temporary employment

Supervisor's Guide to *HR Temporary Employment*

One Great Place to Work

HR Temporary Employment
103 Scovell Hall
Lexington, KY 40506-0064

Phone: (859) 257-9555, press 2
Fax: (859) 257-7464

Web: www.uky/edu/HR/tempjobs

UK
UNIVERSITY OF KENTUCKY
Human Resources
Temporary Employment

An Equal Opportunity University

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About HR Temporary Employment

HR Temporary Employment staffs temporary positions for all areas of the UK HealthCare, Good Samaritan Hospital, and Lexington campus. We staff jobs from office/clerical to medical to food service, and more. If we do not already have a candidate that meets your needs, we can recruit and interview for your department's specific needs.

The mission of HR Temporary Employment is to assist University of Kentucky departments to run as smoothly as possible by providing cost-effective, qualified, knowledgeable, and professional employees on an as-needed basis, while assisting HR Temporary Employment employees in obtaining professional career skills and gainful employment.

HR Temporary Employment Directory

HR Temporary Employment
103 Scovell Hall
Lexington, KY 40506-0064

Phone - (859) 257-3330
Fax - (859) 257-7464

HR Temporary Employment Front Desk - 257-3330
HR Temporary Employment Payroll Desk - 257-9518

HR Temporary Employment

Payroll - 257-9488
Payroll/Billing - 257-9502
HR Temporary Employment Specialists:
Campus Positions - (859) 257-9543
UK HealthCare/Medical Positions –(859) 257-9556
Housekeeping/Grounds/Food Service Positions - (859) 257-9561

HR Temporary Employment Web Link: www.uky.edu/HR/tempjobs/

Requesting HR Temporary Employment Employees

Requesting an HR Temporary Employment employee is easy! Just submit our quick job requisition form online. The direct link is:

www.uky.edu/HR/tempjobs/temp-jobform.html

Click "***Request an HR Temporary Employment Employee***." To complete this form you will provide the account number and department number you need charged, supervisor and contact information, and the job description. It is important that you provide a complete and detailed job description so a **Temporary Employment Specialist (TES)** can meet your staffing needs by selecting the most qualified candidate. In the job description you may also list any specific skills that your employee must have, such as particular computer programs, trade skills, and/or experience.

Once your request is received, a TES will contact you to verify the job request, ask for additional information that may be needed, and to answer any questions you may have regarding our search for your employee.

HR Temporary Employment posts pool positions on the Online Employment System (OES). These pool positions represent the typical types of jobs usually available (i.e. office/clerical, administrative assistant, maintenance, CNA, food service, etc). Job-specific positions can also be posted to give your department a pool of candidates that meets your specific needs. Each TES selects, interviews, and hires the most qualified applicants. Active HR Temporary Employment employees consist of current employees who have successfully completed a job at UK (regular and/or temporary) as well as individuals new to the University, retirees student workers who are no longer eligible for student wages, etc. All candidates are screened specifically for your particular job request.

Once a candidate is selected for your position and he/she has accepted the terms of the assignment, a TES will contact you to let you know the employee's name and start date. The HR Temporary Employment employee will arrive at your department ready to start with all the information needed to begin working in your department.

The TES will remain in contact with your department to get performance evaluations of employees and can address any concerns/questions you may have. Please contact HR Temporary Employment at any time if concerns or performance issues arise.

Pre-Selected Candidate Procedure
(Sign-ons)

HR Temporary Employment recognizes that various departments at the University of Kentucky often wish to employ pre-selected candidates **(also called "Sign-ons")**. In most cases the HR Temporary Employment office can accommodate each department with this request. However, per **Human Resources Policy and Procedure 17.1.3**, the HR Temporary Employment office is required to interview, screen, hire, compensate, and evaluate all HR temporary staff employees.

In order to efficiently manage the hiring process, HR Temporary Employment has created the following procedures for hiring pre-selected candidates:

I. Request an HR Temporary Employee

Complete the "HR Temporary Employee Job Order Form" including all required information regarding job duties, department name, account number, supervisor, etc. Also include the name of the pre-selected candidate that you wish to place in the position. In the "Job Description" section you should include salary information if available. A Temporary Employment Specialist (TES) will contact you after you have submitted the job form to confirm the details and to set a time for interviewing your pre-selected candidate. **PAY RATE:** if you have discussed a pay rate with your pre-selected candidate you may enter that in the job description field on the job order form. If you are unsure about a pay rate, contact the HR Temporary Employment office.

