

Office of Student Employment University Crossing 220 Pawtucket Street, Suite 280 Lowell, MA 01854-5131

# **EMPLOYER USER GUIDE**

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## **Getting Started**

The Student Employment Office (SEO) is pleased to announce the arrival of new Web services to help employers and students in the job posting and hiring process. With this new tool, you will be able to post jobs, review applications, and complete the hiring process – including University paperwork – all online. Students will also have powerful capabilities to search for jobs, receive email about new openings, and apply for positions.

### ▶ Features for Employers

- *Post jobs*: build online applications; quickly add multiple positions for the same job; designate multiple University employees to manage a job; submit a job posting for admin review
- Review applications: receive notification of applications by email and review online; keep all apps in a central location and manage with preview and notes functions; email students
- *Hire students online*: automatically check I-9/W-4/work-study status; submit job hiring requests; process University hiring paperwork online
- Manage old jobs: store lists of students interested in job postings; save job postings for re-use

#### Features for Students

- Search for jobs: use any number of different criteria to find jobs; receive automated email when preferred jobs become available; review a history of job postings and hiring to get a better understanding of the University's student employment needs
- Apply online: enter information and instantly submit it to prospective employers
- *Complete paperwork*: download I-9/W-4 forms; submit University forms online; contact the Student Employment Office

These new services use a Web interface and are designed, like other websites, to be self-explanatory. Additional help on each Web page can be accessed by clicking these icons:

The instructions contained in this document will explain step-by-step both the process of posting jobs and hiring, as well as the software itself. Please do not hesitate to email any questions to us at student jobs@uml.edu

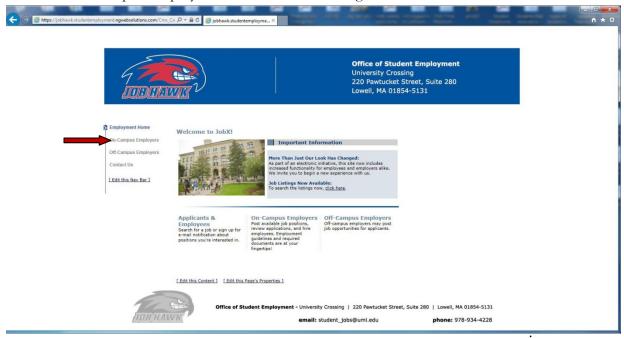
To begin using the website, type the following address into your Internet browser's address bar.

https://jobhawk.studentemployment.ngwebsolutions.com/

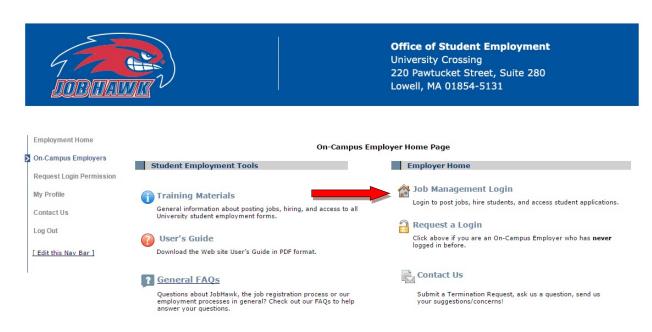
## Logging in for On Campus and Community Service Employers

You will receive an email from an SEO administrator once your account has been approved. In order to access any employer function of the website, you must log in.

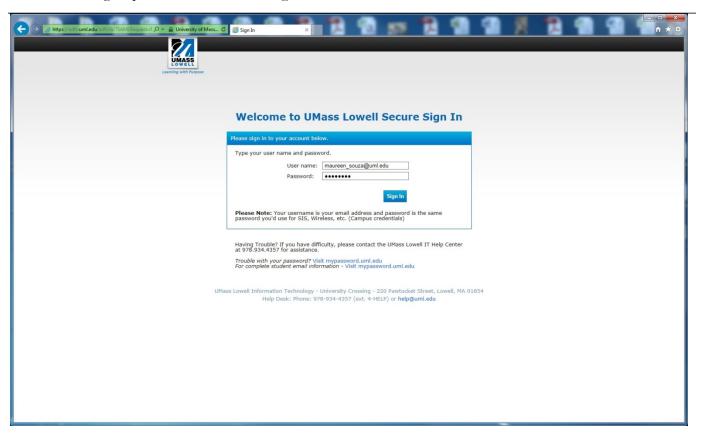
- 1 Point your browser to <a href="https://jobhawk.studentemployment.ngwebsolutions.com/">https://jobhawk.studentemployment.ngwebsolutions.com/</a>
- 2 Click On-Campus Employers from the left-side navigation bar.



