

## **9.1 What Is Job Customization?**



Job customization, sometimes called job carving, is a term for customizing job duties. It is a way of combining tasks from different jobs to increase employee productivity while capitalizing on the skills and strengths of workers with disabilities. Job carving is all about creating a new position by freeing specialized employees from having to perform non-specialized tasks.

### **Why do it?**

To increase specialized employees' production time, company profitability and service delivery.

### **How does it work?**

Both the employer and the service provider work together to identify opportunities to enhance the business's services and increase profitability.

### **Service Provider Perspective**

It's all about looking for job tasks within a workplace designed to match the needs, capacities, skills, abilities, and aptitudes of a potential new employee with a disability.

### **Employer Perspective**

It's all about identifying non-specialized tasks performed by specialized employees in order to create a new and meaningful position that can be filled by another person.

### **New Employee Perspective**

The process of job customization creates a new tailored job description that fits a potential employee's skills and strengths. It gives a job seeker with a disability the opportunity to contribute according to their abilities.

### **Job Carving – Job Customization – Customized Employment**

Customized employment is an evaluation of the business's needs and the job seeker's ability to meet those needs. Customization is meant to be a win-win solution and successful job carving results in benefits for specialized workers, the employer, and the job seeker.

## Benefits for the Employer

- Increases efficiency and productivity in the workplace.
- Fills gaps in the workplace.
- Reduces the need for costly or ineffective temporary help.
- Reduces overtime wages.
- Increases customer satisfaction.

### **Source:**

*<sup>1</sup>When Existing Jobs Don't Fit: A Guide to Job Creation, Institute for Community Inclusion, Colleen Condon et al., Boston USA.*

### **Disclaimer:**

*Hire for Talent has made every effort to use the most respectful words possible while writing these materials. We realize, however, that the most appropriate terminology may change over time. We developed these materials with the intent to respect the dignity and inherent rights of all individuals.*