II. Screening Interviews

The HR Temporary Employment office must screen **all** temporary employees. Although your department has already pre-selected a candidate and conducted an interview, a (TES) must screen your candidate to ensure that he/she is qualified for the temporary position and to process payroll related paperwork. The TES will also complete criminal background and employment checks in a timely and efficient manner. Note: HR Temporary Employment employees may start their positions prior to the receipt of results of criminal background checks. However, temporary employees may be removed from their positions based upon background check results. The candidate must contact HR Temporary Employment to schedule a time for a screening interview before starting the position.

III. Paperwork

All HR Temporary Employment employees must complete required paperwork *before* beginning work. This paperwork is completed during the candidate's interview and includes the I-9 Form (employment eligibility verification), K-4 and W-4 tax forms, HR Temporary Employment Handbook, and a review of payroll procedures. **It is UK policy and federal law that all employees must complete the I-9 form prior to the first day of work.** The HR Temporary Employment office is not responsible for paying time worked by an employee before paperwork has been completed. Pre-selected candidates should bring work authorization documents that normally allow individuals to work within the US such as:

US Citizens - a picture ID such as a passport or driver's license and a Social Security card or certified copy of a birth certificate.

Non-Citizens - a Certificate of U.S. Citizenship (INS Form N-560 or N-561), Certificate of Naturalization (INS Form N-550 or N-570), an un-expired Temporary Resident Card (INS FormI-688), an un-expired Employment Authorization Card (INS Form I-688A), or an un-expired Reentry Permit (INS Form I-327)

IV. Orientation

HR Temporary Employment employees are required to attend an orientation session. This session will be scheduled with the employee during his/her interview. The orientation provides an explanation of the employee's rights and responsibilities and includes viewing of the OSHA, HIPAA, and Corporate Compliance Videos.

HR Temporary Employment also has an online version of orientation that provides convenient access anytime. Employees may view the online version and complete level 1 training for OSHA, HIPAA, and Corporate Compliance. Contact your Temporary Employment Specialist or visit the online orientation information webpage - www.uky.edu/HR/tempjobs/TempEmpOrientation.html

V. Evaluation

Once an HR Temporary Employment employee has completed an assignment the employee or the department manager must notify the HR Temporary Employment of the last day worked. A Performance Evaluation Form (www.uky.edu/HR/tempjobs/perfeval.pdf) should be completed by the department manager and forwarded to HR Temporary Employment.

HR Temporary Employment Screening (PNBC and PDS)

Pre-Employment National Background Checks (PNBC)

The university requires all new hires to complete a PNBC. In 2006, the Kentucky legislature passed House Bill 3, requiring state postsecondary institutions to conduct a PNBC on all prospective regular full-time, regular part-time, temporary and student employees hired.

Pre-Employment Drug Screening (PDS)

PDS is also required for new hires in UK Chandler and Good Samaritan hospitals. PDS is a way to protect our campus, reduce legal exposure relating to negligent hiring, and allow the University to move more emphatically toward implementation of its stated Drug-free Policy.

New HR Temporary Employment employees may start a position before the PNBC and/or PDS results have been received in Human Resources. New HR Temporary Employment employees are considered "contingent" hires based upon the successful completion of the PNBC and/or PDS.

HR Temporary Employment Orientation

All new HR Temporary Employment employees are required to attend an orientation session within the first two weeks on the job. Orientations are held twice monthly from 2:30 pm – 4:00 pm in 220 Scovell Hall. Your HR Temporary Employment employee should already be scheduled to attend orientation when he/she begins working in your department. HR Temporary Employment will pay for the time employees spend in orientation and **your department will not be billed** for that time. Our office will complete a separate timesheet for the employee. **Time spent in orientation should not be recorded on departmental timesheets.**

HR Temporary Employment Orientation insures that all HR Temporary Employment employees meet UK Policy requirements regarding OSHA, the Corporate Compliance Program, and HIPAA Level 1 training. All HR Temporary Employment employees view informational videos for these programs and sign a certification statement for each. Because HR Temporary Employment employees frequently work in different areas of the University, we require all new hires to view the Corporate Compliance Program and HIPAA video even if their initial assignment is not in a UK HealthCare position.

In addition to complying with UK policy, orientation provides new HR Temporary Employment employees with information about the responsibilities and benefits of being a HR Temporary Employment employee. Information on available employee development classes and schedules is provided as well. During orientation, HR Temporary Employment employees are encouraged to ask any questions they may have about their positions and/or policies and procedures.

HR Temporary Employment Orientation is an important factor in fostering and retaining the best employees. It increases the knowledge and quality of work HR Temporary Employment employees can provide for your department. Should you have any questions or concerns regarding this orientation, please contact our office at 257-3330.

