

Business Service Level Agreement (SLA)

The Business Service Level Agreement is a non-contractual, collaborative agreement between the local MassHire Career Center and their local or regional business customer. The purpose of the SLA is to exchange important recruitment information, which will further improve the recruitment experience between the business customer and the MassHire jobseeker.

Content of service level agreement is as follows:

* MassHire Career Center Business Engagement Teams will source, interview, vet and refer qualified job seekers to in a timely manner. The Business Engagement Teams will actively recruit qualified job candidates until notified otherwise by the business customer.
* Business Service Representatives will meet (virtually or in person) with business customer(s) periodically, to discuss recruitment progress, future recruitment strategies and/or related workforce employment support programs provided by the Commonwealth.
* Upon conclusion of the recruitment assignment, Business Service Representative(s) will initiate contact with their business customer and conduct a “wrap-up” (virtually or in person) discussion to review effectiveness of recruitment process.

When business customers hire MassHire Career Center job seekers, we request the business customer(s) to provide important hiring information. As a Federal grant-funded organization, obtaining employment data from our business customers is critical to our reporting and continued federal funding. Obtaining the recruitment information allows MassHire Career Centers to monitor the effectiveness of their recruitment process. It is our goal to provide a positive recruitment experience for both Massachusetts job seekers and business customers.

To assist us, we are requesting business customers to provide the following recruitment information:

* Notification that the MassHire job seeker has been hired
* Date of hire and start date of MassHire job seeker
* Job title of newly hired MassHire job seeker
* Hourly pay rate of newly hired MassHire job seeker

We hope through our mutual collaborative efforts, productive business relationships will continue to grow between local businesses and their MassHire Career Centers.

Local MassHire Career Center: Date:

Lead Business Service Representative (LBSR):

LBSR Contact Information:

Name of Business:

Business Contact Name: