

## Q & A- SMART Technology and Resume Based Matching Webinar 7/31/2015

**1.** Since master resumes will be submitted, is there a way the customer can keep their resume private so employers cannot view them?

Performing a resume based search is the only way a customer's resume is submitted to NYTalent. The only way to avoid a customer's resume from being submitted into NYTalent would be to NOT perform a resume based job match.

**2.** When uploading resumes, which file types, are compatible for resume-based searching?

PDF, DOC, & HTML can be read by the SMART Technology. The only file type that SMART cannot read is a PDF picture.

**3.** I only need to run a resume-based search-I do not need to save the search or create a scout, right?

Running the resume based search will submit the resume into NYTalent. You do not need to create a Job Scout in order to submit the resume into NYTalent. Setting up a Job Scout would set up email alerts.

**4.** When you click add to favorites where do those jobs go? We can't find them.

Once a job is added to your favorites you will have to perform a job search, for example a keyword search. Scroll to the bottom of the results page. There is a button labeled Show Favorites. Click on that to see the jobs you've marked as favorite.

**5.** Is the resume that businesses see (in NYTalent) the same as the resume on Job Central?

The customer would need to upload the resume to both Job Central and JobZone if they want their resume on both sites.

**6.** How is personal identifying information removed from the resume for NYTalent?

The system does it automatically; the business will only see the work history, skills, and content of the resume. It's only after the customer applies for a position that a business is able to see the customers' identifying information.

**7.** What happens if a resume submitted to NYTalent belongs to a customer without an email address?

If a resume is submitted without an email address JobZone defaults to a fake email address. If the business tries to email that customer the undeliverable email will be sent to the talent bank mailbox in the central office. Then staff in the central office will identify the customer and contact them.

**8.** The work experience and skills space is limited to 3000 characters. Can we expand that space?

We can look into that with the developers. We did have to provide limits when developing this piece.

**9.** Is using the JobZone occupation section where we can get the job duties/tasks, are those considered contextual statements?

Yes, you could create contextual statements from the JobZone occupation section. The statements within the resume builder are similar to those found in the occupation section.

**10.** Are the resumes loaded into the old SMART database transferred into the new SMART program?

No, the resumes from the old SMART database were unable to be transferred into the new SMART program.

**11.** When the customer's contact info is changed in JobZone and saved by clicking the Update My Account button, does that change the same info in OSOS?

Yes, the customer's contact information will change in OSOS, if it is changed in JobZone.

**12.** Required Data Entry for OSOS question: Are we supposed to be entering HS Diploma/GED information in Education?

If the customer does not have higher education it is important to include a High School Diploma/GED in the resume. Including the date of graduation is not necessary.

**13.** Sometimes when I save resumes I'm writing in the builder, half of the data I've entered (resume title, for example) is deleted after the *save* is completed. Am I doing something wrong?

This is being looked at by the technical team.

**14.** How do you edit a part of the resume?

You can click on the title of the resume from the resume builder. Clicking on the title will bring you back to the specific tabs (qualifications, work experience etc) you can select the tab and entries you want to edit within those tabs. Always click save if you make any changes!

**15.** If I upload a resume to JobZone (or build one in the builder), but submit the resume to NYTalent using the "all-In" option, will it pull from all attached resumes AND OSOS, or just the resumes that are actually written?

The "all in" resume pulls from all of the created resumes and OSOS information. The "all in" resume does NOT pull information from the attached resumes.

**16.** Is there a way to include bullets when you create a new resume in JobZone?

In the full resume when you select the work statements you can use the display options button to change the format of the resume, you can make the statements in the form of a paragraph or bullets. In the quick resume if you enter the information in the tabs as a paragraph they will appear in the resume as a paragraph.

**17.** If you check the "include online" in OSOS does that remove that work history from the resume you want to create in job zone?

No, the "include online" feature in OSOS is no longer active.

**18.** Is spell check available?

Yes, when creating a resume in the resume builder the typed entries will be checked for spelling.

**19.** Does all staff have access to manager mode in OSOS?

If you have professional access/security system permission you have access to JobZone manager mode.

**20.** Is the information added in JobZone also added to OSOS?

Yes, if the customer goes into JobZone and changes for example account information, it will change OSOS. OSOS and JobZone are the same database whatever is added to JobZone is viewable in OSOS and vice versa.

**21.** How does an employer get access to NYTalent?

Businesses can find Links on NYSDOL webpage in the recruitment area, or can work with a business services representative.

**22.** When the customer is in front of us and we get into JobZone via OSOS can we make changes on the customer's resume and save changes?

Yes, from OSOS you should create at least a quick resume using the information you added to OSOS. If you upload a customer's resume you should edit the document before uploading it into JobZone. When an attachment is uploaded nothing is transferred into OSOS.

**23.** If a customer does not want their resume viewed by employers, what can be done?

If a customer does not want their resume submitted into NYTalent you wouldn't match using the resume. You can still have a resume in JobZone but do not match to it. We want to encourage the customer to submit their resume into NYTalent. Businesses will not see any private identifying information and a business must have an open job order to use NYTalent. Reassure the customer that submitting a resume into NYTalent is beneficial in the job search process and there is no personal information shared.

**24.** If a customer has 2 divergent job goals - should we have 1 or 2 resumes in JobZone?

It is okay to have more than one resume in JobZone. For Job Matching purposes, from a jobseeker and business perspective, a combined resume would result in better matches. You could perform an "all in" resume search to get job matches for both job goals. You can have 2 different tailored resumes in JZ, and use the tailored resume when actually applying to a job.