Online Orientation

HR Temporary Employment also has available an online version of orientation that provides convenient access anytime. Employees may view the online version and complete level 1 training for UK Safety (OSHA), HIPAA, and Corporate Compliance. Contact your Temporary Employment Specialist or visit the online orientation information webpage:

www.uky.edu/HR/tempjobs/TempEmpOrientation.html

HR Temporary Employment Payroll Procedure

At the time of hire, all HR Temporary Employment employees are provided with detailed instructions concerning payroll procedures. It is the employee's responsibility to maintain his/her timesheet and to ensure HR Temporary Employment receives the timesheet on the due date. **It is the Supervisor's responsibility for transmission (by campus mail or currier) of the original timesheet to HR Temporary Employment by each payday Friday**. HR Temporary Employment is required to keep original copies of our employees' timesheets.

It is highly recommended that your department keep copies of your HR Temporary Employment employee's timesheets and verify them against the monthly ledger sheets.

HR Temporary Employment employees are paid according to the payroll schedule for regular bi-weekly employees of the University. Each HR Temporary Employment employee is assigned a placement number, which is an assignment-specific number. Each timesheet must have a placement number in order to be processed efficiently. If you or your HR Temporary Employment employee is unsure what placement number to use, contact our office at 257-3330.

It is the HR Temporary Employment employee's responsibility to maintain his/her timesheet and confirm its receipt in our office on the due date for each pay period. **However, as the supervisor of a HR Temporary Employment employee, please be aware of your responsibilities:**

1. **Review and sign timesheet.** Before signing the employee's timesheet, review all hours recorded. All hours should be marked in ink, not in pencil. The use of White Out is discouraged. Your signature on the timesheet authorizes HR Temporary Employment to pay the employee for all hours indicated. Label any off-shift hours with the appropriate earn code. We are unable to pay a shift differential unless it is clearly indicated on the employee's timesheet.

2. It is the supervisor's responsibility for the transmission of the HR Temporary Employment employee's **ORIGINAL** signed timesheet to HR Temporary Employment **no later than 3:00 p.m. on payday.** Transmission of the **ORIGINAL** signed timesheet – by campus mail, courier, or hand delivered **– can NOT involve the HR Temporary Employment employee (**per UK Policy **17.3.14.2).** It is recommended that the department retain a copy of the original time sheet for its records.

3. **Fax copies of timesheets are acceptable on "timesheet days" for initial payment**, but the original timesheet is required in HR Temporary Employment for audit purposes. HR Temporary Employment employees are responsible for ensuring the receipt of the completed timesheet to HR Temporary Employment. **NOTE:** Timesheets may be faxed to HR Temporary Employment (257-7464) on "timesheet due" dates no later than 3:00 p.m. in order to expedite processing of payroll. **If timesheets are faxed, do not rely solely on the confirmation sheet from your fax machine**. **Call 257-9518 to confirm the timesheet was received.**

4. **Review your billing statement each month**. For each pay period that a HR Temporary Employment employee works in your department, a billing statement will be sent to the designated business officer. Reconcile the charges for the hours worked by each HR Temporary Employment employee you supervise against your account ledger sheets and the copies of the billing invoice. **Please notify HR Temporary Employment immediately if there are any discrepancies with the invoice.**

HR Temporary Employment Timesheet Completion Guide

Employee completes and ensures all information is accurate and correct on timesheets, including:

1. Person ID #.
2. Placement Number
3. Employee Name
4. Department Name
5. Pay Period/Dates
6. Total Hours Worked
7. Employee Signature
8. Supervisor Approval & Signature

Employee faxes or delivers a **copy** of the signed timesheet to HR Temporary Employment at (859)257-7464

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Supervisor reviews timesheets and provides approval:

1. Checks information for completeness and accuracy.
2. Provides signature approval.
3. Prints name and phone number.

Supervisor mails **original** signed timesheets to HR Temporary Employment to 103 Scovell Hall, 0064.

Billing Information

HR Temporary Employment bills department account for the hourly wage for the employee and our service fee, which includes the FICA (Social Security and Medicare) and the miscellaneous fringe benefits fee. The service fee is subject to change. Please contact HR Temporary Employment at 257-9502 for the current bill rate.

HR Temporary Employment employees hourly pay rates are indexed to comparable regular UK positions at corresponding pay grades. The HR Temporary Employment administrative fee is evaluated throughout the fiscal year and may fluctuate based on operating expenses.

HR Temporary Employment functions as a recharge center. The employee is paid from HR Temporary Employment's account and then your account is billed for the amount owed for each employee. Your account will typically be billed by the Monday following the payday Friday. Your account officer will receive an invoice on a bi-weekly basis. This invoice should be checked against your ledger sheets and against your copy of the employee's timesheets. For billing questions or account number changes, please call our office at 257-9502.

Documentation and Employee Issues

HR Temporary Employment's goal is to help your department run as smoothly as possible during employment shortages by providing qualified, knowledgeable and professional employees. If the HR Temporary Employment employee cannot fulfill the duties required, contact your TES as soon as possible. He/she can help determine if job coaching or replacement is required. All HR Temporary Employment employees are held to the same performance standards as regular employees.

When managing HR Temporary Employment employees, document information just as you would for regular employees. It is especially important to document **absences** and **performance issues**. HR Temporary Employment relies on your department to get feedback on our employees.

Please record information about tardiness, absenteeism, job performance, misconduct, reason for leaving assignment, and last day worked for all HR Temporary Employment employees in your department. Applicable forms can be found on our web page under Employee Documentation or at the direct www.uky.edu/HR/tempjobs/emp_doc.html

It is critical that the TES who placed the employee in your department be immediately informed when performance issues or misconduct occurs. He/she will document the situation and ask for a Performance Evaluation from your department. Depending on the severity of the situation and your department's wishes, the TES may remove the HR Temporary Employment employee from the assignment or offer job coaching. **Temporary Employment will require a completed Performance Evaluation form at the end of all temporary assignments**.

The **Performance Evaluation** is available on the University forms page under 'T' for *Temporary Employment Evaluation*. It is also available on our web site at www.uky.edu/HR/tempjobs/perfeval.pdf. Please complete this form as soon as a performance issue arises and/or when the employee's assignment ends. This form will help provide excellent HR Temporary Employment employees to all departments of the University. Without it, we cannot determine if the employee should be placed in another HR Temporary Employment assignment.

Please complete an HR Temporary Employment **Absence Sheet** whenever an employee is absent. This information is critical in determining the reliability of the employee. This form also available on the HR Temporary Employment website or directly on the direct link:

www.uky.edu/HR/tempjobs/absent.pdf

Temporary employees working in your department can qualify for **unemployment** insurance benefits when an assignment ends. In order for the university to appropriately manage the claims and associated costs, and provide effective responses to such claims, it is important for the direct supervisor to document all key information relating to the end of assignments. This is particularly important if the temporary employee is discharged from your department for poor performance, misconduct, or other unsatisfactory work. Completing the *HR Temporary Employment Performance Evaluation* is important for the record as well. Contact your TES if you have any issues regarding documentation and/or performance.

Temporary Employees Moving into Regular Positions

Should your department have an HR Temporary Employment employee that you have hired into a regular position, it is HR Policy (17.3.13.1.4) that the employee begins his/her regular position at the beginning of a payroll cycle. In order for UK benefits to charge correctly for the employee, HR Temporary Employment cannot end an assignment in the middle of a payroll cycle. If you have specific questions contact HR Temporary Employment at 257-3330.

Frequently Asked Questions

1. **What is the difference between Student Employment and HR Temporary Employment?**

   Student Employment is a referral service for UK students only. Once a student is referred to your department, you will conduct the final interviews and make the hiring decision. The student employee will be placed on your departmental payroll (you must have an open student wage line with a 1300 object code) and your department will determine the pay rate. The student is entirely your department's employee. If you have a student you wish to place in your department, but do not have a student wage line, you may follow the procedures for Pre-selected Candidates and pay them through HR Temporary Employment.

   HR Temporary Employment recruits, interviews, screens, hires, and provides payroll services. HR Temporary Employment employees can be retirees, former UK employees, new employees, or students. HR Temporary Employment will complete all paperwork. Your department will be billed directly for hours worked by the employee(s).

2. **How do I request an HR Temporary Employment employee?**

   Complete a Temporary Employee Job Order Form online at:

   www.uky.edu/HR/tempjobs/temp-jobform.html

   Or call 257-3330 to complete a job order form by phone.

3. **What types of jobs can I fill with HR Temporary Employment employees?**

   All types of jobs can be filled with HR Temporary Employment employees. We currently staff food service, housekeeping, office/clerical, medical, and other skilled workers. If we do not have a current candidate who meets your requirements we will advertise and interview for your specific needs.

4. **What is my department charged for each HR Temporary Employment employee?**

   Temporary employment specialists determine pay rates based on job duties and skills needed. Rates are comparable with regular UK positions of corresponding pay grades. If you have a particular pay rate in mind for a position, you can discuss that with your TES. Your department will be billed an additional fee to cover an administrative fee, which includes the FICA (Social Security and Medicare) and the miscellaneous fringe benefits fee. You will

receive an invoice each month reflecting the charges for your HR Temporary Employment employees.

