



Pictured: Madison Davis, Mail Services Specialist, CBRE

Table of Contents

Introduction.....	3
What is Supported Employment?.....	4
Our mission.....	5
Where it all began.....	6
Microsoft’s Real Estate and Facilities Supported Employment Program approach	7
Funding and services explained.....	8
We didn’t do it alone	9
Program expansion	10
Who uses Supported Employment services?.....	13
Why create a Supported Employment program?.....	14
Program benefits.....	15
Hiring workers with disabilities: Myths and facts.....	16
How to create a Supported Employment program.....	18
Program overview.....	19
Partner relationships	19
Building a strong foundation: Executive sponsorship.....	21
Building a strong foundation: Vendor/Employer alignment.....	22
Building a strong foundation: Enduring commitment	23
Supported Employee roles	24
Engaging community partners.....	25
Develop and support employers.....	27
Continued learning: New manager training.....	28
Career growth	29
Develop a communication plan.....	30
Tools and More Information	31
Program tools.....	32
More information.....	33
Accolades and citations	35
Accolades.....	36
Citations.....	37
Appendix.....	38

Introduction

The Microsoft Real Estate and Facilities Supported Employment Program Toolkit is an open document and is freely available to organizations looking to launch a similar program. We encourage you to use this to develop employment opportunities for people with intellectual and developmental disabilities in your community.

Contact us at supportedemployment@microsoft.com. We're eager to share what we've learned along the way with other corporations who are motivated to create a more diverse and inclusive workforce. This document will continue to be updated and refreshed as the program grows.

Stay tuned at this link for updates to the [Supported Employment Toolkit](#).

For more information, visit aka.ms/supportedemployment.

What is Supported Employment?



Pictured above: Holly Murahashi, Dining Room Attendant, Compass Group

"As an organization, Compass Group has embraced Microsoft's Supported Employee program which has provided opportunities to create strong connections between supported associates, staff and customers. This relationship not only showcases our commitment to diversity and inclusion, but also offers a level of depth to our teams, which translates to a higher level of service to customers. Supported Employment offers a unique opportunity to bring awareness to critical issues in our communities and creates allies for supported employees as they go forward in helping to create a better workplace environment. In the end this is the right thing to do for our business, our clients and our communities - the ultimate win win!"

-Tom Teves, Compass Group National Accounts

Our mission

Microsoft's mission is to empower every person and every organization on the planet to achieve more.



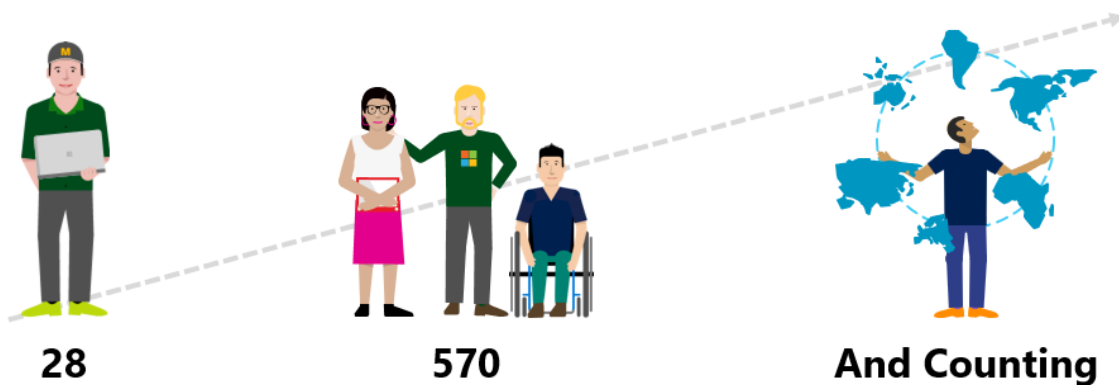
Pictured above: Dwight Travis, Paint Shop Helper, Gates Painting

We're committed to enabling workforce diversity and inclusion at our company, and beyond.

We partner with vendors and local Supported Employment agencies to find job opportunities for people with intellectual and developmental disabilities who might otherwise be overlooked in the job market.

Where it all began

In 2013, Microsoft Real Estate & Facilities (RE&F) created the Supported Employment Program to provide people with disabilities the opportunity to obtain and maintain employment. Through our partnerships, Microsoft has created over 570 placements globally, in 27 countries at Microsoft office locations.



Microsoft has an enduring commitment to fulfilling public responsibilities and serving the needs of people in communities worldwide, including those with disabilities. This commitment extends beyond products and services; it includes community and civic involvement to better the lives of under-served populations.

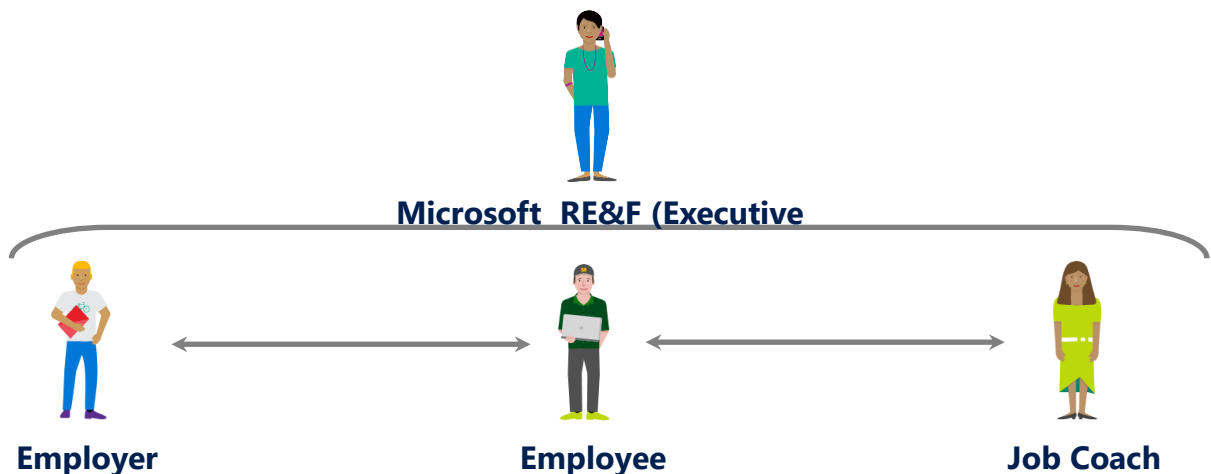
We believe that with the right training and support, each individual can become a successful, productive worker with a job that matches their interests and abilities. Fulfilling employment promotes independence and helps people become fully integrated members of their communities.

Our Supported Employment Program approach

The traditional approach: Coaching agencies typically approach employers, build individual relationships, and spend time demonstrating to owners or managers the benefits of hiring employees with disabilities. This process can lead to one or multiple job opportunities and takes considerable time and resources.



The Microsoft RE&F Supported Employment approach: Microsoft turned the traditional model on its head by working with our vendor employers to identify jobs and tasks that need to be filled. We then ask our coaching agency partners to help fill those jobs and to provide coaching to the employees. We believe this model gives the coaching agencies an opportunity to focus on coaching, an area where they have expertise and can have the biggest impact on employee retention, such as, resume writing, interview preparation, and building tangible job and social skills.



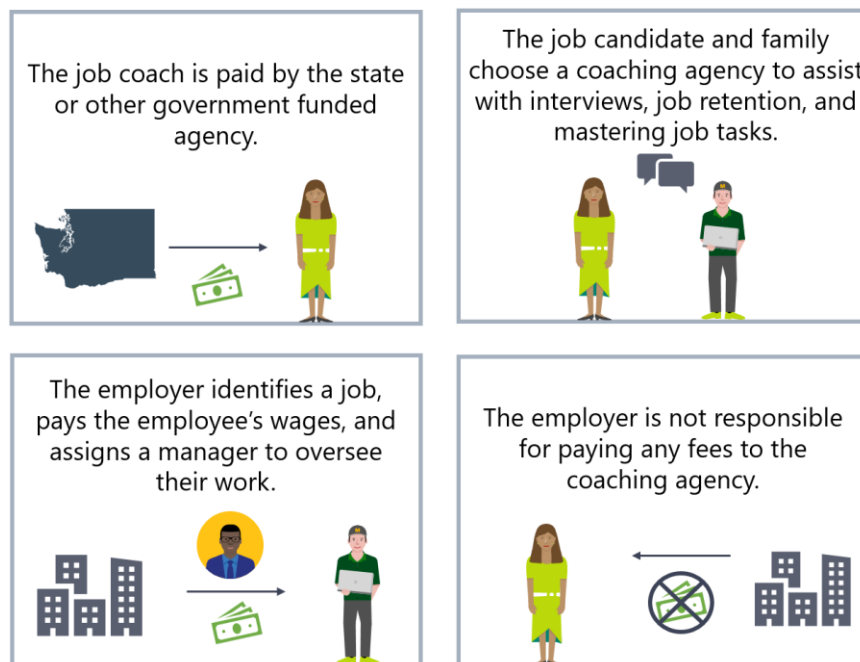
Funding and services explained

Supported Employment services can be used by people with intellectual, developmental, and behavioral health disabilities, and people with brain injuries, and other physical and sensory disabilities. Funding and eligibility for Supported Employment services varies based on location and the needs of the job seeker.

In the United States, people with disabilities may receive federal Supplemental Security Income and Medicaid benefits, which have income thresholds. This means that if a person earns more than the allowed threshold, they will lose their benefits. While full-time employment may be challenging, part-time employment may be a better fit for people who wish to preserve federal benefits. If an employee has concerns about hours or wages, benefit planning may be available through their coaching agency or county to ensure they make informed decisions.

There are regional and national differences in funding and service systems for people with I/DD. Globally, Microsoft pays the going rate for the job being done at the local office.

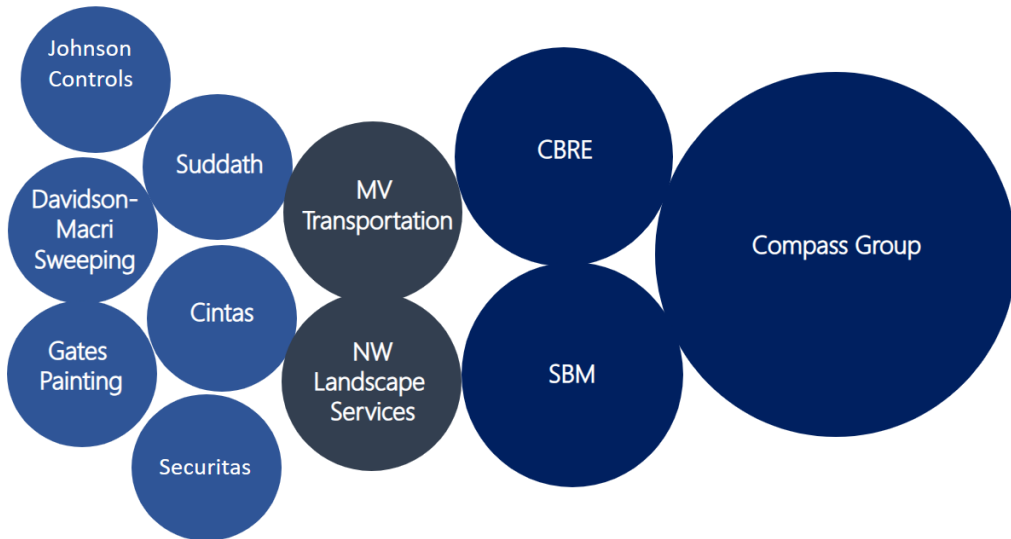
In Washington State, the job candidate, often with the help of family or a guardian, selects a coaching agency to work with. The coaching agency assigns a job coach, who gets to know the candidate's abilities, skills, and interests. They work together to build an individualized plan to find and retain a job.



We didn't do it alone

Thanks to our dedicated partners we've been able to grow quickly. As the number and involvement of our vendor and coaching partners has grown, so has the number of Supported Employees. (The circle size represents the relative size of each organization.)

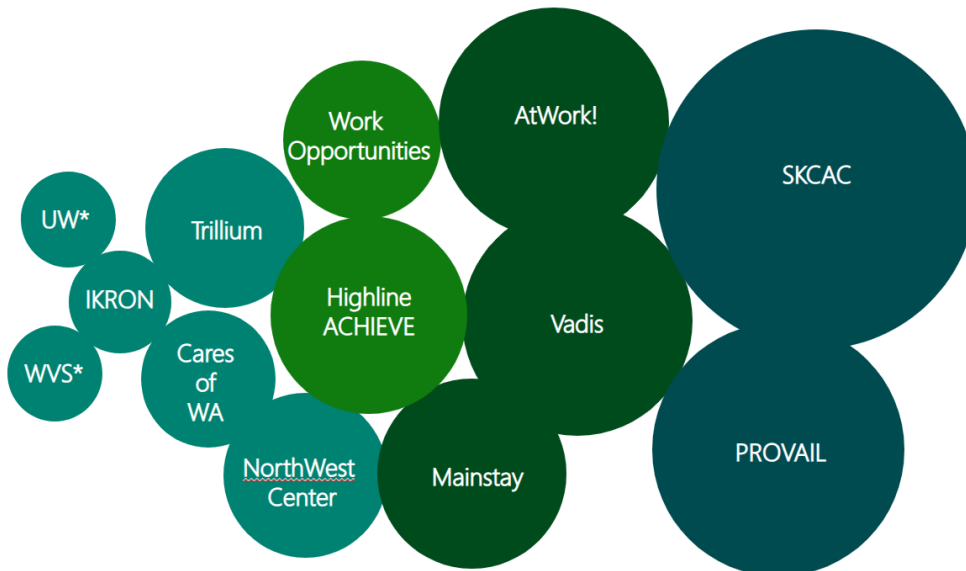
Vendor partners in Puget Sound



Coaching partners in Puget Sound

*University of Washington Employment Program

*Washington Vocational Services



Program expansion

Our Supported Employment Program has expanded to countries in every geographic region of the world. Though these new locations have smaller headcounts than the Puget Sound region, the program has been transferred successfully and proven to be scalable. We're looking forward to working with colleagues at other Microsoft locations to grow the program further. The map below shows the program expansion across the globe.



Just as we rely on our partners in the Puget Sound, local site leaders have developed relationships with coaching agencies, non-governmental organizations, and employers to help meet their staffing needs and grow their Supported Employment programs.





Employers by region:

North America	Asia Pacific Australia China	Europe Middle East Africa	Latin America
<u>Alpine Building Maintenance</u>	<u>Avon Solutions & Logistics</u>	<u>Ariel Properties Group</u>	<u>Alevo Consulting, SC</u>
<u>Canteen Canada</u>	<u>CBRE</u>	<u>CBS International</u>	<u>Casa Limpia</u>
<u>CBRE</u>	<u>Chai Point</u>	<u>Dussmann Service</u>	<u>Grupo Repcon</u>
<u>Cintas</u>	<u>Compass Group</u>	<u>Feed Your Mind</u>	<u>ISS Cleaning Services</u>
<u>Compass Group</u>	<u>Dusters Total Solutions Services</u>	<u>ISS</u>	
<u>Davidson-Macri Sweeping</u>	<u>Enablers Property Services</u>	<u>KZ Servis</u>	
<u>Gates Painting</u>	<u>Express Housekeeper</u>	<u>Michlol Services Application Ltd</u>	
<u>Gensler</u>	<u>FM Support 21</u>	<u>Michlol Solutions Ltd</u>	
<u>Johnson Controls</u>	<u>Fu Cheng</u>	<u>Samsic</u>	
<u>MV Transportation</u>	<u>HotSpot</u>	<u>Shoresh Hagalil</u>	
<u>Northwest Landscaping Services</u>	<u>Ideal Solutions</u>	<u>Sodexo</u>	
<u>SBM</u>	<u>Impressions Services (P) Ltd</u>	<u>Yemekhane</u>	
<u>Securitas</u>	<u>ISS</u>		
<u>Suddath</u>	<u>JLL</u>		
	<u>Johnson Controls</u>		
	<u>Les Concierges</u>		
	<u>McKintey Group</u>		
	<u>PROIFM</u>		
	<u>Saahas Zero Waste</u>		
	<u>Smartsun</u>		
	<u>Sodexo</u>		
	<u>Starbucks</u>		

Program foundations

These are the principles, components, and values of our Supported Employment Program. Use these guidelines to ensure a consistent program approach.

Principles:

 <p>Provide jobs in the community, working alongside peers who do not have disabilities.</p>	 <p>Pay fair market rate or higher commensurate with the job.</p>
 <p>Generate employment at an organization in the community.</p>	 <p>Provide ongoing support for the life of the job, based upon the individual employee's needs.</p>

Components:

<p>Program Leadership</p> <ul style="list-style-type: none"> • Identify executive sponsorship. • End to end leadership & expertise. • Tools to support a world class program. 	<p>Job Development</p> <ul style="list-style-type: none"> • Identify prospective workplaces & tasks for employment. • Define job description, structure, and hours.
<p>Assisted Sourcing</p> <ul style="list-style-type: none"> • Distribute job descriptions through various channels. • Review job applicant information. • Identify potential candidates. 	<p>Operational Sustainability</p> <ul style="list-style-type: none"> • Ensure quality support, coaching, and mentoring. • Program consistency and reliability. • Library of resources.

Values:

<p>Quality Driven</p>  <p>Ensure quality drives the program success.</p>	<p>Scalable</p>  <p>Ensure program structure supports growth.</p>	<p>Sustainable</p>  <p>Dependent on process not people; culture driven.</p>
---	--	--

Who uses Supported Employment services?

In Washington State, the funders of Supported Employment include the Department of Social and Health Services, Developmental Disabilities Administration, and Division of Vocational Rehabilitation. These state law definitions helped us focus our scope.

What is a Developmental Disability? ¹

A disability attributable to:

- Intellectual Disability
- Cerebral Palsy
- Epilepsy
- Autism
- Neurological or other condition similar to intellectual disability which:
 - Originated before the individual attained age eighteen.
 - Continued or can be expected to continue indefinitely.
 - Constitutes a substantial limitation to the individual.

Note: Microsoft has developed an innovative [Neurodiversity Hiring Program](#). ²

Who is eligible for Division of Vocational Rehabilitation (DVR) services? ³

A person is eligible for DVR services if they:

- Have a physical, mental or sensory impairment that results in a substantial impediment to employment.
- Require vocational rehabilitation services to get or keep a job.
- Are capable of working as a result of receiving VR services.

Why create a Supported Employment program?



Pictured above: Jason Lakey, Groundskeeper, Northwest Landscaping Services

"The Microsoft program grows Supported Employment in exponential ways. This initiative brings other corporations along by exposing those companies to an experience which can be expanded to their diversity hiring initiatives across their other locations."

Susan Harrell, Assistant Executive Director (WISE)

Program benefits

There is a business and a values case for hiring a diverse workforce - it's the right thing to do, and it's good for business. Benefits to your business include:



Increase profitability: According to the 2023 *“Disability Inclusion Imperative”* report by Accenture, companies that are “Disability Inclusion Leaders” realize market business gains over other participants, including; 1.6 times more revenue, 2.6 times more net income and 2 times more economic profit. ⁹

Increase community engagement: 87% of customers prefer businesses that hire employees with disabilities. ⁴

Decrease turnover rate: 8% for employees with disabilities vs. 45% for others. ⁴

Untapped segment of labor force: 21% employment of people with a disability vs. 68.3% employment of people without a disability. ⁵

Return on investment: Employers see a \$28.69 return on each dollar invested in accommodations. ⁴

Myths and facts about hiring workers with disabilities:

Some common misconceptions and factual responses include:

Myth: The Americans with Disabilities Act (ADA) forces employers to hire unqualified people with disabilities.

Fact: Unqualified candidates are not protected under the ADA. An individual must first meet all requirements for a job and be able to perform its essential functions. ⁶

Myth: Under the ADA, an employer cannot fire an employee with a disability.

Fact: Employers can terminate employees with disabilities under 3 conditions: 1) Termination is unrelated to the disability. 2) Employee does not meet legitimate requirements for the job. 3) Due to the disability, the employee poses a direct threat to the health and safety in the workplace. ⁶

Myth: All people with disabilities require expensive job accommodations.

Fact: Studies have shown that less than 1/4 of employees with disabilities need accommodations. Of the people with disabilities who do need special equipment or accommodation, 57% of these cost less than \$500, many costing the employer nothing at all. ⁶

MYTH: The ADA protects employees who have difficult or rude personalities or are troublemakers.