3 ► Click <u>Job Management Login</u> on the right.



**4** ▶ Enter your university email address and the password you selected when applying for log-in permission, then click *Sign In* 



In order to access any employer function of the Web site, you must always log in first. Once you have logged in, you will not have to log in again unless you close your browser window, click <u>Log out</u> from the left-side navigation bar, or have not used the Web site for over 20 minutes.

All of the following directions assume that you are logged in first.

View Listed Jobs (Jobs: 4) «?»

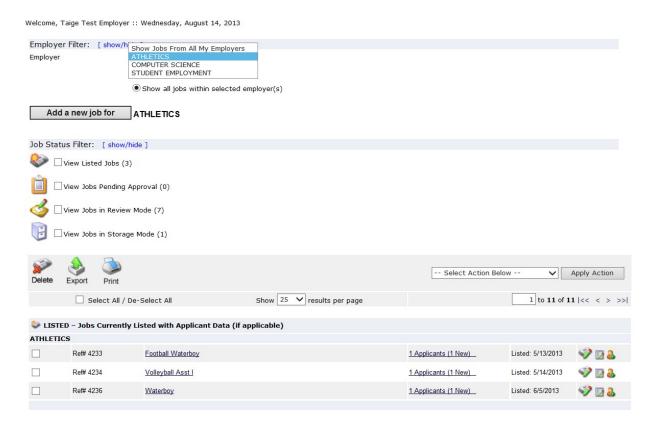
View Jobs Pending Approval (Jobs: 0) <u>«?»</u>

 View Jobs in Review Mode (Jobs: 5) <u>«?»</u>

 View Jobs in Storage Mode (Jobs: 0) <u>«?»</u>

### My Control Panel

Once you have logged in, you can access My Control Panel. On this page you can perform nearly all tasks related to your jobs.



If you are assigned to more than one employer, you can select the employer for which you would like to see jobs from the *Filter Employers* drop-down menu at the top of the screen. If you are assigned to only one employer, you will simply see the name of the employer for which you are assigned. The current user shown above, Taige Test Employer, is assigned to three employers, the Athletics, Computer Science, and Student Employment Departments.

Next to the *Filter Employers* drop-down, you can also select whether to view only "My" *Jobs* or all jobs within the selected employer(s). "My" *Jobs* only displays jobs for which you are the primary contact. Otherwise, you can select to have all jobs for the selected employer shown.

Some users who manage a lot of jobs may also see the Choose Jobs to View options on their screen.

Click one of the boxes next to the jobs you wish to display. Depending on the number of jobs to be displayed, the software may take a few seconds before it reloads your page.

Choose Jobs to View:

### Listed, Pending Approval, Review, and Storage...

#### What do all these terms mean?

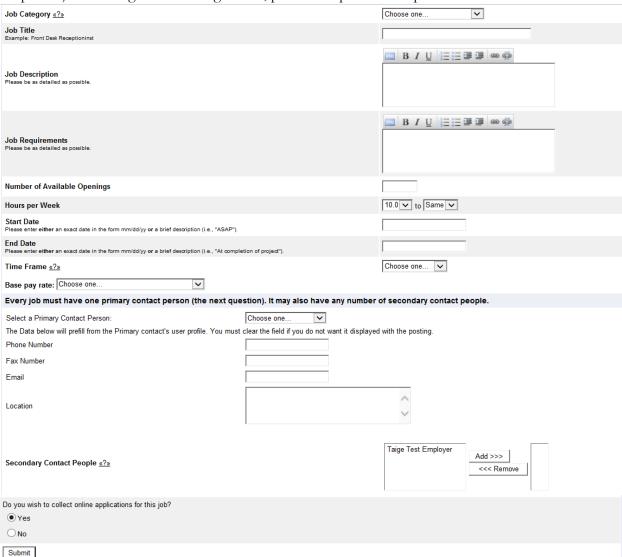
A job's status is defined in one of four ways:

