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# Contents

## 1: System Overview

- What Employers Can Do ................................................................. 1-1
- Explore with Confidence ................................................................. 1-2

### Navigation Features

- My Employer Workspace ............................................................... 1-3
- Directory of Services ..................................................................... 1-5
- How We Can Help You ................................................................. 1-6
- My Employer Dashboard ............................................................... 1-8

### Navigation Menu

- Descriptive Menus ......................................................................... 1-12
- Quick Menu .................................................................................. 1-13
- Portfolio View ................................................................................ 1-13
- Header Toolbar ............................................................................... 1-15
- Footer Toolbar ............................................................................... 1-15

### Customize Your Display .............................................................. 1-15

## 2: Registration and System Access

- Complete an Employer Registration ................................................ 2-1
- Select a NAICS Code ...................................................................... 2-4
- What to Do Next ........................................................................... 2-5

### Log into the System

- Message Alerts ............................................................................... 2-6

### Retrieve Username and/or Password .......................................... 2-7

### Summary of TPA Registration for Recruitment .............................. 2-9

#### Agents Complete a Registration as TPA ....................................... 2-9

#### Agents Request to Represent an Employer .................................... 2-11

#### Staff Adds Company Info .............................................................. 2-12

#### Employers Activate Agents ......................................................... 2-12

#### Agents Assist Employers ............................................................... 2-12

#### Employers or Agents End the Relationship .................................... 2-12

## 3: Manage Your Account

- General Information ....................................................................... 3-1
- Create a Company Profile ............................................................... 3-2
- Location(s) ..................................................................................... 3-3

### Contacts/Users

- Add Contacts/Users to Your Account ............................................ 3-5
- Edit Employer Contacts ................................................................. 3-8

### Activity Summary ....................................................................... 3-9

## 4: Review Search Activity

- Résumés .......................................................................................... 4-1
- Training Programs .......................................................................... 4-2

### Industries

- Areas ................................................................................................ 4-3

## 5: Manage Job Orders

- Create a Job Order ......................................................................... 5-1

#### Start from Scratch (Job Order Wizard) ........................................ 5-2

#### Copy an Existing Job Order ......................................................... 5-4

#### Exact Copies .............................................................................. 5-5

#### Use a Job Order Template .......................................................... 5-6

#### Mass Job Orders Import .............................................................. 5-8
Review/Modify Job Order Details ................................................................. 5-10
Job Title and Occupation Code .................................................................. 5-11
Location of the Job ...................................................................................... 5-12
Contact Person for the Job ......................................................................... 5-13
Online Display Information and Screening Options .................................. 5-14
Job Details .................................................................................................. 5-14
Job Description .......................................................................................... 5-16
Skill Sets ...................................................................................................... 5-16
Select/Edit Skill Sets .................................................................................. 5-17
Other Skills .................................................................................................. 5-17
Hiring Requirements ................................................................................... 5-18
Specialized Skills ....................................................................................... 5-18
Transportation Requirements ..................................................................... 5-19
Minimum Education, Experience, and Age Requirements ......................... 5-20
Compensation and Hours .......................................................................... 5-21
Benefits Offered .......................................................................................... 5-21
Application Methods .................................................................................. 5-22
Required Information from Applicants ....................................................... 5-23
Application Question Set ............................................................................ 5-24
Job Order Upload Options .......................................................................... 5-26
Miscellaneous Options ............................................................................... 5-26
Locate a Specific Job Order ....................................................................... 5-27
Update Status or Thresholds ....................................................................... 5-27
Manage Application Questionnaires .......................................................... 5-28
Create a Questionnaire ............................................................................... 5-28
Manage Job Skill Sets ............................................................................... 5-30
Edit a Skill Set ............................................................................................ 5-33
Manage Tools and Technology Skill Sets .................................................. 5-34

6: **MANAGE RECRUITMENT**

Review Job Applicants ............................................................................... 6-1
Contact Options .......................................................................................... 6-3
Email Candidates ......................................................................................... 6-3
Candidate Skills ......................................................................................... 6-4
Rate Applicants ......................................................................................... 6-5
Applicant Status ......................................................................................... 6-6
How Do They Measure Up ......................................................................... 6-7
Search for Candidates ............................................................................... 6-8
Quick Résumé Search ................................................................................ 6-9
Advanced Résumé Search ......................................................................... 6-10
Résumé Sources ......................................................................................... 6-11
Candidate Ranking Options ....................................................................... 6-11
Candidate Filter Criteria Options ............................................................... 6-12
Review Search Results ............................................................................. 6-14
Candidate Rankings ................................................................................... 6-15
Résumés ..................................................................................................... 6-17
Print Résumés ............................................................................................ 6-18
Select Favorite Candidates ....................................................................... 6-19
Virtual Recruiter ......................................................................................... 6-20

7: **MANAGE WOTC**

Register as a WOTC Employer .................................................................. 7-1
Already Registered as a Recruiter? ............................................................... 7-2
Already Registered as an Agent? ................................................................. 7-3
Upload Multiple Employers ..................................................................... 7-4
Set WOTC Privileges for Contacts or Agents ............................................. 7-4
Recruit WOTC Job Applicants ................................................................. 7-5
Complete a WOTC Application ................................................................. 7-7
IRS Form 8850 ............................................................................................ 7-7
8: MANAGE COMMUNICATIONS 8-1
Message Center ......................................................................................................................... 8-1
Review Messages ......................................................................................................................... 8-2
Virtual Recruiter Notification .................................................................................................... 8-2
Notification of Applied Candidate ............................................................................................. 8-3
Meeting Notification .................................................................................................................. 8-4
Create Messages ......................................................................................................................... 8-5
Correspondence Templates ........................................................................................................ 8-7
Subscriptions ............................................................................................................................... 8-8
Email Log ................................................................................................................................... 8-9

9: MANAGE APPOINTMENTS 9-1
Upcoming Events ......................................................................................................................... 9-1

10: GENERATE REPORTS 10-1

11: RESEARCH EDUCATION SERVICES 11-1
Training Providers and Schools ................................................................................................. 11-1
Provider Information .................................................................................................................. 11-3
Training and Education Programs ............................................................................................ 11-4
Select an Education Program ................................................................................................... 11-4
Compare Programs .................................................................................................................... 11-6
ETPL Approved Programs ......................................................................................................... 11-9
Education Program Completers ............................................................................................... 11-9
Online Learning Resources ....................................................................................................... 11-10
Education Profile Informer ........................................................................................................ 11-10

12: RESEARCH LABOR MARKET INFORMATION (LMI) 12-1
Labor Market Facts ...................................................................................................................... 12-3
Area Profiles ............................................................................................................................... 12-5
Select an Area ............................................................................................................................. 12-5
Compare Areas ........................................................................................................................... 12-6
Comparison Snapshot ............................................................................................................... 12-6
Area Summary ............................................................................................................................ 12-7
Narrative Description of Area ................................................................................................ 12-8
Quick Reference Icons .............................................................................................................. 12-8
Snapshots .................................................................................................................................. 12-9
Jobs 12-10
Candidates ................................................................................................................................. 12-16
Supply and Demand .................................................................................................................. 12-18
Education, Training and Experience ......................................................................................... 12-23
Employment and Wages ............................................................................................................. 12-26
Demographics ............................................................................................................................ 12-35
Industry Profiles ......................................................................................................................... 12-38
Select an Industry ....................................................................................................................... 12-38
Compare Industries .................................................................................................................... 12-39
Comparison Snapshot ............................................................................................................... 12-41
Industry Summary ..................................................................................................................... 12-42
Narrative Description of Industry ............................................................................................ 12-42
Quick Reference Icons .............................................................................................................. 12-43
Snapshots .................................................................................................................................. 12-43
Jobs 12-44
Employers ................................................................................................................................. 12-46
Review an Agent (Employer’s View) ............................................................................................................................................. 14-10
Assist an Employer (Agent’s View) ............................................................................................................................................. 14-12

15: MANAGE UNEMPLOYMENT .............................................................................................................................................................. 15-1
Claimant Separation Form ................................................................................................................................................................. 15-1
Separation Notice Alleging Disqualification ........................................................................................................................................ 15-6
Potential Charges .................................................................................................................................................................................. 15-8
Current Charges .................................................................................................................................................................................. 15-8
Appeals ............................................................................................................................................................................................... 15-9
    File an Appeal .................................................................................................................................................................................. 15-10
    Existing Appeals – Review Status .................................................................................................................................................. 15-14
    Appeal Hearings .............................................................................................................................................................................. 15-18
    Appeal Decisions ............................................................................................................................................................................. 15-19
TRA Employment Affected Employees (TRA Employers Only) ............................................................................................................. 15-21
TRA Employment Information (TRA Employers Only) ....................................................................................................................... 15-23
Mass Layoff ....................................................................................................................................................................................... 15-25
    Partial Claims .................................................................................................................................................................................. 15-27

APPENDIX A: COMMON SYSTEM TOOLS ............................................................................................................................................. A-1
Define the Search Area ........................................................................................................................................................................... A-1
Select an Occupation ........................................................................................................................................................................... A-4
    Occupations by Keyword ................................................................................................................................................................. A-4
    Occupations by Group ........................................................................................................................................................................ A-5
    Occupation Listing ......................................................................................................................................................................... A-5
    Occupations by Education Program ................................................................................................................................................. A-6
    Occupations by Military Specialty .................................................................................................................................................. A-7
    Occupations by Occupation Code .................................................................................................................................................. A-11
    Occupations by License ................................................................................................................................................................... A-12
Occupation Search Results ................................................................................................................................................................. A-13
Select an Industry ................................................................................................................................................................................ A-13
    Industries by Keyword ................................................................................................................................................................. A-14
    Industries by Sector ......................................................................................................................................................................... A-14
    Industry Listing ............................................................................................................................................................................. A-15
    Industries by Industry Code ......................................................................................................................................................... A-15
Select an Education Program ............................................................................................................................................................... A-16
    Educational Programs by Keyword(s) ........................................................................................................................................ A-16
    Educational Programs by Area .......................................................................................................................................................... A-17
    Educational Program Listing ............................................................................................................................................................. A-18
    Educational Programs by Occupation ........................................................................................................................................ A-19
    Educational Programs by Career Cluster .................................................................................................................................. A-20
    Educational Programs by Code (CIP) ............................................................................................................................................ A-21
Formatting Controls .............................................................................................................................................................................. A-22
    Use Formatting Tools ....................................................................................................................................................................... A-22
    Spell Check Feature ......................................................................................................................................................................... A-24

INDEX ......................................................................................................................................................................................................... I-1
1: System Overview

The Virtual OneStop® system integrates functionality for job seekers, employers, and workforce staff, offering unique access points and feature options for each user type. When using Virtual OneStop with the Geographic Solutions’ Unemployment Insurance module (GUS), the system include complete functionality for filing and processing UI claims and taxes.

What Employers Can Do

For employers, Virtual OneStop® provides the convenience of a centralized “meeting place” for people with mutually beneficial goals and services. Virtual OneStop provides employers with comprehensive tools to evaluate job seekers’ skills and profiles, and locate qualified workers for entry-level or highly-skilled positions. Once registered in the system, employers can search thousands of résumés for key words and automatically run customized searches. They can also create and post job orders online. Finally, they can access the latest economic and labor market information for specific geographic areas. Employers registered in Virtual OneStop can perform many recruiting functions, including:

- **Post job openings** – Use the comprehensive online job order system to enter a complete job description and define required job skills.
  
  ![See the topic, Create a Job Order, for details (in chapter 5).](image)

- **Find candidates and review résumés** – Use state-of-the-art search tools to locate and review posted résumés of qualified candidates – for example, search by occupation, job location, education level, salary, skills, etc.

  ![See the topic, Search for Candidates, for details (in chapter 6).](image)

- **Create and store résumé searches** – Use the Virtual Recruiter to schedule a weekly or daily automated search for candidates and receive immediate notification of hits.

  ![See the topic, Virtual Recruiter, for details (in chapter 6).](image)

- **Evaluate Applicants** – See how applicants match up to job order requirements. Assign ratings, send messages, and keep notes.

  ![See the topic, Review Job Applicants, for details (in chapter 6).](image)

- **Research labor market information** – Select a profile for a geographic area, industry, or occupation to review up-to-date information on job numbers, salaries, projected growth rates, and more. Extensive graphics and maps help communicate the big picture on employment rates, the top occupations, and the size of area firms, the average weekly wage, and more.

  ![See the topic for each profile in chapter 12, Research Labor Market Information (LMI).](image)

- **Learn about the site and available tools from the Learning Center** – Take advantage of a central location for accessing training videos to learn more about using the employer resources and tools in the site.

  ![See the topic, Learning Center, for details (in chapter 13).](image)

This guide provides complete instructions on what employers can do on the system, along with the navigation and procedures for how to navigate the system. Additional resources, including the online instructional videos, are available in the Assistance Center.
About This Site

This site is a powerful online job seeker/workforce services system, accessed as a web site on the Internet. It was specifically designed for job seekers, students, case managers, employers, training providers, workforce professionals, and others seeking benefits and services. The system provides fast access to a complete set of employment tools in one web site. Surveys have proven that users find it convenient and very useful.

Explore with Confidence

We designed the system be comfortable for everyone, even those with little computer experience. Simple, intuitive navigation tools lets users quickly access a wide variety of information – this is by design. Virtual OneStop relies on standard Internet, web browser, or Windows conventions, such as:

Hyperlinks

Users click a word or phrase, typically underlined in blue, to go directly to the referenced page. For example, when employers view a list of candidates, clicking a **View Résumé** link will display the candidate’s résumé.

Wizards

When completing a multi-page procedure, such as a registration, job order, or UI appeal, users progress one page at a time in a wizard format. Wizards always display a **Next** button, which validates and saves responses before moving to the next page; and a **Back** button, which allows users to review or edit responses on previous pages without leaving the wizard.

Using Table Display Functions to Review Search Results

These tools allow users to manipulate how data displays in a table; and tables will automatically resize to conform to your screen.
Search Functionality
With Virtual OneStop search pages, users enter keywords and/or select from dropdown menus tailored to the search activity. The search results page always displays the total number of records found and allows you to return to the search criteria page without erasing your previous entries. You may also control the table display, as described below.

Working with Tables
As employers use Virtual OneStop to explore labor market information, search for candidates, and manage their account and message center, they can rely on state-of-the-art tools for manipulating data in a table.

Whenever a table includes a large number of records, employers can use any combination of the features below to identify a specific record or group of records.

- **Sort Feature.** To resort the records in a table, click on a *Column Heading*. Click the same heading again to reverse the sort order.
- **Filter Feature.** Use the *Show Filter Criteria* options to limit the records displayed. When you click the *Filter* link, the list will refresh to match the criteria you entered.
- **Multiple Views.** For many tables, users can toggle between a *Summary* and *Detailed view*. Displaying the same grid in two formats allows users to collect all the information they need without scrolling through additional pages.
- **Scroll Bars.** When necessary, use a scroll bar function to move up or down a table or screen:
  - Click the top or bottom arrow, or click above or below the scroll bar to move incrementally.
  - Click and drag the scroll bar to move up or down.
  - Click and hold the top or bottom arrow.
- **Grid Resizing.** Customize the number records that display in a table. Simply select the number you want to display (5, 10, 25, 50, etc.) and click *Go*.
- **Browsing Through Pages.** To move from page to page within a grid, use the forward and back arrows. You may also enter a specific page number and click *Go*.

Navigation Features
Virtual OneStop offers users several options for navigating the system, each with unique advantages. Employers will likely use a combination of navigation methods, depending on where they are in the system.

Consider the following navigation methods whenever you want to:

- **Return to work quickly with direct access to regular activities.**
  - *Quick Menu* and other Navigation menus
  - *Employer Portfolio* with access to main folders and tabs
  - *How Can We Help You* screens have in-context links

- **Review account activity before deciding on the next task:**
  - *Employer Dashboard* and widgets that summarize activity
  - *How Can We Help You* screens summarize activity

- **Explore new features and learn how to make best use of the system:**
  - *Services Preview* widget provides excellent overview and links
  - *Directory of Services* shows menus with descriptive text
  - *How Can We Help You* screens provide suggestions for next steps

My Employer Workspace
The *My Employer Workspace* menu includes three valuable starting points for all navigation in the system. When the menu is open, each component displays as a tab, as well as a menu option.
**My Employer Dashboard** – Designed to be the primary workspace for employers, the customizable Employer Dashboard is accessible from any location in the system. This dashboard displays customizable widgets that summarize recent activity and provide links to complete information.

**Directory of Services** – Displays the Navigation menus using collapsible accordion folders and includes descriptive text with each link.

**How We Can Help You** – Displays a menu of quick links to access data in the system in ways that can help you based specifically on your information and preferences in Virtual OneStop.

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**Accessing the Employer Workspace Features**

Access My Employer Workspace features from either the Navigation menu or the Employer Dashboard.
Directory of Services

The Directory of Services provides another way to access all menu options shown on the Navigation pane. Rather than menu lists and fly-out menus, the Directory of Services screen uses dynamic accordion folders to display all the menu and link options on one page. Each link includes a brief description to facilitate your selection.

Select My Employer Workspace > Directory of Services from the Navigation pane; or simply click the Directory of Services tab from your Employer Dashboard.

Alternatively, click the Services link located in the Footer Toolbar.

The Directory of Services allows you to perform the following functions.

- Click anywhere on the gray Title Bar to expand or collapse an accordion folder – use the plus or minus sign as the indicator.
- Use the Menu Option links to drill down to the next menu display.

Using the Directory of Services Accordion Folders that Replicate the Navigation Menus
How We Can Help You

The How We Can Help You screen and menus provide employers with a top-level view of how they are using the system and what steps await completion. Accessing the menus and links is easy using either the Navigation pane and fly-out menus, or using the How We Can Help You tabs.

Select My Employer Workspace ➤ How We Can Help You from the Navigation pane or simply click the How We Can Help You tab located at the top of your Employer Dashboard.

How We Can Help You tabs display a summary of your account activity related to the specific service area. From here, you can link to the corresponding area in the system or begin a new task, as described in the table below:

<table>
<thead>
<tr>
<th>Tab Name</th>
<th>Key Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post a Job</td>
<td>View or edit your existing job orders, review applicants for a job order, or add a new job order</td>
</tr>
<tr>
<td>Recruit Talent</td>
<td>View Candidates by Job Posting or Skill Set. Access job order applicants, view details of previously viewed candidates, or begin a new candidate search.</td>
</tr>
<tr>
<td>Analyze the Labor Market</td>
<td>See how existing job orders compare to candidates in the job market. View interactive color-coded maps showing potential candidates for a particular job order or occupation. Read about labor market features, access a FAQ page, and begin researching area markets, occupations, and industries.</td>
</tr>
<tr>
<td>Training</td>
<td>View Relevant Training Courses in Your Area for job orders or occupations you select.</td>
</tr>
</tbody>
</table>
## System Overview

<table>
<thead>
<tr>
<th>Tab Name</th>
<th>Key Features</th>
</tr>
</thead>
</table>
| **Analyze the Job Market** | See the salary and job requirements in your job orders compare to the competition.  
View interactive color-coded maps showing potential candidates for a particular job order or occupation. |
| **Other Services**       | Find out about additional resources, such as the Assistance Center feature. |

Using the **Analyze the Job Market** option, employers can select from their job orders and have all data display immediately in graphic and interactive map formats.

![Graphics showing job market analysis and candidate evaluation](image)

All job market information reflects the job order you select from the dropdown that lists all your job orders.

**Viewing Candidates by Region and Evaluating the Competition**
My Employer Dashboard

The ultimate service portal, the Employer Dashboard includes widgets for all commonly-used areas of the system. Each widget features an activity summary that highlights the most important activity in that area. The in-context links allow users to go directly to the VOS page for complete information. Together, the dashboard widgets provide a well-organized summary of system features and account activity.

To access the Employer Dashboard, select My Employer Workspace ▸ My Employer Dashboard from the Navigation pane.

To return to the Employer Dashboard from anywhere in the system, click My Dashboard on the top toolbar.

Viewing the Location of Dashboard Widgets

You can customize your Employer Dashboard so that information displays where you want it. If you use a particular widget more frequently, such as My Messages, you can display that widget at the top of the screen. On the other hand, if you never access information about Education Services, you might
choose to move that block of information further down on your screen, collapse the widget, or remove the widget altogether.

From your **Employer Dashboard**, you can perform the following:

- **Move Widgets.** Move a widget to another location on the dashboard. Hover over the title bar until you see the move symbol ( ), then click and drag the widget to the new location.

- **Collapse/Expand Widgets.** Click the minus sign (-) on the title bar to minimize (collapse) a widget. To maximize (expand) again, click the plus sign (+).

- **Hide Individual Widgets.** To remove a widget from the dashboard, click the X on the title bar. You can always display the widget again later. *(See next item.)*

**Manage all Available Widgets.** Whenever you want, you can see all available widgets and decide which to display and which to hide. Once you configure your preferences, they will remain enforced until you change them.

**To set your display/hide preferences for dashboard widgets:**

1. Scroll to the bottom of the Employer Dashboard page and click **Configure Dashboard Widgets**.
2. To add or restore a widget to the dashboard display, select the corresponding checkbox.
3. To remove a widget from the dashboard display, deselect the corresponding checkbox.
4. Click **Save**.

The following descriptions highlight ways to make good use of your dashboard widgets.

**Services Preview Widget**

Located at the top of the page, this widget allows users to survey the principle employer services, review account activity related to each service, and use in-context links. The Services Preview widget provides a rolling display of major system features, allowing you to discover features you have never used before.

- Click the **Title** link to navigate to the feature in the system.
- Use the position bubbles to move manually through the Services Preview pages.
Latest News and Announcements
This rolling-display widget shows timely information provided by your state or local workforce agency. A designated content administrator can update the information at any time to include the latest news, announcements, or warnings unique to your site.

My Messages
Review how many read and unread messages are currently in your mailbox. Click any link to access the Message Center.

My Calendar [Appointments/Upcoming Events]
This widget shows a monthly calendar highlighting scheduled appointments. You can link directly to the New Appointments or Upcoming Events associated with your account.

My Recruitment Plan
This widget summarizes your recruitment activities and includes the following links to navigate to the corresponding tab in the Employer Portfolio.

- Use a Job Orders Created link to navigate to the Job Orders tab.
- Use a Résumés Viewed link to navigate to the Candidates tab.
- Use a Virtual Recruiter Alerts link to go to the Virtual Recruiter tab.

Need Help or More Information
This widget provides quick access to both the Assistance Center and the Learning Center. In the Learning Center you can select and review numerous training videos.
Unemployment Services

This widget only applies to employers using a Geographic Solutions Unemployment System (GUS). The Unemployment Services widget provides access to all links for managing activities on your UI account. *(For more information, see Chapter 15: Manage Unemployment.)*

*Expanding a Widget to Display the Complete List of Available Services*
Navigation Menu

Located along the left side of every screen, the Navigation menu offer the most comprehensive access to system features. The versatile design offers:

- **Easy Access.** Navigation menus are accessible from anywhere in the system
- **Fly-out Menus.** Just hover and drill down to a specific menu option.
- **Concealable Pane.** In some cases, you may want hide the Navigation pane to create additional screen space. Use the Menu icon located in the top left corner ( ).
- **Customizable.** You may configure many options, such as menu order and display of fly-out menus. (See Customize Your Display on page 1-15.)

Descriptive Menus

When you click directly on a menu heading in the Navigation pane, you can read an explanation of each link before you select one. This is helpful when dealing with long menu lists or multiple fly-out levels. In the example shown below, when you click directly on **Services for Employers** ➤ **Recruitment Services** from the Navigation pane, a page shows all link options with helpful descriptions.

To see all menus and menu options with descriptive text, use the Directory of Services, which replicates the Navigation menu. Select **My Employer Workspace** ➤ **Directory of Services** from the Navigation pane.
Quick Menu

The Quick Menu lists only the most commonly used features. Each feature is described below, along with a cross-reference link to access the corresponding section in this User Guide.

Manage Jobs
Managing jobs is probably the most common employer activity, which is why this feature displays first on the Quick Menu. Employers use the Job Orders page to create new job orders, or copy, edit, or delete existing job orders. Employers can verify that the job order list accurately reflects their current job openings and required qualifications. (For more information, see Chapter 5: Manage Job Orders.)

Candidate (Résumé) Search
Searching for suitable candidates, the counterpart to creating job orders, appears as the second option on the Quick Menu as employers frequently use this feature. Employers use a variety of search methods to identify, view, and flag candidate résumés. (For more information, see Search for Candidates.)

Employer Resources
All the resources that support employer activities are located in one menu group. The menu options include access to messages, correspondence, appointments, templates, etc. All features are described in a functional context in this guide.

Employer Resources Menu Options (Descriptive Links)

Employer Portfolio
The fly-outs available here replicate the folder options available in Portfolio view. You can click directly on Employer Portfolio to open the Portfolio view, or you can select a fly-out option to navigate to a specific folder. The Portfolio view gives direct access to folders and tabs in a tree-view format. (For more information, see the next section.)

Portfolio View
Use the Portfolio view to display traditional file folders at the top of the page. Also known as the “tree-view,” the portfolio view shows how tabs are organized in the system, and allows users to click directly to a specific tab. The Portfolio view allows you to see the entire tab structure, and always indicates your current location in red.

Select Quick Menu > Employer Portfolio from the Navigation pane.

Alternatively, click the Portfolio link located in the Footer Toolbar.

Portfolio navigation is often an alternative to the principal navigation method, since you can always go directly to the portfolio and select the folders and tabs you want. Whenever possible, this User Guide will indicate the alternative Portfolio navigation using a special folder-tree bullet, as shown here:
Select **Employer Profiles** ➤ **Corporate Profile** ➤ **Contacts/Users** tab from the Portfolio folders.

### Navigating Using the Employer Portfolio (“Tree-View”)

Each portfolio tab displays as a link in the portfolio, allowing you to move quickly to each work area.

- To navigate to a specific tab, click the plus sign (+) to expand the folder, and then click the tab-link. (When you click directly on the folder link, the system navigates to the first tab in that group.)

The **Employer Profiles** group organizes the tabs into three functional categories (folders), as follows:

- **Corporate Profile** (General Information, Company Profile, Locations, Contacts/Users, and Account Summary tabs.)
- **Search History Profile** (Viewed Résumés, Employers, Programs, Occupations, Industries, and **Areas** tabs.)
- **Communications Profile** (Messages, Communication Templates, Subscriptions, and Email Log tabs.)

The **Human Resource Plan** group organizes the tabs into two functional categories (folders), as follows:

- **Job Order Plan** (Job Orders, Job Order Templates, Application Questions, Job Skill Sets, and **Typical Tools and Technology Sets** tabs.)
- **Recruitment Plan** (Job Applicants, Favorite Candidates, Virtual Recruiter Information tabs.)

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To watch different training videos on Employer capabilities, select **Other Services** ➤ **Learning Center** from the Navigation menu, and select from the list of available videos. See chapter 13 for more on the Learning Center.
Header Toolbar

Always displayed at the top of the screen, the Header Toolbar offers quick access to common system features.

- **Home** – Returns you to the initial page for the site. If logged in to your account, you will see an alert that you are now exiting the system.
- **Sign Out** – Displays a confirmation alert, and on clicking OK, closes your account session.
- **My Dashboard** – Navigates to the Employer Dashboard that includes the Services Preview, customizable widgets, and the Directory of Services tab.
- **Services for Employers** – Displays the Services for Employers Navigation menu options as links with descriptive text.
- **Services for Individuals** – Opens the VOS Individual Services site with Guest access. (If currently logged in, you must confirm you want to log out before continuing.)
- **Labor Market Analysis** (if available) – Opens the Virtual LMI Home Page. (If currently logged in, you must confirm you want to log out before continuing.)
- **Quick Search** (Magnifying Glass icon) – Opens the Quick Candidate Search feature allowing you to enter a keyword or location to initiate a candidate search (shown above).

Footer Toolbar

Available at the bottom of every screen, the Footer Toolbar offers links that help users navigate to special system features and helpful tools.

- **Services** – Opens the Directory of Services tab which uses accordion folders and links to replicate the Navigation pane.
- **Portfolio** – Displays the Employer Portfolio (folder-view) at the top of the page. (See Portfolio View above.)
- **Site Map** – Opens a page displaying links to all pages on the site.
- **Site Search** – Opens a separate search page that allows you to search the site for information. You can perform a search using a variety of keyword combinations and multiple search criteria. You can search for content on the site as well as tasks you can perform (such as a résumé search).
- **Page Preferences** – Opens a separate window for setting screen display parameters. Once set, the display preference remains in effect for that particular user until changed. (See the next section for details.)

Customize Your Display

In Virtual OneStop, users can change the default settings for screen displays and configure their preferred display. Virtual OneStop ties the custom settings to the username display whenever the user logs in.

- Select **Quick Menu > Employer Resources > Employer Preferences** from the navigation pane.
- Alternatively, click **Page Preferences** on the Footer Toolbar.
Review and select your display options for Theme, Language, Flyouts, and Navigation menus, as described below.

**Themes**
Use one of the following graphic themes to view screens:

- **Web Theme** uses a light-graphics display. Use this option when you are working with the system over an average speed Internet connection.
- **Text Theme** displays without graphics. Use this option when you prefer no graphics or have a slower Internet connection.
- **Screen Reader Theme** is designed for visually impaired or low vision users. The screen presents words that are larger and easier to see and displays no graphics. Depending on the available hardware and software on your system, screen reader software can read text to the user. In Windows operating systems, this is often referred to as JAWS (Job Action with Speech).

**Navigation Pane Flyouts**
By default, fly-out menus display when you hover over the options on the Navigation menu. If you prefer, you may select the *Disable Flyouts* radio button, and simply click directly on the menu heading to display the options.

**Navigation Menu Display Order**
You may also define how you want the Navigation menus to display on the Navigation pane – either *Expanded*, *Collapsed*, or *Not Displayed*. If you want to change the display order of the menus, drag the menu title bar to a new location and drop it in.

*Note:* While the *Directory of Services* tab replicates the Navigation Menus, it will always use the default order – it will not reflect the changes made using the Page Preferences features described above.
Language Display
Most systems offer additional language options for your display. The same services are available, regardless of the language selected.

Viewing the Site in Spanish – Recruiting Services Menu
2: Registration and System Access

Employers may perform basic functions in Virtual OneStop, such as a candidate search without a registration. As a Guest User, you may try to access a feature that goes beyond Guest User access, at which point the system will prompt you to create an account.

▶ To access the system as a Guest User:
  1. From the Home page, click the Not Registered? or Start Here link.
  2. Select your language preference for the session.
  3. Click Guest Access.

Complete an Employer Registration

Once you register in Virtual OneStop, you will have access to the full range of employer features and services. The system will keep track of all your activities, help you to manage the services you use, and improve overall ease-of-use and productivity.

Before beginning your registration, you may want to consider the following:

✓ How many contacts do you plan to enter? A registration only requires you to enter one contact, known as the Primary Contact. However, your account can support many contacts, each with distinct roles and privileges.

✓ (Agents Only) If you are an Third Party Administrator (TPA) planning to use the system to assist registered employers, you will complete a basic employer registration, but your options and required fields may vary.
  • For agents assisting employers with UI services, see How Employers and Agents Work Together starting on page 14-9.
  • For agents assisting employers with recruiting services, (i.e., managing job orders), see Summary of TPA Registration for Recruitment on page 2-9.

Unemployment Insurance? If you working on a Geographic Solutions Unemployment System (GUS), you may create UI employer registration.

(For more information, see Chapter 14: UI Employer Registration.)

To watch different training videos (e.g., videos on employer registration and employer accounts), select Other Services ▶ Learning Center from the Navigation menu, and select from the list of available videos. See chapter 13 for more on the Learning Center.

▶ To complete an employer registration (follow these steps):
  1. From the Home page, click the Not Registered? or Start Here link.
     (As the Home page differs slightly for each Virtual OneStop system, you may see additional links for launching a registration.)
2 Review your account options on the next screen. Click Employer to launch the registration wizard for an employer account.

3 Complete each panel pictured below. Enter as much information as possible and keep the following tips in mind:

- The red asterisk (*) indicates an entry is required. If left incomplete, the system will not advance to the next page, and will indicate the missing field(s) in red at the top of the page.
- Use the online Help Icon to see context-sensitive descriptions of fields and system controls, as well as definitions of acronyms and key terms.
- Use the Next and Back buttons displayed at the bottom of each page.
  - The Next button will validate and save your responses before moving to the next page.
  - The Back button allows you to return to previous page(s) to review/edit your responses.

**Using the Back and Forward buttons available on your browser may delay navigation, and may not save the data entered on the current page.**

After entering either your FEIN or Social Security number, the system will verify you have entered a valid number and search for an existing account with that number.

Registration – Entering Employer Identification Information
Registration – Entering Login Information and Verifying Employer Identification

Please remember or jot down your User Name and Password. You will use it whenever you access your account.

The company name displayed reflects the name on record.

You need only enter a Primary Location during registration. At any time, you may return to the Location tabs to enter more company locations.
During registration, you need only enter a Primary Contact. You may return to the Contacts tabs at any time to enter more personnel and define their designated roles.

**Select a NAICS Code**

In the **Company Information** panel, you must enter your Industry Title (NAICS Code).

1. Click **Search for Industry Code (NAICS)** and type a keyword that describes your industry (e.g., Restaurant, Dentistry, Housing, etc.), and select your industry from the dropdown.

   ![Search for Industry Code](image)

2. Click the **Search** button.

3. Select an **Industry** link that matches your business. The NAICS code will automatically populate the registration field.
Selecting an Appropriate NAICS Code

4 To change the NAICS code, click **Search for Industry Code (NAICS)** again. (For information on industry selection methods, see **Select an Industry** in the Appendix.)

**What to Do Next…**

The final Registration page contains a notice regarding federal laws, regulations, and policies.

- Click the **Next** button to confirm that you have read and understand the notice.
  
  After confirming your registration, the system displays options for your next step. As described below, choose one of the links to begin using Virtual OneStop.

As a newly registered employer, you may want to:

- Use the **My Dashboard** link to read about feature summaries and key work areas in the **Services Preview** window and **How We Can Help You** page. Explore the **Directory of Services** and dashboard widgets to see how the system is tailored to employers’ needs.

- Use the **Add Locations and Contacts** link to manage employer work site locations and their contact persons. The location and contact person entered during registration become the Primary Location and Primary Contact but you may modify this designation. (See **Location(s)** or **Contacts/Users** in Chapter 3: Manage Your Account.)

- Use the **Post a Job** link to learn about job orders and the different ways you can enter them. As this will be your first job order in the system, the system may place the job order in a **Hold** status until staff verify the company registration information. Please allow up to three business days for the initial verification, if applicable. (See **Create a Job Order** in Chapter 5: Manage Job Orders, for details.)

**Selecting a Next Step Option after Completing**
Log into the System

To get started with employer services:

1. Access the system’s web address using your Internet browser.
   
   **Note:** You can select language other than English for the system’s main menu from the language options at the bottom of the screen. After logging in, you may permanently change the language for all screens. (See Customize Your Display above).

2. Enter your **Username** and **Password**, and click **Sign in**.

3. Begin navigating using the **Services for Employers** menu and the Dashboard widgets.

4. Monitor your user activity using the **Current User Statistics** panel located below the dashboard widgets.

   Each link navigates to the relevant area of the system.

To watch a training video on accessing and navigating the Virtual OneStop system as a registered employer, click the following link: How to Use This Site. To see a list of all available videos, click Other Services → Learning Center on the Navigation pane.

**Message Alerts**

If you have new or unread messages, an alert pops up when you log in. Click **OK** to review the messages or **Cancel** to see the messages at a later time. (For complete information, see the Message Center section below.)
Retrieve Username and/or Password

If you do not remember your username and/or password, you can still access your account. You can reset your password and/or retrieve your username after providing requested security information for your account.

Follow these steps in the options below to reset your credentials:

Please Note: If at any point, you enter incorrect account information, the system displays the Contact Staff page allowing you to send an email message to staff. You may also use the Go to Contact Staff link to go directly to this option.

▶ Forgot Password (Option 1):

1. On the site homepage, click the link called **Forgot Username and/or Password**.
2. Click the **Retrieve Password** link.
   a. Enter your User Name.
   b. Enter account information such as Zip Code and Phone Number.
   c. The system displays the security question you selected for you to enter your saved response.
d. Reset your password.

e. After entering and confirming your new password, click **Save** to log in and begin using the system. Be sure to note your password for next time.

**Forgot User Name (Option 2):**

1. On the site homepage, click the link called **Forgot Username and/or Password**.
2. Click the **Retrieve User Name** link.
   
a. Select your account type and click **Next >>** to go to the Contact Staff page where you can send an email
   
b. After you complete the email form and click **Send**, you will see a message confirming the system sent the message. When the Workforce center staff receive the email, they will contact you to reset your account.

**Forgot User Name and Password (Option 3):**

1. On the site homepage, click the **Forgot Username and/or Password** link.
2. Click the **Retrieve User Name** link.
3. Click the **Retrieve Both** link.
4. Select your account type and click **Next >>** to go to the Contact Staff page where you can send an email
After you complete the email form and click **Send**, you will see a message confirming the system sent the message. Workforce center staff will receive the email and contact the employer to reset your account.

**Summary of TPA Registration for Recruitment**

As mentioned above in the [Complete an Employer Registration](#) section, employers can register to access the full range of recruitment tools (e.g., creating jobs, finding candidates, and managing job applications). If your site also has Third Party Agent (TPA) options, then companies that represent one or more employers (who are already registered in the system) can register to perform recruitment activities on their behalf.

To do so, the TPA for recruitment must register and follow a process to establish the agent-employer relationship. This includes the following steps:

- **Agents Complete a Registration as a TPA** – The registration is similar to the registrations for Employer, but the agent must select Third Party Agents (TPA) as they begin registration.
- **Staff Adds Company Info** – A staff member must add NAICS code type, number of employees, etc. before the agent is fully registered (then the agent can access the full menu and profiles upon log in).
- **Agents Request to Represent an Employer** – For each employer the agent selects, the system sends a request notification. (They will at least one at the end of registration).
- **Employers Activate Agents** – Employers review the agents, activate the relationship, and define the agent's access privileges.
- **Agents Assist Employers** – Based on the privileges defined/granted by the employer, agents perform recruiting tasks on behalf of the employer.
- **Employers or Agents End the Relationship** – At any time, either party can choose to inactivate the relationship.

**Agents Complete a Registration as TPA**

To complete an employer registration:

1. From the Home page, click the **Not Registered?** link.
2. Under **Option 3 - Create a User Account**, click **Employer**. (If the Terms and Conditions page displays, read the information, and then select **I Agree** to continue.)
3. For the displayed Representative Type options, select **Third Party Agents**. In the **Employer Panel**, enter the EIN or FEIN. When you type the number a second time, the system will confirm a match before allowing you to continue.
4. Click **Continue** to proceed with the registration.
Selecting an Account Type for Registration

**Note:** If your site includes the GUS UI system, a PEO option may also display. When you select **Third Party Agents**, a second display will ask you whether the functionality you wish to access is for Recruiting Services and/or Unemployment Services. For more on Agents for UI, and on PEOs (in a system with GUS), see the topic, **How Employers and Agents Work Together** starting on page 14-9.

5. Complete each panel pictured below. Enter as much information as possible. This is the same information for a standard employer.

**Note:** Keep in mind that the primary location and contact are information about the agent-employer. They will not necessarily be the location of the employer and job order that the agent is representing.
TPA Registration – Entering Login, Employer Identification, Primary Location, and Contact

6 After entering all entries, click **Save** to proceed with the last step of TPA registration (request the first employer).

Agents Request to Represent an Employer

For the last step of registration, the system displays a screen to add at least one employer the TPA wishes to represent.

1 Use the search tool to find at least one employer you wish to represent.
   a. Enter search criteria (e.g., Company Name)
   b. Click **Find Employer**
   c. Click the box at the right of any displayed employers you want to select
   d. Click the **Select** link below the results

The **Representing Employers** tab displays with the added employer (as shown in the figure below). For each employer the agent selects, the system sends a request notification.
Staff Adds Company Info

The system will direct a staff member who assists the agent to the General profile to add Company Information (NAICS code type, number of employees, public or private employer, etc.). When staff save this data, the Agent is fully registered.

The agent can now access the full options/privileges for a TPA employer. When they first login after this change, they will see the prompt to indicate they are fully registered.

Employers Activate Agents

Each employer that the TPA selected will receive a request notification. After the notification, that employer will need to:

- Review the agent (who now displays for them on their Agent tab)
- Activate the relationship, and define the agent's access privileges.

Agents Assist Employers

Based on the privileges defined/granted by the employer, agents will be able to perform recruiting tasks on behalf of the employer, the employer activates them and add their access privileges. For example, they can see any jobs for the employer, add new ones, or search for candidates for those jobs.

Employers or Agents End the Relationship

At any time, either party can choose to inactivate the relationship.
3: Manage Your Account

At any time, each user (contact) associated with an employer account can review account information and make updates in accordance with their designated privileges. All account information is accessible from the Corporate Profile tabs.

Select Employer Profiles ➔ Corporate Profile from the Portfolio folders.

General Information

Employers use the General Information tab to review login and identification information and any other information that is part of their designated privileges.

Select Employer Profiles ➔ Corporate Profile ➔ General Information tab from the Portfolio folders.

As you review information on the General Information tab, you may choose to edit or update information using the functions available in each panel. If you find you do not have privileges to edit a particular area, you may need to consult with the Primary Contact designated for the account.

All users with Sign-In privileges will be able to update their Login information as follows:

To change your User Name or Password:

1. Scroll down to the Contact Information section, on the General Profile tab.
2. Click the Edit Profile link, at the bottom of that section.

The Sign In Information tab opens for the Employer User, with links to change your User Name or to change your password (as shown below).

To change User Name:

3. Click the Change User Name link. An additional New User Name field will display.
4. Enter a new name user name and click the Save button.

The system will save the new user name and return you to the General Information tab.

To change Password:

3. Click the Change Password link. A Change Password dialog box will display (as shown below).
4. Enter your and new password, reenter the password in the second field (for confirming the new password, and enter your current password.

Updating Your User Name
5 Click the **Update Password** button.

The system will save your new password and redisplay the dialog box to indicate that the request was successful.