5. **What do I need to do if I have pre-selected the candidate I wish to place in an HR Temporary Employment position?**

   HR Temporary Employment employees who have been pre-selected by a department (also called "Sign-ons) are required to report to HR Temporary Employment prior to beginning of an assignment. All payroll information must be processed before the first day of work to insure proper payment of hours worked. HR Temporary Employment cannot be held responsible for paying HR Temporary Employment employees who begin an assignment without reporting to HR Temporary Employment. See full details about **Pre-Selected Candidates** in this handbook.

6. **How do I change the account number on which my department is billed for my HR Temporary Employment employees?**

   Contact HR Temporary Employment at 257-9502, and we can help you change your account information.

7. **What should I do if my HR Temporary Employment employee is not performing adequately?**

   HR Temporary Employment's goal is to help your department run as effectively as possible. If your HR Temporary Employment employee cannot fulfill the duties required, contact your temporary employment specialist. He/she can help determine if job counseling or replacement is required. Document as much information as possible. This allows HR Temporary Employment to determine if the HR Temporary Employment employee should be placed in another assignment. HR Temporary Employment employees are held to the same standards as regular employees. Complete a Performance Evaluation for all HR Temporary Employment employees when their assignments end and send to Temporary Employment.

8. **What do I do when my HR Temporary Employment employee's assignment is completed?**

   Notify the HR Temporary Employment employee as soon as possible of his/her last day of work. If possible, give the employee a five-day notice. You should also inform your TES so he/she can begin the separation process. A Performance Evaluation Form (available online or call 257-3330) must also be completed and sent to HR Temporary Employment.

9. **Are HR Temporary Employment employees required to complete the Pre-employment National Background Check (PNBC) and the Pre-employment Drug Screen (PDS)?**

   All new HR Temporary Employment employees are required to complete the PNBC when initially hired. Temporary employees hired for positions in UK Chandler Hospital and/or Good Samaritan Hospital must also complete the PDS.

10. **Can HR Temporary Employment employees start before the PNBC and PDS results have been received by Human Resources?**

    New temporary employees may start a position before the PNBC and/or PDS results have been received in Human Resources. New temporary employees are considered "contingent" hires based upon the successful completion of the PNBC and/or PDS.

11. **What happens if my HR Temporary Employment Employee does not pass the PNBC and/or the PDS?**

    Failure to pass the PNBC may result in the removal of a temporary employee from your department. HR Temporary Employment follows strict guidelines when placing individuals in any position. The Temporary Employment Specialists (TES) follow the same hiring grid used for the placement of regular employees within the University. Should your temporary employee be removed, the TES will work with you to find a replacement as quickly as possible.

    Failure of the PDS will result in the immediate removal of a temporary employee from an assignment. A TES will work with you to provide another qualified temporary employee as soon as possible.

Quick Guide to HR Temporary Employment

- HR Temporary Employment's goal is to assist your department in running as smoothly as possible during employment shortages by providing qualified, knowledgeable, and professional employees.

- Request an HR Temporary Employment employee by submitting a job form located at www.uky.edu/HR/steps/temp-jobform or by calling 257-3330.

- HR Temporary Employment employees are generally paid at the base grade level rate for comparable regular UK positions.

- All HR Temporary Employment employees must attend *HR Temporary Employment Orientation*. Your department will not be billed for this time. **Do not include this time on the employee's timesheet.**

- The HR Temporary Employment employee is responsible for submitting a complete timesheet every pay period on the scheduled day by 3:00 p.m.

- Keep a copy of the HR Temporary Employment employee's timesheet for your records.

- The supervisor must submit the employee's ORIGINAL signed timesheet to HR Temporary Employment no later than 3:00 p.m. on payday.

- Your office will receive an invoice from HR Temporary Employment on a bi-weekly basis.

- Verify the copy of the HR Temporary Employment employee's timesheet against your ledger sheets and bi-weekly invoices.

- Document all information concerning HR Temporary Employment employee's behavior, attendance, and job performance and contact the TES if the employee is not satisfactory.

- Complete a *Performance Evaluation Form* at the end of every HR Temporary Employment employee's assignment.

HR Temporary Employment
Supervisor's Guide
Acknowledgement Sheet

In an effort to better serve University of Kentucky departments, managers, and supervisors, HR Temporary Employment would appreciate a moment of you time to complete the following information:

Department Name: _____

Date Received: _____

Signature: _____

Print Name: _____

Please detach and return by sending this card to: HR Temporary Employment, 103 Scovell Hall, 0064