Fact: Improper behavior in and of itself does not constitute a disability and having a disability does not excuse employees from performing essential job tasks and following the same conduct standards required of all employees. The courts have consistently ruled that "common sense" conduct standards, such as getting along with co-workers and listening to supervisors, are legitimate job requirements that employers can enforce equally among all employees. ⁷

MYTH: There is nothing one person can do to help eliminate the barriers confronting people with disabilities.

Fact: One person can be an ally and listen to people with disabilities. Follow the "Nothing About Us, Without Us" saying embraced by the disability community.

Fact: Everyone can contribute to change. You can help remove barriers by:

- Encouraging participation of people with disabilities in community activities by using accessible meeting and event sites.
- Advocating a barrier-free environment.
- Speaking up when negative words or phrases are used about disability.
- Writing producers and editors a note of support when they portray someone with a disability as a "regular person" in the media.
- Understanding the need for accessible parking and leaving it for those who need it.
- Accepting people with disabilities as people capable of the same needs and feelings as yourself.
- Hiring qualified people with disabilities whenever possible.⁸

How to create a Supported Employment program



Pictured above: Ben Day, Lead Maintenance Assistant, CBRE

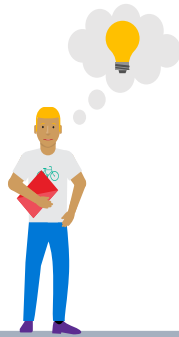
"Over the past 20+ years of employing people with intellectual/developmental disabilities who use Supported Employment, they've become some of our most dependable, hardworking and enjoyable members of the team. We have equal expectations of all our staff and support further action by the legislature to enable employers to do more inclusive hiring."

Alex Navarro, Senior Director, CBRE

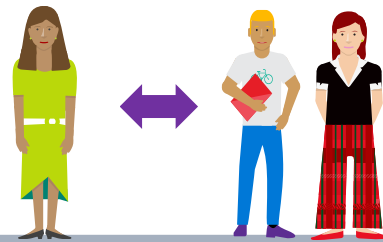
Program overview

Learn about the roles and relationships between the Supported Employee, employer, job coach, and program manager.

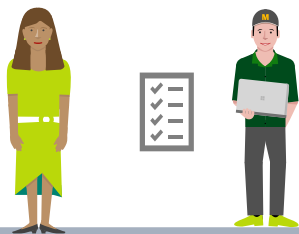
The employer identifies opportunity for a Supported Employee role.



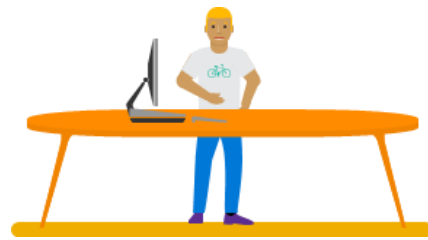
The program manager collaborates with employer to create and distribute job description.



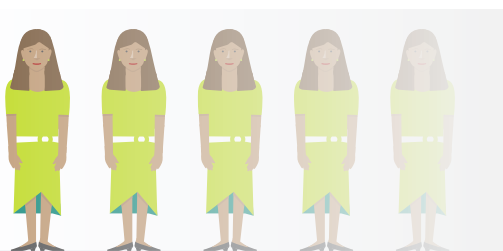
The job coach identifies candidates and supports the candidate through the interview process.



The employer schedules and conducts interviews, selects candidates, and hires and supervises Supported Employee.



The job coach provides customized job supports to the employee, which can remain or phase out over time.

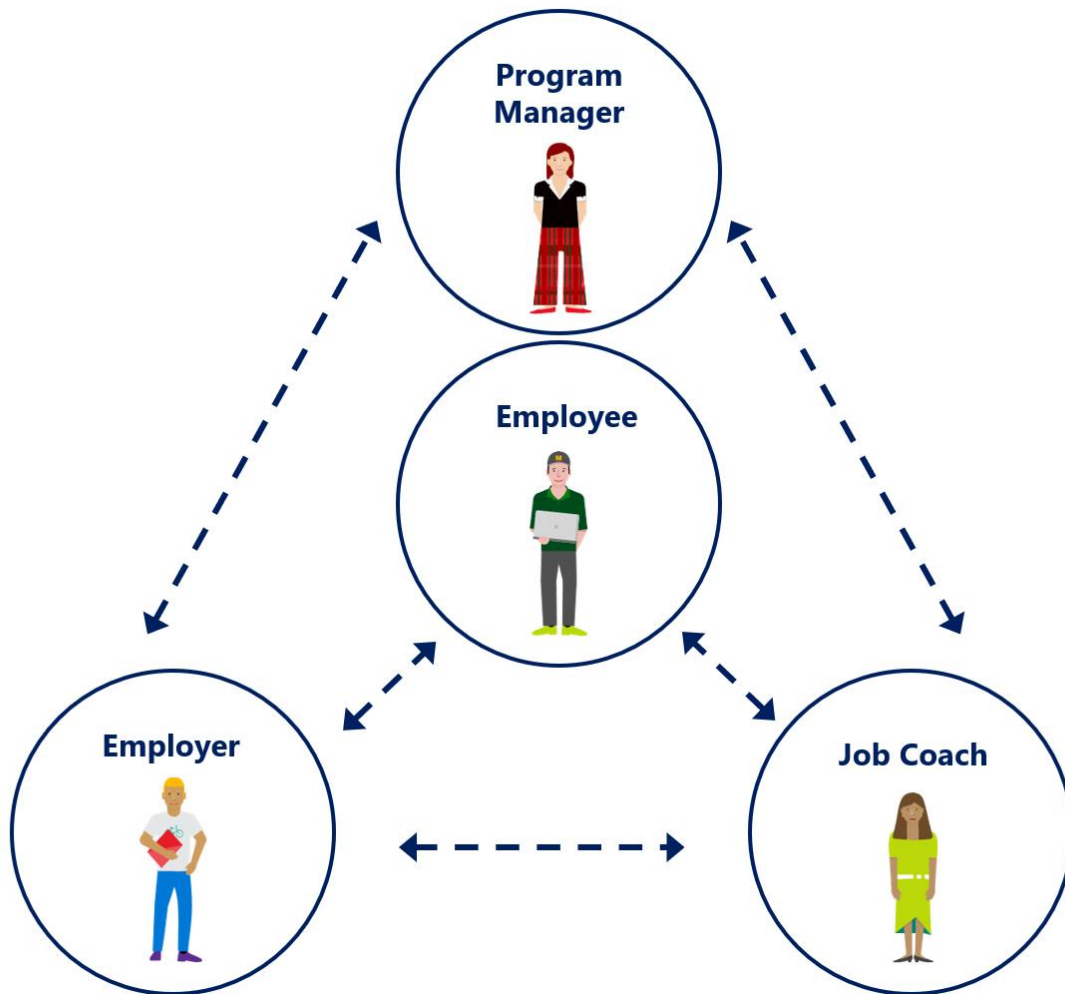


The program manager supports job development, education, reporting and process consistency.



Partner relationships

The key partners in the Supported Employment Program are the Supported Employee, the employer, the job coach, and the program manager. This graphic illustrates the relationships between the partners.

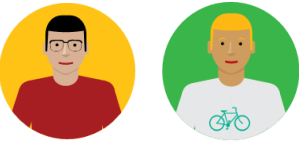




Building a strong foundation: Executive sponsorship

An executive level sponsor will keep the program appropriately resourced, growing, and maintain focus on the program. A Supported Employment program needs a level of authority and accountability to execute effectively.



How to identify potential sponsors

To find the right executive sponsor in your organization, try reaching out to:

	Executives who are already involved in disability hiring initiatives.
	Executives with a personal connection with disability; individuals who experience disability, parents or family members of people with disabilities.
	Executives involved in internal networking groups with a passion for diversity, disability or accessibility.

How to measure success

It's important to determine goals that fit your organization. Here are some metrics you can use to gauge the success of your program. We encourage employers to start with one job and build their program from there.

# of Supported Employees hired 	 # of employer and coaching agency partners	 Parts of your organization involved	 # of job types developed
---	---	---	---

Building a strong foundation: Employer alignment

Aligning your partners to shared goals is critical to your program's success. Sharing materials such as these videos will help you illustrate how hiring people with intellectual/developmental disabilities will bring value to the workplace, foster community involvement, and align to your partners' business goals.



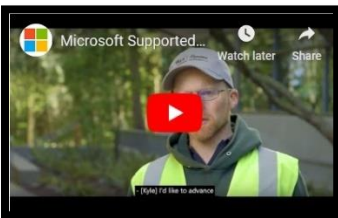
Austin Landon (Common Area Reset Technician): Follow Austin as he uses his Microsoft Surface to reset furniture in conference rooms and common areas. Austin's drive to improve his and his team's performance is contagious.



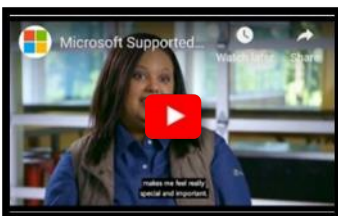
Tanya Harris (Production Assistant): Tanya's job includes cleaning and moving crates in a warehouse. She takes on new duties as she masters each assignment her supervisor offers her. See the variety of tasks she has learned and follow her through a typical day of work.



Phillip Ross Thelin (Assistant Chef): Phillip's job duties have grown from prep chef chopping onions every day, to assistant chef and taking the lead on his own café station. Watch Phillip's growth in responsibilities and confidence.



Kyle Van Allan (Groundskeeper): Kyle didn't drive when he first started working, but thanks to his ambition and support from his employer, he learned to drive an electric cart on the job. Watch as he drives through campus to empty garbage cans and record each job he completes.



Leila Miles (Receptionist): As a Microsoft receptionist, Leila welcomes guests and offers them a hospitable experience. From answering phones, greeting guests, arranging for shuttles and booking rooms, Leila's workday is varied and fulfilling.

Building a strong foundation: Enduring commitment

Use these approaches to nurture each person throughout their employment:

Inclusion: Historically, people with disabilities have been served in separate and



exclusive settings such as institutions, with no access to public schools or integrated employment opportunities. By contrast, Supported Employment develops paid, competitive employment opportunities for people with disabilities in integrated work settings.

