.

We should not be concerned with the ratio of referrals to placements as such--only to the extent that it reflects potential for improvement. When good referrals are made, a good ratio follows.

Sometimes employers want to interview 2 or 3 applicants before making a selection. This is the employer's prerogative, --we should not let this bother us--as long as we fill the opening. It's the situation where he interviews 2 or 3 applicants, but doesn't hire any that should concern us and we should find out the reason why.

Direct telephone referrals should be used to a maximum. More than half of the call-ins to report to the local office indicates a weakness in application taking. The application card is a placement tool and as such should include all necessary information to match the applicants qualifications against the job requirements of the order. If this cannot be done the application does not meet manual requirements.

Recording Referral Action

Action taken to fill an opening is recorded by the interviewer in:

1. The referral and placement record section of the application card
2. The referral and placement section of the order form if there is no Job Bank Central Control in the office.

These notations of the action taken to fill the employer order provides a continuous record of the activities by the local office in behalf of both the applicant and employer.

Instructions for recording this information are given later in this section.

It is important that entries are made at the time the action is taken in order to have current information on the progress being made to fill the employer order and to place the applicant on a suitable job.

VERIFICATION

A placement is not complete until the interviewer verifies the worker has been hired and started working. Verification completes the placement transaction.

The objective of verification is as follows:

1. Tells if worker hired or not.
2. If not hired, indicates need to take additional steps.
3. Helps to correct any errors or misunderstanding
4. Creates an opportunity to further improve employer relations.
5. Can also result in picking up additional or new orders.

Each referral should be verified within 24 hours after the employer has interviewed the applicant, so that, if necessary, additional referrals can be made without delay. Job Bank provides a flag (3 asterisks on the righthand side of Outstanding Referral Report indicates when referral is over 7 days old.)

If we are to prevent any undue time lag should additional referrals be required, the rule for verification must be "better too early than too late". If the employer hasn't yet decided when we call-nothing has been lost except the time spent to make the call. But we've given the employer the impression that we have a genuine interest in assisting him.

When we learn the worker referred was not hired, we need to find out why. It may indicate that we lack the mutual understanding that we discussed as being necessary when we covered order taking. We therefore need to make sure that our order accurately reflects the employer's requirements.

The verification process gives us an excellent opportunity to build good-will that should not be overlooked. Even though verification completes the immediate placement transaction, the way should be paved for additional business by offering our future assistance to the employer.

The results of referral can be verified by several methods:

1. By a telephone call from the employer or the applicant.
2. By return of ES-508B Applicant Introduction to Employer from the employer, or occasionally, from the applicant.
3. By a telephone call to the employer or the applicant.
4. By mail correspondence to the employer or the applicant.

The most prevalent method of verification is a telephone call to the employer.

In determining the results of the employment interview, you might find that the applicant:

