

Workforce solutions start here...



**BUSINESS SERVICES
PA CAREERLINK® BUCKS COUNTY**

PA CareerLink® Bucks County
1260 Veterans Highway, Bristol, PA 19007
Phone 215-781-1073 Fax 215-781-1086
TTY 215-781-9553
www.pacareerlink.state.pa.us

SUMMARY OF BUSINESS SERVICES

PA CAREERLINK® WEBSITE & RESUME DATABASE

There are thousands of qualified job seekers in Bucks County and the Southeastern PA region and their resumes are available on-line (www.pacareerlink.state.pa.us).

Unemployed, underemployed, retirees, career-changers, college grads...they are on this website looking for their next job—possibly looking for YOUR company! Create a Business Folder on the PA CareerLink® website and have control over your information, the job orders, the resumes received, and the applicant information.

CANDIDATE SEARCH

Business Service Representatives assist with your recruitment needs: pre-screening applicants' resumes, matching the right candidate to your job based on the specific hiring qualifications, and assisting with scheduling pre-skills assessment testing as needed.

ON THE JOB TRAINING (OJT)

On-the-Job Training is a wage reimbursement provided to employers hiring PA CareerLink® referred individuals. The employer interviews and selects the appropriate trainee, hires him, trains specifically for that job, and is reimbursed up to 50% of the wages during the pre-determined training period, up to a maximum of \$8,500.

WORKKEYS® CAREER READINESS CERTIFICATE

WorkKeys® is an industry standardized job skills assessment system used to identify and assess skills across nine key areas critical to job success including: *Applied Mathematics, Locating Information, Reading for Information, Applied Technology, Business Writing, Listening, Workplace Observation, Teamwork, and Writing*. The Career Readiness Certificate is a skills assessment CareerLink® job seekers can bring to an employer indicating skill readiness and levels in these critical areas.

WORKKEYS® PERSONAL SKILLS ASSESSMENTS

Connecting personality and behavior to the job tasks and skills are what will really take your organization to the next level of successful workforce talent acquisition, development, and ultimately retention. WorkKeys® assessments in Fit, Performance, and Talent identify the work-relevant interests, values, and aptitudes beyond foundation academic skills.

**Call 215-781-1073 and ask for the Business Services Department.
We'll help get the workforce solution you need and we'll start today!**

FREQUENTLY ASKED QUESTIONS

HOW MUCH DOES IT COST FOR EMPLOYERS TO USE PENNSYLVANIA CAREERLINK®?

There is no charge for Employers to list job openings with Pennsylvania CareerLink®! The PA CareerLink® is the federally and state supported public workforce system. CareerLink® Business Service Representatives work closely with Employers to identify qualified applicants from the thousands of job seekers also using the PA CareerLink® website and office center services. For tailored Assessment Services, there may be nominal testing/administration fees.

WHY IS IT NECESSARY FOR AN EMPLOYER TO “REGISTER” WITH PENNSYLVANIA CAREERLINK®?

Registration is necessary to insure data integrity. Service is limited to United States employers, employment agencies, or other organizations that have job openings and do not charge job seekers a fee.

IF I REGISTER WITH PENNSYLVANIA CAREERLINK®, WILL JOB SEEKERS FIND THIS REGISTRATION AND CONTACT ME DIRECTLY ABOUT EMPLOYMENT?

No. Names of registered employers can be confidential and are not automatically available to job seekers. You choose whether or not to display your company information each time you create a job posting. You may want applicants to contact you directly, or you may choose to have all applicants pre-screened by the PA CareerLink® staff. You determine the level of service you want from the PA CareerLink® staff.

CAN I ENTER A JOB ORDER FOR MORE THAN ONE LOCATION?

Yes, if the same job is available at more than one location. However, to guarantee that applicants searching by geographic location see each posting, it will be better to enter a separate job order for specific job locations.

CAN I ENTER DIFFERENT TYPES OF JOBS ON THE SAME JOB ORDER?

No. In order to avoid confusion and make applicant searching most efficient and effective, it is necessary to enter a separate job order for each job opening.

CAN I MODIFY A JOB ORDER THAT IS ALREADY IN THE SYSTEM?