6 Click the **Close** button to return to the previous screen.

If you need to make changes to other panels on the **General Information** tab and you have the designated privileges, you will be able to edit the panel and click the **Update** link. As some changes affect your system identification, the system will acknowledge your request is being processed. To ensure all updates have been recorded, scroll to the bottom of the page and click the **Save** button.

A confirmation screen will display, indicating that the system saved the changes. *(For more information on specific panels, see **Complete an Employer Registration**.)*

**Create a Company Profile**

In Virtual OneStop, employers have the option to create a **Company Profile** which can include a corporate statement, a fully formatted narrative, and uploaded images. Employer users who create and post jobs will then have the option to display the Employer Summary above each Job Order.

**To Create a Company Profile:**

1. From the **Quick Menu** group, select **Employer Portfolio → Employer Profiles → Corporate Profile**.
2. Select the **General Information** tab (if not selected when the profile displays).
3. Scroll down to the **Company Profile** section and enter a narrative description of your company in the textbox.

   **Note:** The description can include a summary of your major products and services. Use the format tools to help improve the display. When finished entering or modifying the text, scroll down and click the **Save** button.

4. Click **Employer Summary Profile** to preview the page.

   If you want to include images for the Employer Summary or the Job Order Summary when individuals view either, complete the next three steps:

5. Click **Upload Images for Employer Summary Profile** to select and upload two company logos or branding images: (1) an image to display at the top of the Employer Summary page, and (2) an image to display at the top of the Job Order Details page for each job order.
Creating a Company Profile

6 Click one of the Browse buttons, and select an image file to upload.

7 Once you click the Upload button, the selected image displays in an Image Preview panel (as shown above).

   **Note:** You can repeat this step for either the Employer Summary Page or the Job Order Summary page of your Company Profile. You can also, click the Delete Image button to remove the uploaded image, or simply upload a new image to replace it.

8 Click the Return to Previous Page button after uploading the images.

To review your company profile as the profile will display with the uploaded image, you can again click the Employer Summary Profile under the profile description.

Location(s)

The Locations tab allows you to create and review employer worksites. When creating job orders, this information is critical as each job order links to a specific worksite and contact person.

▶ To edit an existing location:

1 From the Quick Menu group, select Employer Portfolio ➔ Employer Profiles ➔ Corporate Profile.

2 Select the Locations tab from the Portfolio folders.

   **Note:** If numerous locations exist, you can click a Show Filter Criteria link to filter locations by status. Select Active or All as the Status for your Filter Criteria.

3 Identify the location on the list and click the corresponding Edit Location link in the Action column.
Reviewing and Editing Existing Locations

3 To modify the primary location status (if needed):
   - Click the link that indicates location status (i.e., This is the Primary Location or This is not the Primary Location). Locations display in a list (as shown at right).
   - Select another location to be the Primary location, and click Save to record your edit and close the window.

   **Note:** If employer or site is only set up for UI, this Primary Location link may not display.

4 To modify existing location data, highlight the text for each field, and type the new information.

   **Note:** If your type of business changes, be sure to select a different NAICS code.

5 Click Save to record and secure your edits and close the window.

   The system will redisplays the table of locations on the Locations tab.

- To deactivate any employer locations:
  - Use the Inactivate links in the Action column on the Locations tab.

   **Note:** Consider the following regarding deactivating locations:
   - When you deactivate a location, you also deactivate the contacts associated with that site. If you later re-activate the location, you will need to re-activate the desired contact(s) for that location.
   - If you want to inactivate the Primary location, you must first select another location to be the Primary location.
   - You may re-activate a site at any time – simply click the Active radio button (or the Activate link.)
   - If a registered employer conducts business at more than one site, they can enter multiple locations. All active locations will be available to select when associating a location with a job order.
To add a new location to the employer account:

1. From the Quick Menu group, select Employer Portfolio ▶ Employer Profiles ▶ Corporate Profile.
2. Select the Locations tab from the Portfolio folders.
3. Click the Add Location button at the bottom of the tab.
4. Verify the mailing address.
   You may use the Primary Location address or enter a new address for the site
5. Associate contacts for the location. At a minimum, complete all required items on this screen.
6. Click Save. You can modify this information at any time.

   Note: Since you must designate a contact person whenever you create an employer location, the system also allows you to add a contact as part of adding an employer location.
   Note: When adding new locations, the Company Web Site and Company Job Application Web Site fields will be pre-populated based on the primary location’s information (if the web sites’ information was added).

Contacts/Users

The system allows you to manage information about your worksite contacts and account users. This information is crucial to job order creation because the system will tie each job order to a specific worksite and contact person.

Note: In order to tie a job order to a location, the location must have at least one active contact person associated with the job order.

Add Contacts/Users to Your Account

You will have several options for defining your new employer contact, all organized on five tabs. While not all tabs are required, use the Next button to advance without losing any data.

To edit an contacts/users:
1. From the Quick Menu group, select Employer Portfolio  Employer Profiles  Corporate Profile.

2. Select the Contacts/Users tab from the Portfolio folders.

3. Click the Add Contact button.

4. Complete all required fields in the Contact Information panel.

5. To associate the contact with an existing location, select the corresponding checkbox in the Associated Location column. (Alternatively, create a new location using the Create New Location link.)

6. Click Next>> to continue.

7. On the Contact Designations screen, select all designations that apply to the contact and click Next>> to continue.
Assigning Contact Designations and Sign In Information

8 **OPTION – Sign in Credentials.** If the new contact is to perform system tasks on behalf of the employer, such as creating job orders, searching for candidates, or editing contact and work site data, the contact must be able to sign in to the system. In most situations, it is preferable to give contacts their own ability to log in. However, this is not true if you added the contact solely for informational purposes (e.g., to display the name and contact information of your recruitment officer on job postings).

   a. Select the *Give this Contact the Ability to Sign In* checkbox.
   

9 **OPTION – User Privileges.** You may define specific areas in the system that the user may access as well as specific tasks they may perform. For example, you may grant the user permission to create and edit job orders, but not to delete them.

(GUS Only) When working in a system integrated with GUS, a separate set of user privilege options will display in the lower section of this tab.
Click the Finish button to save this user account in the system.

**Edit Employer Contacts**

If you are the primary contact for the employer (or another contact with full privileges), you may access the account of any user/contact for your employer’s account, and edit their privileges, including: Contact Information, Status (Active/Inactive), Associated Locations, and Sign In Information or User Privileges.

*Note:* User Privileges cannot be changed for the designated Primary Contact.

**To Edit Employer Contact Privileges:**

1. On the Contacts tab, identify the contact person and click the corresponding Edit link.
2. To deactivate the selected contact person, click the Inactive button and click Save. You may reactivate this contact person at any time simply by clicking the Active button and clicking Save.
3. To modify existing text, click and drag your mouse over the desired text to highlight it. Type the new information, and click Save to secure your edits.

To watch different training videos on Employer capabilities (e.g., employer logins related to contacts), select Other Services ➤ Learning Center from the Navigation menu, and select from the list of available videos. See chapter 13 for more on the Learning Center.
Activity Summary

The Account Summary tab begins with your basic employer information for your review.

- To further review your Employer Information, select an Employer Name link and review the General Information tab.

Each item in your Current Statistics table displays the total counts for all your activity in that area. All common areas are listed, and each statistic displays as a link to begin working in that area.

Use the statistics to answer basic questions about the number of records you have created in each area. “How many Contacts are on the account? How many Locations?” etc.

The Activity Summary includes the following data:

- Total count of Contacts (Active and Inactive). Use a Number link to go to the Contacts/Users tab.
- Total count of Users (Sign-in Capable) (Active and Inactive). Use a Number link to go to the Contacts/Users tab.
- Total count of Locations (Active and Inactive). Use a Number link to go to the Locations tab.
- Total count of Job Orders (Active and Inactive). Use a Number link to go to the Job Orders tab.
- Total count of Job Applicants (Active and Inactive). Use a Number link to go to the Applicants tab.
- Total count of Viewed Résumés. Use a Number link to go to the Viewed Résumés tab.
- Total count of Favorite Candidates. Use a Number link to go to the Favorite Candidates tab.
- Total count of Virtual Recruiters (Active and Inactive). Use a Number link to go to the Virtual Recruiters tab.
- Total count of Templates (Correspondence, Interview Questions, Skill Sets). Use a Number link to go to the Job Order Templates tab.

Clicking on a Number link takes you to the related screen to view complete information.
[This page intentionally left blank.]
4: Review Search Activity

When it comes to researching potential candidates, training programs, and labor market information, Virtual OneStop makes it easy to build on your past activity. No effort is lost, as the system automatically tracks all your research activity in one of the Search History Profile tabs.

Select Employer Profiles ▶ Corporate Profile ▶ Search History Profile tab from the Portfolio folders.

Each tab is dedicated to one of the typical search activities that employers can perform (résumés, training programs, occupations, industries, and areas):

Résumés

Whenever you click to view a résumé in the system, the system stores the résumé on the Viewed Résumés tab for access later.

From the Viewed Résumés tab, you can perform the following tasks:

- Use a Résumé Title link to view a complete candidate résumé.
- Use the View History link to see a list of who viewed the résumé and when.
- To remove a résumé from the list, use the checkboxes in the Select column, and click the Delete link.
- Use the Search for Candidate Résumés button to open the search options. (See the Search for Candidates section for more information.)

Accessing a Previously Viewed Résumé
Training Programs

The Programs tab lists training programs you have previously researched using the Labor Market Services features. Use the list to quickly return to a program profile to see the most recent labor market information.

From the Programs tab, you can perform the following tasks:

- Use a Program Title link to view details of the training programs.
- To remove a program from the list, use the checkboxes in the Select column, and click the Delete link.
- Use the Search for Training Programs button to open the search options.

(For complete information, see the Education Profiles section.)

Occupations

The Occupations tab lists any occupations that you have previously researched using the Labor Market Services features. Use the list to quickly return to an occupation profile to see the most recent labor market information.

From the Occupations tab, you can perform the following tasks:

- Use an Occupation Title link to open the Occupation Profile for your area.
- To remove an occupation from the list, use the checkboxes in the Select column, and click the Delete link.
- Use the Search for an Occupation button to open the Occupation search options.

(For complete details, see the Occupation Profile section.)
Accessing Previously Viewed Occupation Profiles

Industries

The Industries tab lists any industries that you have researched using the Labor Market Services features. Use the list to quickly return to an industry profile to see the most recent labor market information.

From the Industries tab, you can perform the following tasks:

- Select an Industry Title link to open the Industry Profile for the area indicated. (You may change the area after accessing the profile.)
- Use the Search for an Industry button to open the Industry search options. (For complete details, see the Industry Profiles section.)
Accessing Previously Viewed Industry Profiles

Areas

The Areas tab lists the areas you have researched using the Labor Market Services features. Use the list to quickly return to an area profile to see the most recent labor market information.

From the Areas tab, you can perform the following tasks:

- Select an Area Name link in the list to see how the Area compares to other areas.
- To remove an area from the list, use the checkboxes in the Select column, and click the Delete link.
- Use the Search for an Area button to open the Area search options.

(For complete information, see the Area Profiles section.)
5: Manage Job Orders

The system allows employers to create and post job openings with specific qualification and application requirements. Once posted, workforce staff and job seekers can view the job details and submit applications.

Select Employer Profiles ➔ Search History Profile ➔ Job Order Plan tab from the Portfolio folders.

All job orders associated with your account display on the Job Orders tab, which displays in either Summary or Detailed view, and provides direct access to job order functions in the Action column.

Completed job orders contain many sections, and the system has many tools and features to facilitate creating and modifying your job order. All these features are accessible from the Job Orders tab and/or the Job Order Details page.
Use a **Job Title** link on the **Job Orders** tab to review and modify job order details. (Alternatively, use the **Edit** link in the Action column to open the same page.)

**Opening Job Order Details from the Job Orders Tab (Summary View)**

### Create a Job Order

Virtual OneStop includes several methods for adding job orders to the system. Each creation method offers unique advantages, building on your account information, existing job order, and/or job order templates stored in the system. Select a creation method based on your current needs and the existing job order records. If you are a newly registered employer, staff will need to verify your company before making your jobs orders visible to job seekers.
The table below will help you evaluate each available option.

<table>
<thead>
<tr>
<th>Creation Option</th>
<th>Basic Functions (and Benefits)</th>
<th>Considerations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manual Entry Basic Job Order</td>
<td>Presents a shortened Job Order Wizard (Faster)</td>
<td>Designed for first time users with limited time up front</td>
</tr>
<tr>
<td></td>
<td>Uses default values to minimize data entry</td>
<td></td>
</tr>
<tr>
<td>Manual Entry Custom Job Order</td>
<td>Presents the full Job Order Wizard (Thorough)</td>
<td>Designed for first time users with time to complete all the Wizard steps.</td>
</tr>
<tr>
<td></td>
<td>Completely customizable on the spot</td>
<td></td>
</tr>
<tr>
<td>Copy Existing Job Order</td>
<td>Makes an exact copy (Quick)</td>
<td>Designed for experienced users with an understanding of job order parameters</td>
</tr>
<tr>
<td></td>
<td>Makes a copy with preview and updating features (Two steps in one)</td>
<td>Requires an existing job order to use as a model</td>
</tr>
<tr>
<td>Copy Job from Template</td>
<td>Works with established library of job orders (Control and consistency over time)</td>
<td>Designed for experienced users with an understanding of job order parameters</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Requires an existing template to use as a model</td>
</tr>
<tr>
<td>Mass Job Orders Import</td>
<td>Transfers a large number of job orders in one step (Scalable; Ample instructions provided)</td>
<td>Designed for experienced users with ability to define and/or import data into an Excel spreadsheet</td>
</tr>
<tr>
<td></td>
<td></td>
<td>May require time to learn and perfect Excel procedures</td>
</tr>
</tbody>
</table>

**Start from Scratch (Job Order Wizard)**

When you create a job order from scratch, you launch the Job Order Wizard which presents each step with clear instructions and numbering so you will always know how to proceed and how far you have progressed.

► To complete a job order using either the Basic or Custom method.

1. Click the **Add New Job Order** button on the **Job Orders** tab.

2. Select either **Manual Entry Basic Job Order** or **Manual Entry Custom Job Order**. Whereas the Basic method presents a limited number of wizard steps, the Custom option ensures you see each wizard screen before completion.

3. Complete each page and use the **Next** button to advance. If necessary, use the **Exit Wizard** link if you need to pause to gather more information. The wizard will save your current progress and begin again from where you left off (30 days maximum).

4. After completing the Job Order Wizard, you will be able to return to any of the screens to make revisions to the new job order. **(See next section.)**

💡 Several areas of the Job Order Wizard allow you to complete tangential tasks without ever losing your place, which can save you time and worry. For example, you may add a new Employer Contact as part of the Job Order Wizard. You may also access your Locations, Application Questionnaires, and Skill Sets to bring in records from existing libraries or create new records on-the-spot.
Launching a Custom Job Order that Includes All Steps in the Job Order Wizard

To watch a training video on creating a new job order (i.e., posting a job), click the following link: Posting a Job. To see a list of all available videos, click Other Services → Learning Center on the Navigation pane.

Copy an Existing Job Order

When adding a new job order, it is often easier to copy an existing job order, and then make simple modifications. For example, the new job order may only need a different Display Date, Worksite, or Contact Person, but all other elements are the same. By starting with the existing job order, employers need not re-enter the same job order details twice.

To create a new job order from an existing job order:

1. Click the Add New Job Order button on the Job Orders tab, then select the Copy Existing Job Order option.
2. Select the job order you want to copy from the dropdown menu which lists all your existing job orders.

3. Enter the Job Title and Occupation for the new job order and click the **Next** button.

   ![Job Order Copy Options](image)

   **TIP:** To distinguish job orders with similar job titles, you may add want to add a defining characteristic such as Accountant – Main Office, Accountant – Branch Office, etc., or you may simply add a number after the job title, such as Accountant 01, Accountant 02.

4. Select **Copy Job with advanced options**.

   **Note:** For information on making an exact copy, and then editing, see the next topic.

5. Make any necessary changes to the job order panels displayed.

   a. (OPTION 1) Click the **Copy Job Now** button if you want to copy the remaining job order values from the existing job order.

   b. (OPTION 2) Click the **Next** button to review the remaining job order values before creating the new job order.

      i. Make any necessary changes to the job order panels displayed. Use the **Back** button to return to the previous page.

      ii. Click the **Copy Job Now** button.

6. Review the options in the **What would you like to do next?** panel. Notice the new job order number and title displays above the panel. Select the **Edit this job** link to begin making changes to the newly-created job order.

**Exact Copies**

Sometimes, it is useful to create an exact copy of an existing job order and repost with minor modification.

- **To create a copy of a job order:**

  1. Review the **Job Orders** tab and identify the job order you wish to replicate; then click the **Copy** link in the Action column.

  2. Select **Copy Job as is (exact copy)**.
Note: For information on changing the values to reflect the parameters of a new job order, see previous topic.

3. Click the Copy Job button. The system creates an exact match of the job order, but with distinct job order number. The new job order number now displays above your What would you like to do next? options.

Use a Job Order Template

When employers need to enter multiple job orders, the template ensures consistency over longer periods of time and can become an excellent time-saving tool. For example, when first setting up a business or expanding into a new location, you can draw from a series standardized templates and post several unique job openings at once. Once created, employers can easily transform templates into new job orders.

To create a job order template, you must either copy an existing job order (OPTION 1 below) or complete the full job order wizard (OPTION 2 below).

To create a Job Order Template starting from an existing job order (OPTION 1):

1. From the Quick Menu group, select Manage Jobs to navigate to the Job Orders tab.
2. Identify a job order to serve as the model and click the Template link.
3. Enter a name for the template and indicate whether or not benefits are offered for this position.
4. Click the Save button. The system will recreate the job order as a template, and then allow you to modify it to create the ideal template.
To create a Job Order Template using the full Job Order Wizard (OPTION 2):

1. From the Quick Menu group, select Manage Jobs to navigate to the Job Orders tab.
2. Click the Create New Job Order Template button.

The Job Order Number and Title display at the top for reference.
Creating a Job Order Template from Scratch

3. Enter a Template Name, then complete the remaining panels just as if you were creating a new job order. After completing the Job Order Wizard, you may review or modify any of the screens.

Mass Job Orders Import

Another way to enter jobs into the system is to upload an external file that contains multiple jobs in a specified file format. This method may be useful to employers who prefer to collect and review data for many jobs in one spreadsheet, then enter them all at once into the Virtual OneStop system.

During the import process, the system verifies the imported data in the correct format and indicates the number of records successfully uploaded, etc. Once the upload is complete, the jobs will be available on the Job Orders tab for immediate use.

> To use the Mass Import for Job Orders:

1. From the Quick Menu group, select Manage Jobs and navigate to the Job Order Templates tab.

2. On the Mass Job Order Import Templates panel, click the Download Excel Import Template link and save the Excel template to your computer.
   a. Be sure to click the Enable Content button located on the Excel worksheet to enable the data entry features of the document.
   b. Begin entering job order data following the step-by-step instructions which accompany the Excel worksheet.
Downloading and Completing the Excel Spreadsheet

3 When you have completed the Excel template, click the Import Job Orders button. (Alternatively, click the Mass Order Job Import link located on the Job Orders tab.)

4 Using the Job Location/Worksite panel, you may override the locations and contacts indicated in the import file. The worksite and contact you select will apply to all job orders in the file. You may also click to Add New Location at this time; then select it for the import. Otherwise select Location/Worksite and Contact Codes Provided in File.

Identifying a Location and Contact to Use for All Job Orders to Be Imported

5 Select an option in the Job Skills panel. If you choose Use the Default Skills for the Occupation, the default skills will be based on the occupation code entered for each job in the source/upload file. Otherwise, select Do Not Define Any Skills for this Job.
6 In the **Job Applicant Questions** panel, indicate if applicant questions sets will be associated with the job orders uploaded to the system*. Select the appropriate radio button to indicate your preference and select a question set (if desired) from the drop-down list. Use the **Add** link to create a new question set. Use the **Edit** link to edit the selected question set.

![Job Applicant Questions Panel](image)

**Designating a Question Set for the Job Orders to Be Imported**

7 Click the **Browse** button and select the file of jobs you will upload to the system. If you have not yet created this file and/or need the most recent template that is set up for entering the job order information, click the **Download Excel Import Template** link (see Step #1 above).

![Upload File](image)

**Selecting the Excel File to Upload – Sample Results Shown**

8 When you have made selections and included the upload file, click the **Upload** button.

9 Review the confirmation message. If your file contained errors, the system will give a complete explanation to allow you to make the necessary revisions and try again.

**Review/Modify Job Order Details**

When reviewing a job order (or after creating a job order using the full Job Order Wizard), you can return to each job order section and review or edit all your entries.

- **To open the job order details page:**
  - Use a **Job Title** link on the **Job Orders** tab. (Alternatively, use the **Edit** link in the Action column.)
The Job Order Details page includes all the current settings for the job order along with Edit... links to view all available options and update selections. A job order includes the panels shown below, in standard order as found when creating or editing a job order:

- Job Title and Occupation
- Location/Work Site of this Job
- Contact Person for this Job
- Job Order Information to be Displayed Online
- Job Details
- Job Description
- Skills
- Other Skills
- Hiring Requirements
- Specialized Requirements
- Minimum Education, Experience, & Age Requirements
- Transportation Requirements
- Compensation & Hours
- Benefits Offered
- Job Application Methods Accepted
- Job Applicant Information Needed
- Application Question Set
- Applicant Notification Method
- Job Order Upload Options
- Other Information

When you open a job order, the system displays all the panels on one page. You can scroll down the page or use the “jump-links” at the top of the page.

To open the job order details page, use the Job Title link on the Job Orders tab. (Alternatively, use the Edit link in the Action column.)

Reviewing the Job Order Details Page and Editing the Top Panel

Job Title and Occupation Code

All job orders require both a job title and a matching NAICS occupation title (code). Use the following tips to help enter or edit these fields.

👉 Use Auto-Complete. As you type the Job Title, the system will display a drop-down menu of auto-complete suggestions. When you see the job title you want, select the job title from the drop-down list. This will either populate the Occupation Code with a standard NAICS code, or if
more than one standard occupation matches your entry, pre-populate a list of suggested occupations.

**Search All Occupations.** If none of the suggested NAICS occupations is a good match for your job title, click **Search for an Occupation** to begin manually searching for an occupation. The **Occupation** link you select will automatically populate the field.

(For more information on how to search for occupations, see the topic, **Select an Occupation**, in **Appendix A: Common System Tools**.)

**Location of the Job**

All job orders must be associated with a location. If you have the required privileges, you may select or modify an existing location or create a new location directly from the job order panel. Use the following features to associate a location with the job order.

- Keep in mind, the locations available for selection include all worksite locations associated with the employer account. Any additions or modifications will become part of the employer account and be available for future job orders or other uses. In addition, if a job order is already associated with a location you modify, the system will apply all updates to the location.
  - If you would like to associate the job order with a new location, click the **Add New Location** link. Enter the location information and click **Save**. The new location will become part of the employer account.
  - To select another location from your employer account, click the **Select Another Location for this Job** link. Select a new location from the options available, and click **Save**.
    
    **Note:** Selecting a new location will update the list of available contacts; see the next section for more information.
  
  - To edit the selected location, click the **Edit this Location of this Job** link. The modification will become part of the employer account and the system will apply the modification to all existing job orders.

---

**Adding or Editing a Location to Select for the Job Order**

![Location/Work Site of this job]

These are your currently active location/worksites. Please select a location for this job.

- GSI Construction Corporation
  - 2993 Wallace Lake Road
  - Milton FL 32571
- Hurlbut Field
  - 1 SOCONS BLDG 90339
  - Hurlbut Field FL 32544

[ Add New Location ]

[ Select Another Location for this Job ]
**Contact Person for the Job**

All job orders must be associated with a contact. If you have the required privileges, you may select or modify an existing contact or create a new location directly from the job order panel.

Use the following features to associate a contact with the job order.

- Keep in mind, the contacts available for selection include all contacts associated with the location selected above. You may change contact information or location associations, if necessary. You may also add new contacts. Any additions or modifications will become part of the employer account and will be available for future job orders or other uses. In addition, if a job order is already associated with a contact you modify, the system will apply all updates.

- If you would like to associate the job order with a new contact, click the **Add New Contact** link. Enter the contact information and click **Save**. The new contact will become part of the employer account.

  ![Contact Person for this Job](image1)

  **Adding or Editing a Contact to Select for the Job Order**

- To select another contact from your employer account, click the **Select Another Contact Person for this Job** link. Select a new contact from the options available and click **Save**.  
  
  *Note: Selecting a new location will update the list of available contacts; see the next section for more information.*

- To edit the selected location, click the **Edit Contact Person of this Job** link. The modification will become part of the employer account and the system will apply the modification to all existing job orders.

  ![Contact Person for this Job](image2)
Online Display Information and Screening Options

Employers can select how the job order displays online and how applicants may apply.

- When you select Yes to **Display Online to Jobseekers**, the job will display online and include a full job description and contact information. If you select No, only authorized staff members will see the job.
- When you select Yes to **Display Company Name**, the company name will be included in the online job order information. (This option works only if the employer chose Yes in the previous question, which allows the job order to appear online.)

Selecting Online Display Options

- When you select Yes to **Screen Applicants**, the appropriate Workforce staff will need to screen all applicants. Additionally, employers may require applicants to meet in person with Workforce staff.

Not Suppressed – Once the system posts the job order, the job order becomes available for job seekers to view.

Suppressed – The system does not display the job order online. Workforce staff will verify and validate each job seeker’s résumé and application. Staff will then forward qualified candidates to the employer.

Partially Suppressed – Job seekers can view the posting and job order details, but they cannot see any employer contact information. The system directs them to their nearest one-stop career center for further assistance.

Job Details

Selections made in the **Job Details** panel may impact the online display status of the job order. Review the information below and decide whether you want to update any of the **Job Details** fields.

- To update fields, click **Edit Job Details** link, make your changes, and click the **Save** button.
A job order will no longer display online if any of the following apply:

- The Last Date setting has passed causing the job order to expire – a Close Date will display
- The Maximum Applicants setting has been met, making the job order “fully referred”
- The Maximum Positions setting has been met

Changing these values impacts how long the job order displays online. Check activity regularly to verify the Job Order display status.

**Entering Job Details**
Job Description

Most systems require entry of a Job Description to clarify expectations of the position. You may enter your own text and use the formatting tools available. You may also insert a standard O*NET text, and then use the editor to format the text.

- To enter an O*NET description of the occupation, click the Insert Sample Text link. Select either the Summary or Detailed O*Net descriptions – the text automatically populates the field. You may now edit and format the job description as necessary to best define the actual position.

Entering a Job Description Using Samples from O*NET

Skill Sets

When completing the Job Order Wizard, you can choose to use an existing Skill Set from the dropdown or create a new one. The options available for defining the job skills for a particular job order are shown below. If this is your first job order, you will not see all the options.

- Use Default Skills – This option associates the default occupation skills with the job order.
- Use Saved Skill Sets – This option lets you select from skill sets that you have previously saved. (For more information, see the Manage Job Skill Sets section.)
- Copy Skills from an Existing Job – This option lets you select from skill sets associated with other jobs that you have created.
- Select Skills from a List – This option displays all available skills for you to create a unique skill list for the job order. (See the next topic.)
- Do Not Define any Skills – This option will not associate any job skills to the job order.
Select/Edit Skill Sets

Once you have identified the default skill set method, the system will display a complete list of skills for you to review and/or modify. Use the steps below as needed to define the skills you want to include in the job order as requirements:

- To expand a category of skills, click the corresponding plus sign (+); then click the plus sign (+) to expand any subcategories.
- To include a skill in the job order, select the corresponding checkbox.
- To remove a skill from the job order, deselect the corresponding checkbox.
- To clear all the selected job skills, click **Delete All Saved Skills** at the top of the list.
- To add or delete all skills in a group, click **Select All** at the top of each group.
- For Tools and Technology skills, you may pick another occupation and add all their associated skills to those already selected. Click the **Add Tools and Technology by Occupation** link at the bottom of the page and select an occupation.

Other Skills

Employers can also add information about skills that are not part of the standardized skill sets associated with the occupation. These may include specific degrees, certifications, software or hardware knowledge, etc.

- Use the **Other Skills** text box to enter a description of the skills required.
Hiring Requirements

Use the Hiring Requirements panel to define your hiring requirements for the job order, such as reference checks, background checks, drug testing, licensing, or specialized education, as well as experience, age, and driver’s license requirements.

- Review the Hiring Requirement options carefully to ensure you supply all relevant information. Consider everything the candidate would need to proceed to employment, such as references, background checks, education, and/or training – when necessary, select Other and enter a description of the requirement in your own words.
- For Testing Requirements, be sure to identify where testing will occur by selecting an option from the drop-down list.
- If a driver’s license is required, select the type from the drop-down list, and then specify one of the available options. Also, be sure to indicate whether the job is accessible by public transportation.

Specialized Skills

Employers can also add information about specialized skills that are not part of the standardized skill sets associated with the occupation. These may include typing speed, security clearances, language proficiency, etc.

- Use the Specialized Skills options to define specific job requirements.
Identifying Specialized Skills Necessary for the Job

Transportation Requirements

Employers can define license requirements for operating commercial vehicles including specifying all required endorsements.

Entering Transportation Requirements
Minimum Education, Experience, and Age Requirements

Employers can define the required minimums for applicants.

💡 When defining the Minimum Months of Experience, you can enter 0 to encourage job seekers without previous experience to apply.

Entering Minimum Requirements and Viewing Typical Requirements for the Occupation
Compensation and Hours

Use the Compensation, Hours, and Benefits panel to provide a salary range and an indication of the hours and benefits.

- After entering a Minimum Salary and Maximum Salary and selecting the salary unit (Hour, Day, Week, etc.), the system will calculate the hourly wage. If the hourly wage is below the minimum wage, a popup message displays. To view more detailed information about the average compensation rates for the occupation, click the View Typical Labor Market Rates link.

Benefits Offered

Use the Benefits Offered panel to enter benefit information to display to the applicant.
When using the Job Order Wizard, the **Benefits Offered** panel automatically selects (and displays in red) the benefits generally offered according to the employer record in the system. Employers can modify these selections for any particular job order.

**Benefits Offered**

- **Medical**
- **Dental**
- **Life Insurance**
- **Vision**
- **Child Care**
- **Vacation**
- **Holidays**
- **Sick Leave**

Enter a brief description of other benefits you may offer (1000 characters max):

```plaintext
Benefits Begin after 6 weeks of full-time employment
```

Application Methods

Use the **Application Methods** panel to define the method(s) that will be available to applicants when applying for the job.

- Each job application method you select will display for individuals using the information shown in parentheses. Click the **Edit** link to change the information displayed.
- In the optional Description field, you may enter any information that would help applicants prepare. For example, should they expect multiple interviews or extensive testing and background checks?
Defining Job Application Methods

**Required Information from Applicants**

Use the **Job Applicant Information Needed** panel to specify the minimum information that job applicants must provide to respond to this job posting.

- The information you select informs applicants what they are missing, allowing them to include the information before submitting the application.
- Many applicants use résumés tailored for specific job categories, so be sure to specify the required résumé sections. Applicants who do not have these sections will receive an alert asking them to add the section prior to sending the résumé.
### Application Question Set

When creating or modifying a job order, you can associate a questionnaire that will display online to applicants. All existing question sets will be available for selection from the dropdown menu.

- **To associate a question set, select the question set from the dropdown and click Save.**

  - Before associating an existing Question Set with a job order, it is a good idea to preview the questions to make sure they are appropriate. Are the questions easy to understand and are the response options appropriate?

- **To preview and select an existing question set:**

  1. Click the **Edit Applicant Questions** link.
  2. Click the **Preview** link for a Question Set to see how the question set will display to applicants.
  3. (OPTION) Click the **Edit** link to modify the questionnaire. (See the [Manage Application Questionnaires](#) section below.)
To create a new question set for this job order:

1. Click the **Create Applicant Questions** link.
2. Begin entering questions one at a time. (See the **Manage Application Questionnaires** section.)
Job Order Upload Options

Use the Job Order Upload Options panel to indicate your preference for posting the job online as well as veteran’s preference or green job status.

- To help decide whether to upload the job order to an external site, click the visit link to open those sites in a new browser window.

Miscellaneous Options

Use the Other Information panel to select options that will help define this job order in the system.

- Review the definition of Green Job to help you make a determination.
- Be sure to indicate whether you will consider applicants with criminal histories by selecting an option from the drop-down list.
Locate a Specific Job Order

After using the system regularly, your company may have generated numerous job orders. If you have dozens of job orders, use the enhanced sort and filter features available on the Job Orders tab. You will be able to quickly limit the display and locate the job order you need.

- **Sort.** To resort the list of job orders, click on a Column Heading. Click the same heading again to reverse the sort order.

- **Filter.** If you have a long list, use the Show Filter Criteria options to limit the records displayed. When you click the Filter link, the list will refresh to match the criteria you entered. Consider the following suggestions for filtering job orders:
  - **Unfinished?** Display only Incomplete job orders. You may continue from where you left off in the Job Order wizard. When you click a Job Order Title link or the Wizard icon, the job order wizard will open to the last step saved.
  - **Expired Status?** Display only those job orders that match a specific Status: Active, Open and Available, Position no longer available, Position filled, Expired, Maximum Positions, Applicant Met, or Any.
  - **Change Location?** Display only those job orders tied to a specific location/worksite: all location options available in the dropdown menu.

Update Status or Thresholds

For each job order, employers can review activity and evaluate whether to modify a job order parameter. For example, if the job order has reached the maximum number of applicants, you may want to increase the maximum allowable. If an applicant has filled the position or the position is no longer available, you may want to alter the job order status.

To modify the job order status and/or thresholds:

1. Locate the job order on the Job Orders tab and click the Open and available link. (The link may also display as Position No Longer Available or Position Filled.)

2. To change the Employer Status field, select a new status from the drop-down list, and click the Save button. When changing the job order status, workforce staff may contact you to confirm the status change. The Staff Job Status field, which ultimately controls whether the job displays online, will update to match the new Employer Job Status selected.

3. (If you would like to remove the job order from the on-line status, you should change the status from Open and Available to Position no longer available, or to Position filled.)

**Note:** If Staff Status does not indicate Open, then the system will not display the job order (even if the employer status is still set to Open and available.)
Manage Job Orders

To increase the number of openings for this job order, click **Positions Available**, enter the new value in the pop-up window, and then click the **Save** button.

To increase the cutoff limit for applicant referrals (either staff or job seeker initiated), click the **Number of Applicants Requested** link, enter the new value in the popup window, and then click the **Save** button.

**Discontinue Online Display?** A job order will no longer display online if any of the following apply:

- The Last Date setting has passed causing the job order to expire – a Close Date will display
- The Maximum Applicants setting has been met, making the job order “fully referred”
- The Maximum Positions setting has been met
- The Job Order has been marked for deletion by staff
- Employer access has been revoked by staff

**Manage Application Questionnaires**

As an employer, you can define questionnaires for applicants to complete when they apply for jobs with your company. When attached to a job order, the questionnaire will display as part of the job application. You can then review the applicant’s responses to help you make a determination about which applicants to consider for interviews. (For more information, see **Review Job Applicants**.)

Select **Services for Employers** ➤ **Recruitment Services** ➤ **Manage Jobs** from the Navigation menu and select the **Application Questions** tab.

Alternatively, select **Employer Profiles** ➤ **Human Resources Plan** ➤ **Job Order Plan** ➤ **Application Questions** tab from the Portfolio folders.

Whether you create a questionnaire as part of a job order or directly from the **Application Questions** tab, it will become part of the questionnaire library tied to your employer account. Whenever you create or modify a job order, you can review and attach questionnaires from your library in one step.

The tab allows you to perform the following functions:

- View the **Associated Job Count** to see how many job orders are associated with the questionnaire.
- View the **Response Count** to see how many applicants have responded to the questionnaire.
- Use the **Create Application Questions** button to enter data for a new questionnaire.
- Use the **Edit** link to open the questionnaire and access all functions for editing and reviewing questions, as described above.
- Use the **Preview** link to open the questionnaire as the questionnaire will display for job applicants.

**Create a Questionnaire**

A question set can consist of just one open-ended question or a series of questions of varying types, such as **Text Entry**, **Yes/No**, **Numeric**, and single-select or multiple-select **Multiple Choice**. You may also define questions as required or optional.

Select **Employer Profiles** ➤ **Human Resources Plan** ➤ **Job Order Plan** ➤ **Application Questions** tab from the Portfolio folders.
1. Click the **Create Application Questions** button.

2. Enter a Question Set Name. (The name should reflect the job order(s) the question set will accompany.)

3. Enter Question Set Instructions – This text will display above the questions.

4. **Begin Adding Questions.** Click **Add a Question** and select the correct Question Type (Yes/No, Text, Multiple Choice, etc.) for your question.
   
   a. Select **Text Entry** as the Response Type and enter an open-ended question.
   
   b. Select the Yes/No as the Response Type and enter a Yes/No question.
c. Select Multiple Choice as the Response Type and enter one multiple-choice response in each text box; then click Add to list>. To remove a response from the list, click <<Remove from list. If you want the job seeker to be able to pick more than one choice, select the checkbox below the choice.

d. Required? Indicate whether the question will require a response. When a question is set as Required, the system will not allow applicants to complete the questionnaire without providing a response.

e. Preferred Response? Certain questions allow you to set a preferred answer, such as Yes/No, Yes/No/Maybe, and single select Multiple Choice questions. Please note that by providing a preferred response, the system will require the individual to answer the question.

5. Review and Edit the Questionnaire. Use any of the links below to finalize your question set:

a. Click Add a Question again to create additional questions.

b. To remove a question from the list, use the checkboxes in the Select column, and click the Delete link.

c. Click Edit to make changes to a question. Remember that if you change the question text, you may also need to change the Response Type. When finished, click Save.

d. Click Copy to generate a duplicate of a question; then use the corresponding Edit link to modify the newly created question.

e. Click Enter Response Preferences to review all the response preferences you have set. All questions that are eligible for preferred response will display along with your current selection. Click Reset All Answers to remove all your selections and make new ones, if desired. When finished, click Save.

6. When ready, click Preview Question Set to see how your questionnaire will display to applicants.

7. When finished, click Return to Question Set List to return to the Application Questions tab.

Manage Job Skill Sets

As an employer, you can define Job Skill Sets that you can then attach to multiple job orders. Once you create a skill set, the skill set will be available for selection when creating or editing a job order. You may modify the skills at any time multiple times when creating or refining job orders with the same skill requirements.

Select Services for Employers   Recruitment Services   Manage Jobs from the Navigation pane and select the Job Skill Sets tab.

Alternatively, select Employer Profiles   Human Resources Plan   Job Order Plan   Job Skill Sets tab from the Portfolio folders.
Virtual OneStop always groups skills into four categories: Job Skills; Tools and Technology; Other Skills; and Workplace Skills (a.k.a. WorkKeys). For each category, employers can use default skills or customize the skill set to better reflect the job requirements.

**Job Skills**

The Job Skills table lists those skills that are associated with the occupation. Employers can use the standard list or customize the list to reflect the unique characteristics of the job.

**Tools and Technology**

Employers can define different tools and/or technologies required for the job from a recognized list of those tools or technologies (already defined for similar occupation skill sets). You can associate any or all of the Tools and Technology skills associated with occupation as skills required for the job.

**Other Skills**

Employers can add information about skills that are not part of the standardized skill sets associated with the occupation. These may include specific degrees, certifications, software or hardware knowledge, etc. You can use the Other Skills text box to provide an exact description of the skills required.

**Workplace Skills (WorkKeys)**

Workplace Skills are better known as WorkKeys scores. Employers can define specific WorkKeys scores that they require for a specific job order. You can select specific scores from the two different WorkKeys assessment categories (Career Readiness Certificate and Other Foundational Skills), and save them as job requirements. As with all skill sets, you can then modify the required scores before saving the final skill set for this job.

*Please Note: Not all sites will have WorkKeys. If WorkKeys are not configured for your site, the radio button for this selection will not show under Other Skills for employers.*

### Adding a Skill Set

- **To add a new skill set:**
  1. Select **Employer Profiles** ➤ **Human Resources Plan** ➤ **Job Order Plan** ➤ **Job Skill Sets** tab from the Portfolio folders.
  2. Click the **Add Skill Set** button.
  3. Enter a meaningful name/description to identify the skill set, and click **Save**.
3. **(OPTION 1)** Click **Analyze Skills** to define your skill set using all possible Job Skills categories – the same screens that display when editing a skill set. *(See the *Edit a Skill Set* section below.)*

4. **(OPTION 2)** Click **Skill Matching** to start from a pre-defined skills list associated with an occupation. After you select the occupation, you can then tailor the skills list to suit your specific job.
   
   a. Enter a keyword for the occupation and click **Search**. *(For more information on other search tabs, see *Select an Occupation* in the Appendix.)*
   
   b. Select an **Occupation** link to see the skills associated with that occupation

   ![Image of Skill Matching Process](image)

   **Using Skill Matching to Define Skills – Selecting a Related Occupation**

5. Review the skills list and uncheck any skills that do not relate to the job order.

   **Note:** If you want to add skills not already included in the list for the occupation, you must first save the skill set and then use the edit feature – see the next section for more information.

   ![Image of Selected Skills](image)

   **Here is a list of the skills you have selected. Click Continue to proceed.**

   ![Image of Continue Button](image)

   **Reviewing and Customizing the Skills List**

6. Click the **Continue** button.
Edit a Skill Set

Use this procedure when editing an existing skill set or when creating a skill set using the Analyze Skills method. In both instances, the Skill Categories screen displays all available skills, with no skills checked in any category (as shown below).

Select Employer Profiles ▶ Human Resources Plan ▶ Job Order Plan ▶ Job Skill Sets tab from the Portfolio folders.

Modifying Job Skills Using Categories

1. To expand a Job Skill Category, select the tab at the top of the screen. Click a Subcategory link to display.

2. To select the skills to be included in the set, select individual checkboxes or click Check all Skills in This Category. To start over with a blank list, click Uncheck all Skills in This Category.

3. When finished, click the Save Skills and Continue button. All skills selected for the skill set will now display on the Skills List screen.

4. To remove a skill from the set, simple deselected the corresponding box. Click the Continue button on the Skills List screen to save changes.
Manage Tools and Technology Skill Sets

As an employer, you can define and modify Tools and Technology Skill Sets that you can use for multiple job openings. That means you will not need to modify skills multiple times when creating or refining job orders with the same skill requirements. Once you create a new skill set, the skill set will be available for selection when creating or editing a job order.

