

EMPLOYER RESOURCE GUIDE



This guide was created to provide Pittsburgh's Northside businesses with relevant recruitment and retention resources all in one place.

*Updated quarterly – **Last update: July 2022***

Latest version always available at:

www.northsidechamberofcommerce.com/northsideworks

For more information on any of these resources, or to have a general conversation about workforce development, reach out to the NorthSideWorks! team at ellie@northsidechamberofcommerce.com.

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RECRUIT: Post on Job Boards

There are a lot of choices when it comes to which job board(s) to post on. Factors to consider include reach, cost, and ease of use. Below is comparative information for some of the most-used boards in the Pittsburgh area.

If you have questions about any of these boards, contact the NorthSideWorks! team, at ellie@northsidechamberofcommerce.com.

Indeed

- Free or pay for sponsored (sponsored posting: \$5 - \$499 a day ; Pay per application: \$1 - \$60)
- Most popular

PA CareerLink

- Free
- Register as employer

LinkedIn

- Free to start
- Create own budget, pay per click

NEXT Pittsburgh

- First week \$60, additional weeks \$35
- Publishes online & in newsletter twice-weekly
- 35,000 job seekers weekly reach

Non Profit Talent

- Posting pricing: \$150 - \$50
- Posted for 30 days
- Non-profit only

CCAC's College Central Network

- Free
- Used by CCAC students, alumni and community residents
- 12,000+ reach

Handshake

- Free
- Used by college/university/community college students
- 1,400+ Edu partners

Post-Gazette/Monster

- Pricing: \$249 - \$999
- Posted 30 or 90 days
- Contact: Jack Fardo, jfardo@post-gazette.com

Vibrant Pittsburgh

- Network of diverse and inclusive professionals
- Must be an employer member to access (payment determined by # of employees)
- Contact: Irving Torres, irvingt@vibrantpittsburgh.org

Pittsburgh Technology Council's Career Counselor

- Must be a member to post & use
- Free for members

RECRUIT: Partner with Training Providers

Northside Training Providers

The Northside is home to several training providers, all of which regularly produce skilled graduates. Below, you will find relevant information for these providers.

CCAC

1. Graduates from CCAC

- Graduation every August, May, December
- Grads receiving associate of arts, science, & applied science degrees and HVAC, welding, automotive, mechatronics and plumbing industry certifications
- How do I reach them? Posting on [CCAC job board](#)
- Contact: Dean Jolin, djolin@ccac.edu

2. Interns from CCAC – what are the options?

- Project Based Work
- Paid Intern
- Stipend Intern
- Internship/Externship/Co-op
- Temp Employment PT/FT
- Contact for more information: Dean Jolin, djolin@ccac.edu

3. Apprentices from CCAC

- Industrial Manufacturing Technician
- Mechatronics Technician – recruitment, training & retention tool
- Contact for more information: Dr. Deb Killmeyer, dkillmeyer@ccac.edu

4. Customizable Corporate Training

- Employers identify needs, CCAC fills
- Grant funded
- Contact: Dr. Deb Roach, droach2@ccac.edu

Bidwell Training Center

- Each program (6 total) graduates 2 cohorts per year, 141 grads in 2021
- Training in culinary arts, horticulture technology, medical assistant, medical coder/biller, pharmacy tech, chemical lab tech
- Contact for more information: Allied Health Programs - Bobbi Jeffries, bjeffries@manchesterbidwell.org.
- Chem Lab, Horticulture, Culinary - Michael Hinzman, mhinzman@manchesterbidwell.org

Triangle Tech

- About 80 students graduate every 16 months from start date – start dates: February, June, October
- Programs in specialized technology – receive [Associate in Specialized Technology \(AST\) degree](#)
- Contact for more information: Ashley Kessler, akessler@triangle-tech.edu

Tech Elevator

- About 85 students graduate every 14 weeks from start date– start dates: May & September
- Programs in software development – entry level
- Contact for more information: Jennifer O’Brien, jennifer@techelevator.com

Perry High School

- Pittsburgh Public School located in the Northside
- Contact for more information on reaching their graduates: Nichole Sims, nsims@aplusschools.org