- Listed The job has been approved by an administrator and is currently posted among the list
  of available jobs. Students may search and apply for this job. Any change made to the job
  must be submitted for approval.
- Pending Approval The job has been submitted for approval to an administrator. The primary
  and secondary contacts will be notified once it is approved and its status changed to *Listed*.
  Any change made to the job prior to its approval must be resubmitted to an administrator.
- Review The job is temporarily de-listed from the Website, and students may no longer apply
  for it. The associated applications, however, are still available for review and hiring. For
  example, move a job into Review mode once you are satisfied with the applications received
  and do not want to receive any more, but still want time to review them before hiring. A job in
  Review mode may be re-posted, though changes must be resubmitted for approval.
- Storage The job is de-listed from the website and any associated applications are deleted.
   Details of the job posting are saved. A job is typically moved into Storage after hiring is completed and a job is closed. A job in Storage may be re-posted with approval from an administrator a good way to save time, for instance, if the same job is posted each semester.

### Post a New Job

Posting a new job is a three-step process. First you create the job profile, then edit the job's application if desired (based on the University's standard application), and finally, submit the job for approval and posting. The website will walk you through each one of these steps.

To post a job utilizing the following screen, please complete the steps listed below:



**1** ▶ From My Control Panel, click Add a new job for [Employer Name]. The Job Profile form will open for you.

**NOTE**: If you are assigned to more than one employer, you must first select an employer from the *Filter Employer* pull-down menu, and then the <u>Add a job</u> link will appear. If you are assigned to only one employer, this link will already be visible.

**2** Complete the *Job Profile*. Examples of the form and descriptions of the form fields are provided above.

Category – Pick a category that best describes the type of job you are posting. Students search for jobs by category.

Job Title - Give a specific job title, e.g. "Beaker Cleaner."

Job Description – Describe the job and set proper expectations for the work you intend for the student. A user friendly text editor feature enables you to format your information in a professional manner. This text editor includes; bold, italics, underline, bullets, links, HTML editor, etc.

Job Requirements – List any skills that the student must have. For instance, if you need a student that can type at least 30 words per min, note that here. A user friendly text editor feature enables you to format your information in a professional manner. This text editor includes; bold, italics, underline, bullets, links, HTML editor, etc.

Number of Available Openings – Indicate the number of openings available for this job. This number will decrease automatically as you hire students.

Hours per Week – Indicate how many hours per week you expect the student to work. If you are flexible, fill in a range of hours you need help.

Start / End Date & Time frame – These fields indicate to students when you need help. Start / End Date provide specificity for the timeframe selected and may be actual dates or strings of text, like "ASAP." Students search by time frame.

Base Pay Rate – Select a wage that is most appropriate to the job.

*Primary Contact Person* – Select yourself as the contact person unless you are posting the job for someone else. If your demographic information has been loaded to JobX when your account was established, this information will be pre-filled. The primary contact person will be responsible for managing the job and will receive email about the position from administrators and students who apply online. If you do not see your primary contact person listed in the drop-down menu, then s/he is not a registered user of the system and/or is not affiliated with the current department.

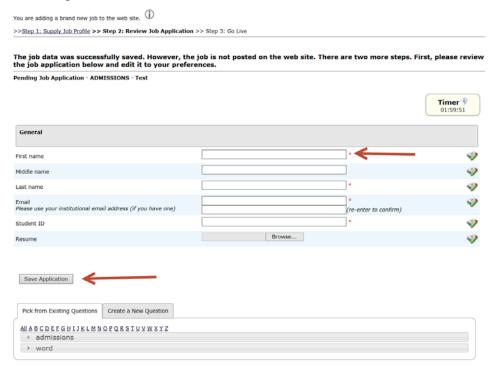
Secondary Contact Person - If there are other people in your department whom students may contact if they have questions about the job, indicate so here by selecting one or more names and Adding them to the list. Secondary contact people will also receive notification email if a student applies to the job online.

Phone/Fax/Email/Location - Enter this information only if you would like it to be available to students.

Collect online applications - This system is designed to take advantage of online applications. If you choose to not receive online applications, students will be instructed to contact you directly.

**3** Click Submit. The Review Job Application page will load.

**4** • Review the job application, then click the <u>'Sa ve A pplic a tion'</u> button at the bottom of the application if you don't wish and/or are not permitted by your institution to add job specific questions (See 'Creating a new Question' on an application later in this document). **NOTE:** The Student Employment Office requires that some questions be required. These fields are denoted with a red asterisk.