Yes. You can modify job orders at any time. Also, “closed” or “filled” job orders may be reopened when subsequent job openings occur.

WHEN I ENTER A JOB ORDER, WHY DON’T I SEE IT RIGHT AWAY?

Before a job order becomes a part of the public database, staff must review the order to insure that it meets the PA CareerLink® guidelines. Every effort is made to complete this process within one business day.

WORKFORCE OPPORTUNITIES & SOLUTIONS COMPARISON

SERVICES PROVIDED	PA CAREERLINK®	MONSTER.COM	CRAIGSLIST.COM	STAFFING AGENCIES
Offers comprehensive assessment services to Employers and Job Seekers	YES	YES	NO	YES
Is available 24/7/365	YES	YES	YES	NO
Pre-screens Job Applicants	YES	YES	NO	YES
Has direct links to critical state & federal government resources	YES	NO	NO	NO
Posts jobs for free	YES	NO	YES	NO
Allows direct registration and access to job fairs for Employers and Job Seekers	YES	NO	NO	NO
Offers network of offices throughout Pennsylvania	YES	NO	NO	YES
Provides personal career & education/training counseling services to Job Seekers/Career Changers	YES	NO	NO	NO
Offers office space for interviewing Job Applicants	YES	NO	NO	NO
Offers On-the-Job Training with wage reimbursements to Employers	YES	NO	NO	NO
Works in partnership with state agencies & organizations to provide diverse pool of Job Applicants	YES	NO	NO	NO
Identifies tax incentives for Employers	YES	NO	NO	NO

PA CAREERLINK® CANDIDATE SEARCH

Candidate Search is the workforce solution for employers who struggle with online resume search services, have limited human resources' capacity, want to decrease new-hire search time, and plan to ensure talent retention by making the **right-hires**.

CANDIDATE SEARCH INCLUDES:

- *Pre-screening* applicants
- Skills/qualifications matching of your opening and the right candidate
- Pre-skills Assessment testing via **WorkKeys®** Job Skills Assessment for *no fee* to screen in and out the right candidate to the right job
- In-depth customized skills testing – at a negotiated fee – and according to your needs and the job specifications is also available
- PA CareerLink® **Business Service Representative** managing your CareerLink® on-line Business Folder to tailor recruitment and referrals

HOW DOES THE CAREERLINK® ENSURE I RECEIVE QUALITY RESUMES & QUALIFIED REFERRALS?

The Business Services Representative will be your single point of contact:

- Searching applicants within the PA CareerLink® database
- Pre-screening resumes based on **your criteria:** educational standards, skills, years/experience required
- Coordinating with your pre-hire Assessment testing and in-depth screening using the WorkKeys® Job Skills Assessment system

YOU CONTROL THE SELECTION PROCESS! YOU MAKE THE HIRING DECISIONS!

WHAT MUST I DO IN RETURN FOR USING THIS SERVICE?

Provide the names, start dates and job titles of those individuals you hire as a result of our Candidate Search Service to your Business Service Representative by phone, fax or e-mail.

WHAT'S NEXT?

Call 215-781-1073 and ask for the **Business Services Department**—we'll help get the workforce solution you need and we'll start today!

ON-THE-JOB TRAINING (OJT) SUBSIDY FOR NEW HIRES

REDUCE THE COSTS ASSOCIATED WITH NEW EMPLOYEES: HIRE A PA CAREERLINK® REFERRAL!

- Train your new employee for the skills needed to perform a specific job according to your unique specifications.
- Salary costs are reimbursed to you monthly. OJT reimburses up to 50% of the wage.
- Maximum training period per new hire is 6 months; average training is 3-4 months; each training plan is individually customized.
- Maximum reimbursement per employee equals \$8,500.
- *Expected* pay and hours: \$10.88/hour, 32 hours/week (Full-time)

WHICH JOB APPLICANTS ARE ELIGIBLE FOR OJT?

Qualified referrals are sent to you by the Pennsylvania CareerLink® Bucks County. All referrals will have been pre-screened according to your job posting and hiring qualifications as discussed with your Business Services Representative.

WHO SELECTS MY NEW OJT EMPLOYEE?