Natural supports: The employer, supervisor, and coworkers are encouraged to develop natural supports for the Supported Employee. Job satisfaction grows as an employee feels included and valued in company activities, independent of their coach.

Pictured above: Brian Rosenberg, Groundskeeper, Northwest Landscaping Services

Celebration: Recognizing your company's efforts around Supported Employment will help build morale and buy-in to the program. Acknowledgements and awards from local organizations will boost morale and keep the program energized.

Career progression: A Supported Employee's first job may not be the only job they will ever want to perform. Movement, challenge and variety can be important to staying invested in a job. Ask yourself, in what ways can Supported Employees be encouraged to grow as employees? Can tasks be added to a job to increase variety? What educational and training opportunities exist or can be developed that a Supported Employee could participate in?

Supported Employee roles

Our program provides a variety of roles, including:

Industry	Job Titles		
Food and Events	Administrative Assistant	Café Support	Events Worker - Catering
	Assistant Cook	Cold Food – Salad	Food Transport Delivery
	Barista	Coordinator	Greeter
	Busser	Day Porter	Ice Cream Scooper
	Café Ambassador	Delivery Person	Kitchen Utility
	Café Attendant	Dishwasher	
Transportation	Administrative Assistant	Bus Cleaner	Utility Worker
Facilities	Business Services Clerk	Furniture Maintenance Technician	Maintenance Assistant
	Common Area Reset Assistant	Facility Assistant	Project Coordinator
	Communications Specialist	Facility Inspector	Receptionist
	Concierge Executive	Handyperson	Warehouse Technician
Landscaping	Gardener	Grounds Keeper	
Logistics	Copier Room Assistant	Customer Service Mail Courier	Mailroom Assistant
	Customer Service Associate	Delivery Driver	Outbound Shipping Specialist
	Customer Service Freight Courier	Mail Services Specialist	
Custodian	Cleaner	Janitor	Recycling Sorter
	Customer Service Representative	Night Custodian	
Surface Care	Carpet Technician		
First Aid Kits	Office Support Professional		
Security	Security Guard	Security Officer	
Other	Group Business Administrator	Office Assist	Workplace Concierge
	Lab Technician		



Pictured above: Demetrius Gilmore, Day Porter, SBM

Ways to engage community partners

To engage the natural partners to your program in your area, reach out to the organizations listed below. They share a vision of increased employment opportunities for people with disabilities and they can help you learn how Supported Employment works in your community.

Government offices: Staff at government offices can describe how Supported Employment services are funded and provided in your area. They are subject matter experts on income and benefits. Look for social and health services for people with disabilities and vocational rehabilitation services.

Supported Employment coaching providers: Coaching agencies serve clients with disabilities who are actively searching for jobs in integrated, community-based companies. Search for the nonprofit and private coaching providers serving your community.

Advocates serving people with disabilities: Advocacy organizations provide information and referral around disability rights issues. They can be valuable subject matter experts on how the social services system works and who is providing coaching

services. They may also provide training and current thinking about disability-related employment rights and services. In the United States, search for:

- Arc: State and local Arc chapters: [Link to find a local Arc Chapter.](#)
- Protection and Advocacy System: [Link to State Protection and Advocacy Systems.](#)

Strengthening existing partnerships: Seek out opportunities to attend and share information at your local disability-related meetings, conferences and events. Examples include:

- Conferences on assistive technology or community living
- Governor’s Committee on Disability Issues
- People First conventions
- Self-Advocacy conferences
- Special Olympics events
- School-to-work transition fairs

Options to develop and support employers

Provide information and support to partners to successfully integrate people with disabilities into the workplace. Training, 1:1 consultation, assistance with job development, and ongoing job support are effective tools for aligning staff and partners.



Pictured above: Fathi Mohamed, Utility Worker, MV Transportation

1:1 training and consultation: Coaches are an invaluable source of 1:1 training and consultation for the employer and supervisor. The number of coaching hours is individualized based on the employee's needs and their source of Supported Employment funding.

- Hours can change, fading away as the employee learns and masters their job.
- Hours can be increased as job responsibilities change or to support the employee with performance issues.

Ongoing job support: Coaching agencies usually develop an employment plan in collaboration with the supported employee. Coaches and employees can provide the following:

- Coach and backup coach name and contact information.
- Family or legal guardian contact information.
- Number of coaching hours and schedule of coaching.
- Who to contact for help with adding new skills or resolving workplace issues.

Continued learning: New manager training

Engage local subject matter experts to provide group training to direct supervisors, managers, and co-workers. Training topics may include the following:

Curriculum	Content
Definition of disability	<ul style="list-style-type: none"> • What does disability mean to you. • Legal definition of disability. • Stigma associated with disability.
History of supported employment	<ul style="list-style-type: none"> • How services for people with I/DD have changed from a model of segregation to integration.
Job coach role	<ul style="list-style-type: none"> • The job coach is not a substitute supervisor. • Job coach services are individualized to the employee's needs.
Job development	<ul style="list-style-type: none"> • Job analysis. • Task bundling. • Customizing positions.
Interview and resume options	<ul style="list-style-type: none"> • Working interviews. • Video and portfolio resumes.
Retention strategies	<ul style="list-style-type: none"> • Growth and progression. • Natural Supports and inclusion in the work team.
The benefits of creating an inclusive and integrated workplace	<ul style="list-style-type: none"> • Good for business. • Workplace looks more like the community where you do business. • Morale boost.
Laws affecting the rights of employees with disabilities	<ul style="list-style-type: none"> • Americans with Disabilities Act. • Other relevant local laws. • Interview guidelines for employers.
Addressing performance and workplace issues	<ul style="list-style-type: none"> • Role of the Supervisor. • Role of the coach.

Career growth

These videos provide a framework and tips for managers as they work with Supported Employees on developing their careers. Career growth could be adding a new task, or developing the skills needed to take on a new role.



Set the Stage for Growth

As the manager, you play a key role in assisting your Supported Employee's career growth and progression. By using open and respectful dialog, you can facilitate this during the onboarding process by setting expectations and identifying goals to strive for during their employment.



Empower Growth

Empower Growth addresses how you can collaborate with a Supported Employee to achieve their growth goals. Tips include having regular check-ins, acknowledging positive skill development in the moment, and utilizing the skills of the job coach.



A Story of Success

When she started working, Nicole's job was to roll silverware. In this video you will learn about Nicole's growth from those humble beginnings to her current role in the sandwich station, where she prepares 150 sandwiches for her customers at lunchtime.

Develop a communications plan

Develop a plan to keep your audiences informed and engaged. Keep it clear and accessible by using plain language, avoiding jargon, and offering multiple formats and translations.

What each audience needs to know:

Candidates: People with disabilities and family members, legal guardians or job coaches who may assist with the application and hiring process.

- New job openings and how to apply.
- How your program works and who to contact to get involved.
- Your commitment to employing people with disabilities.
- Upcoming events.

Employers: Human Resources teams, leadership, supervisors, managers, and co-workers.

- Your commitment to employing people with disabilities.
- How the program works and their role in it.
- How to develop new job opportunities and clear job progression.
- Ways to nurture and promote natural supports on their teams.
- Practical ways to develop and nurture an atmosphere of inclusion.
- Resources for addressing performance issues.
- Upcoming events.

Coaching agencies:

- Your commitment to employing people with disabilities.
- How the program works and their role in it.
- How your company functions, how they will access the workplace.
- How they can help employers develop new job opportunities.
- Upcoming events.

The community: The community of people with disabilities and their families, advocacy and grassroots organizations, local partners at colleges, universities, government social services offices, local businesses, and coaching agencies.

- Your commitment to employing people with disabilities.
- How your Supported Employment program works.
- Goals, accomplishments, and stories of the personal impact of employment on real people.

Tools and more information



*Pictured above: Amanda Delisi, Office Assistant,
Davidson Macri Sweeping*

"I work on the Microsoft campus, and often see the participants in the Supported Employment Program. As the father of a child with a developmental disability, I appreciate our commitment to this initiative. It is a powerful demonstration of our corporate values and makes me proud to be a Microsoft employee."

Matthew Baldwin, Senior Content Publishing Manager
C+E Skilling, Microsoft

Program tools

In the Appendix, find the following program tools.

Job analysis

Customized Task Documentation Form

Task Analysis Library

- Landscape and Custodial Task Analysis
- Grounds and Motor Pool Task Analysis
- Business and Office Services Task Analysis

Job descriptions

Job Description Library

- Audio Visual Assistant
- Bus Washer
- Busser
- Common Area Reset Technician
- Grounds Keeper
- Event Service Technician
- Administrative Assistant

Program design

SE Program Charter 2013

Request for Information

Program Setup Plan

Program Manager Job Description

More information

Visit these resources to learn more about disability employment and inclusion.

[Microsoft RE&F Supported Employment Program](#) website

Disability employment subject matter experts

Advisory Committee on Increasing Competitive Integrated Employment for Individuals with Disabilities: <https://www.dol.gov/odep/topics/WIOA.htm>

Association for People Supporting Employment First (APSE): <https://apse.org/>

Governor-Appointed Committees on Disability. For example, Washington State Governor's Committee on Disability Issues and Employment: <https://esd.wa.gov/GCDE>

Institute for Community Inclusion: <https://www.communityinclusion.org/>

Disability:IN: <https://disabilityin.org/>

The Valuable 500: <https://thevaluable500.com>

Wise: <https://gowise.org/>

Answers for employees and employers

JAN. Job Accommodation Network. Employers and employees with questions about job accommodations and the Americans with Disabilities Act (ADA), and related legislation can contact JAN at <https://askjan.org/>

Training Videos about accommodating candidates and employees:

<https://askjan.org/toolkit/index.cfm#tools-for-consultants:videos>

EARN. The Employer Assistance and Resource Network supports both private and public employers in their efforts to recruit, hire, retain and advance people with disabilities.