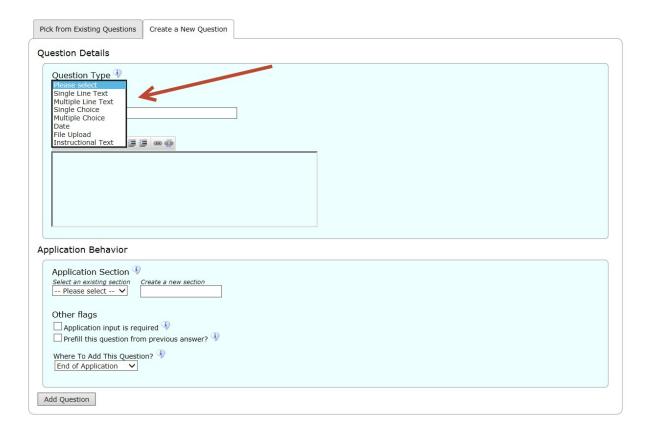


#### ▶ Create a New Question

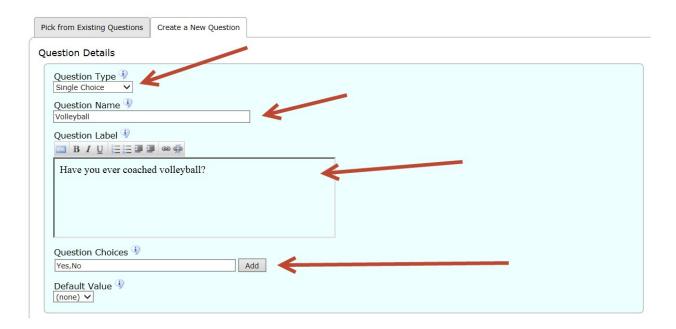
Add a job specific question to your institutional default application to get a best-fit candidate for your job.

#### **Question Details:**

Depending on your permission level, you may be able to create new questions to be added to the institutional default application questions, which will then be approved by an administrator. To do so, click on the 'Create a New Question' tab beneath the default application. Next, within the *Question Details* section, please select a type of question from the 'Question Type' drop-down menu. The page will reload and you can then enter the question itself, along with a number of other options.



For single and multiple-choice questions, you will need to create an internally facing name for the question that only Administrators will see in the 'Pick from existing Questions' tab that serves as a library of all your job specific questions you add to an application for your specific department. The *Question Label* field is what the question as the applicant will see when completing the application. Please note that *Question Choices* are the different choices that will be presented to the applicant in either a drop down list for single-choice questions or check boxes for multiple-choice questions. The choices entered should be a comma-separated list, as seen below. If you would like one of the choices for a single-choice question to be defaulted in the drop down list, please designate using the *Default Value* drop down list.



Other question types include the following:

▶ Single Line Text Question —

Utilize this type of question for	short answers.
Student ID	*
► Multiple Line Text Question — Utilize this type of question for	longer answers.
Briefly explain why you wish to work in this department?	^ _

Other question types (continued):

#### ▶ Date Question —

This will present a date picker calendar to the applicant. The applicant can either select a date from the calendar or type the date in the date field.



### ▶ File Upload Question —

This will allow an applicant to upload a document that will be checked for viruses prior to loading to your JobX site.



#### ▶ Instructional Text —

This can be used before or after a question and/or section.

Please provide three (3) references below. References may not be a relative.

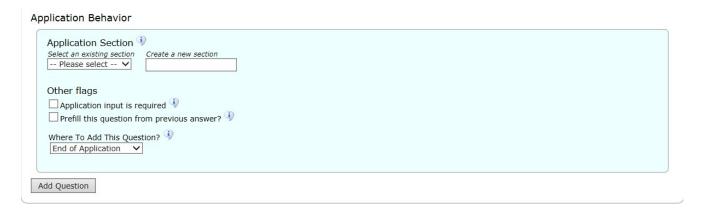
#### **Application Behavior:**

All questions added to the institutional default application for your specific job only will either need to be associated to an existing section of the application or you may choose to add a new section to the application, if desired. In order to do so, you'll need to complete the 'Application Behavior' section of this page before you can successfully add the new question and/or save your application.