To access the Tools and Technology artifact, select Employer Profiles > Human Resources Plan > Job Order Plan > Tools and Technology tab from the Portfolio folders.

The Tools and Technology tab allows you to perform the following functions:

- Use the Title links to view and modify an existing Tools and Technology skill set.

To remove a skill set from the list, use the checkboxes in the Select column, and click the Delete link.

Reviewing or Modifying Tools and Technology Selections Associated with a Skill Set

- To remove a skill set from the list, use the checkboxes in the Select column, and click the Delete link.
Use the **Add Tools and Technology Set** button to enter a new skill set. If you do not select an occupation from the dropdown, you will need to select from a list of related job titles before viewing the Skills list.
6: Manage Recruitment

To help employers meet the goal of identifying and hiring the right person for the job, Virtual OneStop provides one central area in which employers focus on recruitment results. For best results and to make optimal use of all the system recruitment features, employers should use each of the following recruitment methods:

- Create job orders to attract qualified applicants
- Employ search strategies to identify qualified candidates

Employers will benefit when they make each method part of their overall recruitment strategy. The system integrates the two methods whenever possible, allowing employers to manage (job order) “applicants” and (employer-identified) “candidates” together. That way, if an employer usually relies on job order applicants, they will find it easy to incorporate broader candidate searches. On the other hand, if an employer mainly focuses on candidate searches, they will soon see the advantages of listing one or more jobs on the site. Whatever the strategic emphasis, all employers will find it easy to coordinate their recruitment efforts and zero in on the best candidate.

To access the recruitment tabs, select Services for Employers ➤ Recruitment Services ➤ Manage Job Applicants from the Navigation pane.

Alternatively, select Human Resource Plan ➤ Recruitment Plan from the Portfolio folders.

Employers can use the tabs in the Recruitment Plan folder to manage all job applicants, favorite candidates, and Virtual Recruiter résumé searches.

<table>
<thead>
<tr>
<th>Tab Name</th>
<th>Key Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Applicants</td>
<td>Review applicants who applied for job openings you have posted on the system.</td>
</tr>
<tr>
<td>Favorite Candidates</td>
<td>Review the list of résumés you have reviewed and designated as favorites.</td>
</tr>
<tr>
<td>Virtual Recruiter</td>
<td>Review automated Virtual Recruiter résumé searches.</td>
</tr>
</tbody>
</table>

Review Job Applicants

As employers may receive many applications or referrals for job orders, the system provides the necessary tools to contact individuals, evaluate skills, and assign ratings – and keep all the information in one work environment.

The system allows employers to manage applicants and identify favorite candidates.

To access the Job Applicants tab, select Services for Employers ➤ Recruitment Services ➤ Manage Job Applicants from the Navigation pane.

Alternatively, select Human Resource Plan ➤ Recruitment Plan ➤ Job Applicants tab from the Portfolio folders.

The Job Applicants tab displays all applicants by job order. When you select a Job Order from the dropdown menu, the table refreshes to display all applicants for that job.

Note: By default, the menu only includes Open and Available job orders. To include Inactive job orders, select the View applicants for all job orders including inactive ones radio button.
After selecting a job order, perform any of the following functions:

- Use the **Show Filter Criteria** options to filter by any Applicant value.

  **Note:** The Question Set Match percentage will filter based on the required questions with the preferred response.

- Toggle between the **Summary** and **Detailed** options to expand or reduce the amount of information displayed in the table.

- Use the **Applicant Name** or **Details** links to view complete information about the candidate, including contact information, employment and education, references, and auto ranking details. (See the next section for more details.)

- Use a **Job Order Title** link to view the job order associated with the applicant.

- Use an applicant's **Résumé** link to view the complete résumé (or details of their application) in a separate window.

- Use the applicant's **Rating** link (High, Exceptional, etc.) to assign or modify a rating to one or more applicants. If you have not yet assigned a rating, the link will read **Not Rated**.

- Use the **How Do They Measure Up** link to see how applicants match your job order requirements or typical skills associated with this type of job.

- Use the Select column to perform any of the actions below for one or more applicants:
  - Use the **Contact** link to open a blank message addressed to all the selected applicant(s).
  - Use the **Rate** link to enter the same rating for all the selected applicant(s).
  - Use the **Status** link to update the status of all the selected applicant(s).
  - Use the **Print** link to select Print Options that will apply to all the selected applicant(s).
  - Use the **Map** link to view a map showing the locations of all the selected applicant(s) along with the location of the job.

**Job Applicant Details.** When you click an **Applicant Name** link or the **Details** link from the **Job Applicants** tab, the system will display details of the job applicant with the Job Order title displayed for reference. (Click a **Job Order** link to see complete details of the job order.)
Click the gray arrows at the bottom of the page to scroll through all applicants for the job order. You can easily compare similar attributes as the same tab will display as you scroll through each applicant’s details.

The tabs separate data into key areas and often include links to go directly to additional data and editing options.

The links at the bottom of the page provide additional functions for the applicant you are currently viewing.

- Use the **Send this individual a message** link to create and send a message. *(See the next section for more details.)*
- Use the **Search for Similar Candidates** link to find other candidates in the system with a similar background.
- Use the **Save to Favorites** link to add the candidate’s résumé to your **Favorites** tab.
- Use the **View Résumé** to the résumé the applicant attached to this job order.

**Contact Options**

The **Contact Information** tab displays the candidate’s name, address, and primary phone number. Be aware that candidates have the option to withhold certain contact data.

**Email Candidates**

When reviewing candidate lists or individual résumés, employers will have the opportunity to send messages to the candidate. Some contact links allow you to attach the résumé to send to a coworker. Others allow you to contact a reference listed on the candidate’s résumé. The system sets these parameters for you automatically on the contact page.

**To send a candidate a message:**

1. Click one of the contact links. *(Send this Individual a Message, etc.)*
2. On the Message page, verify the Recipient(s) and Delivery Method are correct.
3. When attaching a résumé, the résumé will automatically display in the Attach File field.
4. When contacting references from the candidate’s résumé, their names will display for you to select.
5. Enter a Subject for the email. In some cases, the Subject field will prepopulate, but you may edit the subject if you choose.

6. Write the email message or cut and paste from another file.

7. After you have entered the message, click **Spell Check** to find any spelling errors and select among possible corrections.

8. Click the **Send** button when you are ready to send the message to the candidate.

9. Click the **Return to Candidate Results** button to return to the search results screen.

**Candidate Skills**

The Skills tab offers maximum flexibility for comparing the skills required for the job with the skills associated with the candidate. The system draws the candidate’s skills from the work history and background information. Candidates may customize their skills list or use the standard skills associated with their selected occupation(s).

- By default, the system will display the **Job Skills** associated with the occupation. Change the skills displayed by selecting **All Skills**, **Tools and Technology**, **Workplace Skills**, or **Technical Skills** from the Skills to Display drop-down menu.

- To view the skills associated with candidate, select the **Applicant Skills** link.

![Candidate Skills Sample](image-url)
Rate Applicants

Employers can use the Applicant Overview tab to review and modify an applicant’s ratings. Your current rating displays as the link on the Job Applicants tab.

- To begin, click the applicant’s current rating link (Not Rated, High, Exceptional, etc.) on the Job Applicants tab.

- To rate multiple applicants at a time, check the Select column for each applicant and click the Rate link at the bottom of the grid. When rating multiple applicants at a time, all applicant names will display in the Applicant panel at the top of the page.

- Select the rating most appropriate for the applicant(s) (Exceptional, High, Medium, Low, Not Suitable, or Other)

- Enter comments, if needed.

  Note: The Comments field will not display when rating multiple candidates at a time.

- Click the Save Rating button. The new rating you select will apply to all applicants listed in the Applicant panel at the top of the page.

  ![Applicant Rating Screen – Multiple Applicants](image)
Applicant Status

At any time, employers can update the recruitment status of a job applicant. Initially, the Applicant Status will display as *Not Specified*, which is the system default. As an applicant moves through the interview and evaluation process, employers can log progress and add comments. The latest status will be available for reference whenever the job applicant merits a second look.

To update an applicant’s status:

1. On the Job Applicants tab, click the **Change Status** link associated with the applicant. Alternatively, click the Select checkbox for the applicant; then click the **Status** link at the bottom of the grid. You may select multiple applicants and change the status for each at the same time.

2. Update the **Applicant’s Recruitment Stage** by selecting Yes for the appropriate radio button(s). Your selection will update your options for the **Applicant Summary** panel below.

3. Complete the **Applicant Summary** panel. Your options will depend on the Recruitment Stage indicated above.
   a. If you selected Yes to Scheduled Interview or Interview above, you will need to select a Current Recruiting Stage from the options in the dropdown.

If you selected Yes for the Hired option above, the **Applicant Summary** panel will require you to enter Hired date and salary information.

If you selected Yes for the Notified of Non-Hire option above, the **Applicant Summary** panel will require you to select a Reason from the dropdown.

1. In all cases, you may enter your own comments in the Comments textbox.

2. Click the **Save Status** button to save changes.
How Do They Measure Up

Employers can compare how well an applicant’s skills and experience correspond to the job requirements, which may be custom requirement entered by the employer or typical requirements associated with this type of job. Specifically, the Measure Up screen will evaluate the applicant based on the job order’s settings for General and Specialized Requirements, as well as Skills Requirements.

- To begin, click the **How Do they Measure Up** link for the applicant on the Job Applicants tab.
- In the General Requirements Match and Specialized Requirements Match panels, the job requirements appear in the Job column and the applicant’s information appears in the Applicant column. The Match column uses simple graphics (pie charts, or circled percentages) to give you an overview of how well the applicant measures up.
- In the Skills Match panel, the candidate’s skills match the required selected by the employer, or if no custom skills were selected, it shows how they match skills typically required for the position.
Search for Candidates

With Virtual OneStop’s extensive search and evaluation tools, it is easy to identify suitable candidates for your job openings. The system offers several search methods and allows you to tag favorites and conduct follow-up activities.

To begin searching, select Services for Employers → Recruitment Services → Candidate Search from the Navigation pane. (Also, Quick Menu → Candidate Search)

You can choose from several Résumé Search tabs, each allowing a different search strategy.

<table>
<thead>
<tr>
<th>Tab Name</th>
<th>Key Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quick Résumé Search</td>
<td>Search by keyword in a defined area. You may also set some commonly used dropdown options.</td>
</tr>
<tr>
<td>Advanced Résumé Search</td>
<td>Select among extensive parameters for a targeted résumé search.</td>
</tr>
<tr>
<td>Résumé Search by Skills</td>
<td>Define skills before searching. Once defined, you may rerun the search at any time using your customized saved skill set.</td>
</tr>
<tr>
<td>Résumé Search by Job Order Criteria</td>
<td>Incorporate job order parameters into your search criteria.</td>
</tr>
<tr>
<td>Résumé Number Search</td>
<td>Enter a résumé number to quickly bring up a specific résumé.</td>
</tr>
<tr>
<td>External Résumé Search</td>
<td>Search exclusively for external résumés. (Other search tabs give you the option of including external résumés in your search.)</td>
</tr>
</tbody>
</table>

Reviewing Candidate Search Options (Tabs)
Quick Résumé Search

The Quick Résumé Search tab allows users to focus on a keyword search while using several default parameters.

✔ Simply enter a keyword and/or select parameters from the dropdown and click Search. The system will return only those résumés that meet all of the specified criteria.

Use the following options on the Quick Résumé Search tab.

- Use the current Area link to change the default search location. Starting from the top drop-down control, identify your desired area. Alternatively, use the Select by Map link to open an interactive map.
- Use the Show Keyword Search Options to define how you use keywords in your search. Explanations for each options display on screen.
- Use the Change Résumé Search Criteria button to return to the Résumé Search without losing your original search criteria.
- Use the Save Search button to save the résumé search criteria and schedule the search to run again automatically as a Virtual Recruiter. (For more information, see the Virtual Recruiter section below.)

Using a Keyword to Search for Résumés

To watch a training video on searching for candidates, click the following link: Candidate Résumé Search. To see a list of all available videos, click Other Services ➔ Learning Center on the Navigation pane.
Advanced Résumé Search

The Advanced Résumé Search tab gives the savvy employer the flexibility to perform targeted résumé searches. With the Advanced tab, employers can select one or more options to define a custom “Ranking” criteria that will consider each candidate’s Education Level, Training, Experience, etc. Each candidate’s ranking will display as a percentage for easy evaluation, and those candidates with the Desired attributes appear at the top of the list.

- You may use an existing job order to pre-fill your search criteria. From the Job Orders tab, when you click the Pre-Fill Advanced Résumé Search Criteria link, the system uses values from the job order to populate your search criteria. You may modify the criteria prior to conducting the search.

- You may launch a candidate search directly from the Job Orders tab using the job order data as your search criteria. Click the Search by Job Criteria link to begin a search.

Not enough candidates? Whenever you see insufficient records in the search results page, click the Change Résumé Search Criteria button to modify the criteria. Remove one or more filters until you find a workable list of candidates to consider.

Advanced Résumé Search Tab (Ranking and Filtering Options)
Résumé Sources

When searching résumés, users can select whether to include internal résumés, external résumés, or both. Internal résumés are those which staff or job seekers add to the system. External résumés are those which the system pulls from a third-party source. When users select the external résumé search, some search criteria may be grayed-out and not available. These criteria include: Qualifications, Employment Type, Full Time/Part Time, Candidate Tools and Technology, Driver’s License Possession, and others.

Candidate Ranking Options

When selecting options for your custom ranking, you may select as many criteria as you would like. The system will combine all selections to generate a ranking percentage for each candidate.

For every criteria you select, you must indicate whether it is Required or Desired. By default, the N/A radio button is selected, indicating the criteria will not be used. The system will automatically select Desired when you define the criteria. The significance of each option is described below:

- **N/A** – The system will not use the criteria when qualifying candidates for the search.
- **Desired** – The search results will first display the candidates who best match your desired criteria, and then display those candidates who lack the criteria. That means the system will not exclude candidates when they do not possess a criteria marked as Desired.
- **Required** – The search results will only include candidates who possess the selected criteria. The system will filter out and will not display those candidates who do not possess your selected criteria.

The following is a list of the different ranking criteria that can be used:

- **Occupation** – Identify applicants who possess the occupation you select either in their employment history and/or as their current desired occupation. Use the Choose an Occupation link to select among NAICS occupation codes.
- **Occupational Experience** – Narrow your search by the desired number of months’ experience in the selected occupation.
- **Salary** – Narrow your search based on the maximum salary you are willing to pay. Use the drop-down list to select salary ranges.
- **Education Level** – Narrow your search by the minimum completed education level completed by the candidate.
- **Qualifications** – Search for candidates that have completed a specific education or training program. Use the Choose a Program link to select from a variety of education/training program types.
- **Employment Type** – Limit your search to candidates looking for a specific type of employment, such as Seasonal or Temporary.
- **Full Time / Part Time** – Limit your search to those candidates desiring either full-time or part-time work.
- **Veteran** – Limit your search to candidates that are veterans.
• **Driver’s License Possession** – Limit your search to candidates who possess a driver’s license.

**Candidate Filter Criteria Options**

Employers can exclude candidates from their search that do not meet certain filter criteria. By default, the system marks all filter criteria as *N/A* and you are not required to use any filters. Because *Required* must be selected to use a filter, the system will automatically select the *Required* option when you enter a valid filter criteria. The significance of each option is described below:

- **Required** – Candidate must meet this filter to qualify for the search.
- **N/A** – The system does not use the criteria when qualifying candidates for the search.

Each filter option is described below:

**Candidate Skills**

This option allows you to match any skill sets you have saved previously to filter your ranking criteria. You can select the skill set from the drop-down list, and your selection from the drop-down list will automatically mark this filter as *Required*.

There are three different options to choose from when you filter by skill set:

- **Closely Match** – This option will show only candidates that match at least 70% of the selected skill set.
- **Moderately Match** – This option will show only candidates that match at least 50% of the selected skill set.
- **Loosely Match** – This option will show only candidates that match at least 25% of the selected skill set.

**Keyword(s)**

This option will enable you to search for keywords in candidates’ résumés. For example, if you search for the word “Writer,” the search will only qualify candidates that have the word “Writer” in the correct fields of their résumé.
Driver’s License Type
This option enables you to filter your search by candidates’ driver’s licenses. Select from the drop-down list for the type of driver’s license.

Driver’s License Endorsement Type
Based on the driver’s license type selected, you may select a driver’s license endorsement type to further narrow your filter criteria.

Résumé Modification Date
Use this option to restrict your filter to those résumés that employers or staff have created or modified within the selected time frame.

Shift Availability
This option will enable you to filter your search by the shift availability of candidates. Use the drop-down list to make your selection.

Minimum Age
This option allows you to rank results by minimum age requirement. Enter the minimum age in the field provided to use this option.

Travel
This option allows you to filter results by the percentage of work hours candidates have specified that they are willing to travel.

Security Clearance
This option displays multiple security clearance settings that you may define. Select a security level and the match level. Use the Include “None Selected” checkbox to include candidates who do not indicate security clearance, if desired.
Typing Speed
This option filters candidate résumés by the selected typing speed range. Select a desired typing speed range and the match level. Use the Include "None Selected" checkbox to include candidates who do not indicate a typing speed, if desired.

Language Proficiency
This option filters candidate résumés by a specific language and the candidate’s ability to speak the language. Select a language, proficiency, and the desired match level.

WorkKeys Assessment Scores
This option filters candidate résumés by the candidate’s scores on the WorkKeys assessment tests. Select a score for any or all of the listed WorkKeys assessment tests.

Career Readiness Certificate
This option filters candidate résumés by the candidate’s stated Career Readiness Certificate Level, if any. Select a certificate level from the drop-down list.

Residential Location
This option filters candidate résumés by their home address. This may be imperative for certain occupations, such as law enforcement or firefighters. Choose the desired state, area type, and specific area. This is a dynamic form. When you select the area type, the page will update to display related information for selection.

Review Search Results

Whichever search method you use, the Search button will list the results in the format described here.

Reviewing Search Results in Summary View

Choose a Display Option – Toggle between Summary and Detailed view to reduce or expand the amount of information displayed.

The Summary view allows you to scan through many résumés in a short amount of time because the summary contains less information about each candidate.

- Review indicators such as Star (🌟) for staff verified résumés and a Flag (🪴) for veteran candidates. (To sort by these values, see the Detailed view below.)
- Find candidates who have achieved Smart Seeker status (🚀) by completing key tasks in the system. For more information, refer to Chapter 3: Quick Menu in the Individual User Guide.
- Use the View Résumé links to open a candidate’s résumé.
- Select an Email this Résumé link to send an email with the résumé attached.
To resort the list of candidates, click on a **Column Heading**. Click the same heading again to reverse the sort order.

The **Detailed** view provides extensive tools for evaluating candidates, including sorting candidates by specific variables that highlight different qualifications. The tools will help you consider all candidates and will bring candidates with special characteristics to the top of the list.

- Clicking directly on the **Résumé Details** column heading displays your sort options (“Item to Sort”), and sort order options (Ascending/Descending, etc.). After making your selections, click the **Sort** button to refresh the page with the new sort order.
- Use the **Display Résumé Summary** link to return to the standard Detailed view.
- Use the **View Résumé** link to view the candidate’s résumé.
- Use the **Skills** link to view the candidate’s skills.
- Use the **Contact Information** link to see the candidate’s contact information.

### Candidate Rankings

When conducting an Advanced Search, employers can fully evaluate the candidate pool according to the criteria selected when creating the search.

- In both Summary and Detailed views, the **Ranking** column that gives the overall percentage of the match to help you identify the most desirable candidate(s). Candidates receive a higher score for each criteria met, whether **Required** or **Desired**.
- In Detailed view, you may click a **Percentage** link to view a breakdown of how the candidate received the ranking percentage. In the example shown here, the candidate matched 5 of 10 desired occupation criteria and all of the occupational experience requirements. The candidate’s total was 15 out of 20 for a 75% ranking score.

<table>
<thead>
<tr>
<th>Rank Criteria Item</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desired Occupation</td>
<td>5 of 10</td>
</tr>
<tr>
<td>Occupational Experience</td>
<td>10 of 10</td>
</tr>
<tr>
<td>Total</td>
<td>15 of 20</td>
</tr>
</tbody>
</table>

### Reviewing the Breakdown of Ranking Criteria

- In Detailed view, you may also take advantage of a second grid option. Just below the search results list, you may toggle between **Résumé Summary** and **Ranking Details** displays.
  - Use the **Display Ranking Details** link to see explanations of the ranking details. The Occupation Points and Total Points columns form the basis of the evaluation.
  - To resort the records by a specific ranking value, click on the **Column Heading**. Click the same heading again to reverse the sort order.
## Reviewing Search Results – Both Detailed Views Shown

<table>
<thead>
<tr>
<th>Name and Location</th>
<th>Detailed Information</th>
<th>MacBook</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kevin Smith of Palm Harbor, FL</td>
<td>100%</td>
<td>Detailed Information</td>
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</table>

<table>
<thead>
<tr>
<th>Name and Location</th>
<th>Detailed Information</th>
<th>MacBook</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bestest Chef Ever (5509419)</td>
<td>100%</td>
<td>Detailed Information</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>Name and Location</th>
<th>Detailed Information</th>
<th>MacBook</th>
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<tr>
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<thead>
<tr>
<th>Name and Location</th>
<th>Detailed Information</th>
<th>MacBook</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chef (5509412)</td>
<td>100%</td>
<td>Detailed Information</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Name and Location</th>
<th>Detailed Information</th>
<th>MacBook</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bestest Chef Ever (5509419)</td>
<td>100%</td>
<td>Detailed Information</td>
</tr>
</tbody>
</table>

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<thead>
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<tbody>
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<td>Bestest Chef Ever (5509419)</td>
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</tr>
</tbody>
</table>
Résumés

**View Full Résumé** – Select a View Résumé link to view the full résumé details, with the keyword search terms highlighted, as shown below.

From the Résumé screen, you can complete any of the following procedures to:

- Use the **Contact Info** link to send the candidate a message online and to view phone and mail contact information.
- Use the **Save to Favorites** link to have the candidate appear in your Favorites folder.
- Use the **Email this Résumé** link to send an email with the résumé attached.
- Use the **Email References** link to send an email to one or more of the individuals listed as Detailed References in the résumé.
- Use the **Print** link to define your print options for the résumé.

*Sample Résumé with Keyword Search Term Highlighted*
Print Résumés

The Print option is available whenever you view a list of candidates or open an individual résumé. You may use the Print option to print a wide range of candidate data along with, or excluding, the actual résumé.

1. When you click a Print link for a résumé, the system will give you the option to include additional candidate information.

2. Select the items you wish to print and click the Continue button. A print preview screen will display all the options you selected with the Contact Information at the top of the page.

3. Scroll to the bottom of the page and click the Print button.

4. From your computer’s print dialogue box, select the desired printer and click the Print button.
Select Favorite Candidates

Whenever you use the **Save to Favorites** link that displays on the candidate/résumé results screen as well as the résumé screen, the candidate will become part of your Favorites Candidates list.

1. **Select Services for Employers** → **Recruitment Services** → **Manage Job Applicants** from the Navigation pane.
2. Alternatively, select **Human Resource Plan** → **Recruitment Plan** → **Favorite Candidates** tab from the Portfolio folders.

From the **Favorite Candidates** tab, you can:

- Use a **Résumé Title** link to view the candidate’s full résumé.
- Use the **Details** link to view/edit the details of the favorite candidate.
- To remove a candidate from the list, use the checkboxes in the Select column and click the **Delete** link.

### Reviewing Favorite Candidates

- **Sort.** To resort the list of candidates, click on a **Column Heading.** Click the same heading again to reverse the sort order.
- **Filter.** Use the **Show Filter Criteria** options to limit the records displayed. When you click the **Filter** link, the list will refresh to match the criteria you entered. For example, display only candidates with a specific Status, Category, and/or Rating.

To designate a candidate to display on your Favorite Candidates tab:

1. Search for a candidate using your preferred search method and criteria. (See **Search for Candidates** above).
2. Click the **Details** link to open the candidate’s Details tabs.
3. Click the **Save to Favorites** link.
4. Review the candidate data – you may change the Category, Rating or add free-text Notes.
5. Click **Save.**
Virtual Recruiter

Employers use the Virtual Recruiter feature to save their résumé search criteria and schedule automatic searches. Employers define when and how often the Virtual Recruiter runs each search as well as how they want the system to notify them of the search results.

**Note to Guest Users:** Virtual Recruiter is one of the many powerful features that are only available to registered users. If you are still using the system as a guest, please take a moment to complete an employer registration.

To access the Virtual Recruiter tab:

1. Select **Services for Employers ▶ Recruitment Services ▶ Virtual Recruiter** from the Navigation pane.
Follow these steps to create a Virtual Recruiter alert.

1. Click the **Create new Résumé Alert** button on the **Virtual Recruiter** tab.

2. Select your preferred résumé search tab, enter your search criteria, and click **Search**. (For more information on the résumé search tabs, see **Search for Candidates** above).

3. Review the Search Results. Click the **Save Search** button at the bottom of the search results page. The system will display your search criteria in the Virtual Recruiter Details page for you to review prior to saving.

   **Note:** You may save the search regardless of whether the search brought back any results.

4. Review and modify the information on the Virtual Recruiter Details page, as follows.

   - The Title of Virtual Recruiter Alert defaults as your keyword entry. You may enter a new title, if desired.
   - The How Often to Run value defaults to **Daily**. You can select another option or make the search **Inactive**.
   - The system automatically selects **Message Center** as a Notification Method, but you can also add email and/or text message notification. For each option below, you will have link available to add a new contact.
     - If you select **Email**, the screen will refresh to display all email addresses saved as your employer contacts.
     - If you select **Text Message**, you can select the contact who will receive the notification and enter their cell phone numbers, if not already saved in their record. You can also specify the time of day the system will send notifications via text message.
   - The date you enter in the Expires On field will determine when the search should stop running (use MM/DD/YYYY format).

5. Review the search criteria associated at the bottom of the page in the **Search Criteria Information** area.
6. Click **Save** to complete and list the search the **Virtual Recruiter** tab.
7: Manage WOTC

The Work Opportunity Tax Credit (WOTC) is a federal tax credit available to employers who hire individuals from certain target groups, including veterans, as well as TANF and SNAP recipients who have faced significant barriers to employment. The tax credit amount depends upon the target group of the individual hired and the number of hours the individual worked in the first year. Each year, employers claim over $1 billion in tax credits under the WOTC program.

The wide variety of target groups include:

- Veterans
- Members of a family that have received temporary assistance or food stamps benefits
- People who have received food stamps (SNAP)
- People with disabilities who receive SSI benefits
- People receiving vocational rehabilitation
- Summer youth employees
- Ex-felons
- People who live in certain low-income communities
- Long-term unemployed

People who would not qualify include:

- Relatives and dependents of the hiring employer
- Current or former employees regardless of how long it has been since they last worked
- Majority owners of the business

Register as a WOTC Employer

The WOTC module allows employers or their agents to manage their WOTC applications online. Both employers and agents self-register on the system and, once approved by staff, have full access to WOTC functionality. When the system also includes recruiting functionality, employers can register for both Recruiting and WOTC functionality. Registration requirements will vary in accordance with the site and the account type selected. For example, a WOTC registration may require you to enter your UI Employer Account Number.

Follow these steps to complete a WOTC registration as an employer or agent:

1. From the Home page, click the Not Registered? or Start Here link. (As each system has a unique Home page, you may see additional links for launching a registration.)

2. Review your account options on the next screen. Click Employer to launch the registration wizard for an employer account.

3. Employers select Direct Representative of Your Organizations. WOTC agents select Third Party Agents (TPA).
Selecting an Employer Account Type

4. Employers can select WOTC Services and, if available, Recruiting Services. (If you only register WOTC Services, you may add Recruiting Services later.) After making your selection, click Continue Registration.

5. Complete each registration panel pictured below. Enter as much information as possible. Be sure to indicate whether the Employer or Agent will be the Legal Forms Holder. Click Legal Forms Holder Description to read the on-screen definition.

Launching a Combined Recruiting and WOTC Services Registration

Already Registered as a Recruiter?

When a standard employer registration (Recruiting) already is established, you can request access to WOTC functions from your employer profile page.

Select Employer Profiles ▶ Corporate Profile ▶ General Information tab from the Portfolio folders, and select the Add WOTC Access link.

Once you have requested WOTC access, staff will need to confirm your request.
Already Registered as an Agent?

When an agent registration is already established, you can request access to WOTC functions from your profile page.

1. Select Employer Profiles ➤ Corporate Profile ➤ General Information tab from the Portfolio folders.

On the Employer Identification panel, you can indicate that you will be applying for WOTC on behalf of your clients.

Agents need to initiate access to WOTC functionality by responding Yes.
Upload Multiple Employers

Since agents may represent many WOTC clients, the WOTC module allows agents to upload a file of all their employers using an Excel spreadsheet. Agents should use this option when manually entering each employer would be too cumbersome.

When logged in as an Agent, select Employer Profiles ➤ Corporate Profile ➤ Representing Employers tab from the Portfolio folders.

1. Click the Batch Add Employers link.
2. Click the Download Instructions link to open the instructions in a new browser.
3. Click the Download Blank Spreadsheet with Headers link to save the spreadsheet to your computer and begin entering data on employers.

Agent Uploading Multiple WOTC Employers into the System

Set WOTC Privileges for Contacts or Agents

Employers can specify WOTC privileges for any contact tied to their account. They can also define WOTC privileges for agents who are completing WOTC applications on their behalf.

Follow these steps to define WOTC privileges for an employer contact.

Select Employer Profiles ➤ Corporate Profile ➤ Contacts/Users tab from the Portfolio folders.

1. On the User Privileges tab, review the WOTC privileges associated with the contact. You may check or uncheck privileges as needed.
2. Scroll to the bottom of the page and click the Edit button.

Follow these steps to define WOTC privileges for agents completing WOTC applications on your behalf.

Select Employer Profiles ➤ Corporate Profile ➤ Agents tab from the Portfolio folders

Note: The Agents tab only displays when an agent has applied to work with your account and has a Pending or Approved status.

1. Select an Agent Name link to begin viewing the agent’s settings.
2. On the User Privileges panel, review the WOTC privileges associated with the agent. You may check or uncheck privileges as needed
3. Scroll to the bottom of the page and click the Save button.
Recruit WOTC Job Applicants

Virtual OneStop offers several opportunities for recruiting employers to indicate their interest in hiring individuals eligible for WOTC. These features are only available when a registration includes Recruiting Services. If you only register as a WOTC employer, you may add Recruiting Services at any time.

To indicate your interest in hiring WOTC-eligible applicants, enter text in the Company Profile section. Individuals will be able to access the information from the job announcement when they view the Company Profile.

Select Employer Profiles ▶ Corporate Profile ▶ General Information tab from Portfolio folders and scroll down to the Company Profile panel and then add WOTC text, as shown at right.

Employers may also use the Job Order Wizard to inform potential applicants. When defining or editing
a job order, select the **Job Application Methods Accepted** feature. Employers often use this section to indicate their commitment to Equal Opportunity Employment. You may also add that you welcome applicants who are eligible for WOTC *(shown below)*. Job seekers must review this section just prior to submitting their application for the job.

**Adding a WOTC Indication to an Employer Job Order**

**Job Fair Notification.** Employers can now create a job order and associate the job order with an existing job fair. When users enter job fairs in the system, they will display on a dropdown menu in the **Job Application Methods Accepted** panel. When individuals review the panel, the system will notify them of the job fair and provide event information along with a link to register.

**Adding Job Fair Information to a Job Order**

The job fair selected displays above the job summary to notify interested individuals and allow them to register.
Complete a WOTC Application

Once registered in the system with WOTC access, employers or their agents can complete and submit WOTC applications online. In order for agents to be able to enter WOTC applications on behalf of employers, the TPA relationship must be active with the following privileges checked: Create 8850 Application and Create 9061 Application. Other WOTC privileges will determine which WOTC actions a TPA or employer contact may perform. (See the topic Set WOTC Privileges for Contacts or Agents, earlier in Chapter 7.)

Only Two Forms for a WOTC Application. A typical WOTC application begins with IRS Form 8850 and ends with ETA Form 9061 – the only two forms required to complete a WOTC application. By completing the forms online, employers or their agents can work closely with the SWA to make sure the application complies with all deadlines and documentation requirements. Once the SWA verify and approve a WOTC application, employers can file for the tax credit with the IRS using a separate form, typically IRS Form 5884.

IRS Form 8850

To initiate a WOTC application, employers or their agents complete the IRS Form 8850. Known as the “Pre-Screening Notice,” form 8850 allows employers to make a written request to their SWA to certify their new hire as a member of a WOTC target group.

Select Quick Menu ➔ WOTC Applications from the Navigation menu or Directory of Services and then select the Create Application link.

Alternatively, select Work Opportunity Tax Credit ➔ Work Opportunity Tax Credit ➔ Application Search from the Portfolio folders and then select the Create Application link.

On-Screen Wizard. The system presents IRS Form 8850 in a wizard format consisting of several tabs. To save your entries and advance to the next tab, click the Next button at the bottom of the tab. If your entries fail to meet the requirements, the system will display an alert at the top of the tab. When necessary, you may return to a previous tab using the Back button at the bottom of the tab.

On the Application Information tab, you will see the IRS Form 8850 Revision Number. The most current form revision number will always display as the first selection in the dropdown list. If you change to a different form revision, the WOTC target group questions may be different.
What is the 28 Day Rule? In order for IRS Form 8850 to be considered timely, users must submit the form to the SWA within 28 calendar days after the employee’s start date. The SWA will deny all WOTC applications that users do not submitted within 28 calendar days.

On the 8850 Form tab, you will select the target group that applies to the new hire. Typically, the job applicant provides the information required on this tab.

What is a Conditional Certification? Some job applicants may have received a conditional certification from a participating agency, such as an SWA, a Vocational Rehabilitation agency, a One-Stop Career Center, or an Employment Network for the Ticket to Work program.

Completing the Form 8850 Tab and Entering Job Applicant Signature
The **Employer Information** tab automatically displays your employer information. You need only review the information and click **Next**.

### Entering Employer and Contact Information

On the **Applicant Dates** tab, you must enter all the key dates for the application.
The **Employer Certification** tab concludes the first part of the tax credit application. You need only check the signature box and click **Finish**. The **Print** button is also available here. Alternatively, you may go directly to the second part of the application by clicking the **Continue to Form 9061** button.

---

**ETA Form 9061**

To continue a WOTC application, employers or their agents complete the ETA Form 9061. Known as the “Individual Characteristics” form, employers provide more details of the job and provide documentation of eligibility for a WOTC target group.

- Select **Quick Menu ➤ WOTC Applications** from the Navigation menu or Directory of Services.
- Alternatively, select **Work Opportunity Tax Credit ➤ Work Opportunity Tax Credit ➤ Application Search** from the Portfolio folders.

To display a list of WOTC applications, enter filter criteria, and then click the **Filter** link. For example, you may select **Incomplete Applications** to see which applications still need more information.
Reviewing WOTC Applications Associated with My Employer Account

From the table, identify the job applicant and select the **Edit 9061** link.

The system presents the ETA Form 9061 in a wizard format consisting of several tabs. To save your entries and advance to the next tab, click the **Next** button at the bottom of the tab. If your entries fail to meet the requirements, the system will display an alert at the top of the tab. When necessary, you may return to a previous tab using the **Back** button at the bottom of the tab.

On the **ETA 9061 Information** tab, the system displays basic information for the form, including the Form Revision Number. The ETA 9061 has various revision numbers that correspond to variations in the questions and wording of the eligible target groups. When printing the ETA 9061, the verbiage will
support the specified revision number. The most current form revision number will always display as the first selection in the dropdown list.

**ETA 9061 Information Tab**

On the **Applicant Information** tab, the system displays applicant information collected from IRS Form 8850. You must enter all the key dates for the application.
On the **9061 Target Groups** tab, the system displays the ETA Form 9061 questions that will allow the applicant to qualify under a WOTC target group.

On the **Signatory Information** tab, the employer need only check the certification boxes, identify the signatory and enter the date the form was completed.
On the **Verification Documents Required** tab, the system displays the WOTC target categories along with links for attaching the document. The tab specifies the types of documentary evidence that can substantiate WOTC eligibility under the various target groups. Working with the job applicant, employers should provide documentation or names of collateral contacts for each target group associated with the WOTC application.

![Verification Documents Required Tab](image)

**Review WOTC Application Status**

The SWA will issue a final determination for each WOTC application. In some cases, the SWA may request additional information or documentation from the employer. In all cases, WOTC employers and their agents will immediately learn of any special requests or determinations immediately through the message center and email account of the legal forms holder. (The system sends the notification to the employer unless they have an active relationship with an agent, in which case the system will send the notification to the agent.)

Select **Other Services** ➤ **Communication Center** ➤ **Message Center** from the Navigation menu or Directory of Services, or use the **My Messages** widget located on the Employer Dashboard.

All message alerts will specify any required action and clearly reference the specific WOTC application. Examples of WOTC message alerts sent to employers or agents include the following:

- Notice of incomplete application (e.g., Form 9061 is missing the certification signature, or the applicant’s date of birth)
- Request for more information where SWA staff clearly specify the missing information or documents
- Notice of denial of a WOTC application in which SWA staff provide a clear explanation
- Notice of approval of a WOTC application in which SWA staff specify the WOTC target group used to meet eligibility
When employers or their agents have many WOTC applications to manage, they can easily search for applications that have a specific status.

- Select Quick Menu ➔ WOTC Applications from the Navigation menu or Directory of Services.
- Alternatively, select Work Opportunity Tax Credit ➔ Work Opportunity Tax Credit ➔ Application Search from the Portfolio folders, and then select the Create an Application link.

In the Filter Options section, select the Application Status you are interested in, and then click the Filter link. For example, you may select Incomplete Applications to see which applications still need more information.

![Filtering by WOTC Applications by Application Status](image)

When you click the Filter link, all matching records automatically display. You may add and remove filter criteria as necessary.
Click the Action button to see the options available for a particular application. In most instances, you may complete any of the following tasks:

- Click the **Edit 8850** link to open IRS Form 8850 for review or modification.
- Click the **Edit 9061** or **Verify** link to open ETA Form 9061 to review or add verification information.

**WOTC Verification Documents**

The WOTC module allows employers or their agents to upload verification documents directly into the system. ETA Form 9061 specifies the types of documentary evidence that can substantiate WOTC eligibility under the various target groups. Working with the job applicant, employers should provide documentation or names of collateral contacts for each target group associated with the WOTC application.

After creating an application, employers can return to the application at any time to upload the necessary documentation.

- Select **Quick Menu ➤ WOTC Applications** from the Navigation menu or Directory of Services.
- Alternatively, select **Work Opportunity Tax Credit ➤ Work Opportunity Tax Credit ➤ Application Search** from the Portfolio folders.

In the **Filter Options** section, enter the applicant’s name or SSN or select **Incomplete Application** for the Application Status. You may also enter a date range. When finished, click the **Search** button.

- Use the **Verify** link to go directly to the **Verification Documents Required** tab, which lists the target groups and associated supporting documentation.

**Filtering by WOTC Applications by Application Status**

For each document category, the **Verification Documents Required** tab allows employers to scan, upload, or link the actual document used for verification. By attaching the document in context of the WOTC application, SWA staff can easily access the document when reviewing the WOTC application.
Follow these steps to upload a verification document:

1. Identify the verification category you need based on the target group of the application (category options shown below may vary).

   - **Age Verification**
   - **Veteran Verification:**
     - a. Veteran Status Verification
     - b. Veteran Receiving SNAP Benefits (Food Stamps)
     - c. Veteran - Disabled - Hired within one year of being Discharged from the military
     - d. Veteran / DV Unemployed for 6 months
     - e. Vet Unemployed for 4 weeks but less than 6 months

   - **TANF - Short Term**
   - **TANF - Long Term**
   - **SNAP Recipient**
   - **EZ / RRC Address Verification**
   - **Qualified Long Term Unemployment Recipient**
   - **Referred Agency VR**
   - **Referred Agency Ticket to Work**
   - **Referred Agency Veterans Affairs**
   - **Ex-Felon**
   - **SSI Supporting Documentation**

2. Click the **Verify** link to view your document options.
   
   a. Select the document type you plan to upload. If you select Other, enter a title or description for the document in the textbox provided. The system displays the selected document with a checkmark. You may click the **Reset** button to remove your selection.

3. Click the **Upload** link and review the **Document Association** and **Document Information** panels. You may enter any Document Tag text designated by your state to facilitate indexing.
   
   a. Click the **Browse** button (or **Choose File** button if using a Chrome browser.)
   
   b. Select the document from your file directory. The document file path and name will display in the Location field.

4. Click the **Save** button to perform the upload.

**Identifying a Verification Type and Uploading a Document**

Review the Verification Type and be sure it describes the document you are uploading.
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8: Manage Communications

Virtual OneStop makes it easy to manage all the various messages and alerts you create or receive in the system. This chapter describes the features available with each communication type in the system.

Select Employer Profiles ▶ Communications Profile from the Portfolio folders.

All communication types have a dedicated tab in the Communications Profile:

<table>
<thead>
<tr>
<th>Tab Name</th>
<th>Key Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>Messages</td>
<td>View internal messages from workforce staff or job applicants, as well as automated alerts related to your account or system activity.</td>
</tr>
<tr>
<td>Correspondence</td>
<td>View system letters that you have received.</td>
</tr>
<tr>
<td>Communication Templates</td>
<td>Review existing correspondence templates and create new ones.</td>
</tr>
<tr>
<td>Subscriptions</td>
<td>Review your system alert subscriptions and activate or deactivate an automated message.</td>
</tr>
<tr>
<td>Email Log</td>
<td>View a listing of all the email messages sent using your employer account</td>
</tr>
</tbody>
</table>

Message Center

The Message Center serves as the default notification center for your employer account. Even if you have opted to use an external email service – the system will also send all internal notifications to your Message Center.

Whenever you log in, the system will alert you of any new or unread messages and direct you to the Message Center.

- Use the Envelope icon or the Number link to open the Message Center.

