

Kwik Trip Retail Helper Initiative

Frequently Asked Questions & Process

Q: Are individuals under the age of 18 allowed to apply for the Retail Helper position at Kwik Trip?

A: Yes, Kwik Trip does hire Retail Helpers under the age of 18.

Q: Can you provide a brief overview about what happens after I have applied for a Retail Helper position at Kwik Trip?

A: Applicants will get a call from Kwik Trip for a short phone interview. If the Store Leader feels the applicant is a good fit, they will ask for the applicant's email address and let them know an "Outmatch" email will be sent to them by Kwik Trip, where they can record their references. Please note, references may not include family or friends.

If three references come back positive, a face-to-face interview will be scheduled.

If the Store Leader wants to make a job offer to the applicant, they will bring them in for an "offer meeting." A required background check and drug screen will then be ordered and if the applicant meets company standards, they will be hired.

The next step is "Onboarding" through Career Central, which will verify the new Retail Helper's personal information. Upon completion, the first day of work will be scheduled.

Q: If I apply for a Retail Helper position, am I guaranteed an interview?

A: No. The Store Leader may elect to limit the volume of interviews based on the number of applicants.

Q: I am waiting to see if I will be interviewed. How long should I wait, or how can I follow up?

A: If the applicant doesn't hear anything from the store in one week, they are welcome to call the Store Leader and check on the status of their application.

Q: How do I apply for a Retail Helper position?

A: You can learn about the Retail Helper position through your DVR counselor. Your counselor can share information about the position duties, pay, and location. If the Retail Helper position sounds like a job you want to do, your DVR counselor or DVR Service Provider can assist you to complete the application online, as needed. Please note, you are required to provide your own email address and contact information when applying.

Q: I completed my reference information in Outmatch. What happens next?

A: Outmatch automatically sends emails to your references and asks them questions about your job performance at past jobs.

Q: I applied for a non-Retail Helper job on the Kwik Trip website. What do I do now if I want to apply for a Retail Helper position?

A: You will need to reapply using the Retail Helper link provided to you by DVR or your Service Provider.

Q: I didn't complete my references withing the required 24 hours. Am I still able to do so?

A: You will be given some additional time to complete this.

Q: What steps will Kwik Trip take if a Retail Helper is not meeting performance standards?

A: The Store Leader will talk to the Retail Helper (and Job Coach, if applicable) and verbally provide feedback on potential areas of performance improvement. The Store Leader can provide guidance on what the Retail Helper can do to improve performance, suggest additional training, and discuss accommodation requests.

In the event performance standards are not met within identified time periods, the Store Leader will put the concerns into a written format, working with their Employee Relations (ER) team. If performance does not improve, the Store Leader will continue to work with the ER team to address concerns. Consequences of not meeting performance standards given guidance, training, feedback, and time can include varied actions, including termination.

Q: Is there a step-by-step process I can reference to connect a DVR job seeker to the Retail Helper position?

A: Yes. Please follow the guidance offered via this link: <https://dwd.wisconsin.gov/dvr/policy-guidance/services/kwik-trip-protocols.htm>

Q: As a DVR Service Provider, may I approach Kwik Trip to develop a Retail Helper Position?

A: No, Kwik Trip determines which stores have the resources and capacity to support a Retail Helper position. The company notifies DVR when they have authorized a Retail Helper position and then uses their partnership with DVR to recruit candidates for the position. Once a Retail Helper position is approved, a DVR representative will share information about the position and how to apply with Service Providers. A link will be provided that allows candidates to complete the application process.

DWD Kwik Trip Retail Helper Initiative Process

Kwik Trip has requested that the Division of Vocational Rehabilitation (DVR) and DVR Service Providers follow a business-driven process when recruiting for or supporting Retail Helper positions within this company. The Kwik Trip process meets the business's needs in a national scale.