If you'd like to add a new job specific question to an existing section of the default application, please select the desired section from the 'Application Section' drop down list. Otherwise, if you'd like to create a new section in the application not already present in the institutional default list of questions, you can simply type in the new section name in the 'Create a new section' field below. This action will create a new application section and list the new question you've added in this same transaction in this new section.

Additionally, you can choose to require the new job specific question be answered by clicking the 'Application input is required' box or choose to have this question pre-filled with the value they entered in a past application the applicant may have submitted for this job in a prior term.

Lastly, you can utilize the 'Where to Add this Question' drop down list to customize the location of your new question. Once you've completed all these steps, click the 'Add Question' button.



IMPORTANT NOTE: To actually save this job specific question and all others you may wish to add to the application, please be sure to click the 'Save Application' button after adding all your new questions. If you fail to click the 'Save Application' button your new questions will NOT be successfully added to your application.

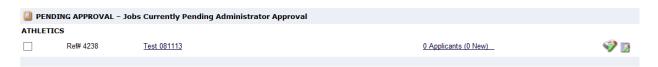
5 ▶ The final step in the job posting process confirms what will be done with your job after it is submitted. Answer the questions, then click the 'Click here to finish!' button. Explanations of the questions are provided below.

**NOTE**: Depending on your permission level, some of the following questions may not appear.

Biology Department - Beaker Cleaner
Your job will have to be approved because you can't post jobs without permission AND you edited the application.
<ol> <li>When do you want the job and application to be reviewed for approval?</li> <li>As soon as possible</li> </ol>
<ol> <li>Do you want the job listed immediately after it is approved?</li> <li>Yes, immediately</li> </ol>
3. Do you want JobMail to be sent when the job is listed?  Yes, send JobMail
4. For how many days do you want the job to be listed on the site? Until I close the job ▼
When all the above information looks correct Click here to finish!

- Question 1 (As Soon As Possible; Later) If ASAP is selected, the job will be submitted immediately to an administrator for approval. If Later is selected, the job will move into Review mode and not be seen by an administrator. Jobs moved into Review mode can later be submitted for approval and posting.
- Question 2 (Immediately; Send to Storage) If *Immediately* is selected, the job will post once it is approved. If *Storage* is selected, the job will move into Storage after it is approved and can be posted later to the website without additional approval.
- Question 3 (Yes; No) Students sign up for JobMail, and it automatically emails them when a job matching their interests is posted.
- Question 4 (Until I Close; XX Days) Depending on your permission level, the job may be closed at your will or may
  be set to automatically close after a certain number of days. The maximum number of days that the job can remain
  open is 100, unless extended by you or an administrator.
- **6** Your job has now been submitted for approval! You will receive notification about its status by email.

The details of your job are accessible by selecting <u>View Jobs Pending Approval</u> from *My Control Panel*. If you need to change details of the job you have submitted **before** it is approved, you can do so by clicking the <u>Edit Job</u> icon.

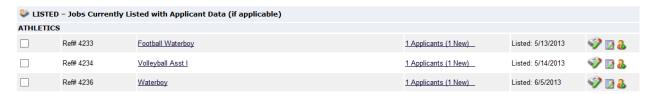


## **Review Student Applications**

Now that you have posted a job for your department, you will receive email every time a student applies for your job. To view those applications, you can click the link in the email or you can log onto the website and go to My Control Panel.

1 From My Control Panel, your currently listed jobs will display, indicating how many new and total applicants you have, similar to the screen below. Click Applicants link.

**NOTE**: Depending on how many jobs you manage, you may first have to choose *Currently Listed Jobs* from the *Choose Jobs to View* list, not shown here.



**2** Each row of the table provides functionality for one particular job. Click <u>View Applicants</u> next to the job for which you want to review applications, in this case "Beaker Cleaner." A new page will load, and a screen similar to the following will display:



- 3 ▶ Applications are initially displayed in descending order by date/time. New applications are designated by "New!" in the left-hand column. Click one of the column headings, such as *Last Name*, to change the display and organize the applications by that field. You can also flag applications for follow-up by clicking the clear flag (to change it yellow) next to that application. Flagged applications will automatically move to the top of the list.
- **4** ► Click either <u>Preview</u> or <u>View</u> next to the application you wish to review. Both links will display the application in exactly the same manner except that <u>Preview</u> will not eliminate the "New!" designation. This is to help you organize your applications, similar to the "Mark as Read" function in email programs.