<https://askearn.org/>

PEAT. The Partnership on Employment and Accessible Technology's mission is to foster collaborations in the technology space that build inclusive workplaces for people with disabilities. <https://www.peatworks.org/>

ADA National Network. Employers and employees can find information on the Americans with Disabilities Act (ADA), and the organization that serves each geographic location in the United States at <https://adata.org/>

Employment statistics - United States of America

National employment and unemployment rates from the US Bureau of Labor Statistics. <https://www.bls.gov/schedule/2023/home.htm>

State by state comparisons of the rate of employment for individuals with intellectual and developmental disabilities. <https://www.statedata.info/>

Supported Employment program examples

[King County Supported Employment Program](#)

City of Seattle Supported Employment Program

Contact Heather Weldon, Program Manager

Seattle Department of Human Resources:

heather.weldon@seattle.gov or (206)-684-7922

United Nations

United Nations Convention on the Rights of People with Disabilities. [Article 27: Work and employment \[PDF\]](#)

Reports

[The Disability Inclusion Imperative \(accenture.com\)](#) – Accenture, 2023

[Subminimum Wages | Impacts on the Civil Rights of People with Disabilities](#) – United States Commission on Civil Rights, 2020

Acknowledgements and citations



Pictured above: Carissa Linn (Compass Group), Brian Collins (Microsoft RE&F), Holly Warnick (CBRE), Tod Nissle (Compass Group)

When Microsoft initiated its Supported Employment Program with the goal of hiring 200 supported employees, our region experienced a significant and positive impact that a large employer-led initiative can bring. It changed the landscape of supported employment services to one that was employer driven, exciting the community, and helping people with the most significant disabilities achieve better lives.

Richard Wilson, MPA
King County Program Manager, School-to-Work, Washington

Acknowledgements

The Microsoft Real Estate and Facilities Supported Employment Program is the proud recipient of the following awards.

2023 Large Employer Award – Georgia Department of Behavioral Health and Developmental Disabilities

2021 Inclusion Champion of the Year Award – AtWork!

2018 Global Professional Excellence Award – CoreNet

2017 Breaking Barriers Business Leader Award – Disability Rights Washington

2015 Large Employer Award – National APSE (Association of People Supporting EmploymentFirst)

2015 Excellence in Partnership – Cares of Washington

2014 Governor's Large Private Employer of the Year – The State of Washington Governor's Committee on Disability Issues and Employment

Citations

1. Washington State Legislature, "RCW 71A.10.020(5)", Accessed February 5, 2024, <http://app.leg.wa.gov/RCW/default.aspx?cite=71A.10.020>.
2. Microsoft, "Inclusive Hiring for People With Disabilities", Accessed February 5, 2024, [Inclusive Hiring at Microsoft | Global Diversity and Inclusion at Microsoft](#).
3. Washington State Legislature, "WAC 388.891A-1000", Accessed February 5, 2024, <http://app.leg.wa.gov/WAC/default.aspx?cite=388-891A-1000>.
4. Association of People Supporting Employment First (APSE), "Resources for Employees", Accessed February 5, 2024, <http://apse.org/>.
5. United States Department of Labor, "Office of Disability Employment Policy", Accessed February 5, 2024, <https://www.dol.gov/odep/>.
6. United States Department of Labor, "Employers and the ADA: Myths & Facts", Accessed February 5, 2024, [Employers and the ADA: Myths and Facts | U.S. Department of Labor \(dol.gov\)](#).
7. State of Indiana, "Myths and Facts about People with Disabilities", Accessed February 5, 2024, <https://www.in.gov/spd/files/Myth.pdf>.
8. Easterseals, "Myths and Facts about People with Disabilities", Accessed February 5, 2024, <https://www.easterseals.com/support-and-education/facts-about-disability/myths-facts.html>.
9. Accenture, "The Disability Inclusion Imperative", Accessed February 5, 2024, [The Disability Inclusion Imperative \(accenture.com\)](#).

Appendix



Pictured above: Steve Kovsky, Recycle Sorter, SBM

Table of Contents

Customized Task Documentation Form	41
Task Analysis Library	42
Landscape Maintenance/Custodial.....	43
Grounds and Motor Pool.....	44
Business and Office Services	45
Job Description Library	46
Audio Visual Assistant.....	47
Bus Washer	49
Busser.....	50
Common Area Reset Assistant	51
Grounds Keeper	53
Event Service Technician.....	57
Administrative Assistant.....	59
Mailroom Operator.....	61
Facilities Assistant.....	63
Program Charter	65
Program Manager Position Description	69
Request for Information	72



Microsoft RE&F Supported Employment Program

Customized Task Documentation Form December 2023

This form is to be completed by the job coach to collect and document new tasks within specific employer locations for future customized supported employee candidates.

Agency:			
Coach:			
Employer:			
Job Area:			
Tasks	Description	Average Time	Complexity Level 1-5 *
Task 1			
Task 2			
Task 3			

Task 4			
Task 5			
Notes:			
*Complexity Level (1 low – 5 high)			

Microsoft RE&F Supported Employment Program

Task Analysis Library

December 2023

Table of Contents

Landscape Maintenance/Custodial Task Analysis.....	43
Grounds and Motor Pool Task Analysis.....	44
Business and Office Services Task Analysis	45

Landscape Task Analysis

Essential Functions Transferrable Skills

- Refill soap dispensers
- Restock paper products in kitchens and restrooms (paper towels, toilet paper, etc.)
- Sanitize phones and headsets
- Sort recycling
- Empty garbage
- Placing plastic liners in trash cans
- Sweep
- Mop
- Vacuum
- Wipe down lobby chairs
- Wipe down lobby tables and counters
- Water plants/Dust artificial plants
- Clean white boards in conference room
- Remove shredded documents
- Unloading/restocking supplies/equipment in warehouse
- Returning tools to proper place
- Breaking down boxes, placing in compactor
- Dust
- Raking leaves then placing in bags
- Using a shovel to dig holes for planting flowers/plants
- Planting flowers and small bushes
- Pull weeds
- Using a gas leaf blower
- Clean mirrors and windows

Grounds and Motor Pool Task Analysis

Work Preparation

- Getting/Putting away materials
- Filling gas powered equipment
- Wearing correct safety gear
- Knowing how to contact staff

Lawn/Grounds Maintenance

- Weeding
- Weed whacking
- Edging
- Push mower in straight lines
- Riding lawn mower
- Leaf blowing
- Shoveling
- Raking
- Clearing debris
- Chain saw

Maintenance

- Sanding walkways
- Brush painting
- Sprayer painting
- Cleaning gutters
- Pressure washing

Motor pool

- Washing vans
- Detailing inside vans

Custodial

- General sweeping
- Mopping
- Restroom cleaning

Trash/Recycling

- Litter pick-up
- Sorting material into bins
- Cleaning bins

Business and Office Services Task Analysis

Essential Functions Transferrable Skills

Work Preparation

- Check in with Supervisor
- Professional Dress
- Professional Communication
- Logins/Passwords

Collating Papers

- Stacking/stapling/hole punch
- Recycling/shredding

Outgoing Mail

- Folding/stuffing/labeling

Filing

- Alphabetical
- Numerical
- Making new files
- De-constructing files

Phone Manners/Reception

- Appropriate voice level/content
- Appropriate information/directing caller
- Appropriate body language
- Eye contact

Taking Messages

- Passcode for voice mail/message retrieval/navigation
- Writing down voicemail messages correctly

Data Entry

- Typing: WPM appropriate to task
- 10-key: appropriate to task
- Multi-screen capability

Database Management

- Navigation
- Accuracy
- Speed of Entries/Task

Microsoft RE&F Supported Employment Program

Job Description Library

Table of Contents

Audio Visual Assistant Job Description	47
Bus Washer Job Description	49
Busser Job Description	50
Common Area Reset Maintenance Assistant Job Description.....	51
Grounds Keeper Job Description.....	53
Event Service Technician Job Description	57
Administrative Assistant Job Description.....	59
Mailroom Operator Job Description	61
Facilities Assistant Job Description	63

Audio Visual Assistant Job Description



Job Title: AV Assistant
Reports To: Puget Sound AV Operations Manager
FLSA Status: Hourly Part Time

SUMMARY: Assist MSAV with overall appearance of public conference rooms on a daily basis before clients arrive.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Straighten up conference rooms daily
 - Align chairs
 - Clear off tables
 - Clean whiteboards
 - Remove unneeded objects from room (leftover meeting materials)
- Restock any necessary supplies (batteries, pens, erasers etc...)
- Complete daily room checklist
- Notify AV tech of any noticeable AV or major room issues

SUPERVISORY RESPONSIBILITIES This job has no supervisory responsibilities.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE High school education; or up to one-month related experience or training; or equivalent combination of education and experience.

LANGUAGE SKILLS Ability to read and understand a limited number of two- and three-syllable words and to recognize similarities and differences between words and between series of numbers. Ability to speak simple sentences.

MATHEMATICAL SKILLS Basic ability to count with knowledge of adding and subtracting for restocking purposes. Ability to perform these operations using units of weight measurement, volume, and distance. Able to calculate time for use of time clock.

REASONING Ability to understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in

standardized situations. Ability to understand when assistance from management and coworkers is required. Able to comprehend simple requests from guests and coworkers.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, stoop, kneel, twist, crouch, and crawl. The employee is frequently required to use hands to grasp, manipulate, and hold objects. Employee is frequently required to reach with hands and arms. The employee is frequently required to push AV carts and must be able to do so safely. The employee must frequently lift and/or move up to 20 pounds and occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include ability to adjust focus.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to moving mechanical parts. The employee is occasionally exposed to outside weather conditions, and risk of electrical shock. The noise level in the work environment is usually low to moderate.

DISCLAIMER This is not an exhaustive list of all responsibilities, skills, tasks, requirements, efforts or working conditions associated with this job. While this is intended to be an accurate reflection of the current job, management reserves the right to modify essential functions of the job, or to require that other or different tasks be performed when circumstances change.

ACKNOWLEDGEMENT

I have received, read and understand the above job description and can perform the essential functions of the job with or without reasonable accommodation.

In the event that I need future, reasonable accommodation(s) it is my responsibility to submit a request in writing to management for review.

Signature

Date

I require the following accommodation:

Bus Washer Job Description



KEY REQUIREMENTS:

- Applicant must be at least 21 years of age.
- Applicant must be able to work weekends.
- Applicant must be able to work full-time.

*Flexibility options to accommodate the applicant can be discussed during interview process.