To access the Messages Center at any time:

- Select Quick Menu ▶ Employer Resources ▶ Employer Messages from the Navigation pane.
- Alternatively, select Other Services ▶ Communication Center ▶ Message Center from the Navigation pane.
- Alternatively, select Employer Profiles ▶ Communications Profile ▶ Messages tab from the Portfolio folders.
From the **My Messages** screen, you can perform the following tasks:

- **Subject** link to open a message.
- **Mark as Read/Unread.** Use the checkboxes in the **Select** column and click the **Mark as Read** or **Mark as Unread** link at the bottom of the screen.
- **Delete Messages.** Use the checkboxes in the **Select** column and click the **Delete Selected Item(s)** link at the bottom of the screen.
- **Marking a message you already read to appear as unread may remind you to revisit the issue next time you review your messages.**
- **Delete Messages.** Use the checkboxes in the **Select** column and click the **Delete Selected Item(s)** link at the bottom of the screen.

**Sort and Filter.** Whenever you are working with a large number of records, be sure to use the features below to help you identify a specific program or group of programs.

- To resort your messages, click on a **Column Heading.** Click the same heading again to reverse the sort order. By default, the most recent message appears at the top of the list. However, you may want to bring all unread messages (✉️) to the top of the list. Once read, the envelope icon displays as open (✉️).
- Select one of the folders in the left-side menu to view messages of a certain type.
  - **Inbox** – Messages that are currently active, both read and unread
  - **Deleted** – Messages that you have received, but deleted from your Inbox
  - **Drafts** – Messages that you have created, but not sent
  - **Junk** – Messages that the system filtered as being questionable
  - **Sent** – Messages that you have sent to staff or candidates

**Review Messages**

When you open a message, you can perform some common functions including:

- Use the **Reply** button to open a new window for writing your response.
  
  **Note:** Only messages from an individual will include a **Reply** button, system alerts/messages will not.

- Use the **Cancel** or **Return to Message Center** button (at the bottom of the screen) to close the message and return to the message list.

- Use the **Print Message** link to open a separate window for reviewing and printing a Print Version of the message.

Additional functions will be available with different message types, such as Virtual Recruiter and Qualified Candidate alerts or Meeting/Appointment scheduling, each described below.

**Virtual Recruiter Notification**

The system will send you a message whenever the system finds candidates that match your Virtual Recruiter search. These notifications include special features, allowing you to perform the following tasks directly from the message:

- Use the **Résumé** or **View** link to view the résumé details
- Use the **Edit Recruiter** link to edit the résumé alert.
Use the **Disable Recruiter** link to turn off the résumé alert.

Use the **Manage Recruiter** link to manage the other résumé alerts you have set up.

---

### Notification of Applied Candidate

When a staff member refers a candidate, you can do the following directly from the notification message:

- **Use the** **Change Status** **link** to review the job order statistics and change the job order status to **Expired**, **Position Filled**, etc. *(See the picture below for details.)*
- **Use the** **View** **link** to open the Candidate Qualifications screen.

---

*Reviewing Virtual Recruiter Candidate Notification*
Meeting Notification

When you receive a meeting notification for a meeting scheduled by a staff member, you can access complete details when you click to open the message.

Follow these steps to accept or decline the appointment.

1. Click the Click Here link to open a screen for viewing your response options for the appointment.

2. In the Your Status panel, select Tentative, Accepted, or Declined.
Responding to a Meeting Notification

3. Click **Save**. When you save your appointment response, the system notifies the originator of your new status. If you declined the appointment, the originator can delete the appointment for you, removing the appointment from your calendar.

Create Messages

Follow these steps to create messages to send to internal and external accounts.

1. Click the **Create New Message** button.
2. Select one or more recipients from the Recipient drop-down list.
3. **OPTION:** Select a Recipient Type (Job Seeker, etc.) and click the **Search** link; then select one or more username checkboxes and click **Continue**. The user(s) automatically populate the Recipient field.

4. Select the Delivery Method. The system checks *Internal Message* as a default. If you would like to send the message via email as well, select the *Email* checkbox.

5. Indicate whether or not you require a receipt stating that the recipient read the message by selecting one of the *Request Read Receipt* radio buttons.

6. Enter the subject of the message in the Subject field.

7. Enter the body of the message in the text field provided. You have several tools to assist you:
   
   a. To insert the text from a correspondence template, click the **Insert Template** link at the bottom of the screen, and edit the text as necessary to tailor the message.
   
   b. To insert a variable, click the **Insert Variable** link. (*For instructions on inserting variables, see the Correspondence Templates section below.*)

8. To attach documents to the message, click the **Show Attachment Options** link at the bottom of the screen. Browse to the folder location and double-click the **Document Name** to attach the document to the message.

9. Click the **Send** button to send the message.
Correspondence Templates

The system allows employers to create correspondence templates or form letters, then customize the letters prior to sending to job seekers, other employers, staff members, or providers. Once created, users can share correspondence templates with other users. When generating letters from the correspondence templates, the “signature” will always reflect the name of the current system user.

To access your correspondence templates:

1. Select Other Services > Communication Center > Communication Templates from the Navigation pane and Portfolio tabs.
2. Alternatively, select Employer Profiles > Communications Profile > Communication Templates tab from the Portfolio folders.

From the Templates grid, you can perform the following functions:

- Use the Show Filter Criteria options to limit the records displayed. When you click the Filter link, the list will refresh to match the criteria you entered.
- Use the Create New Template button to start from scratch.
- Use the Preview link to display the letter as the letter will print – the preview mode does not allow changes.
- Use the Copy link to make a copy with a new name. When the template opens in edit mode, enter a name for the new template, and click the Save button.
- To remove a template from the list, use the checkboxes in the Select column and click the Delete link at the bottom of the column. (This function is only available for templates you created, not templates that others have shared.)

Follow these steps to create a Correspondence Template.

1. Click the Create New Template button at the bottom of the screen.
2. Enter the Template Name.

3. Select the Template Type from the drop-down list.

4. Select a Status: Active (usable in the system) or Inactive (stored in the system, but not usable).

5. Enter the Body Text up to one page in length, and make use of the available tools.
   a. Insert Variables – Using variables will make your template more useful since the variable will always reflect the user's contact information – this applies to any account user. You may enter as many variables as necessary into the template.
      i. To enter a variable, place the cursor where you would like to insert the variable and click Insert Variable. Click the Select link that corresponds to the variable you want to use.

b. Format and Spell Check – Format the text using the formatting tools and use the Spell Check feature. (See Formatting Controls and Spell Check Feature in the Appendix.)

6. Click Save to save the new letter, or Cancel if you do not want to save your entries.

Subscriptions

The Subscriptions area displays the system alerts that employers can receive via the Message Center, email, or text message.

To access the Subscriptions tab:

- Select Other Services ➤ Communication Center ➤ Subscriptions from the Navigation pane.
- Alternatively, select Employer Profiles ➤ Communications Profile ➤ Subscriptions tab from the Portfolio folders.
Reviewing the Subscription Status for System Alerts

From the Subscriptions tab, you can review the types of automated system alerts currently in use in the system, and determine whether or not you want to receive each alert type. Currently, there are three types of system alerts:

- **Job Order Expiration Alerts** – Notifies you that a job order you created is about to expire
- **Potential Candidates Matching Job Posting Alerts** – Notifies you of candidates in the system who may be a match to a job you have posted
- **Applicant Verification Alerts** – Notifies you of the status of applicants who have applied to one of your posted jobs

Follow these steps to modify your Subscription Status.

1. To receive an alert, select *Receive* from the corresponding drop-down list.
2. To stop receiving an alert, select *Don't Receive* from the corresponding drop-down list.
3. Click the **Save** button to save your selections.

Email Log

The Email Log tab displays the email messages that the employer has sent using the system.

Select **Employer Profiles ▶ Communications Profile ▶ Email Log** tab from the Portfolio folders.
Reviewing the Email Log

From the Email Log tab, you can perform the following tasks:

- Use the View link to open a specific message

Sort and Filter. Whenever you are working with a large number of records, be sure to use the features below to help you identify a specific email or group of emails.

- To resort the list of emails, click on a Column Heading. Click the same heading again to reverse the sort order.
- To show only Sent or Received emails, select an option from the Display Emails dropdown menu.
9: Manage Appointments

Employers can use the Appointment Center to view scheduled appointments on their Appointment Calendar as well as upcoming events on their Events Calendar.

Select Quick Menu  > Employer Resources  > Employer Appointments from the Navigation pane.  (Alternatively, use Other Services  > Appointment Center)

**Detailed List View** – Lists appointments by date using a table format for each month and allows you to perform the following tasks:

- Use the Month and Year dropdown menu to select a new month to view.
- Use the **Current Month** link to return to the current calendar month.
- Use an **Appointment** link to view the appointment details.

**Calendar View** – Shows appointments in a monthly calendar view and allows you to perform the following tasks:

Select the month you would like to view.

- Use the **Arrow** controls to move forward and backward between calendar pages.
- Use the **Today** link to show appointments for the current day.
- Use the **Day, Week,** and **Month** options to change the display.
- Select an **Appointment** link to view the appointment details. When viewing the Appointment Details, you may change appointment information such as the Subject, Details, or Start and End Times.

**Upcoming Events**

The system lets you view upcoming events, such as training classes that workforce staff members have posted.

Select Quick Menu  > Employer Resources  > Upcoming Events from the Navigation pane.

From the Event Calendar, you can perform the following tasks:

- **Use Filters.** Specify event criteria, such as LWIA/Region, Office Location, or Event Type. Hold down the CTRL key to select multiple locations. When you click **Filter**, the page refreshes and displays only the events matching the selected criteria.
- **Use Detailed List View.** This standard table format allows you to sort events and scroll down quickly.
• **Use Calendar View.** The calendar format has **Day, Week** and **Month** display options. Use the **Arrow** controls to move forward and backward between calendar pages. Select **Only Business Hours** to limit the display to standard hours or select **24 Hours**.

![Calendar View](image)

**Using Calendar View and Selecting Filter Criteria**

• Select an **Event** link to view details and register if your system supports registration.

![Event Details](image)

**Viewing Details of an Event**

From the Event Details screen, you can:

• Use the **Register** button if you plan to attend the event and the event requires registration (not available on all systems). When you register, the system sends the registration details back to the event creator for participant management purposes.

• Use the **Return to Calendar** button to redisplay the calendar.
10: Generate Reports

Employers can use the system to run the EEO OFCCP Compliance Employer Summary report, a compliance survey mandated by federal statute. The survey requires employers to categorize company employment data by race/ethnicity, gender, and job category.

Follow these steps to run the EEO OFCCP Compliance Report.

1. From the left menu Select Reports > Detailed Reports from the Navigation menu or Directory of Services.
2. Select the EEO OFCCP report link from the Detailed Reports panel.
3. Define the report options such as Report Type, Location, and Date Range.
4. Click Run Report. The report will generate, as shown in the sample below.
[This page intentionally left blank.]
11: Research Education Services

The Education Services feature allows employers to review training and educational programs. They can search schools and the programs they offer, find information about job placement, and even compare various program and provider attributes. More information is available when instructional programs are associated with a Classification of Instructional Programs (CIP) code. CIP codes aggregate college majors, allowing for a systematic description of instructional activity.

The Education Services menu includes the following (options may vary):

| Training Providers and Schools - Select this option to help you locate information on specific training providers and schools, including the programs they offer and their web sites. |
| Training and Education Programs - Select this option to help you locate a training or educational program that is related to your occupation or field of interest. |
| ETPL Approved Programs - Select this option to view a listing of programs eligible for WIOA training. |
| Education Program Completers - Select this option to review the number of students that complete training and education programs for an occupation. |
| Online Learning Resources - Select this option to explore websites that offer a variety of free online learning and training courses that you can use to expand your knowledge and skills. |
| Education Profile Informer - Select this option to access labor market information on education programs in a selected area. |

Training Providers and Schools

Use this feature to research training providers and schools and to view institutional details and locations along with a listing of available programs.

Select Education Services ➔ Training Providers and Schools from the Navigation menu or Directory of Services.

Using the Provider Search tab, you may define an area, enter a keyword, and/or select from several dropdown menus listing variables for the program type, ownership, etc. Consider the following search strategies and remember you may select more than one criteria for your search:

- Use the current Area link to change the area.
- Enter a keyword such as “University” in the textbox. Use the Keyword Search Options link to define the search methodology for keyword entries.
- Select a Provider Type Program Classification such as State Universities.
- Limit your results to WIOA-eligible Programs. (Click the Eligible Training Provider List Explanation link for more information.)
- Specify the Location Type or Green Job designation.

When finished, click the Search button. (Use the Reset Criteria link at the bottom of the panel to return to the default values.)
Finding a Provider Using a Keyword or Other Search Criteria

As an option to using search criteria, the Provider Listing tab simply lists all providers in the area in alphabetical order. The list is useful if you are unsure about spelling or have only a partial provider title.

Selecting a Provider Using the Alphabetical Listing

Click a letter and, if necessary, use the column headings to resort the list by city, zip code, etc.
**Provider Information**

After selecting a provider, users can access the provider location or click to complete a WIOA pre-application.

- Click the **Map Address** link to open an interactive map in another window.
- If a provider website is available, click the **URL** link to go directly to the provider’s online information.

![Provider Information](image)

**Reviewing a Summary of a Training Provider**

The **Program Information** panel lists all programs associated with the provider.

- **WIOA Eligible?** – If the school has been approved to use WIOA funds for this program, you will see a green check mark.
- Click a **Program Name** to open a corresponding program profile.

![Program Information](image)

**Reviewing a Summary of a Training Provider**
Training and Education Programs

Use this feature to research training and education programs and to view comprehensive details specific to each program along with extensive comparison features.

Select Education Services › Training Providers and Schools from the Navigation menu or Directory of Services.

Select an Education Program

To begin researching an education program, you must first identify a program using one of the available search methods. These search methods are more extensive since you are searching non-standardized names given to programs by the host institutions. Training providers can be very creative when designing program names.

Employers can use the Program Search to define an area, enter a keyword, and/or select from several dropdown menus listing variables for the program classification, qualifications, cost, etc.

Consider the following search strategies and remember you may select more than one criteria for your search:

- Use the current Area link to change the area.
- Enter a keyword such as “Interior Design” in the textbox. (Use the Keyword Search Options link to define the search methodology for keyword entries.)
- Select a Program Classification such as Architecture and Related Occupations. (To identify a program beyond the Group classification level, use the Select Specific Program link and then the Choose a Program link.)
- Select a Minimum Qualification, such as Associate’s Degree.

Using a Search Criteria to Find an Education Program

- Enter a Maximum Total Cost, such as $10,000.
- Limit your results to WIOA-eligible Programs. (Use the Eligible Training Provider List Explanation link to view more information.)
- Specify the program schedule (Night Classes, etc.) or type (Online, Classroom, etc.)
- Specify the Location Type or Green Job designation.
- When finished, click the **Search** button. (Use the **Reset Criteria** link at the bottom of the panel to return to the default values.)

Alternatively, you may use the **Program Listing** panel and scroll through an alphabetical list of all available education programs for the selected area. Even though there are thousands of educational programs, you may be able to identify the best program simply by finding the program on an alphabetical list. The list is particularly useful when you are unsure about spelling or have only a partial provider title.

- Use the **Area** link to select a different location for the Program list – the list will refresh according to the area you select.
- Change the Program Type using the drop-down menu (Classroom, Online, or Classroom and Online) – the list will refresh according to the new Program Type you select.
- Use the **Letter** link that begins the full title of the educational program. (For example, for Registered Nurses, you would click the ‘R’ link); then click the **Program Name** link to view more information about the program.
- Use the **Detailed** option to display more information in the grid, such as program description, cost, and credential attained.

The **Search Results** panel shows all matching programs and highlights in yellow the keyword search term.

- Review the **Key Match** rating for the program. A high score of 1 indicates an exact phrase match with the program title, and a low of 4 indicates an exact word or phrase match with the program description.
- Look for the **WIOA** indicator to see if the program is WIOA eligible.

Click a **Program Name** link to view complete description of the program, including program locations, program length, program cost, class size, and program prerequisites.
Compare Programs

Employers can compare side-by-side the program they are reviewing with another training program. When available, the **View Comparisons** button will display at the bottom of the Program Information page.

**Please Note:** The program comparison feature is available only to clients that have purchased the CRS/Providers module.

When comparing programs, several options are available:

- **Option 1** – Compare with similar programs from the same institution.
- **Option 2** – Compare with different programs from the same institution.
- **Option 3** – Compare with similar programs from other institutions.
- **Option 4** – Compare with state averages.

**Reviewing Comparison Options for Current Program**

**Options 1 and 2.** With each of these **Compare** options, you will select from a list of programs. Review the list of programs and identify the one you want to use for comparison.

- Click a **Program Title** link to view a side-by-side program comparison. (If you do not see an option for comparison, click the **Choose Another Comparison Option** button.)
Selecting a Different Program from the Same Institution

The side-by-side comparison allows analysts to review the details and performance measures of each program.

Option 3. When comparing similar programs from different institutions (third Compare button option), the side-by-side display reveals the key differences.

Option 4. When comparing a program to the state averages (fourth Compare button option), the system displays all information that can be averaged, namely program costs. Other information would vary by institution.
Comparing a Similar Program from another Institution and to State Averages

With side-by-side comparison, both the institution name and program name display in the column headings.
ETPL Approved Programs

The ETPL Approved Programs feature lists all education programs that have been approved for WIOA training.

Select Education Services ▶ ETPL Approved Programs from the Navigation menu or Directory of Services.

The ETPL Programs table lists the approved programs alphabetically. Click a Column Heading to resort the records.

Click a Program link to see complete details of the program.

<table>
<thead>
<tr>
<th>Program</th>
<th>Credential</th>
<th>Provider</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCOUNTING</td>
<td>Associate's Degree</td>
<td>VIRGINIA HIGHLANDS COMMUNITY COLLEGE</td>
<td>100 VHCC Drive</td>
<td>Abingdon</td>
<td>VA</td>
<td>24210</td>
</tr>
<tr>
<td>ACCOUNTING &amp; INFORMATION SYSTEMS TECH</td>
<td>Certificate &lt; 1 year</td>
<td>VIRGINIA HIGHLANDS COMMUNITY COLLEGE</td>
<td>100 VHCC Drive</td>
<td>Abingdon</td>
<td>VA</td>
<td>24210</td>
</tr>
<tr>
<td>ADMIN SUPPORT TECH-EXECUTIVE ADMINISTRATIVE ASSISTANT</td>
<td>Associate's Degree</td>
<td>VIRGINIA HIGHLANDS COMMUNITY COLLEGE</td>
<td>100 VHCC Drive</td>
<td>Abingdon</td>
<td>VA</td>
<td>24210</td>
</tr>
</tbody>
</table>

Reviewing List of Approved Training Programs

Education Program Completers

The Education Program Completers feature shows the number of students that completed training and education programs for an occupation. Users can view data on completers by area and by credentials.

Select Education Services ▶ Educational Program Completers from the Navigation menu or Directory of Services.

After selecting an occupation, the Completers table lists the number of program completers for each degree type.

Click the Choose Another Occupation link to return to the occupation search tabs.

Displayed below are completers for Accounting Technology/Technician and Bookkeeping. In Tennessee for the year 2015

<table>
<thead>
<tr>
<th>Completer Type</th>
<th>Completers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting Technology/Technician and Bookkeeping. - Associate's Degree</td>
<td>49</td>
</tr>
<tr>
<td>Accounting Technology/Technician and Bookkeeping. - Postsec. Awards/Cert./Diplomas; &lt; 1 yr.</td>
<td>58</td>
</tr>
<tr>
<td>Accounting Technology/Technician and Bookkeeping. - Postsec. Awards/Cert./Diplomas; 1-2 yrs.</td>
<td>38</td>
</tr>
</tbody>
</table>

Reviewing the Number of Completers for the Selected Occupation (Accounting)
Online Learning Resources

Virtual OneStop provides links to websites offering a variety of free online learning and training courses for individuals to expand their knowledge and skills.

- Select **Education Services** › **Online Learning Resources** from the Navigation pane.

### Online Learning Resources

This page contains links to websites that offer a variety of online learning and training courses that you can use to expand your knowledge and skills. The links are grouped into the following sections: **ALISON Online Courses**, **Metrix Learning**, **Workplace Skills**, **Education (K-12 and College)**, **Business and Technology**, **Writing and Languages**, and **Miscellaneous**.

Any costs associated with the following online learning resources are the responsibility of the student.

#### Alison Online Courses

**ALISON** is one of the world’s largest free learning resources with free access to 900+ courses at Certificate, Diploma, and Learning Path levels in 16 categories including: IT, Language, Science, Business, Humanities, Health, Math, Software Development, Marketing, Lifestyle, Life Science, Software Engineering, Health Care, Operations.

Empower yourself with Alison courses to become more creative and learn for personal development. Click the link to review a or work colleagues.

#### Miscellaneous

- **Citizenship Resource Center** - The website for U.S. Citizenship and Immigration Services provides free resources to immigrants, including preparation materials for citizenship tests.
- **Learn CPR** - Learn CPR is a free public service supported by the University of Washington School of Medicine. Learn the basics of CPR - cardiopulmonary resuscitation - using instructional guides and video demonstrations.
- **Checking Account Tips** - Provides tips on how to effectively maintain a checking account.

### Researching Online Learning Resources

As shown above, the first link (**Alison**) accesses the largest source of free online courses, all available through the Alison website. Alison groups other courses by the program focus, such as Workplace Skills, Education (K-12 and College), Business and Technology, Writing and Languages, and Miscellaneous.

### Education Profile Informer

This option allows you to identify an education area and display labor market information for the associated education programs and education providers.  *(For complete information, see the **Education Profile** topic in chapter 12.)*

- Select **Labor Market Services** › **Education Profile** from the Navigation menu.
- Alternatively, select **Services for Employers** › **Education Services** › **Education Profile Informer** from the Navigation menu.
12: Research Labor Market Information (LMI)

Virtual OneStop offers employers many ways to access valuable labor market information to stay current with employment and industry trends in their area. Extensive tables and graphics provide reliable data on topics such as employment rates, population growth, growing occupations and industries, and current job candidates. Employers can access information based on their present location, or change areas to evaluate a prospective market.

The system derives profile information both from real-time, spidered data and from source tables of the U.S. Census Bureau, the U.S. Department of Commerce, and other state agencies and bureaus.

The primary options for LMI data are from the Labor Market Services menu group, from the left navigation menu. They are:

- **Labor Market Facts** – Users are in complete control of the area settings for each data session. Using links at the top of the page, users can quickly change the profile area or add an additional area, occupation, industry, or educational program for comparison.

- **Area Profile** – All data displays in easy-to-read tables as well as a variety of graphs. In many cases, users may select among bar graphs, line graphs, pie graphs and select their preferred color scheme.

- **Industry Profile** – All data displays in easy-to-read tables as well as a variety of graphs. In many cases, users may select among bar graphs, line graphs, pie graphs and select their preferred color scheme.

- **Occupation Profile** – All data displays in easy-to-read tables as well as a variety of graphs. In many cases, users may select among bar graphs, line graphs, pie graphs and select their preferred color scheme.

- **Education Profile** – All data displays in easy-to-read tables as well as a variety of graphs. In many cases, users may select among bar graphs, line graphs, pie graphs and select their preferred color scheme.

Select Services for Employers ➤ Labor Market Services from the Navigation pane.

Alternatively, use the Labor Market Services dashboard widget.
The Labor Market Services features are very accessible, offering a user-friendly interface, ample on-screen instructions and versatile search features. A Help icon is always available to provide context-sensitive descriptions of the page or section you are viewing.

When exploring profiles, the system uses common user interface options to help you become an expert simply by using the system.

- **Easy Drill-Down** – Each profile page contains several data groups accessible from the links at the top of the page. Each data group includes several data categories, each with several viewing options, including interactive graphs and maps.

- **Easy Access to Reset and Compare Features** – Users are in complete control of the area settings for each data session. Using links at the top of the page, users can quickly change the profile area or add an additional area, occupation, industry, or educational program for comparison.

- **Extensive Graph Options** – All data displays in easy-to-read tables as well as a variety of graphs. In many cases, users may select among bar graphs, line graphs, pie graphs and select their preferred color scheme.

- **Extensive Map Options** – Whenever users view data distributed over an area, they will have the option of using an interactive map. The full-featured maps allow users to zoom in or out, assign labels to areas, hover over to see exact data, and many other features.

- **Customizable Reports** – When viewing profiles, users can use the Customize Report button to select which data categories to display. The data categories available for your data session will depend on the data group selected, and whether or not you are using the comparison features.
Labor Market Facts

The Labor Market Facts feature helps you find information quickly by starting with the most frequently asked questions about labor markets. Organized in logical groupings, each question displays as a link that navigates you to the appropriate page to find the answer. The Q&A format allows users with little experience with LMI data or research to quickly find answers based on the latest data.

Select Labor Market Services › Labor Market Facts from the Navigation menu or Directory of Services.

Survey the Questions. To facilitate finding appropriate questions, users are encouraged to survey the questions. The questions relate to occupational wages, unemployment rates, popular jobs, etc. They are common questions a typical user would ask and Geographic Solutions regularly adds new questions based on system use and customer feedback.

The Labor Market Facts page groups commonly asked questions about the local labor market into several categories.

- Click directly on the category bar or the plus sign (+) expands the category and displays the labor market questions.
- Click on a Question link to view the labor market data related to a question that interests you. Follow instructions on the screen to proceed to the answer for that specific question.

The system organizes questions into the following categories and can be used to research any area:

- Advertised jobs in the area
- Area Occupational information
- Area Education requirements for occupations
- Area Employment and unemployment data
- Area Employers
- Area Candidates for Jobs
- Area Industries
- Complete profiles of a specific Area, Industry, Occupation, or Education Program
- Area Training Providers

Looking for a job? Information about Advertised Jobs in Your Local Area

- What jobs are currently listed for an area?
- What skills are in demand in an area?
- What certifications are in demand in an area?
- What tools and technologies are in demand in an area?
- What areas have the most advertised job postings?
- What occupations have the highest advertised salary in an area?
- What level of work experience is required for job openings advertised in an area?
- Which occupations have the highest number of advertised openings?
- Which industries have the most advertised job openings in an area?
After selecting a labor market question, you will need to confirm the area they wish to consider. Depending on the question, you may also need to select an occupation, industry, or education program. Once the user makes the necessary selections and clicks the **Continue** button, the system navigates to the data category that answers the question.

The system navigates directly to the location in the Area Profile that addresses the question.

Each question navigates to corresponding data, which can be viewed as a table, graph, or narrative.

*Labor Market Facts for Highest Pay and Highest Project Growth in an Area*
Area Profiles

Compiling information from multiple sources, the system provides a complete statistical profile of a selected geographic area. Data elements include monthly unemployment rates, job counts/availability, demographics, industry and occupational projections, wages, population, income, employment, etc.

Select Labor Market Services > Area Profile from the Navigation menu or Directory of Services.

Select an Area

For all Area Profile data sessions, you must first identify the area (or multiple areas when using the comparison feature).

Selecting an Area Type to Initiate an Area Profile Session

The area you select will display as a link at the top of each Area Profile page. The current Area link will allow you to select a new area for the data session. The Compare link, when available, will allow you select multiple areas for comparison (see next section). In addition, you may use the Change Area link located at the bottom of each page.

Reviewing Profile Selections and Accessing the Change Feature
Compare Areas

The Compare feature allows you to include several areas in one data session. Comparing areas of the same area type (counties, MSAs, etc.) will reveal differences over a wide range of key data indicators. You may set up a multiple-area data session using the Compare link located at the top of each industry profile page. (Keep in mind, the Select an Area functionality shown below for multiple areas is only activated when you use one of the comparison navigation methods to access the area.)

Selecting Multiple Areas for Comparison

Follow these steps to select multiple areas for comparison.

1. Click the Compare link located below the current area.
2. Select an Area Type (Counties, MSAs, etc.). You may compare differing area types.
3. In the Area selection box, hold down the Control key as you select each area that you want to compare. (You may select a maximum of 6.)
4. Click the Set Areas button.
5. Review your area selections as displayed in the Area link.
6. Click Continue to begin the data session.

Keep in mind that some data groups are only available in single-area sessions. In addition, within each data group certain data categories only display in single-area sessions. After selecting a data group, you may use the Customize Report button to see which data categories are available.

Comparison Snapshot

For multiple-area data sessions, the Summary group displays data for all areas in an easy-to-read table. All snapshot headings link to view the complete data category, display options and links.

远景 Click an Area Name link to open the corresponding area profile.
Click any **Snapshot Heading** to navigate to the complete data set for that topic and area, such as **Jobs Available** or **Candidates Available** shown below. (Use the **Return to Area Summary** button to return to the main page.)

**Multiple Areas**

Comparing Three Areas Using the Summary Tables

**Area Summary**

For each area, the **Summary** group highlights in words and graphics key LMI data that define an area. The narrative incorporates current data into an all-you-need-to-know overview of the area. Graphic icons focus on key indicators and link to tables and maps with supporting data. Finally, the system shows each area in context through comparisons with the state as a whole in terms of population, employment, and income.

When viewing an area profile, click the **Summary** link at the top of the page.

As you explore the features and links in the **Area Summary**, be sure to use the **Return to Area Summary** button located at the bottom of all linked pages – this returns you to the main page. Other features allow you to share or print the data you are viewing.
Using Features and Navigation Options at the Bottom of Each Page

Narrative Description of Area

The Summary group begins with a narrative summary of the selected area derived from multiple sources including the Workforce Information Database (WID) and Wikipedia.

Click the More link to see the full narrative, as some can be quite extensive.

Viewing the Narrative Summary of an Area

Quick Reference Icons

The Summary group also includes icons focused on key area indicators. With just a glance, users can assess current data for the area. When comparing areas, the icons allow for quick at-a-glance assessments.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description and Functions</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Area unemployment rate" /> 2.9%</td>
<td>Area unemployment rate. Click to see breakdown and area comparison views.</td>
</tr>
<tr>
<td><img src="image" alt="Current Job Openings" /> Demand High</td>
<td>Current Job Openings. Hover to see number openings in the area. Click to access current list of job openings and area comparison views.</td>
</tr>
<tr>
<td><img src="image" alt="Total Average Employment" /> Total Average Employment</td>
<td>Hover to see quarter. Click to access breakdown of wages and area comparison views.</td>
</tr>
</tbody>
</table>
When reviewing quick reference icons, users can hover over to see actual data, and click to navigate to the complete data table.

### Snapshots

For single-area data sessions, the **Summary** group includes several snapshots, each focused on one or two key indicators.

For each area, the **Summary** group includes the following snapshots:

- Supply and Demand
- Employers by Number of Job Openings
- Employment and Unemployment
- Advertised Job Openings
- Average Wage Distribution
- Top Growing Occupations
- Employment and Wages
- Population Totals

All snapshot headings link to view the complete data category, display options and links. Many tables in the **Summary** group also include links to open new profiles or to access job lists.

- Click an **Area Name** link to open the corresponding area profile.
- Click a **Job Openings** link to view the jobs advertised for that job skill, industry, area, etc.
- Click any **Snapshot Heading** to navigate to the complete data set for that topic, as shown below for **Supply and Demand**. (Use the **Return to Area Summary** button to return to the main page.)
Using Snapshots in the Summary Group to Access Complete Data

Jobs

The Jobs group uses current data on advertised jobs (either daily or monthly counts). The system ranks job counts by area, job skills, tools and technology, occupation, industry, etc. For each display, users can link directly to a listing of advertised jobs that meet the criteria.

When viewing an area profile, click the Jobs link at the top of the page.

To review the data categories that display on the page, click the Customize Report button.
Customizing Reports for a Single or Multiple-Area Data Session

The Jobs Available table displays the total advertised job openings in the area for a single day. Displays in either single or multiple area data sessions.

**Note:** The In-Demand stars shown in the table below are only available for customers who have arranged for a special loading of their state-specific Occupational Demand files.

- Click a Job Openings link to view the jobs advertised in that area (shown below).

Comparing Jobs Available in Three Areas and Accessing the Job Listings

The Monthly Job Count table displays the total advertised job openings in the area for a single month. Displays only in single area settings.
Viewing Monthly Job Count Totals for a Single County

The Jobs Area Distribution table ranks areas based on advertised job openings. As with all area distributions, the table includes both Graph and Map options, and is available only during single-area data sessions.

- Click a Job Openings link to view the jobs advertised in that area.
- Click an Area Name link to open the corresponding area profile.

Viewing Area Distribution of Jobs from Highest to Lowest

The Advertised Job Skills table ranks the prevalence of job skills found in advertised job openings. The table only displays in single area settings, and includes the graph option.

- Click a Job Openings link to view the jobs that include the detailed job skill.
Viewing In-Demand Jobs Skills from Highest to Lowest

The Advertised Tools and Technology table ranks the prevalence of tools and technology found in advertised job openings. The table only displays in single area settings, and includes the graph option.

Click a Job Openings link to view the jobs that include the detailed tool or technology.

Viewing In-Demand Tools and Technology from Highest to Lowest

The Industries by Advertised Jobs table ranks the industries associated with advertised job openings. The table only displays in single area settings, and includes the graph option.

Click a Job Openings link to view the jobs that belong to that industry.
Viewing In-Demand Occupation Groups from Highest to Lowest

The Occupations by Advertised Job table ranks the occupations associated with advertised job openings. The table only displays in single area settings, and includes the graph option.

**Note:** The In-Demand stars shown in the table below are only available for customers who have arranged for a special loading of their state-specific Occupational Demand files.

- Click a Job Openings link to view the jobs that belong to the occupation.
- Click an Occupation link to open the corresponding occupation profile.

Viewing In-Demand Occupation Groups from Highest to Lowest

The Jobs by Occupation Group table ranks the occupation groups associated with advertised job openings. The table only displays in single area settings, and includes the graph option.

- Click a Job Openings link to view the jobs that belong to that occupation group.
- Click an Occupation Group link to open the corresponding occupation profile.
Viewing In-Demand Occupation Groups from Highest to Lowest

The **Employers by Number of Job Openings** table ranks employers by the number of advertised job openings in the area. Displays in either single or multiple area data sessions.

![Jobs by Occupation Group](image)

Click a **Job Count** link to view the jobs listed for that employer in the corresponding area.

Comparing Employer Job Listings in Multiple Areas from Highest to Lowest

![Employers by Number of Job Openings](image)
Candidates

The Candidates group uses current data on candidates found in the workforce system.

When viewing an area profile, click the Candidates link at the top of the page.

To review the data categories that display on the page, click the Customize Report button.

Customizing Reports for a Single or Multiple-Area Data Session

The Candidates Available table displays the total number of potential candidates in the workforce system for each area. Displays in either single or multiple area data sessions.

Click a Job Openings link to view the jobs advertised in that area.

Comparing Candidates Available in Three Areas
The **Candidates Area Distribution** table ranks areas based on the total number of potential candidates in the workforce system. As with all area distributions, the table includes both **Graph** and **Map** options, and is available only during single-area data sessions.

![Candidates Area Distribution](image)

Click an **Area Name** link to open the corresponding area profile.

The **Occupations by Candidates Available** table ranks occupations based on the total number of associated candidates available in the workforce system.

![Occupations by Candidates Available](image)

Click an **Occupation** link to open the corresponding occupation profile.
The **Candidates by Occupations Group** table ranks occupation groups based on the total number of associated candidates available in the workforce system.

Click an **Occupation Group** link to open the corresponding occupation profile.

<table>
<thead>
<tr>
<th>Rank</th>
<th>Occupation Group</th>
<th>Candidates</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Office and Administrative Support Occupations</td>
<td>3,330</td>
</tr>
<tr>
<td>2</td>
<td>Management Occupations</td>
<td>2,484</td>
</tr>
<tr>
<td>3</td>
<td>Production Occupations</td>
<td>1,526</td>
</tr>
<tr>
<td>4</td>
<td>Business and Financial Operations Occupations</td>
<td>1,074</td>
</tr>
<tr>
<td>5</td>
<td>Computer and Mathematical Occupations</td>
<td>906</td>
</tr>
<tr>
<td>6</td>
<td>Sales and Related Occupations</td>
<td>866</td>
</tr>
<tr>
<td>7</td>
<td>Transportation and Material Moving Occupations</td>
<td>861</td>
</tr>
<tr>
<td>8</td>
<td>Installation, Maintenance, and Repair Occupations</td>
<td>712</td>
</tr>
<tr>
<td>9</td>
<td>Architecture and Engineering Occupations</td>
<td>621</td>
</tr>
<tr>
<td>10</td>
<td>Construction and Extraction Occupations</td>
<td>523</td>
</tr>
<tr>
<td>11</td>
<td>Healthcare Practitioners and Technical Occupations</td>
<td>469</td>
</tr>
<tr>
<td>12</td>
<td>Arts, Design, Entertainment, Sports, and Media Occupations</td>
<td>390</td>
</tr>
</tbody>
</table>

**Supply and Demand**

The **Supply and Demand** group combines current data on advertised jobs (either daily or monthly counts) with candidates found in the workforce system. Analysts can view supply and demand data for a given area, seeing how the number of advertised jobs compares with the candidates available. The system ranks data by area, number of openings, number of candidates, ratio of unemployed per job opening, occupation, occupation group, etc.

When viewing an area profile, click the **Supply and Demand** link at the top of the page.

To review the data categories that display on the page, click the **Customize Report** button.

---

**Customizing Reports for a Single or Multiple-Area Data Session**
The **Jobs and Candidates Available** table displays the advertised job openings along with the candidates in the workforce system. Displays in either single or multiple area data sessions.

- Click a **Job Openings** link to view the jobs advertised in that area.

<table>
<thead>
<tr>
<th>Area Name</th>
<th>Job Openings</th>
<th>Candidates</th>
<th>Candidates per Job</th>
</tr>
</thead>
<tbody>
<tr>
<td>Davidson County</td>
<td>16,940</td>
<td>15,141</td>
<td>0.89</td>
</tr>
</tbody>
</table>

The ratio of job openings per candidate automatically calculates for each area, allowing easy comparison when viewing multiple areas.

**Viewing Jobs and Candidates in a Single and Multiple Areas**
The Jobs and Candidates Area Distribution table ranks areas by the candidates per job ratio. As with all area distributions, the table includes both Graph and Map options, and is available only during single-area data sessions.

- Click a Job Openings link to view the jobs advertised in that area.
- Click an Area Name link to open the corresponding area profile.

### Viewing Area Distribution of Jobs and Candidates

The Number of Unemployed per Job Opening table calculates a ratio of unemployed per job opening.

### Viewing the Ratio of Unemployed to Job Openings
The **Number of Unemployed per Job Openings Distribution** ranks areas by the ratio of unemployed per job opening. As with all area distributions, the table includes both **Graph** and **Map** options, and is available only during single-area data sessions.

Click an **Area Name** link to open the corresponding area profile.

<table>
<thead>
<tr>
<th>Rank</th>
<th>Area</th>
<th>Unemployed</th>
<th>Job Openings</th>
<th>Number of Unemployed per Job Opening</th>
<th>Preliminary</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Grundy County</td>
<td>290</td>
<td>34</td>
<td>8.53</td>
<td>Yes</td>
</tr>
<tr>
<td>2</td>
<td>Van Buren County</td>
<td>100</td>
<td>13</td>
<td>7.69</td>
<td>Yes</td>
</tr>
<tr>
<td>3</td>
<td>Grainger County</td>
<td>460</td>
<td>62</td>
<td>7.42</td>
<td>Yes</td>
</tr>
<tr>
<td>4</td>
<td>Clay County</td>
<td>160</td>
<td>22</td>
<td>7.27</td>
<td>Yes</td>
</tr>
<tr>
<td>5</td>
<td>Meigs County</td>
<td>280</td>
<td>39</td>
<td>7.18</td>
<td>Yes</td>
</tr>
<tr>
<td>6</td>
<td>Jackson County</td>
<td>270</td>
<td>43</td>
<td>6.28</td>
<td>Yes</td>
</tr>
<tr>
<td>7</td>
<td>Morgan County</td>
<td>400</td>
<td>66</td>
<td>6.06</td>
<td>Yes</td>
</tr>
<tr>
<td>8</td>
<td>Polk County</td>
<td>370</td>
<td>70</td>
<td>5.29</td>
<td>Yes</td>
</tr>
<tr>
<td>9</td>
<td>Fentress County</td>
<td>370</td>
<td>83</td>
<td>4.46</td>
<td>Yes</td>
</tr>
<tr>
<td>10</td>
<td>Pickett County</td>
<td>110</td>
<td>25</td>
<td>4.40</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Source: US Census Bureau and Online advertised jobs data

*Viewing Area Rankings Based on the Ratio of Unemployed to Job Openings*
The **Number of Candidates and Openings for Jobs by Occupation** table ranks occupations by job openings and lists the potential candidates and the ratio of potential candidates to job openings.

> Click a **Job Openings** link to view the jobs advertised associated with the occupation.

### Number of Candidates and Openings for Jobs by Occupation

This section shows the occupations with the highest job openings advertised online in Davidson County, TN on December 4, 2017 (Jobs De-duplication Level 2).

<table>
<thead>
<tr>
<th>Rank</th>
<th>Occupation</th>
<th>Median Wage</th>
<th>Job Openings</th>
<th>Potential Candidates</th>
<th>Potential Candidates Per Job Opening</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Registered Nurses</td>
<td>$57,590</td>
<td>1,045</td>
<td>61</td>
<td>0.06</td>
</tr>
<tr>
<td>2</td>
<td>Customer Service Representatives</td>
<td>$29,570</td>
<td>359</td>
<td>986</td>
<td>2.75</td>
</tr>
<tr>
<td>3</td>
<td>Heavy and Tractor-Trailer Truck Drivers</td>
<td>$39,430</td>
<td>294</td>
<td>110</td>
<td>0.37</td>
</tr>
<tr>
<td>4</td>
<td>Retail Salespersons</td>
<td>$21,960</td>
<td>257</td>
<td>77</td>
<td>0.30</td>
</tr>
<tr>
<td>5</td>
<td>First-Line Supervisors of Food Preparation and Serving Workers</td>
<td>$27,580</td>
<td>224</td>
<td>20</td>
<td>0.09</td>
</tr>
<tr>
<td>6</td>
<td>Computer Programmers</td>
<td>$70,050</td>
<td>180</td>
<td>40</td>
<td>0.22</td>
</tr>
<tr>
<td>7</td>
<td>General and Operations Managers</td>
<td>$85,220</td>
<td>160</td>
<td>299</td>
<td>1.87</td>
</tr>
<tr>
<td>8</td>
<td>Executive Secretaries and Executive Administrative Assistants</td>
<td>$45,300</td>
<td>157</td>
<td>227</td>
<td>1.45</td>
</tr>
<tr>
<td>9</td>
<td>Accountants and Auditors</td>
<td>$59,130</td>
<td>155</td>
<td>260</td>
<td>1.68</td>
</tr>
<tr>
<td>10</td>
<td>Managers, All Other</td>
<td>$77,680</td>
<td>144</td>
<td>273</td>
<td>1.90</td>
</tr>
</tbody>
</table>

*Job Source: Online advertised jobs data
Candidate Source: Individuals with active resumes in the workforce system.
Wage Source: TN Dept of Labor & Workforce Dev, Div Emp, Sec LMI*
The Jobs and Candidates by Occupation Group table ranks occupation groups by job openings and lists the potential candidates for each occupation group.

- Click a Job Openings link to view the jobs advertised associated with the occupation.
- Click an Occupation Group link to open the corresponding occupation profile.

### Viewing Occupation Group Rankings Based on Job Openings (Candidates Also Shown)

**Education, Training and Experience**

The Education, Training and Experience group displays education, certification, and job experience requirements for jobs listed online. Data includes the minimum education level required, educational level attained by potential candidates, advertised certification groups found advertised job openings, and the minimum work experience required, as well as the experience level of potential candidates.

- When viewing an area profile, click the Education, Training and Experience link at the top of the page.

To review the data categories that display on the page, click the Customize Report button. The data categories in this group are available only during single-area data sessions.

### Customizing a Single-Area Data Session
The **Education Level of Jobs and Candidates Available** table displays the job openings that correspond to a required education level along with the number of potential candidates. The potential candidates are then broken down by their level of educational achievement. Keep in mind that many job listings do not specify level of educational achievement.

![Image of Education Level of Jobs and Candidates Available](image_url)

**Viewing Breakdown of Job Openings and Candidates by Education Level**

The **Advertised Job Certifications** table displays all job certifications listed in advertised job openings. Keep in mind that many job listings do not specify certification requirements.

![Image of Advertised Job Certifications](image_url)

**Viewing Job Certifications as Listed in Job Openings**
The **Work Experience of Jobs and Candidates** table displays the job openings that correspond to a required work experience level, along with the number of potential candidates. Keep in mind that many job listings do not specify work experience requirements.

![Work Experience of Jobs and Candidates](image)

**Viewing Job Certifications as Listed in Job Openings**
Employment and Wages

The **Employment and Wages** group displays wage statistics and distribution, allowing comparisons across industries, occupations, and labor force categories.

💡 When viewing an area profile, click the **Employment and Wages** link at the top of the page.

To review the data categories that display on the page, click the **Customize Report** button.

![Customizing Reports for a Single or Multiple-Area Data Session](image)
The **Employment Wage Statistics** table shows the number of employees in an area and calculates the average hourly, weekly, and annual wage.

- Click an **Area Name** link to reset your area profile to the new location.

### Employment Wage Statistics

This section shows estimated average wage information for the fourth quarter of 2016.

<table>
<thead>
<tr>
<th>Area</th>
<th>Number of Employees</th>
<th>Average Hourly Wage†</th>
<th>Average Weekly Wage</th>
<th>Average Annual Wage†</th>
</tr>
</thead>
<tbody>
<tr>
<td>Davidson County</td>
<td>479,839</td>
<td>$29.08</td>
<td>$1,163</td>
<td>$60,476</td>
</tr>
<tr>
<td>LWDA 9</td>
<td>647,522</td>
<td>$27.38</td>
<td>$1,095</td>
<td>$56,940</td>
</tr>
<tr>
<td>Tennessee</td>
<td>2,949,889</td>
<td>$24.15</td>
<td>$966</td>
<td>$50,232</td>
</tr>
</tbody>
</table>

* Assumes a 40-hour week worked the year round.

Source: TN Dept of Labor & Workforce Dev, Div Emp Sec, LMI

Viewing Employment Wage Statistics as Part of Area Profile for Davidson County

The **Employment Wage Statistics Distribution** table ranks areas by wage amounts. Users may click on a column heading to resort the table.

- Click an **Area Name** link to reset your area profile to the new location.

### Employment Wage Statistics Distribution

This section shows the counties with the highest average weekly wage in Davidson County for the fourth quarter of 2016.

<table>
<thead>
<tr>
<th>Rank</th>
<th>Area</th>
<th>Number of Employees</th>
<th>Average Hourly Wage†</th>
<th>Average Weekly Wage</th>
<th>Average Annual Wage†</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Undetermined</td>
<td>61,966</td>
<td>$33.45</td>
<td>$1,338</td>
<td>$69,576</td>
</tr>
<tr>
<td>2</td>
<td>Williamson County</td>
<td>127,960</td>
<td>$30.05</td>
<td>$1,202</td>
<td>$62,504</td>
</tr>
<tr>
<td>3</td>
<td>Roane County</td>
<td>18,561</td>
<td>$29.65</td>
<td>$1,186</td>
<td>$61,672</td>
</tr>
<tr>
<td>4</td>
<td>Davidson County</td>
<td>479,839</td>
<td>$29.08</td>
<td>$1,163</td>
<td>$60,476</td>
</tr>
<tr>
<td>5</td>
<td>Anderson County</td>
<td>39,479</td>
<td>$27.25</td>
<td>$1,090</td>
<td>$56,680</td>
</tr>
<tr>
<td>6</td>
<td>Hardin County</td>
<td>7,903</td>
<td>$26.70</td>
<td>$1,068</td>
<td>$55,536</td>
</tr>
</tbody>
</table>

507,067 $26.68 $1,067 $55,484

Viewing Employment Wage Distribution as Part of Area Profile for Davidson County
The Desired Salary of Available Candidates table groups potential candidates into categories that reflect their desired salary range. The table includes only those candidates who have stated they desire to work in the selected area. The last column shows the percentage of candidates that fall into each salary range.

### Desired Salary of Available Candidates

![Desired Salary of Available Candidates Table]

**Viewing Distribution of Candidates’ Desired Salaries**

The Industry Employment Distribution table ranks industries in the selected area by the highest number of employees.

### Industry Employment Distribution

![Industry Employment Distribution Table]

**Viewing Industries with the Highest Number of Employees in the Area**
The **Industries by Advertised Jobs** table shows industries with the highest number of job openings in the selected area.

> Click a **Job Openings** link to view the jobs advertised in that industry.

### Industries by Advertised Jobs

<table>
<thead>
<tr>
<th>Rank</th>
<th>Industry</th>
<th>Job Openings</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Health Care and Social Assistance</td>
<td>1,754</td>
</tr>
<tr>
<td>2</td>
<td>Administrative and Support and Waste Management and Remediation Services</td>
<td>1,495</td>
</tr>
<tr>
<td>3</td>
<td>Retail Trade</td>
<td>1,352</td>
</tr>
<tr>
<td>4</td>
<td>Professional, Scientific, and Technical Services</td>
<td>1,107</td>
</tr>
</tbody>
</table>

**Viewing Industries with the Highest Number of Job Openings in the Area**

The **Current Employment Statistics (CES)** table lists all industries by Series Code to compare employment in the current month with the previous month.

### Current Employment Statistics (CES)

<table>
<thead>
<tr>
<th>Series Code</th>
<th>Title</th>
<th>Employment</th>
<th>Previous Month</th>
<th>Over the Month Employment Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>00000000</td>
<td>Total Nonfarm</td>
<td>972,300</td>
<td>973,300</td>
<td>-1,000</td>
</tr>
<tr>
<td>05000000</td>
<td>Total Private</td>
<td>862,800</td>
<td>862,800</td>
<td>0</td>
</tr>
<tr>
<td>06000000</td>
<td>Goods Producing</td>
<td>127,600</td>
<td>127,400</td>
<td>200</td>
</tr>
<tr>
<td>07000000</td>
<td>Service-Providing</td>
<td>844,700</td>
<td>845,000</td>
<td>-1,200</td>
</tr>
<tr>
<td>08000000</td>
<td>Private Service Providing</td>
<td>735,200</td>
<td>735,400</td>
<td>-200</td>
</tr>
<tr>
<td>15000000</td>
<td>Natural Resources and Mining and Construction</td>
<td>44,200</td>
<td>43,800</td>
<td>400</td>
</tr>
<tr>
<td>30000000</td>
<td>Manufacturing</td>
<td>82,400</td>
<td>83,600</td>
<td>-200</td>
</tr>
<tr>
<td>31000000</td>
<td>Durable Goods</td>
<td>60,400</td>
<td>60,600</td>
<td>-200</td>
</tr>
<tr>
<td>32000000</td>
<td>NonDurable Goods</td>
<td>23,000</td>
<td>23,000</td>
<td>0</td>
</tr>
<tr>
<td>40000000</td>
<td>Trade, Transportation, and Utilities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>50000000</td>
<td>Information</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>55000000</td>
<td>Finance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>60000000</td>
<td>Professional and Business Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>65000000</td>
<td>Educational and Health Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>70000000</td>
<td>Leisure and Hospitality</td>
<td>114,800</td>
<td>113,700</td>
<td>1,100</td>
</tr>
<tr>
<td>80000000</td>
<td>Other Services</td>
<td>39,100</td>
<td>40,400</td>
<td>-1,300</td>
</tr>
<tr>
<td>90000000</td>
<td>Government</td>
<td>109,500</td>
<td>110,500</td>
<td>-1,000</td>
</tr>
</tbody>
</table>

**Viewing Recent Changes to Current Employment by Industry**

Sectors with a plus sign may be expanded to show subcategories, or use the Expand All link below the table.
The **Industries by Projected Growth** table compares current employment estimates with projected employment ten years later. For the time period, the table shows the total annual percentage change and gives the total employment change.

- Click an *Industry* link to open the corresponding industry profile.

### Industries by Projected Growth

This section shows the industries with the highest total annual percent change in LWDA 9 (which contains Davidson County - no data available for Davidson County) for the 2014-2024 time period.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Private Households</td>
<td>1,420</td>
<td>3,250</td>
<td>8.60%</td>
<td>1,830</td>
</tr>
<tr>
<td>2</td>
<td>Management of Companies and Enterprises</td>
<td>8,840</td>
<td>18,820</td>
<td>7.60%</td>
<td>9,480</td>
</tr>
<tr>
<td>3</td>
<td>Wholesale Electronic Markets and Agents and Brokers</td>
<td>5,400</td>
<td>10,500</td>
<td>6.90%</td>
<td>5,100</td>
</tr>
<tr>
<td>4</td>
<td>Professional and Business Services</td>
<td>87,280</td>
<td>133,480</td>
<td>4.30%</td>
<td>46,220</td>
</tr>
<tr>
<td>5</td>
<td>Ambulatory Health Care Services</td>
<td>31,940</td>
<td>48,580</td>
<td>4.30%</td>
<td>16,620</td>
</tr>
<tr>
<td>6</td>
<td>Administrative and Support Services</td>
<td>46,780</td>
<td>69,210</td>
<td>4.00%</td>
<td>22,430</td>
</tr>
<tr>
<td>7</td>
<td>Professional, Scientific, and Technical Services</td>
<td>30,440</td>
<td>44,710</td>
<td>3.90%</td>
<td>14,270</td>
</tr>
<tr>
<td>8</td>
<td>Warehousing and Storage</td>
<td>3,590</td>
<td>4,870</td>
<td>3.10%</td>
<td>1,270</td>
</tr>
<tr>
<td>9</td>
<td>Motor Vehicle and Parts Dealers</td>
<td>5,320</td>
<td>7,170</td>
<td>3.00%</td>
<td>1,840</td>
</tr>
<tr>
<td>10</td>
<td>Other Information Services</td>
<td>150</td>
<td>200</td>
<td>2.90%</td>
<td>50</td>
</tr>
</tbody>
</table>

**Comparing Current Employment Estimates with Projected Employment by Industry**

The **Occupational Employment Distribution** table shows occupations with the highest projected employment for the ten-year range.

### Occupational Employment Distribution

The section below shows the occupations with the highest projected employment in LWDA 9 (which contains Davidson County - no data available for Davidson County) for the 2014-2024 time period.

<table>
<thead>
<tr>
<th>Rank</th>
<th>Occupation Title</th>
<th>2014 Estimated Employment</th>
<th>2024 Projected Employment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Office and Administrative Support</td>
<td>106,590</td>
<td>125,310</td>
</tr>
<tr>
<td>2</td>
<td>Sales and Related</td>
<td>60,220</td>
<td>72,770</td>
</tr>
<tr>
<td>3</td>
<td>Transportation and Material Moving</td>
<td>56,170</td>
<td>71,720</td>
</tr>
<tr>
<td>4</td>
<td>Sales and Service Related</td>
<td>55,770</td>
<td>64,910</td>
</tr>
</tbody>
</table>
The Occupations by Employment Wage table shows occupations with the highest median annual wage in the previous year.

 mô Click an Occupation link to open the corresponding occupation profile.

![Occupations by Employment Wage](image)

Viewing Occupations with the Highest Median Annual Wage

The Occupations by Advertised Jobs table shows occupations with the highest number of job openings advertised online in the area.

 mô Click an Occupation link to open the corresponding occupation profile.

![Occupations by Advertised Jobs](image)

Viewing Occupations with the Highest Number of Advertised Job Openings
The Occupations by Candidates Available table shows occupations with the highest number of potential candidates that were looking for jobs in the area.

Click an Occupation link to open the corresponding occupation profile.

Viewing Occupations with the Highest Number of Potential Candidates

The Occupations by Advertised Salary table shows occupations with the highest advertised median annual wage.

Click an Occupation link to open the corresponding occupation profile.

Viewing Occupations with the Highest Advertised Annual Wage
The **Occupations by Projected Growth** table shows occupations with the highest total annual openings (averaged) over the ten-year time period.

Click an **Occupation** link to open the corresponding occupation profile.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Laborers and Freight, Stock, and Material Movers, Hand</td>
<td>19,110</td>
<td>26,690</td>
<td>3.40%</td>
<td>1,325</td>
</tr>
<tr>
<td>2</td>
<td>Retail Salespersons</td>
<td>18,360</td>
<td>22,650</td>
<td>2.10%</td>
<td>1,065</td>
</tr>
<tr>
<td>3</td>
<td>Waiters and Waitresses</td>
<td>13,190</td>
<td>14,930</td>
<td>1.30%</td>
<td>810</td>
</tr>
<tr>
<td>4</td>
<td>Registered Nurses</td>
<td>13,290</td>
<td>16,840</td>
<td>2.40%</td>
<td>670</td>
</tr>
<tr>
<td>5</td>
<td>Customer Service Representatives</td>
<td>12,250</td>
<td>15,770</td>
<td>2.60%</td>
<td>655</td>
</tr>
<tr>
<td>6</td>
<td>Cashiers</td>
<td>12,000</td>
<td>13,140</td>
<td>0.90%</td>
<td>625</td>
</tr>
<tr>
<td>7</td>
<td>Team Assemblers</td>
<td>12,800</td>
<td>16,140</td>
<td>2.30%</td>
<td>610</td>
</tr>
<tr>
<td>8</td>
<td>Combined Food Preparation and Serving Workers, Including Fast Food</td>
<td>10,730</td>
<td>13,070</td>
<td>2.00%</td>
<td>580</td>
</tr>
<tr>
<td>9</td>
<td>Stock Clerks and Order Fillers</td>
<td>10,350</td>
<td>12,130</td>
<td>1.60%</td>
<td>505</td>
</tr>
<tr>
<td>10</td>
<td>General and Operations Managers</td>
<td>9,810</td>
<td>12,020</td>
<td>2.00%</td>
<td>470</td>
</tr>
</tbody>
</table>

Viewing Occupations with the Highest Projected Growth

The **Area Labor Force, Employment and Unemployment Data** table compares employment data for the selected area with the state as a whole and the United States.

Click an **Area Name** link to open the corresponding area profile.

<table>
<thead>
<tr>
<th>Area</th>
<th>Civilian Labor Force</th>
<th>Number Employed</th>
<th>Number Unemployed</th>
<th>Unemployment Rate</th>
<th>Preliminary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Davidson County</td>
<td>392,670</td>
<td>380,690</td>
<td>11,980</td>
<td>3.1%</td>
<td>Yes</td>
</tr>
<tr>
<td>Tennessee</td>
<td>3,210,300</td>
<td>3,077,500</td>
<td>132,800</td>
<td>4.1%</td>
<td>Yes</td>
</tr>
<tr>
<td>United States</td>
<td>161,911,000</td>
<td>154,470,000</td>
<td>7,441,000</td>
<td>4.6%</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Viewing Overall Employment and Unemployment Numbers for the Area
When using the comparison feature, the system shows areas as column headings to facilitate display of multiple areas (shown below).

Comparing Labor Force and Unemployment Data for Multiple Areas

The Labor Force, Employment and Unemployment Distribution table ranks areas by unemployment rate. As with all area distributions, the table includes both Graph and Map options, and is available only during single-area data sessions.

Click an Area Name link to open the corresponding area profile.

Viewing Overall Employment and Unemployment Numbers for the Area
Demographics

The Demographics group displays totals and distributions for population and income.

When viewing an area profile, click the Demographics link at the top of the page.

To review the data categories that display on the page, click the Customize Report button. The data categories in this group are available only during single-area data sessions.

Customizing Reports for Single-Area Data Session

The Population Totals table compares estimated population for the selected area with the state as a whole and the United States. Additional areas can be included when using the Area Comparison feature.

Comparing Population Totals at the County, State and National Level
The **Population Distribution** table ranks areas by estimated population and shows the percent change over the time period. As with all area distributions, the table includes both **Graph** and **Map** options, and is available only during single-area data sessions.

### Viewing Area Distribution of Population Totals

The **Income Totals** table shows several income types and gives the data source for each type.

### Viewing Various Income Totals for the Selected Area
The **Population Distribution** ranks areas by BEA Per Capita income. As with all area distributions, the table includes both **Graph** and **Map** options, and is available only during single-area data sessions.

- Click the **Tool** icon to change the area type or data item displayed.
- Click an **Area Name** link to reset your area profile to the new location.

### Income Distribution

This section shows the counties with the highest 2014 Bureau of Economic Analysis (BEA) - Per Capita Income (BEA) in Tennessee.

<table>
<thead>
<tr>
<th>Rank</th>
<th>Area Name</th>
<th>Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Williamson County</td>
<td>$71,761</td>
</tr>
<tr>
<td>2</td>
<td>Davidson County</td>
<td>$54,307</td>
</tr>
<tr>
<td>3</td>
<td>Trousdale County</td>
<td>$53,567</td>
</tr>
<tr>
<td>4</td>
<td>Fayette County</td>
<td>$50,890</td>
</tr>
<tr>
<td>5</td>
<td>Shelby County</td>
<td>$44,705</td>
</tr>
<tr>
<td>6</td>
<td>Hamilton County</td>
<td>$44,112</td>
</tr>
<tr>
<td>7</td>
<td>Knox County</td>
<td>$43,012</td>
</tr>
<tr>
<td>8</td>
<td>Wilson County</td>
<td>$41,214</td>
</tr>
<tr>
<td>9</td>
<td>Anderson County</td>
<td>$40,361</td>
</tr>
<tr>
<td>10</td>
<td>Loudon County</td>
<td>$40,084</td>
</tr>
</tbody>
</table>

Source of Economic Analysis (BEA) - Per Capita Income (BEA)

**Viewing Area Distribution of Income Totals**
Industry Profiles

Compiling information from multiple sources, the system provides a complete statistical profile of a selected industry. Data elements include available jobs associated with the industry, employers listed for the industry, employment and wage data, industry and occupational projections, staffing patterns, and the numbers and employers and workers in the industry.

Select Labor Market Services › Industry Profile from the Navigation menu or Directory of Services.

Select an Industry

Select an Industry for a Single-Industry Data Session

Once you select an industry link, your single-industry data session begins, using the area displayed.

Reviewing Profile Selections and Accessing the Change Feature

The current industry and area display at the top of the page and apply to each data group you select.
Compare Industries

The Compare feature allows you to compare multiple industries in one area, or compare a single industry across multiple areas. When comparing industries, if information is not available for one of the comparison areas, the system will default to the next highest level where information is available. If no information is available, even at a higher informational level, the system will merely state that no information is available.

You may also set up a multiple-industry or multiple-area data session using the Compare links located at the top of each industry profile page.

- To select multiple industries, click the Compare link below the current industry.
- To select multiple areas, click the Compare link below the current area.

Accessing the Compare Feature from Current Industry Profile Settings

When using the Compare link for industries, the system displays a list of related industries from which to select. When you have finished making selections, click the Continue button to return to the industry profile with the new industries included.

Selecting Industries to Compare with Current Industry Selection

When you need to use the full industry search feature, click choose other industries to compare. When in comparison mode, each tab will have checkboxes allowing you to up to six programs. Working from any search tab, check the industries you want to include in the session. You can review your selections in the Selected Industries panel before clicking the Search button to begin the data session.

- If you do not see the Select column and/or checkboxes on the search tabs, be sure you have accessed the page from the Compare link shown at the top of each page.
Selecting Multiple Industries for Comparison

Keep in mind that while all data groups are available in both single- and multiple-industry sessions, some data categories will only display in single-industry sessions. After selecting a data group, you may use the Customize Report button to see which data categories are available.
Comparison Snapshot
For multiple-industry data sessions, the Summary group displays data for all industries in an easy-to-read table. All snapshot headings link to view the complete data category, display options and links.

- Click an Industry link to open the corresponding industry profile.
- Click any Snapshot Heading to navigate to the complete data set for that topic and industry, such as Employment or Jobs Available shown below. (Use the Return to Industry Summary button to return to the main page.)

Comparing Two Industries Using the Summary Tables
When comparing a single industry across multiple areas, the Summary group uses one column for each area, aligning data categories for easy comparison.

- Click an Area Name link to reset the area for the current industry profile.
- Click any Snapshot Heading to navigate to the complete data set for that topic and area, such as Employment or Jobs Available shown below. (Use the Return to Industry Summary button to return to the main page.)
Comparing an Industry across Two Areas

Industry Summary

For each industry, the Summary group highlights in words and graphics key LMI data that define the industry. The narrative incorporates current data into an all-you-need-to-know overview of the industry. Graphic icons focus on key indicators and link to tables and maps with supporting data. Finally, the system provides context to industries through comparison with related industries in the state.

When viewing an industry profile, click the Summary link at the top of the page.

As you explore the features and links in the Industry Summary, be sure to use the Return to Industry Summary button located at the bottom of all linked pages – this returns you to the main page. Other features allow you to share or print the data you are viewing.

Narrative Description of Industry

The Summary group begins with a narrative summary of the selected industry derived from the North American Industry Classification System (NAICS).

Click the More link to see the full narrative, as some can be quite extensive.
Quick Reference Icons

The Summary group also includes icons focused on key industry indicators. With just a glance, users can assess current data for the industry. When comparing industries, the icons allow for quick at-a-glance assessments.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description and Functions</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Demand High" /> or <img src="image" alt="Demand Low" /></td>
<td><strong>Number of Jobs Available.</strong> Hover to see the number of jobs available. Click to display a list of the jobs for the area.</td>
</tr>
<tr>
<td><img src="image" alt="2.357 High" /></td>
<td><strong>Number of Establishments.</strong> The total number for the industry. Click to see the table showing number of establishments and employees.</td>
</tr>
<tr>
<td><img src="image" alt="Outlook Growing" /> or <img src="image" alt="Outlook Decline" /></td>
<td><strong>Projected Annual Openings.</strong> Hover to see estimated average of openings (or closings) per year.</td>
</tr>
<tr>
<td><img src="image" alt="$1534 Weekly" /></td>
<td><strong>Average Weekly Wage.</strong> Considers all occupations in the industry.</td>
</tr>
</tbody>
</table>

Snapshots

For single-industry data sessions, the Summary group includes several snapshots, each focused on one or two key indicators. For each industry, the Summary group includes the following snapshots:

- Work Places
- Occupational Employment Distribution
- Advertised Job Skills
- Jobs Available
- Monthly Job Count
- Employers
- Advertised Job Certifications
- Advertised Tools and Technology
- Employers
- Wages

All snapshot headings link to view the complete data category, display options and links. Many tables in the Summary group also include links to open new profiles or to access job lists.

- Click a **Job Openings** link to view the jobs advertised for that job skill, industry, area, etc.
- Click any **Snapshot Heading** to navigate to the complete data set for that topic, as shown below for Employment. (Use the **Return to Industry Summary** button to return to the main page.)
Using Snapshots in the Summary Group to Access Complete Data

**Jobs**

The Jobs group uses current data on advertised jobs in the industry (either daily or monthly counts). The system ranks Job counts by area, job skills, tools and technology, occupation, industry, etc. For each display, users can link directly to a listing of advertised jobs that meet the criteria.

When viewing an industry profile, click the Jobs link at the top of the page.

To review the data categories that display on the page, click the Customize Report button.
Customizing Reports for a Single or Multiple-Area Data Session

Many data categories in the Jobs group are also found in Area and Occupation profiles. Viewing all industry jobs data on one page allows analysts to make a full assessment of an industry and discover new areas of inquiry.

The Jobs Available table shows the total advertised job openings in the industry for a single day.

The Monthly Job Count table shows the total advertised job openings in the industry for a single month.

The Jobs Area Distribution table ranks areas based on the advertised job openings. The display of jobs data follows similar formats as area distribution displays.

- Click the Tool icon to change the area type used for the distribution.
- Click a Job Openings link to view the jobs advertised for that industry and area.
- Click an Area Name link to reset the area for the current industry profile.

Reviewing Area Distribution by County for the Selected Industry

The Advertised Job Skills table ranks the prevalence of job skills found in advertised job openings.

The Advertised Tools and Technology table ranks the prevalence of tools and technology found in advertised job openings.
The **Advertised Job Certifications** table shows all job certifications listed in advertised job openings.

- Click a **Job Openings** link to view the jobs advertised for the corresponding certification.

### Advertised Job Certifications

<table>
<thead>
<tr>
<th>Rank</th>
<th>Advertised Certification Group</th>
<th>Advertised Certification Sub-Category</th>
<th>Job Opening Match Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Certification in Cardiopulmonary Resuscitation (CPR)</td>
<td>Nursing</td>
<td>178</td>
</tr>
<tr>
<td>2</td>
<td>Certified Nursing Assistant (CNA)</td>
<td>Nursing</td>
<td>149</td>
</tr>
<tr>
<td>3</td>
<td>American Speech-Language-Hearing Association (ASHA) Certification</td>
<td>Medical Treatment and Therapy</td>
<td>28</td>
</tr>
<tr>
<td>4</td>
<td>International Certification and Reciprocity Consortium (IC&amp;RC) Certification</td>
<td>Counseling</td>
<td>22</td>
</tr>
<tr>
<td>5</td>
<td>National Board for Certification in</td>
<td>Medical Treatment and Therapy</td>
<td>14</td>
</tr>
</tbody>
</table>

### Employers

The **Employers** group counts and lists the employers in the selected area that belong to the industry you selected. This information is based on data from Infogroup®.

- When viewing an industry profile, click the **Employers** link at the top of the page.

To review the data categories that display on the page, click the **Customize Report** button.

### Customizing Reports for a Single or Multiple-Area Data Session

Some data categories in the **Employers** group are also found in Area and Occupation profiles. Viewing all industry employer data on one page allows analysts to make a full assessment of an industry and discover new areas of inquiry.

The **Employers** table shows the total advertised job openings for the industry *(shown below)*.
The **Employer Distribution** ranks areas based on the advertised job openings for the industry.

- Click an **Area Name** link to reset the area for the current industry profile.

![Employer Distribution](image)

### Reviewing Employer Data for a Specific Industry

**Wages**

The **Wages** group shows the number of employees in an industry and calculates the average hourly, weekly, and annual wage. The **Wages** group also includes an area distribution, ranking areas by average weekly wage.

- When viewing an industry profile, click the **Wages** link at the top of the page.

To review the data categories that display on the page, click the **Customize Report** button.

Some data categories in the **Wages** group are also found in Area and Occupation profiles. Viewing all industry wage data on one page allows analysts to make a full assessment of an industry and discover new areas of inquiry.

![Customize Report](image)

**Options for a Single or Multiple-Industry Session**
The **Employment Wage Statistics** table shows the total average weekly wage information for the industry *(shown below)*.

The **Employment Wage Statistics Distribution** ranks areas based on the average weekly wage information for the industry.

![Employment Wage Statistics](image)

![Employment Wage Statistics Distribution](image)

Click an **Area Name** link to reset the area for the current industry profile.
Employment and Projections

The Employment and Projections group shows long term industry projections and area distributions. The Employment and Projections group also shows the area distribution for industry employment, and then shows a breakdown by occupation for the selected area.

When viewing an industry profile, click the Employment and Projections link at the top of the page.

To review the data categories that display on the page, click the Customize Report button.

The Long Term Industry Projections table shows all data items for estimated and projected employment (ten years out), and calculated changes (shown below).

The Industry Projections Distribution table ranks areas based on current employment estimates for the ten-year projection period. As with all distributions, the table includes both Graph and Map options, and requires selecting a single data item to display.

Click the Tool icon to change the data item displayed.

The single data options for area distribution displays will reflect the data displayed in the state-wide table.

Reviewing Industry Projections and Area Distribution over Ten-Year Span
The **Establishments and Employees** table shows totals for establishments and employees for the selected area and industry *(shown below)*.

The **Industry Employment Distribution** table ranks areas by the number of establishments or employees for the selected area and industry. As with all distributions, the table includes both **Graph** and **Map** options, and requires selecting a single data item to display.

- Click the **Tool** icon to change the data item displayed.
- Click an **Area Name** link to reset the area for the current industry profile.

---

**Establishments and Employees**

This section shows the number of establishments and employees for Accounting, Tax Preparation, Bookkeeping, and Payroll Services in Tennessee as of the fourth quarter of 2016.

<table>
<thead>
<tr>
<th>Industry</th>
<th>Number of Establishments</th>
<th>Number of Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting, Tax Preparation, Bookkeeping, and</td>
<td>2,363</td>
<td>24,324</td>
</tr>
</tbody>
</table>

Source: TN Dept of Labor & Work

**Industry Employment Distribution**

This section shows the distribution of number of employees by workforce development region for Accounting, Tax Preparation, Bookkeeping, and Payroll Services in Tennessee in fourth quarter of 2016, aggregate of all ownerships.

<table>
<thead>
<tr>
<th>Rank</th>
<th>Area</th>
<th>Number of Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>LWDA 9</td>
<td>8,945</td>
</tr>
<tr>
<td>2</td>
<td>LWDA 13</td>
<td>4,957</td>
</tr>
<tr>
<td>3</td>
<td>LWDA 8</td>
<td>4,903</td>
</tr>
<tr>
<td>4</td>
<td>LWDA 3</td>
<td>1,329</td>
</tr>
</tbody>
</table>

The single data options for area distribution displays will reflect the data displayed in the state-wide table.
The **Occupational Employment Distribution** table ranks occupations in the industry based on *Estimated Employment* or *Total Percent Change*. As with all distributions, the table includes both **Graph** and **Map** options, and is available only during single-area data sessions.

🌟 Use the **Tool** icon to change the data item used for the display.

<table>
<thead>
<tr>
<th>Rank</th>
<th>Occupation</th>
<th>Estimated Employment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accountants and Auditors</td>
<td>7,380</td>
</tr>
<tr>
<td>2</td>
<td>Bookkeeping, Accounting, and Auditing Clerks</td>
<td>2,420</td>
</tr>
<tr>
<td>3</td>
<td>Secretaries and Administrative Assistants, Except Legal, Medical, and Executive</td>
<td>770</td>
</tr>
<tr>
<td>4</td>
<td>Office Clerks, General</td>
<td>760</td>
</tr>
<tr>
<td>5</td>
<td>Bill and Account Collectors</td>
<td>680</td>
</tr>
<tr>
<td>6</td>
<td>First-Line Supervisors of Office and Administrative Support Workers</td>
<td>410</td>
</tr>
<tr>
<td>7</td>
<td>Billing and Posting Clerks</td>
<td>380</td>
</tr>
</tbody>
</table>

*This section shows top the occupations with the highest estimated employment for Accounting, Tax Preparation, Bookkeeping, and Payroll Services in Tennessee based on a 2014 estimate.*
Occupation Profiles

Compiling information from multiple sources, the system provides a complete statistical profile of a selected occupation. Data elements include occupational duties, wages, projections, short-term growth forecasts, industries of employment (i.e., types of employers, industry groups), skills and tasks, training programs, licensing agencies, and actual job listings related to the occupation (for a selected area).

- Select Labor Market Services › Occupation Profile from the Navigation menu or Directory of Services.

Select an Occupation

For all Occupation Profile data sessions, you must first identify an occupation (or multiple occupations when using the comparison feature).

Selecting an Occupation for a Single-Occupation Data Session

The occupation you select will display at the top of each Occupation Profile page. The current Occupation link will allow you to select a new occupation for the data session. The current Area link will allow you to select a new area for the data session. The Compare links, when available, will allow you select multiple occupations or areas for comparison (see next section). In addition, you may use the Change Occupation link located at the bottom of each page.

Reviewing Profile Selections and Accessing the Change Feature

The current occupation and area display at the top of the page and apply to each data group you select.
Occupation Comparison Feature

The Occupation Comparison feature allows you to compare multiple occupations in one area, or compare a single occupation across multiple areas. When comparing occupations, if information is not available for one of the comparison areas, the system will default to the next highest level where information is available.

You may set up a multiple-occupation or multiple-area data session using the Compare links located at the top of each located at the top of each occupation profile page.

- To select multiple occupations, click the Compare link below the current occupation.
- To select multiple areas, click the Compare link below the current area.

When available, the Compare link will allow you to select multiple occupations or areas.

Accessing the Compare Feature from Current Occupation Profile Settings

When using the Compare link for occupations, the system displays a list of related occupations from which to select. When you have finished making selections, click the Continue button to return to the occupation profile with the new occupations included.

Selecting Occupations to Compare with Current Occupation Selection

When you need to use the full occupation search feature, click choose other occupations to compare. When in comparison mode, each tab will have checkboxes allowing you to up to six programs. Working from any search tab, check the occupations you want to include in the session. You can review your selections in the Selected Occupations panel before clicking the Search button to begin the data session.

If you do not see the Select column and/or checkboxes on the search tabs, be sure you have accessed the page from either the Occupation Comparison option on the Navigation menu, or the Compare link shown at the top of each page.
Selecting Multiple Occupations for Comparison

Keep in mind that some data groups are only available in single-occupation sessions. In addition, within each data group certain data categories only display in single-occupation sessions. After selecting a data group, you may use the **Customize Report** button to see which data categories are available.
Comparison Snapshot

For multiple-occupation data sessions, the Summary group displays data for all areas in an easy-to-read table. All snapshot headings link to view the complete data category, display options and links.

- Click an Occupation link to open the corresponding occupation profile.
- Click any Snapshot Heading to navigate to the complete data set for that topic and occupation, such as Jobs Available or Candidates Available shown below. (Use the Return to Occupation Summary button to return to the main page.)

Comparing Three Occupations Using the Summary Tables
When comparing a single occupation across multiple areas, the **Summary** group uses one column for each area, aligning data categories for easy comparison.

- Click an **Area Name** link to reset the area for the current occupation profile.
- Click any **Snapshot Heading** to navigate to the complete data set for that topic and area, such as **Jobs Available** or **Candidates Available** shown below. (Use the **Return to Occupation Summary** button to return to the main page.)

### Comparing an Occupation across Three Areas

#### Occupation Summary

For each occupation, the **Summary** group highlights in words and graphics key LMI data that define the occupation. The narrative incorporates current data into an all-you-need-to-know overview of the occupation. Graphic icons focus on key indicators and link to tables and maps with supporting data. Finally, the system provides context to occupations through comparison with related occupations or all occupations in the state.

- When viewing an occupation profile, click the **Summary** link at the top of the page.
As you explore the features and links in the Occupation Summary, be sure to use the Return to Occupation Summary button located at the bottom of all linked pages – this returns you to the main page. Other features allow you to share or print the data you are viewing.

**Narrative Description of Occupation**

The Summary group begins with a narrative summary of the selected occupation derived from O*NET data.

✔️ Click the More link to see the full narrative, as some can be quite extensive.

**Civil Engineering Technicians** - Apply theory and principles of civil engineering in planning, designing, and overseeing construction and maintenance of structures and facilities under the direction of engineering staff or physical scientists.

**Viewing the Complete Narrative Summary of an Industry**

**Quick Reference Icons**

The Summary group also includes icons focused on key occupation indicators. With just a glance, users can assess current data for the occupation. When comparing occupations, the icons allow for quick at-a-glance assessments.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description and Functions</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Projected Annual Openings" /></td>
<td><strong>Projected Annual Openings.</strong> Hover to see number of projected openings per year. Click to see comparison with all occupations.</td>
</tr>
<tr>
<td><img src="image" alt="Jobs Available" /></td>
<td><strong>Jobs Available.</strong> Hover to see number currently available. Click to see comparison with other occupations.</td>
</tr>
<tr>
<td><img src="image" alt="Candidates Available" /></td>
<td><strong>Candidates Available.</strong> Hover to see number of candidates available. Click to see comparison with other occupations.</td>
</tr>
<tr>
<td><img src="image" alt="Jobs and Candidates Available" /></td>
<td><strong>Jobs and Candidates Available.</strong> Hover to see number of candidates available per job opening. Click to see comparison with other occupations.</td>
</tr>
<tr>
<td><img src="image" alt="Required Level of Education" /></td>
<td><strong>Required Level of Education.</strong> Displays the most common education level requested by employers. Hover to see a description of the requirement. Click to see the breakdown of employer requests.</td>
</tr>
<tr>
<td><img src="image" alt="Related Work Experience" /></td>
<td><strong>Related Work Experience.</strong> Displays the most common work experience requested by employers. Hover to see a description of the requirement. Click to see the breakdown of employer requests.</td>
</tr>
</tbody>
</table>
Snapshots

For single-occupation data sessions, the Summary includes several snapshots, each focused on one or two key indicators.

For each occupation, the Summary group includes the following snapshots:

- Supply and Demand
- Top Employers Posting Jobs
- Advertised Job Skills
- Advertised Job Certifications
- Advertised Tools and Technology
- Advertised Job Openings (Area Distribution)
- Potential Candidates (Area Distribution)
- Projected Annual Openings
- Typical Wages
- Real-Time Wages
- Industries by Employment

All snapshot headings link to view the complete data category, display options and links. Many tables in the Summary group also include links to open new profiles or to access job lists.

- Click a Job Openings link to view the jobs advertised for that job skill, industry, area, etc.
- Click any Snapshot Heading to navigate to the complete data set for that topic, such as Supply and Demand or Top Employers Posting Jobs shown below. (Use the Return to Occupation Summary button to return to the main page.)
Reviewing the Summary Group for a Single Occupation

Headings function as links to the complete data table.
Description

The Description group provides complete details of typical job duties and responsibilities associated with the occupation. The in-depth Detailed Job Description comes from the U.S. Department of Labor Bureau of Labor Statistics, compared with the shorter Summary of Job Duties, which derives from O*NET data (and also displays in the Summary group).

When viewing an occupation profile, click the Description link at the top of the page.

Reviewing Summary and Detailed Descriptions of Occupation
Jobs

The **Jobs** group uses current data on advertised jobs for the occupation (either daily or monthly counts). The system ranks job counts by area, job skills, tools and technology, occupation, industry, etc. For each display, users can link directly to a listing of advertised jobs that meet the criteria.

- When viewing an occupation profile, click the **Jobs** link at the top of the page.

To review the data categories that display on the page, click the **Customize Report** button.

---

### Customizing Reports for a Single or Multiple-Area Data Session

The **Jobs Available** table shows the total advertised job openings for the occupation for a single day.

The **Monthly Job Count** table shows the total advertised job openings for the occupation for a single month.

- Click a **Job Openings** link to view the jobs advertised for that occupation and area.

---

### Reviewing Jobs Available and Monthly Counts for Multiple Areas

When comparing multiple areas, each area displays as a separate column.
The **Jobs Area Distribution** table ranks areas based on the advertised job openings. The display of jobs data follows similar formats as area distribution displays.

- Click the **Tool icon** to change the area type used for the distribution.
- Click a **Job Openings** link to view the jobs advertised for that occupation and area.
- Click an **Area Name** link to reset the area for the current occupation profile.

---

**Reviewing Jobs Area Distribution for an Occupation in the Jobs Group**

The **Advertised Job Skills** table ranks the prevalence of job skills found in advertised job openings.

The **Advertised Tools and Technology** table ranks the prevalence of tools and technology found in advertised job openings.

The **Advertised Job Certifications** table shows all job certifications listed in advertised job openings.
Candidates

The Candidates group uses current data on candidates found in the workforce system whose posted résumés are associated with the selected occupation in the selected area.

- When viewing an occupation profile, click the Candidates link at the top of the page.

To review the data categories that display on the page, click the Customize Report button.

Customizing Reports for a Single or Multiple-Area Data Session

Occupation data in the Candidates group include many categories also found in Area and Industry profiles. Viewing all candidate data on one page allows analysts to make a full assessment of an occupation and discover new areas of inquiry.

Candidates Available table shows the total potential candidates in the workforce system for the occupation, and a separate total for the related occupational group.

Candidates Area Distribution table ranks areas based on the candidates. The display of jobs data follows similar formats as area distribution displays.

- Click the Tool icon to change the area type used for the distribution.
- Click an Area Name link to reset the area for the current occupation profile.

Viewing Candidate Totals and Area Distribution for Two Different Occupations
Candidates in Related Occupations table ranks related occupations by the number of candidates in the workforce system. The table includes the median wage for each occupation. To sort by the median wage, click the column heading.

Click an Occupation link to open the corresponding occupation profile.

Supply and Demand

The Supply and Demand group displays specific data about the labor supply and market demand in the selected area from U.S. Department of Labor Bureau of Labor Statistics.

When viewing an occupation profile, click the Supply and Demand link at the top of the page. To review the data categories that display on the page, click the Customize Report button.

Occupation data in the Supply and Demand group include many categories also found in Area and Industry profiles. Viewing all data on one page allows analysts to make a full assessment of an occupation and discover new areas of inquiry.
The **Jobs and Candidates Available** table shows job openings advertised online together with candidates available in the area, and then gives the ratio of candidates per job.