After clicking <u>Preview</u>/<u>View</u>, the student's application will appear:



**5** • Review the student application, and if you would like to print a hard copy of it, click the <u>Printer</u> icon. (A new window will open from which you can print.)

### **Contact Applicants**

After you have viewed applications for your job, you can respond to students by email through this website. To do so, click <u>Greeting</u> or <u>Rejection</u>, located just above the table of applications. A new page will load, presenting you with a screen as shown below.



To – Place a check mark next to the names of the students you would like to email. By default, all students who have not already received email about this job are selected. If you would like to add students who did not apply online to the list of recipients, type a comma-separated list into the empty text box. If a student has previously been contacted through this system, that will be noted next to his/her name.

From – The system automatically fills in your email address; you may not change it. The email you compose here will appear to come from the From address.

Subject - The system provides a standard subject line, but you can edit it at will.

Body – The system provides a standard message based on whether you selected Greeting or Rejection, but you can edit it at will.

▶ Click <u>Send</u> when you have completed the form. A confirmation email, including a list of recipients and the body of your message, will be sent to the *From* address. Any delivery failure notices (due to bad email addresses, down servers, etc.) will be sent by the postmaster to the *From* address.

### Hire a Student

After you have finished interviewing for your job, you must begin the University hiring process through the Student Employment website. The website allows you to hire students who have applied either online or in person.

- 1 To begin the process, click <u>Hire a Student</u> from any number of locations:
  - My Control Panel
  - Manage Job
  - View Applicants

A page similar to the following will display:

There is one opening for this position. Please select one applicant to fill this job.

<-- Click for help on completing this step.</p>

The following students filled out an on-line application and have already been hired for this job:
Roy Rogers1

Hire On-line Applicants	Hire candidates who did not apply On-line.	
☐ test test ✓ test tset	First Name  1. Go to step 2	Middle Initial Last Name

2 • Select the student(s) you wish to hire or fill in the name of paper-copy applicant, then click <u>Go to Step 2</u>. (If you reached this step from the *View Applicants* page, your student will already have a checkmark next to his/her name.) The following screen will load:

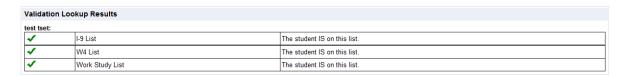
### Hire Student(s) Step 2: Fill Out Hire Info

For Job: Assistant Coordinator IV

Validate Students



**3** Confirm the student's ID number so that it may be cross-checked with a list of students eligible to work. Click Check Student ID to move to the next step:



This student has passed validation and may be hired. Click the "Continue" button to proceed to the next step.

Continue

**4** ▶ Review the validation results returned by the system. If your applicant checks out okay, the system will instruct you to move on to the next step by clicking <u>Continue</u>. Otherwise, the system may prevent you from hiring this student.

Please fill out hire info for this student.

Student First Name	test
Student Middle Name	
Student Last Name	tset
Student ID number	333333333
Email Address of Student Hired	sharontest@hotmail.com
Wage which will be paid student	8.00
Hours per week	10.0
Estimated Employment Start Date (mm/dd/yyyy)	08-01-2011
Estimated Employment End Date (mm/dd/yyyy)	05-31-2012
Is this a hire or a re-hire?	Hire
Additional Notes	
Submit Request	

- 5 ▶ The above screen confirms information gathered from your initial job posting and the student's application. Review the information, make any changes necessary, then click <u>Submit Request</u>. This is the hiring info that will be submitted for approval.
- **6** ▶ The system will confirm that your job request has been submitted, and depending on the remaining available positions for your job, the following screen may display:

All of the openings for this position have been filled and the position has been automatically put into Review Mode. Please choose from one of the following options:

Close the Job	This option should be used if you are satisfied that your search for an applicant is over. The applications associated with this position will be deleted from the system. <b>However</b> , the job profile information (Job description, requirements, hours per week, etc.) will NOT be deleted, so you can easily offer this job again next semester or next year, for example.  You will have a chance to download the names of the applicants for this job, and email the applicants not chosen to inform them the position has been filled before the listing is closed.
Re-list the job	Use this option if you wish to continue looking for applicants for this job.
Keep the job in Review Mode	Use this option is you are not positive that you are ready to close the job, but also don't want to re-list the job immediatly. This way, if you need to in the near future, you can re-list the job at any time <b>with</b> the current set of job applications and listing information still saved.