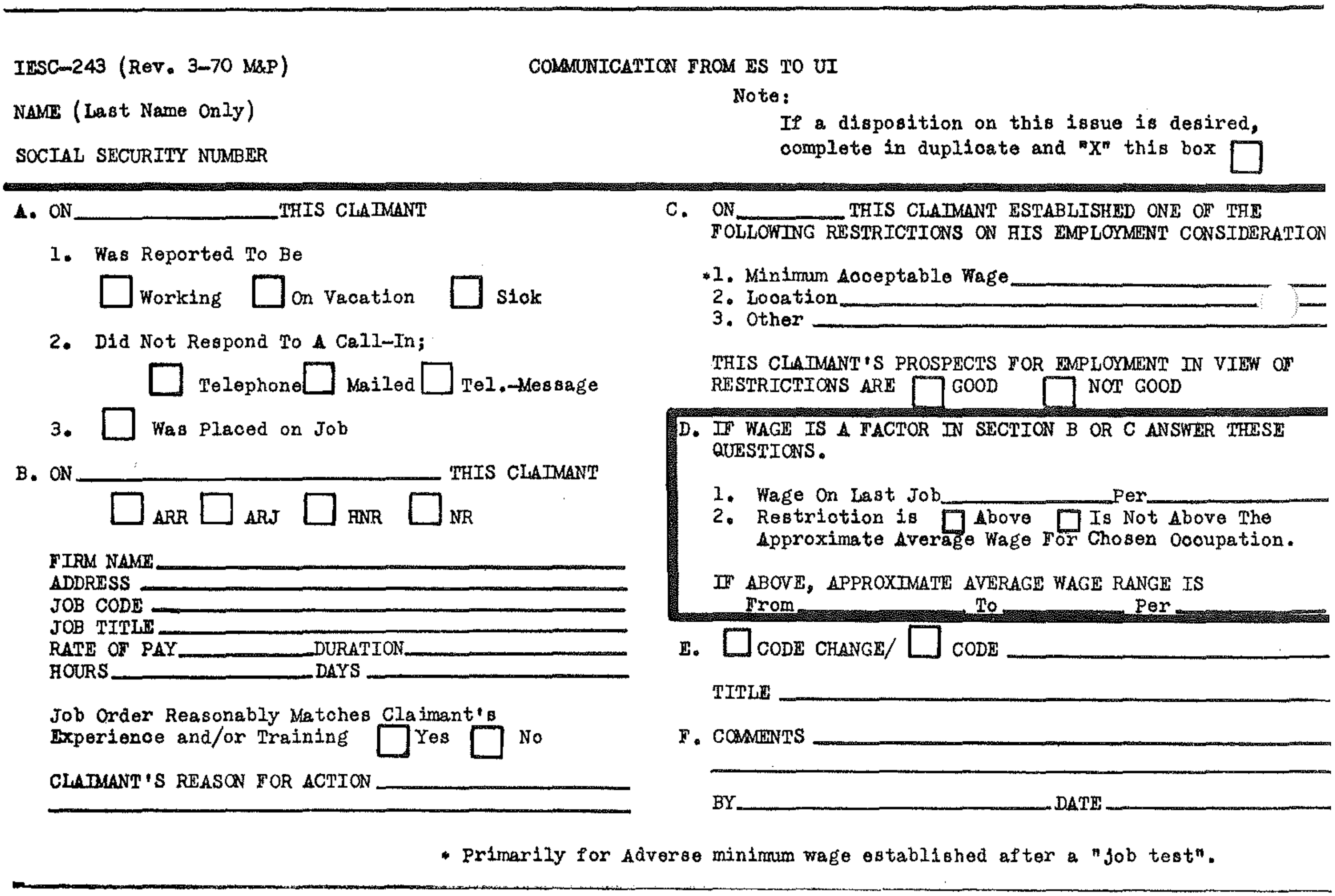
1. Was accepted but is to enter on the job on a future date. If this is the case, you should find out when the applicant is to start, keep the order open for confirmation that the applicant began working.
2. Accepted and started work. To complete this you make the required closing entries and close the order by either a notation on Pink 514B or notifying Central Control
3. Did not accept, and the employer requests additional referrals. In this situation, you should determine the reason(s) for rejection, verify the performance and hiring requirements, recheck the referral instructions, continue the order as open, and reinstitute selection.
4. Was not accepted, and the order is closed. In this situation, you should determine the reason for cancellation. Record this on the order form and close the order.

The information obtained through verification is recorded on the employer order in Job Bank and on the application card. The recording on the employer order should reflect the results of the employment interview for each applicant referred.

Unemployment Compensation and Railroad Retirement Claimants Forms IESC 243 and RRB21C

In the case of applicants applying for unemployment insurance the placement interviewer notifies the local office claims section of any refusal to accept referral, or refusal of a job offer by the employer. Refusal to accept suitable employment, unjustifiable restriction as to availability, unwillingness to seek employment, failure to report to the local office to consider a job offer--may make a claimant ineligible for further benefits.

Form 243 is used to notify the claims section of any such action by the claimant.



