

General information about IT services:

Multi-channel services:

Certain services such as filling out applications (unemployment benefits, emergency benefits), applying to an assistance programme, or preparing a support plan, are take care of only in person. Placement suggestions can also be sent by e-mail or conventional mail.

Internet Services:

Every client can use PCs with an Internet connection at any Regional Office. At the eJob-Room, workers can find out about job vacancies, store data records (such as a personal profile), and contact businesses directly.

At the AMS Web site, workers can find a number of additional services, such as having their name removed from the rolls for benefits and job searches, registering early for unemployment, calculating benefits entitlements, finding out information on education and careers in general and for young people in particular, obtaining assistance with job applications, and gathering general information and downloads about many topics concerning the career world and unemployment.

Call Centre Services:

On the AMS ServiceLines, clients get a defined basic range of services, including having their names removed from the rolls for benefits or registering early by telephone; feedback about suggested job openings; change reports; making appointments; and general information about AMS services and about assistance, unemployment and the career world.

Employers can put their vacancies onto the internet job bank to be immediately advertised through ams.at and EURES web. They can also choose candidates from a CV bank of prospective applicants and contact them directly.

By calling counsellors in the local agencies of AMS AT
Via service line of AMS AT

What is changing, what has changed (client services)?

Services for job-seekers:

Two aspects are currently of particular importance in connection with the further development of services for job-seekers:

First, the further systematic implementation of a customer-oriented and process-oriented approach.

And second, the implementation of a coordinated multi-channel strategy.

To this end, services have focused even more sharply on client needs over the past few years. Additionally, systematic client surveys have been used more extensively as a basis for refining the range of benefits and services.

Work procedures and processes have also been redefined and codified with an eye to clients' needs.

The nationwide reorganisation of Regional Offices using the Three-Zone model will provide further organisational support for this customer orientation.

In this regard, particularly, combining the tasks of job placement and handling unemployment insurance has changed internal procedures and staff duties, but has also made the environment more customer friendly, since benefits and services are provided by a single source or by the same employee.

A potential new challenge that will have far-reaching consequences for the organisation of

work and work procedures is the AMS's assumption of basic assistance duties, which is currently under discussion.

A second major challenge, and at the same time an opportunity for the AMS, lies in developing and implementing a calculatedly multi-channel strategy. The AMS is currently at work on refining and expanding the most important 'distribution channels' for providing its services.

In addition to the traditional range of services at local offices, interactions and communications via phone and the Internet/e-mail are growing more and more important.

But new channels and forms for providing services also affect how the services themselves are structured.

Analysing what services should be offered to which client groups, and in what form, over the various distribution channels – and how those channels should be coordinated and connected with one another – has thus become the foundation for a potential far-reaching reorganisation of the AMS's entire range of services.

A paradigm change is becoming evident in the missions assigned by the government over the past few years (combating the shortage of skilled workers, etc.). Whereas interventions in the labour market used to focus primarily on disadvantaged groups, activities are increasingly shifting toward the qualification of skilled workers (although the budget has remained the same).

Services for Employers:

The AMS's consistent orientation to client needs, and the work of structuring its internal working processes along those lines, has also greatly changed its organisation for employer support.

Defining this range of tasks as a central, independent business process has established clear areas of responsibility and authority at all levels.

It has meant that specially qualified staff has become available to support this client group at the level of the local offices.