



MICHIGAN WORKS!
BUSINESS SERVICES



Equal Opportunity

Michigan Works! is an equal opportunity employer/program. Auxiliary aids and services are available to individuals with disabilities upon request. If you would like to request an accommodation, or if you would request this brochure in an alternate format, contact your Michigan Works! representative for details, or call the Equal Opportunity Officer at (906) 789-0558 (Michigan Relay Center 1-800-649-3777.)



TESTIMONIALS

Find success at Michigan Works!

“Whenever I have employment needs, I can always count on Michigan Works! to send qualified applicants in a timely manner.”

❖ *Mary Lemery, Human Resources Manager for Lloyd/Flanders*

“Michigan Works! was very helpful during our process to identify qualified job seekers for positions at our mill. We look forward to future relations with Michigan Works!.”

❖ *David Holloway of Kimberly-Clark*

“Once again, Michigan Works! was tremendously helpful with Mead Westvaco’s application process. The staff was very accommodating and easy to work with. They kept in touch from start to finish to make sure we were satisfied throughout. I would recommend Michigan Works!.”

❖ *Roxanne Guindon of MeadWestvaco*

“Michigan Works! does a great job matching employee skills with the right position.”

❖ *Denise Boushor, President of Northern Stationers, Inc.*

“Had Michigan Works! not been available to help with the personnel process, the grand opening may have been delayed for at least a month.”

❖ *John Ziminski, General Manager of the Save-A-Lot Food Store in Manistique*

“Michigan Works! does a great job with our hiring needs! The prescreening they do is extremely helpful. It helps knowing if the applicants have the experience we are looking for.”

❖ *Jeff Kristola, General Manager of Applebee’s in Marquette*

“I work with a qualitative based process in choosing my employees. What Michigan Works! was able to do was to allow me to focus on the qualitative or interpersonal skills of the candidates rather than the technical aspects of their backgrounds. We were able to review their data and make an extremely informed decision regarding each and every candidate.”

❖ *Ray Anderson, City Manager of Norway*

“Michigan Works! helps employers and employees benefit from placing good, qualified citizens into specific jobs. Michigan Works! has a great capability in screening potential employees. We will continue using their services for locating the best people possible for the job.”

❖ *Scott Fritz, Owner of Classic Auto Collision, Inc.*

The above quotes were taken from articles appearing in various issues of the “Michigan Works! Business is UP-Date.”

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INTRODUCTION

About Michigan Works!

If you need assistance in the areas of business retention and business expansion, then your local Michigan Works! Service Center is your number one resource. On top of all the services available to you through Michigan Works!, we also regularly work with, and maintain relationships with, other local organizations that are available to meet all of your needs. From training and networking, to business expansion and financing your business ideas, Michigan Works! can introduce you to the organizations and people that can make your dreams into reality.

Michigan Works! can link you to valuable area organizations like:

- ❖ 1st Step
- ❖ Bay College
- ❖ Local banking officials
- ❖ Michigan Economic Development Corporation (MEDC)
- ❖ Northern Initiatives
- ❖ Northern Michigan University
- ❖ The Alger County Chamber of Commerce
- ❖ The Delta County Chamber of Commerce
- ❖ The Delta County Economic Development Alliance
- ❖ The Dickinson Area Partnership
- ❖ The Gwinn/Sawyer Area Chamber of Commerce
- ❖ The Lake Superior Community Partnership
- ❖ The Michigan Chamber of Commerce
- ❖ The M-Tecsm Center at Bay College
- ❖ The River Cities Regional Chamber of Commerce
- ❖ The Schoolcraft County Chamber of Commerce
- ❖ The Schoolcraft County Economic Development Corporation
- ❖ The Upper Peninsula Economic Development Alliance



CONSIDER YOUR EXPENSES

What is your business's cost for recruiting one employee?

Hiring new employees can be a serious burden to your business. The total financial costs can be immense, not to mention the strain that the additional stress puts on your existing staff.

Some of the costs include:

Revenue / Opportunity Losses

- ❖ Lost revenue for each day the position is not filled
- ❖ Employee Recruitment

Recruitment Costs

- ❖ Recruitment office expenses including salaries, benefits and overhead
- ❖ Applicant expenses including travel, testing, verification, and management interview time
- ❖ Direct fees for recruitment ads, agencies, job fairs, employee referrals, etc.
- ❖ Internal staff time & salary costs
- ❖ Search fees for outside agencies

Hiring Costs

- ❖ Relocation Expenses
- ❖ Signing Bonuses
- ❖ Training and Orientation Costs

Michigan Works!, the better way to quality employees!