IESC-243 (Rev. 3-70 M&P)

COMMUNICATION FROM ES TO UI

NAME (Last Name Only)

SOCIAL SECURITY NUMBER

Note:
If a disposition on this issue is desired, complete in duplicate and "X" this box ☐

A. ON ____________ THIS CLAIMANT

1. Was Reported To Be
   ☐ Working ☐ On Vacation ☐ Sick
2. Did Not Respond To A Call-In;
   ☐ Telephone ☐ Mailed ☐ Tel.-Message
3. ☐ Was Placed on Job

B. ON ____________ THIS CLAIMANT
☐ ARR ☐ ARJ ☐ HNR ☐ NR

FIRM NAME ____________
ADDRESS ____________
JOB CODE ____________
JOB TITLE ____________
RATE OF PAY ________ DURATION ________
HOURS ________ DAYS ________

Job Order Reasonably Matches Claimant's Experience and/or Training ☐ Yes ☐ No

CLAIMANT'S REASON FOR ACTION ____________

C. ON ________ THIS CLAIMANT ESTABLISHED ONE OF THE FOLLOWING RESTRICTIONS ON HIS EMPLOYMENT CONSIDERATION

*1. Minimum Acceptable Wage ____________
2. Location ____________
3. Other ____________

THIS CLAIMANT'S PROSPECTS FOR EMPLOYMENT IN VIEW OF RESTRICTIONS ARE ☐ GOOD ☐ NOT GOOD

D. IF WAGE IS A FACTOR IN SECTION B OR C ANSWER THESE QUESTIONS.

1. Wage On Last Job ________ Per ________
2. Restriction is ☐ Above ☐ Is Not Above The Approximate Average Wage For Chosen Occupation.

IF ABOVE, APPROXIMATE AVERAGE WAGE RANGE IS
From ________ To ________ Per ________

E. ☐ CODE CHANGE/ ☐ CODE ____________

TITLE ____________

F. COMMENTS ____________

BY ____________ DATE ____________

* Primarily for Adverse minimum wage established after a "job test".

In the case of a claimant for Railroad Retirement Benefits the interviewer fills out a copy of the pre-addressed RRB Form ES 21c, Report on Placement or Refusal of Job Offer, and mails it to the designated Railroad Retirement Office.

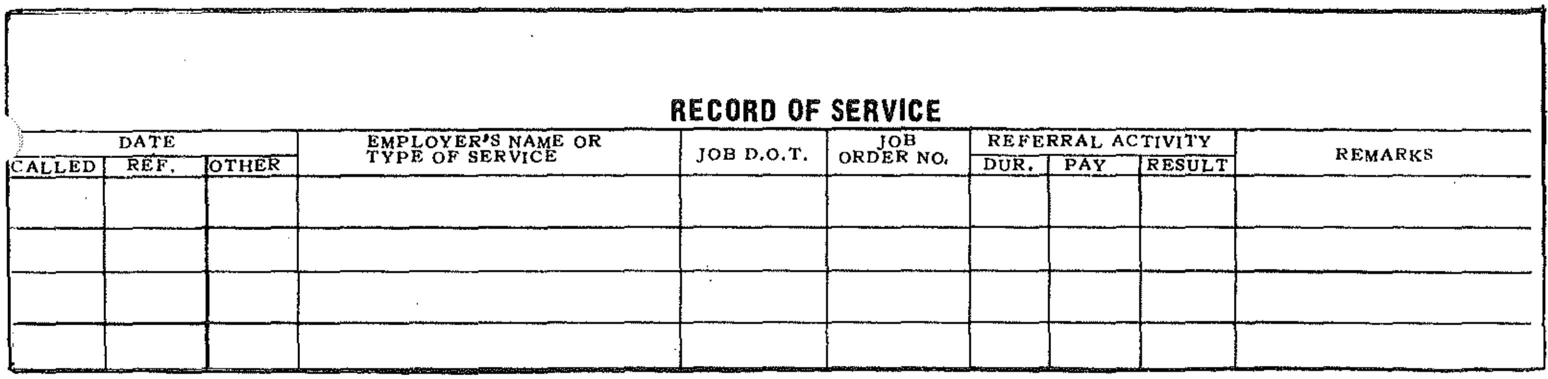
Orders on Which No Referrals are Made

On orders on which there has been no action, contact the employer at least every ten days until the order is closed by placement, or cancellation.

