**REGION VI**

**ONE-STOP**

**OPERATIONS MANUAL**

**FOR**

**ON SITE PARTNER STAFF**

**INTRODUCTION**

The **mission** of the Region VI American Job Centers is to establish a workforce system that provides data-driven and employer-validated talent solutions through the integration of education, workforce, and economic development resources across systems.

The **Vision** of the Region VI American Job Centers is to empower employers, individuals, and communities to prosper and grow the region’s economy through a workforce development system that is inherently customer-centered, seamless, and effective.

**COORDINATION/RESPONSIBILITIES**

**COORDINATION:**

The objective of the One-Stop Operator is to assure that all One-Stop activities and functions are coordinated with Partners located in the One-Stop Centers, located in Fairmont, Morgantown, Elkins, and Clarksburg.

**Responsibilities of the One-Stop Operator:**

* Assure that cross-training is provided to all Partner staff
* Establish a clear understanding of the role of the Partner staff within the overall operation of the One-Stop centers
* Chair Partner meetings
* Promote services available through the One-Stop System

**Responsibility of Partners:**

* Assure that training is provided to the One-Stop Operator on Agency policies and procedures as related to staff located at the One-Stop
* Attend partner meetings
* Each Partner will commit to cross-training of staff, as appropriate, and to providing other professional learning opportunities that promote continuous quality improvement
* Collaborate and reasonably assist each other by using referral forms
* Regularly use resource binders as a reference of what each partner offers

***Please note that it will be the responsibility of the One-Stop Operator and Agency Supervisor to resolve any issues that arise.***

**Responsibility of On-Site Staff**

* Staff members are expected at all times to conduct themselves professionally and in a positive manner that will promote the best interest of the One-Stops.
* Maintain confidentiality of One-Stop customer information. Information designated as confidential is not to be discussed with anyone outside the organization, and only discussed within the organization on a “need to know” basis. In addition, One-Stop staff members have a responsibility to avoid unnecessary disclosure of non-confidential internal information about the organization, its partners, its customers, and/or its service providers.
* Use Common referral forms when referring clients to other partners
* Coordinate, communicate, and cooperate with other One-Stop staff

**Work Schedule:**

Hours of operation are from 8:30 a.m. to 5 p.m. Monday-Friday.

**HOLIDAYS**

In general, the following holidays are observed by the Region VI One-Stop system (Schedule is subject to change):

* New Year’s Day
* Martin Luther King, Jr. Day
* President’s Day
* Memorial Day
* WV Day
* Independence Day
* Labor Day
* Columbus Day
* Veterans Day
* Thanksgiving Day
* Christmas Day
* New Year’s Eve ½ day, Primary Election Day, General Election Day, Friday after Thanksgiving, and Christmas Eve ½ day (All at Governor’s Discretion)

Holidays that occur on a Saturday will be observed on the preceding Friday. Holidays that occur on a Sunday will be observed on the following Monday.

If an Agency does not recognize one or more of these holidays, then it is the responsibility of the staff member to report to work at a location designated by his/her employer. If an Agency observes a holiday that is not observed by the One-Stop centers, then the Agency should make the One-Stop Operator aware of this fact.

**Correspondence, Inquires and Meetings**

All correspondences sent out of the office which deals with a recommendation of the One-stop, or with an item of significant concern to the One-Stop, shall be submitted in draft form to the One-Stop Operator for release to partner agencies. All documents will also have the American Job Center Logo and the EOE tagline.

**Customer Relations**

All on site staff shall treat customers in a courteous, professional, and respectful manner at all times. Treat the customer as you would like to be treated.

***One-Stop staff shall understand that the customer comes first and is the primary reason for the organization’s existence. All One-Stop staff members have an obligation to represent the One-Stop in a positive, professional manner and make customers feel as comfortable as possible.***

One-Stop staff with customer contact is expected to know the One-Stop’s services and to respond to the customer’s needs. The One-Stop staff should attempt to educate customers about services available at the One-Stop and should seek new ways to better serve the customer.

One-Stop staff is encouraged to report recurring customer-related problems to the One-Stop Operator and to make suggestions for changes in organization policies or operating procedures to help solve problems. One-Stop staff should be prepared to listen carefully to customer inquiries and complaints and then deal with them in a responsive, professional manner. If a controversy arises, the One-Stop staff member should attempt to explain organization policy in a clear, yet courteous manner. If a customer becomes unreasonable, abusive, or harassing and the One-Stop staff member cannot resolve the problem, the customer should be referred to the appropriate supervisor.

One-Stop staff members should be particularly respectful and thoughtful when using the telephone. A positive telephone contact with a customer can enhance relations, while a negative experience can destroy a valuable relationship.

**Resource Room Procedures**

* Greet each person that reports to the Resource Room in a cordial and respectful manner.
* Be certain everyone who uses the Resource Room signs in.
* Assist customers in registering and accessing information from the job bank. Explain how the system works, as needed.
* Try to refer customers to at least one job when they come in. Tell them of the employer applications that are available.
* Help the customers on the computers; let them know there is One-Stop staff available to assist them if needed.
* Circulate among the customers to see if they need help. Some customers are not comfortable approaching the desk.
* Provide customers with employment web site listings and other information that may be beneficial in addressing their needs.
* Help the employers who come into the One-Stop to recruit. Also help employers with job orders.
* Help customers with any equipment and/or other One-Stop resources.
* Call other staff members for assistance in serving customers, if it gets busy in the Resource Room.

**Dress**

On site partners are responsible for maintaining an appropriate dress policy within their agency.

**Drugs, Narcotics and Alcohol**

One-Stop staff members are prohibited from the use, sale, distribution, dispensing possession, or manufacturing of illegal drugs and narcotics or alcoholic beverages on One-Stop center premises.

**Safety and Health**

The One-Stop centers comply with all applicable federal, state, and local safety and health regulations to provide an environment as free as practicable from recognized hazards. Staff members are expected to comply with all safety and health requirements, as established by their organization and by federal, state, or local law.

One-Stop staff members are responsible for the following:

* Familiarizing themselves with all safety and health procedures relevant to their work area
* Identify conditions that are recognized as unsafe
* Reporting accidents and injuries to their supervisor immediately
* Ensuring that any injured One-Stop staff member or customer is referred to the appropriate medical care

**Security**

The One-Stop Centers will make reasonable efforts to provide for the security of its property, its One-Stop staff members and authorized visitors to the premises.

**Smoking**

To maintain a safe and comfortable working environment and to secure compliance with applicable local ordinances, smoking is prohibited in the One-Stop Centers. There is a designated smoking area outside the facility.

**One-Stop Operations Manual Sign-off**

Manager Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Agency Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Location \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

As a One-Stop staff member in the Region VI American Job Center One-Stop’s I have read and understand the contents of the One-Stop Operations Manual.

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\*Please complete this page and email to the One-Stop Coordinator, April Pierson, at apierson@hrdfwv.org