KEY RESPONSIBILITIES & ACCOUNTABILITIES:

- Vehicle interiors cleaned according to contract.
- Vehicle exteriors cleaned according to contract.
- Vehicle emergency equipment (fire extinguisher, body-fluid kit, first aid kit) fully stocked and functional.
- Vehicles parked according to facility parking plan.
- All fleet damage documented and communicated to appropriate personnel in the case of unreported damage.
- Fuel Island maintained and kept clean, any spills contained immediately and reported to the appropriate personnel.
- All vehicles completely fueled, and fluids topped, ready for service at various times of day.
- Fuel and fluids inventories tracked and monitored.
- Fuel logs maintained accurately and up to date for each vehicle and type of fuel/fluid.
- Work area maintained according to OSHA and EPA regulations.

Busser Job Description



KEY RESPONSIBILITIES & ACCOUNTABILITIES:

- Quickly clears dirty table settings and prepares table for resetting; promptly and consistently resets all service ware as prescribed.
- Maintains stock and cleanliness of stations for all meal periods with necessary equipment, including silverware, linen and condiments; wipes down booths and chairs, moves tables and chairs, and cleans floors as necessary.
- Serves guests beverages, breads and butter and replenishes as necessary; assists servers with food and beverage service.
- Transports all dirty tableware from dining room to dishwashing area.
- Performs any general cleaning tasks using standard cleaning products as assigned by supervisor.
- Folds napkins throughout the day to maintain an adequate supply.
- Performs all assigned side work, including replenishing condiments and restocking side stands.
- Perform other duties as assigned, such as cleaning unexpected spills, handling special guest requests, and greeting and seating guests.
- Performs other duties as assigned.

Common Area Reset Maintenance Assistant

Job Description



Job Title:	Maintenance Assistant-- Common Area Reset Team	Job Category:	CBRE -Microsoft
Location:	Anytown USA	Travel Required:	Will be transported via van to daily job sites on Redmond Campus
Level/Salary Range:	\$XXXX/hr. Paid Holidays	Position Type:	Part-time, 20 hrs./wk. M-TH 7am-12pm
Target Start Date	Estimate June 1		
Application Website	In search box for" keyword or requisition #" please enter #EXAMPLE# to reach the position page for application		

Video and Portfolio Resumes can be sent to the hiring manager listed below:

Hiring Manager

Job Description

The Common Area Reset Team provides a vital service to the usability and atmosphere of the Microsoft client workspace by maintaining and resetting Common Areas such as Meeting Rooms and Lounges. The team inspects spaces regularly and ensures furniture is in proper location and in good condition for use.

ROLE AND RESPONSIBILITIES

Performs assigned, scheduled Furniture Inspections in Common Areas. Resets furniture back into formation shown in provided photographs. Locates missing furniture and returns to pictured location. Inspects and reports on condition and cleanliness of furniture so that repair and cleaning can be arranged. Takes detailed notes on inspection findings. Utilizes Microsoft Surface Device (tablet) to complete inspection forms and to reference photo decks. Performs other duties as assigned.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

High School Diploma or general education degree (GED)

PREFERRED SKILLS

- COMMUNICATION- Ability to comprehend and interpret instructions, short correspondence, and ask clarifying questions to ensure understanding. Ability to take notes and report inspection findings. Ability to respond to common inquiries from clients or co-workers.
- REASONING-Ability to understand and carry out general instructions in standard situations. Ability to do minor problem solving in standard situations. Basic analytical skills.
- PHYSICAL-Physical requirements include stooping, standing, walking, climbing stairs, bending ability to lift/carry loads of approx. 30-50 lbs. with teammate assistance
- OTHER- Using tablet device for work order program, email and skype/IM communication.

ADDITIONAL NOTES

The team members work under close supervision, but at times are required to work in different areas of the building than their teammates and supervisor. The supervisor is in contact via skype/IM during these times. The position utilizes both independent work and team work.

Common Area Reset – Job Addendum – Microsoft Account



Job Title: Maintenance Assistant
(Supported Employment)
Job Code: 217001
Client Title: Maintenance Assistant

Business Unit: IFM Furniture
Team: Common Area Reset (CAR)
Reports To: Associate Project Manager

Approved By (Job title): For Approver
Only

Approved Date: For Approver Only

ADDITIONAL JOB SUMMARY

The Common Area Reset Team provides a vital service to the usability and atmosphere of the Microsoft client workspace by maintaining and resetting Common Areas such as Meeting Rooms and Lounges. The team inspects spaces regularly and ensures furniture is in proper location and in good condition for use. Part-time 20 hrs/week; M-Th 7am-12pm

ADDITIONAL ESSENTIAL DUTIES AND RESPONSIBILITIES

Performs assigned, scheduled furniture Inspections in Common Areas. Resets furniture back into formation shown in provided photographs. Locates missing furniture and returns to pictured location. Inspects and reports on condition and cleanliness of furniture so that repair and cleaning can be arranged. Takes minor descriptive notes on inspection findings. Utilizes Microsoft Surface Device (tablet) to complete inspection forms and to reference photo decks. Performs other duties as assigned.

ADDITIONAL QUALIFICATIONS

EDUCATION AND EXPERIENCE

High School Diploma or general education degree (GED)

CERTIFICATES AND/OR LICENSES

N/A

COMMUNICATION SKILLS

Ability to comprehend and interpret instructions, short correspondence, and ask clarifying questions to ensure understanding. Ability to take brief notes and report inspection findings. Ability to respond to common inquiries from clients or co-workers.

FINANCIAL KNOWLEDGE

N/A

REASONING ABILITY

Ability to comprehend and interpret instructions, short correspondence, and ask clarifying questions to ensure understanding. Ability to take brief notes and report inspection findings. Ability to respond to common inquiries from clients or co-workers.

OTHER SKILLS AND/OR ABILITIES

PHYSICAL- Physical requirements include stooping, standing, walking, climbing stairs, bending ability to lift/carry loads of approx. 30-50 lbs. with teammate assistance.
OTHER- Using tablet device for inputting inspection question answers, Teams/IM and occasional email communication.

ADDITIONAL SCOPE OF RESPONSIBILITY

The team members work under supervision, but at times are required to work in different areas of the building than their teammates and supervisor. The supervisor is in contact via Teams/IM during these times. The position utilizes both independent work and teamwork.

Grounds Keeper Job Description



Department: Operations

Reports To: Crew Lead/Field Foreman

FLSA Status: Non-Exempt

Position Type: Part Time Seasonal

Summary: Responsible for the removal of litter in the landscaped areas

Essential Duties and Responsibilities:

- Maintain specified areas as instructed by crew leader. Possible duties include, but are not limited to: routine garbage patrols per a schedule given by the crew leader, removing garbage, cigarette butts and blown in debris from landscaped areas and sports fields
- Operate all vehicles and equipment in accordance with NLS safety policy if applicable
- Abide by NLS code of conduct at all times

Supervisory Responsibilities: This position has no supervisory responsibilities

Secondary Duties and Responsibilities: Other duties as assigned

Education

- Commercial landscape or janitorial experience preferred, but not required

Language Skills

- Ability to communicate effectively with crew lead and other crew members
- Bi-lingual English/Spanish preferred but not required

Mathematical Skills

- None

Reasoning Ability

- Apply common sense understanding to carry out tasks
- Deal with standardized situations with only occasional or no variables

Certificates, Licenses and Registrations

- Valid driver license issued by the state where employed preferred but not required

- Ability to complete tasks assigned in a timely manner
- Strong commitment to high quality of work and customer service

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

- Constantly required to talk, hear, see, sit, stand and walk
- Must be able to see at close vision, distant vision, in color, peripherally, have depth perception and have the ability to adjust focus
- Frequent use of hands to manipulate, handle or feel objects, tools or controls
- Frequently required to reach, bend, twist, stoop, crouch, climb and balance
- Frequently required to lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds

Working Conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

- Frequently works with mechanical objects and outside in all weather conditions
- Occasionally exposed to fumes or airborne particles and toxic or caustic chemicals
- Frequently exposed to loud noise levels

Event Service Technician Job Description



Job Title: *Event Services Tech, Eventions*

CPM Title:

Grade:

Job Code:

Reports To: Event Services Manager, Eventions

Sector: Eurest

FLSA Status: Hourly

Date:

Summary: Coordinates furniture sets/resets and move activities required for event support for multiple event locations across the Microsoft campus.

Essential Functions and Responsibilities:

- ❑ Conducts move activities for company office assets across campus locations.
- ❑ Coordinates and conducts minor moves of boxes and furniture with assistance as needed.
- ❑ Read and execute room sets per the Banquet Event Order
- ❑ Installs and removes items to support moves; uses hand and power tools for installation. Uses minor tools as needed to disassemble furniture and equipment. Uses equipment for moving including hand trucks, furniture dollies, and carts.
- ❑ Drives a van/truck to meet scheduled and on demand move needs.
- ❑ Loads and unloads trucks to move furniture, equipment, supplies, and other materials as directed.
- ❑ Maintains work area and equipment in a safe, clean and orderly fashion.
- ❑ Follows standard and prescribed safety regulations; notifies supervisor of any problems or delays in projects.
- ❑ Supports members of the move team.
- ❑ Performs other duties as assigned.

Qualifications:

Education and Experience:

- ❑ High School/GED diploma required, Associates degree or comparable experience preferred
- ❑ Customer service experience

Language Skills:

- ❑ English
- ❑ Speak in a professional manner

Reasoning Ability:

- ❑ Ability to continually evaluate situations and reprioritize accordingly

Physical Demands:

- ❑ Ability to lift a minimum of 50 pounds and push/pull a minimum of 100 pounds.
- ❑ While performing the duties of this job, the associate is regularly required to stand, walk, and reach with hands and arms. The employee frequently is required to use hands to finger, handle, or feel; stoop, kneel, crouch, or crawl and talk or hear.

Work Environment:

- ❑ Corporate casual
- ❑ Very fast paced
- ❑ Constantly changing

Disclaimer

This is not necessarily an exhaustive list of all responsibilities, skills, tasks, requirements, efforts or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to modify essential functions of the job, or to require that other or different tasks be performed when circumstances change (i.e. emergencies, changes in personnel, workload, rush jobs, or technical developments)

I have received, read and understand the above job description and can perform the essential functions of the job with or without reasonable accommodation. In the event I need future reasonable accommodation(s) it is my responsibility to submit that request in writing to management for review.

Signature

Date

I require the following accommodation:

Administrative Assistant Job Description



Job Title: Administrative Assistant

Department: Office Operations

Job Code:

Grade or Level: NA

Reports To (Title): Office Manager

Targeted Start Date:

Job Purpose: Assemble, organize and file incoming confidential employee files to ensure the consistent flow of completed and organized files with critical data.