**25.** If staff makes a referral in JobZone; does it automatically show up in OSOS? Or does staff have to enter it themselves?

If it happens to be a NYTalent Job and a customer APPLIES for the job then it will be recorded in OSOS. For any other referral from JobZone it is not automatically recorded in OSOS. You can write down the job order number from the job posting in JobZone and search OSOS for the Job order number and make the referral through OSOS.

**26.** Does this (create a resume) need to be done at the first interview?

Yes, building a resume should be done at the first appointment. If the customer comes in with a resume, critic the resume and upload it to JobZone; if the customer does not have a resume with them you will need to create/build one for them.

**27.** Still not clear on what information changes in OSOS when a staff person changes any info in JobZone under Manager Mode and when a customer changes info in JobZone themselves. Can someone explain this further?

When a staff person goes into a customer's JobZone account any information that is changed/edited/added in JobZone is reflected in OSOS, Including any contact information, work experience, qualifications, awards, education etc. When a customer logs into their JobZone account and makes any changes/edits/additions to contact information or in the resume builder the changes are carried into OSOS. OSOS and JobZone are the same database so changes/edits/additions made in OSOS are carried into JobZone and changes/edits/additions in JobZone are carried into OSOS.

**28.** Will new entries in a resume building session populate OSOS (previously unmentioned licensure/work history/education, for example?)

Yes, when a customer enters information in the resume builder in the Qualifications, Work Experience, Education, Licenses, Associations, and Awards tabs the information will populate into the customer's OSOS account.

**29.** Since this is information that HAS to be uploaded to OSOS is there any way this can be transferred from OSOS to SMART without duplicating work efforts?

When information is saved in OSOS it will be saved into JobZone. A quick or full resume can be created with the information from OSOS with minimal duplication. Once the resume is created performing a job match based on the resume will submit the resume into NYTalent.

**30.** Can the work statements be changed to present or past tense?

Yes, once the work statements are selected you can edit or expand on the statements by clicking in the boxes that were selected.

**31.** Could you clarify what contact information is visible to employers and can the customer control what information is visible?

None of the contact information is visible to the business in NYTalent. No identifying information, no name, address, or email address is visible to the business. The business will only see the content of the resume.

**32.** When you print a full resume the font size defaults to 6.5, is there any way to change that?

You can change the font type of the resume by using the Display Options button. To change the font sizes download the document as a word documents and change the font size there and print the resume.

**33.** Which customer fields in JobZone changes roll over to OSOS? Address, phone, e-mail, experience in work history etc and how would we know?

All contact information if changed in JobZone is changed in OSOS.

**34.** Can a customer see how many employers are viewing their resume after the resume based search has been done?

No, a customer cannot see how many employers are viewing their resume at this time.

**35.** If a customer does not want to be a part of NYTalent; I understand that we would not match in JobZone. Would a match in OSOS activate the customer in NYTalent?

No, performing a match in OSOS will not submit a resume to NYTalent.

**36.** Once an employer identifies a "resume" s/he likes, how does the employer connect with the customer?

They use the email icon in NYTalent which creates an automated email to the customer.

**37.** Can an employer see an uploaded resume and if so, can the employer see their contact info?

The businesses in NYTalent can see a customer's resume when it is submitted to NYTalent. Businesses in NYTalent cannot see customer contact information.

**38.** When a business contacts a customer through NYTalent regarding a job where does it go?

The email will go to the customer's email address that is listed in their JobZone account.

**39.** Are the functions in JobZone and NYTalent available in other languages?

JobZone uses Google translate NYTalent is available in English only.

**40.** If, for whatever reason, a customer does NOT want to participate in the NYTalent program, how and where should staff document this request to avoid penalties?

Make a comment in OSOS. Reassure the customer that submitting a resume into NYTalent is beneficial in the job search process and there is no personal information shared.

**41.** Just to clarify, setting up the Job Scout will also place the customer's resume in NYTalent so employers can see it? How about just completing a keyword job search from the home page without doing a resume based search?

No, the Job Scout is a completely separate function. SMART is not Job Scout, it is Skills Matching and Referral Technology; it is an alternative to keyword matching. A Job Scout does NOT submit the resume into Talent; it sets up email job alerts. Completing a keyword search from the homepage will NOT put a resume into NYTalent. ONLY doing a resume based match will send the resume to NYTalent. Please see guides to review SMART Technology and the Job Scout feature in JobZone—NYSDOL <http://labor.ny.gov/careerservices/jobzone/index.shtm>

**42.** Can you create a Job Scout without performing a match?

Yes, a Job Scout and a job match are different. You will have to perform a search to initiate the Job Scout, to set up a Job Scout without matching to a resume use the keyword search.

**43.** Is Job Scout required in REA?

Yes, initiating Scout and submitting a customer's resume into NYTalent is required for REA customers.

**44.** Can you tell us right now "what is mandatory" and what is being measured right now?

Staff- are required to do resume preparation and either upload or create a resume in JobZone. This has been added to the tasks and standards.

Supervisors- are required to review the resumes that staff either created or uploaded in JobZone, this is also part of the supervisor's tasks and standards.

A technical advisory will be issued for performance indicators in the near future for the Common Measures and Customer Service Indicators. Included in the technical advisory is a customer service indicator on resume based matching for this year.

**45.** Will there be Job Aids for us and JobZone for clients?

There are guides, information, and videos available for customers on the NYSDOL website. Guides are also available for staff on the internet under Workforce Professionals, Programs and tools. <http://labor.ny.gov/workforcenypartners/osos.shtm>

**46.** Is there any way to undo a submission to NYTalent?

We are building that functionality in, but right now a submission into talent cannot be undone.