After selecting one of the three options, you have completed the hiring process!

### Manage a Job

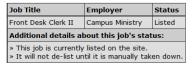
The Manage Job page provides a number of different functions from one central location, including:

- Updating a job's status e.g. from *Listed* to *Review*, or *Storage* to *Delete*.
- Manage a job's online application.
- Editing a job's details
- Viewing applications (also accessible from *My Control Panel*).
- Hiring a student (also accessible from My Control Panel).

**NOTE**: The latter two functions of the *Manage Job* page are explained earlier in this document and will not be covered again here.

To access these functions, click the <u>Job Title</u> you wish to manage from *My Control Panel*, and the following screen will load with that particular job's details.

#### Manage Job





[Edit this Job]

#### Update Job Status

To change a job's status, • click the target status link (e.g. <u>Listed</u>, <u>Review</u>, <u>Storage</u>) from the *Update Status* portion of the window.

NOTE: For an explanation of the different statuses, please see page 5 of this document, under the heading, "What do all these terms mean?"

If moving a job from *Review* or *Storage* to *Listed*, you may be required to resubmit it for approval, particularly if you have made changes to the job's details.

#### ▶ Edit a Job

The Student Employment website allows you to revise the details of a posted job (e.g. description, time frame, location, etc.) through the <u>Edit this Job</u> function.

1 From *Manage Job*, click <u>Edit this Job</u> located just above the job details. A new page will load, which will be identical to the job detail page you saw when initially posting the position.

#### [Edit this Job]

Below is a view of oproximately how this job appears to students:

Front Desk Clerk II	
Job ID	4243
Job Type	Campus Employment - Non FWS
Employer	Campus Ministry
Job Category	Associate
Job Description	Test
Job Requirements	Test
Available Openings	3
Hours	20.0 hours per week
Hourly Rate	\$8.00/hour to \$10.00/hour

**2** ▶ Edit the details of the job, then select one of the following options at the bottom of the page, and click <u>Submit</u>.

You do not have permission to update job data directly. You may submit the changes you wish to make, which will then wait for approval by an administrator. Please choose an option:
• Keep this job listed on the site so students can still search for it, apply for it, and so on. It will be listed in the <b>old form</b> until the changes you just made are approved. When the changes you just made are approved, they will be immediatly reflected in the listing.
Remove this job from the web site so students may <b>not</b> search for it, <b>until</b> the changes you just made are approved. When the changes you just made are approved, the job will be listed again on the web site.
Submit

**3** ▶ Your changes will be submitted to an administrator for approval, and you will receive an email about the job's status.

**NOTE**: The details of jobs in *Storage* and *Review* modes can be edited in the same way as posted jobs, but those changes will not be submitted for approval until the job's status is changed to *Listed*.

#### ▶ Delete a Job

If a job is already in *Storage*, you can click on the [Delete this Job] on the *Manage Jobs* page. After clicking this link, the system will confirm that you want to delete this job. By deleting a job, you permanently eliminate all record of it, including any associated details and applications.

Otherwise, you may delete one or more jobs at a time by simply clicking the box beside each job you wish to delete and then clicking the "Delete" icon. If you'd like to delete all your jobs, you can click on the "Select All / De-Select All" box. This will mark all the jobs present on that page and then you can click the "Delete" icon.



#### ▶ Manage an Online Application

To view, edit or remove a job's online application, click <u>View or Remove the Online Application</u> from the upper right-hand corner of the *Manage Job* table. The *Manage Job Application* screen will load and present you with a preview of the current application. If the job is currently *Listed*, you will also see this window:

You may not edit the application for this job while it is listed. To edit the application, first place the job in Review Mode.

• To discontinue accepting applications for this job: [click here]

Note: You should only do this if you really want to cancel the application for this job. If you just want to prohibit students from applying for a period of time, you should de-list the job from the site. You can update the job's status: [Here]

As the window explains, a job must first be placed into *Review* mode before the application can be edited. Do so by clicking the link [Here] at the bottom of the window. Once the application is edited and the job status is returned to *Listed*, the job and its new application will be submitted for approval by an administrator.

To discontinue accepting applications for the job, click the link indicated in the window. The page will refresh, but you will not notice that the online application is gone until you click back to the *Manage Job* page.

**NOTE**: By changing the online application and resubmitting the job for approval, you will not lose any of your current applications.