Orders are to remain active without service for no more than 30 days. At the end of 30 days they must be rewritten or cancelled. On certain orders such as commission sales or domestics, the employer should be advised when the order is taken of the thirty day cancellation policy.

Recording Call-in, Referral and Placement Information

Post entries in the Record of Service section of the application card for the purpose of providing an adequate and continuing history of local office action taken on behalf of a registered applicant.



RECORD OF SERVICE

DATE			EMPLOYER'S NAME OR TYPE OF SERVICE	JOB D.O.T.	JOB ORDER NO.	REFERRAL ACTIVITY			REMARKS
CALLED	REF.	OTHER				DUR.	PAY	RESULT	

1. Entries are made at different times as the various steps of the placement process are being carried out.

    a. At the time the applicant is called in, entries are made in the called, employer name, Job DOT, Job Order Number, Duration and Pay columns. If the applicant is selected for a job opening immediately following the taking of his application, during his first visit to the office, these entries are made at the time of referral.

    b. Entry is made in the "Referred" column when the interviewer refers the applicant to a job, decides not to refer the applicant, or when the applicant does not respond to call-in.

c. Entry is made in the "Results" column when the local office learns the result of the referral.

d. Entries are made in the "Remarks" column as the various steps are taken to complete the placement process for the applicant.

2. Entries are made in the Record of Services section of the ISES-511 Application Card in order to provide an adequate and continuous history of local office activities taken on behalf of a registered applicant and are made when the various steps of the placement process are carried out.

If an applicant is called in about a job opening, and then referred to the job opening, entries are made in the following sections of the Job Referral Record:

Date Called
Employer's Name
Job D.O.T.
Job Order Number
Duration
Pay

Entry is made in the "Results" Column when the local office verifies the result of the referral.

The other column is used to enter the number of Job Development Contacts made for the applicant, follow up contacts and referral to other agencies. (See application unit for more information on entering these items.)

Instructions for Recording

Entries in the Record of Service of the application card are as follows:

Date Called. Enter in figures in order of month, day, and year the date that an attempt was made to contact the applicant. This date should be entered even though the applicant was not actually contacted as a result of the attempt to notify him of the job opening.

After the date in the Date Called Column enter the appropriate symbol to describe the type of call-in:

T - Telephone
TM - Telephone message left for applicant
M - Mail
P - Personal contact
- - Application selected from walk-in.

The interviewer making the call-in enters his initials above the date.

Date Referred: Enter in figures, in order of month, day, and year the date the applicant was referred. The interviewer enters his initials above the date.

Enter a dash (-) if the applicant responded to call-in but was not referred. Give reason under Remarks.

Enter NR (Not Report) if applicant did not respond to call-in.

Employer's Name. Enter name of the employer as given on the ISES-514 Job Order.

Job D.O.T. Enter the D.O.T. number of the job.

Job Order Number: Enter number of Job Order.

Duration. Enter the duration of the job.

Pay. Enter the rate of pay.

Results. Enter.

H - Hired.

RJ - Refused Job.

FRE - Failed to report for employment interview.

FRW - Failed to report for work.

JF - Job Filled

NQ - Not qualified.

FP - Failed physical.

FET - Failed employment test.

TOR - Took other referral (Employer hired other referral).

Remarks Column - Typical entries in this column include:

7-1-73 IESC 243 to Claims P.S.
7-1-73 RRB ES 216 P.S.

Recording Entries on the Order Form 514B

In most local offices the interviewer makes entries in the top half of the reverse side of the order as follows:

1. Date - The date the file is searched. Usually same date as order is taken.
2. Int. - Interviewer's initials.
3. DOT - Areas File Searched - code numbers searched for applicants. This may be same numbers as order plus related codes.
4. Total Call-ins - The number of applicants who are called in as a result of file search.
5. No. of Veterans - The number of veterans called in for referral.
6. No. of Minority Groups - The number of minority applicants called in for referral.
7. Clearance Activity - If the order is placed in the job inventory or released out of state, it will be noted and dated.
8. Advertising Activity - If advertising is used to recruit workers for the order a notation will be made in this section and dated. Examples of entries might be radio spot announcements, newspaper advertising or mini-profiles.

