

Executive Summary

Employer Job Order Entry

Idaho Commerce & Labor recognizes the role of government services is changing, and there's an urgency to reinvent the way we do business as the digital age fundamentally changes how people use and access information and services. Clearly, customers are coming to the Internet in multitudes and will continue to do so in increasing numbers because it is new, provides immediate gratification, and customers control it.

In our ongoing commitment to create customer-driven systems and services to meet the needs of Idaho's work place, the Department has made available an extensive menu of Internet-based resources, tools, and information for customers who prefer to access our services without any staff assistance or intervention. The Employer Job Order Entry (EJOE) system is one of these newest Internet-based tools.

EJOE gives employers the opportunity to manage their own job listings and recruitment efforts via the Internet 24 hours a day, 7 days a week. Of course, EJOE is another option for employers to post jobs as they are still welcome to contact any of our 24 local offices to work directly with Commerce & Labor staff on their recruitment efforts.

The goal is to increase the efficiency and effectiveness of Department operations, while providing employers more convenient and efficient access to employee recruitment services. This affords us the opportunity to serve and satisfy more customers by redirecting time spent to create job listings to other labor exchange activities.

A. Description of Project

Idaho Commerce & Labor provides an extensive menu of web-based resources, tools, and information for employers who prefer to self-manage their employee recruitment efforts, including our newest Employer Job Order Entry (EJOE) system.

EJOE gives busy employers the flexibility and control of managing their own job listings via the Internet 24 hours per day, 7 days per week, adding another way to access our electronic labor exchange services. (Self-posting is optional and employers may still choose to work directly with our staff via phone, fax, email or in person to recruit workers.)

When accessing the system for the first time, employers are required to complete a short online registration.

After logging into the system employers can update their account information under **Manage Account**, create and post a new job listing or view existing job listings under **Home**, change the information for the job listing under **Job Listing**, and view a list of applicants that have been referred to the position along with their profiles and resumes under **Manage Referrals**. The **Help** link opens a window showing tips for the page being viewed.

Employers are guided through the listing process with easy to understand prompts. When creating a job opening, employers choose an occupation and the system automatically shows a job description that matches the national occupational code for the position. Employers can choose to use that description, modify it, or write their own. If an employer isn't sure about the correct pay rate for a job listing, he/she can link to labor market information, providing the average wage for similar jobs.

Job listings post on our Web site within one business day.

Idaho Commerce & Labor started EJOE as a pilot program in March 2004 after discussions with Idaho Hospital Association and other major employers. It was officially launched in July 2004. Since that time, more than 900 employers have registered to use the service and nearly 3,000 job listings have been posted by employers.

B. Significance to the improvement of the operation of government

EJOE allows employers more convenient and efficient access to labor exchange services 24/7, extending the standard 8:00 to 5:00 hours of business available at our facilities. Moreover, business customers increasingly favor service providers that empower them to control their information and processes on their own terms. This saves the customer from having to go through Commerce & Labor staff for common recruiting activities, simplifying the customer's own processes, encouraging greater loyalty to us and possibly attracting greater numbers of new customers to our services.

EJOE increases the efficiency and effectiveness of Department operations, providing staff the opportunity to serve and satisfy more customers, and aids us in delivering consistent service to customers. By saving staff time spent for creating job listings, dollars can be redirected to other labor exchange functions which improve quality, customer satisfaction, and performance measures.

C. Benefits realized by service recipients, citizens, businesses, agencies, etc.

Businesses realize several benefits with EJOE, including:

- Freedom to access the system 24 hours per day, seven days per week
- Ability to view a real-time list of applicants interested in the job opening
- Ability to view resumes and profiles of potential applicants
- Ability to link to labor market information including wages and employment data for occupations
- Convenience and control of opening and closing listings without having to contact a Commerce & Labor office
- Immediate satisfaction
- Saving time and money by not having to wait in lines

Customer feedback regarding EJOE has been positive.

"Instead of writing all my job listings down and waiting for a representative to get back to me, I simply create and edit them myself. When a position is filled, I can jump on the Web site and close the order and keep track of who actually applied through the referral page."

~ Jessica Shine, Express Personnel Services, Boise, ID

"I love the ability to list, manage, and close company job openings all from the convenience of my computer. We use online listing services to post jobs in other states as well; this really is the way of the future."

~ Peggy Cotrell, Northwind Environmental, Idaho Falls. Peggy has listed more than 45 jobs on the EJOE system.

D. Cost/Benefit Analysis

Cost Analysis

Approximate development costs were \$10,000.00 as shown in the following table.

A development staff costs approximately \$50.00 per hour, including benefits and costs.

Programming Hours	\$ per Hour	Programming Costs
200	\$50.00	\$10,000.00

Benefit Analysis

Since EJOE was officially launched, 2,827 job listings have been posted in the system by registered employers.

It takes approximately 20 minutes of staff time to process one job listing manually—outside of EJOE.

Without EJOE

Job Listings	Avg. Minutes per Listing	Total Staff Time
2,827	20	942.33 hours

The average mid-salary level staff person costs \$30.30 per hour, including benefits and costs.

Total Staff Time	\$ per Hour	Staff Cost
942.33	\$30.30	\$28,552.60

Using EJOE

Job Listings	Avg. Minutes per Listing	Total Staff Time
2,827	5	235.58 hours

The average mid-salary level staff person costs \$30.30 per hour, including benefits and costs.

Total Staff Time	\$ per Hour	Staff Cost
235.58	\$30.30	\$7,138.07

By saving staff 15 minutes for each job listing, \$21,414.53 was redirected to other labor exchange functions, improving quality, customer satisfaction, and performance measures.

If usage of EJOE and staff costs both remain the same for a three-year period—approximately 353 job listings per month--\$128,350.80 will be redirected to other labor exchange functions. With passing time, however, EJOE usage and staff costs will increase, causing the savings to increase.

Experience based on usage of our other web applications reveals that approximately 30% of our customers access our services via self-service on the Internet after the first couple years. Currently, 7.4% of our total 12,252 employer customers posted 3.6% of the total 78,424 job listings using EJOE over the last year. Based on last year’s total numbers, an employer lists approximately 6 jobs over a year. If the number of employer customers using EJOE increases to 30% (3676 employers) \$167,074.20/year could be redirected to other labor exchange functions.

Job Listings	Time saved	Total Staff Time Saved
22056	15	5,514 hours
Total Staff Time	\$ per Hour	Staff Cost
5,514 hours	\$30.30	\$167,074.20