You do. OJT Employees are the same as your other employees with one exception: they come to you with a wage-reimbursement benefit during their training period.

HOW DOES IT WORK?

- Contact the PA CareerLink® Bucks County and talk to the Business Services Department.
- The Business Services Representative will check if your primary business/training location is in compliance with the Americans with Disabilities Act (ADA) requirements. If not currently, we can offer assistance in actions to take to meet compliance.
- A Business Folder will be opened for your company on the PA CareerLink® website, www.pacareerlink.state.pa.us.
- The PA CareerLink® pre-screens and refers applicants to you. You determine whom to hire. You and the Business Services Representative work out the Training Plan that is appropriate for the person and the position.
- A contractual agreement is entered into between you and the Bucks County Workforce Investment Board.
- The new hire starts, the training commences, and the monthly reimbursements begin.

The OJT initiative gives new employees an opportunity to earn while they learn—while providing employers the prospect of defraying the costs associated with training new employees.

WHAT IF THE NEW HIRE DOESN'T WORK OUT?

Ultimately, you determine whether the new hire is successful and retained on the job. An OJT is entered into with the good faith expectation that the employer will hire the trainee at the conclusion of the contract, but it is never a guarantee. The PA CareerLink® will provide continued assistance and intervention when and as needed to ensure the OJT is mutually beneficial for all!

WHAT'S NEXT?

Call 215-781-1073 and ask for the Business Services Department—we'll help get the workforce solution you need and we'll start today!

Measuring “real world” skills across nine areas that Employers know are critical to job success:

- Applied Mathematics
- Locating Information
- Reading for Information
- Applied Technology
- Business Writing
- Listening
- Workplace Observation
- Teamwork
- Writing

WorkKeys®, produced by ACT (American College Testing) is recognized nationally and is used across industries to assess, hire, and promote the most appropriate talent from support level positions through executive decision makers.

This is the skills assessment system utilized at the PA CareerLink® Bucks County.

Individual tests may be taken for specific skill required positions or a combination of the tests may be taken to provide a comprehensive, realistic view of how a potential employee will perform on the job.

INCLUDE WORKKEYS® IN YOUR HIRING TOOLBOX AS ONE OF YOUR TOOLS

WorkKeys® complies with the Uniform Guidelines on Employee Selection Procedures and the technical/ethical information identified through the Standards for Educational and Psychological Testing.

An individual's performance on the WorkKeys® assessments is measured against an established scale or standard and is not measured against the performance of other individuals who took the same assessment. If you have your positions at your company profiled, using the WorkKeys® assessments as an exclusive pre-hire screening tool is valid.

ASSESSMENT SCHEDULING, ADMINISTRATION, AND INTERPRETATION FEES

Fees for the assessments are specific to the skill being assessed:

- \$19.00 each for *Applied Mathematics, Reading for Information, Locating Information, Applied Technology, and/or Teamwork* testing
- \$26.00 for *Workplace Observation*
- \$25.50 each for *Business Writing, Writing, Listening*

WHAT'S NEXT?

Call 215-781-1073 and ask for the Business Services Department—we'll help get the workforce solution you need and we'll start today!

WORKKEYS® CAREER READINESS CERTIFICATE

THE WORKKEYS® CAREER READINESS CERTIFICATE

The Career Readiness Certificate assesses three skill areas: Applied Mathematics, Locating Information and Reading for Information. Based on the WorkKeys® assessment system, this national credential allows you to match the work requirements of your job openings with the assessed skill level in the candidate pool.

WorkKeys®, produced by ACT (American College Testing), is recognized nationally and used across industries to assess, hire, and promote the most appropriate talent from support level positions through executive decision makers. This is the skills assessment system utilized at the PA CareerLink® Bucks County.

WHY THE SKILL AREAS OF APPLIED MATHEMATICS, LOCATING INFORMATION AND READING FOR INFORMATION?

Applied Mathematics, Locating Information and Reading for Information apply to 85% of all jobs. More than 18,000 unique job titles, ranging from accountant to automotive technician and from webmaster to woodworker have been profiled.

WHAT SKILL LEVELS ARE ASSOCIATED WITH MY OPEN POSITIONS?