In the lower half of the order form the interviewer makes the following entries:

1. Date Referred - Enter the actual date the applicant is referred to the employer.
2. Int. - Enter the initials of the interviewer making the referral.
3. Name - Enter the name of the applicant being referred.
4. Social Security Number - Enter applicant's social security number.
5. DOT Code - Enter the primary code of the applicant from the application card.
6. Results - Enter the results of referral in letters from the Job Bank Printout or by verification:

H - Hired

RJ - Refused Job

FRE - Failed to report for employment interview

FRW - Failed to report for work

JF - Job Filled

NQ - Not Qualified

FP - Failed Physical

FET - Failed Employment Test

TOR - Took other Referral
(Employer hired other referral)

If your office is using IESC 971 to report results of referral to Job Bank Central Control, you will also enter your verifications there. In item 25 you will note the one digit number from the 508B, item 75. You will also enter the mode of verification in item 26 using the one digit numbers in item 76 of the 508B.

7. Mode - Enter verification mode in letters:

M - Mailer

T - Telephone

O - Other

8. Referral Comments - Enter any pertinent comments related to the referral. In non-Central Control offices if the referral is verified locally, the interviewer should enter VER, date and initials in this column.

9. Order Comments - Discussions concerning discriminatory specifications. Employer contacts on orders on which no referrals are made. Reason for cancellations.

Instructions for Job Bank Statistical Form 508A-B

Upper Left

1. Introducing - Enter name of applicant.
2. Applying for Position of - Enter employer's job title.
3. Comments - This space may be used by the local office for recording any pertinent comments.
4. Executive Order 11701 - Check appropriate box if applicable:

   Vietnam Era Veteran for ESARS Codes 0, 1, 3 and 4

   Special Disabled for ESARS Codes 2, 5, 9
5. ES Representative - The interviewer who makes the referral signs his name in this space.
6. Date - Enter current date.

Upper Right

1. Company Name - Enter name of employer as shown on job order.
2. Company Address - Enter street address of employer.
3. City, State, Zip Code - Enter city, state and zip code.
4. Whom to See - Enter name of person to whom the applicant is to report for interview.

1-6	Job DOT -	Enter 6-digit codes (or first 6 digits of nine digit code) shown on job order.
7-12	Job Order Number -	Enter six-digit order number as it appears on.
15-23	Social Security Number -	Enter nine digit social security number of applicant.
25-38	Name -	Enter the applicant's last name, a comma without a space, applicant's first name, space and middle initial. You may abbreviate if desired.
39-45	Applicant DOT -	Enter the DOT code as given starting at the left most position without spacing. Include the "x" symbol if used, but do not use a period or dash.
46-51	Date of Appointment -	Enter date applicant is to report to the employer for interview.
52	Source -	Enter in space below the appropriate one-digit code to designate source or method of call-in.
53-54	Age -	Enter in the space below a two-digit number to show the applicant's year of birth.
55	Ethnic -	Enter appropriate code to indicate applicant's ethnic group.
56	Sex -	Enter in the space below the one-digit code to indicate the sex of the applicant.
57	Spanish Surname -	Enter a one-digit to indicate whether applicant is a member of Spanish Surname group or is not.
58	Income -	Enter in the space below the appropriate code to indicate the economic status of individual as defined in ESARS.
59	Program -	For a partially registered applicant enter the letter A in the space below. If the applicant participated in any of these programs during the past twelve months, enter the appropriate letter. If he participated in more than one enter the most recent.

60 VET - Enter the appropriate code using ESARS Desk Aid IESC T-1193 to determine.

1. Record ESARS Veteran Codes 0, 1 and 2 as Code 2.
2. Record ESARS Veteran Codes 3, 4 and 5 as Code 4.
3. Record ESARS Veteran Codes 6, 7, and 9 as Code 3.
4. Code 1 for non-veterans.

62 U.I. - Enter in space below the appropriate code to indicate whether or not applicant is or is not presently a UI claimant.

63-64 Education - Enter in the space below two digits to indicate the highest school grade completed by the applicant. If none, enter 00.

65-68 Local Office No. - Enter your four-digit local office number (same as ESARS).

