

Employer Service Network (ESN) Members' Agreement



In Brief

Purpose – To organize job development and placement activities across public and private entities in Rhode Island for the benefit of all.

Primary methodology – To establish lasting relationships with members of the business community that ultimately lead to employment opportunities for the job seekers ESN members collectively represent.

Outcome - A win-win-win for the ESN's three customer groups (business people, job seekers, job development professionals).

ESN Protocol at a Glance

The 12 "Traditions" of the ESN

ESN Members shall:

1. adhere to the underlying principles of the ESN such as customer service, confidentiality, collaboration, and continuous improvement of self and system;
2. actively participate in and sustain the local ESN meetings as the heart of the ESN;
3. facilitate access for one another to employers, services and job orders;
4. maintain successful relationships with their business customers;
5. function as the lead point of contact for their business customers;
6. share/post job leads throughout the ESN within 2 business days if unable to fulfill the business customer's needs from within the member's own agency;
7. utilize the netWORKri common job order form for data collection;
8. expediently follow up employer requests to assure customer satisfaction;
9. assess the needs of the job seeker and the business customer sufficiently well to assure mutual customer satisfaction;
10. maintain the accuracy and currency of the information in the employer account database;
11. represent the ESN while representing the member's own agency;
12. and share professional development opportunities.