Key Responsibilities and Accountabilities:

- Accurately and effectively start and assemble various file folders with new confidential employee data by using appropriate folders, hole punch and metal fasteners.
- Ability to read names and write neatly on file folder tabs.
- Sort files and file alphabetically and/or by date, in designated file cabinets.
- Scanning Files – including removing staples
- Keep all file contents confidential and refrain from speaking to others (except direct supervisor) about any file content.
- Any other office filing duties as assigned.
- This position works under moderate supervision but may be called upon to exercise independent judgment as required

Working Conditions:

- Office environment with designated cubicle work area.
- Job requires the following physical activities: Lifting file folders, using hole punch and file cabinets, sitting and standing

Job Requirements:

- **Education:** High School Diploma or Equivalent

- **Experience:** Previous filing and office service experience preferred but not necessary.
- **Knowledge, Skills and Abilities:**
 - Ability to sort by date and alphabetically filing and file maintenance
 - Ability to read, write and speak English
 - Ability to work in office environment and communicate questions effectively.
 - Ability to work independently once task is understood
 - Ability to work well with others

Shift Details:

- 20 hours a week
- M-F 8:30-12:30

Interview Details:

- Job Application Steps: 1. Submit resume 2. Interview 3. Application
- Interviews: Oct 6 – Oct 10 (Noon)
- Closing Date: Oct 10
- Drug Screening

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of responsibilities, duties and skills required of individuals in the job.

Mailroom Operator Job Description



TITLE	Mailroom Operator / Mailer
BUSINESS LINE	Integrated Facilities Management – Microsoft
REPORTING TO	Facilities Officer
DUTIES AND RESPONSIBILITIES	<ul style="list-style-type: none"> • Manage all mailroom services and functions – maintain and improve the mailing functions including but not limited to the following: • Ensure all Couriers report to the designated location for registration. • Should the cargo require the signature of the intended recipient then the Mailer should contact the responsible person for instructions; • Ensure couriers do not walk the floors of the facility unless accompanied by a designated person from the Mailroom; • Ensure all parcels/documents are checked for damage or unauthorized opening (record all anomalies without fail) • Manage all incoming/outgoing mail processing and distribution; • Responsible for the destruction of confidential paper and shredding; • Responsible for the safekeeping of all confidential items within the mailroom; • Ensure the effective distribution of all incoming mail • All mail is correctly sorted;

- Intended recipients receive their mail and signed for them;
- All mail is sorted in a proper and efficient manner.
- Ensuring an adequate supply of materials such as envelopes, carton boxes etc., at all times;
- Maintain records of all couriers, incoming and outgoing mail
- Ensure the mailroom is operational at all times during designated operation hours;
- Report on mail expenditure and reconcile supply charges as required;
- Manage all health and safety workplace issues and actively participate in health and safety reviews;
- Provide excellent customer service at all times;
- Ensure feedback from client are recorded and take recovery actions to the satisfaction of the end user;
- Provide input to the FO as required for the Monthly Report.

GENERAL REQUIREMENTS

- College or above academic requirements;
- Experience on moving/handymen and mailroom work;
- Responsible, hard-working, pleasant personality is mandatory for this role;
- Ability to read, write and speak both the Chinese and English languages is critical criteria for this role.

Facilities Assistant Job Description



TITLE	Facilities Assistant/Receptionist
BUSINESS UNIT	Integrated Facilities Management – Microsoft
REPORTING TO	Facilities Officer
DIRECT REPORT POSITIONS	Nil
POSITION GOALS	To achieve the efficient delivery of Facility Management services and support their business needs in accordance with the Service Levels Agreement and Key Performance Indicators set out below.
DUTIES AND RESPONSIBILITIES	<p>As a front desk staff, the Facilities Assistant/Receptionist should be mature at front desk service and team management. She/he should take the responsibility to match/exceed the service standards set by the FM, fully understand and strictly adhere to company policies.</p> <ul style="list-style-type: none"> • Responsible for switchboard operations; • Responsible for monthly telephone list updating;

- Provide professional guest reception, and arrange tea lady to serve beverages and monitor their service level;
- Print *Visitor Badge* and inform related employee to go to front desk to welcome their guest;
- Responsible for meeting room booking arrangements & daily inspections according to agreed standards and conditions. Includes meeting room inspections & setup before each meeting according to user requirements;
- Other front desk support as assigned by the site lead;
- Coordinate other soft service requests and resource needs;
- Responsible for company pool car bookings;
- Back up for mail room services when necessary;
- Coordinate stationery requests;

GENERAL REQUIREMENTS

- Minimum college education;
- 2 years similar working experience in front desk operations;
- Skills in professional grooming & business etiquettes is preferred;
- Good command of spoken and written English and Chinese languages;
- Experience with MS applications such as MS Word, Excel and Power Point;
- Behavioral competencies: Patient, high resilience, customer and detail orientated.

Microsoft RE&F Supported Employment Program

Program Charter 2013

Table of Contents

Program Description	66
Program Leadership	66
Program Core Team	66
Rhythm (Time Commitment)	66
Key Responsibilities	66
Scope	66
Goals	67
Guiding Principles	67
Key Deliverables and High-Level Schedule	67

Program Description

This program is collaborative effort between Microsoft and its vendor partners to increase the number of developmentally disabled people working in the Puget Sound region. There is a strong supply available and Microsoft has many jobs that can be staffed by people with disabilities. Areas for possible job development include: food prep, janitorial, dishwasher, landscaping, reception, office reset, office administration, furniture warehouse.

- Program Start: March 2013
- Program End: July 2013 (maintained ongoing after this)

Program Leadership

- Executive Sponsor
- Program Lead
- Program Team

Program Core Team

- CBRE
- Pitney Bowes
- Compass Group
- MV Transportation

Rhythm (Time Commitment)

- Program Leadership: Monthly (1 hour/month)
- Core Team: Monthly + as needed (4-6 hours/month)
- MSFT and External Advisors: As needed

Key Responsibilities

- Program Leadership: Decisions, unblocking, approvals
- Core Team: Review deliverables, inform program approach, resolve issues
- MSFT and External Advisors: informed/consulted parties

Scope

In scope:

- People with developmental disabilities
- Puget Sound positions

- Agencies contracted in King, Pierce and Snohomish counties
- Orange badge only

Out of Scope:

- Supported Employment outside Puget Sound

Success Criteria:

- Growth in vendor supported employees with developmental disabilities

Goals

Business Results

1. KPI's: to be defined
2. Agency Quality: periodic quality surveys of vendor partners

Guiding Principles

Design a quality, self-sustaining, scalable supported employment program on the Microsoft Redmond campus that results in significant growth in the hiring of people with developmental disabilities as vendor supported employees.

Key Deliverables and High-Level Schedule

SE Program Timeline					
Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Initiate					
	Partner Selection				
		Prgm Components			
			Program Leadership		

Piece 1: Initiate

- Program Approach
- Implementation Plan
- Communication plan
- Core Team kickoff

Piece 2: Partner Selection

- Define selection criteria
- Distribute RFI
- Select Agency partners

- Agency partner kickoff

Piece 3: Program Components

- Develop program processes
- Select Employment Coordinator
- Job Development

Piece 4: Program Leadership

- SE expertise
- Feedback loop
- Metrics
- Applicant pool
- Assisted job development

Microsoft RE&F Supported Employment Program

Program Manager Position Description

Introduction

The Supported Employment Program Manager is employed by CBRE to support Microsoft's RE&F Supported Employment Program.

Description

Microsoft has created a hiring initiative for supported employment on the Microsoft Redmond Campus. Initially targeted areas for job opportunities will be for orange badge positions, which are positions created within the contracted vendor organizations that operate on Microsoft's campus. The Supported Employment Program Manager will assist vendors to create employment openings that are appropriate for people with developmental disabilities who qualify for supported employment services. Job training and long-term supports will be provided by county contracted employment agencies selected by Microsoft to provide services on the Microsoft Campus.

Job Duties and Responsibilities

Coordinates the Supported Employment Hiring Initiative on the Microsoft Campus by:

- Connecting with the Microsoft vendors selected as part of the initiative.
- Performing work place analysis and job analysis.
- Developing tasks and duties and working with the vendor on a job description.
- Assisting the vendor with the creation of the job announcement.
- Supporting distribution of the job announcement.
- Assisting the vendor with the initial screening of applicants alongside the screening committee.
- Supporting the interview process, by providing resources on a website for vendor staff to access that include a frequently asked questions document, sample interview questions, and tips for creating practical testing for the interview. May occasionally provide more specific assistance, based on vendor requests.
- Supporting the vendor, should issues arise with the individual hired, or their employment agency/job supports.
- Assuring that the employment support services that the individual receives are top quality and meet vendor expectations by developing a vendor satisfaction

survey and collecting vendor input during the first month of employment and yearly for everyone employed through this program.

- Reporting the following information to the core team on a quarterly basis: number employed, job types, data from the vendor satisfaction process, program recommendations, and other information as identified by the core team.
- Meeting the work load needs of the range of employers on the campus by filling the desired number of jobs.
- Developing employment opportunities for those with significant developmental disabilities or co-occurring disorders, who will be excellent long-term employees, but may not perform well in the typical screening and interviewing practices that would typically be utilized.
- As part of the job development and marketing of the supported employment hiring initiative, providing vendor staff with education to help them understand and enroll them in the job development process, and to address fears or misconceptions about people with disabilities so coworkers feel at ease in supporting the job development process.
- Communicating and coordinating activities with a variety of community resources to promote the program and to address any issues that may arise for which there is a need for a cooperative approach. Community resources that will be important points of contact include: County DDD, preferred/selected Employment Agencies, Self-Advocacy Groups, Parent Advocacy Groups, WA State Developmental Disabilities Administration, Schools within the King County School to Work Program, Special Olympics, and others as identified.
- Providing assistance when applicable for job accommodations or technical assistance for the supported employee and vendor agencies.
- Providing regular contact and follow-up with employment agency staff to cultivate ongoing partnerships and remain current on the individual expertise of each employment agency.
- Creating internal and external training materials.
- Responding to requests for information about Microsoft's Supported Employment program.
- Developing and implementing progressive service delivery strategies to continually improve the program quality for both internal and external constituencies.