69-70 Status - Enter first two digits of your assigned number.

71-72 Desk - Enter the last two digits of your assigned number.

73 Mailer Requested - Always enter a 2 in this item.

74 Referred From - Enter the appropriate one digit to indicate if the referral was made from the original order or the Job Bank Book.

75 Results - Enter the appropriate code to indicate the result of referral.

76 Verification Mode - Enter one-digit code to indicate mode of verification.

Practice Exercise on Referral and Post-Referral Entries-Hypothetical Situation

At approximately 2 p.m. on June 10, 1973, the Lightning Electric Company of Middletown, wholesale distributors of electrical household appliances, placed an order for two experienced typists for permanent jobs. The active 203.588 file is searched. Mary Doe is contacted by telephone and plans to report to the office the next morning. The placement interviewer is unable to contact Jane Brown by telephone so an ISES-504 Call-In Card is mailed to her requesting her to contact the local office.

The following morning, June 11, Miss Doe reports to the office and is given a pre-referral interview. She is told the job as typist is permanent and will pay $75.00 per week. She is interested in the opening and is referred to the employer.

The following morning the interviewer calls the employer and is told Miss Doe has started to work and seems most satisfactory.

The interviewer then stated he expected to send another applicant later in the day and that he felt she should prove equally qualified for the remaining opening. The employer replied that he didn't have the other opening now and wanted to cancel the order. When the interviewer asked the reason for this cancellation, the employer stated that he had rehired a former employee.

The employer thanked the interviewer for referring Mary Doe and said he would call again when he had an opening.

On the afternoon of the same day, (June 12) Jane Brown reported. As the opening for the Lightning Electric Company was now filled, Miss Brown was not referred.

On the next two pages are facsimiles of two applications and a job order form. Make the necessary entries to the three forms based on the narrative above to indicate the actions taken.

Application for Mary Doe
DOT Code: 203.588
Social Security No.: 507-60-4130

RECORD OF SERVICE

DATE			EMPLOYER'S NAME OR TYPE OF SERVICE	JOB D.O.T.	JOB ORDER NO.	REFERRAL ACTIVITY			REMARKS
CALLED	REF.	OTHER				DUR.	PAY	RESULT	

Application for Jane Brown
DOT Code: 203.588
Social Security No.: 780-50-5965

RECORD OF SERVICE

DATE			EMPLOYER'S NAME OR TYPE OF SERVICE	JOB D.O.T.	JOB ORDER NO.	REFERRAL ACTIVITY			REMARKS
CALLED	REF.	OTHER				DUR.	PAY	RESULT	

LIGHTNING ELECTRIC COMPANY Job Order Number: 113456
DOT Code: 203.588

DATE	INT	DOT AREAS FILE SEARCHED	TOTAL CALL-INS	NO. OF VETS	NO. OF MINORITY GROUPS

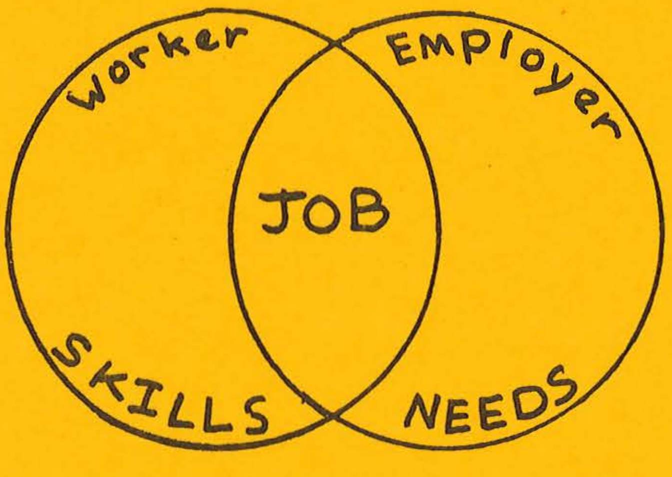
ADVERTISING ACTIVITY	CLEARANCE ACTIVITY

DATE	INT	NAME	SOCIAL SECURITY NUMBER	DOT	RES-ULTS	MODE	COMMENTS

ORDER COMMENTS	RESULTS	VERIFICATION MODE
	1. Hired 2. Refused Job 3. FR Emp. Interview 4. Failed to report for work 5. Job Filled 6. Not Qualified 7. Failed Physical 8. Failed Emp. Test 9. Took Other Referral	1. Mailer 2. Telephone 3. Other