Michigan Works! has many services available to fill your job openings with quality employees. These services not only reduce your time involvement with the process, they are also intended to reduce your employee turnover, which saves your business money.

Here are just a few benefits of using the services of Michigan Works!:

- ❖ Michigan Works! understands the needs of our local economy
- ❖ High rate of customer satisfaction
- ❖ Perceived as the preferred provider for our area
- ❖ Simple and consistent hiring processes
- ❖ Able to deliver just-in-time staffing
- ❖ Provides applicant status on demand
- ❖ Uses talent management technology and reports
- ❖ Selection criteria are objective and measurable
- ❖ Measures effectiveness to continuously improve
- ❖ Follow-up Service

WORKER RECRUITMENT

Are you?

Are you taking time out of each day to speak with a large number of walk-in applicants that may not be a good fit for your business?

Are you spending too much time and money to recruit good workers and train them, just to have them leave your company?

Are you confident that your pre-employment tests and assessments are fair, accurate and valid?

Michigan Works! is here to meet all of your human resources needs! Use our vast knowledge and experience, and let us be your connection to our area's labor market



Worker Recruitment

- ❖ Michigan Works! already has a vast pool of readily-available job applicants to fill your openings.
- ❖ We can help you develop a marketing campaign to recruit the employee with “hard to find” skills and experience.
- ❖ Post your job openings with us on the Michigan Talent Bank, where it is available to job seekers from across the United States.
- ❖ Have your applicants apply at our service center to free up your own valuable time and office space.
- ❖ Let us review the job applications and prescreen the applicants for you.
- ❖ Michigan Works! can give the job applicants pre-hire assessments for skills, abilities and interests to insure that the person hired is the best possible fit for the job opening.
- ❖ Not positive what skills are required for the job opening? Let us help you determine your needs.
- ❖ Don't want to disrupt your business by having Job Seekers interview on site? Need to use a meeting room? Use the professional meeting rooms at our service centers.

Identifying Human Resource Needs

Are you having trouble with your short term and future hiring needs?

Do you feel that your current employees lack the required skills, or that your new employees entering the workplace lack the skills needed to complete their jobs?

Help is available from your local Michigan Works! Service Center.

Contact your Service Center for:

- ❖ Hiring needs- how many employees do you need, and when do you need them?
- ❖ Determining the skill sets that current, as well as prospective employees, need to meet your expectations.
- ❖ Profiling services through ACT's Work Keys assessments will review your job openings to ensure that the applicants "fit" the profile of skills and abilities that you need for the position.
- ❖ Identify your training needs, as well as the local training providers, who can help you meet those needs so that you can increase the productivity of current workers.
- ❖ Soft skills training for employees who lack skill in such areas as teamwork, problem solving skills, decision-making and communication.
- ❖ Linkages to other area organizations that are available to help you grow and develop your business.



SKILL ASSESSMENT & TESTING

Skill Assessment & Testing

Michigan Works! has a vast array of skill assessments available to test your job applicants so you will know exactly what each person can do before you hire them. These legally defensible tests prevent the “new employee surprises” by giving the employer a better understanding of each job seeker’s skills before hiring. Are your Human Resource practices compliant with applicable federal and state employment laws?

Accuplacer

ACCUPLACER is an assessment test that can help students identify their academic strengths and needs to assist in planning an appropriate schedule of coursework in college or technical schools. This nationally formed test can be customized to deliver a fast, accurate determination of whether a student has the skills to take a freshman course or would benefit most from developmental work.

ACCUPLACER was developed, standardized and validated by the College Board, a division of the Educational Testing Service (which also administers the SATs, GREs, and TOEFL tests). ACCUPLACER is used at more than 300 colleges nationwide, in both a Windows and On-line format.

ACT WorkKeys[®]

Companies using WorkKeys have noticed improvements in employee morale, job satisfaction, teamwork, productivity, and product or service quality.

The WorkKeys system from ACT helps businesses cut the cost of recruiting, selection, hiring, turnover, training, overtime and downtime.

Designed to function in three stages, WorkKeys ensures that you have the right people staffing your key positions.

