

THE JDXPERTNEWSLETTER

April 2023



SUPPORTING DE&I

JDXpert's Debiasing Functionality

Creating inclusive job descriptions is essential for promoting diversity and equity in the workplace. However, identifying and removing potential biases from every description can be a daunting and time-consuming task without the right tools. That's where JDXpert's debiasing feature comes in, offering a solution to automate the process of identifying and addressing potential bias. With JDXpert, you can take proactive steps to remove potential biases from your job descriptions and postings, attracting a wider pool of qualified candidates and fostering a more diverse and inclusive workplace.

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DEBIASING AND PROOFREADER (continued)

What is biased language?

Biased language includes expressions that demean or exclude people because of age, sex, race, ethnicity, social class, or physical or mental traits.

What are the various types of bias based on?

- Race
- Religion
- Ethnicity
- Sexual Orientation
- Gender
- Mental Health
- Disabilities
- Felony Background
- Age
- Veteran Status
- And more.....

What is debiasing?

The techniques, methods, and interventions that are designed to eliminate or decrease the errors or mistakes in people's judgments and decision making.

How to start

1. A good first step is finding the actual biases that exist in your organization. Take a sample or full survey of your employee's pending organization size to discover implicit bias that can affect your current hiring or other business decisions.

[Harvard's Implicit Bias project](#) has multiple "Implicit Association Tests" you can use to measure bias. Once you zero on the implicit biases, you can use them to steer your strategy with JDXpert's debiasing tool.

2. A good second step is a step you are taking now. Use a text analyzer that can search your job descriptions for some common keywords that can be viewed as biased in nature or not neutral in the description of your job summary/duties.

Using JDXpert's text analyzer

Common keywords that can be considered biased in nature could be workmanship, spokesman, layman and more. JDXpert's tool allows for you to take our prebuilt list, enhance it based upon your needs, and assign categories that fit your organization. Once you have identified the implicit biases within your organization, adding additional phrases into the proofreader to is simple and easy.

DEBIASING AND PROOFREADER (continued)

Proofreader Phrase List					
<div>Add</div> <div>Import Export ...</div>					
Action	Flagged Phrase	Suggested Replacement(s)	Category	Allowed Words	Status
	athletic*		ADA/Able Bias		Active
	crippled	person with a disability	ADA/Able Bias		Active
	energetic*		ADA/Able Bias		Active
	handicapped	person with a disability	ADA/Able Bias		Active
	lame		ADA/Able Bias		Active
	elder*		Age Bias		Active
	elderly		Age Bias		Active
	older		Age Bias		Active
	well educated	knowledgeable	Class Bias		Active
	well-educated	knowledgeable	Class Bias		Active
	best		Excess Superlative		Active
	expert*		Excess Superlative		Active
	industry-leading		Excess Superlative		Active
	senior		Excess Superlative		Active
	world-class		Excess Superlative		Active
	active*	effective*, engaged	Gender Bias		Active
	adventurous*	proactive*, bold*, enterprising*	Gender Bias		Active

Running the check on your job description is only one click after creating the phrase list within your master template.

Edit Job Description 'Administrative Assistant'

[Save and Close](#) [Discard Draft](#)

[View Content](#) [Split Screen](#) [Form Errors](#)

Proofreader ...

Demo

Connect with your Customer Success Manager to schedule a demo at success@jdxpert.com.

How Do I Get This Feature?

The debiasing and proofreading functionality is available for your JDXpert site. Please connect with our Support team at support@jdxpert.com to have the feature enabled.

If you would like additional information on debiasing please visit our [blog post Addressing Biased Language in Job Descriptions](#).

GET TO KNOW MELISSA DUNCAN

Head of People

To learn a bit more about Melissa, we set up a Q&A session. Here are her answers.



How long have you worked for JDXpert and what is your role at the company?

I have worked at JDXpert for exactly one week!

What does a typical day look like for you?

Right now, I am focused on learning about our people and culture. I am currently filling my days with training and meeting our team members.

What do you enjoy most and what do you find the most challenging about your role?

So far, I've truly enjoyed connecting with others and getting to know everyone. It is not necessarily a challenge, but working remotely gives me FOMO (fear of missing out). I really crave being around people!

What lesson(s) have you learned thus far from working at JDXpert ?

I've learned so much! Everyone is an open book and folks have been informative and transparent.

What would you do (for a career) if you weren't doing this?

If I weren't doing this job, I'd be a lawyer. I think it would be so fun, but maybe that's the true-crime podcasts talking.

Before working at JDXpert, what was the most unusual or interesting job you've ever had?

My most interesting job was telemarketing for a water softener company. If you just fell asleep reading that, I am sorry. My job was to incentivize people to allow us into their homes and test their water, by offering them a case of Mountain Dew. It sounds crazy, but it worked!

When you have 30 minutes of free-time, how do you pass the time?

In my free time I love to call friends to catch up. If I need a little downtime, I turn on an audiobook and go for a walk.

If you could learn to do anything, what would it be?