A.W. Beattie Career Center

- Extension of 9 school districts in Allegheny County
- Offers 20 programs for 10th, 11th, and 12th graders to be college/career ready after HS
- Contact to post jobs or inquiries: Joanne Vano, joanne.vano@beattietech.com

City High

- College and career-focused charter school located downtown – all industries
- Internships for students in 11th & 12th grade – info [here](#)
- Contact internship managers: Keiha Drummond, drummond@cityhigh.org, Patti Kretschman, kretschman@cityhigh.org
- Employment opportunities for recent/upcoming grads
- Contact transition managers: Antonietta Riley riley@cityhigh.org, Erica Vasquez, vasquez@cityhigh.org

Pittsburgh-Area Training Providers

Local colleges and universities have an abundance of students prepared to graduate and enter the workforce. It can be a challenge to know how to connect with them.

Local colleges and universities

Thousands of colleges and universities across the country use the [Handshake platform](#) to promote job and intern opportunities to their students and alumni. With an employer account, you can easily promote opportunities to several schools at one time.

The below schools use [Handshake](#), but the specific school contacts are identified here:

- [Carlow University](#) - Contact: careercenter@carlow.edu
- [Carnegie Mellon University](#) - Contact: erelate@andrew.cmu.edu
- [Chatham University](#) - Contact: Matthew Spangler, m.spangler@chatham.edu
- [Duquesne University](#) - Contact: Nicole Feldhues, feldhuesn@duq.edu
- [La Roche University](#)
- [Pittsburgh Technical College](#) - Contact: careerservices@ptcollege.edu
- [Point Park University](#) - Contact: careerdev@pointpark.edu
- [Robert Morris University](#) - Contact: Kathy Graziani, grazianik@rmu.edu
- [Slippery Rock University](#) - Contact: career.education@sru.edu
- [University of Pittsburgh](#) - Contact: Devin Changa, dwb32@pitt.edu

[New Century Careers](#)

- About 60-70 trainees per year, 5-6 cohorts
- Training in manufacturing
- Contact for more info: info@ncsquared.com

[BankWork\\$](#)

- 4 cohorts per year (approximately 10 graduates) – banks attend to interview grads
- Training for tellers, customer service reps, personal bankers
- Contact for more information: Tanya Bashor, tbashor@eicpittsburgh.org

[All State Career School](#)

- Training in Commercial Driving: Class A CDL Preparatory, Class B CDL Driver Training, Commercial Truck Driver Training
- Training in Skilled Trades: Welding Technology and HVAC
- More information/contact [here](#)

[A Philip Randolph Institute](#)

- Participants receive six industry-recognized certifications: HAZWOPER, NIOSH OSHA 30 Hr. Construction, Mold Remediation, PennDOT Approved Flagger and Traffic Control, Red Cross First Aid & CPR, Roots of Success Environmental Literacy certification
- Become a partner or employ their program participants
- Request information [here](#)

[Per Scholas](#)

- Offerings in IT support, software engineering, and cyber-security
- Employer partnerships: hire their grads, customize a course for your hiring needs, volunteer opportunities
- Request information [here](#)

RECRUIT: Consider Targeted Populations

Considering specific populations is beneficial in several ways as an employer and there are resources available to provide support and help find candidates. Diversity helps strengthen companies, bringing new points of view and varied skills to the table.

Some examples of specific populations are individuals with disabilities, limited English proficiency, seniors, veterans, and youth workers. Find more below.

For facilitated connections to any of these programs, reach out to the NorthSideWorks! team at ellie@northsidechamberofcommerce.com.

Northside Organizations

Auberle - Northside Employment Institute

- Clientele includes job seekers with barriers to employment, prepares to be work ready
- Contact: Ashley Pesi, ashleyp@auberle.org

Foundation of Hope

- Works with previously incarcerated individuals, assisting in getting them work ready
- Contact: Jeff Williams, jwilliams@foundationofhope.org

Light of Life

- Works with individuals who have experienced homelessness, poverty, or addiction
- Contact: David Wadsworth, dwadsworth@lightoflife.org

YMCA

- Contact: Bill Pricener, wpricener@ymcapgh.org

Gwen's Girls

- Offers programs, experience & education for Allegheny County's at-risk young adult girls
- Employers can offer job shadowing, career speaking, etc.
- Contact: contactus@gwensgirls.org