- ❖ Working with your experienced employees, ACT-authorized job profilers evaluate the key skills and levels of competency required for specific jobs in your organization.
- ❖ Then ACT's standardized WorkKeys skill assessments are administered to your job applicants and/or employees to pinpoint their current skill levels in up to eight critical areas.
- ❖ Your organization then compares the skill levels demonstrated by each test taker to the minimum skill levels required for the profiled jobs-enabling you to immediately evaluate an applicant's qualifications or determine the training needs of your current employees.

Call Center Simulation Program

The Call Center Simulation is a multimedia test designed to assess the skills required for call center agent success. Call Center Simulation uses simulation technology because it is the most accurate and reliable predictor of future job performance.

The simulation gives participants an opportunity to "test drive" the call center agent job and to experience what it is like to operate a call center workstation. As part of the simulation, participants handle a series of inbound calls from a variety of customers with real-life issues. These customers vary in attitude and demeanor-some customers are irate, others are confused, while others are calm. Participants are required to answer customer calls, enter customer information, listen to customer issues, look up relevant information, identify effective responses and summarize calls. Participants must also demonstrate basic keyboard and navigation skills. Through this process, the simulation gives participants a realistic preview of the call center agent job and gives you a realistic preview of the participant.

Career Ability Placement Survey

The CAPS is designed to measure abilities keyed to entry requirements for the majority of jobs. It consists of a battery of eight five-minute ability tests. The battery includes tests of:

- ❖ Language Usage
- ❖ Manual Speed and Dexterity
- ❖ Mathematical Ability
- ❖ Mechanical Reasoning
- ❖ Perceptual Speed and Accuracy
- ❖ Spatial Relations
- ❖ Verbal Reasoning
- ❖ Word Knowledge

Scores reflect ability in terms of national norms relative to examinees' ability compared to others at their age and educational level. CAPS is ideal for classroom career exploration, school course selection, curriculum evaluation and employee development.

Career Occupational Preference System Interest Inventory (COPS)

The COPS Interest Inventory provides interest scores on the 14 COP System occupation clusters. Further exploration within the clusters is then encouraged. The COPS tries to find the occupational areas that specifically relate to the client's personal interests: it tries to get at what an individual likes to do.

The COPS vocabulary is appropriate for grades seven through adult, including vocationally-oriented individuals. Versions of the COPS are available in Spanish (SPOC: Sistema de Preferencia Ocupacional de Carreras), Braille, and Canadian English (keyed to the Canadian Occupational Classifications).

SKILL ASSESSMENT & TESTING

The ERI[®] System

Using the ERI[®] System is similar to using an X-ray machine. It is a standardized, objective, and highly accurate method for assessing the work behavior skills of job candidates.

The questionnaire portion of the system is a behavioral inventory, a commonly used and widely accepted method for accurately predicting human behavior. It contains 81 statements that are answered as being either true or false. Scores are presented for each of the seven work behavior skill areas assessed by the ERI[®] System. These results predict the likelihood of reliable and productive work behavior in each of the seven skill areas.

During interviewing and reference checking you can use a candidate's results to systematically explore the specific work behaviors that have been identified as possible problems. This process is simple and straightforward. Interviewing and checking references becomes more objective, structured, and focused. By concentrating on the specific work behavior problems identified by the results, you are able to accurately assess job candidates in an extremely time-efficient manner.

The results provide crucial details about a candidate - details that are not otherwise available to you. The results specifically identify areas of possible job-related behavior problems, and how to address each one. Based on the level of reliability and productivity you require for a given position, you can use the ERI[®] System's profiling process to help you construct behaviorally based selection guidelines for that position.

Office Proficiency Assessment and Certification[®] (OPAC)

The OPAC System is the premiere PC and Office Skills testing suite. With an array of over 30 exams, and the power to create your own tests, The OPAC System is one of the most comprehensive testing packages available.

The OPAC system is designed as a job-related, computerized method of evaluating skills needed in today's office. It consists of six test sections; Computer Applications Group, Keyboarding/Data Entry Group, Clerical Skills Test Group, Financial Records Keeping and Management Group, Legal/Medical Professional Group, and Other Test Group, which is an area where tests can be customized based on the employer needs.

This tool is used for both the corporate and educational environments. Corporate clients typically use The OPAC Software to test job applicants, and also rely on the software to assess the skill levels of their current employees. Educational clients use the system to ensure that students, both secondary and post-secondary, have the necessary skills for today's technologically demanding job environment.