확률 Click a **Job Openings** link to view the jobs advertised for that occupation and area.

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Job Openings</th>
<th>Candidates</th>
<th>Candidates per Job</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dental Assistants</td>
<td>66</td>
<td>111</td>
<td>1.68</td>
</tr>
<tr>
<td>Healthcare Support Occupations</td>
<td>1,486</td>
<td>1,996</td>
<td>1.34</td>
</tr>
</tbody>
</table>

**Viewing Supply and Demand Data for a Single Occupation (Occupational Group Also Shows)**

When comparing multiple occupations, the table aligns all selected occupations (up to 6) for easy comparison.

확률 Click a **Job Openings** link to view the jobs advertised for that occupation and area.

<table>
<thead>
<tr>
<th>Data</th>
<th>Dental Assistants</th>
<th>Massage Therapists</th>
<th>Medical Assistants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Openings</td>
<td>66</td>
<td>36</td>
<td>256</td>
</tr>
<tr>
<td>Candidates</td>
<td>111</td>
<td>6</td>
<td>594</td>
</tr>
<tr>
<td>Candidates per Job</td>
<td>1.68</td>
<td>0.17</td>
<td>2.32</td>
</tr>
</tbody>
</table>

**Comparing Ratio of Candidates per Job of Three Occupations**
The **Jobs and Candidates Area Distribution** table ranks areas based on the ratio of candidates per job. When comparing multiple occupations and viewing a Jobs and Candidates Distribution, some occupations show extensive data while others have too little data to show (N/A).

### Area Distribution Ranks Each Selected Occupation by Candidates per Job Ratio

<table>
<thead>
<tr>
<th>Area</th>
<th>Dental Assistants</th>
<th>Massage Therapists</th>
<th>Medical Assistants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Madison County</td>
<td>38.00</td>
<td>N/A</td>
<td>54.00</td>
</tr>
<tr>
<td>Sevier County</td>
<td>15.50</td>
<td>N/A</td>
<td>49.00</td>
</tr>
<tr>
<td>Loudon County</td>
<td>N/A</td>
<td>N/A</td>
<td>48.00</td>
</tr>
<tr>
<td>Anderson County</td>
<td>N/A</td>
<td>N/A</td>
<td>44.00</td>
</tr>
<tr>
<td>Lincoln County</td>
<td>N/A</td>
<td>N/A</td>
<td>40.00</td>
</tr>
<tr>
<td>Giles County</td>
<td>N/A</td>
<td>N/A</td>
<td>31.00</td>
</tr>
<tr>
<td>Lawrence County</td>
<td>N/A</td>
<td>N/A</td>
<td>30.00</td>
</tr>
<tr>
<td>Dickson County</td>
<td>36.00</td>
<td>N/A</td>
<td>23.00</td>
</tr>
<tr>
<td>Franklin County</td>
<td>N/A</td>
<td>N/A</td>
<td>21.50</td>
</tr>
<tr>
<td>Hamblen County</td>
<td>N/A</td>
<td>N/A</td>
<td>19.50</td>
</tr>
</tbody>
</table>

Candidate Source: Individuals with active résumés in the workforce system.

### Employers

The **Employers** group counts and lists the employers with jobs advertised in the selected area that belong to the occupation you selected.

- When viewing an occupation profile, click the **Employers** link at the top of the page.

To review the data categories that display on the page, click the **Customize Report** button. The data categories in this group are available only during single-occupation data sessions.
Occupation data in the Employers group include a data category also found in Area profiles. Limiting data to a single occupation allows analysts to make a full assessment of an occupation and discover new areas of inquiry.

**Employers by Number of Job Openings.** Displays the total advertised job openings for the occupation.

- Click a **Job Openings** link to view the jobs advertised for that employer.

<table>
<thead>
<tr>
<th>Rank</th>
<th>Employer Name</th>
<th>Job Openings</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>StoneMor Partners, L.P.</td>
<td>1</td>
</tr>
</tbody>
</table>

Source: Online advertised jobs data

Viewing Employer Data for a Single Occupation

**Skills**

The **Skills** group displays data for advertised job skills, tools and technology, as well as typical job skills and personal skills required (ranked out of 100) for the selected occupation.

- When viewing an occupation profile, click the **Skills** link at the top of the page.

To review the data categories that display on the page, click the **Customize Report** button. The data categories in this group are available only during single-occupation data sessions.
The **Advertised Job Skills** table shows the top advertised job skills found in job openings for the occupation.

Click a **Job Openings** link to view the jobs that include the advertised job skill.

### Advertised Job Skills

This section shows the top advertised detailed job skills found in job openings advertised online for Funeral Attendants in Tennessee in January, 2016. (Jobs De-duplication Level 1)

<table>
<thead>
<tr>
<th>Rank</th>
<th>Advertised Detailed Job Skill</th>
<th>Advertised Skill Group</th>
<th>Job Opening Match Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Be a team player</td>
<td>Interpersonal skills</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>Positive attitude</td>
<td>Interpersonal skills</td>
<td>2</td>
</tr>
</tbody>
</table>

Source: Online advertised jobs data

**Reviewing Advertised Job Skills for an Occupation**

The **Advertised Tools and Technology** table shows the top advertised tools and technologies found in job openings for the occupation.

Click a **Job Openings** link to view the jobs that include the advertised tool or technology.

### Advertised Tools and Technology

This section shows the top advertised detailed tools and technologies found in job openings advertised online for Funeral Attendants in Tennessee in January, 2016. (Jobs De-duplication Level 1)

<table>
<thead>
<tr>
<th>Rank</th>
<th>Advertised Detailed Tool or Technology</th>
<th>Advertised Tool and Technology Group</th>
<th>Job Opening Match Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hearse</td>
<td>Limousines</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>Limousine</td>
<td>Limousines</td>
<td>2</td>
</tr>
</tbody>
</table>

Source: Online advertised jobs data

**Reviewing Advertised Tools and Technology for an Occupation**
The **Typical Job Skills** table ranks the job skills associated with the occupation.

### Typical Job Skills

This section shows the job skills that are related to Funeral Attendants.

*Click a column title to sort.*

<table>
<thead>
<tr>
<th>Rank</th>
<th>Typical Job Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Apply makeup to alter or enhance appearance</td>
</tr>
<tr>
<td>2</td>
<td>Embalm corpses</td>
</tr>
<tr>
<td>3</td>
<td>Greet customers, patrons, or visitors</td>
</tr>
<tr>
<td>4</td>
<td>Maintain financial or account records</td>
</tr>
<tr>
<td>5</td>
<td>Provide escort or transportation</td>
</tr>
<tr>
<td>6</td>
<td>Provide patrons with directions to locales or attractions</td>
</tr>
<tr>
<td>7</td>
<td>Handle caskets</td>
</tr>
<tr>
<td>8</td>
<td>Provide counsel, comfort, or encouragement to individuals or families</td>
</tr>
<tr>
<td>9</td>
<td>Assist patrons with entering or exiting vehicles or other forms of transportation</td>
</tr>
<tr>
<td>10</td>
<td>Prepare administrative documents</td>
</tr>
</tbody>
</table>

*Reviewing Work Abilities and Drilling Down to See How Important for Occupation*
The Personal Skills table ranks the personal skills that are most useful for the occupation.

Click a Personal Skill link to drill down for the importance and level typically necessary for the selected occupation.

### Personal Skills

This section shows the personal skills that are most useful for Funeral Attendants. Click on a link in the Personal Skills column to view more detailed information.

<table>
<thead>
<tr>
<th>Personal Skill</th>
<th>Skill Description</th>
<th>Rank by Importance (Out of 100)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Perceptiveness</td>
<td>Being aware of others’ reactions and understanding why they react as they do.</td>
<td>63</td>
</tr>
<tr>
<td>Service Orientation</td>
<td>Actively looking for ways to help people.</td>
<td>60</td>
</tr>
<tr>
<td>Speaking</td>
<td>Talking to others to convey information effectively.</td>
<td>60</td>
</tr>
<tr>
<td>Active Listening</td>
<td>Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.</td>
<td>53</td>
</tr>
</tbody>
</table>

**Importance of Active Listening skill for Funeral Attendants**

- Not Important
- Somewhat Important
- Important
- Very Important
- Extremely Important

![Importance Scale with 53% rated as Important]

**Level of Active Listening skill typically necessary for Funeral Attendants**

- Take a customer’s order
- Answer inquiries regarding credit references
- Preside as judge in a complex legal disagreement

![Level of Importance Scale with 43% rated as Important]

*This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.*
Education and Work Experience

The Education and Work Experience option displays data such as typical education requirements; national education, training and experience; education on jobs; education level of candidates; national education, training, licensing and qualifications, local training programs, advertised job certification, and training program completers.

When viewing an occupation profile, click the **Education and Work Experience** link at the top of the page.

To review the data categories that display on the page, click the **Customize Report** button. The data categories in this group are available only during single-occupation data sessions.

### Customizing Reports for a Single-Occupation Data Session

The **Typical Education Requirements** panel provides a narrative overview of the requirements.

#### Typical Education Requirements 📚

Cooks, Restaurant usually require at least Less than high school. However, not all employers may make this a hiring requirement.

*Source: This information is based on the BLS Occupational Outlook Handbook (OOH).*

### Reviewing Typical Education Requirements for the Occupation

The **Required Level of Education** table shows the results of a national survey listing the most common education requirements for the occupation.
The **On the Job Training** table shows the results of a national survey listing the most common lengths of on-the-job training for the occupation.

### On The Job Training

This section shows the results of a national survey listing the most common lengths of on-the-job training for Cooks, Restaurant.

<table>
<thead>
<tr>
<th>Rank</th>
<th>On The Job Training</th>
<th>Percentage of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Anything beyond short demonstration, up to and including 1 month</td>
<td>40.99%</td>
</tr>
<tr>
<td>2</td>
<td>Over 3 months, up to and including 6 months</td>
<td>32.37%</td>
</tr>
<tr>
<td>3</td>
<td>Over 1 month, up to and including 3 months</td>
<td>15.31%</td>
</tr>
<tr>
<td>4</td>
<td>None or short demonstration</td>
<td>7.77%</td>
</tr>
<tr>
<td>5</td>
<td>Over 6 months, up to and including 1 year</td>
<td>1.78%</td>
</tr>
<tr>
<td>6</td>
<td>Over 2 years, up to and including 4 years</td>
<td>1.78%</td>
</tr>
</tbody>
</table>

Source: This information is based on O*NET data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

### Reviewing Survey Results Showing On-the-Job Training Expectations

The **On-Site or In-Plant Training** table shows the results of a national survey listing the most common lengths of on-site or in-plant training for the occupation.

The **Education Level of Jobs and Candidates** table shows minimum education level requested by employers and indicates the percentage of job openings that specified the requirement.

Click a [Job Openings](#) link to view the jobs that specify the corresponding education level.

### Education Level of Jobs and Candidates

This section shows the minimum level of education requested by employers on job openings advertised online, as well as the educational attainment of potential candidates in the workforce system that are looking for jobs as Cooks, Restaurant in Tennessee on January 9, 2018. There were 224 job openings advertised online that did not specify a minimum education requirement (Jobs De-duplication Level 2).

<table>
<thead>
<tr>
<th>Rank</th>
<th>Education Level</th>
<th>Job Openings</th>
<th>Percentage of Job Openings</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Less than High School</td>
<td>2</td>
<td>0.71%</td>
</tr>
<tr>
<td>2</td>
<td>No Minimum Education Requirement</td>
<td>23</td>
<td>8.19%</td>
</tr>
<tr>
<td>3</td>
<td>High School Diploma or Equivalent</td>
<td>29</td>
<td>10.32%</td>
</tr>
<tr>
<td>4</td>
<td>1 Year of College or a Technical or Vocational School</td>
<td>1</td>
<td>0.36%</td>
</tr>
<tr>
<td>5</td>
<td>2 Years of College or a Technical or Vocational School</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>6</td>
<td>3 Years of College or a Technical or Vocational School</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>7</td>
<td>Vocational School Certificate</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>8</td>
<td>Associate's Degree</td>
<td>2</td>
<td>0.71%</td>
</tr>
<tr>
<td>9</td>
<td>Bachelor's Degree</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>10</td>
<td>Not Specified</td>
<td>224</td>
<td>79.72%</td>
</tr>
</tbody>
</table>

Job Source: Online advertised jobs data
Candidate Source: Individuals with active resumes in the workforce system.

### Comparing Education Levels of Advertised Jobs and Candidates for the Occupation

---

Virtual OneStop – Employer Services User Guide 12-72 V19 – 02/2019
The **Education Training Programs** table lists the training programs in the area associated with the occupation.

- Click a **Provider Name** link to view provider details including a list of all their programs.
- Click a **Program Name** link to view complete details of the program.

### Education Training Programs

This section shows the Education Training Programs for Cooks, Restaurant in Tennessee.

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>Program Name</th>
<th>Location</th>
<th>Tuition</th>
<th>Length</th>
<th>WIOA Eligible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tennessee Provider Services</td>
<td>Chef School</td>
<td>Nashville, TN</td>
<td>$1,000</td>
<td>1 Semesters</td>
<td></td>
</tr>
</tbody>
</table>

Source: Integrated Postsecondary Education Data System

#### Chef School

Tennessee Provider Services

**GREEN JOB Training**

To view a list of skills the student will obtain from attending this program, click the program title.

**Program Summary**

Description:

A program that prepares individuals to provide professional chef and related cooking services in restaurants and other commercial food establishments. Includes instruction in recipe and menu planning, preparing and cooking of foods, supervising and training

**Program / Service Locations**

Address(1):

Tennessee Provider Services - Primary

1812 Davidson

Nashville, TN - 37205

---

### Reviewing Training Providers and Programs Related to the Occupation

The **Advertised Job Certifications** table shows the top certification groups found in advertised job openings.

- Click a **Job Openings** link to view the jobs that specify the corresponding certification.

### Advertised Job Certifications

This section shows the top advertised certification groups found in job openings advertised online for Cooks, Restaurant in Tennessee in January, 2016. (Jobs De-duplication Level 1)

<table>
<thead>
<tr>
<th>Rank</th>
<th>Advertised Certification Group</th>
<th>Advertised Certification Sub-Category</th>
<th>Job Opening Match Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>ServSafe Food Handler Certification</td>
<td>Food Preparation and Cooking</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>Advanced Cardiac Life Support Certification (ACLS)</td>
<td>Nursing</td>
<td>1</td>
</tr>
<tr>
<td>3</td>
<td>Certification in Cardiopulmonary Resuscitation (CPR)</td>
<td>Nursing</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>First Aid Certification</td>
<td>Medical Treatment and Therapy</td>
<td>1</td>
</tr>
<tr>
<td>5</td>
<td>Pediatric Advanced Life Support (PALS)</td>
<td>Medical Treatment and Therapy</td>
<td>1</td>
</tr>
<tr>
<td>6</td>
<td>Basic Life Support (BLS) Certification</td>
<td>Medical Treatment and Therapy</td>
<td>1</td>
</tr>
</tbody>
</table>

Source: Online advertised jobs data

---

### Reviewing Advertised Certifications for the Occupation
The **Training Program Completers** table shows the number of individuals who have completed training programs related to the occupation.

Click a **Training Program** link to view complete details of the program.

<table>
<thead>
<tr>
<th>Rank</th>
<th>Training Program / Completer Type</th>
<th>Completers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Cooking and Related Culinary Arts: General</td>
<td>80</td>
</tr>
<tr>
<td>2</td>
<td>Culinary Arts/Chef Training: Associate's Degree</td>
<td>58</td>
</tr>
<tr>
<td>3</td>
<td>Culinary Arts/Chef Training: Postsec. Awards/Cert/Diploma; 1-2 yrs.</td>
<td>56</td>
</tr>
<tr>
<td>4</td>
<td>Culinary Arts/Chef Training: Postsec. Awards/Cert/Diploma; &lt;1 yr.</td>
<td>29</td>
</tr>
<tr>
<td>5</td>
<td>Cooking and Related Culinary Arts: General</td>
<td>14</td>
</tr>
</tbody>
</table>

*Sources: Integrated Postsecondary Education Data System*

**Reviewing Advertised Certifications for the Occupation**

The **National Education, Training, Licensing and Qualifications** panel provides a narrative overview from the Bureau of Labor Statistics Occupational Outlook Handbook. This panel describes the education, training, work experience, advancement, and important worker qualities associated with the occupation.

The **Typical Work Experience Requirements** panel provides a narrative overview of the requirements.

**Typical Work Experience Requirements**

Employees in these occupations need anywhere from a few months to one year of working with experienced employees. A recognized apprenticeship program may be associated with these occupations.

*Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.*

**Reviewing Typical Work Experience Requirements for the Occupation**

The **Related Work Experience Requirements** table shows the results of a national survey listing the minimum work experience expectations for the occupation.
The Work Experience of Jobs and Candidates table shows minimum work experience requested by employers and indicates the percentage of job openings that specified the requirement.

Click a Job Openings link to view the jobs that specify the corresponding work experience level.

### Work Experience of Jobs and Candidates

This section shows the minimum required work experience requested by employers on job openings advertised online, as well as the experience level of potential candidates in the workforce system that are looking for jobs as Cooks, Restaurant in Tennessee on January 9, 2018. There were 223 job openings advertised online that did not specify a minimum experience requirement (Jobs De-duplication Level 2).

<table>
<thead>
<tr>
<th>Rank</th>
<th>Experience</th>
<th>Job Openings</th>
<th>Percentage of Job Openings</th>
<th>Potential Candidates</th>
<th>Percentage of Potential Candidates</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Not Specified</td>
<td>223</td>
<td>79.36%</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>2</td>
<td>Entry Level</td>
<td>24</td>
<td>8.54%</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>3</td>
<td>Less than 1 year</td>
<td>16</td>
<td>5.69%</td>
<td>18</td>
<td>8.78%</td>
</tr>
<tr>
<td>4</td>
<td>1 Year to 2 Years</td>
<td>16</td>
<td>5.69%</td>
<td>10</td>
<td>4.88%</td>
</tr>
<tr>
<td>5</td>
<td>2 Years to 5 Years</td>
<td>2</td>
<td>0.71%</td>
<td>41</td>
<td>20.00%</td>
</tr>
<tr>
<td>6</td>
<td>5 Years to 10 Years</td>
<td>0</td>
<td>N/A</td>
<td>50</td>
<td>24.39%</td>
</tr>
<tr>
<td>7</td>
<td>More than 10 Years</td>
<td>0</td>
<td>N/A</td>
<td>86</td>
<td>41.95%</td>
</tr>
</tbody>
</table>

*Job Source: Online advertised jobs data
Candidate Source: Individuals with active resumes in the workforce system.*

**Comparing Work Experience Levels of Advertised Jobs and Candidates for the Occupation**

### Employment and Wages

The Employment and Wages option displays occupation wage data such as employment wage statistics, wage rates on jobs, desired salary of candidates, wage distribution, wages in related occupations, wages by industry, and national earnings summary. This option also displays employment data such as industries by employment, occupational employment and future outlook, employment distribution, and employment in related occupations. Projected data displayed includes long-term projected annual openings, and annual openings in the selected area and in related occupations.

When viewing an occupation profile, click the Employment and Wages link at the top of the page.

To review the data categories that display on the page, click the Customize Report button. The data categories in this group are available only during single-occupation data sessions.
The **Employment Wage Statistics** table shows the estimated annual and hourly wage for entry level, median and experienced workers in the occupation.

<table>
<thead>
<tr>
<th>Rate Type / Statistical Type</th>
<th>Entry level</th>
<th>Median</th>
<th>Experienced</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual wage or salary</td>
<td>$17,910</td>
<td>$24,560</td>
<td>$29,930</td>
</tr>
<tr>
<td>Hourly wage</td>
<td>$8.61</td>
<td>$11.81</td>
<td>$14.39</td>
</tr>
</tbody>
</table>

*Source: TN Dept of Labor & Workforce Dev, Div Emp Sec, LMI*

The median wage is the estimated 50th percentile; 50 percent of workers in an occupation earn less than the median wage, and 50 percent earn more than the median wage. Entry level and Experienced wage rates represent the means of the lower 1/3 and upper 2/3 of the wage distribution, respectively. Data is from an annual survey.

**Reviewing Employment Wage Statistics as an Occupation Profile**

The **Wage Rates on Advertised Jobs** table breaks down the available wage data on jobs advertised online for the occupation.

- Click the [Job Openings](#) link in the heading to view the jobs associated with the occupation.

<table>
<thead>
<tr>
<th>Rate Type / Statistical Type</th>
<th>Entry Level</th>
<th>Median</th>
<th>Experienced</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual wage or salary</td>
<td>N/A</td>
<td>$19,240</td>
<td>N/A</td>
</tr>
<tr>
<td>Hourly Wage</td>
<td>N/A</td>
<td>$9.25</td>
<td>N/A</td>
</tr>
</tbody>
</table>

*Source: Online advertised jobs data*

Note: This information is based on actual job orders and is not based on a statistically valid labor market survey. Hourly wage rate calculations in this section assume a 40 hour work week.

**Viewing Employment Wage Statistics as an Occupation Profile**
The Desired Salary of Available Candidates table shows the desired salary of potential candidates for the occupation in the workforce system.

### Desired Salary of Available Candidates

This section shows the desired salary of potential candidates in the workforce system that are looking for jobs as Hotel, Motel, and Resort Desk Clerks in Tennessee on December 28, 2017.

<table>
<thead>
<tr>
<th>Rank</th>
<th>Desired Salary</th>
<th>Potential Candidates</th>
<th>Percentage of Potential Candidates</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Not Specified</td>
<td>19</td>
<td>14.73%</td>
</tr>
<tr>
<td>2</td>
<td>$5,000 - $19,999</td>
<td>14</td>
<td>10.85%</td>
</tr>
<tr>
<td>3</td>
<td>$20,000 - $34,999</td>
<td>90</td>
<td>69.77%</td>
</tr>
<tr>
<td>4</td>
<td>$35,000 - $49,999</td>
<td>5</td>
<td>3.88%</td>
</tr>
<tr>
<td>5</td>
<td>$50,000 - $64,999</td>
<td>1</td>
<td>0.78%</td>
</tr>
</tbody>
</table>

Source: Individuals with active résumés in the workforce system.

Reviewing Salary Expectations of Potential Candidates for the Occupation

The Wage Rates Area Distribution table shows the estimated annual and hourly wage for entry level, median and experienced workers in the occupation.

### Employment Wage Statistics

This section shows the estimated employment wage statistics for individuals in Tennessee employed for Funeral Attendants in 2016.

*Click a column title to sort.*

<table>
<thead>
<tr>
<th>Rate Type / Statistical Type</th>
<th>Entry level</th>
<th>Median</th>
<th>Experienced</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual wage or salary</td>
<td>$17,910</td>
<td>$24,560</td>
<td>$29,930</td>
</tr>
<tr>
<td>Hourly wage</td>
<td>$8.61</td>
<td>$11.81</td>
<td>$14.39</td>
</tr>
</tbody>
</table>

Source: TN Dept of Labor & Workforce Dev, Div Emp Sec, LMI

The median wage is the estimated 50th percentile: 50 percent of workers in an occupation earn less than the median wage, and 50 percent earn more than the median wage. Entry level and Experienced wage rates represent the means of the lower 1/3 and upper 2/3 of the wage distribution, respectively. Data is from an annual survey.

Viewing Employment Wage Statistics as an Occupation Profile
The **Wage Rates in Related Occupations** table shows median annual rates for occupations in the same occupational family.

![Click an Occupation link to open the corresponding occupation profile.](image)

### Wage Rates in Related Occupations

This section shows a comparison of 2016 median annual rates for occupations that are in the same occupational family as Funeral Attendants for Tennessee.

**Click a column title to sort.**

<table>
<thead>
<tr>
<th>Rank</th>
<th>Occupation</th>
<th>Median</th>
<th>Related By</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Embalmers</td>
<td>$34,800</td>
<td>SOC4</td>
</tr>
<tr>
<td>2</td>
<td>Bailiffs</td>
<td>$32,730</td>
<td>O*NET</td>
</tr>
<tr>
<td>3</td>
<td>Shampooers</td>
<td>$31,850</td>
<td>O*NET</td>
</tr>
<tr>
<td>4</td>
<td>Couriers and Messengers</td>
<td>$30,170</td>
<td>O*NET</td>
</tr>
<tr>
<td>5</td>
<td>Costume Attendants</td>
<td>$28,640</td>
<td>O*NET</td>
</tr>
<tr>
<td>6</td>
<td>Crossing Guards</td>
<td>$28,110</td>
<td>O*NET</td>
</tr>
<tr>
<td>7</td>
<td>Library Assistants, Clerical</td>
<td>$25,730</td>
<td>O*NET</td>
</tr>
<tr>
<td>8</td>
<td>Funeral Attendants</td>
<td>$24,560</td>
<td>N/A</td>
</tr>
<tr>
<td>9</td>
<td>Stock Clerks, Sales Floor</td>
<td>$23,380</td>
<td>O*NET</td>
</tr>
<tr>
<td>10</td>
<td>Frequent Flight Attendants</td>
<td>$22,160</td>
<td>O*NET</td>
</tr>
</tbody>
</table>

**Reviewing Wage Rates in Related Occupations**

The **Employment Wage Statistics** table shows the estimated annual and hourly wage for entry level, median and experienced workers in the occupation.

![Viewing Employment Wage Statistics as an Occupation Profile](image)

### Employment Wage Statistics

This section shows the estimated employment wage statistics for individuals in Tennessee employed for Funeral Attendants in 2016.

**Click a column title to sort.**

<table>
<thead>
<tr>
<th>Rate Type / Statistical Type</th>
<th>Entry level</th>
<th>Median</th>
<th>Experienced</th>
</tr>
</thead>
<tbody>
<tr>
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<td>$29,930</td>
</tr>
<tr>
<td>Hourly wage</td>
<td>$8.61</td>
<td>$11.81</td>
<td>$14.39</td>
</tr>
</tbody>
</table>

**Source:** TN Dept of Labor & Workforce Dev, Div Emp Sec, LMI

The median wage is the estimated 50th percentile; 50 percent of workers in an occupation earn less than the median wage, and 50 percent earn more than the median wage. Entry level and Experienced wage rates represent the means of the lower 1/3 and upper 2/3 of the wage distribution, respectively. Data is from an annual survey.
The National Earnings Data Summary panel provides a narrative overview from the Bureau of Labor Statistics Occupational Outlook Handbook. The panel shows a complete earnings summary for the occupation at the national level.

<table>
<thead>
<tr>
<th>National Earnings Data Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Nurses</td>
</tr>
<tr>
<td>Median annual wages, May 2015</td>
</tr>
<tr>
<td>Health diagnosing and treating practitioners</td>
</tr>
<tr>
<td>$76,760</td>
</tr>
<tr>
<td>Registered nurses</td>
</tr>
<tr>
<td>$67,490</td>
</tr>
<tr>
<td>Total, all occupations</td>
</tr>
<tr>
<td>$56,200</td>
</tr>
<tr>
<td>Note: All Occupations includes all occupations in the U.S. Economy.</td>
</tr>
</tbody>
</table>

The median annual wage for registered nurses was $67,490 in May 2015. The median wage is the wage at which half the workers in an occupation earned more than that amount and half earned less. The lowest 10 percent earned less than $46,360, and the highest 10 percent earned more than $101,420.

In May 2015, the median annual wages for registered nurses in the top industries in which they worked were as follows:
- Government $72,100
- Hospitals: state, local, and private 69,510
- Home healthcare services 63,840
- Offices of physicians 60,820
- Nursing and residential care facilities 60,370

Employers may offer flexible work schedules, childcare, educational benefits, and bonuses.

Because patients in hospitals and nursing care facilities need round-the-clock care, nurses in these settings usually work in shifts, covering all 24 hours. They may work nights, weekends, and holidays. They may be on call, which means that they are on duty and must be available to work on short notice. Nurses who work in offices, schools, and other places that do not provide 24-hour care are more likely to work regular business hours.

In 2014, about 1 out of 6 registered nurses worked part time.

Source: U.S. Department of Labor, Bureau of Labor Statistics

Reviewing National Earnings Summary for an Occupation Profile

The Industries by Employment table lists the industries that employed the highest number of workers in the occupation in the area.

Click an Industry Title link to open the corresponding industry profile.

<table>
<thead>
<tr>
<th>Rank</th>
<th>Industry Title</th>
<th>Estimated Number of Registered Nurses Employed</th>
<th>Percent of Total Employment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>General Medical and Surgical Hospitals</td>
<td>33,960</td>
<td>61.24%</td>
</tr>
<tr>
<td>2</td>
<td>Home Health Care Services</td>
<td>3,540</td>
<td>6.38%</td>
</tr>
<tr>
<td>3</td>
<td>Offices of Physicians</td>
<td>2,450</td>
<td>4.42%</td>
</tr>
<tr>
<td>4</td>
<td>Outpatient Care Centers</td>
<td>2,440</td>
<td>4.40%</td>
</tr>
<tr>
<td>5</td>
<td>Nursing Care Facilities (Skilled Nursing Facilities)</td>
<td>2,180</td>
<td>3.92%</td>
</tr>
<tr>
<td>6</td>
<td>Management of Companies and Enterprises</td>
<td>900</td>
<td>1.62%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>760</td>
<td>1.36%</td>
</tr>
</tbody>
</table>

Reviewing Industries Employing Workers in the Occupation
The **Occupational Employment & Future Employment Outlook** table shows the long term employment projections for the occupation.

**Occupational Employment & Future Employment Outlook**

*This section shows the long term employment projections for Registered Nurses (no data available for Acute Care Nurses) in Tennessee.*

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Nurses</td>
<td>55,450</td>
<td>69,090</td>
<td>13,640</td>
<td>2.20%</td>
</tr>
<tr>
<td>Total All</td>
<td>3,032,960</td>
<td>3,432,960</td>
<td>400,000</td>
<td>1.20%</td>
</tr>
</tbody>
</table>

*Source: Occupational Employment Projections*

---

**Reviewing Long-Term Employment Projections for the Occupation**

The **Employment Data Area Distribution** table shows the area distribution of the estimated employment for the occupation.

- Click the **Tool** icon to change the area type or data item displayed.
- Click an **Area** link to change the area selection for the occupation profile.

---

**Reviewing Employment Distribution by Area for the Occupation**
The Employment Data in Related Occupations table shows the 2014 Estimated Employment in the area for related occupations.

Click an Occupation link to open the corresponding occupation profile.

The Projected Annual Openings table shows the long term projected annual openings for the occupation.

The Projected Annual Openings Area Distribution table shows the area distribution of the total annual average openings for the occupation over a ten year period.

The Projected Annual Openings in Related Occupations shows the projected total annual average openings in the area for related occupations over a ten year period.
**Nature of the Work**

The **Nature of the Work** group describes the occupation giving a detailed assessment of the typical activities, tasks, working conditions, work values and needs, and tools and technologies.

When viewing an occupation profile, click the **Nature of the Work** link at the top of the page.

To review the data categories that display on the page, click the **Customize Report** button. The data categories in this group are available only during single-occupation data sessions.

Occupation data in the **Nature of the Work** group is only found in Occupation profiles. The relevance rankings for activities, tasks, etc., allow analysts to make a full assessment of an occupation and discover new areas of inquiry.

The **Work Activities** table ranks the most common activities associated with the occupation in order of importance.

Click a **Work Activity** link to drill down for the importance and level typically necessary for the selected occupation.
The Tasks table ranks the most common tasks associated with the occupation in order of importance.

Click a Task link to drill down for the frequency, importance, and relevance of the task for the selected occupation.

The National Working Conditions panel provides a narrative overview from the Bureau of Labor Statistics Occupational Outlook Handbook. The panel includes sections on general working conditions, injuries and illnesses, and work schedules associated with the occupation.

The Typical Work Conditions table lists in order of importance the most common working conditions associated with the occupation. The information is based on O*NET data.

The Work Values and Needs table lists in order of extent the most common work values associated with the occupation. Each value is described in detail. The information is based on O*NET data.

The Typical Tools table lists the tools and tool groups most commonly associated with the occupation. The information is based on O*NET data.

The Typical Technology table lists the technology and technology groups most commonly associated with the occupation. The information is based on O*NET data.
Job Requirements

The Job Requirements group displays license information, typical knowledge, typical work abilities required, and typical work interests and work styles.

When viewing an occupation profile, click the Job Requirements link at the top of the page.

To review the data categories that display on the page, click the Customize Report button. The data categories in this group are available only during single-occupation data sessions.

The Licensing Information table lists the licensed occupations associated with the occupation, if any.

Click a Licensed Occupation link to drill down for a complete description of the licensure, including the licensing authority and the number of licenses issued.

Licensing Information

This section shows licenses that may be required for Funeral Attendants in Tennessee. Click on the link for the occupation you're interested in to view more information on how to attain a license.

<table>
<thead>
<tr>
<th>Licensed Occupation</th>
</tr>
</thead>
<tbody>
<tr>
<td>FUNERAL DIRECTOR APPRENTICESHIP/EMBALMER APPRENTICE/STUDENT</td>
</tr>
</tbody>
</table>

Source: State of Tennessee Licensing Agencies

The table below shows a history of the active licenses for FUNERAL DIRECTOR APPRENTICESHIP/EMBALMER APPRENTICE/STUDENT in Tennessee.

<table>
<thead>
<tr>
<th>Year</th>
<th>Period</th>
<th>Licenses Issued</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>Annual</td>
<td>438</td>
</tr>
</tbody>
</table>

Licensing Description

FUNERAL DIRECTOR APPRENTICESHIP/EMBALMER APPRENTICE/STUDENT

An apprentice funeral director is a registered individual who specializes in assisting the funeral director or embalmer in all aspects associated with funeral services. An apprentice may assist a funeral director with:
- Support to the bereaved during initial stages of their grief
- Arrangements and direction of funeral services
- Assisting to the place of death

Reviewing Details of Licensure for a Specific Occupation
The **Typical Knowledge Categories** table ranks the most common knowledge categories in order of importance. The information is based on O*NET data.

Click a **Knowledge Category** link to drill down for the importance and level typically necessary for the selected occupation.

### Typical Knowledge Categories

This section shows the most common knowledge categories required by Funeral Attendants in order of importance. Click on a link in the Knowledge Category column to view more detailed information.

<table>
<thead>
<tr>
<th>Knowledge Category</th>
<th>Knowledge Category Description</th>
<th>Rank by Importance (Out of 100)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer and Personal Service</td>
<td>Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.</td>
<td>77</td>
</tr>
<tr>
<td>English Language</td>
<td>Knowledge of the structure and content of the English language.</td>
<td>59</td>
</tr>
<tr>
<td>Public Safety and Security</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Importance of Public Safety and Security knowledge for Funeral Attendants**

Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

<table>
<thead>
<tr>
<th>Not Important</th>
<th>Somewhat Important</th>
<th>Important</th>
<th>Very Important</th>
<th>Extremely Important</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

45%

**Level of Public Safety and Security typically necessary for Funeral Attendants**

- Use a seatbelt
- Inspect a building site for safety violations
- Command a military operation

36%

This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.
The **Typical Work Abilities Required** table ranks the most common work abilities in order of importance. The information is based on O*NET data.

![Click a link to drill down for the importance and level typically necessary for the selected occupation.](image)

**Typical Work Abilities Required**

This section shows the results of a national survey listing the most common work abilities required by Funeral Attendants in order of importance. Click on a link in the Work Ability column to view more detailed information.

<table>
<thead>
<tr>
<th>Work Ability</th>
<th>Work Ability Description</th>
<th>Rank by Importance (Out of 100)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oral Comprehension</td>
<td>The ability to listen to and understand information and ideas presented through spoken words and sentences.</td>
<td>60</td>
</tr>
<tr>
<td>Oral Expression</td>
<td>The ability to communicate information and ideas in speaking so others will understand.</td>
<td>60</td>
</tr>
<tr>
<td>Speech Recognition</td>
<td>The ability to identify and understand the meaning of spoken words by hearing them.</td>
<td></td>
</tr>
<tr>
<td>Speech Clarity</td>
<td>The ability to communicate information and ideas in speaking so others will understand.</td>
<td></td>
</tr>
</tbody>
</table>

**Importance of Trunk Strength work ability for Funeral Attendants**

The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without ‘giving out’ or fatiguing.

- Not Important
- Somewhat Important
- Important
- Very Important
- Extremely Important

40%

**Level of Trunk Strength typically necessary for Funeral Attendants**

Sit up in an office chair

- Not Important
- Somewhat Important
- Important
- Very Important
- Extremely Important

39%

*This information is based on O*NET™ data. O*NET™ is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.*

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*Reviewing Work Abilities and Drilling Down to See How Important for Occupation*
The **Typical Work Interests** table ranks the most common work interests in order of importance. The information is based on O*NET data.

### Typical Work Interests

This section shows the results of a national survey listing the most common work interests for Funeral Attendants in order of importance.

<table>
<thead>
<tr>
<th>Work Interest</th>
<th>Work Interest Description</th>
<th>Rank by Importance (Out of 100)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social</td>
<td>Social occupations frequently involve working with, communicating with, and teaching people. These occupations often involve helping or providing service to others.</td>
<td>89</td>
</tr>
<tr>
<td>Realistic</td>
<td>Realistic occupations frequently involve work activities that include practical, hands-on problems and solutions. They often deal with plants, animals, and real-world materials like wood, tools, and machinery. Many of the occupations require working outside, and do not involve a lot of paperwork or working closely with others.</td>
<td>56</td>
</tr>
<tr>
<td>Enterprising</td>
<td>Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.</td>
<td>56</td>
</tr>
<tr>
<td>Conventional</td>
<td>Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.</td>
<td>28</td>
</tr>
</tbody>
</table>

Source: This information is based on O*NET data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

*Reviewing Work Interests Typically Associated with an Occupation*
The **Typical Work Styles** table ranks the most common work styles in order of importance. The information is based on O*NET data.

Click a **Work Style** link to drill down for the importance for the selected occupation.

### Typical Work Styles

This section shows the most common work styles required by Funeral Attendants in order of importance. Click on a link in the Work Style column to view more detailed information.

<table>
<thead>
<tr>
<th>Work Style</th>
<th>Work Style Description</th>
<th>Rank by Importance (Out of 100)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrity</td>
<td>Job requires being honest and ethical.</td>
<td>89</td>
</tr>
<tr>
<td>Dependability</td>
<td>Job requires being reliable, responsible, and dependable, and fulfilling obligations.</td>
<td>86</td>
</tr>
<tr>
<td>Concern for Others</td>
<td>Job requires being sensitive to others’ needs and feelings and being understanding and helpful on the job.</td>
<td>83</td>
</tr>
<tr>
<td>Self Control</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cooperation</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Importance of Concern for Others work style for Funeral Attendants**

Job requires being sensitive to others’ needs and feelings and being understanding and helpful on the job.

- Not Important
- Somewhat Important
- Important
- Very Important
- Extremely Important

83%

*This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.*

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**Reviewing Work Styles and Drilling Down to See Importance for Occupation**
Other Information

The Other Information option displays related occupations, occupational videos, and the career ladder.

When viewing an occupation profile, click the Other Information link at the top of the page.

To review the data categories that display on the page, click the Customize Report button. The data categories in this group are available only during single-occupation data sessions.

Related Occupations

The Related Occupations table shows similar occupations based on knowledge areas, skills, abilities, work environment, and work activities. Using the table, users can discover how the skills they already possess can be used in a different field.

Click a Related Occupation link to open the corresponding occupation profile.
Occupational Videos

The Occupational Videos table provides the opportunity to see an example of your chosen occupation in action. If there is no video for this occupation, you will receive a message box stating a video is not available.

Viewing an On-Screen Video Included in the Occupation Profile

Follow the instructions displayed for playing the video. With installed video player, you can choose video speed and play the video. Otherwise, use the instructions provided on the screen to install Windows Media Player, choose the video type and speed, and click the Play Video button.

⚠️ In Step 1, if you click the Windows Media Player button and the application has already been installed, the system will install the player again.

⚠️ In Step 2, if you do not know the speed of your Internet connection, ask a staff member for assistance.

⚠️ In Step 3, the video will play in a separate window. When finished, you may close the window by clicking the Close button [X] in the top right corner of the window.
If there is no video for this occupation, you will receive a message stating a video is not available, along with a link to Display All Occupational Videos. Browse the video titles using the Letter links to jump through the alphabetical listing.

### Career Ladders

Career ladders help people learn about the job options that are available as they progress through a career. Career ladders consist of a group of related jobs that comprise a career, and represent the job progression of workers within a career. They also provide detailed descriptions of the jobs, and the experiences that facilitate movement between jobs.

Career ladders display only vertical (upwards or downwards) movement between jobs and can be used in a variety of ways. For example, employers can use career ladders to:

- Attract individuals to an industry by showing potential career progression beyond entry points,
- Focus workforce development efforts,
- Show workers how different jobs interconnect within careers in an industry, and
- Inform workers about the training, education, and developmental experiences that would enable them to accomplish their career objectives.

There are several ways to view the career ladder information.

- View the Career Ladder table when viewing an occupation profile.
- Access the Visual Career Ladder with extensive interactive features.
The Career Ladder table shows how people in the chosen occupation climb the career ladder, by showing the occupations that jobseekers have moved into after this occupation.

Click an Occupation Title link to open the corresponding occupation profile.

<table>
<thead>
<tr>
<th>Occupation Title</th>
<th>Number of Individuals that Moved</th>
<th>Percentage of Individuals that Moved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nurse Practitioners</td>
<td>370</td>
<td>23.11%</td>
</tr>
<tr>
<td>Medical and Health Services Managers</td>
<td>330</td>
<td>20.61%</td>
</tr>
<tr>
<td>Nursing Instructors and Teachers</td>
<td>150</td>
<td>9.37%</td>
</tr>
<tr>
<td>Licensed Practical and Licensed Nurses</td>
<td>140</td>
<td>8.74%</td>
</tr>
<tr>
<td>Managers, All Other</td>
<td>125</td>
<td>7.81%</td>
</tr>
<tr>
<td>Acute Care Nurses</td>
<td>125</td>
<td>7.81%</td>
</tr>
<tr>
<td>Critical Care Nurses</td>
<td>97</td>
<td>6.06%</td>
</tr>
<tr>
<td>Customer Service Representatives</td>
<td>93</td>
<td>5.81%</td>
</tr>
<tr>
<td>Cashiers</td>
<td>92</td>
<td>5.75%</td>
</tr>
<tr>
<td>Nursing Assistants</td>
<td>79</td>
<td>4.93%</td>
</tr>
</tbody>
</table>

Source: Individuals with active résumés in the workforce system.