Government Programs

Work Opportunity Tax Credit (WOTC)

- Receive federal tax credit to invest in job seekers with employment barriers
- Contact: Greg Shirk, gshirk@pa.gov

[Employer Tip Sheet for Hiring Individuals with a Criminal Record](#)

- Webinar on the tax credit & federal bonding program [here](#)

Federal Bonding Program

- \$5,000 worth of fidelity bond coverage through first 6 months of employment for at risk/hard to place job seekers
- Contact: Greg Shirk, gshirk@pa.gov

[Employer Tip Sheet for Hiring Individuals with a Criminal Record](#)

- Webinar on the tax credit & federal bonding program [here](#)

[On-the-Job Training](#)

- Reimbursement for training provided or found by employer; reimbursement for up to half of employee wages up to \$10,000
- Contact: Kathleen Powell, kpowell@partner4work.org

[Registered Apprenticeships \(RA\)](#)

- Work-based training programs for employers to develop/prepare their workforce
- Provides earn-while-you-learn approach
- Contact: Jared Young, jaryoung@pa.gov

Temp-to-Hire and Staffing Agencies

Requesting temporary or temp-to-hire workers through a staffing agency can be a good solution in a tough hiring environment. This type of hiring is helpful when the need for staff is particularly urgent, or with staffing needs that vary from week to week.

[Express Employment](#)

- Office services (administrative), light industrial (commercial), professional roles, skilled trades
- [Contact](#)

[Lingo Staffing](#)

- Light industrial, production, manufacturing, warehouse distribution, call center, administrative, professional roles
- [Contact](#)

[Adecco](#)

- Accounting & finance, call center & customer service, creative & marketing, engineering & technology, hospitality, human resources, industrial & manufacturing, medical & science, office, clerical & administrative, retail, transportation, and warehousing
- Contact: howcanwehelp@AdeccoUSA.com

[Crown Services](#)

- Industrial: light & skilled, office, administrative & professional, warehouse & distribution, and healthcare
- [Contact](#)

Diversity & Inclusion

[Vibrant Pittsburgh](#)

- For employers looking to broaden diversity and inclusion
- Contact: Irving Torres, irvingt@vibrantpittsburgh.org

Veterans

[Pennsylvania Veterans Registry](#)

- [List of upcoming Veteran Events](#)
- Form [here](#) for employers interested in hiring veterans

Immigrants/Bi-lingual

[Christian Immigration Advocacy Center](#)

- For employers looking to connect with immigrants
- Contact: general@ciacpgh.org or 412-532-6181

[Pittsburgh Hispanic Development Corporation](#)

- For employers looking to connect with bi-lingual candidates
- Free to post a listing, just ask for a donation
- Job listing posting form [here](#)
- [Contact for more information](#)

[Literacy Pittsburgh](#)

- Provides free reading, writing, math, English language, digital literacy, and workplace skills for adults
- Offers [Employer Training Services program](#) – customized 12-hour training in workplace English, math brush-up, business writing, digital skills, and cross-cultural communication
- Contact for more information: Lori Como, partner@literacypittsburgh.org or (412) 393-7640

Individuals with Disabilities

[Office of Vocation Rehabilitation](#)

- Vocational Rehabilitation screens and recruits' talent for employers to hire
- 10 reasons to hire from PA OVR [here](#)
- Contact for more information: Mark Kirby, mkirby@pa.gov

Other

[Jewish Family and Community Services \(JFCS\)](#)

- Career Development Center recommends candidates for employers
- Contact: Shawnte' Knox, sknox@jfcspgh.org

RETAIN: Training Options

There are trainings resources available to help employers provide on-the-job training and help increase skill development. Below you can find free, reimbursed, and paid training options.

Retention increases for employees who feel invested in and have opportunities for professional growth.