It's likely that positions similar to yours have already been profiled. We can access the database of profiled jobs to give you a general idea of the skill levels for your positions. If you choose to have your position(s) WorkKeys® profiled, you will know exactly what skills you need.

HOW DO I KNOW WHETHER THE JOB APPLICANTS POSSESS THE SKILL LEVELS I WANT AND NEED?

PA CareerLink® Bucks County awards the WorkKeys® Career Readiness Certificate to individuals who achieve minimum assessment levels on Applied Mathematics, Locating Information and Reading for Information. *Three levels of certificates are awarded:*

Certificate	WorkKeys Scores
Gold	5 or above in each skill area
Silver	4 or above in each skill area
Bronze	3 or above in each skill area

HOW DO I TELL JOB APPLICANTS I VALUE THE CAREER READINESS CERTIFICATE?

When listing your open positions on the PA CareerLink® website (www.pacareerlink.state.pa.us), include the WorkKeys® Career Readiness Certificate along with other credentials you consider important, preferred, or required, such as diplomas, specialized certifications or degrees.

WHAT NEXT?

Call 215-781-1073 and ask for the Business Services Department—we'll help get the workforce solution you need and we'll start today!

WORKKEYS® PERSONAL SKILLS

WorkKeys® is a nationally recognized credential, developed by the American College Testing, ACT, Inc.

This system of assessment is used across industries to assess, hire, and promote the most appropriate talent, from support level positions through executive decision makers.

WorkKeys® is the skills assessment system utilized at the PA CareerLink® Bucks County.

PERFORMANCE

This assessment tool can be used in pre-employment selection as a way to identify the most appropriate applicants based on integrity. Measuring general work performance (prevalence of theft and absenteeism) as well as unsafe work behaviors (working under the influence of alcohol/drugs and risk-taking behavior that may lead to work-related accidents), the Performance Index is an overall rating for an individual based on a combination of Safety and Work Attitude scores.

TALENT

Employers need a reliable way to predict job performance beyond foundational academic or occupational skills. The Talent assessment measures a set of twelve characteristics that are related to key work related outcomes and are important for both hiring new and continuously developing existing employees.

- Carefulness
- Cooperation
- Creativity
- Discipline
- Drive
- Goodwill
- Influence
- Optimism
- Order
- Savvy
- Sociability
- Stability

The Talent Index is a measure of the match between personality characteristics of an individual and those of an occupation.

FIT

An effective fit between the employee and the occupation leads to job satisfaction and employee retention. This assessment measures an applicant's work-relevant interests and values to determine the level of fit to your organization and the specific occupation. Predicting how much interest a candidate has toward data, people, things, and ideas, as well as determining work-related values related to tasks, preparation, and opportunities enables employers to make the right selection of the right candidate.

The Fit Index is a measure of the candidate's interests and values compared to those of the occupation.

WHAT IS THE COST OF ADMINISTRATION AND ANALYSIS OF THESE ASSESSMENT TESTS?

\$19 for each of the individual Personal Skills Assessments, tailored to meet your needs.

WHAT NEXT?

Call 215-781-1073 and ask for the Business Services Department—we'll help get the workforce solution you need and we'll start today!

PA CAREERLINK® WEBSITE TERMS

WWW.PACAREERLINK.STATE.PA.US

EMPLOYER REGISTRATION: This is simply creating your own Business Folder on the PA CareerLink® website. This is your first step in accessing CareerLink® services.

BUSINESS FOLDER: Employer's personal folder from which all job actions are performed and all company information is maintained.

QUICK LINKS: Keys located on the left hand side toolbar in the employer's Business Folder. These are used to list new job orders, copy orders, close orders, etc.

JOB TITLE: The name of the open position you are trying to fill through a Job Order. The job title "matches" with the job seekers; job titles/job preferences on their CareerLink® resume helping you find suitable applicants. You may refer to the "Job Title and Keywords Handout" for examples of effective job titles.

JOB SUMMARY: The section of the Job Order that gives actual details about the job. Summaries should be limited to only pertinent job information such as duties, requirements, hours, benefits, etc. Company or contact information should not be listed in the job summary.