Education and Experience

Bachelor's degree and 5 years of experience providing individual employment services for people with developmental disabilities, with specific experience in job development, experience with public relations and public speaking, and leadership experience in business or human services. Two years of additional experience may be substituted for each year of education. Skills and attributes include:

- Ability to communicate information in writing and orally.
- Outgoing and confident in approaching employers on behalf of people with disabilities.
- Adept at designing and maintaining tracking and reporting systems.
- Ability to work independently.
- Motivated, well-organized, and able to manage multiple responsibilities.
- Professional demeanor and appearance.
- Knowledge, ability, and desire to work respectfully with people with disabilities.
- Proficient with web-based communication, mobile technologies, and software.

Microsoft RE&F Supported Employment Program

Request for Information - Employment Agencies

Table of Contents

Introduction	73
Executive Summary	73
Supported Employment RFI Objective	73
Supported Employment Program Approach	73
RFI Process	75
RFI Timeline	75
Confidentiality / Nondisclosure	75
Submittal Instructions	75
Submittal Maximum Size	75
Information Request	75

Introduction

This document was originally created in 2013 as Microsoft's Real Estate and Facilities Supported Employment Program's initial request for information when seeking information from agencies with potential to support the program. This version includes updates and changes made since it was first issued.

Executive Summary

Microsoft's Real Estate and Facilities (RE&F) organization and its vendor partners are working together to increase the number of jobs available to people with developmental disabilities within the Puget Sound region campus. This program has the potential to provide employment to a significant number of people who otherwise might be overlooked. The Microsoft program leader is Brian Collins. This program is a high priority for RE&F and supports Microsoft's values of diversity and inclusion along with corporate social responsibility.

Our goal is to implement a self-sustaining supported employment program on Microsoft campuses that results in significant growth in the hiring of people with intellectual/developmental disabilities as vendor partner employees.

Microsoft is seeking information from agencies who can demonstrate that they possess the business expertise and organizational capabilities to perform the services, supply the resources, and meet or exceed the service levels.

Supported Employment RFI Objective

Microsoft is issuing this Request for Information (RFI) to employment agencies to find partners to support the hiring goals of the Supported Employment Program.

The purpose of this Request for Information is to identify an initial pool of employment agencies focused on employment for people with intellectual/developmental disabilities.

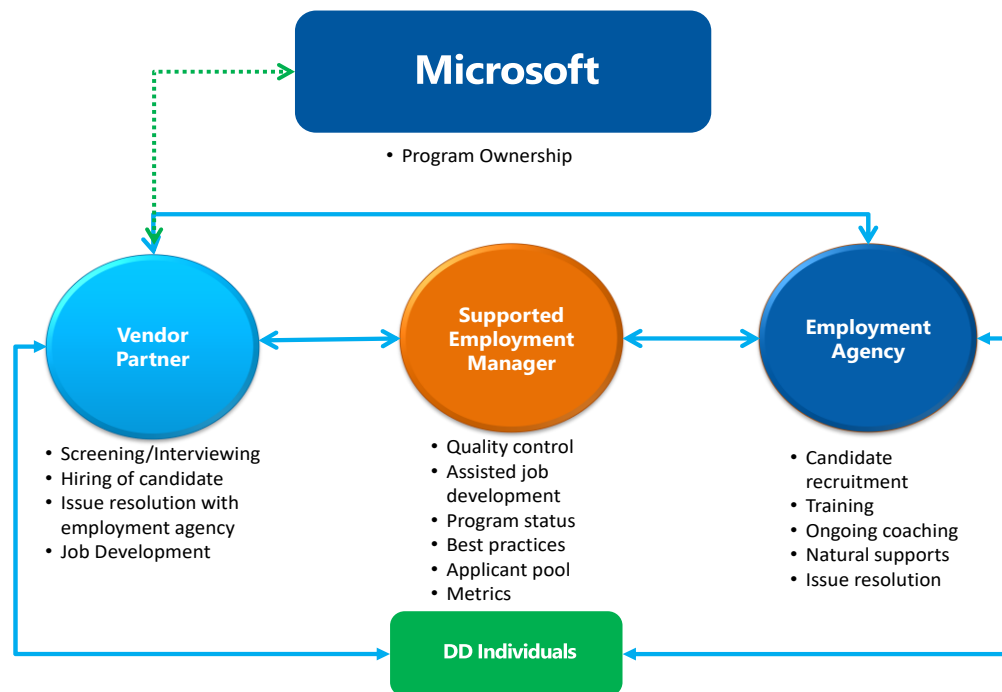
Supported Employment Program Approach

Microsoft and its vendor partners have agreed on a program approach for Supported Employment moving forward.

Key items impacting employment agencies include:

- Gillian Maguire at CBRE is Supported Employment Manager (SEM) and the single point of contact for Employment Agencies for the Supported Employment program.
 - Employment agencies will not be working directly with Microsoft vendor partners on job opportunities without oversight by the SEM.
- Job development will be handled by the vendor partners and the SEM. Agencies may be asked to participate on a case by case basis, particularly for job customization.
- Job opportunities may include: reception, janitorial, office cleanup and organizing, landscaping, warehouse, moving and delivery, food preparation, dishwasher, office administration, mail room, security guard, transportation.
- Coaching for both people with disabilities as well as the vendor partner employees including management is expected from the employment agency.
- Microsoft and its vendor partners have high quality expectations. Agencies will be held to the quality levels they have defined in their RFI response. Microsoft also reserves the right to put Service Level Agreements (SLAs) in place with the selected employment agencies in the future.
- The SEM is responsible for monitoring and reporting the quality of services provided by the Supported Employment Program and will work directly with agencies when quality issues are identified.

Figure 1: Supported Employment Program Approach



RFI Process

RFI Coordinator

All communications to and from Microsoft concerning this RFI will be through the following Single Point of Contact:

Gillian Maguire

Email: v-gimagu@microsoft.com

RFI Timeline

Please return the completed RFI within 14 days of receipt.

Confidentiality / Non-Disclosure

This RFI is confidential and must not be discussed outside of agency's company. All materials that Microsoft provides to agencies must be treated as proprietary and confidential, whether labeled as such until the final agency selection process is complete.

Microsoft will not disclose or share one agency's response to this RFI with another competing Agency or other similar organizations, but will share the responses with other Microsoft employees, vendor partners and/or contract professionals working with Microsoft on this project.

Submittal Instructions

Submit one electronic copy to the SEM.

Submittal Maximum Size

The submitted response to this RFI must not be more than 10 pages (your Commission on the Accreditation of Rehabilitation Facilities (CARF) report is not included in this page limit). Please be as concise as possible in your responses.

Information Request

Please respond to all items below. If an item is not applicable, please mark it as N/A.

General Information

- Agency name
- Agency address
- Agency phone number
- Agency webpage URL
- Agency contact (name, title, and contact information)
- Do you have an existing relationship with Microsoft and/or one of its vendor partners on the Microsoft Campus? If so, please explain the relationship.
- Are you a qualified and contracted County Individual Employment Agency/Provider? Yes/No
- With which counties are you contracted?
- How many years has your agency developed individual employment jobs for people with intellectual/developmental disabilities in community businesses?

Agency Approach and Philosophy

Describe the qualifications, experience, and philosophy of agency personnel who will provide services to adults with intellectual/developmental disabilities through this program.

Job Supports

- Describe how your agency develops, implements, and reviews job coaching supports to address a person's strengths and support needs along with the employer's needs.
- Describe how information is gathered to develop a support plan for the individual with intellectual/developmental disabilities, how the plan is implemented, how goals that are identified in the plan are reviewed and revised depending on plan outcomes.
- What primary services do you provide to the employer to assure the individual's success on the job and development of relationships/natural supports between the individual, their coworkers and supervisors?
- Describe the various issues that may arise in the worksite and how your agency is able to address them. Please provide examples that show a good cross-section of the types of issues and the ways in which your agency addresses the issues.
- Give some examples that demonstrate the variety of and creative approaches to jobs that your agency has developed for people with intellectual/developmental disabilities.
- Agencies selected for this program will work with a Supported Employment Manager who will oversee job development and with all the employment

agencies selected for this program. Describe how your agency collaborates with others to assure job success and good working relationships. Provide examples.

- Describe your agency's experience in/or knowledge of the services provided to people with intellectual/developmental disabilities in the jobs listed below. Please limit each response to one paragraph.
 - Reception
 - Janitorial
 - Office cleanup and organizing
 - Landscaping
 - Furniture warehouse
 - Moves and delivery
 - Food prep
 - Dishwasher
 - Office administration
 - Mail delivery services

Agency Profile

Please break out responses by County if you do work in more than one county.

- Number of people with intellectual/developmental disabilities (I/DD) employed versus the number served by your agency.
- Number of people with I/DD listed with your agency who are unemployed and average length of time to employment.
- Number of FTEs (staff) working with people with I/DD.
- Number of people working less than 20 hours who would be interested in a job with more hours, higher wages and the jobs indicated.
- Number of job starts in the last 12 months.
- Number of new job starts per month on the Microsoft campus that your agency is comfortable supporting while providing high-quality support services.
- Number of job terminations in the last 12 months. Please explain the circumstances that led to the termination(s).
- Number of School to Work students with whom you are working to develop jobs? Please list numbers by school.
- Number of people you serve that need a highly customized job – those requiring restructuring of the number of duties performed, the number of hours of work, the way in which work is performed, or any other significant factor in the workplace.

Agency Selection

- What is the ultimate benefit your services provide to the employer?
- Why should your agency be selected to participate in the program?

Accreditation

- Please provide a copy of your Commission on Accreditation of Rehabilitation Facilities (CARF) or other similar accreditation report as an appendix to your response (not included in the 10-page response limit).

Sub-Minimum Wage

- Does your agency, or any component parts of your enterprise, hold a 14 c certificate from the US Department of Labor, or any state or local permission to pay less than minimum wage to employees with disabilities?
- If yes, how many of your employees earn less than minimum wage today?
- If yes, do you have a plan to phase out sub-minimum wage and to begin paying at least minimum wage? If so, please briefly describe the plan and the timeline for implementation.
- If you paid sub-minimum wage in the past, but no longer do, please explain when you stopped, and briefly explain how you transformed to providing community integrated job coaching services.