Step-by-step Responsibilities

Recruitment

1. The Kwik Trip Store Leader contacts Human Resources to request a Retail Helper position.
2. Kwik Trip Human Resources opens a position requisition and alerts the DVR Retail Helper Initiative Regional Point of Contact about the opportunity.
3. The DVR Regional Point of Contact provides recruitment information to the local DVR Business Services Consultant (BSC), including a standard electronic recruitment template, the position description, the store Leader's name, the store's number, address and phone number, and the electronic link that connects the applicant to the application process.
4. The local DVR BSC contacts the Store Leader to introduce themselves and determine if there is any additional information the Store Leader wants included in the recruitment. The local DVR BSC also offers to function as the local point of contact for both the current recruitment and the company's general workforce needs.
5. The local DVR BSC shares recruitment information with local DVR Teams and Service Providers to source potential DVR candidates using the standardized recruitment template.
6. Candidates (with or without the assistance of a Service Provider) are directed to apply online for available positions. In the on-line portal, candidates are also guided to attach their resume and cover letter describing how their skills, strengths, and experiences match the business/position needs. Candidates are encouraged to request accommodations as necessary and appropriate, including but not limited to systematic instruction, interview assistance, new hire paperwork assistance, or assistive technology.
7. Candidates must provide Kwik Trip with required personal contact information (phone number, email, etc.) so the employer can communicate directly with the candidate at the time of application, onboarding, and during employment. Candidates should not provide service provider contact information.

8. Candidates (and/or Service Providers) must send the local DVR BSC a Release of Confidential Information (ROI) form signed by candidate authorizing DVR to release the candidate's name to Kwik Trip. This verifies for Kwik Trip that the applicant is engaged in the DVR program. The local DVR BSC must ensure an Authorization for Release of Confidential Information is present in the IRIS case file.
9. The local DVR BSC shares qualified applicant names with the DVR Regional Point of Contact, who in turn sends the applicant names to Kwik Trip.
10. Following DVR's internal recruitment, the Store Leader contacts qualified candidates to schedule interviews. The Store Leader is encouraged to pay close attention to any accommodation requests the applicant may have made relating to the interview or other processes.
11. Once a candidate is selected, the Store Leader contacts the candidate to discuss onboarding activities (start dates, pre-hire test or background checks, schedule, etc.).
12. The Kwik Trip Store Leader, Employee, and the Service Provider will review services the Service Provider will be providing to new Retail Helpers that impact the employer. The Store Leader and Service Provider staff will work together regarding reasonable accommodations and provide systematic instruction. If applicable the Store Leader or Employee will reach out to Kwik Trip Human Resources if needed. The Service Provider and the Store Leader will exchange contact information in the event one party needs to contact the other.

Retention

13. Once the Retail Helper is working, the Store Leader provides the Employee feedback regarding performance, ongoing/advanced training opportunities, and other activities as they would with any other Employee.
14. When on-the-job supports or accommodations change, the Employee, Kwik Trip Store Leader, and Service Provider will be in communication and in agreement regarding those changes.
15. The Service Provider and Employee will ensure that the Store Leader is engaged in decisions to discontinue on-the-job supports and has contact information in the event the employer needs to reconnect with resources.
16. In cases where the Retail Helper experiences challenges or barriers to successful employment retention, and is actively working with DVR, DVR will work in partnership with Kwik Trip, the Employee, and any external supports (Service Providers, Long Term Care Representatives, etc.) to develop potential solutions and/or engage necessary supports.
17. In cases where the Retail Helper experiences challenges or barriers to successful employment retention, and is not receiving services through DVR, the individual may seek assistance from the Store Leader or other Kwik Trip resources, their Service Provider or other community agencies, Long Term Care Representatives, or other resources they find valuable. The individual may also choose to apply for DVR services at <https://dwd.wisconsin.gov/dvr/referral/>.

Additional Responsibilities

18. If a Store Leader has difficulty reaching an applicant, they can contact the Service Provider or local DVR BSC for assistance. To contact the BSC serving a specific area, see the [Business Service Consultant \(BSC\) Contact Information](#) webpage.
19. The Store Leader may consult with the local DVR BSC on general disability and employment situations/topics at any time.
20. In the event DVR does not have candidates for vacant positions, the Store Leader can request that the local DVR BSC share the recruitment with other workforce partners and disability service providers to connect non-DVR candidates to the employment opportunity. Interested candidates can apply on-line and work directly with Kwik Trip through the recruitment process. DVR will not be engaged in these recruitments beyond sharing the recruitment information with community and workforce partners.
21. The local DVR BSC would do a bi-weekly contact with Store Leader to assess status of contacting applicants and notify the DVR Regional Point of Contact of recruitment statuses on a monthly basis (or more often if necessary).

22. Kwik Trip will provide open requisition(s) to DVR Regional Point of Contact on a monthly basis for coordination of recruitments.
23. DVR Regional Points of Contact reviews Kwik Trip openings quarterly to determine if there are any long-term recruitments, identify potential factors influencing the recruitment, and will discuss potential solutions with the local DVR BSCs, the larger DVR Business Services Team, and Kwik Trip leadership as needed.