
JobNet Business

July 23, 2008

Milwaukee, Southeast, and Waukesha-Ozaukee-Washington WDAs Join Wisconsin JobNet Call Center

Starting today, all job orders for the Job Centers in the Milwaukee, Southeast and Waukesha-Ozaukee-Washington Workforce Development Areas (WDAs) will be handled by the Wisconsin JobNet Call Center, office 8888.

This completes the transition to the Wisconsin JobNet Call Center. All job orders statewide are now being handled by the Call Center.

Effective July 23, 2008:

- All Pending Job Orders, Incomplete Job Orders and Requests for Assistance that were in the following offices will be moved to office 8888:
 - 0310 - Racine County Workforce Development Center
 - 0320 - Walworth County Job Center
 - 0330 - Kenosha County Job Center
 - 1210 - Workforce Development Center for Waukesha County
 - 1220 - Workforce Development Center for Ozaukee County
 - 1230 - Workforce Development Center for Washington County
 - 1820 - Milwaukee Employer Order Services
- All job orders, Requests for Assistance, and Employer Updates for the above offices will be handled by the Wisconsin JobNet Call Center.
- All Contacts and On JobNet job orders will be moved to office 8888.
- In addition to job orders, all types of Requests for Assistance and Employer Updates will be handled by Call Center staff.
- Staff access has been changed to Employer Management - Job Order View Only access. For more information, please read item 9. of <http://www.wisconsinjobcenter.org/jobnetbiz/archive/042308aJNB.pdf>
- The "Primary Job Order Contacts by Job Center" list, and any references to it, has been removed from the DWD Workweb.

Instructions for Job Center Staff in all Workforce Development Areas:

When employers call, fax, email or walk into your local office with questions regarding job orders, promptly forward those contacts to the JobNet Call Center and inform the employer of the Call Center's email address, telephone number and fax number.

Please do not forward job orders or inquiries directly to a staff person's telephone number or email address. Everything is handled in the order it is received, via the Wisconsin JobNet Call Center email inbox, fax number and telephone number. This provides the most expedient service to our employer customers.

The Wisconsin JobNet Call Center email address is:

WIJobOrders@dwd.state.wi.us

The toll-free phone and fax numbers for the Wisconsin JobNet Call Center are:

888-671-5627 Telephone

888-720-5627 Fax

Standard business hours for staffing the phone lines will be Monday - Friday, 7:45 a.m. – 4:30 p.m. Phone calls received outside of these hours will go to voice mail.

Job order inquiries to individual Wisconsin Job Center locations will drop off as job orders entered prior to conversion go off JobNet, and as employers learn about the Call Center's phone and fax numbers, and email address.

For an in-depth explanation of Wisconsin JobNet Call Center operations, please read the memo from Job Service Bureau Director Brian Solomon, dated June 12, 2008
<http://www.wisconsinjobcenter.org/jobnetbiz/archive/061208JNB.pdf>

For more information about the Wisconsin JobNet Call Center, please read
<http://www.wisconsinjobcenter.org/jobnetbiz/archive/022108JNB.pdf>

For more information about job order reports, please read
<http://www.wisconsinjobcenter.org/jobnetbiz/archive/022208JNB.pdf> and
<http://www.wisconsinjobcenter.org/jobnetbiz/archive/030308JNB.pdf>

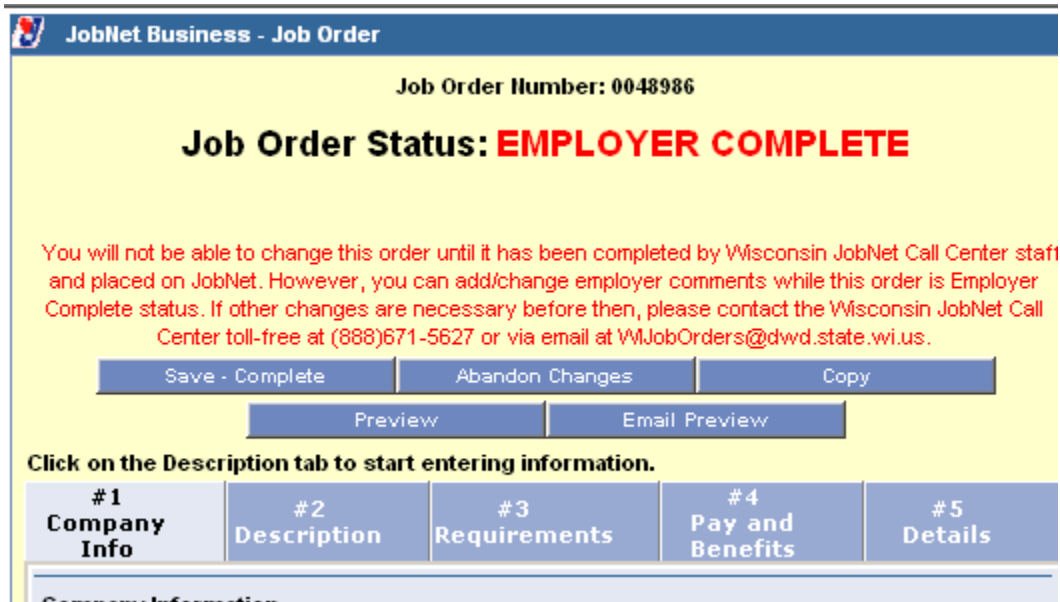
System Changes

The following changes have been made in JobNet Business:

- The message employers see after successfully registering has been revised to direct employers to the Wisconsin JobNet Call Center instead of the local Job Center.



- The message the employer sees after using the Save-Complete button on a job order has been revised to direct employers to the Wisconsin JobNet Call Center instead of the local Job Center.



- The [JobNet Business Registration](#) automated email to employers has been updated to direct employers to the Wisconsin JobNet Call Center.
- The [JobNet Business Job Order Approval](#) automated email to employers has been updated to direct employers to the Wisconsin JobNet Call Center.
- The [JobNet Business Job Order Removal](#) automated email to employers has been updated to direct employers to the Wisconsin JobNet Call Center.
- The number of Private Employment Agency mandatory statements has been reduced from three to one, to align the system with job order policy A16. Private Employment Agencies http://dwd.wisconsin.gov/jobservice/joborder/section_a.htm#Private_Employment_Agencies

Staffing Agency - If the answer to the following question is Yes, enter the name of the employer associated with the staffing agency recruitment in the Staff Comments field.

Is this job order a recruitment for an employer by a Staffing Agency? Yes No

Private Employment Agencies:
This position is listed by a private employment agency. The agency is the legal employer. No fee will be charged of the job applicant.

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This message has been posted to the web site (<http://www.wisconsinjobcenter.org/jobnetbiz>) that holds the JobNet Business announcements. The archive holds the current edition, and all previous editions.

These editions are delivered in Adobe PDF format for online reading or downloading. The web site has a link to the DWD Viewers Download Page (<http://dwd.wisconsin.gov/viewers.htm>) to find links to software which may be necessary to view the publications.

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