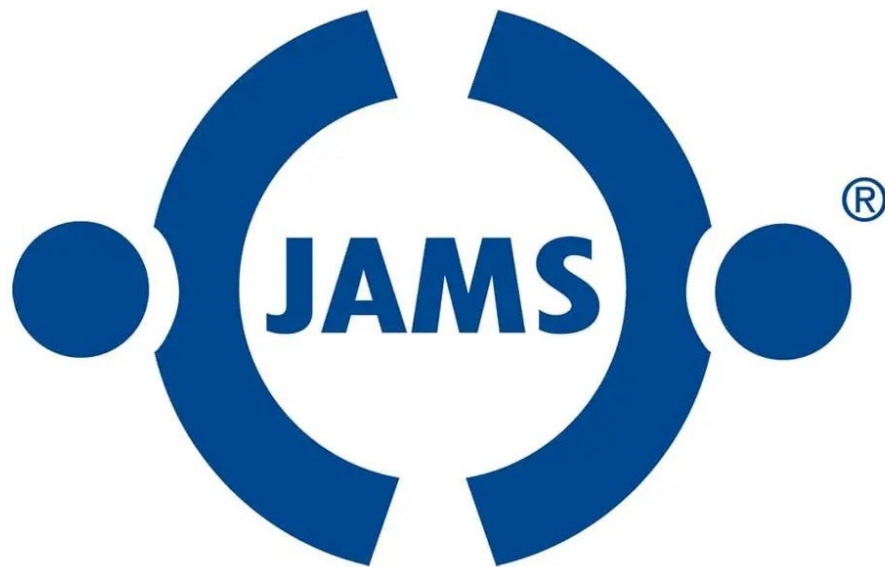
If I could learn anything it would be homemade bread making. Who doesn't love bread?

Is there anything people might be surprised to learn about you?

My dog, Miles, has been one of the best things in my life to date!

Do you have a motto or personal mantra?

The mantra that has stuck with me is "everything is figureoutable".



SUCCESS STORY

Learn how JAMS, the world's largest Alternative Dispute Resolution Provider, to help them streamline their job description process

"Our shift to JDxpert has provided us with a fresh, visually-appealing approach to job description management and consistency in our drafting process." – **Carolina Conticelli, Director, Human Resources**

Overview: The Client

JAMS is an alternative dispute resolution organization headquartered in California with 30 locations worldwide. Founded in 1979, they handle more than 18,000 cases each year. As the world's largest private alternative dispute resolution (ADR) provider, they manage a highly diverse panel of over 400 retired state and federal court judges, attorneys and other ADR professionals, with over 300 associates, including ADR systems design experts, and case management professionals for which they constantly recruit.

The Problem: Access, Versioning, Inefficient Workflows

JAMS' HR team transitioned to a new HRIS platform in 2020 to manage their global workforce. Unfortunately, their HRIS does not have the job description management

SUCCESS STORY (cont.)

capabilities they need and are accustomed to. Before partnering with JDXpert and when the HR department was transitioning to their new HRIS, when a new job was to be created, the requesting department or manager would provide general, big-picture information to generate the job description. The HR department would then research the role and determine what would suit their business needs. The process would take a significant amount of time and require a lot of back and forth with the managers and department leaders. The HR team was also tasked with ensuring consistency within their job families with respect to experience, skills, and education. It was determined that, in addition to fostering efficiency in the drafting processes, the new system needed to integrate with the company's HRIS and ATS platforms to reduce complexity and gain consistency across their ecosystem.

The Solution: Simplified and Fully Integrated

JAMS had a clear idea of what they were looking for, and of all the solutions considered, JDXpert was most aligned with their needs. JDXpert's central database simplified job description creation, and the collaborative nature of the platform enabled multiple stakeholders to contribute simultaneously.

Features within JDXpert align with industry best practices in terms of compliance concerns. As a result, JAMS was able to reduce the need to work on these efforts with external counsel, further reducing costs and time spent on their drafting and maintenance processes.

Another feature of JDXpert that JAMS has appreciated is the ability to align job descriptions with their DE&I initiatives.

JDXpert's debiasing and compensation benchmarking features allow them to produce accurate job descriptions that appeal to a broader talent pool, thus improving their ability to attract new talent and support their performance management capabilities.

Success

JAMS is still implementing workflows with hiring managers and department leaders in JDXpert. However, as they establish their new workflows, it's been noted that the time savings have been significant. Those who have gone through initial workflows support the new process as they've found that it simplifies and streamlines tasks they already do, helping them accomplish significantly more in less time.

Want your success story featured in our next newsletter? Then contact our [marketing team](#) to learn how.

UPCOMING EVENTS

**RECRUITING AND RETAINING
TALENT THROUGH ECONOMIC
UNCERTAINTY - Hosted by HCI**
April 13 at 3pm ET | [REGISTER](#)

**WORLD AT WORK TOTAL REWARDS
CONFERENCE & EXHIBITION |**
San Diego, CA
June 12-14 | [LEARN MORE](#)



IMPORTANT SECURITY ENHANCEMENT FOR US-HOSTED JDXPERT CLIENTS

In the coming weeks, JDXpert will be implementing a new advanced Web Application Firewall (WAF) for all US hosted JDXpert client sites. This new WAF will provide additional cybersecurity protection for your JDXpert environment. There is one key change coming to US clients with this new WAF. This WAF is implemented as a Zero Trust solution, which means for you that your JDXpert websites will no longer have a static IP address. We believe only a few clients are limiting access into JDXpert by IP address, if you are one of those clients, please contact your IT team to have them remove this limitation. Important note, this does not affect clients hosted in our Canadian or UK data centers, those clients already have an advanced WAF in place.

Summary

- JDXpert is implementing a new Web Application Firewall (WAF) for all US client sites.
 - Saturday April 22nd – US Client Staging sites
 - Saturday May 13th – US Client Production Sites
- For most clients, we expect this to be a transparent change causing no issues.
- This change will be made during our normal Saturday maintenance window and we expect there will only be a few minutes of downtime for each client site.
- Once moved to the WAF, US JDXpert client sites will no longer have a static IP address for inbound traffic.
- This new WAF does **NOT** impact traffic coming to and from our FTP sites, those sites will continue to operate as they have for the last few months
- This new WAF does **NOT** impact outbound traffic coming from our JDXpert client sites, JDXpert sites will continue to have the same static IP associated with their outbound traffic
- This new WAF does **NOT** impact Canadian or UK clients at all, those clients already have a WAF in place.