PART VI

JOB DEVELOPMENT


Worker
Employer
JOB
SKILLS
NEEDS

PART VI

THE JOB DEVELOPMENT PROCESS

Job Development Defined

Job Development is a sales technique used as a means of job placement for every type of applicant, including the highly qualified, and the difficult to place. Job Development should not be confused with regular referral, job restructuring, or promotional telephone contact. It is a technique that can be used by the Interviewer to provide another way to get a job for the applicant which he has been unable to get for himself. It can also be taught to the applicant as another job seeking skill for him to use on his own. Although its prime purpose in the past has been mainly for people with highly developed, specialized skills, there is an increasing awareness of the need and value to use effective job development techniques with all applicants.

As in any type of product sales, this process requires a thorough knowledge not only of the applicant (skills, particular problems, etc.), but also of the employer (specific needs and preferences). The main goal of Job Development is to obtain a job interview for an individual where there had been no appropriate order on file, but where he will at least get the opportunity to "sell" himself in a personal interview with the employer. To achieve this goal, we must recognize, develop and learn effective sales techniques.

Criteria For Use

Before Job Development can be used with a particular individual, we must consider certain criteria:

He must be able to state a job goal.

The job goal (as assessed by the Specialist) must be appropriate with the applicant's qualifications.

The applicant and the Specialist must agree on the job goal.

The local labor market must contain positions of this type.

The applicant must be available for work.

If the applicant is unable to state a job goal, or there is disagreement on the appropriateness of the job goal, there can be no further job development activity until these problems are resolved. Counseling and/or testing may be appropriate at this time.

Only at the point where there is agreement between the Interviewer and applicant can job development activity resume. The next step is planning the job development contact.

Planning the Contact

Planning the job development contact is essential, since haphazard contacts can do more harm than good. Lack of planning might result in a contact which is unsatisfactory to both the applicant and the employer. It may also affect your own confidence and image as an effective person. Preparation, then, involves knowing not only the qualifications and liabilities of your applicant, but also the particular needs of the employer you are contacting.

Sources for Job Development Leads

Before preparing for a contact, there are several sources the Interviewer can use to get job development leads. These include:

1. Personal knowledge
2. Local Employment Service Office records
3. Other staff in the office--including Placement Specialist
4. Unemployment Compensation--indicates which companies are laying off, and which ones are rehiring
5. Trade and professional journals
6. News ads
7. Radio--T.V.
8. List of new employers in area (get them from Chamber of Commerce)
9. Other community organizations
10. Yellow pages
11. Social contacts

Preparation

Effective preparation involves:

A. Choosing applicants who meet the criteria as outlined in the section Criteria for Use.

B. Knowing all of the applicant's qualifications

   1. Experience
   2. Related work experience

3. Training
4. Aptitude
5. Hobbies
6. Motivation

C. Knowing all of the applicant's restrictions

1. General health
2. Handicaps
3. Wage(s)
4. Hours
5. Location
6. Transportation

D. Knowing the employer

1. Type of business
2. Types of jobs
3. Individual hiring practices
4. Possibility of staff expansion or reduction

E. Knowing possible employer objections

1. Age
2. Handicapped
3. No previous experience
4. Employment gaps (prison, mental illness)
5. Poor work history(job-hopping, fired, poor references)
6. Personal appearance

F. Meeting possible employer objections

When you are confident that you know both parties well in terms of job expectations, you are ready to make the job development contact.

At this point, and only at this point, are you ready to attempt to sell an applicant to the employer. There are five basic steps--all of them proven, effective sales techniques.

Establish Contact

The first step is to establish contact.

It is absolutely necessary to establish contact with the person who has the responsibility and authority for hiring. How this is done depends on the mode of contact whether it be a personal visit, letter, telephone call, or any other way you can dream up.

