



Montgomery County Workforce Investment Board

Policy: Business Services

Effective Date: July 1, 2013

Policy Number: 2012-25

SUBJECT: Business Services

PURPOSE: Business is a primary customer of the workforce system. A core set of services will be offered to businesses using the language of service instead of programs. This policy specifies the services and the language to be used. A script is attached to be used as a guide for how to present the services to businesses.

REFERENCES: Montgomery County WIB Strategic Plan

ACTION REQUIRED: Within 15 days of the receipt of this policy it is the recipient's responsibility to ensure all staff are informed of the policy and to create an internal process to ensure accountability.

EFFECTIVE DATE: July 1, 2013

POLICY: Providers in the Montgomery Works System will offer the following core services to the business customer:

1) Recruiting and Screening Services

- *Advertise Your Job Openings:* To provide an employer the opportunity to post employment opportunities throughout the one-stop system.
- *Screen Applicants:* Based on employer skill requirements.
- *Conduct Recruitments:* Provide Employers an in-person opportunity to inform job seekers (screened and/or unscreened) about available job openings within their organization.
- *Conduct Forums.* Industry-specific forums in which business representatives provide inside information on successfully navigating through the hiring process.
- *Conduct Job Fairs:* Offer multiple employers the opportunity to meet enrolled and non-enrolled job seekers.

2) Employee Development/Retention Services

- *Provide Training:* Provide employers with training for current employees to build required skills.
- *Provide Financial Literacy Workshops:* Provide employees with informational workshops on how to manage their finances.
- *Provide workshops:* On starting your own business.

3) Business Information (Consultative and Planning) Services

- *Provide LMI Research:* To provide businesses and employers with requested information on localized labor market information.
- *Outplacement Assistance:* To assist businesses that are downsizing due to economic factors or other circumstances.

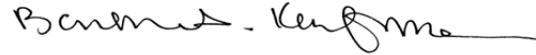
- *Consultative Services:* To provide entrepreneurs and businesses information and resources to enhance business performance (i.e. Business plans, tax incentives, tax credits and assistance, etc.)

Business services also require good record keeping and staying in touch with the business customer. We strive to exceed our business customers' expectations. All individuals responding to customers will use the attached script.

Approved:

September 18, 2013

Date of Board Approval



Barbara Kaufmann, WIB Director

Script
MontgomeryWorks One-stop Business Services - Framework

Purpose: To create a consistent access point thru which all business find out about the full range of services available to them from the system, as opposed to just what is available at each agency/center. And to provide business with a consistent way to access each service as opposed to different ways depending on each agency.

Commitment to Customers

We promise to:

- Listen to you
- Be courteous and respectful
- Respond to your needs
- Give accurate information
- Provide an attractive and state of the art facility

Script:

Hello, welcome to MontgomeryWorks business services. How may I help you today?

[Gather information]

I think we can help you with that (whatever the presenting request is). And I would also like to tell you about the other services we can provide. The center is a network of agencies with a service delivery system designed to meet your specific needs. In addition to what you have requested today, we also can:

- *Advertise Your Job Openings:* To provide an employer the opportunity to post employment opportunities throughout the career center system.
- *Conduct Recruitments:* Provide Employers an in-person opportunity to inform job seekers (screened and/or unscreened) about available job openings within their organization.
- *Conduct Job Fairs:* Offer multiple employers the opportunity to meet enrolled and non-enrolled job seekers.
- *Provide LMI Research:* To provide businesses and employers with requested information on localized labor market information.
- *Outplacement Assistance:* To assist businesses that are downsizing due to economic factors or other circumstances.
- *Provide Employee Development and Retention Services:* Provide training workshops and work supports that help businesses train/retrain workers as well as to provide information on subjects employees may find beneficial, such as financial literacy.
- *Consultative Services:* To provide entrepreneurs and businesses information and resources to enhance business performance (i.e. Business plans, tax credits and assistance, etc.)

[Note to the business services representative: Do not read the definitions, just list the services. The definition is there for you if the customer were to ask – “what is that”].

Do you need anything else right now? Ok, well let me ask you a few questions to get us started on meeting your request for a (job fair, or recruitment, or whatever).