Viewing the Career Ladder Table
The **Visual Career Ladder** includes several interactive features allowing users to change the data to display for each occupation, and to turn the ladder upside-down to see which occupations individuals typically have prior to entering the selected occupation.

Click **Go to the Visual Career Ladder for (Selected Occupation)** link that displays below the **Career Ladder** table of the occupation profile.

![Visual Career Ladder Diagram](image)

**Education Profiles**

Compiling information from multiple sources, the system provides a complete statistical profile of a selected education program. Most programs are associated with a Classification of Instructional...
Programs (CIP) code, which aggregate college majors, allowing for a systematic description of instructional activity.

- Select Labor Market Services > Education Profile from the Navigation menu or Directory of Services.

**Select an Education Program**

For most Educational Profile data sessions, you must first identify a program, or multiple programs when using the comparison feature. (For some data sessions, you will search for a training provider.)

The education program you select will display at the top of each Education Profile page. The current Program link will allow you to select a new program for the data session. The current Area link will allow you to select a new area for the data session. The Compare links, when available, will allow you select multiple education programs or areas for comparison (see next section). In addition, you may use the Change Education link located at the bottom of each page.

Once you select a program link, your single-program data session begins, using the area displayed.

**Selecting a Program Using a Keyword Search**

The current program and area display at the top of the page and apply to each data group you select.
Research Labor Market Information (LMI)

Education Comparison Feature

The Education Comparison feature allows you to compare multiple programs in one area, or compare a single program across multiple areas. When comparing several education programs, the system displays easy-to-read snapshots and table displays of key data categories. If information is not available for a comparison item, the system will display the next highest level where information is available.

You may set up a multiple-program or multiple-area data session using the Compare links located at the top of each education profile page.

- To select multiple programs, click the Compare link below the education program.
- To select multiple areas, click the Compare link below the current area.

Accessing the Compare Feature from Current Occupation Profile Settings

When using the Compare link for education programs, the system displays a list of related programs occupations from which to select. When you have finished making selections, click the Continue button to return to the education profile with the new programs included.

Selecting Education Programs to Compare with Current Program Selection

When you need to use the full program search feature, click choose other education programs to compare and you will see the search tabs shown on the next page. When in comparison mode, each tab will have checkboxes allowing you to up to six programs. Working from any search tab, check the education programs you want to include in the session. You can review your selections in the Selected Education Programs panel before clicking the Search button to begin the data session.

- If you do not see the Select column and/or checkboxes on the search tabs, be sure you have accessed the page from either the Education Comparison option on the Navigation menu, or the Compare link shown at the top of each page.
Selecting Multiple Occupations for Comparison

Keep in mind that some data categories are only available in single-program sessions. In addition, within each data group certain data categories only display in single-program sessions. After selecting a data group, you may use the **Customize Report** button to see which data categories are available.

**Comparison Snapshot**

For multiple-program data sessions, the **Summary** group displays data for all areas in an easy-to-read table.

- Click an **Education Program** link to view the complete education profile for the program.
- Click any **Snapshot Heading** to navigate to the complete data set for that topic and program, such as **Total Job Counts in Related Occupations** shown below. (Use the **Return to Education Summary** button to return to the main page.)
Comparing Three Occupations in One Area Using the Summary Tables

When comparing a single education program across multiple areas, the **Summary** group uses one column for each area, aligning data categories for easy comparison.

- Click an **Area Name** link to reset the area for the current education profile.
- Click any **Snapshot Heading** to navigate to the complete data set for that topic and area, such as **Total Job Counts in Related Occupations** shown below. (Use the **Return to Education Summary** button to return to the main page.)

Comparing One Education Program across Three Areas

**Summary**

For each education program, the **Summary** group highlights in words and graphics key LMI data related to the education program. The narrative incorporates current data into an all-you-need-to-know overview of the program. Graphic icons focus on key indicators and link to tables and maps with supporting data. Finally, the system provides content to education programs through listing all providers and occupations related to the degree.

- When viewing a program profile, click the **Summary** link at the top of the page.
As you explore the features and links in the Summary group, be sure to use the Return to Education Summary button located at the bottom of all linked pages – this returns you to the main page. Other features allow you to share or print the data you are viewing.

**Narrative Description of Program**

The Summary group begins with a narrative summary of the selected occupation derived from O*NET data.

Click the More link to see the full narrative, as some can be quite extensive.

**Adult Health Nurse/Nursing** - A program that prepares registered nurses to provide general care for adult patients. Includes instruction in adult primary care, adult pathophysiology, clinical management of medication and treatments, patient assessment and education, patient referral, and planning adult health m... More

---

**Quick Reference Icons**

The Summary group also includes icons focused on key program indicators. With just a glance, users can assess an extent of available programs and job prospects. When comparing education programs, the icons allow for quick at-a-glance assessments.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description and Functions</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Icon" /></td>
<td><strong>Jobs Available.</strong> Hover to see number currently available. Click to see comparison with other occupations.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td><strong>Providers.</strong> Number of providers for this education program</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td><strong>Completers.</strong> Number of completers for this education program</td>
</tr>
</tbody>
</table>

**Snapshots**

For single-occupation data sessions, the Summary includes several snapshots, each focused on one or two key indicators.

For each occupation, the Summary group includes the following snapshots:

- Total Job Counts in Related Occupations
- Providers by Number of Completers
- Total Completers by Credentials
- Occupations Related to Degree
- Advertised Job Certifications
- Advertised Job Skills
- Advertised Tools and Technology
- Advertised Job Openings (Area Distribution)Potential Candidates (Area Distribution)
- Projected Annual Openings
- Typical Wages
- Real-Time Wages
- Industries by Employment

All snapshot headings link to view the complete data category, display options and links. Many tables in the Summary group also include links to open new profiles or to access job lists.

Click a Job Openings link to view the jobs advertised for that job skill, industry, area, etc.
Click any **Snapshot Heading** to navigate to the complete data set for that topic, such as **Total Job Counts in Related Occupations** shown below. (Use the **Return to Education Summary** button to return to the main page.)

**Jobs**

The **Jobs** group uses current data on advertised jobs (either daily or monthly counts). The system ranks job counts by area, job skills, tools and technology, occupation, industry, etc. For each display, users can link directly to a listing of advertised jobs that meet the criteria.

When viewing a program profile, click the **Jobs** link at the top of the page.
To review the data categories that display on the page, click the **Customize Report** button.

**Customizing Reports for a Single or Multiple-Program Data Session**

Education Program data in the **Jobs** group include many categories also found in Area, Industry and Occupation profiles. Viewing all jobs data on one page allows analysts to make a full assessment of an education program and discover new areas of inquiry.

The **Advertised Job Certifications** table shows all job certifications listed in advertised job openings.

The **Advertised Job Skills** table ranks the prevalence of job skills found in advertised job openings.

The **Advertised Tools and Technology** table ranks the prevalence of tools and technology found in advertised job openings.

The **Total Job Counts in Related Occupations** table shows the total number of advertised job openings related to the education program for the entire area.

- Click a **Job Openings** link to view the jobs advertised for that occupation and area.

### Reviewing Total Job Counts in Related Occupations

The **Job Counts in Related Occupations Distribution** table shows the area distribution of advertised job openings.

- Click a **Job Openings** link to view the jobs advertised related to the education program for the selected area.

- Click an **Area Name** link to reset the area for the current education profile.
Program Completers

The Program Completers group shows the number of students that completed training and education programs for an occupation. Analysts can view data on completers by area and by credentials.

- When viewing a program profile, click the Program Completers link at the top of the page.
- Alternatively, select Labor Market Profiles > Education and Training Data > Educational Program Completers from the Navigation menu or Directory of Services.

To review the data categories that display on the page, click the Customize Report button.

The Total Completers by Area table shows the areas (counties, etc.) with the highest number of program completers for the program.

- Click the Tool icon to change the area type or data item displayed.
- Click an Area Name link to reset the area for the current education profile.
Reviewing Areas with Highest Number of Completers (Table and Map)

The Total Completers by Credentials table ranks the number of completers for each education credential for the program.

Program Providers

The Program Providers group displays providers by number of completers (the number of students that completed training and education programs for an occupation), total completers by area, and total completers by credentials.

When viewing a program profile, click the Program Providers link at the top of the page.

To review the data categories that display on the page, click the Customize Report button.

The Providers by Number of Completers table shows the area providers with the highest number of program completers for the program.

Click a Provider Name link to view the provider profile and all their program listings.

Reviewing Providers with Highest Number of Completers (Table and Graph)
Related Occupations and Licensure

The Related Occupations and Licensure displays occupations related to selected occupation and licensure requirements connected with education programs.

- When viewing a program profile, click the Related Occupations and Licensure link at the top of the page.

To review the data categories that display on the page, click the Customize Report button. The data categories in this group are available only during single-program data sessions.

The Occupations Related to (Selected Education Program) table shows the total number of job openings for all occupations related to the selected program.

**Note:** The In-Demand stars shown in the table below are only available for customers who have arranged for a special loading of their state-specific Occupational Demand files.

- Click an Occupation Title link to open the corresponding occupation profile.
- Click a Job Openings link to view the jobs advertised related to the education program for the selected area.

### Occupations Related to Adult Health Nurse/Nursing

This section shows the number of job openings advertised online for occupations related to Adult Health Nurse/Nursing in Tennessee on January 1, 2018 (Jobs De-duplication Level 2).

<table>
<thead>
<tr>
<th>Rank</th>
<th>Occupation Title</th>
<th>Job Openings</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Registered Nurses</td>
<td>3,475</td>
</tr>
<tr>
<td>2</td>
<td>Critical Care Nurses</td>
<td>228</td>
</tr>
<tr>
<td>3</td>
<td>Nurse Practitioners</td>
<td>198</td>
</tr>
<tr>
<td>4</td>
<td>Advanced Practice Psychiatric Nurses</td>
<td>45</td>
</tr>
<tr>
<td>5</td>
<td>Nurse Anesthetists</td>
<td>25</td>
</tr>
<tr>
<td>6</td>
<td>Clinical Nurse Specialists</td>
<td>20</td>
</tr>
<tr>
<td>7</td>
<td>Acute Care Nurses</td>
<td>11</td>
</tr>
<tr>
<td>8</td>
<td>Nursing Instructors and Teachers, Postsecondary</td>
<td>5</td>
</tr>
</tbody>
</table>

*Bright Outlook Nationally | *In Demand Occupations

Source: Department of Education

### Reviewing Job Openings for Occupations Related to Education Program
The **Licensed and Certified Occupations** table shows the total number of job openings for all occupations related to the selected program.

- Click an **Occupation Title** link to open the corresponding occupation profile.
- Click a **Licensed Occupation** link to view complete licensing information.

### Licensed and Certified Occupations

<table>
<thead>
<tr>
<th>Occupation Title</th>
<th>Licensed Occupation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Nurses</td>
<td>ADVANCED PRACTICE NURSE</td>
</tr>
<tr>
<td>Registered Nurses</td>
<td>REGISTERED NURSE</td>
</tr>
</tbody>
</table>

**Reviewing Licensure Information for Licensed Occupations Related to Education Program**

### Mastering Labor Market Functionality

All **Labor Market Services** options offer several ways to display the data. The display options appear as icons on each data category.

**Note:** Only area distributions offer map options, and some options are not available when comparing multiple areas, occupations, industries, etc.
Click a Display Icon (shown below) to toggle the display on or off. You may activate several display options at a time, allowing tables, text, graphs, and/or maps to display simultaneously.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Display Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table Display.</td>
<td></td>
</tr>
<tr>
<td>Graph Display</td>
<td></td>
</tr>
<tr>
<td>Map Display</td>
<td></td>
</tr>
<tr>
<td>Text Display.</td>
<td></td>
</tr>
<tr>
<td>Filter Tools. Used for Area Distributions to define the area type, data displayed, number of records, or sort order.</td>
<td></td>
</tr>
</tbody>
</table>

(Please Note: Graphics and maps rely on Microsoft Silverlight software, which is compatible with Windows operating systems and most browsers.)

Icons represent additional display options available for the data category. (Highlighted icons indicate the display is already activated.)

Viewing Table and Activating Additional Display Options
Filters and Settings for Area Distributions

When viewing profiles, users may use the **Tool** icon to set the display parameters directly from the area distribution tables. Once set, the new parameters will apply to all display formats (table, graph, narrative, and map). Users will have the option to define sort order, set the number of records to display, and, in many cases, define the data that displays. The data options will vary for each area distribution table, so it is always a good idea check.

- Click the **Tool** icon and review the display options. Select new values from the drop-down menus. As shown below, new values may include the area type and the data item displayed.

**Selecting a New Area Type and Data Item to Display on an Area Distribution Table**

As analysts become familiar with area distribution tables, they will discover companion tables that display the same data for the state as a whole. The companion table for the above table is shown below.

**Reviewing the Companion Table Showing All Data Elements for the Entire State**
## Table Display Features

Most data tables allow you to resort records according to any column. This can be very helpful with wage data when you want to highlight the highest or lowest wages. Once sorted, you can reverse the sort order by clicking the column header a second time.

### Resorting Occupational Wage Rates by Experienced Wage

By default, this table lists occupations alphabetically. Click on a column header to resort. Click again to toggle between descending and ascending sort order.

### Wage Rates and Job Openings Table

The table below shows the number of job openings advertised online and advertised salary data for All Major Groups in Davidson County in September, 2017 (Jobs De-duplication Level 2). Click a column title to sort.

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Job Openings</th>
<th>Entry Level Wage</th>
<th>Mean (Average) Wage</th>
<th>Median Wage</th>
<th>Experienced Wage</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Architecture and Engineering Occupations</td>
<td>918</td>
<td>$58,057</td>
<td>$79,580</td>
<td>$75,000</td>
<td>$102,385</td>
<td>Profile</td>
</tr>
<tr>
<td>Arts, Design, Entertainment, Sports, and Media Occ</td>
<td>426</td>
<td>$21,262</td>
<td>$44,032</td>
<td>$41,724</td>
<td>$68,555</td>
<td>Profile</td>
</tr>
<tr>
<td>Building &amp; Grounds Cleaning &amp; Maintenance Occup</td>
<td>442</td>
<td>$20,197</td>
<td>$25,947</td>
<td>$23,410</td>
<td>$33,880</td>
<td>Profile</td>
</tr>
<tr>
<td>Business and Financial Operations Occupations</td>
<td>1,615</td>
<td>$42,485</td>
<td>$59,177</td>
<td>$57,500</td>
<td>$77,912</td>
<td>Profile</td>
</tr>
<tr>
<td>Community and Social Services Occupations</td>
<td>201</td>
<td>$28,448</td>
<td>$35,246</td>
<td>$30,132</td>
<td>$43,912</td>
<td>Profile</td>
</tr>
<tr>
<td>Computer and Mathematical Occupations</td>
<td>2,474</td>
<td>$42,894</td>
<td>$76,663</td>
<td>$80,000</td>
<td>$108,707</td>
<td>Profile</td>
</tr>
<tr>
<td>Construction and Extraction Occupations</td>
<td>458</td>
<td>$30,820</td>
<td>$38,745</td>
<td>$36,400</td>
<td>$47,829</td>
<td>Profile</td>
</tr>
<tr>
<td>Education, Training, and Library Occupations</td>
<td>515</td>
<td>$33,534</td>
<td>$44,443</td>
<td>$41,670</td>
<td>$57,612</td>
<td>Profile</td>
</tr>
<tr>
<td>Food Preparation and Serving Related Occupations</td>
<td>1,395</td>
<td>$17,964</td>
<td>$25,940</td>
<td>$20,800</td>
<td>$38,535</td>
<td>Profile</td>
</tr>
<tr>
<td>Healthcare Practitioners and Technical Occupations</td>
<td>3,914</td>
<td>$59,173</td>
<td>$57,558</td>
<td>$54,818</td>
<td>$80,262</td>
<td>Profile</td>
</tr>
</tbody>
</table>

Rows: 1 – 10 of 21

Source: Online advertised job data

[Image: Table and diagram]
Graph Display Features

Most data tables will also include graph display options with both distribution and interactive features. When viewing a graph, users may hover over any individual element to display the exact data. Many graphs have interactive options in the legend, allowing users to change the data displayed (shown below).

- Hover over the graph to display the actual data values
- Click a **Legend Item** to toggle the display on or off in the graph.
Colors. All graphs have color options to optimize your ability to discern groups more by clicking on the name in the legend key. Simply click the name once more to show it again.

Hover over the graph to display the actual data values
Map Display Features

All area distribution tables include map display options with interactive features. The map indicates the number of unemployed, the job openings, or the number of unemployed per job openings.

**Default Map Display.** By default, the system checks the Map checkbox in the Display Options panel, meaning the area distribution map for the data session displays without having to click the Area Distribution Map bar. (The name of the area distribution map will vary according to the data session you are currently in.)

**Default Ranking and Distribution Options.** By default, the system sets the Area Distribution to County, the Sort Order from Highest to Lowest, and the Records to Display is 10 and the Data Item to Display is Job Openings. Data Item options will vary and you may need to identify a specific occupation, industry, etc.

**Set Ranking and Distribution Options.** When users change the current values in for the Ranking and Distribution options, they must click the Set Ranking and Distribution Options button to apply the new selections to the page. Once changed, the newly-selected values will remain until changed again.

Changing Area Distribution Criteria on the Display Options Panel

**Map Display Options.** For all map displays hover over the map to reveal the following functions for adjusting the view.

**Note:** When working with multiple display and layering features, you may need to click outside the map once in order to activate the hover over features.

- Click the plus sign to zoom in. Click the House icon to return to the default view.
- Click the minus sign to zoom out. Click the House icon to return to the default view.
- Click and hold anywhere on the map, then use the grabber to drag the map and re-center.
Map Search Options. Begin typing a geographic area in the Search textbox, and then select the exact area you want from the dynamic dropdown menu. The dropdown includes place names from all over the United States so be sure you select carefully.

- Use the **Zoom To** link to show details of the location.
- If you have chosen to layer OneStop locations (see below), you can click on a OneStop pin to see the address, and then **Zoom To** its location.

Searching Place Names on a Maps and Viewing OneStop Locations

Map Layering Options. For all map displays, click the **Tool** icon to display all the layering options available for the map. Each layering button is described below (use pictures for reference):

- **Area Labels** – Displays the names of the targeted areas on map (i.e., LWIA numbers, county names, or MSA indicators, based on Area Distribution criteria selected in the Display Options panel).
- **Data Labels** – Displays the data values directly on the targeted area (i.e., LWIA numbers, county names, or MSA indicators, number of job openings.)

Please Note: Data Labels and Area Labels may not be displayed concurrently for the entire map. However, you will see both area and data information for each area when you hover over it.

- **Highways** – Displays highways in red.
- **Major Roads** – Displays major roads in blue.
- **OneStops** – Places pins in the location of each OneStop in the state. Click on a pin to display the OneStop address and use the **Zoom to** link to show the exact location.
- **Heat Map** – Removes the data-sensitive overlay allowing users to focus on other map layers.
- **Change Color Scheme** – Displays options for changing the map color scheme. Updates immediately after selection (shown below).
Hovering Over an Area to View Both Area and Data Information (Viewing Tools Menu)
Map Colors. Changing color schemes can be very helpful when viewing maps at a very high scale. At first, you may try to zoom in to improve your ability to discern color differences. The system offers several color schemes to facilitate distinguishing data groups.
Radius Search. When you click the **Radius** icon, the **Radius Search** panel displays listing the jobs available in the selected area, and offering several tools:

- Use the Radius dropdown to change the size of the radius.
- Use the Address Search features to enter a specific location.

The Radius Search panel allows you to search specific addresses and change the size of the radius.

Using Radius Search to View Job Openings in a Specified Radius
Text or Narrative Display Features

Most data sessions offer users the option to read a narrative summary of the data. This can be particularly useful when dealing with large amounts of data. To help interpret the data, the system will offer a standard narrative and a distribution narrative, if applicable.

Comparing Standard and Area Distribution Narratives

While the standard narrative summarizes each data category, the distribution narrative focuses on only one data category and highlights the highest areas.
Print a Custom Report

When printing Profile data, users have the option of printing just one data display (table, map, graph, etc.) or printing the entire report.

- To print a single data display, use the Print icon that displays in the bottom right corner of each data category.
- To print the report as displayed on the page, use the Print button at the bottom of the page.

⚠️ Be sure to activate your desired data categories and data display options before printing the entire report.

Before using the print button at the bottom of the page, be sure you have selected all the data categories you want to print, as well as the display options such as maps and graphs.

Printing Multiple Data Categories and Data Display Options
When exporting an individual data display, users have several formats to choose from. The available formats are different for tables than for graphs and maps.

For all Profile sessions, click the Export icon to see your available options.

### Tables

When exporting tables, the format options include Excel, Word, or PDF. In all cases the download date and time automatically display at the bottom of the document.

---

### Occupation Profile for Technical Writers in Tennessee

Jobs and Candidates Area Distribution Table

The table below shows the distribution of the number of job openings advertised online, as well as potential candidates in the workforce system for Technical Writers in Tennessee by counties on January 3, 2018 (Jobs De-duplication Level 2).

<table>
<thead>
<tr>
<th>Rank</th>
<th>Area Name</th>
<th>Median Wage</th>
<th>Job Openings</th>
<th>Candidates</th>
<th>Candidates per Job</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Anderson</td>
<td>$54,790</td>
<td>1</td>
<td>12</td>
<td>12.00</td>
</tr>
<tr>
<td>2</td>
<td>Hamilton</td>
<td>$54,790</td>
<td>1</td>
<td>11</td>
<td>11.00</td>
</tr>
<tr>
<td>3</td>
<td>Knox</td>
<td>$54,790</td>
<td>3</td>
<td>14</td>
<td>4.67</td>
</tr>
<tr>
<td>4</td>
<td>Davidson</td>
<td>$54,790</td>
<td>10</td>
<td>14</td>
<td>1.40</td>
</tr>
<tr>
<td>5</td>
<td>Shelby</td>
<td>$54,790</td>
<td>8</td>
<td>11</td>
<td>1.38</td>
</tr>
<tr>
<td>6</td>
<td>Giles</td>
<td>$54,790</td>
<td>0</td>
<td>9</td>
<td>N/A</td>
</tr>
<tr>
<td>7</td>
<td>Blount</td>
<td>$54,790</td>
<td>0</td>
<td>10</td>
<td>N/A</td>
</tr>
<tr>
<td>8</td>
<td>Bradley</td>
<td>$54,790</td>
<td>0</td>
<td>9</td>
<td>N/A</td>
</tr>
<tr>
<td>9</td>
<td>Campbell</td>
<td>$54,790</td>
<td>0</td>
<td>9</td>
<td>N/A</td>
</tr>
<tr>
<td>10</td>
<td>Cheatham</td>
<td>$54,790</td>
<td>0</td>
<td>9</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**Job Source**: Online advertised jobs data  
**Candidate Source**: Individuals with active resumes in the workforce system  
**Wage Source**: TN Dept of Labor & Workforce Dev, Div Emp Sec, LMI  

The median wage is the estimated 50th percentile; 50 percent of workers in an occupation earn less wage, and 50 percent earn more than the median wage. Data is from 2016 survey.

Downloaded: 01/04/2018 11:22 AM

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**Exporting a Profile Table to a MS Word File**
Export Graphs and Maps. When exporting graphs and maps, the format options include JPEG, PNG, SVG, or PDF. The color scheme, area labels, etc., you select will be preserved in the exported version.
Send Links via Email or Social Media (Profiles)

Located at the bottom of the page of most **Labor Market Profile** data sessions, users will see an **Email** link. The system will automatically include a standard message and a link to the data profile. You can edit the message or add additional text, if desired. Otherwise, simply enter your friend’s email address along with your own, and click **Send Message**.
Social Media. When sending a link to the web page via Twitter, Facebook, or LinkedIn, the site name and URL display automatically. You need only log into your account to send the link.
13: Find Additional Resources

Virtual OneStop includes a wide variety of resources to help you use the site.

Assistance Center

Use the Assistance Center features if you need additional help using the system, or you would like to contact a workforce office or provide feedback on the system. The features include access to helpful resources, such as Quick Reference Cards, online videos, and one-stop office listings and email addresses.

Select Other Services ▶ Assistance Center from the Navigation pane.

Accessing Helpful Information Using the Assistance Center Features

As shown above, the About this Site feature describes the overall system features, allowing employers to plan how to best use the system.
**Quick Reference Cards**

Quick Reference Cards explain the main functions of the system and describe navigation methods and shortcuts for each feature. These “cheat sheets” for the system are available in PDF format.

- Select Other Services ➔ Assistance Center ➔ Quick Reference Cards from the Navigation pane.
- Click the PDF link to open the document.

**Please Note:** To be able to use the PDF format, you may need to install Adobe Acrobat® Reader using the link displayed.

![Quick Reference Card](image)

**Accessing the Employer Quick Reference Card in PDF Format**

**Site Map**

The Site Map lists all the service categories and subcategories as links. If users get lost or accidentally navigate away from familiar pages, the Site Map will assist them in finding their way back to their intended location.

- Select Other Services ➔ Assistance Center ➔ Site Map from the Navigation pane.
- Alternatively, click the Site Map link on the Footer Toolbar.
Using Site Map Links to Navigate

Feedback (User Survey)

We want your feedback. Please use the Feedback available at the bottom of every screen to tell us what worked best for you, what caused problems, and what changes we can make to improve the system. We seriously consider all comments for improving the Virtual OneStop system.

Follow these steps to submit your feedback:

1. Click Feedback on the Footer Toolbar

2. Respond to each question using the radio buttons and text boxes provided.

3. When you have completed the form, click Submit Survey. If you want start again with a blank form, click the Reset Survey link.
Email Your Questions

The system includes an email form to ask for assistance. Each customer may configure this link to go directly to their agency feedback form.

Select Other Services ➔ Assistance Center ➔ Email Your Questions.

Follow these steps to create and email a question:

1. Select a subject from the Subject dropdown list.
2. Type the content of your message in the Description box.
3. Click the Send button. You will receive a response from an administrator at your local one-stop center.
Contact Us Directly

The Contact Us page provides extensive contact information for users to contact their local workforce office or Help Desk, if available.

- Select Other Services  Assistance Center  Contact Us from the Navigation pane.
- Alternatively, click Assistance on the Footer Toolbar, then select Contact Us.

Contact Us Tabs

The Contact Us tabs offer many ways to access information on workforce offices, as described below.

- Help Desk – Displays the email and/or phone number of the system Help Desk, if available.
- Location Nearest You – Displays the workforce office nearest you, based upon the zip code for your account, displayed on the Corporate Profile  General Information tab.
- Location Search – Search for workforce offices by county, region, or radius from a specific zip code.
- Map of Locations – For each location, the map displays a pin that users can click to display complete address information along with a link for More Office Details.
- All Locations – Displays all workforce offices in your state.
The **Learning Center** lists the latest online videos on system functionality. As an employer, you will only see those videos related to general and employer-specific functions. You can use the video duration and descriptive information provided on this page to plan your viewing.

**To watch a Learning Center video:**

1. From the **Other Services** menu group, select **Learning Center**.  
   A page displays with the links to videos that are associated with your user type (shown below).

2. Click a Video Title link, to start running that video in a separate browser window.

**Notes:** *In some sites, the Learning Center may be under Other Services ➤ Assistance Center.*

The **General Courses** list includes introductory videos lasting from one to four minutes.

The **Employer Courses** list includes topical videos designed to address employer needs and build confidence in navigating the system.
Site-Specific Resources for Employers

On most Virtual OneStop sites, you will see additional menu options in the Services for Employers or Other Services navigation menus. These options provide access to customized information managed by the local Virtual OneStop site administrator. As shown in the brief examples that follow for each site-specific page, these site-specific resources address employers' need for a wide variety of government and workplace information.

To report any issues, or to comment on available information, use the Contact Us Directly feature described above.

The Service for Employers screen provides quick access to the major site-specific services available in the system. With all the service links in one place, users can explore all areas of the system from this one page.

The Service Listing page includes links to all the services that are important to employers (as shown in the figure below).

Following are brief example of some of these Additional Resources links, and the pages displayed from the indicated links/section, shown above.
Human Resource Information

The Human Resource Information feature provides links to HR-related topics. This tool is useful for determining trends, common employee policies, and problem resolution. Human Resource options may vary depending on the system type.

EEO Information

The system includes a page allowing access to a number of sources for equal employment opportunity (EEO) information.

ADA Home Page
Information on the Americans With Disability Act From the U.S. Department of Justice.

Bridges from School to Work
Presented by the Marriott Foundation, this site offers a school-to-career program model and presents employment issues and opportunities facing young people with disabilities.

Catalyst
A nonprofit organization working to advance women in business.

Diversity: The Bottom Line
Hemisphere, Inc. website devoted to diversity in the workplace includes articles on the initiatives major companies are putting in place, how they measure their success and why diversity is a good investment.

Equal Employment Opportunity Commission (EEOC)
Information on laws enforced by the EEOC, fact sheets and related information.

Equal Opportunity Publications
Since 1968, Equal Opportunity Publications, Inc. (EOP) has led the way from affirmative action to diversity recruitment by publishing career magazines for women, members of minority groups, and people with disabilities.

GSA Office of Equal Employment Opportunity
Equal Employment Opportunity (EEO) is the right of all persons to work and advance on the basis of merit, ability and potential.

Minority Business Development Agency
The Minority Business Development Agency (MBDA) is the only federal agency created specifically to foster the establishment and growth of minority-owned businesses in America. MBDA provides assistance to socially or economically disadvantaged groups who wish to start or expand their own businesses, including African Americans, Native Americans, Puerto Ricans, Spanish-speaking Americans, Eskimos, Aleuts, Asian Indians, Asian Pacific Americans and Hasidic Jews.

U.S. Department of Labor’s Office of Disability Employment Policy
The mission of the Office of Disability Employment Policy (ODEP) is to promote the successful employment and advancement of people with disabilities. ODEP’s mission is to

Human Resources Information

EEO Information
**Labor Relations**

The system includes a page allowing access to a number of sources for labor relations information, such as labor statistics, arbitration links, and labor law topics.

**AFL-CIO**
The AFL-CIO’s mission is to bring social and economic justice to our nation by enabling working people to have a voice on the job, in government, in a changing global economy and in their communities.

**America’s Career InfoNet**
Connecting employment, education, and training services into a coherent network of resources at the local, state, and national level.

**Bureau of International Labor Affairs**
The Bureau of International Labor Affairs (ILAB) carries out the Department of Labor’s international responsibilities under the direction of the Deputy Under Secretary for International Affairs, and assists in formulating international economic, trade, and immigration policies affecting American workers.

**Bureau of Labor Statistics**
The Bureau of Labor Statistics (BLS) is the principal fact-finding agency for the Federal Government in the broad field of labor economics and statistics. The BLS is an independent national statistical agency that collects, processes, analyzes, and disseminates essential statistical data to the American public, the U.S. Congress, other Federal agencies, State and local governments, business, and labor. The BLS also serves as a statistical resource to the Department of Labor.

**Department of Labor Poster Page**
Some of the statutes and regulations enforced by agencies within the Department of Labor require that posters or notices be posted in the workplace. The Department provides electronic copies of the required posters and some of the posters are available in languages other than English.

**FindLaw’s Labor Law Subject Index**
FindLaw is a legal Web site providing a comprehensive set of legal resources on the Internet for legal professionals and consumers. These resources include Web search

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**Government Resources**

The Government Resources screen offers links to various government websites, providing information such as congressional email addresses, legislative information, etc.

**AFL-CIO**
The AFL-CIO’s mission is to bring social and economic justice to our nation by enabling working people to have a voice on the job, in government, in a changing global economy and in their communities.

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**FindLaw’s Labor Law Subject Index**
FindLaw is a legal Web site providing a comprehensive set of legal resources on the Internet for legal professionals and consumers. These resources include Web search
Wellness and Ergonomics
The Wellness and Ergonomics screen offers access to wellness and ergonomics information.

Wellness and Ergonomics Information

Employer Incentives
The Employer Incentives screen offers access to information about employer tax incentives, such as the disabled access tax incentive and the Work Opportunity Tax Credit program.

The system displays a screen (as shown in the following figure) that lists links to various websites containing information on employer incentives. Click the link of the website you want to access.
Wellness and Ergonomics

Select the Staff-Provided Services link to view information about the services workforce center staff members can provide to employers.

A screen appears (as shown in the following figure) listing workforce center services and a link to view the contact information for your local workforce office. If you have questions after reviewing the services on the screen, contact your local workforce center for assistance.

Information on Staff Provided Services and One Stop Locations
14: UI Employer Registration

When using a system with the Unemployment System (GUS) module, employers may register for Unemployment Services, Recruiting Services, or both. With a UI registration, employers can view the status of claims and claimants, review employer charges, file protests, and manage UI appeals. When combined with a Recruiting registration, employers can also access the extensive labor market, job order, and candidate search features available to them.

Agents. Third Party Agents (TPAs) and Professional Employer Organization (PEOs) may also complete an employer registration and assist employers with their unemployment services, recruiting services, or both. Known as “Agents” in the system, TPAs and PEOs must be authorized before using the system on behalf of an employer. In addition, each employer can limit the functions available to an Agent using the privileges feature.

To complete a UI registration:

1. From the Home Page, click the Register button or Not Registered Yet? link.
2. Click Employer as the type of account you want to create.
3. Indicate whether you are a Direct Representative, TPA, or PEO.
   a. (Agents Only) If you are an Agent planning to use the system to assist registered employers, you must choose either TPA or PEO – you may not select both options. As an Agent, you will complete a basic employer registration as described below; however, your options and required fields may vary.

4. Specify whether you want to register for Unemployment Services, Recruiting Services, or both; read and check the Acknowledgement, then click the Continue Registration button.
a. (OPTION – Recruiting Services) By including the Recruiting Services option, UI employers will gain access to the extensive labor market, job order, and candidate search features available in the system. Selecting this option may add additional panels to the registration.

5. The Employer Identification panel may require both your FEID/FEIN and your state Unemployment Insurance ID (UIID), also referred to as a UI Employer Account Number (EAN). When you type each number a second time, the system will confirm a match before allowing you to continue. Click Continue to proceed with the registration.

6. In most cases, the system matches the employer identification you entered to the state’s UI tax account information. Please confirm the Employer Identification and Company Name information is correct. If not, click the Retry button and reenter you identification information.
Verifying Company Information

7. (OPTION – Contact Registration Only) If the system is able to match the FEIN and EAN to an employer in the system, the system offers the option of completing a new contact registration. Click the Create New Contact button to continue.
   
   a. Complete the Login Information and Contact Information panels. You will need to include a valid email address in order to receive confirmation and begin accessing the system.

   b. Click the Continue button. The system will notify the primary contact on the account, who will review your registration information. If your request is approved, you will receive access information in an email notification.
Completing a Contact Registration for an Existing Employer Account

8. Complete the Login Information and Contact Information panels.
   a. Enter a unique user name and password following the blue text guidelines.
   b. Select a security question and enter a response that you will remember. The system may prompt you for your response before letting you regain access to the system after certain system events, such as, resetting your password.
   c. Select your preferred notification method. As a rule, a UI registration will require a valid email address. The system will always send messages to your GUS internal Message Center in addition to your selected preference.
9. Complete the remaining panels, which may vary depending on your site.

   a. If you opt into SIDES E-Response or other account type, you may also need to enter a PIN. SIDES E-Response is a free website that allows employers and TPAs to respond to requests sent from the system. To learn more, click the Learn about SIDES link.
Completing an Employer Registration

10. Click the **Save** button to complete the registration. The system confirms your new UI employer registration.

11. Most systems will require staff validation (via email) before you can log in to your employer account. If you try to log in prior to validation, the system will deny access and inform you that the account is pending email verification.

Attempting to Log in Prior to Receiving Account Validation

Converted Employer Accounts – Initial Login

Many states will create an initial employer account using information from an employer’s tax record. If your employer account information was transferred into the system, you will have received a notification with instructions for logging in.

1. Follow these steps to log into a converted employer account:
2. Enter the username and password you received in the notification.
3. Enter the verification information requested (zip code, phone number, etc.) and click the **Submit** button.
Reset your password and click **Save**. While you will now have access to Unemployment Services, you will need to request Recruiting services, see the next procedure.

Request Recruiting Access

If you have logged in to a converted employer account or if you completed a UI-only registration, you will not have access to the system’s recruiting services. With recruiting access, employer users can access the system’s extensive labor market services, job order creation and posting, and candidate searching features. All of these features are part the services available to users with access as Recruiting Employers.

To request access to Recruiting Services:

1. From the **Quick Menu** group, select **Employer Portfolio** → **Employer Profiles** → **Corporate Profile**.
2. Select the **General Information** tab (if not selected when the profile displays).
3. Scroll down to the **Employer Identification** panel, and click the **Add Recruiting Access** link (as shown in the figure below).
4 Complete fields in any additional panels as required.
   For example, you may need to enter information on your company size, and benefits (all listed
   information is part of the standard UI/Recruiting registration).

5 Click the **Save** button.
   The system notifies the system administrator of your request, and in most cases, you may access
   the system’s recruiting features without delay.
How Employers and Agents Work Together

Once the relationship has been established, the system allows agents to view employer information and carry out UI tasks on behalf of the employer. This section describes the process flow associated with the agent-employer relationship, and includes the following steps:

- **Agents Request to Represent an Employer** – For each employer the agent selects, the system sends a request notification.
- **Employers Activate Agents** – Employers review the agents, activate the relationship, and define the agent’s access privileges.
- **Agents Assist Employers** – Based on privileges defined by the employer, agents perform UI and/or recruiting tasks on behalf of the employer, *in accordance with the privileges granted by the employer.*
- **Employers or Agents End the Relationship** – At any time, either party can choose to inactivate the relationship.

**Request to Represent an Employer (Agent’s View)**

After completing a registration as either a TPA or PEO, agents can begin identifying those employers they would like to represent.

- **To add an employer to represent:**
  1. From the Quick Menu group, select Employer Portfolio › Employer Profiles › Corporate Profiles.
  2. Select the Representing Employers tab from the Corporate folder.
  3. Click the Add Employer link.

   *Note:* The first time the agent adds an employer, the agent will have to search for an employer.
4. Enter a search criteria such as Company Name, FEIN, or UIID and click the Find Employer button.

5. On the Search Results panel, use the Select column to check the employer(s) you want to add, and then click the Select link.

6. (OPTION) To attach a document, go to the Documents tab and click the Upload a Document button. If you have a scanner connected, you may use the Scan a Document button. Be aware that some states will require documentation before enabling your Agent status.

7. Select a Document Description such as Power of Attorney. The Document Tags field allows any text deemed useful to reference the document.

8. Use the Browse button to select the document and click Save. The document will now display on both the Documents tab and the Representing Employers tab along with a link for reviewing the document.

Review an Agent (Employer’s View)

When an agent requests to represent an employer, the system sends a notice to the employer's primary contact. The notice informs the employer of the name of the agent and describes how to activate the agent. In some states, the notification may include a link for the employer to activate the agent without logging into the system.

1. To activate or inactivate an agent, login to the system and go to the Agents tab. The list of agents includes all agents who have established relationships with the employer or have requested to establish a relationship.

2. (OPTION) Select a Document link to view any authorization documents attached.

3. To view agent details and assign privileges, click the Agent Name link or the View link associated with the agent. (Alternatively, to activate/inactivate specific privileges, click the Activate or Inactivate link in the Action column that corresponds to the agent.)
Viewing Privilege and Status Information on Agents

Unemployment Privileges

User Privileges for UI
- Review and respond to claims filed (Statement of Potential Charges/Notice of Claim Filed)
- File a separation notice on a former employee (Form 77)
- Review claimant wage information
- Review and protest employer charges
- Manage appeals
- Request part-time credits
- Respond to SIDES/IDES e-Response requests
- Respond to a Benefits Accuracy Measurement (BAM) request
- Manage Trade Act activities

Type of Agent: PEO (Professional Employer Organization)
Status: Pending  Active  Inactive

Save  Cancel
4. Select (or deselect) the checkboxes that correspond to the privileges you want to grant the agent. You can assign Basic Contact Privileges, Unemployment Privileges, and if your employer account has recruiting access, Recruiting privileges.

5. To activate the agent, select the Active radio button and click the Save button. The system confirms the action by displaying “Success” above the Save button. The agent will receive a notification indicating your company has activated the relationship for unemployment services.

6. To inactivate the agent, select the Inactive radio button and click the Save button. The system confirms the action by displaying “Success” above the Save button. The agent will receive a notification indicating the relationship is no longer active for unemployment services.

Assist an Employer (Agent’s View)

Agents will receive a notification when a company has activated them to represent them for unemployment and/or recruiting services. The agent’s access privileges, as designated by the employer, may limit the types or levels of service they can perform on behalf of the employer.

- To begin assisting an employer, agents click the Company Name link in the Representing Employers tab. The employer’s name will now display in the Services for Employers menu along with a menu for the authorized services (i.e., Unemployment Services, Recruiting Services). Agents may only assist one employer at a time.

Please Note: If the Employer’s Status is Pending or Inactive, agents may not begin assisting the employer.
Assisting and Releasing an Employer (Agent's View)

When assisting a UI employer, agents use the Services for Employers ➤ Unemployment Services menu options to perform all UI services on behalf of the employer. The employer name always displays in the Navigation menu to remind the agent as they work with the employer. (For information on UI functionality for employers, see Chapter 15: Manage Unemployment.)

- To release the employer, click Services for Employers ➤ Release currently assisting: EMPLOYER NAME on Navigation pane.
- To terminate the relationship with an employer, locate the employer on the Representing Employers tab, check the Select column, and then click the Delete link.
15: Manage Unemployment

Implemented in several states, the Geographic Solutions Unemployment System (GUS) offers employers a unique range of unemployment services. With GUS, employers with a UI account can use the system to review UI claimants and charges, file protests, manage appeals, and other UI services. As a UI employer, you may still have access to all the Virtual OneStop recruiting services, such as job orders, candidate search tools, and labor market information. (See the Request Recruiting Access section for more details.)

- Select Services for Employers » Unemployment Services from the Navigation menu or Directory of Services.

Alternatively, use the Unemployment Services widget on your dashboard. The widget displays the most common UI features along with a link to view the full list of UI functions (shown below.)