Your telephone, which is flexible, speedy, and economical, is likely to be your most often used mode of contact. Since it is unlikely that you will make immediate contact with the person responsible for hiring, it is imperative that you get his name and position (if not already known), and establish contact with him by introducing yourself, your agency, and the purpose of your call. Remember, your purpose is only to obtain an interview for the applicant by selling his skills.

Arouse Interest

The second step is to arouse interest.

You must immediately attempt to arouse the employer's interest by introducing your applicant in terms of skills that the employer values. This initial statement must be well-planned, concise, and under no circumstances should you:

1. Ask for job openings
2. Introduce applicant by name
3. Describe applicant in terms of physical or personal characteristics

Develop Interest

The third step is to develop interest.

If your opening statement is well planned and if the employer is at all receptive, you must immediately capitalize on his interest by further describing your applicant's qualifications, namely:

1. Experience
2. Related work experience
3. Training

4. Education

5. Aptitude

6. Hobbies

7. Motivation

This statement again must be well planned, concise and serve to further attract the employer to your applicant.

Meet Objections

The fourth step is to meet objections.

Oftentimes, the employer will ask questions about the applicant or raise objections. It is imperative that you anticipate employer objections and be prepared to meet them with short, positive statements. When possible, make every effort to turn the objection into an asset. For example, if the age of your applicant raises objections, your reply could be "Yes, he is 58 years old, BUT he has 15 years experience in assembly and is very anxious to get steady, long-term employment".

Sometimes an employer may have a valid objection, but this should be avoided by carefully matching the applicant and the employer. When the objective is valid, retreat gracefully and ask if you can be of any other service.

Close the Sale

The fifth and final step is to close the sale.

The first positive feedback you get from the employer should cue you into the final step, closing the sale. You are only trying to get an interview, not a job, so attempt to set up a specific appointment for an interview and then quickly and courteously close the conversation.

In summary, there are five basic steps to getting the job interview:

5. Close Sale
4. Meet Objections
3. Develop Interest
2. Arouse Interest
1. Establish Contact

Types of Employers

One type of employer is the satisfied user.

He is relatively easy to work with. He is important because his continued goodwill makes your placement efforts easier by:

1. Being receptive to you

2. Spreading the word to other employers

A second is the dissatisfied user.

He is difficult to work with because of past experience with your agency. His hostility may be directed toward you and/or your agency.

1. Never argue with him.

2. Do not treat his complaints lightly; express concern for his previous experience.

3. Offer improved service by suggesting that as you become more familiar with his company, referrals will be more appropriate.

4. Suggest tour of his firm.

5. As quickly as possible, refocus the call on the specific individual that you are calling about.

The third type is the unknown employer.

You know of him, but he has never heard of your agency. He is particularly important because his potential as a user or resource for your agency depends on how professional your approach is. Take the time to briefly explain your agency to him, emphasizing that your service is free and useful to him.

A fourth type is the indifferent employer.

Bored, thinks he does not need you. Could be difficult to work with, depending on how well you are able to arouse and develop his interest in your applicant.

The fifth type is the busy employer.

Possibly irritated by the timing of your call. Again, depending on your ability to arouse and develop his interest, your best bet may be to excuse yourself and ask for a more convenient time to call. If you anticipate a busy employer, ask his secretary to suggest a convenient time to call.

The sixth type is the interested employer.

Should you encounter an employer who asks several questions about your agency, you have an excellent opportunity for doing some Public Relations work which, again depending on how proficient you are, will affect his use of your agency.

You will not always know which type of employer you will encounter, BUT you must be prepared to handle any kind of response you will get from these different employers.

Self Evaluation

In order to gain expertise in this process, it is necessary to evaluate your job development contacts. Important questions to ask yourself after each contact are:

1. Was my contact planned?
2. Was my voice clear and well-modulated?
3. Did I introduce myself and the agency properly?
4. Did I use a minimum of well-chosen words?
5. Did I create interest?
6. Did I listen to the employer so as to determine his needs?
7. Did I meet the objections offered in a professional manner?
8. Did I have all the facts?
9. Did I avoid impertinence, impulsiveness and impatience?

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