Free Programs

IBM SkillsBuild

- Free on-line job training
- Register as an organization to provide access to your employees

LinkedIn Learning

- Free with a Carnegie Library card (also free) number & pin
- 10,000+ online courses in business, software, and creative skills

SkillUpPA

- Free online courses
- Be registered PA CareerLink user to use
- Microsoft Office, QuickBooks, IT, other business courses

Grow with Google

- Free Google Certificates Program
- Data analytics, project management, IT support, user experience design – entry level roles
- Contact a representative [here](#)

Huntington's Financial Education Clinic

- Free
- Provide your employees with financial education
- Contact: Chuck Schons, chuck.schons@huntington.com

Company Mentorships

- A good practice that is no cost and easy to create is a company mentorship with a skilled employee & new hire/someone looking to increase professional growth within company

Reimbursed Programs

WEDnet

- Accessible training funds for employers to train employees
- Create own plan, receive reimbursement after training
- Contact: Reggie Overton, roverton@ccac.edu

Paid Programs

CCAC:

Community Education

- Non-credit fee-based classes and activities
- Contact: communityeducation@ccac.edu

Education to Go – personal and professional skills

- Instructor led courses on “just about every topic you can imagine”
- All online, prices vary by course
- FAQ & contact support [here](#)

Education to Go – workforce skills

- Online open enrollment programs
- Prices vary by course

STAR Center of Allegheny Health Network

- Beginner, intermediate, and advanced training in healthcare
- Customized content, cost dependent on services provided
- STAR Center brochure [here](#)
- Contact: stimulation@ahn.org

New Horizons

- Online training & certifications in applications, technical and business
- Prices vary by course
- [Contact](#)

All State Career School – Transportation Industry Trainings and Programs

- Onsite or All State’s facility
- Prices vary
- Contact: Stephanie Sedar, stephanie.sedar@allstatecareer.edu or (412) 823-1818 ex. 3319

RETAIN: Job Quality

Job quality is a phrase that has been coming up more and more due to the current labor market. Job quality is defined as one that contains most (if not all) of five elements: living wage, basic benefits, career-building opportunities, wealth-building opportunities, and a fair & engaging workplace.

Check out this [Job Quality Tools Library](#) from Aspen Institute – information on understanding, assessing, engaging in, strengthening, and monitoring job quality.

Great 8 article series, [“The Good Job Solution”](#), from Harvard Business Review, highlighting the importance of job quality.

Below are some practices to help increase your overall job quality and assist with finding good candidates.

Partner4Work – PGH Workforce Development Board

[Job Quality Employer Engagement – Partner4Work](#)

- Free job quality assistance (job posting language, job practice evaluation, etc.)
- 1:1 consultation, customized for your needs
- Contact: Bonny Yeager, byeager@partner4work.org

PA CareerLink

[Free virtual employer resources](#)

- Fill out the employer support form for assistance by a PA CareerLink representative

PA Women Work

[3 Cups of Coffee](#)

- Short-term mentor a jobseeker in a similar field
- Contact for more info: Laura Dulaney, ldulaney@pawomenwork.org

[Customer Service First-Class](#)

- Critical communication & professional skills for employers or employees
- 5-session course, industry-recognized curriculum
- Sign up [here](#)

RETAIN: Job Quality: Retirement

[Retirement Plan Advising by Huntington Bank](#)

- Contact Retirement Plan Advisor for next steps in planning: Susan Bell, susan.bell@huntington.com

HR BEST PRACTICES

Not all companies have an experienced HR department. Below is a curated list of HR best practices to support you and your business.

[Society for Human Resource Management \(SHRM\)](#)

- Membership based, for individuals not companies
- Variety of templates for HR needs
- Pricing: \$220/year
- Highly recommended by personal HR representative contacts

HR Compliance Checklist – do you have the following in place at your business or organization?

Recruiting, Interviewing & Hiring:

- Job descriptions for all positions ____
- Application process ____
- Offer letter template ____
- Background check process ____
- Post-hire paperwork (tax withholding, W-4's, other wage deduction forms) ____
- Internal policies ____
- Rejection letter template ____
- New hire files ____
- Contracts, orientation, training information ____
- Pre-employment documents ____
- Wage & hour ____
- Payroll ____

Employee Handbook & Policies:

- Family and Medical leave ____
- Health benefits ____
- Maternity leave ____
- Unemployment benefits ____
- Drug & alcohol specifications ____
- Cellphone policy ____
- Dress code policy ____
- Remote work policy ____
- COVID 19 policy ____
- PTO ____
- Workplace values ____