COMPETITIVE SALARY: An option when listing a Job Order that "masks" the minimum salary from the job seeker. It is acceptable to use this option when you wish to conceal the salary or if the salary will be negotiated DOE (depending on experience).

VIEW JOB REFERRALS (ACTIVITY LOG): A list of referrals (applicants) for a specific job order. The Activity Log contains those who have referred themselves to your order, have been referred by CareerLink® staff, or who have been called in by the employer or staff. The status (Hired, Not Hired, etc.) of each referral in your Activity Log must be updated before a Job Order can be closed.

RUN MATCH (APPLICANT SEARCH): After entering a Job Order, you can perform an Applicant Search of all resumes on the CareerLink® system. During the search, "matches" are found between your job title/keywords and job titles/job preferences on the job seekers' resumes.

HOLD JOB ORDERS: Orders for which the number of referrals requested equals the number of referrals in your activity log. Employers are NOT automatically notified when a job order goes on Hold. The job seekers using the system CANNOT view job orders in Hold status.

CLOSED JOB ORDERS: Any Job Order that is closed because the position no longer exists or it has been successfully filled. The Job Order's Activity Log must be updated prior to closing.

PA INCENTIVES FOR PERSONS WITH DISABILITIES

Tax incentives are available for hiring persons with disabilities and/or for making improvements to facilities to make them accessible to persons with disabilities.

DISABLED TAX CREDIT (TITLE 26, IRS, SECTION 44)

The Disabled Tax Credit is specifically geared to eligible small businesses for meeting increased expenses incurred in complying with the Americans with Disabilities Act, ADA. To qualify, a business must have fewer than 30 employees or a gross yearly income of less than \$1 million. The allowable amount of tax credit is equal to 50% of the expenditures in excess of \$250, but not more than \$10,250.

In other words, the maximum that can be claimed in any tax year under this provision is \$5,125.

Eligible expenditures may include removing architectural, communication, or transportation barriers, providing qualified readers, taped texts, interpreters, technical assistive devices, and offsetting the purchase or modification of equipment and devices for individuals with disabilities.

Additional Information/Forms and Contact Information can be found at IRS.gov

ARCHITECTURAL AND TRANSPORTATION BARRIER REMOVAL TAX DEDUCTION (TITLE 26, IRS, SECTION 190)

Any private business may claim up to \$15,000 per tax year for making its premises or public transportation vehicles more accessible to persons with disabilities or the elderly. Eligible expenditures may include installing ramps, widening doorways, modifying restrooms, or equipping a shuttle van with a lift.

Additional Information/Forms and Contact Information can be found at IRS.gov

WORK OPPORTUNITIES TAX CREDIT - WOTC - PROGRAM

A federal tax credit is offered for up to one year for any private employer in trades or business who hires employees through the Office of Vocational Rehabilitation (OVR). The credit is equal to 25% of the first \$6,000 of pay after 120 hours of work. At 400 hours the credit jumps to 40%. For more detailed information about this valuable incentive, contact an OVR employment representative at the PA CareerLink® Bucks County Office.

Additional Information/Forms and Contact Information can be found at doleta.gov

TARGETED JOBS TAX CREDIT (TITLE 26, IRS, SECTION 51)

Employers are eligible to receive a tax credit up to 40 percent of the first \$6,000 of first-year wages of a new employee with a disability who is referred by state or local vocational rehabilitation agencies, a State Commission on the Blind, or the U.S. Department of Veterans Affairs, and certified by a State Employment Service. There is no credit after the first year of employment. For an employer to qualify for the credit, a worker must have been employed for at least 90 days or have completed at least 120 hours of work for the employer.

Additional Information/Forms and Contact Information can be found at IRS.gov

EMPLOYER REGISTRATION

*REQUIRED ITEMS FOR THE PA CAREERLINK® WEBSITE BUSINESS FOLDER

*Federal Tax ID # : _____ Zip Code: _____

*Company's Main Phone # : () _____

*Company Name: _____

*Street Address: _____

*City: _____ *State: _____ *County: _____ *Zip: _____

*Phone # : () - _____ - _____ Ext: _____ Fax # : () - _____ - _____

E-mail: _____ URL (website address): _____

OWNERSHIP

- Private Sector International Government Federal Government
 State Government Local Government

*Is the employer (business) a Federal Contractor Job Listing? Yes No

*Is the employer (business) under a court ordered Affirmative Action Plan? Yes No

Unemployment Insurance Tax ID: _____

POINT OF CONTACT INFORMATION (POC)

*First Name: _____ Middle Initial: _____ *Last Name: _____

*Job Title: _____

*Street Address: _____

*City: _____ *State: _____ *Zip: _____

*Phone # : () - _____ - _____ Ext: _____ Fax # : () - _____ - _____

E-mail: _____ *Preferred Correspondence Method: Postal Mail Email

LOGIN DETAILS

*Password: _____

*Hint Questions:

Name of your first pet? _____

Name of city where you were born? _____

Name of street where you were raised? _____

DIRECT JOB POSTING (FAX/MAIL/E-MAIL)

Date of Job Posting: _____ Employer Federal Identification No.: _____
 Employer Name: _____
 Employer Address: _____
 Employer Phone No.: _____ - _____ - _____
 Employer Point of Contact (POC): _____ POC Phone No.: _____ - _____ - _____
 POC Email: _____

JOB LOCATION

Address: _____
 City: _____ State: _____ County: _____ Zip: _____

JOB DETAILS

Job Title: _____
 Required Experience: _____ Years _____ Months Education Grade Level: _____ (0-19)
 Education Degree: High School Diploma GED Professional Certificate Vocational/Technical School
 Associates Degree Bachelors Degree Masters Degree Doctorate N/A
 Major: _____
 No. of Openings: _____ No. of Applicants Requested: _____ Minimum Salary: \$ _____ per _____
 Do you want this salary displayed to job seekers: Yes No (If No, "**Competitive Salary**" will be displayed.)
 Commission: Yes No Type of Work: Full Time Part Time No. of Hours Per Week: _____
 Category of Work: Permanent Temporary Seasonal Summer Contract Apprenticeship
 No. of Days: 0-3 4-150 150+ Shift: Day Evening Night Weekend Rotation
 Is a driver's license required: Yes No (if yes) License Type: Class _____ State: _____
 Endorsements: P- Passenger T- Doubles/Triples H- Hazardous Materials N- Tanker Combo N&H
 Language Skills: _____

JOB SUMMARY

Please provide specific details regarding job duties, job skills, days and hours of work, and any special requirements.

REFERRAL METHODS

Do you want your company name displayed to the public? Yes No
 Level of Service:
 Unassisted (Employer conducts own job matches, reviews resumes and interviews job seekers without the help of PA CareerLink Staff)
 Assisted (Employer would like PA CareerLink Staff to assist in screening and referring applicants.)
 Method of Contact: Email Phone Fax Website Job Referral List Company Address Job Site
 Address Contact Address Local PA CareerLink Office By Mail at: _____

FOR OFFICE USE ONLY

Staff person accepting order: _____ Job Posting Category: _____
 Is the company a Federal Contractor Job Listing? Yes No
 Is the company under a court ordered Affirmative Action Plan? Yes No Ownership: _____
 Additional Information: _____

Pennsylvania **CareerLink**®

BUCKS COUNTY

ADDITIONAL CONTACT INFORMATION

PENNSYLVANIA CAREERLINK® BUCKS COUNTY

1260 Veterans Highway, Bristol, PA 19007

Phone: 215-781-1073 Fax: 215-781-1086

TTY 215-781-9553

www.pacareerlink.state.pa.us

Satellite Location:

Bucks County Community College

1 Hillendale Drive, Perkasie, PA 18944

Phone: 215-258-7755 Fax: 215-258-7735

www.pacareerlink.state.pa.us

TO CONTACT A BUSINESS SERVICE REPRESENTATIVE CALL 215-781-1073

BUCKS COUNTY WORKFORCE INVESTMENT BOARD, INC.

1268 Veterans Highway, Bristol, PA 19007

Phone: 215-874-2800 Fax: 215-874-2804

www.bc-wib.org

Equal Opportunity Employer/Program
Auxiliary aids and services are available upon request
to individuals with disabilities.
Language assistance services are available free of cost.