Claimant Separation Form

Employers use the Claimant Separation Form feature to review all claimants associated with their account, and complete separation forms related to UI claims.

- Select Services for Employers » Unemployment Services » Claimant Separation Form from the Navigation menu or Directory of Services.
The **Claimants** tab lists all claimants associated with your account. When these claimants filed their UI claim, the tax records indicated that they worked for you during the base period. For each claim, you received a Statement of Potential Charges explaining your charge liability. The notification specified the claimant's Reason for Separation and requested your input if the reason for separation is anything other than **Lack of Work**.

**STATEMENT OF POTENTIAL CHARGES (NOTICE OF CLAIM FILED)**

<table>
<thead>
<tr>
<th>Name</th>
<th>Social Security #</th>
<th>Last Day of Work</th>
<th>Reason for Separation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elizabeth Parker</td>
<td>XXX-XX-xxxx</td>
<td>1/1/2015</td>
<td>Layoff</td>
</tr>
</tbody>
</table>

On 1/1/2015, your company was listed on the above named claimant(s) job seeker’s application for unemployment insurance as a place of employment during the last 18 months. In order to properly determine eligibility for unemployment benefits and to ensure benefits paid are properly charged in the Louisiana Unemployment Insurance Program, we may need additional information from you regarding the reason for separation.

If the reason for separation is anything other than a layoff or reduction in workforce, you MUST provide documentation to support your decision, such as company policy, employee's signed agreements, any past documented issues, etc. THIS INFORMATION MUST BE RECEIVED WITHIN 10 DAYS FROM THE DATE OF THIS NOTICE. If no response is received, an eligibility determination will be made based upon available information and your account will be charged accordingly. The fastest and most efficient way to submit your documentation is to access your Employer Dashboard on our HIRE website (www.laworks.net/hire). Documentation can also be faxed to 225-346-6069 or mailed to our office using the address listed above:

- Most recent beginning date of employment with your company
- Most recent last day worked with your company
- Total wages earned during most recent employment with your company

**Notification Sent to Employers in Base Period**

1. **To complete the separation form online:**
   - Click the **Needs Response** link.
   - **Are you a SIDES Employer?** Many employers use the SIDES website to manage their UI claims and communication. For SIDES employers, the system will open the SIDES website with the claimants referenced. Complete the response and submit it to the state and the data will transfer over to the Virtual OneStop GUS site.
3 Review the **Claim Summary** and the **Work History** information supplied by the claimant when filing the claim.
Completing a Separation Statement on GUS

4. After reviewing the claimant’s work history dates and separation reason, enter your own *Separation Reason* and provide an explanation.
Entering Separation and Rehire Information

5 Enter any additional Benefit Payments you have made (or will make) to the claimant including any Pension/Retirement Information.

Entering Information on Additional Payments and Pension

6 Review any Fact Finding Forms that the claimant completed on registration. These may provide additional information regarding the separation reason entered by the claimant.
7. When you have completed all required fields, click the **Save** button. The system automatically sends the form to UI staff for review.

**Separation Notice Alleging Disqualification**

Employers use the **Separation Notice Alleging Disqualification** feature to submit separation information for all separations not attributable to *Lack of Work*. While state rules vary, employers may need to complete the separation notice within three days of the separation date. If not submitted within 72 hours of the employment, employers may lose their appeal rights.

1. Select **Services for Employers** ➔ **Unemployment Services** ➔ **Separation Notice Alleging Disqualification** from the Navigation menu, or Directory of Services.

Follow these steps to complete and submit a Separation Notice Alleging Disqualification:

1. Click the **Add a New Separation Notice** link.

   **Note for Guest Users:** If you do not have an employer account, you may begin on the site’s Home Page. You will complete the same form described below; however, you will also need to enter your employer identification information.

2. Enter the **Employee Information** (name, SSN, work history dates, etc.) and separation reason, along with your own **Separation Reason** and explanation.
Entering Employee Information and Separation Reason

3. Enter Benefit Payments information such as additional payments you have made (or will make) to the claimant including any pension.

4. Use the Separation Attachments panel to upload documentation associated with the separation. UI staff may use the documentation to make a determination on the reason for separation.

5. Click the Browse button and select a file from your directory. You may upload more than one file. Use the Remove link when necessary to remove a file from the list.

Entering Payment Information and Uploading Attachments

6. Click the Save button.
Potential Charges

Employers use the **Potential Charges** feature to review the maximum charges that would be applied to their account if a claimant were to exhaust all benefits available on the UI claim.

Select Services for Employers   Unemployment Services   Potential Charges from the Navigation menu or Directory of Services.

Follow these steps to file a protest of potential charges:

1. Review the claimants and associated charge amounts. Use the View Determination link to view the Statement of Potential Charges (Notice of Claim Filed) that all affected employers receive when a claim is filed against their account. The notification specifies the claimant’s Reason for Separation and requests your input if the reason for separation is anything other than Lack of Work. You have the option of mailing the form or completing the form online. (See Claimant Separation Form above.)

2. Use the File a Protest link associated with the employee.

   **Note:** If you are filing a protest for charges already assessed, go to the Employer Charges tab. See the Current Charges section.

3. Enter a reason for the protest and click the Save button.

Filing a Protest of Potential Charges

Current Charges

Employers use the **View & Protest Employer Charges** feature to review current charges applied to an account and file a protest when necessary.

Select Services for Employers   Unemployment Services   View & Protest Employer Charges from the Navigation menu or Directory of Services.

The Employer Charges Summary table lists charges for each claimant by quarter. The table displays your Employer Liability Percentage used to calculate charges for each benefit payment – the percentage equals the total wages earned by the claimant (from all base period employers) divided by the wages earned from you.

Use Filters. Select a specific quarter or enter a specific individual and click the Filter link. The table will refresh to display only matching records.

Follow these steps to file a protest of potential charges:

1. To protest charges, click the File Protest link that is associated with the claimant.
Note: State rules may prevent you from filing a protest. For example, some states will not allow the base period separating employer to file a protest.

2. Select a Protest Reason and enter a Description for the protest.

3. Click Save. When UI staff have resolved your protest, you will receive a notification explaining the resolution.

Appeals

Employers have access to complete information on all claim determinations associated with their account as well as any appeals filed against those determinations. The Appeals module integrates with other areas of the Virtual OneStop system, such as the internal messaging system and the appointment center to keep employers fully up-to-date on the progress of an appeal.

Select Services for Employers » Unemployment Services » Appeals from the Navigation menu or Directory of Services.

Appeals Process Flow. Typically, the process flow of an appeal passes through the same steps. Keep these steps in mind as you explore the options available when filing and managing an appeal.

1. A claimant or employer files an appeal on a determination.
2. UI staff review the appeal.
3. UI staff review the contacts tied to the appeal and issues subpoenas, when necessary.
4. UI staff create a case file that includes all the necessary claim documents.
5. UI staff schedule a hearing.
6. A Hearing Officer conducts the hearing with all parties, usually by telephone.
7. An Administrative Law Judge writes a decision on the appeal.
8. The system incorporates the results of the decision into the claim. Any changes to benefit payments and/or charging are calculated and notifications sent out.
File an Appeal

Employers use the **Determinations** tab to review existing determinations and appeal decisions associated with their account. Employers have the right to appeal most determinations in order to present testimony and evidence that could reverse the determination.

Select **Services for Employers** ▶ **Unemployment Services** ▶ **Appeals** from the Navigation menu or Directory of Services; then select the **Determinations** tab.

The **Determinations** tab lists determinations by claimant name and groups them by determination type, such as **Monetary Determinations**, **Non-Monetary Determinations**, etc. If a determination already has an appeal associated with it, you will see an **Appeal ID** link in the View Appeal column and you will not be able to file another appeal. However, once a decision has been rendered, you may be allowed to appeal the decision which will be listed using the **Appeal Decisions** table.

Follow these steps to appeal a determination:

1. Select the **Determinations** tab. Review the summary information for the determination, and click the **View Determination** link to see the actual determination document.

2. When you are sure you have identified the determination (or decision) you want to appeal, click the **File Appeal** link.

3. Enter the reason for the appeal and click the **Next** button to advance to the next page of the Appeal Wizard.

**Note:** If you try to exit before you click the **Finish** button that creates the appeal record, a pop-up window will ask you to confirm that you wish to exit the Appeal Wizard before finishing. If you need to review previous pages, use the **Back** button – do not use your browser’s back button as you may lose the data you already entered.
Filing an Appeal on a Non-Monetary Determination

Note on Late Filing: Once you click File Appeal, you may find that the time limit for an appeal has passed. The system uses the Determination Date to calculate whether the appeal is timely. As a rule, UI claims allow 15 days to appeal a determination. (DUA claims allow 60 days.) If the time limit has passed, you can submit a request for late filing using the contact information on the screen. Be sure to reference the determination and give your reason for the late filing.

4. (OPTION) You may associate Counsel Contacts to the appeal. If a checkmark displays in the Select column, this person may receive notifications about hearings, decisions, and determinations related to this appeal.

   a. To enter a contact, click the Add New Contact link.

   b. Complete the form and click Save. You should provide complete contact information for each individual including phone, address, and e-mail.

      Adding a New Counsel Contact

   c. Verify the Select checkbox shows a checkmark for all contacts you wish to associate with this appeal; then click the Next button to advance.
d. To edit an existing contact, click the Contact Name link. Use the Delete link to remove a contact from the list.

5. (OPTION) You may also associate Witness Contacts to the appeal. If a checkmark displays in the Select column, this person may receive notifications about hearings, decisions, and determinations related to this appeal. (Same function options as shown above for Counsel Contacts.)

   a. Subpoena Request Option. To ensure an individual participates in the hearing, you may select Employer Subpoena as the Contact Type; then enter a reason for the subpoena. If the subpoena is approved, the witness will receive the subpoena after the hearing has been scheduled.

   b. Subpoena Information. To request a subpoena, enter a note detailing the reason for the request below.

   c. Click Upload to attach the document to the appeal.

6. (OPTION) You may use the Supporting Document Uploads page to upload one or more supporting documents. Staff will append these documents to the case file for the appeal where they will be accessible when conducting a hearing, making a decision, etc.

   a. Click the Browse button to search your directory for a file to upload. (The button may also be called Choose File depending on your browser).

   b. Select the document you wish to upload and click the Open button. The document will now display in the Browse window.

   c. Click Upload to attach the document to the appeal.
Selecting a File to Upload and Attach to the Appeal

7. Finally, you may indicate whether you need an interpreter. If so, select Yes on the Interpreter panel; then select a language from the dropdown, which lists over 150 languages alphabetically.

8. Click Finish. The system displays the on-screen confirmation. You will also receive an official notification acknowledging receipt of your appeal.

Requesting an Interpreter and Finishing the Appeal Wizard

This message confirms the Tennessee Department of Labor & Workforce Development has received your Unemployment Insurance Appeal. You will be sent an acknowledgment of appeal letter with further explanation and instructions. Please note: If your claim(s) have multiple disqualifications and/or overpayments, you will need to appeal and overcome all denial/disqualifications to receive payments on your unemployment insurance claim.
Existing Appeals – Review Status

Employers use the Appeals features to manage activities related to existing appeals. For every appeal associated with your employer account, the system automatically notifies you of important events, such as, hearings, decisions, special requests, etc. At any time, you may review the current status of an appeal to assess the progress.

1. Select Services for Employers ▶ Unemployment Services ▶ Appeals from the Navigation menu or Directory of Services.

The Appeals table lists all appeals associated with the account, whether filed by the employer or by a claimant. Some appeals may already have a decision associated with them. If so, you may review the decision and, if necessary, file an appeal.

Use the following functions to begin reviewing appeals from the Appeals tab.

2. Use the View Appeal link to open details of each appeal. The Docket Number for the selected appeal will display in the Select Appeal panel on the Appeals Filed tab. (Alternatively, access the same page by clicking the Claimant or File Date link; or use the Appeal Number link on the Determinations tab.)

3. Use the View Filing link to view data entered when the user filed the appeal.

4. Use the Determination link to view the original determination notice associated with the appeal.

5. Use the Add Contacts link to associate counsel, witnesses or other individuals to the appeal.

The Appeals Filed tab provides detailed information for all appeals associated with your account. If you have more than one appeal associated with your account, use the Select Appeal dropdown to switch over – the menu lists each appeal by docket number.
The **Appeal Information** panel provides a snapshot of the appeal, allowing you to reference the Docket Number, Appeal Date, Appellant, and Appeal Authority. Use the **Determination** link to view the actual determination under appeal.

The **Appeal Status** panel details the most recent activity along with any pending steps. As the appeal progresses, each step will be referenced, along with the results, schedules, reasons for delay, etc.

- The blue text at the top of the panel displays the **Current Status** of the appeal.
- A green checkmark indicates a step has already been addressed.
- A yellow flag indicates a step has been initiated but is not yet complete.

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### Reviewing Appeal Status – Initial Stages

Several functions are accessible from the **Appeal Status** panel, with additional links added after the hearing is scheduled.

- Use the **Request Records** link if you want to receive a copy of the case file prepared for this appeal. The case file may include information on the claim registration, the claimant’s work history, payment history, etc.

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### Requesting Records for an Appeal

- If you are the appellant, you may use the **Withdraw Appeal** link to request that the appeal be withdrawn. You need only select a reason and enter an explanation in your own words. The **Appeal Status** panel will update to reflect your request, and after review, the response from the appeal staff. (If the claimant was the appellant, the **Withdraw Appeal** link is not available.)
Requesting to Withdraw an Appeal

- Use the Add Contacts link to provide information on individuals (counsel, witnesses, etc.) you would like to attach to the appeal. If you are the appellant, you saw the same screens when originally filing the appeal, and you may now edit or add to your initial entries.  (For more information, see the Add Contacts steps in the File an Appeal section above.)

Adding New Contacts to an Appeal

- Use the Upload Documents link to attach a document to the appeal. Once uploaded, UI staff will be able to access the file, incorporate in the case file (if necessary), and access during the appeal hearing.

Note: Upload controls will vary depending on the browser you are using.
Requesting Records for an Appeal

Once a hearing has been scheduled, additional links become available for employers. Each link creates a request which the appeal staff will review.

- **Use the Request Subpoena link** to request an existing contact receive a subpoena for the appeal hearing. You may also add a new contact. In order to request a subpoena, you must select a subpoena Contact Type such as Employer Subpoena.

Requesting a Subpoena for an Appeal

- **Use the Postpone Appeal** to request the appeal be put on hold and/or the hearing be scheduled for a later date. You will need to select a reason and enter an explanation in your own words. The Appeal Status panel will update to reflect your request, and after review, the response from the appeal staff.

- **Use Request Continuance link** to allow time to provide additional information to be included in the hearing. You will need to select a reason and enter an explanation in your own words. The Appeal Status panel will update to reflect your request, and after review, the response from the appeal staff.
Requesting a Continuance or to Postpone the Appeal

Appeal Hearings

Once scheduled, the system displays the date and time of your appeal hearing on the Appeal Status panel, as well as on your Appointment calendar. While most hearings are conducted by phone, the panel will list any special instructions or location information along with the appointment.

After the hearing, employers still may use one of the available links to make a request to the appeals staff. Please note that several link options are no longer available, such as requesting to withdraw the appeal, or request records. Employers, whether the appellant or appellee, must now await the decision of the Appeals Tribunal.
Appeal Decisions

Once a decision is rendered, employers will receive a notification which includes an attachment of the decision document. The document is always accessible from Appeals Decisions panel on the Determinations tab.

Reviewing the Appeal Decision

After reviewing the decision, employers have the option to appeal the decision to a higher authority.

- Use the Appeal Decision link located on the Appeal Status panel or Appeals Decisions panel on the Determinations tab.
When appealing a decision, employers complete the same Appeal Wizard used when filing an appeal of a determination. (See [File an Appeal](#) above.)
Trade Act Affected Employees (TRA Employers Only)

Use Unemployment Services › Enter Trade Act Affected Employees to enter or upload a list of employees that potentially would be affected by a Trade Act petition. This feature only displays for employers who are tied to a Trade Act petition.

- When you select a Petition Number from the dropdown menu, the table refreshes to display all affected employees.

Employees Affected by Trade Act Petition

(OPTION 1) Manual Entry. Follow these steps to add an individual TRA affected employee:

🌟 Before starting, be sure you have selected the correct petition. Review the current list of affected employees to avoid adding duplicate records for the same employee. Use the Employee Name link to view more details of a specific employee.

1. When ready, click the Add Employee link.

2. Enter the employee's name and contact information.

   a. In the TRA Information panel, the system will use the SSN you enter to see if the employee is already a registered user and, if yes, display SSN (VOS User), or, SSN (Not in VOS).

      i. The system also checks if the SSN is already tied to the petition. If so, you cannot continue.
3. Click the **Save** button.
   
a. If registered in the system, the employee will receive a Trade Benefit notification that references the TAA Petition and the employer. The notification explains in detail the benefits and requirements of the TAA programs.
   
b. If the employee has not yet registered, they will receive the notification when they complete a Virtual OneStop or UI Claim registration.

![TRADE BENEFIT NOTIFICATION](image)

**Trade Benefit Notification Sent to Employee When Registered User**

(OPTION 2) **Mass Import.** Follow these steps to use the Mass Import feature for numerous TRA affected employees:

1. Click the **Import Trade Affected Employees** link to see instructions for uploading a list of trade-affected employees into the system.
2. Click the **Download Data Upload Spreadsheet to Import Trade Affected Employees** link and save the Excel file to your computer.
   
a. Be sure to click the **Enable Content** button located on the Excel worksheet to enable the macros.

b. Begin adding and/or importing data by following the step-by-step instructions which accompany the Excel worksheet, and are usually located on a separate worksheet tab.

3. When you have completed the spreadsheet, click the **Browse** button, select the file, and then click the **Upload** button.

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**TRA Employment Information (TRA Employers Only)**

Use **Unemployment Services → Complete TRA Request for Employment Information** to review the current status of TRA applications and complete employment information. This feature only displays for employers who are tied to a Trade Act petition.

After users have entered TRA-affected employees into the system and completed the basic TRA applications, employers will receive a notification informing them to complete the employer-portion of the TRA application.

Follow these steps to complete the employer portion(s) of the application.

1. Select **Unemployment Services → Complete TRA Request for Employment Information** from the Navigation menu or Directory of Services. (Alternatively, use the **Site Link** displayed on the notification or the actual document, *as shown above.*)
2. Select a Petition Number from the dropdown menu, the table refreshes to display all affected employees.

3. Enter all required information for the first page of the wizard (Last Occupation), and click the **Next** button. Complete using the **Next** button until you have completed the wizard.

4. Once completed, use the **View Request for Employment Information** link to review the form.

5. If you have not already done so, click the **Submit Subsequent Employment Information** link to complete the additional information requirement.
6. Once completed, use the View Subsequent Employment Information link to review the form.

Mass Layoff

Registered employers use Unemployment Services ▶ Mass Layoff to enter or upload a list of employees that will part of a mass layoff. The system then uses the list to match new and existing claimants, expediting claims processing based on state business rules.

Follow these steps to upload a mass layoff data into the system:

1. Select to Services for Employers ▶ Unemployment Services ▶ Mass Layoff from the Navigation menu or Directory of Services.
Importing a Mass Layoff File into the System

2. Click the Create Mass Layoff Employee List button and read the on-screen instructions. 
   **Note:** Some systems also offer a Partial Claim option – see next section.

3. Click the Download Data Entry Spreadsheet to Import Claimants link and save the Excel file to your computer.

---

Entering or Importing Data into Excel Worksheet - Instructions Provided

a. Be sure to click the **Enable Content** button located on the Excel worksheet to enable the data entry features of the document.

b. Begin adding and/or importing data by following the step-by-step instructions which accompany the Excel worksheet, and are usually located on a separate worksheet tab. As an alternative to data entry, you can create a .csv file with the employee information and use the **Import Data** button on the Excel spreadsheet.

c. Use the **Export Data** button on the Excel spreadsheet to create the Comma Delimited (.csv) file for upload into the system.
4. When you have completed the spreadsheet, click the **Browse** button, select the file, and then click the **Upload** button. The system will confirm the upload and indicate the number of records that were successfully uploaded.

5. To review, click the **Employees** link on the **Mass Layoffs** tab associated with the Layoff Date in the uploaded file. The system displays all employees from the uploaded file, with a green checkmark in the **Used** column to indicate the employee already has a claim in place.

6. To view details on a specific employee, click the **View** link that corresponds to the employee.

**Partial Claims**

*(Not available in all systems.)* Using the **Mass Layoffs** tab, employers can upload Partial Filed Claims into the system. Claims are created or modified based on the spreadsheet and business rules, and functionality is similar to the **Mass Layoffs** feature described above.

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**Reviewing Employees Associated with Mass Layoff (and Partial Claims)**

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Appendix A: Common System Tools

Many tasks recur in different areas of the system and often involve multiple options for completing the task. This Appendix describes those tasks that users perform in much the same way throughout the system.

For example, whether looking for jobs, searching for candidates, or researching labor market data, users must define the geographical area for the data. In the topic below, Select an Area, the user will find a description of all the methods and paths used to select a geographical area.

Define the Search Area

Geography is a key parameter for any search task, whether it involves jobs, training options, candidates, or labor market information. For all these tasks, Virtual OneStop offers several interactive tools to define the geographical area of your search. After using the system, you may find you prefer one method over another; for example, selecting the area by zip code or county or by using an interactive map. No need to worry, your preferred method will be available whenever you have to perform this task.

On every search screen, the current search area will display for you to review and modify, if necessary. Once you change the area, the new location will continue to display as the default location until you select a different area.

1. To change the current search area, click the Area link. (The actual text of the link will reflect the County, Region, Zip Code, etc., currently used.) There are two methods for selecting a new search area.

2. (OPTION 1) Dynamic Dropdown Menus. Review the options currently selected. The Area Type dropdown option selected (e.g., County, Zip Code) determines the menu options available for the specific area.
   a. Select a new Area Type, if necessary; and wait for the Specific Area menu to repopulate.
   b. Select the specific area for your search.

   Note: If you selected to use zip codes, you can select a radius (in miles) beyond the zip code to include in the search area.
   c. Verify the new area displays correctly. To reset the area again, click the Area link again.
3. **OPTION 2) Interactive Maps.** Click the **Select by Map** link.

![Select by Map Option](image)

- **Drill Down.** Depending on the map type you choose, you can drill down to a specific Workforce Investment Region, county, metropolitan area, etc. As shown below, if you begin with the entire state, you select the Area Type options, which are depicted as maps. Select a **Map** or **Area Type** link to use that option.

![Selecting a Geography Parameter](image)
Use the dropdown menu to select a new area. As shown below in the map for Workforce Investment Regions, labels and color-coding will help you identify the area you want.

![Map of Florida with color-coded areas](image)

**Selecting an Area Using a Color-Coded Map**

4. With your new area selected, the system returns you to the search screen. From there, you may use the new search area with all applicable search tab and search criteria options. In the example below, the **Search Criteria** panel displays with the new **Area** that this search will use.

![Search Criteria panel](image)

**Quick Résumé Search Tab**
Select an Occupation

At several points in the system, users will need to identify a standard occupation code as part of a task. For example, job orders must be associated with a standard occupation, and labor market research can be based on occupation codes.

The Virtual OneStop system includes all the standard occupational titles and code numbers issued by the Occupational Information Network, or O*NET. When you select an O*NET occupation title, the unique O*NET code number will also be selected.

- For each task requiring an O*NET occupation, the system will open the six options for finding an occupation. Above the tabs, the page displays links of your most recently selected occupations. If you see one that applies, you may click the Occupation link and return to the task at hand.

Here are your most recently selected and/or desired occupations.

<table>
<thead>
<tr>
<th>Occupations by Group</th>
<th>Occupation Listing</th>
<th>Occupations by Education Program</th>
<th>Occupations by Military Specialty</th>
<th>Occupations by Occupation Code</th>
<th>Occupations by License</th>
</tr>
</thead>
</table>

[Helpers--Carpenters]

Use these links to return to a previously selected occupation.

For each task requiring an O*NET occupation, the system will open the six options for finding an occupation. Above the tabs, the page displays links of your most recently selected occupations. If you see one that applies, you may click the Occupation link and return to the task at hand.

Search for an occupation by keyword(s)

Type a job title or occupational keywords in the box and click the Search button.
(e.g. Accountant)

Accountant

Search

Click Occupation Listing to see an alphabetical list of all available occupation titles.

Click Occupations by Military Specialty to enter a military occupational specialty

Searching for an Occupation by Keyword

The sections below describe how to use each of the six Occupation tabs to search and identify an appropriate occupation for your task.

Occupations by Keyword

The most common occupation search method, the keyword search, is fast, intuitive, and allows you to enter your own terminology. For example, if you enter the word “child” as the keyword, your search will uncover several related occupations as well as spelling variations: childcare (or child care), child welfare, childhood, etc. And since the system also searches a description of the occupation, your keyword or phrase need not even be part of a typical occupation title. For example, if you enter “CNA” for Certified Nursing Aide, the list will include occupations with “CNA” in the General Description of the occupation as well as those with the acronym CNA in the Occupation Title.

- Enter a whole or partial word in the Keyword text box, and click the Search button. By default, the system will return all occupations that contain your entry (letters, word, or phrase) in the O*NET Title, the General Occupation Title (“lay” job title,) or the Occupation Description.
Occupations by Group

This search method allows you to drill down through industry groupings until you find your occupation. Organized in a hierarchical structure, the O*NET occupation database assigns each occupation to specific groups and categories. Users can browse a list of categories and drill down to show all occupations in the group. You may move up and down the hierarchy and read complete job descriptions until you identify the best match for your needs (job order, research activity, etc.).

- Click a **Group Name** or the plus sign + to show the occupations (or groups) within an occupational category. Continue expanding the list until you see the occupation you want. Once you click an **Occupation Title** link, the system will automatically populate the title and return you to the task at hand.

Selecting an Occupation within an Occupation Group

Select an occupation by occupation group

Search for an occupation by clicking "+" or by clicking the occupation group title.

- **Occupation Groups**
  - Architecture and Engineering Occupations
  - Arts, Design, Entertainment, Sports, and Media Occ
  - Building & Grounds Cleaning & Maintenance Occ
    - Building Cleaning Workers, All Other
    - First-Line Supervisors of Housekeeping and Janitorial Workers
    - First-Line Supervisors of Landscaping, Lawn Service, and Groundskeeping Workers
    - Grounds Maintenance Workers, All Other
    - Janitors and Cleaners, Except Maids and Housekeeping Cleaners
    - Landscaping and Groundskeeping Workers

Occupation Listing

This method allows you to browse a complete list of occupational titles. Even though there are thousands of titles, you may be able to identify the best title simply by finding the title on an alphabetical list.

- Click the **Letter** link that begins the full title of the occupation. For example, for Registered Nurses, you would go directly to ‘R’; then select the best match using the **Occupation** link.
Selecting an Occupation from the Alphabetical List

**Occupations by Education Program**

When tying training programs to an occupational objective or job skills, it makes sense to begin with the educational programs. For each education program, the system will list the targeted occupations. This approach may help when trying to classify the job skills of an individual/candidate with recent training and/or little job experience.

- Click a **Letter** link that begins the full name of the education program, then highlight a program and click **Continue**.
- Review the list of occupations that the education program typically supports, then select the best match using the **Occupation** link.
Occupations by Military Specialty

Job seekers with a military background may challenge employers when it comes to understanding job experience and skills. To help interpret credentials from candidates with a military background, Virtual OneStop allows employers to cross-reference a military occupation to an O*NET-defined civilian occupation. Once linked to a civilian occupation, the system will use the associated skills and information to facilitate candidate searches, etc.

There are four ways to search the Military Occupational Specialty (MOS) database, using the links in the Select an Occupation panel.

► (OPTION 1) Follow these steps to search by Military Occupational Specialty:

1. If not already displayed, click the Military Occupational Specialty link.
2. Select a Branch of Service from the drop-down menu. The Personnel Category menu will populate based on your selection.
3. If known, select a Personnel Category from the drop-down menu. The MOS code dropdown menu will populate based on your selection.
4. If known, select a MOS code from the drop-down menu, and click Continue.
5. Select a **Civilian Occupation** from the list of corresponding civilian occupations.

(OPTION 2) Follow these steps to search by (MOS) Code:

1. If not already displayed, click the **(MOS) Code** link.
2. Enter the MOS code in the box provided.
3. Click the **Search** button.
4. Select a **Civilian Occupation** from the list of corresponding civilian occupations.
(OPTION 3) Follow these steps to search by Keyword:

1. If not already displayed, click the Keyword link.
2. Enter a job title or occupational keyword in the textbox and click the Search button.
3. Select the appropriate Military Occupation from the list and click the Continue button.
4. Select a Civilian Occupation from the list of corresponding civilian occupations.
(OPTION 4) Follow these steps to search by Branch of Service:

1. Click the Branch of Service link.
2. Select a Military Branch and click the Continue button.
3. Select the appropriate Military Occupational Specialty from list and click the Continue button.
4. Select a Civilian Occupation from the list of corresponding civilian occupations.
Occupations by Occupation Code

This tab allows you search for occupations using the O*NET numeric code. The O*NET database gives every occupation a unique code number that you can use to bring up the occupation record.

- Type in the whole or partial O*NET Code and click Search. The system will display a list of occupations matching the code. Review the occupation(s), then select the best match using the Occupation link.
The last method allows you search for occupations based on an occupational license. Many licenses may be valuable in fields not readily identified by the license name.

- Click a Letter link that begins the full name of the license, highlight a license, and click Continue. The system will display a list of occupations matching the licensure.
- Review the occupation(s), then select the best match using the Occupation link.
Common System Tools

Occupation Search Results

When reviewing the occupation search results, the following indicators can help you identify the ideal occupation. They are based on data from the U.S. Department of Labor.

- **Bright Outlook Nationally** icon indicates a high national demand for the occupation.
- **Bright Outlook Statewide** icon indicates a high statewide demand for the occupation.
- **Green Occupations** icon indicates the occupation qualifies as a green occupation.

On the **Search Results** screen, the following features are available:

- You may review the Search Criteria used for the search, that is, the selections and/or entries you made for the results list you are viewing.
- When you select an **Occupation** link, the system will populate the appropriate field and return you to the task at hand.
- If you need to perform a new search, click the **Change Search Criteria** button to review and revise the current search criteria.

Select an Industry

The North American Industry Classification System (NAICS) was adopted in 1997 to replace the Standard Industrial Classification (SIC) codes. At several places in the system, users will need to identify the standard NAICS code for an industry. For example, employers need to identify their industry as part of employer registration. In addition, they will need to identify a NAICS code before research labor market information for an industry.
The system provides multiple search methods for selecting the appropriate NAICS code.

**Industries by Keyword**

The keyword search is the most common search method for industries. You need only choose a keyword that best defines your industry.

- Enter an industry keyword in the textbox and click the **Search** button. Review the list of industries that match your keyword search and click the **Industry Title** that is the closest match.

**Industries by Sector**

This search method allows you to drill down through industry groupings and even select a higher level grouping as you final selection.

- Click a **Sector Name** or the plus sign + to expand the sector list. Continue expanding the list until you see the industry you want. Once you click an **Industry Title** link, the system will automatically populate the title and return you to the task at hand.
Industries by Sector Search

Industry Listing

This method allows you to browse a complete list of industry titles. Even though there are thousands of titles, you may be able to identify the best title simply by finding the title on an alphabetical list.

- Click the Letter link that begins the full title of the industry. (For example, for Office Furniture, you would go directly to ‘O’, then select the best match using the Industry Title link.)

Industries by Industry Code

The last method allows you search for industries using the numeric NAICS code. Depending on the level of specificity, a NAICS can have anywhere from 2 to 6 digits. More digits means more precision, but the system will alert you when a complete NAICS code is required.
Enter a partial or complete NAICS code in the field provided, and click the Search button. Once you click the Industry Title link, the system will automatically populate the title and return you to the task at hand.

Select an Education Program

In many instances, employers must identify an education program as it exists in the database. The system allows searching by a wide variety of variables.

Educational Programs by Keyword(s)

The keyword search is the most common search method for education programs. You need only choose a keyword that best defines the program.

- Enter a keyword in the textbox and click the Search button.

- Review the list of programs that match your keyword search and click the Program Title that is the closest match.
Reviewing Program Search Results

Educational Programs by Area

This search method allows you to drill down through high-level education topics until you find the program. You may begin with very broad categories, such as, Agriculture, Engineering, Psychology, etc., and refine your search one click at a time.

- To show the programs (or topics) within an educational category, click a Program Area or the plus sign +. Continue expanding the list until you reach the program type you want; then click the Program Title link to view details about the program.
Selecting a Program from an Area Category

**Educational Program Listing**

This method allows you to browse a complete list of program titles. Even though there are thousands of educational programs, you may be able to identify the best program simply by finding the program on an alphabetical list.

- Select the **Letter** link that begins the full title of the educational program. (For example, for Registered Nurses, you would go directly to ‘R’, then click the **Program Title** link to view more information about the program.)

Source: Florida Department of Education
Selecting a Program from the Alphabetical List of Programs

**Educational Programs by Occupation**

This method ties educational programs with related occupations. In this case, you first view a list of occupations then select among the educational programs that lead to that occupation.

- Select the **Letter** link that begins the full title of the occupation and click the appropriate **Occupational Title**. Next, select a **Program Title** link to view more information about the program. (To select a different occupation, click **Change Occupation** at the bottom of the page.)
Searching Programs by Occupation

**Educational Programs by Career Cluster**

This method focuses on career clusters that group occupations and broad industries based on commonalities. The 16 Career Clusters combine academic and occupational knowledge/skills into a coherent course sequence that includes pathways from education programs (secondary schools, vocational schools, colleges, etc.) as well as the workplace.

- Click the **Career Cluster** or the plus sign \( \text{+} \) to show the programs (or topics) within a career cluster. Continue expanding the list until you reach the program you want; then click the **Program Title** link to view details about the program.
The last method allows you search for education programs using the Classification of Instructional Programs (CIP) code. Depending on the level of specificity, a CIP code can have either 2, 4, or 6 digits. More digits means more precision, but the system will alert you when a complete CIP code is required.

- Enter a partial (2 or 4 digits) or complete (6 digits) CIP code in the field provided and click the Search button. Once you select a Program Title link, the system will automatically populate the title and return you to the task at hand.

**Educational Programs by Code (CIP)**
Formatting Controls

Many formatting options are available when using large text field fields for Job Descriptions, Job Order Summaries, etc. Users can customize their text entry using the standard formatting tools found in most word-processing programs.

Users may apply formatting to the text they enter or copy and paste text from other sources.

Use Formatting Tools

Simply highlight the text or specify the cursor location, and select a formatting Icon or menu option you want to apply. Hover over any icon to display its function.

To view the function of a particular icon, hover over it to display a description. Many of the available icons and their uses are described below:

- **Format** Controls the appearance of the paragraph or selected text. Menu options include pre-set text formats such as *Heading 1*, *Heading 2*,

- **Font** Controls the appearance of the selected text. Menu options include pre-set font styles such as *Arial*, *Tahoma*. 
Controls the size of the selected text. Menu options include pre-set sizes such as 8, 9, 10, 11, 12, and 14.

**Bold** – Changes highlighted text to **bold**.

**Italic** – Changes highlighted text to *italics*.

**Underline** – Underlines the highlighted text.

**Erase Formatting** – Erases the formatting of the selected text and returns to the default setting. If you position the cursor in the middle of a word and then click the eraser, the formatting is removed from the whole word. To remove formatting from a section or sentence, you must highlight the section or sentence.

**Left Justify** – Align the text to the left edge (this is the default alignment until changed).

**Center Justify** – Center the selected text.

**Right Justify** – Align the text to the right edge.

**Block Justify** – Align the text to both the left and right edges.

**Number List** – Converts the selected text to a number list according to paragraph (hard return) breaks.

**Bullet List** – Converts the selected text to a bullet list according to paragraph (hard return) breaks.

**Horizontal Line** – Inserts a horizontal line before the insertion point’s location.

**Special Character** – Inserts a special character (i.e., ®) at the insertion point’s location.

**Text Color** – Displays a color palette to change the color of the selected text.

**Selects All Text** – Selects all text within the window.

**Undo / Redo** – Undoes or redoes the last formatting of text.

**Help** – Provides more detailed assistance with the textboxes and formatting tools.

In addition to the formatting options, users may also select the following functions:

- Use the **Spell Check** link to run the automatic spell check tool. *(For functionality details, see next section.)*
- Use the **Insert Sample Text** link to view text excerpts related to the topic.
- Use the **Clear Text** link to remove all the displayed text, whether manually entered, pasted, or inserted using the sample text feature. Users must click **OK** in the pop-up window to confirm this command.
- Use the **Remove All Formatting** link to restore the text to the default format.
Spell Check Feature

Spell Check is available when using large text field fields for Job Descriptions, Job Order Summaries, etc. Follow these steps to perform a spell check of your text entry.

1. Click the **Spell Check** link. A screen will display the first error in red, and give you several options.
   a. (OPTION) Review the suggested spelling displayed in the *Change to* textbox. Click the *Change* or *Change All* button to accept the suggestion and apply it to your document.
   b. (OPTION) Click *Ignore* or *Ignore All* button to reject the suggested change and continue.
   c. (OPTION) Select another option in the Suggestions field, and click the **OK** button. (You may also type the correct spelling in the *Change to* textbox.) When finished, click the *Change* or *Change All* button.

2. When you have reviewed all text, **Spell Check Complete** displays at the top of the window.
3. Click **OK** when you are done with all spelling corrections. This will save your changes and return you to the original screen with the corrections made.
Index

A
About this Site, 1-1
Account Summary Tab, 3-9
Advanced Résumé Search Tab, 6-10
Agents
    How to Represent Employers, 14-9
Appeals. See UI Appeals
Application Questions Tab, 5-28
Appointment Center, 9-1
Area Profiles, 12-5
Area Selection, 1
Areas
    Search History, 4-4
Assistance Center, 13-1

C
Candidate Skills Filter Criteria, 6-12
Candidates
    Select Ranking Criteria, 6-11
Candidates
    Assign a Rating, 6-5
    Evaluate Skills, 6-4
    Search by Job Order Criteria, 6-10
    Search for, 6-8
    Send a Message To, 6-3
Candidates
    Review Search Results, 6-14
Candidates
    Save Favorites, 6-19
Candidates
    Application Notification, 8-3
Claimant Separation Form (UI), 15-1
Common System Tools, 1
Communications Profile, 8-1
Contact Us, 13-5
Contacts
    Adding, 3-5
    Editing, 3-8
Contacts/Users Tab, 3-5
Corporate Profile, 3-1
Correspondence Templates, 8-7
    Create, 8-7

D
Dashboard for Employers, 1-8
Directory of Services, 1-5
Display
    Change On-Screen Theme, 1-16
    On-screen Language, 1-17
Display
    Disable Navigation Menu Flyouts, 1-16

E
Education and Training Programs. See Programs
Education Profile Informer
    see Education Profile, 11-12
Education Program Completers, 11-11
Education Programs, 11-6
Education Programs
    Search History, 4-2
Education Services, 11-3
EEO Information, 13-8
Email
    Send Links to Data Session, 12-119
Email Log, 8-9
Employer Charges (UI), 15-8
Employer Dashboard, 1-8
Employer Incentives, 13-10
Employer Profile, 3-1
Employer Users, 3-5
ETPL Approved Programs, 11-11

F
Favorite Candidates Tab, 6-19
Folder View. See Portfolio View
Footer Toolbar, 1-15
Formatting Tools, 22

G
General Information Tab, 3-1
Index

Government Resources, 13-9
Graph Display Features, 12-108

H
How Do They Measure Up, 6-7
How We Can Help You, 1-6
Human Resource Information, 13-8

I
Industries
   Search History, 4-3
Industry Profiles, 12-38
Industry Search
   By Keyword, 14
   By Listing, 15
   By NAICS Code, 15
   By NAICS Code, 13
   By Sector, 14

J
Job Applicants
   Application Notification, 8-3
   Contact Information, 6-3
   How Do They Measure Up, 6-7
   Rate, 6-5
   Skills, 6-4
   Status, 6-6
Job Applicants Tab, 6-1
Job orders
   Unfinished, 5-27
Job Orders
   Copy Existing, 5-4
   Create from Template, 5-6
   Creation Methods, 5-2
   Creation Wizard, 5-3
   Mass Import Feature, 5-8
   Modify, 5-1
   Review Existing, 5-1
   Statistics, 5-27
   Update Status, 5-27
   Update Thresholds, 5-27
Job Skill Sets Tab, 5-30

L
Labor Market Facts, 12-3
Labor Market Services, 12-1
Labor Relations, 13-9
Learning Center, 13-6
Locations
   Editing, 3-3, 3-4, 3-5
   Locations Tab, 3-3
   Log into the System, 2-6

M
Manage Your Account, 3-1
Map Display Features, 12-110
Mass Layoff, 15-25
Meeting Notification, 8-4
Message Center, 8-1
My Employer Dashboard, 1-8
My Employer Workspace, 1-3
Narrative Display Features, 12-115
Navigation Menu
   Disable Flyouts, 1-16

O
Occupation Codes
   Overview, 4
Occupation Profiles, 12-52
Occupation Search
   By Education Program, 6
   By Group, 5
   By Keyword, 4
   By License, 12
   By Listing, 5
   By Military Specialty, 7
   By Occupation Code, 11
   Results List, 13
Occupations
   Search History, 4-2
Online Learning Resources, 11-12

P
Partial Claims, 15-27
Password, 2-7
   Forgotten, 2-7
Portfolio View, 1-13
Potential Charges (UI), 15-8
Professional Employer Organization (PEO). See Agents
Program Completers, 11-11
Program Search
   By Career Cluster, 20
Index

Upcoming Events, 9-1
User ID
    Forgotten, 2-7

V
View
    Virtual OneStop System Toolbar, 1-15
Viewed Résumés Tab, 4-1
Virtual Recruiter Notification, 8-2
Virtual Recruiter Tab, 6-20

W
Wellness and Ergonomics, 13-10
WOTC Applications
    How to Complete, 7-7
    How to Review Status, 7-14
    Verification Documents, 7-16
WOTC Contacts or Agents, How to Set Privileges, 7-4
WOTC Employer Registration, 7-1
WOTC Job Applicants, How to Recruit, 7-5